

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

## RESPONSE & COMPLIANCE DATA

**3872** Total Responses

**2760** Compliant  
**234** Non-Compliant  
**22** Exempted/Eliminated

**3016**

	C	N	S	W	Total	
<b>Calls</b>	594	854	796	772	<b>3016</b>	
<b>Eliminated</b>	3	2	1	5	<b>11</b>	
<b>Exempted Responses</b>	4	3	2	2	<b>11</b>	
	587	849	793	765	<b>2994</b>	<b>3016</b>
<b>Code 1 Compliant</b>	6	13	7	26	<b>52</b>	
<b>8 Minute Compliant</b>	546	772	692	582	<b>2592</b>	
<b>11 Minute Compliant</b>	1		25	56	<b>82</b>	
<b>30 Minute Compliant</b>			1	33	<b>34</b>	
						<b>2760</b>
<b>Compliant</b>	553	785	725	697	<b>2760</b>	
<b>Non-Compliant</b>	34	64	68	68	<b>234</b>	
						<b>2994</b>

**0.9218** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3872</b> Total Responses for the Month		
<b>3016</b> 911 Incident Responses	<b>77.89%</b>	<b>(ARMUP Responses = 2)</b>
29 911 Incidents w/Multiple pts - Eliminated	<b>0.75%</b>	
9 911 Incidents Out of County - Eliminated	<b>0.23%</b>	
0 Snow Event	<b>0.00%</b>	
2 Mobile Supervisor (MSU) - Eliminated	<b>0.05%</b>	
816 Code 1 Incidents - Eliminated	<b>21.07%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	4 / 0
<b>N</b>	3 / 0
<b>S</b>	2 / 0
<b>W</b>	2 / 0

*(granted/denied)*

<b>11 requested</b>	
<b>11 granted</b>	100.00%
<b>0 denied</b>	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

594	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
587	<b>Total Responses for Zone</b>
6	<b>Code 1 Compliant Responses</b>
546	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
553	<b>Compliant Responses</b>
34	<b>Non-Compliant Responses</b>
<b>0.9421</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	6	
<b>8 Minute Rate 0.9414</b>	34	580	7
<b>11 Minute Rate 1.0000</b>	0	1	
<b>30 Minute Rate #####</b>			
	<b>34</b>	<b>587</b>	<b>7</b>

**NORTH EQUITY ZONE DATA**

854	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
849	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
772	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
785	<b>Compliant Responses</b>
64	<b>Non-Compliant Responses</b>
<b>0.9246</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	13	
<b>8 Minute Rate 0.9234</b>	64	836	5
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>64</b>	<b>849</b>	<b>5</b>

**SOUTH EQUITY ZONE DATA**

796	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
793	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
692	<b>8:29 Compliant Responses</b>
25	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
725	<b>Compliant Responses</b>
68	<b>Non-Compliant Responses</b>
<b>0.9142 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8750</b>	1	8	
<b>8 Minute Rate 0.9239</b>	57	749	3
<b>11 Minute Rate 0.7143</b>	10	35	0
<b>30 Minute Rate 1.0000</b>	0	1	0
	<b>68</b>	<b>793</b>	<b>3</b>

**WEST EQUITY ZONE DATA**

772	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
765	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
582	<b>8:29 Compliant Responses</b>
56	<b>11:29 Compliant Responses</b>
33	<b>30:29 Compliant Responses</b>
697	<b>Compliant Responses</b>
68	<b>Non-Compliant Responses</b>
<b>0.9111 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7429</b>	9	35	
<b>8 Minute Rate 0.9253</b>	47	629	7
<b>11 Minute Rate 0.8358</b>	11	67	
<b>30 Minute Rate 0.9706</b>	1	34	
	<b>68</b>	<b>765</b>	<b>7</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**22** **Average for the Month** (not to exceed 150% of 18 Month Rolling Average)  
**21.06** **18 Month Rolling Average** (not to exceed 60 seconds) **31.59** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3634** **Calculated Average Productivity/Efficiency Ratio**  
*(not to exceed 0.4500)*

1	0.2711
2	0.3736
3	0.3391
4	0.3219
5	0.3686
6	0.3836
7	0.3450
8	0.3265
9	0.3889
10	0.3797
11	0.3587
12	0.3423
13	0.2957
14	0.3973
15	0.3497
16	0.3909
17	0.3409
18	0.3421
19	0.3750
20	0.3441
21	0.3896
22	0.4008
23	0.4216
24	0.3952
25	0.3863
26	0.3762
27	0.3447
28	0.3812
29	0.3415
30	0.4040
31	0.3881

**11.26406333**