

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - February 2018

## RESPONSE & COMPLIANCE DATA

**3582** Total Responses

**2600** Compliant  
**261** Non-Compliant  
**22** Exempted/Eliminated

**2883**

	C	N	S	W	Total	
<b>Calls</b>	626	815	796	646	<b>2883</b>	
<b>Eliminated</b>	3	4	3	1	<b>11</b>	
<b>Exempted Responses</b>	1	4	1	5	<b>11</b>	
	622	807	792	640	<b>2861</b>	<b>2883</b>
<b>Code 1 Compliant</b>	11	13	12	24	<b>60</b>	
<b>8 Minute Compliant</b>	560	734	673	486	<b>2453</b>	
<b>11 Minute Compliant</b>	2		21	34	<b>57</b>	
<b>30 Minute Compliant</b>				30	<b>30</b>	
						<b>2600</b>
<b>Compliant</b>	573	747	706	574	<b>2600</b>	
<b>Non-Compliant</b>	49	60	86	66	<b>261</b>	
						<b>2861</b>

**0.9088** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3582</b> Total Responses for the Month		
<b>2883</b> 911 Incident Responses	<b>80.49%</b>	<b>(ARMUP Responses = 6)</b>
<b>20</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.56%</b>	
<b>5</b> 911 Incidents Out of County - Eliminated	<b>0.14%</b>	
<b>0</b> Snow Event	<b>0.00%</b>	
<b>1</b> Mobile Supervisor (MSU) - Eliminated	<b>0.03%</b>	
<b>673</b> Code 1 Incidents - Eliminated	<b>18.79%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1 / 0
<b>N</b>	4 / 0
<b>S</b>	1 / 0
<b>W</b>	5 / 1

*(granted/denied)*

<b>12 requested</b>	
<b>11 granted</b>	91.67%
<b>1 denied</b>	8.33%
	100.00%

**CENTRAL EQUITY ZONE DATA**

626	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
622	<b>Total Responses for Zone</b>
11	<b>Code 1 Compliant Responses</b>
560	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
573	<b>Compliant Responses</b>
49	<b>Non-Compliant Responses</b>
<b>0.9212</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	11	
<b>8 Minute Rate 0.9195</b>	49	609	4
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>49</b>	<b>622</b>	<b>4</b>

**NORTH EQUITY ZONE DATA**

815	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
807	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
734	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
747	<b>Compliant Responses</b>
60	<b>Non-Compliant Responses</b>
<b>0.9257</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7647</b>	4	17	
<b>8 Minute Rate 0.9291</b>	56	790	8
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>60</b>	<b>807</b>	<b>8</b>

**SOUTH EQUITY ZONE DATA**

796	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
792	<b>Total Responses for Zone</b>
12	<b>Code 1 Compliant Responses</b>
673	<b>8:29 Compliant Responses</b>
21	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
706	<b>Compliant Responses</b>
86	<b>Non-Compliant Responses</b>
<b>0.8914</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9231</b>	1	13	
<b>8 Minute Rate 0.8973</b>	77	750	4
<b>11 Minute Rate 0.7241</b>	8	29	
<b>30 Minute Rate #####</b>			
	<b>86</b>	<b>792</b>	<b>4</b>

**WEST EQUITY ZONE DATA**

646	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
5	<b>Exemption Granted</b>
640	<b>Total Responses for Zone</b>
24	<b>Code 1 Compliant Responses</b>
486	<b>8:29 Compliant Responses</b>
34	<b>11:29 Compliant Responses</b>
30	<b>30:29 Compliant Responses</b>
574	<b>Compliant Responses</b>
66	<b>Non-Compliant Responses</b>
<b>0.8969</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8571</b>	4	28	
<b>8 Minute Rate 0.9067</b>	50	536	5
<b>11 Minute Rate 0.7556</b>	11	45	1
<b>30 Minute Rate 0.9677</b>	1	31	
	<b>66</b>	<b>640</b>	<b>6</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**23** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**21.89** 18 Month Rolling Average (not to exceed 60 seconds) **32.84** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3717** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3713
2	0.4143
3	0.345
4	0.3189
5	0.3916
6	0.3953
7	0.4214
8	0.3838
9	0.372
10	0.3555
11	0.3322
12	0.4347
13	0.3735
14	0.4492
15	0.4048
16	0.3163
17	0.3808
18	0.3493
19	0.351
20	0.3718
21	0.3977
22	0.3375
23	0.3711
24	0.2933
25	0.2984
26	0.3922
27	0.3877
28	0.3978
29	
30	
31	

**10.4084**