

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - June 2015

## RESPONSE & COMPLIANCE DATA

**3744** Total Responses

**2522** Compliant  
**350** Non-Compliant  
**20** Exempted/Eliminated

**2892**

	C	N	S	W	Total
<b>Calls</b>	673	795	720	704	<b>2892</b>
<b>Eliminated</b>	4	7	2	4	<b>17</b>
<b>Exempted</b>	1		1	1	<b>3</b>
<b>Responses</b>	668	788	717	699	<b>2872</b>
<b>Code 1 Compliant</b>	21	16	26	34	<b>97</b>
<b>8 Minute Compliant</b>	567	701	543	514	<b>2325</b>
<b>11 Minute Compliant</b>	2		22	48	<b>72</b>
<b>30 Minute Compliant</b>				28	<b>28</b>
<b>Compliant</b>	590	717	591	624	<b>2522</b>
<b>Non-Compliant</b>	78	71	126	75	<b>350</b>
					<b>2872</b>

**0.9039** CART Pilot Data Compliance

**0.8781** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**3744** Total Responses for the Month

**2892** 911 Incident Responses

**14** 911 Incidents w/Multiple pts - Eliminated

**6** 911 Incidents Out of County - Eliminated

**13** Mobile Supervisor (MSU) - Eliminated

**819** Code 1 Incidents - Eliminated

**77.24%**

**0.37%**

**0.16%**

**0.35%**

**21.88%**

**(ARMUP Responses = 2)**

100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

**83**

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

*(granted/denied)*

### CART Pilot Data

**87**

**85**

**2**

**5 requested**

**3 granted**

**2 denied**

60.00%

40.00%

100.00%

**CENTRAL EQUITY ZONE DATA**

673	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
668	<b>Total Responses for Zone</b>
21	<b>Code 1 Compliant Responses</b>
567	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
590	<b>Compliant Responses</b>
78	<b>Non-Compliant Responses</b>
<b>0.8832 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8400</b>	4	25	
<b>8 Minute Rate 0.8846</b>	74	641	5
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>78</b>	<b>668</b>	<b>5</b>

**NORTH EQUITY ZONE DATA**

795	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
788	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
701	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
717	<b>Compliant Responses</b>
71	<b>Non-Compliant Responses</b>
<b>0.9099 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8421</b>	3	19	
<b>8 Minute Rate 0.9116</b>	68	769	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>71</b>	<b>788</b>	<b>7</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

720	720	<b>Total Calls</b>
2	2	<b>Eliminated per Franchise Agreement</b>
83	1	<b>Exemption Granted</b>
635	717	<b>Total Responses for Zone</b>
26	26	<b>Code 1 Compliant Responses</b>
543	543	<b>8:29 Compliant Responses</b>
22	22	<b>11:29 Compliant Responses</b>
		<b>30:29 Compliant Responses</b>
591	591	<b>Compliant Responses</b>
44	126	<b>Non-Compliant Responses</b>
<b>0.9307</b>	<b>0.8243</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
<b>Code 1 Rate 0.7027</b>	11	37	
<b>8 Minute Rate 0.8328</b>	109	652	3
<b>11 Minute Rate 0.7857</b>	6	28	
<b>30 Minute Rate #####</b>			
	<b>126</b>	<b>717</b>	<b>3</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
<b>Code 1 Rate 0.7027</b>	11	37	
<b>8 Minute Rate 0.9493</b>	29	572	83
<b>11 Minute Rate 0.8462</b>	4	26	2
<b>30 Minute Rate #####</b>			
	<b>44</b>	<b>635</b>	<b>85</b>

**WEST EQUITY ZONE DATA**

704	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
699	<b>Total Responses for Zone</b>
34	<b>Code 1 Compliant Responses</b>
514	<b>8:29 Compliant Responses</b>
48	<b>11:29 Compliant Responses</b>
28	<b>30:29 Compliant Responses</b>
624	<b>Compliant Responses</b>
75	<b>Non-Compliant Responses</b>
<b>0.8927</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
<b>Code 1 Rate 0.8293</b>	7	41	
<b>8 Minute Rate 0.9097</b>	51	565	5
<b>11 Minute Rate 0.75</b>	16	64	
<b>30 Minute Rate 0.9655</b>	1	29	
	<b>75</b>	<b>699</b>	<b>5</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.3863** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.4189
2	0.4659
3	0.4176
4	0.3846
5	0.4170
6	0.3728
7	0.3863
8	0.3816
9	0.4105
10	0.4522
11	0.3847
12	0.3561
13	0.3827
14	0.3477
15	0.4170
16	0.3928
17	0.4097
18	0.3898
19	0.3703
20	0.3535
21	0.4141
22	0.3432
23	0.3377
24	0.3632
25	0.4233
26	0.3372
27	0.4128
28	0.3683
29	0.3307
30	0.3454
31	

**11.58751152**