

Washington County Emergency Ambulance Services Franchise Agreement

Monthly Performance Assessment

December 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

1	Requirement:	90% Overall County Response Time					X
	Reference:	Washington County EMS Administrative Rule 500-500(c)					X
	Comments:	84.19% 88.17%					
			(Amended to 85% using CART Metric)				
2	Requirement:	88% in Central Equity Zone Response Time					X
	Reference:	Washington County EMS Administrative Rule 500-500(c)					
	Comments:	86.14%					
			(with Temporary Amendment to Compliance Metric to 80%)				
3	Requirement:	88% in North Equity Zone Response Time					X
	Reference:	Washington County EMS Administrative Rule 500-500(c)					
	Comments:	85.77%					
			(with Temporary Amendment to Compliance Metric to 80%)				
4	Requirement:	88% in South Equity Zone Response Time	X				X
	Reference:	Washington County EMS Administrative Rule 500-500(c)					
	Comments:	78.38% 94.77%					
			(with CART Pilot Data)				
5	Requirement:	88% in West Equity Zone Response Time			X		X
	Reference:	Washington County EMS Administrative Rule 500-500(c)					
	Comments:	86.82% 91.25%					
			(with CART Pilot Data)				
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:	0.3747					
7	Requirement:	Ambulance Dispatched within 60 Seconds of Receipt			N/A		X
	Reference:	Washington County EMS Administrative Rule 500-500(b)					
	Comments:	22					
			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			N/A		X
	Reference:	Washington County Franchise Agreement: Penalty Schedule, Appendix A					
	Comments:	ARMUP Responses = 9					