

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

RESPONSE & COMPLIANCE DATA

3796 Total Responses

2316 Compliant
581 Non-Compliant
22 Exempted/Eliminated

2919

	C	N	S	W	Total	
Calls	629	800	740	750	2919	
Eliminated	3	6	3	6	18	
Exempted Responses	0	3	1	0	4	
	626	791	736	744	2897	2919
Code 1 Compliant	22	23	26	40	111	
8 Minute Compliant	501	627	470	513	2111	
11 Minute Compliant			27	39	66	
30 Minute Compliant			1	27	28	
						2316
Compliant	523	650	524	619	2316	
Non-Compliant	103	141	212	125	581	
						2897

0.8508 CART Pilot Data Compliance

0.7994 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3796 Total Responses for the Month

2919 911 Incident Responses	76.90%	(ARMUP Responses = 12)
25 911 Incidents w/Multiple pts - Eliminated	0.66%	
12 911 Incidents Out of County - Eliminated	0.32%	
10 Mobile Supervisor (MSU) - Eliminated	0.26%	
830 Code 1 Incidents - Eliminated	21.87%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

176 / 0	C	0 / 1
44 / 0	N	3 / 0
	S	1 / 0
	W	0 / 0

(granted/denied)

CART Pilot Data

224	5 requested	
223	4 granted	80.00%
1	1 denied	20.00%
		100.00%

CENTRAL EQUITY ZONE DATA

629	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
626	Total Responses for Zone
22	Code 1 Compliant Responses
501	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
523	Compliant Responses
103	Non-Compliant Responses
0.8355	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	4	26	
8 Minute Rate 0.8350	99	600	3
11 Minute Rate #####			
30 Minute Rate #####			
	103	626	3

NORTH EQUITY ZONE DATA

800	Total Calls
6	Eliminated per Franchise Agreement
3	Exemption Granted
791	Total Responses for Zone
23	Code 1 Compliant Responses
627	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
650	Compliant Responses
141	Non-Compliant Responses
0.8217	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9200	2	25	
8 Minute Rate 0.8185	139	766	9
11 Minute Rate #####			
30 Minute Rate #####			
	141	791	9

SOUTH EQUITY ZONE DATA

CART Pilot Data

740	740	Total Calls
3	3	Eliminated per Franchise Agreement
176	1	Exemption Granted
561	736	Total Responses for Zone
26	26	Code 1 Compliant Responses
470	470	8:29 Compliant Responses
27	27	11:29 Compliant Responses
1	1	30:29 Compliant Responses
524	524	Compliant Responses
37	212	Non-Compliant Responses
0.9340	0.7120	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7027	11	37	
8 Minute Rate 0.7110	191	661	4
11 Minute Rate 0.7297	10	37	
30 Minute Rate 1.0000	0	1	
	212	736	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	4	30	7
8 Minute Rate 0.9476	26	496	169
11 Minute Rate 0.7941	7	34	3
30 Minute Rate 1.0000	0	1	
	37	561	179

WEST EQUITY ZONE DATA

CART Pilot Data

750	750	Total Calls
6	6	Eliminated per Franchise Agreement
44	0	Exemption Granted
700	744	Total Responses for Zone
40	40	Code 1 Compliant Responses
513	513	8:29 Compliant Responses
39	39	11:29 Compliant Responses
27	27	30:29 Compliant Responses
619	619	Compliant Responses
81	125	Non-Compliant Responses
0.8843	0.8320	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7692	12	52	
8 Minute Rate 0.8465	93	606	6
11 Minute Rate 0.661	20	59	0
30 Minute Rate 1	0	27	0
	125	744	6

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	4	44	8
8 Minute Rate 0.8969	59	572	40
11 Minute Rate 0.6842	18	57	2
30 Minute Rate 1.0000	0	27	0
	81	700	50

ONE MINUTE DISPATCH TIME REQUIREMENT

21 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

0.3969 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3929
2	0.4252
3	0.3734
4	0.3134
5	0.4126
6	0.3981
7	0.4439
8	0.4028
9	0.4957
10	0.4127
11	0.3671
12	0.3875
13	0.3895
14	0.4324
15	0.3358
16	0.4411
17	0.4456
18	0.3957
19	0.3749
20	0.3656
21	0.3733
22	0.4062
23	0.4423
24	0.3730
25	0.3664
26	0.3593
27	0.3760
28	0.4129
29	0.3574
30	0.4331
31	

11.9057775
23.4186556