

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

## RESPONSE & COMPLIANCE DATA

**3856** Total Responses

**2794** Compliant  
**260** Non-Compliant  
**802** Exempted/Eliminated

**3856**

	C	N	S	W	Total	
<b>Calls</b>	652	867	804	737	<b>3060</b>	
<b>Eliminated</b>						
<b>Exempted</b>	3	0	2	1	<b>6</b>	
<b>Responses</b>	649	867	802	736	<b>3054</b>	<b>3060</b>
<b>Code 1 Compliant</b>	6	7	8	26	<b>47</b>	
<b>8 Minute Compliant</b>	581	797	698	581	<b>2657</b>	
<b>11 Minute Compliant</b>	1		25	43	<b>69</b>	
<b>30 Minute Compliant</b>				21	<b>21</b>	<b>2794</b>
<b>Compliant</b>	588	804	731	671	<b>2794</b>	
<b>Non-Compliant</b>	61	63	71	65	<b>260</b>	<b>3054</b>

**0.9149** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3856</b> Total Responses for the Month		
<b>3054</b> 911 Incident Responses	<b>79.20%</b>	<b>(ARMUP Responses = 10)</b>
21 911 Incidents w/Multiple pts - Eliminated	<b>0.54%</b>	
16 911 Incidents Out of County - Eliminated	<b>0.41%</b>	
0 Snow Event	<b>0.00%</b>	
2 Mobile Supervisor (MSU) - Eliminated	<b>0.05%</b>	
763 Code 1 Incidents - Eliminated	<b>19.79%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	3/3
<b>N</b>	0/0
<b>S</b>	2/2
<b>W</b>	1/1

*(granted/denied)*

<b>requested</b>	<b>6</b>
<b>granted</b>	100.00%
<b>denied</b>	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

652	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement Exemption Granted</b>
649	<b>Total Responses for Zone</b>
6	<b>Code 1 Compliant Responses</b>
581	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
588	<b>Compliant Responses</b>
61	<b>Non-Compliant Responses</b>
<b>0.9060 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	6	3
<b>8 Minute Rate 0.9050</b>	61	642	
<b>11 Minute Rate 1.0000</b>	0	1	
<b>30 Minute Rate #####</b>	0	0	
	<b>61</b>	<b>649</b>	<b>3</b>

**NORTH EQUITY ZONE DATA**

867	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement Exemption Granted</b>
867	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
797	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
804	<b>Compliant Responses</b>
63	<b>Non-Compliant Responses</b>
<b>0.9273 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 0.9278</b>	62	859	
<b>11 Minute Rate #####</b>	0	0	
<b>30 Minute Rate #####</b>	0	0	
	<b>63</b>	<b>867</b>	<b>0</b>

**SOUTH EQUITY ZONE DATA**

804	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement Exemption Granted</b>
802	<b>Total Responses for Zone</b>
8	<b>Code 1 Compliant Responses</b>
698	<b>8:29 Compliant Responses</b>
25	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
731	<b>Compliant Responses</b>
71	<b>Non-Compliant Responses</b>
<b>0.9115 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7273</b>	3	11	2
<b>8 Minute Rate 0.9257</b>	56	754	
<b>11 Minute Rate 0.6757</b>	12	37	
<b>30 Minute Rate #####</b>	0	0	
	<b>71</b>	<b>802</b>	<b>2</b>

**WEST EQUITY ZONE DATA**

737	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement Exemption Granted</b>
736	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
581	<b>8:29 Compliant Responses</b>
43	<b>11:29 Compliant Responses</b>
21	<b>30:29 Compliant Responses</b>
671	<b>Compliant Responses</b>
65	<b>Non-Compliant Responses</b>
<b>0.9117 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8125</b>	6	32	1
<b>8 Minute Rate 0.9208</b>	50	631	
<b>11 Minute Rate 0.8269</b>	9	52	
<b>30 Minute Rate 1</b>	0	21	
	<b>65</b>	<b>736</b>	<b>1</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**11.65** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**21.71** 18 Month Rolling Average (not to exceed 60 seconds) **32.57** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3608** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3595
2	0.3838
3	0.3899
4	0.3504
5	0.3467
6	0.3521
7	0.3438
8	0.3479
9	0.3801
10	0.3701
11	0.3912
12	0.3704
13	0.3627
14	0.3524
15	0.4055
16	0.3619
17	0.3401
18	0.3816
19	0.3533
20	0.3541
21	0.3854
22	0.3718
23	0.3793
24	0.3593
25	0.3861
26	0.2956

<b>27</b>	0.3485
<b>28</b>	0.3181
<b>29</b>	0.3285
<b>30</b>	0.3849
<b>31</b>	0.3301

**11.18522212**