

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

RESPONSE & COMPLIANCE DATA

3848 Total Responses
2762 Compliant
281 Non-Compliant
805 Exempted/Eliminated
3848

	C	N	S	W	Total	
Calls	692	879	763	709	3043	
Eliminated					0	
Exempted	1	1			2	
Responses	691	878	763	709	3041	3043
Code 1 Compliant	5	9	14	20	48	
8 Minute Compliant	636	792	637	560	2625	
11 Minute Compliant	1	0	33	35	69	
30 Minute Compliant	0	0	0	22	22	2764
Compliant	642	801	684	637	2764	
Non-Compliant	49	77	79	72	277	3041

0.9089 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3848 <u>Total Responses for the Month</u>		
3041 <u>911 Incident Responses</u>	79.03%	(ARMUP Responses =7)
32 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.83%	
12 <u>911 Incidents Out of County - Eliminated</u>	0.31%	
0 <u>Snow Event</u>	0.00%	
0 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.00%	
763 <u>Code 1 Incidents - Eliminated</u>	19.83%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

4 requested	
2 granted	50.00%
2 denied	50.00%
	100.00%

CENTRAL EQUITY ZONE DATA

692	Total Calls
	Eliminated per Franchise Agreement
1	Exemption Granted
691	Total Responses for Zone
5	Code 1 Compliant Responses
636	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
642	Compliant Responses
49	Non-Compliant Responses
0.9291 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8333	1	6	
8 Minute Rate	0.9298	48	684	1
11 Minute Rate	1.0000	0	1	
30 Minute Rate	#DIV/0!	0	0	
		49	691	1

NORTH EQUITY ZONE DATA

879	Total Calls
	Eliminated per Franchise Agreement
1	Exemption Granted
878	Total Responses for Zone
9	Code 1 Compliant Responses
792	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
801	Compliant Responses
77	Non-Compliant Responses
0.9123 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	9	
8 Minute Rate	0.9114	77	869	1
11 Minute Rate	#DIV/0!	0	0	
30 Minute Rate	#DIV/0!	0	0	
		77	878	1

SOUTH EQUITY ZONE DATA

763	Total Calls
2	Eliminated per Franchise Agreement Exemption Granted
761	Total Responses for Zone
14	Code 1 Compliant Responses
637	8:29 Compliant Responses
33	11:29 Compliant Responses
0	30:29 Compliant Responses
684	Compliant Responses
79	Non-Compliant Responses
0.8988 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8750	2	16	
8 Minute Rate	0.9061	66	703	
11 Minute Rate	0.7500	11	44	
30 Minute Rate	#DIV/0!	0	0	
		79	763	0

WEST EQUITY ZONE DATA

709	Total Calls
2	Eliminated per Franchise Agreement Exemption Granted
707	Total Responses for Zone
20	Code 1 Compliant Responses
560	8:29 Compliant Responses
35	11:29 Compliant Responses
22	30:29 Compliant Responses
637	Compliant Responses
72	Non-Compliant Responses
0.9010 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.714286	8	28	
8 Minute Rate	0.921053	48	608	
11 Minute Rate	0.714286	14	49	
30 Minute Rate	0.916667	2	24	
		72	709	0

ONE MINUTE DISPATCH TIME REQUIREMENT

17.77 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.17 18 Month Rolling Average (not to exceed 60 seconds) **31.76** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.4096 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.431825273
2	0.359581882
3	0.348207754
4	0.430426716
5	0.423469388
6	0.416819013
7	0.462085308
8	0.434489107
9	0.358049432
10	0.382310984
11	0.413578325
12	0.412919569
13	0.408668731
14	0.449179384
15	0.438423645
16	0.442896936
17	0.358955498
18	0.424992454
19	0.449217551
20	0.425855513
21	0.403874376
22	0.434836319
23	0.406914894
24	0.356887937
25	0.399634481
26	0.373107208
27	0.3599182
28	0.338530067
29	0.487374749
30	0.455070074
31	

12.28810077