

# Washington County Emergency Ambulance Services Franchise Agreement

## Monthly Performance Assessment

### June 2022

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% <b>Overall County Response Time</b> Reference: Washington County EMS Administrative Rule 500-500(c) Comments: <b>78.78%</b>				N/A		X
2	Requirement: 88% in <b>Central</b> Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: <b>78.31%</b>						X
3	Requirement: 88% in <b>North</b> Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: <b>81.31%</b>						X
4	Requirement: 88% in <b>South</b> Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: <b>73.29%</b>						X
5	Requirement: 88% in <b>West</b> Equity Zone Response Time Reference: Washington County EMS Administrative Rule 500-500(c) Comments: <b>81.70%</b>						X
6	Requirement: Monthly Unit Hour Utilization Rate at 0.4500 or less Reference: Washington County Franchise Agreement: Section V., A., 3. Comments: <b>0.4187</b>				N/A	X	
7	Requirement: Ambulance Dispatched within 60 Seconds of Receipt Reference: Washington County EMS Administrative Rule 500-500(b) Comments: <b>Average of 21.96</b> <b>18 Month Rolling Average 37.35 / = 150% of 18 MRA</b>				N/A	X	
8	Requirement: No More than 1% of Responses Handled by Another Agency Reference: Washington County Franchise Agreement: Penalty Schedule, Appendix A				N/A		X

Comments:

**ARMUP Responses = 120**  
**2.30%**