

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

RESPONSE & COMPLIANCE DATA

3388 Total Responses

2058 Compliant
679 Non-Compliant
14 Exempted/Eliminated

2751

	C	N	S	W	Total	
Calls	621	785	724	621	2751	
Eliminated	1	5	2	1	9	
Exempted Responses	1	3	1		5	
	619	777	721	620	2737	2751
Code 1 Compliant	6	17	11	25	59	
8 Minute Compliant	483	573	495	372	1923	
11 Minute Compliant	1		8	28	37	
30 Minute Compliant				39	39	
						2058
Compliant	490	590	514	464	2058	
Non-Compliant	129	187	207	156	679	
						2737

0.9402 CART Pilot Data Compliance

0.7519 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3388 Total Responses for the Month

2751 911 Incident Responses	81.20%	(ARMUP Responses = 16)
21 911 Incidents w/Multiple pts - Eliminated	0.62%	
3 911 Incidents Out of County - Eliminated	0.09%	
0 Snow Event	0.00%	
0 Mobile Supervisor (MSU) - Eliminated	0.00%	
613 Code 1 Incidents - Eliminated	18.09%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

115 / 0	C	1 / 0
142 / 0	N	3 / 0
161 / 0	S	1 / 0
135 / 0	W	0 / 0

(granted/denied)

CART Pilot Data

553	5 requested	
553	5 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

621	621	Total Calls
1	1	Eliminated per Franchise Agreement
115	1	Exemption Granted
505	619	Total Responses for Zone
6	6	Code 1 Compliant Responses
483	483	8:29 Compliant Responses
1	1	11:29 Compliant Responses
		30:29 Compliant Responses
490	490	Compliant Responses
15	129	Non-Compliant Responses
0.9703	0.7916	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	1	7	
8 Minute Rate 0.7905	128	611	2
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	129	619	2

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	1
8 Minute Rate 0.9699	15	498	115
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	15	505	116

NORTH EQUITY ZONE DATA

CART Pilot Data

785	785	Total Calls
5	5	Eliminated per Franchise Agreement
142	3	Exemption Granted
638	777	Total Responses for Zone
17	17	Code 1 Compliant Responses
573	573	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
590	590	Compliant Responses
48	187	Non-Compliant Responses
0.9248	0.7593	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9444	1	18	
8 Minute Rate 0.7549	186	759	8
11 Minute Rate #####			
30 Minute Rate #####			
	187	777	8

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	17	1
8 Minute Rate 0.9227	48	621	146
11 Minute Rate #####			
30 Minute Rate #####			
	48	638	147

SOUTH EQUITY ZONE DATA

CART Pilot Data

724	724	Total Calls
2	2	Eliminated per Franchise Agreement
161	1	Exemption Granted
561	721	Total Responses for Zone
11	11	Code 1 Compliant Responses
495	495	8:29 Compliant Responses
8	8	11:29 Compliant Responses
		30:29 Compliant Responses
514	514	Compliant Responses
47	207	Non-Compliant Responses
0.9162	0.7129	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6471	6	17	
8 Minute Rate 0.7216	191	686	3
11 Minute Rate 0.4444	10	18	
30 Minute Rate #####			
	207	721	3

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	2	13	4
8 Minute Rate 0.9033	43	548	151
11 Minute Rate 0.8000	2	10	8
30 Minute Rate #####			
	47	571	163

WEST EQUITY ZONE DATA

CART Pilot Data

621	621	Total Calls
1	1	Eliminated per Franchise Agreement
135		Exemption Granted
485	620	Total Responses for Zone
25	25	Code 1 Compliant Responses
372	372	8:29 Compliant Responses
28	28	11:29 Compliant Responses
39	39	30:29 Compliant Responses
464	464	Compliant Responses
21	156	Non-Compliant Responses
0.9567	0.7484	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7576	8	33	
8 Minute Rate 0.753	122	494	
11 Minute Rate 0.5385	24	52	1
30 Minute Rate 0.9512	2	41	
	156	620	1

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	25	8
8 Minute Rate 0.9563	17	389	105
11 Minute Rate 0.8750	4	32	21
30 Minute Rate 1.0000	0	39	2
	21	485	136

ONE MINUTE DISPATCH TIME REQUIREMENT

23 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
20.22 18 Month Rolling Average (not to exceed 60 seconds) **30.33** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3893 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4039
2	0.3511
3	0.4404
4	0.3427
5	0.3962
6	0.4547
7	0.4481
8	0.4513
9	0.3715
10	0.3751
11	0.3811
12	0.4420
13	0.3403
14	0.4365
15	0.4048
16	0.3639
17	0.4443
18	0.3388
19	0.3548
20	0.3726
21	0.4286
22	0.3956
23	0.3272
24	0.3921
25	0.2999
26	0.3506
27	0.3817
28	0.4116
29	
30	
31	

10.90134801