

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

RESPONSE & COMPLIANCE DATA

4118 Total Responses

3009 Compliant
287 Non-Compliant
14 Exempted/Eliminated

3310

	C	N	S	W	Total	
Calls	729	981	856	744	3310	
Eliminated	1	3	3	0	7	
Exempted	3	2	1	1	7	
Responses	725	976	852	743	3296	3310
Code 1 Compliant	4	22	13	20	59	
8 Minute Compliant	675	866	719	582	2842	
11 Minute Compliant			38	49	87	
30 Minute Compliant				21	21	
						3009
Compliant	679	888	770	672	3009	
Non-Compliant	46	88	82	71	287	3296

0.9129 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4118 Total Responses for the Month		
3310 911 Incident Responses	80.38%	(ARMUP Responses = 6)
20 911 Incidents w/Multiple pts - Eliminated	0.49%	
7 911 Incidents Out of County - Eliminated	0.17%	
8 Duplicated in Processing	0.19%	
8 Mobile Supervisor (MSU) - Eliminated	0.19%	
765 Code 1 Incidents - Eliminated	18.58%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	3 / 0
N	2 / 0
S	1 / 1
W	1 / 0

(granted/denied)

8 requested	
7 granted	87.50%
1 denied	12.50%
	100.00%

CENTRAL EQUITY ZONE DATA

729	Total Calls
1	Eliminated per Franchise Agreement
3	Exemption Granted
725	Total Responses for Zone
4	Code 1 Compliant Responses
675	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
679	Compliant Responses
46	Non-Compliant Responses
0.9366 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6667	2	6	
8 Minute Rate 0.9388	44	719	4
11 Minute Rate #####			
30 Minute Rate #####			
	46	725	4

NORTH EQUITY ZONE DATA

981	Total Calls
3	Eliminated per Franchise Agreement
2	Exemption Granted
976	Total Responses for Zone
22	Code 1 Compliant Responses
866	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
888	Compliant Responses
88	Non-Compliant Responses
0.9098 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	4	26	
8 Minute Rate 0.9116	84	950	5
11 Minute Rate #####			
30 Minute Rate #####			
	88	976	5

SOUTH EQUITY ZONE DATA

856	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
852	Total Responses for Zone
13	Code 1 Compliant Responses
719	8:29 Compliant Responses
38	11:29 Compliant Responses
	30:29 Compliant Responses
770	Compliant Responses
82	Non-Compliant Responses
0.9038 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	
8 Minute Rate 0.9090	72	791	4
11 Minute Rate 0.8085	9	47	
30 Minute Rate #####			
	82	852	4

WEST EQUITY ZONE DATA

744	Total Calls
0	Eliminated per Franchise Agreement
1	Exemption Granted
743	Total Responses for Zone
20	Code 1 Compliant Responses
582	8:29 Compliant Responses
49	11:29 Compliant Responses
21	30:29 Compliant Responses
672	Compliant Responses
71	Non-Compliant Responses
0.9044 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7692	6	26	
8 Minute Rate 0.9253	47	629	1
11 Minute Rate 0.7538	16	65	
30 Minute Rate 0.913	2	23	
	71	743	1

ONE MINUTE DISPATCH TIME REQUIREMENT

23 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.67 18 Month Rolling Average (not to exceed 60 seconds) **32.51** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3789 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4209
2	0.3782
3	0.4427
4	0.4367
5	0.3968
6	0.3732
7	0.3576
8	0.4159
9	0.3699
10	0.4208
11	0.4643
12	0.4167
13	0.2938
14	0.3887
15	0.3637
16	0.3233
17	0.3890
18	0.4142
19	0.3844
20	0.3129
21	0.3245
22	0.3361
23	0.3384
24	0.3935
25	0.4410
26	0.3615
27	0.3359
28	0.3356
29	0.3631
30	0.3806
31	0.3728

11.74680322