Washington County Emergency Ambulance Services Franchise Agreement
Performance Summary - April 2019

RESPONSE & COMPLIANCE DATA

3907	**Total Responses**
2807	**Compliant**
289	**Non-Compliant**
	Exempted/Eliminated
3096	

	C	N	S	W	Total	
Calls					**0**	
Eliminated					**0**	
Exempted					**0**	
Responses	710	954	752	680	**3096**	
						3096
Code 1 Compliant	6	8	12	11	**37**	
8 Minute Compliant	650	863	637	518	**2668**	
11 Minute Compliant	2	0	23	52	**77**	
30 Minute Compliant	0	0	2	23	**25**	
						2807
Compliant	658	871	674	604	**2807**	
Non-Compliant	52	83	78	76	**289**	
						3096

0.9067 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3907	**Total Responses for the Month**		
3096	**911 Incident Responses**	**79.24%**	**(ARMUP Responses = 3)**
43	**911 Incidents w/Multiple pts - Eliminated**	**1.10%**	
14	**911 Incidents Out of County - Eliminated**	**0.36%**	
0	**Snow Event**	**0.00%**	
9	**Mobile Supervisor (MSU) - Eliminated**	**0.23%**	
745	**Code 1 Incidents - Eliminated**	**19.07%**	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0
N	0/0
S	2/0
W	2/0

(granted/denied)

4	**requested**	
4	**granted**	100.00%
0	**denied**	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
710	**Total Responses for Zone**
6	**Code 1 Compliant Responses**
650	**8:29 Compliant Responses**
2	**11:29 Compliant Responses**
0	**30:29 Compliant Responses**
658	**Compliant Responses**
52	**Non-Compliant Responses**
0.9268	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**1.0000**	0	6	
8 Minute Rate	**0.9272**	51	701	
11 Minute Rate	**0.6667**	1	3	
30 Minute Rate	**NULL**	0	0	
		52	**710**	**0**

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
954	**Total Responses for Zone**
8	**Code 1 Compliant Responses**
863	**8:29 Compliant Responses**
0	**11:29 Compliant Responses**
0	**30:29 Compliant Responses**
871	**Compliant Responses**
83	**Non-Compliant Responses**
0.9130	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8889**	1	9	
8 Minute Rate	**0.9132**	82	945	
11 Minute Rate	**NULL**	0	0	
30 Minute Rate	**NULL**	0	0	
		83	**954**	**0**

SOUTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
750	**Total Responses for Zone**
12	**Code 1 Compliant Responses**
637	**8:29 Compliant Responses**
23	**11:29 Compliant Responses**
2	**30:29 Compliant Responses**
674	**Compliant Responses**
76	**Non-Compliant Responses**
0.8987	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.9231**	1	13	2
8 Minute Rate	**0.9010**	70	707	
11 Minute Rate	**0.7667**	7	30	
30 Minute Rate	**1.0000**	0	2	
		78	**750**	**2**

WEST EQUITY ZONE DATA

679	**Total Calls**
	Eliminated per Franchise Agreement
	Exemption Granted
678	**Total Responses for Zone**
11	**Code 1 Compliant Responses**
518	**8:29 Compliant Responses**
52	**11:29 Compliant Responses**
23	**30:29 Compliant Responses**
604	**Compliant Responses**
74	**Non-Compliant Responses**
0.8909	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.6471**	6	17	1
8 Minute Rate	**0.9056**	54	572	1
11 Minute Rate	**0.7647**	16	68	
30 Minute Rate	**1**	0	23	
		74	**679**	**2**

ONE MINUTE DISPATCH TIME REQUIREMENT

25.01	**Average for the Month**	(not to exceed 150% of 18 Month Rolling Average)		
23.57	**18 Month Rolling Average**	(not to exceed 60 seconds)	**35.36**	**= 150% of MRA**

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3653 *(not to exceed 0.4500)*

1	0.3661
2	0.3979
3	0.3899
4	0.4240
5	0.3994
6	0.3788
7	0.3049
8	0.3897
9	0.3185
10	0.3476
11	0.3285
12	0.3884
13	0.3369
14	0.3220
15	0.3356
16	0.4003
17	0.3511
18	0.3800
19	0.3685
20	0.3294
21	0.3308
22	0.3451
23	0.3886
24	0.3741
25	0.3629
26	0.3864
27	0.3688
28	0.3260
29	0.4217
30	0.3958
31	

10.9579