

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2016

RESPONSE & COMPLIANCE DATA

3622 Total Responses

2269 Compliant
396 Non-Compliant
25 Exempted/Eliminated

2690

	C	N	S	W	Total	
Calls	578	804	681	627	2690	
Eliminated	4	5	3	2	14	
Exempted Responses	2	4	2	3	11	
	572	795	676	622	2665	2690
Code 1 Compliant	21	23	22	24	90	
8 Minute Compliant	477	683	481	462	2103	
11 Minute Compliant			20	33	53	
30 Minute Compliant			2	21	23	
						2269
Compliant	498	706	525	540	2269	
Non-Compliant	74	89	151	82	396	
						2665

0.8930 CART Pilot Data Compliance

0.8514 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3622 Total Responses for the Month

2690 911 Incident Responses	74.27%	(ARMUP Responses = 4)
27 911 Incidents w/Multiple pts - Eliminated	0.75%	
7 911 Incidents Out of County - Eliminated	0.19%	
125 Snow Event	3.45%	
20 Mobile Supervisor (MSU) - Eliminated	0.55%	
753 Code 1 Incidents - Eliminated	20.79%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

126 / 0	C	2 / 1
18 / 0	N	4 / 1
	S	2 / 0
	W	3 / 0

(granted/denied)

CART Pilot Data

152	10 requested	
150	8 granted	80.00%
2	2 denied	20.00%
		100.00%

CENTRAL EQUITY ZONE DATA

578	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
572	Total Responses for Zone
21	Code 1 Compliant Responses
477	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
498	Compliant Responses
74	Non-Compliant Responses
0.8706	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8400	4	25	
8 Minute Rate 0.8720	70	547	6
11 Minute Rate #####			
30 Minute Rate #####			
	74	572	6

NORTH EQUITY ZONE DATA

804	Total Calls
5	Eliminated per Franchise Agreement
4	Exemption Granted
795	Total Responses for Zone
23	Code 1 Compliant Responses
683	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
706	Compliant Responses
89	Non-Compliant Responses
0.8881	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9583	1	24	
8 Minute Rate 0.8859	88	771	9
11 Minute Rate #####			
30 Minute Rate #####			
	89	795	9

SOUTH EQUITY ZONE DATA

CART Pilot Data

681	681	Total Calls
3	3	Eliminated per Franchise Agreement
126	2	Exemption Granted
552	676	Total Responses for Zone
22	22	Code 1 Compliant Responses
481	481	8:29 Compliant Responses
20	20	11:29 Compliant Responses
2	2	30:29 Compliant Responses
525	525	Compliant Responses
27	151	Non-Compliant Responses
0.9511	0.7766	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7586	7	29	
8 Minute Rate	0.7872	130	611	4
11 Minute Rate	0.5882	14	34	1
30 Minute Rate	1.0000	0	2	
		151	676	5

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9565	1	23	6
8 Minute Rate	0.9698	15	496	119
11 Minute Rate	0.6452	11	31	4
30 Minute Rate	1.0000	0	2	
		27	552	129

WEST EQUITY ZONE DATA

CART Pilot Data

627	627	Total Calls
2	2	Eliminated per Franchise Agreement
18	3	Exemption Granted
607	622	Total Responses for Zone
24	24	Code 1 Compliant Responses
462	462	8:29 Compliant Responses
33	33	11:29 Compliant Responses
21	21	30:29 Compliant Responses
540	540	Compliant Responses
67	82	Non-Compliant Responses
0.8896	0.8682	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8571	4	28	
8 Minute Rate	0.88	63	525	5
11 Minute Rate	0.6875	15	48	
30 Minute Rate	1		21	
		82	622	5

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8889	3	27	1
8 Minute Rate	0.9023	50	512	18
11 Minute Rate	0.7021	14	47	1
30 Minute Rate	1.0000		21	
		67	607	20

ONE MINUTE DISPATCH TIME REQUIREMENT

19 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.34 18 Month Rolling Average (not to exceed 60 seconds) **29.01** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3826 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4031
2	0.4412
3	0.4566
4	0.3869
5	0.4026
6	0.3553
7	0.3228
8	0.4154
9	0.4038
10	0.3952
11	0.3924
12	0.3827
13	0.3377
14	0.3244
15	0.3852
16	0.4266
17	0.3961
18	0.3316
19	0.3871
20	0.3647
21	0.3637
22	0.4054
23	0.4028
24	0.3937
25	0.3819
26	0.3654
27	0.4014
28	0.3320
29	0.4109
30	0.2982
31	0.3940

11.86095658