

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - May 2017

## RESPONSE & COMPLIANCE DATA

**4044** Total Responses  
**2449** Compliant  
**775** Non-Compliant  
**16** Exempted/Eliminated  
**3240**

	C	N	S	W	Total	
<b>Calls</b>	716	876	859	789	<b>3240</b>	
<b>Eliminated</b>	5	3	1	2	<b>11</b>	
<b>Exempted Responses</b>	1	2	2	0	<b>5</b>	
	710	871	856	787	<b>3224</b>	<b>3240</b>
<b>Code 1 Compliant</b>	9	21	19	35	<b>84</b>	
<b>8 Minute Compliant</b>	565	650	588	464	<b>2267</b>	
<b>11 Minute Compliant</b>	2		19	40	<b>61</b>	
<b>30 Minute Compliant</b>				37	<b>37</b>	
						<b>2449</b>
<b>Compliant</b>	576	671	626	576	<b>2449</b>	
<b>Non-Compliant</b>	134	200	230	211	<b>775</b>	
						<b>3224</b>

**0.9423** CART Pilot Data Compliance

**0.7596** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>4044</b> Total Responses for the Month		
<b>3240</b> 911 Incident Responses	<b>80.12%</b>	<b>(ARMUP Responses = 24)</b>
25 911 Incidents w/Multiple pts - Eliminated	<b>0.62%</b>	
2 911 Incidents Out of County - Eliminated	<b>0.05%</b>	
0 Snow Event	<b>0.00%</b>	
5 Mobile Supervisor (MSU) - Eliminated	<b>0.12%</b>	
772 Code 1 Incidents - Eliminated	<b>19.09%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

<b>110 / 0</b>	<b>C</b>	1 / 0
<b>160 / 0</b>	<b>N</b>	2 / 0
<b>188 / 0</b>	<b>S</b>	2 / 0
<b>172 / 0</b>	<b>W</b>	0 / 0

*(granted/denied)*

### CART Pilot Data

<b>630</b>	<b>5 requested</b>	
<b>690</b>	<b>5 granted</b>	100.00%
<b>0</b>	<b>0 denied</b>	0.00%
		100.00%

**CENTRAL EQUITY ZONE DATA**

**CART Pilot Data**

716	716	Total Calls
5	5	Eliminated per Franchise Agreement
110	1	Exemption Granted
601	710	Total Responses for Zone
9	9	Code 1 Compliant Responses
565	565	8:29 Compliant Responses
2	2	11:29 Compliant Responses
		30:29 Compliant Responses
576	576	Compliant Responses
25	134	Non-Compliant Responses
<b>0.9584</b>	<b>0.8113</b>	<b>Compliance Rate</b>

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8182	2	11	
8 Minute Rate	0.8106	132	697	6
11 Minute Rate	1.0000		2	
30 Minute Rate	#####			
		<b>134</b>	<b>710</b>	<b>6</b>

**CART Pilot Data**

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	9	2
8 Minute Rate	0.9576	25	590	113
11 Minute Rate	1.0000		2	
30 Minute Rate	#####			
		<b>25</b>	<b>601</b>	<b>115</b>

**NORTH EQUITY ZONE DATA**

**CART Pilot Data**

876	876	Total Calls
3	3	Eliminated per Franchise Agreement
160	2	Exemption Granted
713	871	Total Responses for Zone
21	21	Code 1 Compliant Responses
650	650	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
671	671	Compliant Responses
42	200	Non-Compliant Responses
<b>0.9411</b>	<b>0.7704</b>	<b>Compliance Rate</b>

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8750	3	24	
8 Minute Rate	0.7674	197	847	5
11 Minute Rate	#####			
30 Minute Rate	#####			
		<b>200</b>	<b>871</b>	<b>5</b>

**CART Pilot Data**

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	21	3
8 Minute Rate	0.9393	42	692	160
11 Minute Rate	#####			
30 Minute Rate	#####			
		<b>42</b>	<b>713</b>	<b>163</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

859	859	Total Calls
1	1	Eliminated per Franchise Agreement
188	2	Exemption Granted
670	856	Total Responses for Zone
19	19	Code 1 Compliant Responses
588	588	8:29 Compliant Responses
19	19	11:29 Compliant Responses
		30:29 Compliant Responses
626	626	Compliant Responses
44	230	Non-Compliant Responses
<b>0.9343</b>	<b>0.7313</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6786	9	28	
8 Minute Rate 0.7424	202	792	3
11 Minute Rate 0.5278	19	36	
30 Minute Rate #####			
	<b>230</b>	<b>856</b>	<b>3</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	19	9
8 Minute Rate 0.9348	39	629	166
11 Minute Rate 0.8636	5	22	14
30 Minute Rate #####			
	<b>44</b>	<b>670</b>	<b>189</b>

**WEST EQUITY ZONE DATA**

**CART Pilot Data**

789	789	Total Calls
2	2	Eliminated per Franchise Agreement
172	0	Exemption Granted
615	787	Total Responses for Zone
35	35	Code 1 Compliant Responses
464	464	8:29 Compliant Responses
40	40	11:29 Compliant Responses
37	37	30:29 Compliant Responses
576	576	Compliant Responses
39	211	Non-Compliant Responses
<b>0.9366</b>	<b>0.7319</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7447	12	47	
8 Minute Rate 0.7389	164	628	2
11 Minute Rate 0.5634	31	71	
30 Minute Rate 0.9024	4	41	
	<b>211</b>	<b>787</b>	<b>2</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9459	2	37	10
8 Minute Rate 0.9469	26	490	140
11 Minute Rate 0.8000	10	50	21
30 Minute Rate 0.9737	1	38	3
	<b>39</b>	<b>615</b>	<b>174</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**23** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**20.72** 18 Month Rolling Average (not to exceed 60 seconds) **31.08** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3788** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.347066167
2	0.38694362
3	0.460643185
4	0.406429392
5	0.360655738
6	0.312656866
7	0.432523051
8	0.359365825
9	0.364992826
10	0.359495229
11	0.369230769
12	0.422832981
13	0.313615681
14	0.364267129
15	0.377002828
16	0.359903382
17	0.438184664
18	0.371109806
19	0.463170658
20	0.380952381
21	0.382050226
22	0.338675537
23	0.378427237
24	0.347934141
25	0.401848998
26	0.401663696
27	0.378434783
28	0.47691016
29	0.302038089
30	0.347620455
31	0.337662338

**11.74430784**