

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - April 2015

## RESPONSE & COMPLIANCE DATA

**3390** Total Responses

**2280** Compliant  
**337** Non-Compliant  
**23** Exempted/Eliminated

**2640**

	C	N	S	W	Total
<b>Calls</b>	591	729	683	637	<b>2640</b>
<b>Eliminated</b>	4	5	4	4	<b>17</b>
<b>Exempted</b>	3	1	1	1	<b>6</b>
<b>Responses</b>	584	723	678	632	<b>2617</b>
<b>Code 1 Compliant</b>	17	8	40	38	<b>103</b>
<b>8 Minute Compliant</b>	500	633	501	469	<b>2103</b>
<b>11 Minute Compliant</b>	2		18	40	<b>60</b>
<b>30 Minute Compliant</b>			1	13	<b>14</b>
<b>Compliant</b>	519	641	560	560	<b>2280</b>
<b>Non-Compliant</b>	65	82	118	72	<b>337</b>
					<b>2617</b>

**0.9044** CART Pilot Data Compliance

**0.8712** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**3390** Total Responses for the Month

**2640** 911 Incident Responses

**16** 911 Incidents w/Multiple pts - Eliminated

**2** 911 Incidents Out of County - Eliminated

**18** Mobile Supervisor (MSU) - Eliminated

**714** Code 1 Incidents - Eliminated

**77.88%**

**0.47%**

**0.06%**

**0.53%**

**21.06%**

**(ARMUP Responses = 3)**

100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

**97/0**

C	3 / 1
N	1 / 0
S	1 / 0
W	1 / 0

*(granted/denied)*

### CART Pilot Data

**103**

**102**

**1**

**7 requested**

**6 granted**

**1 denied**

85.71%

14.29%

100.00%

**CENTRAL EQUITY ZONE DATA**

591	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
584	<b>Total Responses for Zone</b>
17	<b>Code 1 Compliant Responses</b>
500	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
519	<b>Compliant Responses</b>
65	<b>Non-Compliant Responses</b>
<b>0.8887 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8947</b>	2	19	
<b>8 Minute Rate 0.8881</b>	63	563	7
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>65</b>	<b>584</b>	<b>7</b>

**NORTH EQUITY ZONE DATA**

729	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
723	<b>Total Responses for Zone</b>
8	<b>Code 1 Compliant Responses</b>
633	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
641	<b>Compliant Responses</b>
82	<b>Non-Compliant Responses</b>
<b>0.8866 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.6667</b>	4	12	
<b>8 Minute Rate 0.8903</b>	78	711	6
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>82</b>	<b>723</b>	<b>6</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

683	683	<b>Total Calls</b>
4	4	<b>Eliminated per Franchise Agreement</b>
97	1	<b>Exemption Granted</b>
582	678	<b>Total Responses for Zone</b>
40	40	<b>Code 1 Compliant Responses</b>
501	501	<b>8:29 Compliant Responses</b>
18	18	<b>11:29 Compliant Responses</b>
1	1	<b>30:29 Compliant Responses</b>
560	560	<b>Compliant Responses</b>
22	118	<b>Non-Compliant Responses</b>
<b>0.9622</b>	<b>0.8260</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8333</b>	8	48	
<b>8 Minute Rate 0.8364</b>	98	599	5
<b>11 Minute Rate 0.6000</b>	12	30	
<b>30 Minute Rate 1.0000</b>	0	1	
	<b>118</b>	<b>678</b>	<b>5</b>

**CART Pilot Data**

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	40	8
<b>8 Minute Rate 0.9709</b>	15	516	88
<b>11 Minute Rate 0.7200</b>	7	25	5
<b>30 Minute Rate 1.0000</b>	0	1	
	<b>22</b>	<b>582</b>	<b>101</b>

**WEST EQUITY ZONE DATA**

637	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
632	<b>Total Responses for Zone</b>
38	<b>Code 1 Compliant Responses</b>
469	<b>8:29 Compliant Responses</b>
40	<b>11:29 Compliant Responses</b>
13	<b>30:29 Compliant Responses</b>
560	<b>Compliant Responses</b>
72	<b>Non-Compliant Responses</b>
<b>0.8861</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8636</b>	6	44	
<b>8 Minute Rate 0.8985</b>	53	522	5
<b>11 Minute Rate 0.7547</b>	13	53	
<b>30 Minute Rate 1</b>	0	13	
	<b>72</b>	<b>632</b>	<b>5</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.4173** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.4115
2	0.4643
3	0.4384
4	0.3677
5	0.3537
6	0.4388
7	0.4092
8	0.3963
9	0.4096
10	0.4188
11	0.3713
12	0.3917
13	0.4686
14	0.4212
15	0.4192
16	0.4174
17	0.4335
18	0.4461
19	0.4084
20	0.5162
21	0.4745
22	0.4522
23	0.4366
24	0.3544
25	0.4094
26	0.3224
27	0.4394
28	0.4091
29	0.4014
30	0.4183
31	

**12.51967261**