

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2015

RESPONSE & COMPLIANCE DATA

3537 Total Responses

2382 Compliant
315 Non-Compliant
12 Exempted/Eliminated

2709

	C	N	S	W	Total
Calls	633	707	639	730	2709
Eliminated	1	3	2	3	9
Exempted	1	2	0	0	3
Responses	631	702	637	727	2697
Code 1 Compliant	17	16	18	31	82
8 Minute Compliant	553	618	498	558	2227
11 Minute Compliant			15	36	51
30 Minute Compliant			3	19	22
Compliant	570	634	534	644	2382
Non-Compliant	61	68	103	83	315
					2697

0.9088 CART Pilot Data Compliance

0.8832 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3537 Total Responses for the Month

2709 911 Incident Responses	76.59%	(ARMUP Responses = 4)
12 911 Incidents w/Multiple pts - Eliminated	0.34%	
5 911 Incidents Out of County - Eliminated	0.14%	
7 Mobile Supervisor (MSU) - Eliminated	0.20%	
804 Code 1 Incidents - Eliminated	22.73%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

72 / 0	C	2 / 0
	N	2 / 2
	S	0 / 0
	W	0 / 0

(granted/denied)

CART Pilot Data

78	6 requested	
76	4 granted	66.67%
2	2 denied	33.33%
		100.00%

CENTRAL EQUITY ZONE DATA

633	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
631	Total Responses for Zone
17	Code 1 Compliant Responses
553	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
570	Compliant Responses
61	Non-Compliant Responses
0.9033	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9444	1	18	
8 Minute Rate 0.9021	60	613	2
11 Minute Rate #####			
30 Minute Rate #####			
	61	631	2

NORTH EQUITY ZONE DATA

707	Total Calls
3	Eliminated per Franchise Agreement
2	Exemption Granted
702	Total Responses for Zone
16	Code 1 Compliant Responses
618	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
634	Compliant Responses
68	Non-Compliant Responses
0.9031	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.9035	66	684	5
11 Minute Rate #####			
30 Minute Rate #####			
	68	702	5

SOUTH EQUITY ZONE DATA

CART Pilot Data

639	639	Total Calls
2	2	Eliminated per Franchise Agreement
76	0	Exemption Granted
561	637	Total Responses for Zone
18	18	Code 1 Compliant Responses
498	498	8:29 Compliant Responses
15	15	11:29 Compliant Responses
3	3	30:29 Compliant Responses
534	534	Compliant Responses
27	103	Non-Compliant Responses
0.9519	0.8383	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	2	20	
8 Minute Rate 0.8455	91	589	2
11 Minute Rate 0.6000	10	25	
30 Minute Rate 1.0000		3	
	103	637	2

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	18	2
8 Minute Rate 0.9632	19	517	74
11 Minute Rate 0.6522	8	23	2
30 Minute Rate 1.0000		3	
	27	561	78

WEST EQUITY ZONE DATA

730	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
727	Total Responses for Zone
31	Code 1 Compliant Responses
558	8:29 Compliant Responses
36	11:29 Compliant Responses
19	30:29 Compliant Responses
644	Compliant Responses
83	Non-Compliant Responses
0.8858	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.775	9	40	
8 Minute Rate 0.9118	54	612	3
11 Minute Rate 0.6429	20	56	
30 Minute Rate 1		19	
	83	727	3

ONE MINUTE DISPATCH TIME REQUIREMENT

10 Dispatches greater than 60 seconds which were not reassignments or upgraded responses
(not to exceed 11 incidents per month)

UNIT HOUR UTILIZATION CALCULATION

0.3996 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3983
2	0.3843
3	0.3804
4	0.4106
5	0.4679
6	0.4447
7	0.4034
8	0.4470
9	0.3979
10	0.4239
11	0.3126
12	0.4418
13	0.3917
14	0.4062
15	0.4194
16	0.3528
17	0.3997
18	0.3782
19	0.3780
20	0.4159
21	0.3438
22	0.4138
23	0.3801
24	0.4015
25	0.3605
26	0.3783
27	0.3939
28	0.4468
29	0.3594
30	0.4310
31	0.4245

12.38831073