

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary -December 2020

RESPONSE & COMPLIANCE DATA

4146 <u>Total Responses</u>							
2896 <u>Compliant</u>	Calls Eliminated Exempted Responses	C	N	S	W	Total	
300 <u>Non-Compliant</u>							
950 <u>Exempted/Eliminated</u>							
3196		696	953	824	734	3207	3205
	Code 1 Compliant	6	7	9	14	36	
	8 Minute Compliant	636	841	710	581	2768	
	11 Minute Compliant	2	0	22	48	72	
	30 Minute Compliant	0	0	1	19	20	
						2896	2896
	Compliant	644	848	742	662	2896	
	Non-Compliant	50	100	78	72	300	
							3196
0.9030 Overall Compliance							

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4146 <u>Total Responses for the Month</u>			
3196 <u>911 Incident Responses</u>	77.09%	ARMUP Responses = 7	
47 <u>911 Incidents w/Multiple pts - Eliminated</u>	1.13%		
5 <u>911 Incidents Out of County - Eliminated</u>	0.12%		
0 <u>Snow Event</u>	0.00%		
0 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.00%		
898 <u>Code 1 Incidents - Eliminated</u>	21.66%	100.00%	

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	1/0	2 requested	
S	1/0	2 granted	100.00%
W	0/0	0 denied	0.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
694	Total Responses for Zone
6	Code 1 Compliant Responses
636	8:29 Compliant Responses
2	11:29 Compliant Responses
0	30:29 Compliant Responses
644	Compliant Responses
50	Non-Compliant Responses
0.9280	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	6	
8 Minute Rate	0.9271	50	686	
11 Minute Rate	1.0000	0	2	
30 Minute Rate	#DIV/0!	0	0	
		50	694	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
947	Total Responses for Zone
7	Code 1 Compliant Responses
841	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
848	Compliant Responses
99	Non-Compliant Responses
0.8955	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8750	1	8	
8 Minute Rate	0.8947	99	940	1
11 Minute Rate	#DIV/0!	0	0	
30 Minute Rate	#DIV/0!	0	0	
		100	947	1

SOUTH EQUITY ZONE DATA

819	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
9	Code 1 Compliant Responses
710	8:29 Compliant Responses
22	11:29 Compliant Responses
1	30:29 Compliant Responses
742	Compliant Responses
77	Non-Compliant Responses
0.9060	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8182	2	11	
8 Minute Rate	0.9126	68	778	1
11 Minute Rate	0.7333	8	30	
30 Minute Rate	1.0000	0	1	
		78	819	1

WEST EQUITY ZONE DATA

734	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
14	Code 1 Compliant Responses
581	8:29 Compliant Responses
48	11:29 Compliant Responses
19	30:29 Compliant Responses
662	Compliant Responses
71	Non-Compliant Responses
0.9031	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.73684	5	19	
8 Minute Rate	0.92369	48	629	
11 Minute Rate	0.72727	18	66	
30 Minute Rate	0.95	0	20	
		71	734	0

ONE MINUTE DISPATCH TIME REQUIREMENT

26.02 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
26.24 18 Month Rolling Average (not to exceed 60 seconds) **39.36** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3435	<i>(not to exceed 0.4500)</i>
1	0.3950
2	0.4089
3	0.3693
4	0.3619
5	0.4156
6	0.2807
7	0.3272
8	0.3934
9	0.4332
10	0.3734
11	0.3760
12	0.3300
13	0.3363
14	0.3872
15	0.3466
16	0.3162
17	0.3523
18	0.3034
19	0.3191
20	0.2822
21	0.3121
22	0.3149
23	0.3317
24	0.3427
25	0.2636
26	0.3198

27	0.2911
28	0.3321
29	0.3539
30	0.3190
31	0.3593

10.6484