

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

RESPONSE & COMPLIANCE DATA

3874 Total Responses

2754 Compliant
271 Non-Compliant
2 Exempted/Eliminated

3027

	C	N	S	W	Total	
Calls Eliminated					0	
Exempted Responses		1		1	2	
	657	879	720	769	3025	3027
Code 1 Compliant	6	8	10	19	43	
8 Minute Compliant	605	794	609	591	2599	
11 Minute Compliant	0	0	31	50	81	
30 Minute Compliant	0	0	0	31	31	
						2754
Compliant	611	802	650	691	2754	
Non-Compliant	46	77	70	78	271	
						3025

0.9104 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3944 Total Responses for the Month

3121 911 Incident Responses
38 911 Incidents w/Multiple pts - Eliminated
13 911 Incidents Out of County - Eliminated
0 Snow Event
6 Mobile Supervisor (MSU) - Eliminated
766 Code 1 Incidents - Eliminated

80.56% (ARMUP Responses = 7)
0.98%
0.34%
0.00%
0.15%
19.77% 101.81%

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

2 requested	
2 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

657	Total Calls
	Eliminated per Franchise Agreement
0	Exemption Granted
657	Total Responses for Zone
6	Code 1 Compliant Responses
605	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
611	Compliant Responses
46	Non-Compliant Responses
0.9300 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	1	7	
8 Minute Rate 0.9308	45	650	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	46	657	0

NORTH EQUITY ZONE DATA

880	Total Calls
	Eliminated per Franchise Agreement
1	Exemption Granted
879	Total Responses for Zone
8	Code 1 Compliant Responses
794	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
802	Compliant Responses
77	Non-Compliant Responses
0.9124 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	1	9	
8 Minute Rate 0.9116	77	871	1
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	78	880	1

SOUTH EQUITY ZONE DATA

720	Total Calls
0	Eliminated per Franchise Agreement
720	Exemption Granted
	Total Responses for Zone
10	Code 1 Compliant Responses
609	8:29 Compliant Responses
31	11:29 Compliant Responses
0	30:29 Compliant Responses
650	Compliant Responses
70	Non-Compliant Responses
0.9028 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	2	12	
8 Minute Rate 0.9144	57	666	
11 Minute Rate 0.7381	11	42	
30 Minute Rate #####	0	0	
	70	720	0

WEST EQUITY ZONE DATA

770	Total Calls
1	Eliminated per Franchise Agreement
769	Exemption Granted
	Total Responses for Zone
19	Code 1 Compliant Responses
591	8:29 Compliant Responses
50	11:29 Compliant Responses
31	30:29 Compliant Responses
691	Compliant Responses
78	Non-Compliant Responses
0.8986 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9048	2	21	
8 Minute Rate 0.912	57	648	1
11 Minute Rate 0.7246	19	69	
30 Minute Rate 0.9688	1	32	
	79	770	1

ONE MINUTE DISPATCH TIME REQUIREMENT

27.22 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
22.36 18 Month Rolling Average (not to exceed 60 seconds) **33.54** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3655 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4097
2	0.3605
3	0.3266
4	0.2982
5	0.3672
6	0.3589
7	0.3070
8	0.3930
9	0.3648
10	0.3893
11	0.3464
12	0.4156
13	0.3618
14	0.3622
15	0.3281
16	0.3730
17	0.3210
18	0.3049
19	0.4234
20	0.4144
21	0.3713
22	0.3349
23	0.3514
24	0.3399
25	0.3090
26	0.3580

27	0.4263
28	0.3821
29	0.4833
30	0.3831
31	

10.96512728