

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - July 2016

## RESPONSE & COMPLIANCE DATA

**3711** Total Responses

**2439** Compliant  
**441** Non-Compliant  
**14** Exempted/Eliminated

**2894**

	C	N	S	W	Total	
<b>Calls</b>	613	812	718	751	<b>2894</b>	
<b>Eliminated</b>	2	1	3	6	<b>12</b>	
<b>Exempted Responses</b>	2		0	0	<b>2</b>	
	609	811	715	745	<b>2880</b>	<b>2894</b>
<b>Code 1 Compliant</b>	9	21	23	29	<b>82</b>	
<b>8 Minute Compliant</b>	515	674	529	532	<b>2250</b>	
<b>11 Minute Compliant</b>	1		23	42	<b>66</b>	
<b>30 Minute Compliant</b>			1	40	<b>41</b>	<b>2439</b>
<b>Compliant</b>	525	695	576	643	<b>2439</b>	
<b>Non-Compliant</b>	84	116	139	102	<b>441</b>	<b>2880</b>

**0.8792** CART Pilot Data Compliance

**0.8469** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**3711** Total Responses for the Month

<b>2895</b> 911 Incident Responses	<b>78.01%</b>	<b>(ARMUP Responses = 8)</b>
<b>34</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.92%</b>	
<b>11</b> 911 Incidents Out of County - Eliminated	<b>0.30%</b>	
<b>20</b> Mobile Supervisor (MSU) - Eliminated	<b>0.54%</b>	
<b>751</b> Code 1 Incidents - Eliminated	<b>20.24%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

<b>106 / 0</b>	C	2 / 0
<b>33 / 2</b>	N	0 / 0
	S	0 / 0
	W	0 / 2

*(granted/denied)*

### CART Pilot Data

<b>143</b>	4 requested	
<b>141</b>	2 granted	50.00%
<b>2</b>	2 denied	50.00%
		100.00%

**CENTRAL EQUITY ZONE DATA**

613	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
609	<b>Total Responses for Zone</b>
9	<b>Code 1 Compliant Responses</b>
515	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
525	<b>Compliant Responses</b>
84	<b>Non-Compliant Responses</b>
<b>0.8621</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7500</b>	3	12	
<b>8 Minute Rate 0.8641</b>	81	596	4
<b>11 Minute Rate 1.0000</b>		1	
<b>30 Minute Rate #####</b>			
	<b>84</b>	<b>609</b>	<b>4</b>

**NORTH EQUITY ZONE DATA**

812	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
	<b>Exemption Granted</b>
811	<b>Total Responses for Zone</b>
21	<b>Code 1 Compliant Responses</b>
674	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
695	<b>Compliant Responses</b>
116	<b>Non-Compliant Responses</b>
<b>0.8570</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8077</b>	5	26	
<b>8 Minute Rate 0.8586</b>	111	785	1
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>116</b>	<b>811</b>	<b>1</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

718	718	Total Calls
3	3	Eliminated per Franchise Agreement
106	0	Exemption Granted
609	715	Total Responses for Zone
23	23	Code 1 Compliant Responses
529	529	8:29 Compliant Responses
23	23	11:29 Compliant Responses
1	1	30:29 Compliant Responses
576	576	Compliant Responses
33	139	Non-Compliant Responses
<b>0.9458</b>	<b>0.8056</b>	<b>Compliance Rate</b>

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8846	3	26	
8 Minute Rate	0.8101	124	653	3
11 Minute Rate	0.6571	12	35	
30 Minute Rate	1.0000	0	1	
		<b>139</b>	<b>715</b>	<b>3</b>

**CART Pilot Data**

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	23	3
8 Minute Rate	0.9583	23	552	104
11 Minute Rate	0.6970	10	33	2
30 Minute Rate	1.0000	0	1	
		<b>33</b>	<b>609</b>	<b>109</b>

**WEST EQUITY ZONE DATA**

**CART Pilot Data**

751	751	Total Calls
6	6	Eliminated per Franchise Agreement
33	0	Exemption Granted
712	745	Total Responses for Zone
29	29	Code 1 Compliant Responses
532	532	8:29 Compliant Responses
42	42	11:29 Compliant Responses
40	40	30:29 Compliant Responses
643	643	Compliant Responses
69	102	Non-Compliant Responses
<b>0.9031</b>	<b>0.8631</b>	<b>Compliance Rate</b>

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7436	10	39	
8 Minute Rate	0.8852	69	601	6
11 Minute Rate	0.6462	23	65	
30 Minute Rate	1		40	
		<b>102</b>	<b>745</b>	<b>6</b>

**CART Pilot Data**

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8788	4	33	6
8 Minute Rate	0.9220	45	577	30
11 Minute Rate	0.6774	20	62	3
30 Minute Rate	1.0000		40	0
		<b>69</b>	<b>712</b>	<b>39</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**19** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**19.61** 18 Month Rolling Average (not to exceed 60 seconds) **29.415** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.4020** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.4470
2	0.4018
3	0.3882
4	0.3211
5	0.3582
6	0.3790
7	0.3733
8	0.3982
9	0.3968
10	0.4339
11	0.3838
12	0.3538
13	0.3669
14	0.4396
15	0.4000
16	0.4497
17	0.4767
18	0.4511
19	0.3300
20	0.3748
21	0.4031
22	0.3526
23	0.4039
24	0.4727
25	0.4309
26	0.3817
27	0.3758
28	0.4124
29	0.4150
30	0.4258
31	0.4644

**12.46238962**