

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

RESPONSE & COMPLIANCE DATA

3731	Total Responses					
2738	Compliant					
	285 Non-Compliant					
	15 Exempted/Eliminated					
3038						

	C	N	S	W	Total	
Calls	680	852	777	729	3038	
Eliminated	1	1	2	4	8	
Exempted Responses	1	4	1	1	7	
	678	847	774	724	3023	3038
Code 1 Compliant	6	6	11	30	53	
8 Minute Compliant	607	774	658	539	2578	
11 Minute Compliant	2		24	50	76	
30 Minute Compliant			5	26	31	2738
Compliant	615	780	698	645	2738	
Non-Compliant	63	67	76	79	285	3023

0.9057	Overall Compliance
---------------	---------------------------

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3731	Total Responses for the Month		
3038	911 Incident Responses	81.43%	(ARMUP Responses = 1)
	22 911 Incidents w/Multiple pts - Eliminated	0.59%	
	10 911 Incidents Out of County - Eliminated	0.27%	
	2 WCCCA Testing	0.05%	
	0 Mobile Supervisor (MSU) - Eliminated	0.00%	
	659 Code 1 Incidents - Eliminated	17.66%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 0		
N	4 / 0		
S	0 / 0		
W	1 / 0		
	<i>(granted/denied)</i>		

6 requested	
0 granted	0.00%
0 denied	0.00%
	0.00%

CENTRAL EQUITY ZONE DATA

680	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
678	Total Responses for Zone
6	Code 1 Compliant Responses
607	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
615	Compliant Responses
63	Non-Compliant Responses
0.9071 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	
8 Minute Rate 0.9060	63	670	2
11 Minute Rate 1.0000	0	2	0
30 Minute Rate #####			
	63	678	2

NORTH EQUITY ZONE DATA

852	Total Calls
1	Eliminated per Franchise Agreement
4	Exemption Granted
847	Total Responses for Zone
6	Code 1 Compliant Responses
774	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
780	Compliant Responses
67	Non-Compliant Responses
0.9209 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6000	4	10	
8 Minute Rate 0.9247	63	837	5
11 Minute Rate #####			
30 Minute Rate #####			
	67	847	5

SOUTH EQUITY ZONE DATA

777	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
774	Total Responses for Zone
11	Code 1 Compliant Responses
658	8:29 Compliant Responses
24	11:29 Compliant Responses
5	30:29 Compliant Responses
698	Compliant Responses
76	Non-Compliant Responses
0.9018 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	11	0
8 Minute Rate	0.9101	65	723	3
11 Minute Rate	0.6857	11	35	0
30 Minute Rate	1.0000	0	5	
		76	774	3

WEST EQUITY ZONE DATA

729	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
724	Total Responses for Zone
30	Code 1 Compliant Responses
539	8:29 Compliant Responses
50	11:29 Compliant Responses
26	30:29 Compliant Responses
645	Compliant Responses
79	Non-Compliant Responses
0.8909 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7317	11	41	
8 Minute Rate	0.9074	55	594	3
11 Minute Rate	0.7937	13	63	2
30 Minute Rate	1	0	26	
		79	724	5

ONE MINUTE DISPATCH TIME REQUIREMENT

22 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

0.3730 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3946
2	0.3878
3	0.3998
4	0.3098
5	0.3632
6	0.3930
7	0.3744
8	0.4526
9	0.3399
10	0.2927
11	0.3476
12	0.4228
13	0.4046
14	0.3762
15	0.3755
16	0.3486
17	0.3736
18	0.3539
19	0.3118
20	0.3545
21	0.4017
22	0.3882
23	0.3129
24	0.3214
25	0.4170
26	0.4183
27	0.3729
28	0.3898
29	0.3435
30	0.4460
31	

11.1887634