

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary -February 2021

RESPONSE & COMPLIANCE DATA

3694 Total Responses
2221 Compliant
208 Non-Compliant
1265 Exempted/Eliminated

2429

	C	N	S	W	Total
Calls Eliminated					0
Exempted Responses	3	3	2	6	14
	522	729	595	583	2429
Code 1 Compliant	4	5	6	8	23
8 Minute Compliant	489	658	508	444	2099
11 Minute Compliant	1	0	23	43	67
30 Minute Compliant	0	0	3	29	32
					2221
Compliant	494	663	540	524	2221
Non-Compliant	28	66	55	59	208
					2429

0.9144 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3694 Total Responses for the Month		
2429 911 Incident Responses	65.76%	ARMUP Responses = 14
32 911 Incidents w/Multiple pts - Eliminated	0.87%	
9 911 Incidents Out of County - Eliminated	0.24%	
0 Snow Event	0.00%	
0 Mobile Supervisor (MSU) - Eliminated	0.00%	
1224 Code 1 Incidents - Eliminated	33.13%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	3/3
N	3/3
S	2/2
W	6/6

(granted/total)

14 requested	
14 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
3	Eliminated per Franchise Agreement
522	Exemption Granted
	Total Responses for Zone
4	Code 1 Compliant Responses
489	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
494	Compliant Responses
28	Non-Compliant Responses
0.9464	Compliance Rate

NORTH EQUITY ZONE DATA

	Total Calls
3	Eliminated per Franchise Agreement
729	Exemption Granted
	Total Responses for Zone
5	Code 1 Compliant Responses
658	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
663	Compliant Responses
66	Non-Compliant Responses
0.9095	Compliance Rate

SOUTH EQUITY ZONE DATA

	Total Calls
2	Eliminated per Franchise Agreement
	Exemption Granted
595	Total Responses for Zone
6	Code 1 Compliant Responses
508	8:29 Compliant Responses
23	11:29 Compliant Responses
3	30:29 Compliant Responses
540	Compliant Responses
55	Non-Compliant Responses
0.9076	Compliance Rate

WEST EQUITY ZONE DATA

	Total Calls
6	Eliminated per Franchise Agreement
	Exemption Granted
583	Total Responses for Zone
8	Code 1 Compliant Responses
444	8:29 Compliant Responses
43	11:29 Compliant Responses
29	30:29 Compliant Responses
524	Compliant Responses
59	Non-Compliant Responses
0.8988	Compliance Rate

ONE MINUTE DISPATCH TIME REQUIREMENT

25.66 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
26.25 18 Month Rolling Average (not to exceed 60 seconds)

39.38 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio <i>(not to exceed 0.4500)</i>	
0.3498	
1	0.4027
2	0.3590
3	0.3666
4	0.3777
5	0.3923
6	0.3669
7	0.3591
8	0.3332
9	0.3753
10	0.3621
11	0.3522
12	0.2933
13	0.2947
14	0.2447
15	0.3240
16	0.3920
17	0.3538
18	0.3644
19	0.4151
20	0.3673
21	0.3279
22	0.3254
23	0.3589
24	0.4378
25	0.3413
26	0.3570
27	0.2754
28	0.2742

9.7941