

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

RESPONSE & COMPLIANCE DATA

3550 Total Responses

2244 Compliant
566 Non-Compliant
39 Exempted/Eliminated

2849

	C	N	S	W	Total	
Calls	674	751	729	695	2849	
Eliminated	6	2	3	0	11	
Exempted Responses	9	7	6	6	28	
	659	742	720	689	2810	2849
Code 1 Compliant	9	13	13	31	66	
8 Minute Compliant	530	586	505	459	2080	
11 Minute Compliant			16	48	64	
30 Minute Compliant				34	34	2244
Compliant	539	599	534	572	2244	
Non-Compliant	120	143	186	117	566	2810

0.8532 CART Pilot Data Compliance

0.7986 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3550 Total Responses for the Month

2849 911 Incident Responses	80.25%	(ARMUP Responses = 12)
23 911 Incidents w/Multiple pts - Eliminated	0.65%	
4 911 Incidents Out of County - Eliminated	0.11%	
8 Duplicated in Processing	0.23%	
6 Mobile Supervisor (MSU) - Eliminated	0.17%	
660 Code 1 Incidents - Eliminated	18.59%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

	C	9 / 0
	N	7 / 0
148 / 0	S	6 / 0
44 / 0	W	6

(granted/denied)

CART Pilot Data

208	28 requested	
208	28 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

674	Total Calls
6	Eliminated per Franchise Agreement
9	Exemption Granted
659	Total Responses for Zone
9	Code 1 Compliant Responses
530	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
539	Compliant Responses
120	Non-Compliant Responses
0.8179	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6923	4	13	
8 Minute Rate 0.8204	116	646	15
11 Minute Rate #####			
30 Minute Rate #####			
	120	659	15

NORTH EQUITY ZONE DATA

751	Total Calls
2	Eliminated per Franchise Agreement
7	Exemption Granted
742	Total Responses for Zone
13	Code 1 Compliant Responses
586	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
599	Compliant Responses
143	Non-Compliant Responses
0.8073	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	2	15	
8 Minute Rate 0.8061	141	727	9
11 Minute Rate #####			
30 Minute Rate #####			
	143	742	9

SOUTH EQUITY ZONE DATA

CART Pilot Data

729	729	Total Calls
3	3	Eliminated per Franchise Agreement
148	6	Exemption Granted
578	720	Total Responses for Zone
13	13	Code 1 Compliant Responses
505	505	8:29 Compliant Responses
16	16	11:29 Compliant Responses
		30:29 Compliant Responses
534	534	Compliant Responses
44	186	Non-Compliant Responses
0.9239	0.7417	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5652	10	23	
8 Minute Rate 0.7560	163	668	7
11 Minute Rate 0.5517	13	29	2
30 Minute Rate #####			
	186	720	9

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	9
8 Minute Rate 0.9422	31	536	139
11 Minute Rate 0.5714	12	28	3
30 Minute Rate #####			
	44	578	151

WEST EQUITY ZONE DATA

CART Pilot Data

695	695	Total Calls
0	0	Eliminated per Franchise Agreement
46	6	Exemption Granted
651	689	Total Responses for Zone
31	31	Code 1 Compliant Responses
459	459	8:29 Compliant Responses
48	48	11:29 Compliant Responses
34	34	30:29 Compliant Responses
572	572	Compliant Responses
77	117	Non-Compliant Responses
0.8814	0.8302	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7209	12	43	
8 Minute Rate 0.8391	88	547	5
11 Minute Rate 0.7742	14	62	
30 Minute Rate 0.9189	3	37	1
	117	689	6

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8158	7	38	5
8 Minute Rate 0.8913	54	513	39
11 Minute Rate 0.7869	13	61	1
30 Minute Rate 0.9189	3	37	1
	77	649	46

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) **29.51** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3968 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3331
2	0.4088
3	0.4256
4	0.3961
5	0.3679
6	0.4122
7	0.4301
8	0.3623
9	0.4126
10	0.3978
11	0.3732
12	0.4095
13	0.3867
14	0.3623
15	0.4669
16	0.3821
17	0.4050
18	0.3769
19	0.3618
20	0.3579
21	0.4037
22	0.4060
23	0.4525
24	0.4108
25	0.3542
26	0.4299
27	0.3958
28	0.4345
29	0.3887
30	0.4331
31	0.3621

12.3001