

# Washington County Emergency Ambulance Services Franchise Agreement

## Monthly Performance Assessment

### March 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% <b>Overall County Response Time</b> Washington County EMS Administrative Rule 500-500(c) <b>89.82%</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Requirement: Reference: Comments:	88% in <b>Central</b> Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) <b>92.68%</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Requirement: Reference: Comments:	88% in <b>North</b> Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) <b>90.73%</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Requirement: Reference: Comments:	88% in <b>South</b> Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) <b>87.07%</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Requirement: Reference: Comments:	88% in <b>West</b> Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) <b>88.86%</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Requirement: Reference: Comments:	Monthly Unit Hour Utilization Rate at 0.4500 or less Washington County Franchise Agreement: Section V., A., 3. <b>0.3907</b>	N/A			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Requirement: Reference: Comments:	Ambulance Dispatched within 60 Seconds of Receipt Washington County EMS Administrative Rule 500-500(b) <b>Average of 23.66</b> <b>18 Month Rolling Average 38.31 / = 150% of 18 MRA</b>	N/A			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Requirement: Reference:	No More than 1% of Responses Handled by Another Agency Washington County Franchise Agreement: Penalty Schedule, Appendix A	N/A			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments:

**ARMUP Responses = 48**  
**1.03%**

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary -March 2022

## RESPONSE & COMPLIANCE DATA

<b>4,679</b>	<b>Total Responses</b>
<b>3178</b>	<b>Compliant</b>
<b>360</b>	<b>Non-Compliant</b>
<b>1141</b>	<b>Exempted/Eliminated</b>
<b>3538</b>	
<b>48</b>	<b>ARMUP Responses</b>

**0.8982 Overall Compliance**

## RESPONSE & COMPLIANCE DATA BY ZONE

	C	N	S	W	Total	
Calls Eliminated					0	
Exemption Granted Responses	0	5	4	3	12	
	765	1068	843	862	3538	<b>3526</b>
Code 1 Compliant	9	6	16	19	50	
8 Minute Compliant	696	963	689	659	3007	
11 Minute Compliant	4		28	66	98	
30 Minute Compliant			1	22	23	<b>3178</b>
Compliant	709	969	734	766	3178	
Non-Compliant	56	99	109	96	360	
					3538	

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>4679</b>	<b>Total Responses for the Month</b>		
<b>3538</b>	<b>911 Incident Responses</b>	<b>75.61%</b>	
<b>52</b>	<b>911 Incidents w/Multiple pts - Eliminated</b>	<b>1.11%</b>	
<b>12</b>	<b>911 Incidents Out of County - Eliminated</b>	<b>0.26%</b>	
	<b>Snow Event</b>	<b>0.00%</b>	
<b>69</b>	<b>Mobile Supervisor (MSU) - Eliminated</b>	<b>1.47%</b>	
<b>1008</b>	<b>Code 1 Incidents - Eliminated</b>	<b>21.54%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

	Requested	Granted	Denied	
C	9	0	9	
N	14	5	9	
S	17	4	13	
W	9	3	6	
<b>Total</b>	<b>49</b>	<b>12</b>	<b>37</b>	
		24.49%	75.51%	<b>100.00%</b>

**CENTRAL EQUITY ZONE DATA**

	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement</b>
765	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
9	<b>Code 1 Compliant Responses</b>
696	<b>8:29 Compliant Responses</b>
4	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
709	<b>Compliant Responses</b>
56	<b>Non-Compliant Responses</b>
<b>0.9268</b>	<b>Compliance Rate</b>

**NORTH EQUITY ZONE DATA**

	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1068	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
6	<b>Code 1 Compliant Responses</b>
963	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
969	<b>Compliant Responses</b>
99	<b>Non-Compliant Responses</b>
<b>0.9073</b>	<b>Compliance Rate</b>

**SOUTH EQUITY ZONE DATA**

	<b>Total Calls Eliminated per Franchise Agreement Exemption Granted</b>
4	
843	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
689	<b>8:29 Compliant Responses</b>
28	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
734	<b>Compliant Responses</b>
109	<b>Non-Compliant Responses</b>
<b>0.8707</b>	<b>Compliance Rate</b>

**WEST EQUITY ZONE DATA**

	<b>Total Calls Eliminated per Franchise Agreement Exemption Granted</b>
3	
862	<b>Total Responses for Zone</b>
19	<b>Code 1 Compliant Responses</b>
659	<b>8:29 Compliant Responses</b>
66	<b>11:29 Compliant Responses</b>
22	<b>30:29 Compliant Responses</b>
766	<b>Compliant Responses</b>
96	<b>Non-Compliant Responses</b>
<b>0.8886</b>	<b>Compliance Rate</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

<b>23.66</b>	<b>Average for the Month</b> (not to exceed 150% of 18 Month Rolling Average)	
<b>25.54</b>	<b>18 Month Rolling Average</b> (not to exceed 60 seconds)	<b>38.31</b> = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**Calculated Average Productivity/Efficiency Ratio**

0.3907	<i>(not to exceed 0.4500)</i>
1	0.3681
2	0.3875
3	0.3990
4	0.4148
5	0.4934
6	0.4752
7	0.3439
8	0.4565
9	0.3210
10	0.3464
11	0.3947
12	0.3915
13	0.3642
14	0.3347
15	0.4131
16	0.3998
17	0.3137
18	0.4108
19	0.4154
20	0.3606
21	0.3976
22	0.3455
23	0.3716
24	0.3492
25	0.3763
26	0.4385
27	0.3423
28	0.4630
29	0.3950
30	0.4208
31	0.4065
	12.1105