

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - September 2016

RESPONSE & COMPLIANCE DATA

3612 Total Responses

2327 Compliant
537 Non-Compliant
13 Exempted/Eliminated

2877

	C	N	S	W	Total
Calls	630	746	738	763	2877
Eliminated	3	4	3	1	11
Exempted	0	1	1	0	2
Responses	627	741	734	762	2864
Code 1 Compliant	11	31	16	21	79
8 Minute Compliant	509	581	502	580	2172
11 Minute Compliant	1		17	33	51
30 Minute Compliant			2	23	25
					2327
Compliant	521	612	537	657	2327
Non-Compliant	106	129	197	105	537
					2864

0.8574 CART Pilot Data Compliance

0.8125 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3612 Total Responses for the Month

2877 <u>911 Incident Responses</u>	79.65%	(ARMUP Responses = 14)
29 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.80%	
9 <u>911 Incidents Out of County - Eliminated</u>	0.25%	
9 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.25%	
13 <u>Duplicated in processing</u>	0.36%	
675 <u>Code 1 Incidents - Eliminated</u>	18.69%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

151 / 0	C	0 / 0
29 / 0	N	1 / 1
	S	1 / 0
	W	0 / 0

(granted/denied)

CART Pilot Data

182	3 requested	
181	2 granted	66.67%
1	1 denied	33.33%
		100.00%

CENTRAL EQUITY ZONE DATA

630	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
627	Total Responses for Zone
11	Code 1 Compliant Responses
509	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
521	Compliant Responses
106	Non-Compliant Responses
0.8309 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	2	13	
8 Minute Rate 0.8303	504	613	3
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	506	627	3

NORTH EQUITY ZONE DATA

746	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
741	Total Responses for Zone
31	Code 1 Compliant Responses
581	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
612	Compliant Responses
129	Non-Compliant Responses
0.8259 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9118	3	34	
8 Minute Rate 0.8218	126	707	5
11 Minute Rate #####			
30 Minute Rate #####			
	129	741	5

SOUTH EQUITY ZONE DATA

CART Pilot Data

738	738	Total Calls
3	3	Eliminated per Franchise Agreement
151	1	Exemption Granted
584	734	Total Responses for Zone
16	16	Code 1 Compliant Responses
502	502	8:29 Compliant Responses
17	17	11:29 Compliant Responses
2	2	30:29 Compliant Responses
537	537	Compliant Responses
47	197	Non-Compliant Responses
0.9195	0.7316	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8421	3	19	
8 Minute Rate 0.7350	181	683	4
11 Minute Rate 0.5667	13	30	
30 Minute Rate 1.0000	0	2	
	197	734	4

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	1
8 Minute Rate 0.9383	33	535	152
11 Minute Rate 0.5862	12	29	1
30 Minute Rate 1.0000	0	2	
	47	584	154

WEST EQUITY ZONE DATA

CART Pilot Data

763	763	Total Calls
1	1	Eliminated per Franchise Agreement
29	0	Exemption Granted
733	762	Total Responses for Zone
21	21	Code 1 Compliant Responses
580	580	8:29 Compliant Responses
33	33	11:29 Compliant Responses
23	23	30:29 Compliant Responses
657	657	Compliant Responses
76	105	Non-Compliant Responses
0.8963	0.8622	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7778	6	27	
8 Minute Rate 0.8882	73	653	1
11 Minute Rate 0.569	25	58	
30 Minute Rate 0.9583	1	24	
	105	762	1

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9130	2	23	4
8 Minute Rate 0.9221	49	629	25
11 Minute Rate 0.5789	24	57	1
30 Minute Rate 0.9583	1	24	
	76	733	30

ONE MINUTE DISPATCH TIME REQUIREMENT

19 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.67 18 Month Rolling Average (not to exceed 60 seconds) **29.505** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3901 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3796
2	0.3543
3	0.3386
4	0.4785
5	0.3602
6	0.3361
7	0.3828
8	0.3652
9	0.3849
10	0.4400
11	0.4149
12	0.3646
13	0.4119
14	0.4119
15	0.3802
16	0.4321
17	0.4203
18	0.3894
19	0.4048
20	0.3411
21	0.3705
22	0.3586
23	0.3484
24	0.4359
25	0.3727
26	0.4483
27	0.4624
28	0.3095
29	0.3939
30	0.4100
31	

11.7016