

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

RESPONSE & COMPLIANCE DATA

3638 Total Responses

2234 Compliant
636 Non-Compliant
12 Exempted/Eliminated

2882

	C	N	S	W	Total	
Calls	588	826	761	707	2882	
Eliminated	1	3	4	1	9	
Exempted Responses	1	2	0	0	3	
	586	821	757	706	2870	2882
Code 1 Compliant	3	11	14	19	47	
8 Minute Compliant	471	626	558	442	2097	
11 Minute Compliant			19	42	61	
30 Minute Compliant			4	25	29	2234
Compliant	474	637	595	528	2234	
Non-Compliant	112	184	162	178	636	2870

0.9547 CART Pilot Data Compliance

0.7784 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3638 Total Responses for the Month		
2882 911 Incident Responses	79.22%	(ARMUP Responses = 18)
20 911 Incidents w/Multiple pts - Eliminated	0.55%	
6 911 Incidents Out of County - Eliminated	0.16%	
0 Snow Event	0.00%	
0 Mobile Supervisor (MSU) - Eliminated	0.00%	
730 Code 1 Incidents - Eliminated	20.07%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

97 / 0	C	0 / 0
160 / 0	N	1 / 0
135 / 0	S	0 / 0
140 / 1	W	0 / 1

(granted/denied)

CART Pilot Data

533	2 requested	
532	1 granted	50.00%
1	1 denied	50.00%
		100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

588	588	Total Calls
1	1	Eliminated per Franchise Agreement
97	1	Exemption Granted
490	586	Total Responses for Zone
3	3	Code 1 Compliant Responses
471	471	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
474	474	Compliant Responses
16	112	Non-Compliant Responses
0.9673	0.8089	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	3	
8 Minute Rate	0.8079	112	583	2
11 Minute Rate	#####			
30 Minute Rate	#####			
		112	586	2

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	3	
8 Minute Rate	0.9671	16	487	98
11 Minute Rate	#####			
30 Minute Rate	#####			
		16	490	98

NORTH EQUITY ZONE DATA

CART Pilot Data

826	826	Total Calls
3	3	Eliminated per Franchise Agreement
160	2	Exemption Granted
663	821	Total Responses for Zone
11	11	Code 1 Compliant Responses
626	626	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
637	637	Compliant Responses
26	184	Non-Compliant Responses
0.9608	0.7759	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.6875	5	16	
8 Minute Rate	0.7776	179	805	5
11 Minute Rate	#####			
30 Minute Rate	#####			
		184	821	5

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9167	1	12	4
8 Minute Rate	0.9616	25	651	159
11 Minute Rate	#####			
30 Minute Rate	#####			
		26	663	163

SOUTH EQUITY ZONE DATA

CART Pilot Data

761	761	Total Calls
4	4	Eliminated per Franchise Agreement
135		Exemption Granted
622	757	Total Responses for Zone
14	14	Code 1 Compliant Responses
558	558	8:29 Compliant Responses
19	19	11:29 Compliant Responses
4	4	30:29 Compliant Responses
595	595	Compliant Responses
27	162	Non-Compliant Responses
0.9566	0.7860	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9333	1	15	
8 Minute Rate	0.7893	149	707	4
11 Minute Rate	0.6129	12	31	
30 Minute Rate	1.0000	0	4	
		162	757	4

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9333	1	15	
8 Minute Rate	0.9755	14	572	139
11 Minute Rate	0.6129	12	31	
30 Minute Rate	1.0000	0	4	
		27	622	139

WEST EQUITY ZONE DATA

CART Pilot Data

707	707	Total Calls
1	1	Eliminated per Franchise Agreement
140	0	Exemption Granted
566	706	Total Responses for Zone
20	19	Code 1 Compliant Responses
442	442	8:29 Compliant Responses
42	42	11:29 Compliant Responses
25	25	30:29 Compliant Responses
529	528	Compliant Responses
37	178	Non-Compliant Responses
0.9346	0.7479	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.5135	18	37	
8 Minute Rate	0.7674	134	576	1
11 Minute Rate	0.6364	24	66	
30 Minute Rate	0.9259	2	27	
		178	706	1

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9091	2	22	15
8 Minute Rate	0.9444	26	468	109
11 Minute Rate	0.8400	8	50	16
30 Minute Rate	0.9615	1	26	1
		37	566	141

ONE MINUTE DISPATCH TIME REQUIREMENT

22 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
20.67 18 Month Rolling Average (not to exceed 60 seconds) **31.01** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3845 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3738
2	0.3923
3	0.3600
4	0.3735
5	0.3823
6	0.3877
7	0.3836
8	0.3752
9	0.4013
10	0.4324
11	0.4137
12	0.4748
13	0.3618
14	0.3632
15	0.3752
16	0.3449
17	0.3713
18	0.3853
19	0.3538
20	0.3301
21	0.3596
22	0.3825
23	0.4197
24	0.4582
25	0.3342
26	0.3782
27	0.3557
28	0.4372
29	0.3531
30	0.4191
31	

11.5337