

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

RESPONSE & COMPLIANCE DATA

3452 Total Responses

2247 Compliant
439 Non-Compliant
27 Exempted/Eliminated

2713

	C	N	S	W	Total	
Calls	610	756	689	658	2713	
Eliminated	1	6	3	5	15	
Exempted	2	1	6	3	12	
Responses	607	749	680	650	2686	2713
Code 1 Compliant	22	19	19	22	82	
8 Minute Compliant	504	628	489	472	2093	
11 Minute Compliant	2		9	40	51	
30 Minute Compliant				21	21	2247
Compliant	528	647	517	555	2247	
Non-Compliant	79	102	163	95	439	2686

0.8781 CART Pilot Data Compliance
0.8366 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3452 Total Responses for the Month

2713 911 Incident Responses **78.59%** **(ARMUP Responses = 6)**

18 911 Incidents w/Multiple pts - Eliminated **0.52%**

6 911 Incidents Out of County - Eliminated **0.17%**

16 Mobile Supervisor (MSU) - Eliminated **0.46%**

Miscellaneous - Eliminated **0.00%**

699 Code 1 Incidents - Eliminated **20.25%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

133 / 2	C	2 / 0
38 / 0	N	1 / 0
	S	6 / 2
	W	3 / 0

(granted/denied)

CART Pilot Data

176 12 **requested**

174 10 **granted** 83.33%

2 2 **denied** 16.67%

100.00%

CENTRAL EQUITY ZONE DATA

610	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
607	Total Responses for Zone
22	Code 1 Compliant Responses
504	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
528	Compliant Responses
79	Non-Compliant Responses
0.8699 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8800	3	25	
8 Minute Rate 0.8705	75	579	3
11 Minute Rate 0.6667	1	3	
30 Minute Rate #####			
	79	607	3

NORTH EQUITY ZONE DATA

756	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
749	Total Responses for Zone
19	Code 1 Compliant Responses
628	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
647	Compliant Responses
102	Non-Compliant Responses
0.8638 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9048	2	21	
8 Minute Rate 0.8626	100	728	7
11 Minute Rate #####			
30 Minute Rate #####			
	102	749	7

SOUTH EQUITY ZONE DATA

CART Pilot Data

689	689	Total Calls
3	3	Eliminated per Franchise Agreement
133	6	Exemption Granted
553	680	Total Responses for Zone
19	19	Code 1 Compliant Responses
489	489	8:29 Compliant Responses
9	9	11:29 Compliant Responses
		30:29 Compliant Responses
517	517	Compliant Responses
36	163	Non-Compliant Responses
0.9349	0.7603	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7037	8	27	
8 Minute Rate 0.7725	144	633	8
11 Minute Rate 0.4500	11	20	1
30 Minute Rate #####			
	163	680	9

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8636	3	22	5
8 Minute Rate 0.9514	25	514	127
11 Minute Rate 0.5294	8	17	4
30 Minute Rate #####			
	36	553	136

WEST EQUITY ZONE DATA

CART Pilot Data

658	658	Total Calls
5	5	Eliminated per Franchise Agreement
38	3	Exemption Granted
615	650	Total Responses for Zone
22	22	Code 1 Compliant Responses
472	472	8:29 Compliant Responses
40	40	11:29 Compliant Responses
21	21	30:29 Compliant Responses
555	555	Compliant Responses
60	95	Non-Compliant Responses
0.9024	0.8538	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6667	11	33	
8 Minute Rate 0.8692	71	543	7
11 Minute Rate 0.7547	13	53	1
30 Minute Rate 1		21	
	95	650	8

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7857	6	28	5
8 Minute Rate 0.9183	42	514	36
11 Minute Rate 0.7692	12	52	2
30 Minute Rate 1.0000		21	
	60	615	43

ONE MINUTE DISPATCH TIME REQUIREMENT

21 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.28 18 Month Rolling Average (not to exceed 60 seconds) **28.92** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3840 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3159
2	0.3899
3	0.3570
4	0.3325
5	0.3414
6	0.3958
7	0.4237
8	0.3920
9	0.3544
10	0.3975
11	0.3674
12	0.3534
13	0.4123
14	0.4390
15	0.3975
16	0.4380
17	0.4015
18	0.4199
19	0.3829
20	0.3957
21	0.3385
22	0.3513
23	0.3926
24	0.3682
25	0.3297
26	0.3566
27	0.4185
28	0.4599
29	0.4131
30	
31	

11.13576936