

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary -August 2020

## RESPONSE & COMPLIANCE DATA

**4044** Total Responses

**2837** Compliant  
**288** Non-Compliant  
**919** Exempted/Eliminated

**3125**

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted			1		1	
Responses	696	870	777	782	<b>3125</b>	<b>3124</b>
Code 1 Compliant	7	10	6	14	<b>37</b>	
8 Minute Compliant	632	778	675	602	<b>2687</b>	
11 Minute Compliant	1	0	19	53	<b>73</b>	
30 Minute Compliant	0	0	1	39	<b>40</b>	
Compliant	640	788	701	708	<b>2837</b>	<b>2837</b>
Non-Compliant	56	82	76	74	<b>288</b>	
						<b>3125</b>

**0.9078** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>4044</b> Total Responses for the Month		
<b>3125</b> 911 Incident Responses	77.27%	ARMUP Responses = 3
31 911 Incidents w/Multiple pts - Eliminated	0.77%	
17 911 Incidents Out of County - Eliminated	0.42%	
0 Snow Event	0.00%	
5 Mobile Supervisor (MSU) - Eliminated	0.12%	
866 Code 1 Incidents - Eliminated	21.41%	100.00%

## EXEMPTION DATA & DISTRIBUTION

C	0/0	
N	0/0	
S	1/1	1 requested
W	0/0	1 granted 100.00%
		0 denied 0.00%
		100.00%

*(granted/denied)*

**CENTRAL EQUITY ZONE DATA**

	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
696	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
632	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
640	<b>Compliant Responses</b>
56	<b>Non-Compliant Responses</b>
<b>0.9195</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>1.0000</b>	0	7	
<b>8 Minute Rate</b>	<b>0.9199</b>	55	687	
<b>11 Minute Rate</b>	<b>0.5000</b>	1	2	
<b>30 Minute Rate</b>	<b>#DIV/0!</b>	0	0	
		<b>56</b>	<b>696</b>	<b>0</b>

**NORTH EQUITY ZONE DATA**

	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
870	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
778	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
788	<b>Compliant Responses</b>
82	<b>Non-Compliant Responses</b>
<b>0.9057</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>0.9091</b>	1	11	
<b>8 Minute Rate</b>	<b>0.9057</b>	81	859	
<b>11 Minute Rate</b>	<b>#DIV/0!</b>	0	0	
<b>30 Minute Rate</b>	<b>#DIV/0!</b>	0	0	
		<b>82</b>	<b>870</b>	<b>0</b>

**SOUTH EQUITY ZONE DATA**

777	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
6	Code 1 Compliant Responses
675	8:29 Compliant Responses
19	11:29 Compliant Responses
1	30:29 Compliant Responses
701	Compliant Responses
76	Non-Compliant Responses
<b>0.9022</b>	<b>Compliance Rate</b>

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7500	2	8	
8 Minute Rate	0.9097	67	742	
11 Minute Rate	0.7308	7	26	
30 Minute Rate	1.0000	0	1	
		<b>76</b>	<b>777</b>	<b>0</b>

**WEST EQUITY ZONE DATA**

782	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
782	Total Responses for Zone
14	Code 1 Compliant Responses
602	8:29 Compliant Responses
53	11:29 Compliant Responses
39	30:29 Compliant Responses
708	Compliant Responses
74	Non-Compliant Responses
<b>0.9054</b>	<b>Compliance Rate</b>

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7	6	20	
8 Minute Rate	0.91489	56	658	
11 Minute Rate	0.81538	12	65	
30 Minute Rate	1	0	39	
		<b>74</b>	<b>782</b>	<b>0</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**25.12**  
**25.84**

**Average for the Month** (not to exceed 150% of 18 Month Rolling Average)

**18 Month Rolling Average** (not to exceed 60 seconds)

**38.76** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**Calculated Average Productivity/Efficiency Ratio**

0.3595	<i>(not to exceed 0.4500)</i>
1	0.3944
2	0.3169
3	0.3455
4	0.3462
5	0.3929
6	0.3543
7	0.4018
8	0.3707
9	0.2921
10	0.3374
11	0.3608
12	0.4185
13	0.3623
14	0.3597
15	0.3334
16	0.3812
17	0.4056
18	0.3117
19	0.3323
20	0.4500
21	0.3661
22	0.3592
23	0.3401
24	0.3615
25	0.3581
26	0.3596

27	0.3584
28	0.3472
29	0.3609
30	0.3209
31	0.3461

**11.1458**