

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - May 2015

RESPONSE & COMPLIANCE DATA

3641 Total Responses

2434 Compliant
351 Non-Compliant
23 Exempted/Eliminated

2808

	C	N	S	W	Total	
Calls	634	769	694	711	2808	
Eliminated	4	5	1	5	15	
Exempted	3	0	2	3	8	
Responses	627	764	691	703	2785	2808
Code 1 Compliant	23	23	15	27	88	
8 Minute Compliant	534	659	530	539	2262	
11 Minute Compliant	2		16	36	54	
30 Minute Compliant			3	27	30	2434
Compliant	559	682	564	629	2434	
Non-Compliant	68	82	127	74	351	2785

0.9048 **CART Pilot Data Compliance**

0.8740 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3641 Total Responses for the Month

2808 911 Incident Responses	77.12%	(ARMUP Responses = 9)
12 911 Incidents w/Multiple pts - Eliminated	0.33%	
10 911 Incidents Out of County - Eliminated	0.27%	
16 Mobile Supervisor (MSU) - Eliminated	0.44%	
795 Code 1 Incidents - Eliminated	21.83%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

97 / 0	C	3 / 0
	N	0 / 0
	S	2 / 0
	W	3 / 1

(granted/denied)

CART Pilot Data

106	9 requested	
105	8 granted	88.89%
1	1 denied	11.11%
		100.00%

CENTRAL EQUITY ZONE DATA

634	Total Calls
4	Eliminated per Franchise Agreement
3	Exemption Granted
627	Total Responses for Zone
23	Code 1 Compliant Responses
534	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
559	Compliant Responses
68	Non-Compliant Responses
0.8915 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9200	2	25	
8 Minute Rate 0.8900	66	600	7
11 Minute Rate 1.0000	0	2	0
30 Minute Rate #####			
	68	627	7

NORTH EQUITY ZONE DATA

769	Total Calls
5	Eliminated per Franchise Agreement
0	Exemption Granted
764	Total Responses for Zone
23	Code 1 Compliant Responses
659	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
682	Compliant Responses
82	Non-Compliant Responses
0.8927 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9200	2	25	
8 Minute Rate 0.8917	80	739	5
11 Minute Rate #####			
30 Minute Rate #####			
	82	764	5

SOUTH EQUITY ZONE DATA

CART Pilot Data

694	694	Total Calls
1	1	Eliminated per Franchise Agreement
97	2	Exemption Granted
596	691	Total Responses for Zone
15	15	Code 1 Compliant Responses
530	530	8:29 Compliant Responses
16	16	11:29 Compliant Responses
3	3	30:29 Compliant Responses
564	564	Compliant Responses
32	127	Non-Compliant Responses
0.9463	0.8162	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6522	8	23	
8 Minute Rate 0.8294	109	639	3
11 Minute Rate 0.6154	10	26	
30 Minute Rate 1.0000	0	3	
	127	691	3

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8824	2	17	6
8 Minute Rate 0.9567	24	554	88
11 Minute Rate 0.7273	6	22	4
30 Minute Rate 1.0000	0	3	
	32	596	98

WEST EQUITY ZONE DATA

711	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
703	Total Responses for Zone
27	Code 1 Compliant Responses
539	8:29 Compliant Responses
36	11:29 Compliant Responses
27	30:29 Compliant Responses
629	Compliant Responses
74	Non-Compliant Responses
0.8947	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7105	11	38	
8 Minute Rate 0.9151	50	589	7
11 Minute Rate 0.75	12	48	1
30 Minute Rate 0.9643	1	28	0
	74	703	8

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3927 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4089
2	0.3517
3	0.4135
4	0.3835
5	0.4233
6	0.3577
7	0.4776
8	0.4165
9	0.3673
10	0.3886
11	0.4222
12	0.3533
13	0.4074
14	0.3661
15	0.3973
16	0.3600
17	0.4378
18	0.4616
19	0.4123
20	0.3646
21	0.3879
22	0.3825
23	0.3387
24	0.3825
25	0.3655
26	0.3522
27	0.4113
28	0.4042
29	0.4032
30	0.3814
31	0.3929

12.17359432