

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2015

## RESPONSE & COMPLIANCE DATA

**3654** Total Responses

**2338** Compliant  
**418** Non-Compliant  
**19** Exempted/Eliminated

**2775**

	C	N	S	W	Total
<b>Calls</b>	634	770	687	684	<b>2775</b>
<b>Eliminated</b>	1	2	6	7	<b>16</b>
<b>Exempted</b>	0	1	1	1	<b>3</b>
<b>Responses</b>	633	767	680	676	<b>2756</b>
<b>Code 1 Compliant</b>	17	32	24	37	<b>110</b>
<b>8 Minute Compliant</b>	546	664	456	472	<b>2138</b>
<b>11 Minute Compliant</b>	1		15	40	<b>56</b>
<b>30 Minute Compliant</b>				34	<b>34</b>
<b>Compliant</b>	564	696	495	583	<b>2338</b>
<b>Non-Compliant</b>	69	71	185	93	<b>418</b>
					<b>2775</b>

**0.9115** CART Pilot Data Compliance

**0.8483** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3654</b> Total Responses for the Month		
<b>2775</b> 911 Incident Responses	<b>75.94%</b>	<b>(ARMUP Responses = 16)</b>
<b>19</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.52%</b>	
<b>3</b> 911 Incidents Out of County - Eliminated	<b>0.08%</b>	
<b>27</b> Mobile Supervisor (MSU) - Eliminated	<b>0.74%</b>	
<b>830</b> Code 1 Incidents - Eliminated	<b>22.71%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

### CART Pilot Data

<b>159</b>	C	0 / 1
<b>34</b>	N	1 / 0
	S	1 / 0
	W	0 / 0

*(granted/denied)*

### CART Pilot Data

<b>195</b>	3 requested	
<b>194</b>	2 granted	66.67%
<b>1</b>	1 denied	33.33%
		100.00%

**CENTRAL EQUITY ZONE DATA**

634	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
633	<b>Total Responses for Zone</b>
17	<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>
564	<b>Compliant Responses</b>
69	<b>Non-Compliant Responses</b>
<b>0.8910 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8947</b>	2	19	
<b>8 Minute Rate 0.8922</b>	66	612	1
<b>11 Minute Rate 0.5000</b>	1	2	
<b>30 Minute Rate #####</b>			
	<b>69</b>	<b>633</b>	<b>1</b>

**NORTH EQUITY ZONE DATA**

770	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
767	<b>Total Responses for Zone</b>
32	<b>Code 1 Compliant Responses</b>
664	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
696	<b>Compliant Responses</b>
71	<b>Non-Compliant Responses</b>
<b>0.9074 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9412</b>	2	34	
<b>8 Minute Rate 0.9059</b>	69	733	3
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>71</b>	<b>767</b>	<b>3</b>

**SOUTH EQUITY ZONE DATA**

**CART Pilot Data**

687	687	Total Calls
6	6	Eliminated per Franchise Agreement
159	1	Exemption Granted
522	680	Total Responses for Zone
24	24	Code 1 Compliant Responses
456	456	8:29 Compliant Responses
15	15	11:29 Compliant Responses
		30:29 Compliant Responses
495	495	Compliant Responses
27	185	Non-Compliant Responses
<b>0.9483</b>	<b>0.7279</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate <b>0.7059</b>	10	34	
8 Minute Rate <b>0.7308</b>	168	624	6
11 Minute Rate <b>0.6818</b>	7	22	1
30 Minute Rate #####			
	<b>185</b>	<b>680</b>	<b>7</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate <b>0.9231</b>	2	26	8
8 Minute Rate <b>0.9580</b>	20	476	154
11 Minute Rate <b>0.7500</b>	5	20	3
30 Minute Rate #####			
	<b>27</b>	<b>522</b>	<b>165</b>

**WEST EQUITY ZONE DATA**

**CART Pilot Data**

684	684	Total Calls
7	7	Eliminated per Franchise Agreement
34	1	Exemption Granted
643	676	Total Responses for Zone
37	37	Code 1 Compliant Responses
472	472	8:29 Compliant Responses
40	40	11:29 Compliant Responses
34	34	30:29 Compliant Responses
583	583	Compliant Responses
60	93	Non-Compliant Responses
<b>0.9067</b>	<b>0.8624</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate <b>0.8043</b>	9	46	
8 Minute Rate <b>0.8806</b>	64	536	6
11 Minute Rate <b>0.678</b>	19	59	2
30 Minute Rate <b>0.9714</b>	1	35	
	<b>93</b>	<b>676</b>	<b>8</b>

**CART Pilot Data**

	NonCom	Total	Ex/Elim
Code 1 Rate <b>0.9487</b>	2	39	7
8 Minute Rate <b>0.9183</b>	42	514	28
11 Minute Rate <b>0.7273</b>	15	55	6
30 Minute Rate <b>0.9714</b>	1	35	
	<b>60</b>	<b>643</b>	<b>41</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**23** Dispatches greater than 60 seconds which were not reassignments or upgraded responses  
*(not to exceed 11 incidents per month)*

**UNIT HOUR UTILIZATION CALCULATION**

**0.3683** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3889
2	0.3645
3	0.4288
4	0.4498
5	0.3821
6	0.3696
7	0.3245
8	0.3484
9	0.3228
10	0.4406
11	0.3585
12	0.3922
13	0.3704
14	0.3664
15	0.3769
16	0.2954
17	0.3887
18	0.4186
19	0.2885
20	0.3187
21	0.3734
22	0.3354
23	0.3406
24	0.3461
25	0.4313
26	0.3740
27	0.3319
28	0.4075
29	0.3240
30	0.3791
31	0.3793

**11.41697075**