

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

## RESPONSE & COMPLIANCE DATA

**4075** Total Responses

**2936** Compliant  
**269** Non-Compliant  
**870** Exempted/Eliminated

**3205**

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted					0	
Responses	697	881	831	796	3205	<b>3205</b>
Code 1 Compliant	8	10	7	25	50	
8 Minute Compliant	645	788	731	622	2786	
11 Minute Compliant	6	0	19	51	76	
30 Minute Compliant	0	0	2	22	24	
Compliant	659	798	759	720	2936	<b>2936</b>
Non-Compliant	38	83	72	76	269	
						<b>3205</b>

**0.9161** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**4075** Total Responses for the Month

**3205** 911 Incident Responses  
 31 911 Incidents w/Multiple pts - Eliminated  
 10 911 Incidents Out of County - Eliminated  
 0 Snow Event  
 8 Mobile Supervisor (MSU) - Eliminated  
 821 Code 1 Incidents - Eliminated

78.65%  
 0.76%  
 0.25%  
 0.00%  
 0.20%  
 20.15%  
 100.00%

ARMUP Responses = 15

## EXEMPTION DATA & DISTRIBUTION

C	0/0
N	1/1
S	0/0
W	0/0

*(granted/denied)*

1 requested	
1 granted	100.00%
0 denied	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
697	<b>Total Responses for Zone</b>
8	<b>Code 1 Compliant Responses</b>
645	<b>8:29 Compliant Responses</b>
6	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
659	<b>Compliant Responses</b>
38	<b>Non-Compliant Responses</b>
<b>0.9455</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	8	
<b>8 Minute Rate</b>	<b>0.9444</b>	38	683	
<b>11 Minute Rate</b>	<b>1.0000</b>	0	6	
<b>30 Minute Rate</b>	<b>#####</b>	0	0	
		<b>38</b>	<b>697</b>	<b>0</b>

**NORTH EQUITY ZONE DATA**

	<b>Total Calls</b>
	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
881	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
788	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
798	<b>Compliant Responses</b>
83	<b>Non-Compliant Responses</b>
<b>0.9058</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>	82	870	
<b>11 Minute Rate</b>	<b>#####</b>	0	0	
<b>30 Minute Rate</b>	<b>#####</b>	0	0	
		<b>83</b>	<b>881</b>	<b>0</b>

**SOUTH EQUITY ZONE DATA**

830	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
7	Code 1 Compliant Responses
731	8:29 Compliant Responses
19	11:29 Compliant Responses
2	30:29 Compliant Responses
759	Compliant Responses
71	Non-Compliant Responses
<b>0.9145</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7778	2	9	
8 Minute Rate 0.9300	55	786	1
11 Minute Rate 0.5588	15	34	
30 Minute Rate 1.0000	0	2	
	<b>72</b>	<b>830</b>	<b>1</b>

**WEST EQUITY ZONE DATA**

796	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
796	Total Responses for Zone
25	Code 1 Compliant Responses
622	8:29 Compliant Responses
51	11:29 Compliant Responses
22	30:29 Compliant Responses
720	Compliant Responses
76	Non-Compliant Responses
<b>0.9045</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9615	1	26	
8 Minute Rate 0.9147	58	680	
11 Minute Rate 0.75	17	68	
30 Minute Rate 1	0	22	
	<b>76</b>	<b>796</b>	<b>0</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**25.87** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**26.01** 18 Month Rolling Average (not to exceed 60 seconds) **39.02** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**Calculated Average Productivity/Efficiency Ratio**

0.3420	<i>(not to exceed 0.4500)</i>
1	0.3260
2	0.3445
3	0.3470
4	0.3150
5	0.3122
6	0.3472
7	0.3274
8	0.3039
9	0.3723
10	0.3004
11	0.3976
12	0.3531
13	0.3313
14	0.3060
15	0.3282
16	0.3396
17	0.3224
18	0.3143
19	0.3346
20	0.2909
21	0.3294
22	0.3592
23	0.3132
24	0.3165
25	0.3586
26	0.4102

27	0.4113
28	0.3924
29	0.4033
30	0.3554
31	0.3372

10.6005