

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary -November 2020

RESPONSE & COMPLIANCE DATA

4011 <u>Total Responses</u>						
2877 <u>Compliant</u>	Calls Eliminated Exempted Responses	C	N	S	W	Total
242 <u>Non-Compliant</u>						
892 <u>Exempted/Eliminated</u>						
3119		711	936	742	760	3149
	Code 1 Compliant	6	12	13	15	46
	8 Minute Compliant	653	832	645	605	2735
	11 Minute Compliant	3	0	18	48	69
	30 Minute Compliant	0	0	0	27	27
	Compliant	662	844	676	695	2877
	Non-Compliant	49	92	54	47	242
						3119
0.9136 Overall Compliance						

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4011 <u>Total Responses for the Month</u>		
3119 <u>911 Incident Responses</u>	77.76%	ARMUP Responses = 9
34 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.85%	
17 <u>911 Incidents Out of County - Eliminated</u>	0.42%	
0 <u>Snow Event</u>	0.00%	
0 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.00%	
841 <u>Code 1 Incidents - Eliminated</u>	20.97%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	3/0	3 requested	
S	0/0	3 granted	100.00%
W	0/0	0 denied	0.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
711	Total Responses for Zone
6	Code 1 Compliant Responses
653	8:29 Compliant Responses
3	11:29 Compliant Responses
0	30:29 Compliant Responses
662	Compliant Responses
49	Non-Compliant Responses
0.9311	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	6	
8 Minute Rate	0.9302	49	702	
11 Minute Rate	1.0000	0	3	
30 Minute Rate	#DIV/0!	0	0	
		49	696	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
930	Total Responses for Zone
12	Code 1 Compliant Responses
832	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
844	Compliant Responses
86	Non-Compliant Responses
0.9075	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	12	
8 Minute Rate	0.9004	92	924	3
11 Minute Rate	#DIV/0!	0	0	
30 Minute Rate	#DIV/0!	0	0	
		89	870	3

SOUTH EQUITY ZONE DATA

742	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
13	Code 1 Compliant Responses
645	8:29 Compliant Responses
18	11:29 Compliant Responses
0	30:29 Compliant Responses
676	Compliant Responses
66	Non-Compliant Responses
0.9111	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	13	
8 Minute Rate	0.9227	54	699	
11 Minute Rate	0.6000	12	30	
30 Minute Rate	#DIV/0!	0	0	
		66	777	0

WEST EQUITY ZONE DATA

782	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
15	Code 1 Compliant Responses
605	8:29 Compliant Responses
48	11:29 Compliant Responses
27	30:29 Compliant Responses
695	Compliant Responses
65	Non-Compliant Responses
0.9145	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.88235	2	17	
8 Minute Rate	0.92791	47	652	
11 Minute Rate	0.75	16	64	
30 Minute Rate	1	0	27	
		65	782	0

ONE MINUTE DISPATCH TIME REQUIREMENT

26.27 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
26.14 18 Month Rolling Average (not to exceed 60 seconds) **39.20** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3681	<i>(not to exceed 0.4500)</i>
1	0.3236
2	0.4154
3	0.3843
4	0.3540
5	0.3469
6	0.3790
7	0.3797
8	0.3451
9	0.4010
10	0.3931
11	0.3964
12	0.4088
13	0.3634
14	0.3433
15	0.3763
16	0.4280
17	0.3780
18	0.3370
19	0.3819
20	0.3664
21	0.3579
22	0.3018
23	0.3729
24	0.3430
25	0.3963
26	0.2695

27	0.3717
28	0.3974
29	0.3222
30	0.4084

11.0428