

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

RESPONSE & COMPLIANCE DATA

3650 Total Responses

2385 Compliant
502 Non-Compliant
16 Exempted/Eliminated

2903

	C	N	S	W	Total	
Calls	658	750	814	681	2903	
Eliminated	3	2	3	2	10	
Exempted Responses	1	1	4	0	6	
	654	747	807	679	2887	2903
Code 1 Compliant	18	11	18	25	72	
8 Minute Compliant	525	634	577	502	2238	
11 Minute Compliant			17	31	48	
30 Minute Compliant				27	27	
						2385
Compliant	543	645	612	585	2385	
Non-Compliant	111	102	195	94	502	
						2887

0.8733 CART Pilot Data Compliance

0.8261 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3650 Total Responses for the Month

2903 911 Incident Responses **79.53%**
14 911 Incidents w/Multiple pts - Eliminated **0.38%**
7 911 Incidents Out of County - Eliminated **0.19%**
19 Mobile Supervisor (MSU) - Eliminated **0.52%**
707 Code 1 Incidents - Eliminated **19.37%**

(ARMUP Responses = 10)

100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

160 / 0
33 / 1

C	1 / 0
N	1 / 0
S	4 / 0
W	0 / 1

(granted/denied)

CART Pilot Data

196 7 requested
195 6 granted 85.71%
1 1 denied 14.29%
 100.00%

CENTRAL EQUITY ZONE DATA

658	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
654	Total Responses for Zone
18	Code 1 Compliant Responses
525	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
543	Compliant Responses
111	Non-Compliant Responses
0.8303 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	3	21	
8 Minute Rate 0.8294	108	633	4
11 Minute Rate #####			
30 Minute Rate #####			
	111	654	4

NORTH EQUITY ZONE DATA

750	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
747	Total Responses for Zone
11	Code 1 Compliant Responses
634	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
645	Compliant Responses
102	Non-Compliant Responses
0.8635 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6875	5	16	
8 Minute Rate 0.8673	97	731	3
11 Minute Rate #####			
30 Minute Rate #####			
	102	747	3

SOUTH EQUITY ZONE DATA

CART Pilot Data

814	814	Total Calls
3	3	Eliminated per Franchise Agreement
160	4	Exemption Granted
651	807	Total Responses for Zone
18	18	Code 1 Compliant Responses
577	577	8:29 Compliant Responses
17	17	11:29 Compliant Responses
		30:29 Compliant Responses
612	612	Compliant Responses
39	195	Non-Compliant Responses
0.9401	0.7584	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.6667	9	27	
8 Minute Rate	0.7622	180	757	7
11 Minute Rate	0.7391	6	23	
30 Minute Rate	#####			
		195	807	7

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9474	1	19	8
8 Minute Rate	0.9444	34	611	153
11 Minute Rate	0.8095	4	21	2
30 Minute Rate	#####			
		39	651	163

WEST EQUITY ZONE DATA

CART Pilot Data

681	681	Total Calls
2	2	Eliminated per Franchise Agreement
33	0	Exemption Granted
646	679	Total Responses for Zone
25	25	Code 1 Compliant Responses
502	502	8:29 Compliant Responses
31	31	11:29 Compliant Responses
27	27	30:29 Compliant Responses
585	585	Compliant Responses
61	94	Non-Compliant Responses
0.9056	0.8616	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8065	6	31	
8 Minute Rate	0.8715	74	576	2
11 Minute Rate	0.7045	13	44	
30 Minute Rate	0.9643	1	28	
		94	679	2

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9615	1	26	5
8 Minute Rate	0.9144	47	549	29
11 Minute Rate	0.7209	12	43	1
30 Minute Rate	0.9643	1	28	
		61	646	35

ONE MINUTE DISPATCH TIME REQUIREMENT

20 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

0.3758 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4178
2	0.3225
3	0.3952
4	0.4515
5	0.4788
6	0.3862
7	0.3875
8	0.3683
9	0.3869
10	0.4153
11	0.3671
12	0.3620
13	0.3539
14	0.2917
15	0.3483
16	0.3404
17	0.3529
18	0.3629
19	0.3633
20	0.3806
21	0.3769
22	0.3384
23	0.3569
24	0.3790
25	0.3699
26	0.3727
27	0.3993
28	0.4105
29	0.3162
30	0.4200
31	

11.2729