

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

RESPONSE & COMPLIANCE DATA

3073 Total Responses

2085 Compliant
284 Non-Compliant
13 Exempted/Eliminated

2382

0.9109 CART Pilot Data Compliance

0.8801 Overall Compliance

	C	N	S	W	Total	
Calls	539	652	624	567	2382	
Eliminated	2	1	2	2	7	
Exempted	1	1	1	3	6	
Responses	536	650	621	562	2369	2382
Code 1 Compliant	13	19	18	26	76	
8 Minute Compliant	480	567	473	432	1952	
11 Minute Compliant			12	19	31	
30 Minute Compliant			1	25	26	
Compliant	493	586	504	502	2085	2085
Non-Compliant	43	64	117	60	284	2369

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3073 Total Responses for the Month

2382 911 Incident Responses
18 911 Incidents w/Multiple pts - Eliminated
6 911 Incidents Out of County - Eliminated
10 Mobile Supervisor (MSU) - Eliminated
657 Code 1 Incidents - Eliminated

77.51% (ARMUP Responses = 6)
0.59%
0.20%
0.33%
21.38% 100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

81 / 0

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

(granted/denied)

CART Pilot Data

86 7 **requested**
85 6 **granted** 85.71%
1 1 **denied** 14.29%
100.00%

CENTRAL EQUITY ZONE DATA

539	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
536	Total Responses for Zone
13	Code 1 Compliant Responses
480	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
493	Compliant Responses
43	Non-Compliant Responses
0.9198	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7647	4	17	
8 Minute Rate 0.9249	39	519	3
11 Minute Rate #####			
30 Minute Rate #####			
	43	536	3

NORTH EQUITY ZONE DATA

652	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
650	Total Responses for Zone
19	Code 1 Compliant Responses
567	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
586	Compliant Responses
64	Non-Compliant Responses
0.9015	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7917	5	24	
8 Minute Rate 0.9058	59	626	2
11 Minute Rate #####			
30 Minute Rate #####			
	64	650	2

SOUTH EQUITY ZONE DATA

CART Pilot Data

624	624	Total Calls
2	2	Eliminated per Franchise Agreement
81	1	Exemption Granted
541	621	Total Responses for Zone
18	18	Code 1 Compliant Responses
473	473	8:29 Compliant Responses
12	12	11:29 Compliant Responses
1	1	30:29 Compliant Responses
504	504	Compliant Responses
37	117	Non-Compliant Responses
0.9316	0.8116	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6923	8	26	
8 Minute Rate 0.8313	96	569	3
11 Minute Rate 0.4800	13	25	
30 Minute Rate 1.0000	0	1	
	117	621	3

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	3	21	5
8 Minute Rate 0.9575	21	494	78
11 Minute Rate 0.4800	13	25	
30 Minute Rate 1.0000	0	1	
	37	541	83

WEST EQUITY ZONE DATA

567	Total Calls
2	Eliminated per Franchise Agreement
3	Exemption Granted
562	Total Responses for Zone
26	Code 1 Compliant Responses
432	8:29 Compliant Responses
19	11:29 Compliant Responses
25	30:29 Compliant Responses
502	Compliant Responses
60	Non-Compliant Responses
0.8932	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7879	7	33	
8 Minute Rate 0.9172	39	471	4
11 Minute Rate 0.5758	14	33	1
30 Minute Rate 1		25	
	60	562	5

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

0.3919 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3664
2	0.4065
3	0.4254
4	0.3834
5	0.3597
6	0.3908
7	0.3867
8	0.4072
9	0.3644
10	0.3876
11	0.3524
12	0.5573
13	0.3864
14	0.3824
15	0.3581
16	0.4200
17	0.4146
18	0.3587
19	0.4095
20	0.3535
21	0.3893
22	0.3468
23	0.3844
24	0.4172
25	0.3716
26	0.3928
27	0.4173
28	0.3817
29	
30	
31	

10.97212175