

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

RESPONSE & COMPLIANCE DATA

3410 Total Responses

2319 Compliant
303 Non-Compliant
10 Exempted/Eliminated

2632

	C	N	S	W	Total	
Calls	621	729	638	644	2632	
Eliminated	1	0	2	4	7	
Exempted	1	1	0	1	3	
Responses	619	728	636	639	2622	2632
Code 1 Compliant	19	23	29	26	97	
8 Minute Compliant	536	625	484	505	2150	
11 Minute Compliant	2		11	31	44	
30 Minute Compliant				28	28	2319
Compliant	557	648	524	590	2319	
Non-Compliant	62	80	112	49	303	2622

0.9152 **CART Pilot Data Compliance**

0.8844 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3410 Total Responses for the Month

2632 911 Incident Responses	77.18%	(ARMUP Responses = 6)
21 911 Incidents w/Multiple pts - Eliminated	0.62%	
10 911 Incidents Out of County - Eliminated	0.29%	
14 Mobile Supervisor (MSU) - Eliminated	0.41%	
733 Code 1 Incidents - Eliminated	21.50%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

88 / 0	C	1 / 1
	N	1 / 0
	S	0 / 0
	W	1 / 0

(granted/denied)

CART Pilot Data

92	4 requested	
91	3 granted	75.00%
1	1 denied	25.00%
		100.00%

CENTRAL EQUITY ZONE DATA

621	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
619	Total Responses for Zone
19	Code 1 Compliant Responses
536	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
557	Compliant Responses
62	Non-Compliant Responses
0.8998 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9048	2	21	
8 Minute Rate 0.8993	60	596	2
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	62	619	2

NORTH EQUITY ZONE DATA

729	Total Calls
0	Eliminated per Franchise Agreement
1	Exemption Granted
728	Total Responses for Zone
23	Code 1 Compliant Responses
625	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
648	Compliant Responses
80	Non-Compliant Responses
0.8901 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9200	2	25	
8 Minute Rate 0.8890	78	703	1
11 Minute Rate #####			
30 Minute Rate #####			
	80	728	1

SOUTH EQUITY ZONE DATA

CART Pilot Data

638	638	Total Calls
2	2	Eliminated per Franchise Agreement
88	0	Exemption Granted
548	636	Total Responses for Zone
29	29	Code 1 Compliant Responses
484	484	8:29 Compliant Responses
11	11	11:29 Compliant Responses
		30:29 Compliant Responses
524	524	Compliant Responses
24	112	Non-Compliant Responses
0.9562	0.8239	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8056	7	36	
8 Minute Rate 0.8302	99	583	2
11 Minute Rate 0.6471	6	17	0
30 Minute Rate #####			
	112	636	2

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9667	1	30	6
8 Minute Rate 0.9622	19	503	82
11 Minute Rate 0.7333	4	15	2
30 Minute Rate #####			
	24	548	90

WEST EQUITY ZONE DATA

644	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
639	Total Responses for Zone
26	Code 1 Compliant Responses
505	8:29 Compliant Responses
31	11:29 Compliant Responses
28	30:29 Compliant Responses
590	Compliant Responses
49	Non-Compliant Responses
0.9233	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7879	7	33	
8 Minute Rate 0.9335	36	541	3
11 Minute Rate 0.8611	5	36	2
30 Minute Rate 0.9655	1	29	0
	49	639	5

ONE MINUTE DISPATCH TIME REQUIREMENT

8 Dispatches greater than 60 seconds which were not reassignments or upgraded responses
(not to exceed 11 incidents per month)

UNIT HOUR UTILIZATION CALCULATION

0.3898 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3788
2	0.4321
3	0.4130
4	0.3912
5	0.3961
6	0.4596
7	0.3759
8	0.3783
9	0.4088
10	0.3937
11	0.3710
12	0.4112
13	0.4162
14	0.3918
15	0.3393
16	0.4142
17	0.3640
18	0.3842
19	0.4228
20	0.4305
21	0.3333
22	0.3514
23	0.3393
24	0.3753
25	0.3493
26	0.4393
27	0.4249
28	0.3396
29	0.2912
30	0.4533
31	0.4141

12.08379486