

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

RESPONSE & COMPLIANCE DATA

3982 Total Responses

286 Compliant
2843 Non-Compliant
853 Exempted/Eliminated

	C	N	S	W	Total	
Calls	700	875	784	773	3132	
Eliminated					0	
Exempted	2		1		3	
Responses	698	875	783	773	3129	3132
Code 1 Compliant	7	9	7	18	41	
8 Minute Compliant	639	784	661	602	2686	
11 Minute Compliant	1	0	28	56	85	
30 Minute Compliant	0	0	0	31	31	
Compliant	647	793	696	707	2843	2843
Non-Compliant	51	82	87	66	286	
						3129

0.9086 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3982 Total Responses for the Month		
3129 911 Incident Responses	78.58%	(ARMUP Responses = 3)
44 911 Incidents w/Multiple pts - Eliminated	1.10%	
13 911 Incidents Out of County - Eliminated	0.33%	
Snow Event	0.00%	
6 Mobile Supervisor (MSU) - Eliminated	0.15%	
790 Code 1 Incidents - Eliminated	19.84%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2/2
N	0
S	1/1
W	0

(granted/denied)

3 requested	
3 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

698	Total Calls
	Eliminated per Franchise Agreement
2	Exemption Granted
696	Total Responses for Zone
7	Code 1 Compliant Responses
639	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
647	Compliant Responses
51	Non-Compliant Responses
0.9296 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.9274	50	689	
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####	0	0	
	51	698	0

NORTH EQUITY ZONE DATA

875	Total Calls
	Eliminated per Franchise Agreement
0	Exemption Granted
875	Total Responses for Zone
9	Code 1 Compliant Responses
784	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
793	Compliant Responses
82	Non-Compliant Responses
0.9063 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	9	
8 Minute Rate 0.9053	82	866	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	82	875	0

SOUTH EQUITY ZONE DATA

783	Total Calls
1	Eliminated per Franchise Agreement Exemption Granted
782	Total Responses for Zone
7	Code 1 Compliant Responses
661	8:29 Compliant Responses
28	11:29 Compliant Responses
0	30:29 Compliant Responses
696	Compliant Responses
87	Non-Compliant Responses
0.8900 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.8920	80	741	
11 Minute Rate 0.8235	6	34	
30 Minute Rate #####	0	0	
	87	783	0

WEST EQUITY ZONE DATA

773	Total Calls
0	Eliminated per Franchise Agreement Exemption Granted
773	Total Responses for Zone
18	Code 1 Compliant Responses
602	8:29 Compliant Responses
56	11:29 Compliant Responses
31	30:29 Compliant Responses
707	Compliant Responses
66	Non-Compliant Responses
0.9146 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.75	6	24	
8 Minute Rate 0.9377	40	642	
11 Minute Rate 0.7368	20	76	
30 Minute Rate 1	0	31	
	66	773	0

ONE MINUTE DISPATCH TIME REQUIREMENT

28.33 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.34 18 Month Rolling Average (not to exceed 60 seconds) **32.01** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3727 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3990
2	0.3619
3	0.3970
4	0.3696
5	0.3724
6	0.3421
7	0.3718
8	0.4809
9	0.3604
10	0.4102
11	0.3244
12	0.3448
13	0.4211
14	0.4052
15	0.3519
16	0.3461
17	0.3686
18	0.4185
19	0.3385
20	0.3768
21	0.3955
22	0.3712
23	0.3578
24	0.3379
25	0.3780
26	0.3697

27	0.3410
28	0.3545
29	0.3902
30	0.3105
31	0.3873

11.55486453