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

RESPONSE & COMPLIANCE DATA

4137	Total Responses
2953	Compliant
298	Non-Compliant
886	Exempted/Eliminated
4137	
0.9083	Overall Compliance

	C	N	S	W	Total	
Calls	668	935	859	793	3255	
Eliminated					0	
Exempted	0	2	2	0	4	
Responses	668	933	857	793	3251	
						3255
Code 1 Compliant	12	15	15	16	58	
8 Minute Compliant	618	828	723	593	2762	
11 Minute Compliant	3	0	32	59	94	
30 Minute Compliant	0	0	0	39	39	
						2953
Compliant	633	843	770	707	2953	
Non-Compliant	35	90	87	86	298	
						3251

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4137	Total Responses for the Month		
3251	911 Incident Responses	78.58%	(ARMUP Responses =8)
68	911 Incidents w/Multiple pts - Eliminated	1.64%	
5	911 Incidents Out of County - Eliminated	0.12%	
0	Snow Event	0.00%	
1	Mobile Supervisor (MSU) - Eliminated	0.02%	
812	Code 1 Incidents - Eliminated	19.63%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0
N	2/2
S	2/2
W	0
	(granted/denied)

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

CENTRAL EQUITY ZONE DATA

668	**Total Calls**
	Eliminated per Franchise Agreement
0	**Exemption Granted**
668	**Total Responses for Zone**
12	**Code 1 Compliant Responses**
618	**8:29 Compliant Responses**
3	**11:29 Compliant Responses**
0	**30:29 Compliant Responses**
633	**Compliant Responses**
35	**Non-Compliant Responses**
0.9476	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.9231**	1	13	0
8 Minute Rate	**0.9479**	34	652	0
11 Minute Rate	**1.0000**	0	3	0
30 Minute Rate	**#DIV/0!**	0	0	0
		35	**668**	**0**

NORTH EQUITY ZONE DATA

935	**Total Calls**
	Eliminated per Franchise Agreement
2	**Exemption Granted**
933	**Total Responses for Zone**
15	**Code 1 Compliant Responses**
828	**8:29 Compliant Responses**
0	**11:29 Compliant Responses**
0	**30:29 Compliant Responses**
843	**Compliant Responses**
90	**Non-Compliant Responses**
0.9035	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.9375**	1	16	0
8 Minute Rate	**0.9029**	89	917	2
11 Minute Rate	**#DIV/0!**	0	0	0
30 Minute Rate	**#DIV/0!**	0	0	0
		90	**933**	**2**

SOUTH EQUITY ZONE DATA

859	**Total Calls**
	Eliminated per Franchise Agreement
2	**Exemption Granted**
857	**Total Responses for Zone**
15	**Code 1 Compliant Responses**
723	**8:29 Compliant Responses**
32	**11:29 Compliant Responses**
0	**30:29 Compliant Responses**
770	**Compliant Responses**
87	**Non-Compliant Responses**
0.8985	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8824**	2	17	0
8 Minute Rate	**0.9094**	72	795	2
11 Minute Rate	**0.7111**	13	45	0
30 Minute Rate	**#DIV/0!**	0	0	0
		87	**857**	**2**

WEST EQUITY ZONE DATA

793	**Total Calls**
	Eliminated per Franchise Agreement
0	**Exemption Granted**
793	**Total Responses for Zone**
16	**Code 1 Compliant Responses**
593	**8:29 Compliant Responses**
59	**11:29 Compliant Responses**
39	**30:29 Compliant Responses**
707	**Compliant Responses**
86	**Non-Compliant Responses**
0.8916	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8**	4	20	0
8 Minute Rate	**0.905344**	62	655	0
11 Minute Rate	**0.746835**	20	79	0
30 Minute Rate	**1**	0	39	0
		86	**793**	**0**

ONE MINUTE DISPATCH TIME REQUIREMENT

26.54 **Average for the Month** (not to exceed 150% of 18 Month Rolling Average)
21.71 **18 Month Rolling Average** (not to exceed 60 seconds) **32.56** **= 150% of MRA**

UNIT HOUR UTILIZATION CALCULATION

0.3868 **Calculated Average Productivity/Efficiency Ratio**
(not to exceed 0.4500)

1	0.3678
2	0.3696
3	0.4184
4	0.3292
5	0.3957
6	0.4071
7	0.3178
8	0.3816
9	0.4075
10	0.3884
11	0.4168
12	0.4116
13	0.3842
14	0.3373
15	0.3918
16	0.4419
17	0.4131
18	0.4317
19	0.4076
20	0.3586
21	0.3623
22	0.3327
23	0.3980
24	0.3746
25	0.4080
26	0.3552

27	0.3702
28	0.3684
29	0.3980
30	0.4090
31	0.4353
	11.98932083