

Washington County Emergency Ambulance Services Franchise Agreement

Monthly Performance Assessment

February 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

1	Requirement: Reference: Comments:	90% Overall County Response Time Washington County EMS Administrative Rule 500-500(c) 90.31%	[]	[]	[X]	[N/A]	[]	[]
2	Requirement: Reference: Comments:	88% in Central Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) 89.61%	[]	[]	[]	[X]	[]	[]
3	Requirement: Reference: Comments:	88% in North Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) 91.00%	[]	[]	[X]	[]	[]	[]
4	Requirement: Reference: Comments:	88% in South Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) 89.07%	[]	[]	[]	[X]	[]	[]
5	Requirement: Reference: Comments:	88% in West Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) 91.08%	[]	[]	[X]	[]	[]	[]
6	Requirement: Reference: Comments:	Monthly Unit Hour Utilization Rate at 0.4500 or less Washington County Franchise Agreement: Section V., A., 3. 0.3721	[N/A]		[X]	[]	[]	[]
7	Requirement: Reference: Comments:	Ambulance Dispatched within 60 Seconds of Receipt Washington County EMS Administrative Rule 500-500(b) Average of 23.99 18 Month Rolling Average 38.51 / = 150% of 18 MRA	[N/A]		[X]	[]	[]	[]
8	Requirement: Reference:	No More than 1% of Responses Handled by Another Agency Washington County Franchise Agreement: Penalty Schedule, Appendix A	[N/A]		[X]	[]	[]	[]

Comments:

ARMUP Responses = 13
0.30%

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Performance Summary -February 2022

RESPONSE & COMPLIANCE DATA

4,328 Total Responses
2833 Compliant
304 Non-Compliant
1191 Exempted/Eliminated
3137
13 ARMUP Responses

0.9031 Overall Compliance

RESPONSE & COMPLIANCE DATA BY ZONE

	C	N	S	W	Total	
Calls Eliminated					0	
Exemption Granted Responses	4	3	1	5	13	
Code 1 Compliant	693	967	659	818	3137	3124
8 Minute Compliant	6	10	5	14	35	
11 Minute Compliant	614	870	553	648	2685	
30 Minute Compliant	1		29	51	81	
Compliant				32	32	2833
Non-Compliant	621	880	587	745	2833	
	72	87	72	73	304	
					3137	

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4328 Total Responses for the Month		
3137 911 Incident Responses	72.48%	
37 911 Incidents w/Multiple pts - Eliminated	0.85%	
10 911 Incidents Out of County - Eliminated	0.23%	
Snow Event	0.00%	
263 Mobile Supervisor (MSU) - Eliminated	6.08%	
881 Code 1 Incidents - Eliminated	20.36%	100.00%

EXEMPTION DATA & DISTRIBUTION

	Requested	Granted	Denied	
C	10	4	6	
N	8	3	5	
S	10	1	9	
W	10	5	5	
Total	38	13	25	100.00%
		34.21%	65.79%	

CENTRAL EQUITY ZONE DATA

4	Total Calls Eliminated per Franchise Agreement Exemption Granted
693	Total Responses for Zone
6	Code 1 Compliant Responses
614	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
621	Compliant Responses
72	Non-Compliant Responses
0.8961	Compliance Rate

NORTH EQUITY ZONE DATA

3	Total Calls Eliminated per Franchise Agreement Exemption Granted
967	Total Responses for Zone
10	Code 1 Compliant Responses
870	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
880	Compliant Responses
87	Non-Compliant Responses
0.9100	Compliance Rate

SOUTH EQUITY ZONE DATA

1	Total Calls
659	Eliminated per Franchise Agreement
	Exemption Granted
	Total Responses for Zone
5	Code 1 Compliant Responses
553	8:29 Compliant Responses
29	11:29 Compliant Responses
0	30:29 Compliant Responses
587	Compliant Responses
72	Non-Compliant Responses
0.8907	Compliance Rate

WEST EQUITY ZONE DATA

5	Total Calls
818	Eliminated per Franchise Agreement
	Exemption Granted
	Total Responses for Zone
14	Code 1 Compliant Responses
648	8:29 Compliant Responses
51	11:29 Compliant Responses
32	30:29 Compliant Responses
745	Compliant Responses
73	Non-Compliant Responses
0.9108	Compliance Rate

ONE MINUTE DISPATCH TIME REQUIREMENT

23.99	Average for the Month (not to exceed 150% of 18 Month Rolling Average)	
25.67	18 Month Rolling Average (not to exceed 60 seconds)	38.51 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3721	<i>(not to exceed 0.4500)</i>
1	0.3717
2	0.3965
3	0.3529
4	0.3151
5	0.3190
6	0.3006
7	0.2759
8	0.3090
9	0.3465
10	0.4024
11	0.3594
12	0.3353
13	0.3266
14	0.4838
15	0.3972
16	0.3955
17	0.3977
18	0.4180
19	0.4789
20	0.3957
21	0.3416
22	0.3850
23	0.4178
24	0.3738
25	0.3900
26	0.4004
27	0.3199
28	0.4124
29	
30	
31	
	10.4183