

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

RESPONSE & COMPLIANCE DATA

3915 <u>Total Responses</u>							
2752 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total	
279 Non-Compliant							
884 Exempted/Eliminated							
3031		665	906	747	713	3031	3030
	Code 1 Compliant	3	16	8	14	41	
	8 Minute Compliant	615	808	642	544	2609	2752
	11 Minute Compliant	3	0	23	48	74	
	30 Minute Compliant	0	0	0	28	28	
	Compliant	621	824	673	634	2752	
	Non-Compliant	44	82	74	79	279	3031
0.9080 Overall Compliance							

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3915 Total Responses for the Month		
3031 911 Incident Responses	77.42%	ARMUP Responses = 6
24 911 Incidents w/Multiple pts - Eliminated	0.61%	
30 911 Incidents Out of County - Eliminated	0.77%	
0 Snow Event	0.00%	
5 Mobile Supervisor (MSU) - Eliminated	0.13%	
825 Code 1 Incidents - Eliminated	21.07%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	1/0	1 requested	
S	0/0	1 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
665	Total Responses for Zone
3	Code 1 Compliant Responses
615	8:29 Compliant Responses
3	11:29 Compliant Responses
0	30:29 Compliant Responses
621	Compliant Responses
44	Non-Compliant Responses
0.9338	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	3	
8 Minute Rate	0.9332	44	659	
11 Minute Rate	1.0000	0	3	
30 Minute Rate	#DIV/0!	0	0	
		44	696	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
904	Total Responses for Zone
16	Code 1 Compliant Responses
808	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
824	Compliant Responses
80	Non-Compliant Responses
0.9115	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8889	2	18	
8 Minute Rate	0.9099	80	888	1
11 Minute Rate	#DIV/0!	0	0	
30 Minute Rate	#DIV/0!	0	0	
		81	870	1

SOUTH EQUITY ZONE DATA

747	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
8	Code 1 Compliant Responses
642	8:29 Compliant Responses
23	11:29 Compliant Responses
0	30:29 Compliant Responses
673	Compliant Responses
74	Non-Compliant Responses
0.9009	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	8	
8 Minute Rate	0.9093	64	706	
11 Minute Rate	0.6970	10	33	
30 Minute Rate	#DIV/0!	0	0	
		74	777	0

WEST EQUITY ZONE DATA

782	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
707	Total Responses for Zone
14	Code 1 Compliant Responses
544	8:29 Compliant Responses
48	11:29 Compliant Responses
28	30:29 Compliant Responses
634	Compliant Responses
73	Non-Compliant Responses
0.8967	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1	0	14	
8 Minute Rate	0.9097	54	598	
11 Minute Rate	0.71642	19	67	
30 Minute Rate	1	0	28	
		73	782	0

ONE MINUTE DISPATCH TIME REQUIREMENT

26.12
25.90

Average for the Month (not to exceed 150% of 18 Month Rolling Average)

18 Month Rolling Average (not to exceed 60 seconds)

38.86 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3626	<i>(not to exceed 0.4500)</i>
1	0.3667
2	0.4211
3	0.4189
4	0.4264
5	0.3552
6	0.2902
7	0.2594
8	0.3804
9	0.3955
10	0.3372
11	0.3858
12	0.3540
13	0.3036
14	0.3521
15	0.3867
16	0.3705
17	0.3623
18	0.4292
19	0.3295
20	0.3633
21	0.3943
22	0.3944
23	0.3198
24	0.3479
25	0.3326
26	0.3747

27	0.3521
28	0.3051
29	0.3597
30	0.4104

10.8788