

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

RESPONSE & COMPLIANCE DATA

3807 Total Responses

2323 Compliant
698 Non-Compliant
20 Exempted/Eliminated

3041

	C	N	S	W	Total	
Calls	679	877	815	670	3041	
Eliminated	2	9	2	0	13	
Exempted Responses	1	4	2	0	7	
	676	864	811	670	3021	3041
Code 1 Compliant	10	14	17	22	63	
8 Minute Compliant	534	667	560	413	2174	
11 Minute Compliant	2		22	29	53	
30 Minute Compliant				33	33	
						2323
Compliant	546	681	599	497	2323	
Non-Compliant	130	183	212	173	698	
						3021

0.9412 CART Pilot Data Compliance

0.7690 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3807 Total Responses for the Month

3041 911 Incident Responses	79.88%	(ARMUP Responses = 8)
13 911 Incidents w/Multiple pts - Eliminated	0.34%	
4 911 Incidents Out of County - Eliminated	0.11%	
4 Processing Duplication	0.11%	
0 Mobile Supervisor (MSU) - Eliminated	0.00%	
745 Code 1 Incidents - Eliminated	19.57%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

104	C	1 / 0
152	N	4 / 0
164	S	2 / 0
140	W	0 / 0

(granted/denied)

CART Pilot Data

560	7 requested	
560	7 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

679	679	Total Calls
2	2	Eliminated per Franchise Agreement
104	1	Exemption Granted
573	676	Total Responses for Zone
10	10	Code 1 Compliant Responses
534	534	8:29 Compliant Responses
2	2	11:29 Compliant Responses
		30:29 Compliant Responses
546	546	Compliant Responses
27	130	Non-Compliant Responses
0.9529	0.8077	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7692	3	13	0
8 Minute Rate 0.8091	126	660	3
11 Minute Rate 0.6667	1	3	0
30 Minute Rate #####			
	130	676	3

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	2
8 Minute Rate 0.9553	25	559	104
11 Minute Rate 0.6667	1	3	0
30 Minute Rate #####			
	27	573	106

NORTH EQUITY ZONE DATA

CART Pilot Data

877	877	Total Calls
9	9	Eliminated per Franchise Agreement
152	4	Exemption Granted
716	864	Total Responses for Zone
14	14	Code 1 Compliant Responses
667	667	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
681	681	Compliant Responses
35	183	Non-Compliant Responses
0.9511	0.7882	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	2	16	0
8 Minute Rate 0.7866	181	848	13
11 Minute Rate #####			
30 Minute Rate #####			
	183	864	13

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9333	1	15	1
8 Minute Rate 0.9515	34	701	160
11 Minute Rate #####			
30 Minute Rate #####			
	35	716	161

SOUTH EQUITY ZONE DATA

CART Pilot Data

815	815	Total Calls
2	2	Eliminated per Franchise Agreement
164	2	Exemption Granted
649	811	Total Responses for Zone
17	17	Code 1 Compliant Responses
560	560	8:29 Compliant Responses
22	22	11:29 Compliant Responses
		30:29 Compliant Responses
599	599	Compliant Responses
50	212	Non-Compliant Responses
0.9230	0.7386	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7727	5	22	0
8 Minute Rate 0.7487	188	748	4
11 Minute Rate 0.5366	19	41	0
30 Minute Rate #####			
	212	811	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8500	3	20	2
8 Minute Rate 0.9272	44	604	148
11 Minute Rate 0.8800	3	25	16
30 Minute Rate #####			
	50	649	166

WEST EQUITY ZONE DATA

CART Pilot Data

670	670	Total Calls
0	0	Eliminated per Franchise Agreement
140	0	Exemption Granted
530	670	Total Responses for Zone
22	22	Code 1 Compliant Responses
413	413	8:29 Compliant Responses
29	29	11:29 Compliant Responses
33	33	30:29 Compliant Responses
497	497	Compliant Responses
33	173	Non-Compliant Responses
0.9377	0.7418	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6286	13	35	0
8 Minute Rate 0.7634	128	541	0
11 Minute Rate 0.5088	28	57	0
30 Minute Rate 0.8919	4	37	0
	173	670	0

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	2	24	11
8 Minute Rate 0.9451	24	437	104
11 Minute Rate 0.8056	7	36	21
30 Minute Rate 1.0000	0	33	4
	33	530	140

ONE MINUTE DISPATCH TIME REQUIREMENT

23 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
20.44 18 Month Rolling Average (not to exceed 60 seconds) **30.66** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3745 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3440
2	0.4108
3	0.4045
4	0.3428
5	0.3790
6	0.3783
7	0.4033
8	0.3400
9	0.3527
10	0.3956
11	0.3290
12	0.4047
13	0.3995
14	0.3406
15	0.3259
16	0.3715
17	0.3252
18	0.3647
19	0.4369
20	0.3573
21	0.4417
22	0.3495
23	0.3386
24	0.3835
25	0.3874
26	0.3910
27	0.3349
28	0.3979
29	0.4158
30	0.3781
31	0.3856

11.61028053