

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - April 2018

RESPONSE & COMPLIANCE DATA

3822 Total Responses						
2740 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total
264 Non-Compliant		653	881	730	742	3006
2 Exempted/Eliminated		1	1		0	2
3006		652	880	730	742	3004
						3006
	Code 1 Compliant 8 Minute Compliant 11 Minute Compliant 30 Minute Compliant	10	16	5	17	48
		577	776	651	617	2621
		1	0	17	30	48
		0	0	0	23	23
						2740
	Compliant Non-Compliant	589	793	673	687	2742
		64	88	57	55	264
						3006

0.9128 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3822 Total Responses for the Month		
3006 911 Incident Responses	78.65%	(ARMUP Responses = 4)
24 911 Incidents w/Multiple pts - Eliminated	0.63%	
4 911 Incidents Out of County - Eliminated	0.10%	
0 Snow Event	0.00%	
3 Mobile Supervisor (MSU) - Eliminated	0.08%	
785 Code 1 Incidents - Eliminated	20.54%	

EXEMPTION DATA & DISTRIBUTION

C	1/3	9 requested 2 granted 7 denied	22.22%		
N	1/4			77.78%	
S	0/1				100.00%
W	0/1				
<i>(granted/denied)</i>					

CENTRAL EQUITY ZONE DATA

653	Total Calls
1	Eliminated per Franchise Agreement
652	Exemption Granted
	Total Responses for Zone
10	Code 1 Compliant Responses
577	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
589	Compliant Responses
64	Non-Compliant Responses
0.9034	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7143	4	14	1
8 Minute Rate	0.9058	60	637	
11 Minute Rate	1.0000	0	1	0
30 Minute Rate	N/A	0	0	0
		64	652	1

NORTH EQUITY ZONE DATA

881	Total Calls
1	Eliminated per Franchise Agreement
880	Exemption Granted
	Total Responses for Zone
16	Code 1 Compliant Responses
776	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
793	Compliant Responses
88	Non-Compliant Responses
0.9011	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.9412	1	17	1
8 Minute Rate	0.8992	87	863	
11 Minute Rate	N/A	0	0	
30 Minute Rate	N/A			
		88	880	1

SOUTH EQUITY ZONE DATA

730	Total Calls Eliminated per Franchise Agreement Exemption Granted
730	Total Responses for Zone
5	Code 1 Compliant Responses
651	8:29 Compliant Responses
17	11:29 Compliant Responses
0	30:29 Compliant Responses
673	Compliant Responses
57	Non-Compliant Responses
0.9219	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.6250	3	8	0
8 Minute Rate	0.9313	48	699	
11 Minute Rate	0.7391	6	23	
30 Minute Rate	N/A			
		57	730	0

WEST EQUITY ZONE DATA

742	Total Calls Eliminated per Franchise Agreement Exemption Granted
742	Total Responses for Zone
17	Code 1 Compliant Responses
617	8:29 Compliant Responses
30	11:29 Compliant Responses
23	30:29 Compliant Responses
687	Compliant Responses
55	Non-Compliant Responses
0.9259	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7727273	5	22	1
8 Minute Rate	0.9348485	43	660	
11 Minute Rate	0.8108108	7	37	
30 Minute Rate	1	0	23	
		55	742	1

ONE MINUTE DISPATCH TIME REQUIREMENT

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

22.60 18 Month Rolling Average (not to exceed 60 seconds)

33.90 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3775 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3126
2	0.3686
3	0.3901
4	0.4091
5	0.3504
6	0.3731
7	0.4206
8	0.3930
9	0.4434
10	0.3673
11	0.3800
12	0.4107
13	0.4164
14	0.3084
15	0.3284
16	0.3776
17	0.3795
18	0.3722
19	0.3719
20	0.4744
21	0.3844
22	0.3885
23	0.3848
24	0.3828
25	0.4014
26	0.3104
27	0.4138
28	0.3470
29	0.3391
30	0.3253

11.32504974

