

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

## RESPONSE & COMPLIANCE DATA

**3801** Total Responses

**2435** Compliant  
**544** Non-Compliant  
**18** Exempted/Eliminated

**2997**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	666	832	802	697	<b>2997</b>	
<b>Eliminated</b>	2	5	1	4	<b>12</b>	
<b>Exempted Responses</b>	2	1	0	3	<b>6</b>	
	662	826	801	690	<b>2979</b>	<b>2997</b>
<b>Code 1 Compliant</b>	16	15	22	25	<b>78</b>	
<b>8 Minute Compliant</b>	530	690	547	487	<b>2254</b>	
<b>11 Minute Compliant</b>	3		22	42	<b>67</b>	
<b>30 Minute Compliant</b>				36	<b>36</b>	
						<b>2435</b>
<b>Compliant</b>	549	705	591	590	<b>2435</b>	
<b>Non-Compliant</b>	113	121	210	100	<b>544</b>	
						<b>2979</b>

**0.8607** CART Pilot Data Compliance

**0.8174** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**3801** Total Responses for the Month

<b>2997</b> <u>911 Incident Responses</u>	<b>78.85%</b>	<b>(ARMUP Responses = 8)</b>
<b>19</b> <u>911 Incidents w/Multiple pts - Eliminated</u>	<b>0.50%</b>	
<b>8</b> <u>911 Incidents Out of County - Eliminated</u>	<b>0.21%</b>	
<b>21</b> <u>Mobile Supervisor (MSU) - Eliminated</u>	<b>0.55%</b>	
<b>756</b> <u>Code 1 Incidents - Eliminated</u>	<b>19.89%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

<b>160 / 0</b>	<b>C</b>	2 / 0
<b>31 / 0</b>	<b>N</b>	1 / 0
	<b>S</b>	0 / 0
	<b>W</b>	3 / 0

*(granted/denied)*

### CART Pilot Data

<b>196</b>	<b>6 requested</b>	
<b>196</b>	<b>6 granted</b>	100.00%
<b>0</b>	<b>0 denied</b>	0.00%
		100.00%

**CENTRAL EQUITY ZONE DATA**

666	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
662	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
530	<b>8:29 Compliant Responses</b>
3	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
549	<b>Compliant Responses</b>
113	<b>Non-Compliant Responses</b>
<b>0.8293</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8889</b>	2	18	
<b>8 Minute Rate 0.8268</b>	111	641	4
<b>11 Minute Rate 1.0000</b>	0	3	
<b>30 Minute Rate #####</b>			
	<b>113</b>	<b>662</b>	<b>4</b>

**NORTH EQUITY ZONE DATA**

832	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
826	<b>Total Responses for Zone</b>
15	<b>Code 1 Compliant Responses</b>
690	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
705	<b>Compliant Responses</b>
121	<b>Non-Compliant Responses</b>
<b>0.8535</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7895</b>	4	19	
<b>8 Minute Rate 0.8550</b>	117	807	6
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>121</b>	<b>826</b>	<b>6</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

802	802	Total Calls
1	1	Eliminated per Franchise Agreement
150	0	Exemption Granted
651	801	Total Responses for Zone
22	22	Code 1 Compliant Responses
547	547	8:29 Compliant Responses
22	22	11:29 Compliant Responses
		30:29 Compliant Responses
591	591	Compliant Responses
60	210	Non-Compliant Responses
<b>0.9078</b>	<b>0.7378</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7333	8	30	
8 Minute Rate 0.7503	182	729	1
11 Minute Rate 0.5238	20	42	0
30 Minute Rate #####			
	<b>210</b>	<b>801</b>	<b>1</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8800	3	25	5
8 Minute Rate 0.9319	40	587	143
11 Minute Rate 0.5641	17	39	3
30 Minute Rate #####			
	<b>60</b>	<b>651</b>	<b>151</b>

**WEST EQUITY ZONE DATA**

**CART Pilot Data**

697	697	Total Calls
4	4	Eliminated per Franchise Agreement
31	3	Exemption Granted
662	690	Total Responses for Zone
25	25	Code 1 Compliant Responses
487	487	8:29 Compliant Responses
42	42	11:29 Compliant Responses
36	36	30:29 Compliant Responses
590	590	Compliant Responses
72	100	Non-Compliant Responses
<b>0.8912</b>	<b>0.8551</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.641	14	39	
8 Minute Rate 0.8838	64	551	6
11 Minute Rate 0.6774	20	62	1
30 Minute Rate 0.9474	2	38	
	<b>100</b>	<b>690</b>	<b>7</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	5	30	9
8 Minute Rate 0.9154	45	532	25
11 Minute Rate 0.6774	20	62	1
30 Minute Rate 0.9474	2	38	
	<b>72</b>	<b>662</b>	<b>35</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**20** 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**

**0.3999** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.4050
2	0.3606
3	0.3700
4	0.4061
5	0.3904
6	0.3585
7	0.4230
8	0.3738
9	0.4012
10	0.3395
11	0.4079
12	0.3948
13	0.4448
14	0.4232
15	0.3961
16	0.3581
17	0.3869
18	0.3913
19	0.4097
20	0.4362
21	0.5185
22	0.3534
23	0.3923
24	0.3680
25	0.3860
26	0.4190
27	0.4429
28	0.4785
29	0.4194
30	0.3571
31	0.3835

**12.3957**