

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

RESPONSE & COMPLIANCE DATA

3719 Total Responses
2369 Compliant
528 Non-Compliant
17 Exempted/Eliminated
2914

	C	N	S	W	Total	
Calls	677	820	717	700	2914	
Eliminated	4	1	3	3	11	
Exempted Responses	2	2	1	1	6	
	671	817	713	696	2897	2914
Code 1 Compliant	18	24	19	34	95	
8 Minute Compliant	558	667	479	486	2190	
11 Minute Compliant	1		16	46	63	
30 Minute Compliant				21	21	
						2369
Compliant	577	691	514	587	2369	
Non-Compliant	94	126	199	109	528	
						2897

0.8681 CART Pilot Data Compliance

0.8177 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3719 Total Responses for the Month		
2914 911 Incident Responses	78.35%	(ARMUP Responses = 6)
32 911 Incidents w/Multiple pts - Eliminated	0.86%	
5 911 Incidents Out of County - Eliminated	0.13%	
26 Mobile Supervisor (MSU) - Eliminated	0.70%	
742 Code 1 Incidents - Eliminated	19.95%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

169 / 0	C	2 / 0
35 / 0	N	2 / 0
	S	1 / 0
	W	1 / 0

(granted/denied)

CART Pilot Data

208	6 requested	
208	6 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

677	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
671	Total Responses for Zone
18	Code 1 Compliant Responses
558	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
577	Compliant Responses
94	Non-Compliant Responses
0.8599 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	2	20	
8 Minute Rate 0.8585	92	650	6
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	94	671	6

NORTH EQUITY ZONE DATA

820	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
817	Total Responses for Zone
24	Code 1 Compliant Responses
667	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
691	Compliant Responses
126	Non-Compliant Responses
0.8458 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8276	5	29	
8 Minute Rate 0.8464	121	788	3
11 Minute Rate #####			
30 Minute Rate #####			
	126	817	3

SOUTH EQUITY ZONE DATA

CART Pilot Data

717	717	Total Calls
3	3	Eliminated per Franchise Agreement
169	1	Exemption Granted
545	713	Total Responses for Zone
19	19	Code 1 Compliant Responses
479	479	8:29 Compliant Responses
16	16	11:29 Compliant Responses
		30:29 Compliant Responses
514	514	Compliant Responses
31	199	Non-Compliant Responses
0.9431	0.7209	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5758	14	33	
8 Minute Rate 0.7302	177	656	4
11 Minute Rate 0.6667	8	24	
30 Minute Rate #####			
	199	713	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9048	2	21	12
8 Minute Rate 0.9504	25	504	156
11 Minute Rate 0.8000	4	20	4
30 Minute Rate #####			
	31	545	172

WEST EQUITY ZONE DATA

CART Pilot Data

700	700	Total Calls
3	3	Eliminated per Franchise Agreement
35	1	Exemption Granted
662	696	Total Responses for Zone
34	34	Code 1 Compliant Responses
486	486	8:29 Compliant Responses
46	46	11:29 Compliant Responses
21	21	30:29 Compliant Responses
587	587	Compliant Responses
75	109	Non-Compliant Responses
0.8867	0.8434	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7083	14	48	
8 Minute Rate 0.8617	78	564	3
11 Minute Rate 0.7302	17	63	1
30 Minute Rate 1	0	21	
	109	696	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8293	7	41	7
8 Minute Rate 0.9033	52	538	29
11 Minute Rate 0.7419	16	62	2
30 Minute Rate 1.0000	0	21	
	75	662	38

ONE MINUTE DISPATCH TIME REQUIREMENT

20 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.44 18 Month Rolling Average (not to exceed 60 seconds) **29.16** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3892 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4188
2	0.3897
3	0.3789
4	0.3903
5	0.4661
6	0.4733
7	0.3735
8	0.3632
9	0.3654
10	0.4005
11	0.3958
12	0.3940
13	0.3379
14	0.3743
15	0.3990
16	0.3297
17	0.3761
18	0.4465
19	0.4081
20	0.3940
21	0.3875
22	0.3442
23	0.3517
24	0.3712
25	0.3979
26	0.3947
27	0.3683
28	0.3939
29	0.4573
30	0.3636
31	0.3598

12.06526019