

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - May2020

RESPONSE & COMPLIANCE DATA

3676 Total Responses

2625 Compliant
192 Non-Compliant
859 Exempted/Eliminated

2817

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted		2	1		3	
Responses	613	798	716	690	2817	2814
Code 1 Compliant	9	10	8	13	40	
8 Minute Compliant	576	734	637	548	2495	
11 Minute Compliant	1	0	17	34	52	
30 Minute Compliant	0	0	2	36	38	
Compliant	586	744	664	631	2625	2625
Non-Compliant	27	54	52	59	192	
						2817

0.9318 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3676 Total Responses for the Month

2817 911 Incident Responses
 35 911 Incidents w/Multiple pts - Eliminated
 6 911 Incidents Out of County - Eliminated
 0 Snow Event
 2 Mobile Supervisor (MSU) - Eliminated
 816 Code 1 Incidents - Eliminated

76.63%
 0.95%
 0.16%
 0.00%
 0.05%
 22.20% 100.00%

ARMUP Responses = 7

EXEMPTION DATA & DISTRIBUTION

C	0/0
N	2/2
S	1/1
W	0/0

(granted/denied)

3 requested	
3 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
613	Total Responses for Zone
9	Code 1 Compliant Responses
576	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
586	Compliant Responses
27	Non-Compliant Responses
0.9560	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	1	10	
8 Minute Rate 0.9568	26	602	
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####	0	0	
	27	613	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
798	Total Responses for Zone
10	Code 1 Compliant Responses
734	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
744	Compliant Responses
54	Non-Compliant Responses
0.9323	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	
8 Minute Rate 0.9327	53	787	2
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	54	796	2

SOUTH EQUITY ZONE DATA

716	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
8	Code 1 Compliant Responses
637	8:29 Compliant Responses
17	11:29 Compliant Responses
2	30:29 Compliant Responses
664	Compliant Responses
52	Non-Compliant Responses
0.9274	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7273	3	11	
8 Minute Rate	0.9423	39	676	1
11 Minute Rate	0.6296	10	27	
30 Minute Rate	1.0000	0	2	
		52	715	1

WEST EQUITY ZONE DATA

690	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
690	Total Responses for Zone
13	Code 1 Compliant Responses
548	8:29 Compliant Responses
34	11:29 Compliant Responses
36	30:29 Compliant Responses
631	Compliant Responses
59	Non-Compliant Responses
0.9145	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7222	5	18	
8 Minute Rate	0.9272	43	591	
11 Minute Rate	0.7727	10	44	
30 Minute Rate	0.973	1	37	
		59	690	0

ONE MINUTE DISPATCH TIME REQUIREMENT

29.39 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
26.07 18 Month Rolling Average (not to exceed 60 seconds) **39.10** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3500	<i>(not to exceed 0.4500)</i>
1	0.4324
2	0.3360
3	0.4120
4	0.3434
5	0.3200
6	0.2858
7	0.3500
8	0.3065
9	0.4286
10	0.4165
11	0.3909
12	0.3353
13	0.3621
14	0.3815
15	0.4321
16	0.2833
17	0.3603
18	0.3925
19	0.3867
20	0.3400
21	0.2988
22	0.2817
23	0.2927
24	0.3411
25	0.2971
26	0.3533

27	0.3239
28	0.3302
29	0.3714
30	0.3006
31	0.3634

10.8497