

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2017

RESPONSE & COMPLIANCE DATA

4282 Total Responses

1790 Compliant
655 Non-Compliant
21 Exempted/Eliminated

2466

	C	N	S	W	Total	
Calls	553	637	663	613	2466	
Eliminated	5	5	3	2	15	
Exempted	2	3	1	0	6	
Responses	546	629	659	611	2445	2466
Code 1 Compliant	12	10	13	16	51	
8 Minute Compliant	409	438	450	382	1679	
11 Minute Compliant			12	30	42	
30 Minute Compliant				18	18	
						1790
Compliant	421	448	475	446	1790	
Non-Compliant	125	181	184	165	655	
						2445

0.9265 CART Pilot Data Compliance

0.7321 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4282 Total Responses for the Month

2466 911 Incident Responses **57.59%**
16 911 Incidents w/Multiple pts - Eliminated **0.37%**
9 911 Incidents Out of County - Eliminated **0.21%**
958 Snow Event **22.37%**
1 Mobile Supervisor (MSU) - Eliminated **0.02%**
832 Code 1 Incidents - Eliminated **19.43%**

(ARMUP Responses = 16)
(ARMUPs During Snow Events = 8)

100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

101 / 0	C	2 / 0
145 / 0	N	3 / 0
143 / 0	S	1 / 0
130 / 0	W	0 / 0

(granted/denied)

CART Pilot Data

519 **6 requested**
519 **6 granted** 100.00%
0 **0 denied** 0.00%
 100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

553	553	Total Calls
5	5	Eliminated per Franchise Agreement
101	2	Exemption Granted
447	546	Total Responses for Zone
12	12	Code 1 Compliant Responses
409	409	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
421	421	Compliant Responses
26	125	Non-Compliant Responses
0.9418	0.7711	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	2	14	
8 Minute Rate 0.7688	123	532	7
11 Minute Rate #####			
30 Minute Rate #####			
	125	546	7

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9231	1	13	1
8 Minute Rate 0.9424	25	434	105
11 Minute Rate #####			
30 Minute Rate #####			
	26	447	106

NORTH EQUITY ZONE DATA

CART Pilot Data

637	637	Total Calls
5	5	Eliminated per Franchise Agreement
145	3	Exemption Granted
487	629	Total Responses for Zone
10	10	Code 1 Compliant Responses
438	438	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
448	448	Compliant Responses
39	181	Non-Compliant Responses
0.9199	0.7122	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6250	6	16	
8 Minute Rate 0.7145	175	613	8
11 Minute Rate #####			
30 Minute Rate #####			
	181	629	8

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7692	3	13	3
8 Minute Rate 0.9241	36	474	147
11 Minute Rate #####			
30 Minute Rate #####			
	39	487	150

SOUTH EQUITY ZONE DATA

CART Pilot Data

663	663	Total Calls
3	3	Eliminated per Franchise Agreement
143	1	Exemption Granted
517	659	Total Responses for Zone
13	13	Code 1 Compliant Responses
450	450	8:29 Compliant Responses
12	12	11:29 Compliant Responses
		30:29 Compliant Responses
475	475	Compliant Responses
42	184	Non-Compliant Responses
0.9188	0.7208	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	2	15	
8 Minute Rate 0.7212	174	624	4
11 Minute Rate 0.6000	8	20	0
30 Minute Rate #####			
	184	659	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	1
8 Minute Rate 0.9221	38	488	140
11 Minute Rate 0.8000	3	15	5
30 Minute Rate #####			
	42	517	146

WEST EQUITY ZONE DATA

CART Pilot Data

613	613	Total Calls
2	2	Eliminated per Franchise Agreement
130	0	Exemption Granted
481	611	Total Responses for Zone
16	16	Code 1 Compliant Responses
382	382	8:29 Compliant Responses
30	30	11:29 Compliant Responses
18	18	30:29 Compliant Responses
446	446	Compliant Responses
35	165	Non-Compliant Responses
0.9272	0.7300	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5517	13	29	
8 Minute Rate 0.7446	131	513	2
11 Minute Rate 0.6	20	50	
30 Minute Rate 0.9474	1	19	
	165	611	2

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8421	3	19	10
8 Minute Rate 0.9455	22	404	111
11 Minute Rate 0.7500	10	40	10
30 Minute Rate 1.0000	0	18	1
	35	481	132

ONE MINUTE DISPATCH TIME REQUIREMENT

24 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
20.00 18 Month Rolling Average (not to exceed 60 seconds) **30.00** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.4204 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.5065
2	0.3530
3	0.3925
4	0.4043
5	0.4615
6	0.4261
7	0.3638
8	0.4551
9	0.3988
10	0.4058
11	0.3061
12	0.3741
13	0.4122
14	0.4231
15	0.4471
16	0.4098
17	0.4530
18	0.4513
19	0.4384
20	0.4329
21	0.4173
22	0.4862
23	0.4565
24	0.3984
25	0.4156
26	0.3965
27	0.4281
28	0.3736
29	0.4758
30	0.4340
31	0.4354

13.0328