

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

RESPONSE & COMPLIANCE DATA

3893 Total Responses

2561 Compliant
500 Non-Compliant
11 Exempted/Eliminated

3072

	C	N	S	W	Total	
Calls	667	863	749	793	3072	
Eliminated	3	2	4	0	9	
Exempted Responses	1	1	0	0	2	
	663	860	745	793	3061	3072
Code 1 Compliant	2	18	20	26	66	
8 Minute Compliant	555	734	537	580	2406	
11 Minute Compliant	2		20	39	61	
30 Minute Compliant			1	27	28	
						2561
Compliant	559	752	578	672	2561	
Non-Compliant	104	108	167	121	500	
						3061

0.8753 CART Pilot Data Compliance

0.8367 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3893 Total Responses for the Month

3072 911 Incident Responses	78.91%	(ARMUP Responses = 9)
20 911 Incidents w/Multiple pts - Eliminated	0.51%	
13 911 Incidents Out of County - Eliminated	0.33%	
17 Mobile Supervisor (MSU) - Eliminated	0.44%	
771 Code 1 Incidents - Eliminated	19.80%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

135 / 0	C	1 / 0
41 / 0	N	1 / 0
	S	0 / 0
	W	0 / 0

(granted/denied)

CART Pilot Data

178	2 requested	
178	2 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

667	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
663	Total Responses for Zone
2	Code 1 Compliant Responses
555	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
559	Compliant Responses
104	Non-Compliant Responses
0.8431	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.4000	3	5	
8 Minute Rate 0.8460	101	656	4
11 Minute Rate 1.0000	0	2	0
30 Minute Rate #####			
	104	663	4

NORTH EQUITY ZONE DATA

863	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
860	Total Responses for Zone
18	Code 1 Compliant Responses
734	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
752	Compliant Responses
108	Non-Compliant Responses
0.8744	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	3	21	
8 Minute Rate 0.8749	105	839	3
11 Minute Rate #####			
30 Minute Rate #####			
	108	860	3

SOUTH EQUITY ZONE DATA

CART Pilot Data

749	749	Total Calls
4	4	Eliminated per Franchise Agreement
135	0	Exemption Granted
610	745	Total Responses for Zone
20	20	Code 1 Compliant Responses
537	537	8:29 Compliant Responses
20	20	11:29 Compliant Responses
1	1	30:29 Compliant Responses
578	578	Compliant Responses
32	167	Non-Compliant Responses
0.9475	0.7758	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6452	11	31	
8 Minute Rate 0.7851	147	684	4
11 Minute Rate 0.6897	9	29	0
30 Minute Rate 1.0000	0	1	0
	167	745	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9524	1	21	10
8 Minute Rate 0.9555	25	562	126
11 Minute Rate 0.7692	6	26	3
30 Minute Rate 1.0000	0	1	0
	32	610	139

WEST EQUITY ZONE DATA

CART Pilot Data

793	793	Total Calls
0	0	Eliminated per Franchise Agreement
41	0	Exemption Granted
752	793	Total Responses for Zone
26	26	Code 1 Compliant Responses
580	580	8:29 Compliant Responses
39	39	11:29 Compliant Responses
27	27	30:29 Compliant Responses
672	672	Compliant Responses
80	121	Non-Compliant Responses
0.8936	0.8474	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7027	11	37	0
8 Minute Rate 0.8709	86	666	0
11 Minute Rate 0.619	24	63	0
30 Minute Rate 1	0	27	0
	121	793	0

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	2	28	9
8 Minute Rate 0.9148	54	634	32
11 Minute Rate 0.6190	24	63	0
30 Minute Rate 1.0000	0	27	0
	80	752	41

ONE MINUTE DISPATCH TIME REQUIREMENT

19 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.56 18 Month Rolling Average (not to exceed 60 seconds) **29.34** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3812 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4191
2	0.3746
3	0.4069
4	0.3691
5	0.3649
6	0.4177
7	0.4437
8	0.4123
9	0.3232
10	0.3431
11	0.3994
12	0.4011
13	0.4140
14	0.3958
15	0.3643
16	0.3373
17	0.3818
18	0.3944
19	0.3037
20	0.3835
21	0.3756
22	0.3803
23	0.3660
24	0.4139
25	0.3022
26	0.3909
27	0.3556
28	0.4291
29	0.4340
30	0.3349
31	0.3858

11.81836066