

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

RESPONSE & COMPLIANCE DATA

4107 Total Responses

2951 Compliant
286 Non-Compliant
20 Exempted/Eliminated

3257

	C	N	S	W	Total	
Calls	689	910	853	805	3257	
Eliminated	1	1	2	5	9	
Exempted	3	3	4	1	11	
Responses	685	906	847	799	3237	3257
Code 1 Compliant	8	16	13	21	58	
8 Minute Compliant	616	824	729	607	2776	
11 Minute Compliant	2		23	43	68	
30 Minute Compliant				49	49	2951
Compliant	626	840	765	720	2951	
Non-Compliant	59	66	82	79	286	3237

0.9116 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4107 Total Responses for the Month		
3257 911 Incident Responses	79.30%	(ARMUP Responses = 4)
26 911 Incidents w/Multiple pts - Eliminated	0.63%	
15 911 Incidents Out of County - Eliminated	0.37%	
0 Snow Event	0.00%	
1 Mobile Supervisor (MSU) - Eliminated	0.02%	
808 Code 1 Incidents - Eliminated	19.67%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	3 / 1
N	3 / 0
S	4 / 0
W	1 / 0

(granted/denied)

12 requested	
11 granted	91.67%
1 denied	8.33%
	100.00%

CENTRAL EQUITY ZONE DATA

689	Total Calls
1	Eliminated per Franchise Agreement
3	Exemption Granted
685	Total Responses for Zone
8	Code 1 Compliant Responses
616	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
626	Compliant Responses
59	Non-Compliant Responses
0.9139 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7273	3	11	
8 Minute Rate 0.9167	56	672	4
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	59	685	4

NORTH EQUITY ZONE DATA

910	Total Calls
1	Eliminated per Franchise Agreement
3	Exemption Granted
906	Total Responses for Zone
16	Code 1 Compliant Responses
824	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
840	Compliant Responses
66	Non-Compliant Responses
0.9272 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	16	
8 Minute Rate 0.9258	66	890	4
11 Minute Rate #####			
30 Minute Rate #####			
	66	906	4

SOUTH EQUITY ZONE DATA

853	Total Calls
2	Eliminated per Franchise Agreement
4	Exemption Granted
847	Total Responses for Zone
13	Code 1 Compliant Responses
729	8:29 Compliant Responses
23	11:29 Compliant Responses
	30:29 Compliant Responses
765	Compliant Responses
82	Non-Compliant Responses
0.9032 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8125	3	16	
8 Minute Rate 0.9147	68	797	6
11 Minute Rate 0.6765	11	34	
30 Minute Rate #####			
	82	847	6

WEST EQUITY ZONE DATA

805	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
799	Total Responses for Zone
21	Code 1 Compliant Responses
607	8:29 Compliant Responses
43	11:29 Compliant Responses
49	30:29 Compliant Responses
720	Compliant Responses
79	Non-Compliant Responses
0.9011 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.84	4	25	
8 Minute Rate 0.9073	62	669	5
11 Minute Rate 0.7818	12	55	1
30 Minute Rate 0.98	1	50	
	79	799	6

ONE MINUTE DISPATCH TIME REQUIREMENT

21 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.22 18 Month Rolling Average (not to exceed 60 seconds) **31.83** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3809 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3883
2	0.4125
3	0.3708
4	0.4250
5	0.3337
6	0.3887
7	0.3687
8	0.3485
9	0.3971
10	0.3786
11	0.3506
12	0.3124
13	0.3975
14	0.3575
15	0.3852
16	0.3482
17	0.4263
18	0.4011
19	0.3673
20	0.4080
21	0.3403
22	0.4000
23	0.4467
24	0.3464
25	0.4144
26	0.3638
27	0.4200
28	0.3420
29	0.3938
30	0.3872
31	0.3881

11.80871682