

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

RESPONSE & COMPLIANCE DATA

3929 Total Responses

2833 Compliant
271 Non-Compliant
5 Exempted/Eliminated

3109

	C	N	S	W	Total	
Calls Eliminated					0	
Exempted Responses	1	3	1	0	5	
	734	872	752	746	3104	3109
Code 1 Compliant	8	8	11	23	50	
8 Minute Compliant	665	790	653	583	2691	
11 Minute Compliant	1	0	19	50	70	
30 Minute Compliant	0	0	1	21	22	
						2833
Compliant	674	798	684	677	2833	
Non-Compliant	61	77	69	69	276	
						3109

0.9127 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3929 Total Responses for the Month

3109 911 Incident Responses
31 911 Incidents w/Multiple pts - Eliminated
13 911 Incidents Out of County - Eliminated
0 Snow Event
0 Mobile Supervisor (MSU) - Eliminated
776 Code 1 Incidents - Eliminated

79.13% (ARMUP Responses = 8)
0.79%
0.33%
0.00%
0.00%
19.75% 100.00%

EXEMPTION DATA & DISTRIBUTION

C	1/1
N	3/3
S	1/1
W	0

(granted/denied)

5 requested	
5 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

734	Total Calls
1	Eliminated per Franchise Agreement Exemption Granted
734	Total Responses for Zone
8	Code 1 Compliant Responses
665	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
674	Compliant Responses
60	Non-Compliant Responses
0.9183 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	1	9	
8 Minute Rate 0.9172	60	725	1
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####	0		
	61	735	1

NORTH EQUITY ZONE DATA

872	Total Calls
0	Eliminated per Franchise Agreement Exemption Granted
875	Total Responses for Zone
8	Code 1 Compliant Responses
790	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
798	Compliant Responses
77	Non-Compliant Responses
0.9120 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	1	9	
8 Minute Rate 0.9122	76	866	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	77	875	0

SOUTH EQUITY ZONE DATA

752	Total Calls
	Eliminated per Franchise Agreement
0	Exemption Granted
753	Total Responses for Zone
11	Code 1 Compliant Responses
653	8:29 Compliant Responses
19	11:29 Compliant Responses
1	30:29 Compliant Responses
684	Compliant Responses
69	Non-Compliant Responses
0.9084	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7857	3	14	
8 Minute Rate 0.9210	56	709	
11 Minute Rate 0.6552	10	29	
30 Minute Rate 1.0000	0	1	
	69	753	0

WEST EQUITY ZONE DATA

746	Total Calls
	Eliminated per Franchise Agreement
0	Exemption Granted
746	Total Responses for Zone
23	Code 1 Compliant Responses
583	8:29 Compliant Responses
50	11:29 Compliant Responses
21	30:29 Compliant Responses
677	Compliant Responses
69	Non-Compliant Responses
0.9075	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8214	5	28	
8 Minute Rate 0.9269	46	629	
11 Minute Rate 0.7576	16	66	
30 Minute Rate 0.913	2	23	
	69	746	0

ONE MINUTE DISPATCH TIME REQUIREMENT

27.78 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.86 18 Month Rolling Average (not to exceed 60 seconds) **32.79** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3969 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3672
2	0.3865
3	0.4078
4	0.4356
5	0.3949
6	0.4232
7	0.4456
8	0.4767
9	0.3824
10	0.3722
11	0.4391
12	0.3904
13	0.4017
14	0.4488
15	0.3898
16	0.4017
17	0.3687
18	0.3286
19	0.4164
20	0.3580
21	0.4124
22	0.3755
23	0.3455
24	0.4122
25	0.4272
26	0.3617

27	0.4741
28	0.3689
29	0.3767
30	0.3175
31	

11.90710619