

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - November 2014

RESPONSE & COMPLIANCE DATA

3269 Total Responses

2184 Compliant
256 Non-Compliant
24 Exempted/Eliminated

2464

	C	N	S	W	Total	
Calls	577	667	624	596	2464	
Eliminated	2	5	4	2	13	
Exempted	1	4	5	1	11	
Responses	574	658	615	593	2440	2464
Code 1 Compliant	15	25	26	33	99	
8 Minute Compliant	503	573	497	433	2006	
11 Minute Compliant			17	38	55	
30 Minute Compliant			1	23	24	
Compliant	518	598	541	527	2184	2184
Non-Compliant	56	60	74	66	256	2440

0.9161 CART Pilot Data Compliance

0.8951 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3269 Total Responses for the Month

2464 911 Incident Responses

30 911 Incidents w/Multiple pts - Eliminated

4 911 Incidents Out of County - Eliminated

19 Mobile Supervisor (MSU) - Eliminated

752 Code 1 Incidents - Eliminated

75.37%

0.92%

0.12%

0.58%

23.00%

(ARMUP Responses = 1)

100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

61 / 61

C	1 / 1
N	4 / 4
S	5 / 5
W	1 / 1

(granted/denied)

CART Pilot Data

67

67

0

11 requested

11 granted

0 denied

100.00%

0.00%

100.00%

CENTRAL EQUITY ZONE DATA

577	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
574	Total Responses for Zone
15	Code 1 Compliant Responses
503	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
518	Compliant Responses
56	Non-Compliant Responses
0.9024 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8824	2	17	
8 Minute Rate 0.9031	54	557	3
11 Minute Rate #####			
30 Minute Rate #####			
	56	574	3

NORTH EQUITY ZONE DATA

667	Total Calls
5	Eliminated per Franchise Agreement
4	Exemption Granted
658	Total Responses for Zone
25	Code 1 Compliant Responses
573	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
598	Compliant Responses
60	Non-Compliant Responses
0.9088 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9259	2	27	
8 Minute Rate 0.9081	58	631	9
11 Minute Rate #####			
30 Minute Rate #####			
	60	658	9

SOUTH EQUITY ZONE DATA

CART Pilot Data

624	624	Total Calls
4	4	Eliminated per Franchise Agreement
61	5	Exemption Granted
559	615	Total Responses for Zone
26	26	Code 1 Compliant Responses
497	497	8:29 Compliant Responses
17	17	11:29 Compliant Responses
1	1	30:29 Compliant Responses
541	541	Compliant Responses
22	74	Non-Compliant Responses
0.9678	0.8797	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	4	30	
8 Minute Rate 0.8859	64	561	9
11 Minute Rate 0.7391	6	23	
30 Minute Rate 1.0000		1	
	74	615	9

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9630	1	27	3
8 Minute Rate 0.9764	16	509	57
11 Minute Rate 0.7727	5	22	1
30 Minute Rate 1.0000		1	
	22	559	61

WEST EQUITY ZONE DATA

596	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
593	Total Responses for Zone
33	Code 1 Compliant Responses
433	8:29 Compliant Responses
38	11:29 Compliant Responses
23	30:29 Compliant Responses
527	Compliant Responses
66	Non-Compliant Responses
0.8887	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	6	39	
8 Minute Rate 0.9059	45	478	3
11 Minute Rate 0.717	15	53	
30 Minute Rate 1		23	
	66	593	3

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3744 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3336
2	0.3847
3	0.3363
4	0.3456
5	0.3975
6	0.3887
7	0.3895
8	0.4301
9	0.3269
10	0.4136
11	0.3789
12	0.3443
13	0.3611
14	0.3677
15	0.3198
16	0.4134
17	0.4195
18	0.3480
19	0.3295
20	0.3791
21	0.4028
22	0.3134
23	0.3702
24	0.3690
25	0.3966
26	0.4147
27	0.3375
28	0.4206
29	0.3426
30	0.4556
31	

11.23066694