

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2017

## RESPONSE & COMPLIANCE DATA

**3986** Total Responses

**2925** Compliant  
**287** Non-Compliant  
**17** Exempted/Eliminated

**3229**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	689	887	853	800	<b>3229</b>	
<b>Eliminated</b>	2	4	1	2	<b>9</b>	
<b>Exempted</b>	3	3	0	2	<b>8</b>	
<b>Responses</b>	684	880	852	796	<b>3212</b>	<b>3229</b>
<b>Code 1 Compliant</b>	4	10	7	30	<b>51</b>	
<b>8 Minute Compliant</b>	627	799	738	601	<b>2765</b>	
<b>11 Minute Compliant</b>	3		26	50	<b>79</b>	
<b>30 Minute Compliant</b>			1	29	<b>30</b>	<b>2925</b>
<b>Compliant</b>	634	809	772	710	<b>2925</b>	
<b>Non-Compliant</b>	50	71	80	86	<b>287</b>	<b>3212</b>

**0.9106** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3986</b> <u>Total Responses for the Month</u>		
<b>3229</b> <u>911 Incident Responses</u>	<b>81.01%</b>	<b>(ARMUP Responses = 4)</b>
<b>20</b> <u>911 Incidents w/Multiple pts - Eliminated</u>	<b>0.50%</b>	
<b>11</b> <u>911 Incidents Out of County - Eliminated</u>	<b>0.28%</b>	
<b>0</b> <u>Snow Event</u>	<b>0.00%</b>	
<b>1</b> <u>Mobile Supervisor (MSU) - Eliminated</u>	<b>0.03%</b>	
<b>725</b> <u>Code 1 Incidents - Eliminated</u>	<b>18.19%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	3 / 0
<b>N</b>	3 / 0
<b>S</b>	0 / 0
<b>W</b>	2 / 0

*(granted/denied)*

<b>8 requested</b>	
<b>8 granted</b>	100.00%
<b>0 denied</b>	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

689	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
684	<b>Total Responses for Zone</b>
4	<b>Code 1 Compliant Responses</b>
627	<b>8:29 Compliant Responses</b>
3	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
634	<b>Compliant Responses</b>
50	<b>Non-Compliant Responses</b>
<b>0.9269 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8000</b>	1	5	
<b>8 Minute Rate 0.9275</b>	49	676	5
<b>11 Minute Rate 1.0000</b>	0	3	0
<b>30 Minute Rate #####</b>			
	<b>50</b>	<b>684</b>	<b>5</b>

**NORTH EQUITY ZONE DATA**

887	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
880	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
799	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
809	<b>Compliant Responses</b>
71	<b>Non-Compliant Responses</b>
<b>0.9193 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9091</b>	1	11	
<b>8 Minute Rate 0.9194</b>	70	869	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>71</b>	<b>880</b>	<b>7</b>

**SOUTH EQUITY ZONE DATA**

853	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
852	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
738	<b>8:29 Compliant Responses</b>
26	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
772	<b>Compliant Responses</b>
80	<b>Non-Compliant Responses</b>
<b>0.9061 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7778</b>	2	9	
<b>8 Minute Rate 0.9202</b>	64	802	1
<b>11 Minute Rate 0.6500</b>	14	40	
<b>30 Minute Rate 1.0000</b>	0	1	
	<b>80</b>	<b>852</b>	<b>1</b>

**WEST EQUITY ZONE DATA**

800	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
796	<b>Total Responses for Zone</b>
30	<b>Code 1 Compliant Responses</b>
601	<b>8:29 Compliant Responses</b>
50	<b>11:29 Compliant Responses</b>
29	<b>30:29 Compliant Responses</b>
710	<b>Compliant Responses</b>
86	<b>Non-Compliant Responses</b>
<b>0.8920 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7895</b>	8	38	0
<b>8 Minute Rate 0.9065</b>	62	663	3
<b>11 Minute Rate 0.7576</b>	16	66	1
<b>30 Minute Rate 1</b>		29	
	<b>86</b>	<b>796</b>	<b>4</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**22** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**21.33** 18 Month Rolling Average (not to exceed 60 seconds) **32.00** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3687** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3143
2	0.3769
3	0.3582
4	0.3619
5	0.3920
6	0.3652
7	0.2837
8	0.4149
9	0.3666
10	0.4107
11	0.3949
12	0.4000
13	0.3825
14	0.3465
15	0.3515
16	0.3791
17	0.3669
18	0.4107
19	0.4324
20	0.3896
21	0.3512
22	0.3420
23	0.4199
24	0.4083
25	0.3181
26	0.3621
27	0.2782
28	0.3481
29	0.3617
30	0.3962
31	0.3457

**11.4299725**