Washington County Emergency Ambulance Services Franchise Agreement
Monthly Performance Assessment
November 2018

Monthly Performance Assessments provide for real time monitoring of the EMS system for the County, and serves as a feedback mechanism for Metro West Ambulance. Compiled data from these reports represent Metro West Ambulance's performance for each metric listed. These monthly assessments are compiled and serve as the basis for determining compliance in the Franchise Agreement's 18 month Periodic Assessment.

			Exceeds 94%	Exceeds 92%	Exceeds 90%	Meets Standard	Meets w/ Notation	Fails to Meet
1	Requirement:	90% **Overall County Response Time**			X	N/A		
	Reference:	Washington County EMS Administrative Rule 500-500(c)						
	Comments:	**91.04%**						
2	Requirement:	88% in **Central** Equity Zone Response Time		X				
	Reference:	Washington County EMS Administrative Rule 500-500(c)						
	Comments:	**93.00%**						
3	Requirement:	88% in **North** Equity Zone Response Time			X			
	Reference:	Washington County EMS Administrative Rule 500-500(c)						
	Comments:	**91.24%**						
4	Requirement:	88% in **South** Equity Zone Response Time			X			
	Reference:	Washington County EMS Administrative Rule 500-500(c)						
	Comments:	**90.28%**						
5	Requirement:	88% in **West** Equity Zone Response Time				X		
	Reference:	Washington County EMS Administrative Rule 500-500(c)						
	Comments:	**89.86%**						
6	Requirement:	Monthly Unit Hour Utilization Rate at 0.4500 or less		N/A		X		
	Reference:	Washington County Franchise Agreement: Section V., A., 3.						
	Comments:	**0.3655**						
7	Requirement:	Ambulance Dispatched within 60 Seconds of Receipt		N/A		X		
	Reference:	Washington County EMS Administrative Rule 500-500(b)						
	Comments:	**Average of 27.22=Seconds**						
		22.36= 18 Month Rolling Average /33.54 = 150% of 18 MRA						
8	Requirement:	No More than 1% of Responses Handled by Another Agency		N/A		X		
	Reference:	Washington County Franchise Agreement: Penalty Schedule, Appendix A						
	Comments:	**ARMUP Responses = 7**						