

Washington County Emergency Ambulance Services Franchise Agreement

Monthly Performance Assessment

October 2015

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

			<i>Exceeds 94%</i>	<i>Exceeds 92%</i>	<i>Exceeds 90%</i>	<i>Meets Standard</i>	<i>Meets w/ Notation</i>	<i>Fails to Meet</i>
1	Requirement: 90% Overall County Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: 84.83% 91.15% (with CART Pilot Data)				X		X	
2	Requirement: 88% in Central Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: 89.10%					X		
3	Requirement: 88% in North Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: 90.74%				X			
4	Requirement: 88% in South Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: 72.79% 94.83% (with CART Pilot Data)		X				X	
5	Requirement: 88% in West Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: 86.24% 90.67% (with CART Pilot Data)				X		X	
6	Requirement: Monthly Unit Hour Utilization Rate at 0.4500 or less Reference: Washington County Franchise Agreement: Section V., A., 3. Comments: 0.3683			N/A		X		
7	Requirement: Ambulance Dispatched within 60 Seconds of Receipt Reference: Washington County EMS Administrative Rule 500-500(b) Comments: 23			N/A				X
Issue identified with fixed value metric - uncompensated for growth in volume - this metric will be revised January 2016.								
8	Requirement: No More than 1% of Responses Handled by Another Agency Reference: Washington County Franchise Agreement: Penalty Schedule, Appendix A Comments: ARMUP Responses = 16			N/A		X		