

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - June 2017

RESPONSE & COMPLIANCE DATA

3924 Total Responses

2446 Compliant
599 Non-Compliant
19 Exempted/Eliminated

3064

	C	N	S	W	Total	
Calls	678	833	831	722	3064	
Eliminated	3	4	4	7	18	
Exempted Responses	0	0	1	0	1	
	675	829	826	715	3045	3064
Code 1 Compliant	5	12	9	33	59	
8 Minute Compliant	575	651	629	453	2308	
11 Minute Compliant			10	40	50	
30 Minute Compliant				29	29	
						2446
Compliant	580	663	648	555	2446	
Non-Compliant	95	166	178	160	599	
						3045

0.9495 CART Pilot Data Compliance

0.8033 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3924 Total Responses for the Month		
3064 911 Incident Responses	78.08%	(ARMUP Responses = 16)
23 911 Incidents w/Multiple pts - Eliminated	0.59%	
9 911 Incidents Out of County - Eliminated	0.23%	
0 Snow Event	0.00%	
3 Mobile Supervisor (MSU) - Eliminated	0.08%	
825 Code 1 Incidents - Eliminated	21.02%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

32 / 0	C	0 / 0
38 / 0	N	0 / 0
31 / 0	S	1 / 0
29 / 0	W	0 / 0

(granted/denied)

CART Pilot Data

1 requested	
1 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

678	678	Total Calls
3	3	Eliminated per Franchise Agreement
63	0	Exemption Granted
612	675	Total Responses for Zone
5	5	Code 1 Compliant Responses
575	575	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
580	580	Compliant Responses
32	95	Non-Compliant Responses
0.9477	0.8593	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	5	
8 Minute Rate	0.8582	95	670	3
11 Minute Rate	#####			
30 Minute Rate	#####			
		95	675	3

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	5	
8 Minute Rate	0.9473	32	607	66
11 Minute Rate	#####			
30 Minute Rate	#####			
		32	612	66

NORTH EQUITY ZONE DATA

CART Pilot Data

833	833	Total Calls
4	4	Eliminated per Franchise Agreement
128	0	Exemption Granted
701	829	Total Responses for Zone
12	12	Code 1 Compliant Responses
651	651	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
663	663	Compliant Responses
38	166	Non-Compliant Responses
0.9458	0.7998	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7500	4	16	
8 Minute Rate	0.8007	162	813	4
11 Minute Rate	#####			
30 Minute Rate	#####			
		166	829	4

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	12	4
8 Minute Rate	0.9448	38	689	128
11 Minute Rate	#####			
30 Minute Rate	#####			
		38	701	132

SOUTH EQUITY ZONE DATA

CART Pilot Data

831	831	Total Calls
4	4	Eliminated per Franchise Agreement
148	1	Exemption Granted
679	826	Total Responses for Zone
9	9	Code 1 Compliant Responses
629	629	8:29 Compliant Responses
10	10	11:29 Compliant Responses
		30:29 Compliant Responses
648	648	Compliant Responses
31	178	Non-Compliant Responses
0.9543	0.7845	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6923	4	13	
8 Minute Rate 0.7942	163	792	5
11 Minute Rate 0.4762	11	21	
30 Minute Rate #####			
	178	826	5

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8182	2	11	2
8 Minute Rate 0.9588	27	656	141
11 Minute Rate 0.8333	2	12	9
30 Minute Rate #####			
	31	679	152

WEST EQUITY ZONE DATA

CART Pilot Data

722	722	Total Calls
7	7	Eliminated per Franchise Agreement
131	0	Exemption Granted
584	715	Total Responses for Zone
33	33	Code 1 Compliant Responses
453	453	8:29 Compliant Responses
40	40	11:29 Compliant Responses
29	29	30:29 Compliant Responses
555	555	Compliant Responses
29	160	Non-Compliant Responses
0.9503	0.7762	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.75	11	44	
8 Minute Rate 0.7797	128	581	6
11 Minute Rate 0.6897	18	58	1
30 Minute Rate 0.9063	3	32	
	160	715	7

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	33	11
8 Minute Rate 0.9577	20	473	114
11 Minute Rate 0.8511	7	47	12
30 Minute Rate 0.9355	2	31	1
	29	584	138

ONE MINUTE DISPATCH TIME REQUIREMENT

23 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
20.94 18 Month Rolling Average (not to exceed 60 seconds) **31.41** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3719 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3770
2	0.3796
3	0.3263
4	0.3918
5	0.3684
6	0.3833
7	0.3770
8	0.3546
9	0.3638
10	0.3640
11	0.4015
12	0.3639
13	0.3376
14	0.3731
15	0.3564
16	0.3611
17	0.3680
18	0.4209
19	0.4258
20	0.3715
21	0.3506
22	0.3196
23	0.3452
24	0.4269
25	0.4239
26	0.4050
27	0.3826
28	0.3130
29	0.3362
30	0.3882
31	

11.15690959