

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2018

## RESPONSE & COMPLIANCE DATA

**3944** Total Responses

**2880** Compliant  
**237** Non-Compliant  
**4** Exempted/Eliminated

**3121**

	C	N	S	W	Total	
<b>Calls</b>					<b>0</b>	
<b>Eliminated</b>	2	1	0	1	<b>4</b>	
<b>Exempted</b>					<b>0</b>	
<b>Responses</b>	690	907	788	732	<b>3117</b>	<b>3121</b>
<b>Code 1 Compliant</b>	6	7	8	18	<b>39</b>	
<b>8 Minute Compliant</b>	637	825	688	571	<b>2721</b>	
<b>11 Minute Compliant</b>	0	0	32	53	<b>85</b>	
<b>30 Minute Compliant</b>	0	0	3	32	<b>35</b>	
<b>Compliant</b>	643	832	731	674	<b>2880</b>	<b>2880</b>
<b>Non-Compliant</b>	47	75	57	59	<b>238</b>	
						<b>3118</b>

**0.9240** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3944</b> Total Responses for the Month		
<b>3121</b> 911 Incident Responses	<b>79.13%</b>	<b>(ARMUP Responses = 2 )</b>
<b>38</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.96%</b>	
<b>13</b> 911 Incidents Out of County - Eliminated	<b>0.33%</b>	
<b>0</b> Snow Event	<b>0.00%</b>	
<b>6</b> Mobile Supervisor (MSU) - Eliminated	<b>0.15%</b>	
<b>766</b> Code 1 Incidents - Eliminated	<b>19.42%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1/1
<b>N</b>	2/2
<b>S</b>	1/1
<b>W</b>	0

*(granted/denied)*

<b>4 requested</b>	
<b>4 granted</b>	100.00%
<b>0 denied</b>	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

692	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
690	<b>Total Responses for Zone</b>
6	<b>Code 1 Compliant Responses</b>
637	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
643	<b>Compliant Responses</b>
47	<b>Non-Compliant Responses</b>
<b>0.9319 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	6	
<b>8 Minute Rate 0.9286</b>	49	686	2
<b>11 Minute Rate #####</b>	0	0	
<b>30 Minute Rate #####</b>	0	0	
	<b>49</b>	<b>692</b>	<b>2</b>

**NORTH EQUITY ZONE DATA**

908	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
907	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
825	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
832	<b>Compliant Responses</b>
75	<b>Non-Compliant Responses</b>
<b>0.9173 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8750</b>	1	8	
<b>8 Minute Rate 0.9167</b>	75	900	1
<b>11 Minute Rate #####</b>	0	0	
<b>30 Minute Rate #####</b>	0	0	
	<b>76</b>	<b>908</b>	<b>1</b>

**SOUTH EQUITY ZONE DATA**

788	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement Exemption Granted</b>
788	<b>Total Responses for Zone</b>
8	<b>Code 1 Compliant Responses</b>
688	<b>8:29 Compliant Responses</b>
32	<b>11:29 Compliant Responses</b>
3	<b>30:29 Compliant Responses</b>
731	<b>Compliant Responses</b>
57	<b>Non-Compliant Responses</b>
<b>0.9277 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.6667</b>	4	12	
<b>8 Minute Rate 0.9348</b>	48	736	
<b>11 Minute Rate 0.8649</b>	5	37	
<b>30 Minute Rate 1.0000</b>	0	3	
	<b>57</b>	<b>788</b>	<b>0</b>

**WEST EQUITY ZONE DATA**

733	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement Exemption Granted</b>
732	<b>Total Responses for Zone</b>
18	<b>Code 1 Compliant Responses</b>
571	<b>8:29 Compliant Responses</b>
53	<b>11:29 Compliant Responses</b>
32	<b>30:29 Compliant Responses</b>
674	<b>Compliant Responses</b>
58	<b>Non-Compliant Responses</b>
<b>0.9208 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8182</b>	4	22	
<b>8 Minute Rate 0.9315</b>	42	613	1
<b>11 Minute Rate 0.803</b>	13	66	
<b>30 Minute Rate 1</b>	0	32	
	<b>59</b>	<b>733</b>	<b>1</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**25.73** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**22.20** 18 Month Rolling Average (not to exceed 60 seconds) **33.30** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3530** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3693
2	0.3338
3	0.4067
4	0.3436
5	0.3733
6	0.3211
7	0.3626
8	0.3633
9	0.3891
10	0.3737
11	0.3829
12	0.3400
13	0.2983
14	0.2474
15	0.3296
16	0.3713
17	0.3939
18	0.3305
19	0.3878
20	0.3481
21	0.3537
22	0.3149
23	0.2977
24	0.3633
25	0.3835
26	0.3593

<b>27</b>	0.3737
<b>28</b>	0.2804
<b>29</b>	0.3502
<b>30</b>	0.3485
<b>31</b>	0.4520

**10.94363799**