

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - November 2015

RESPONSE & COMPLIANCE DATA

3488 Total Responses

2153 Compliant
404 Non-Compliant
24 Exempted/Eliminated

2581

	C	N	S	W	Total	
Calls	548	721	690	622	2581	
Eliminated	6	1	4		11	
Exempted Responses	3	4	3	3	13	
	539	716	683	619	2557	2581
Code 1 Compliant	16	22	22	24	84	
8 Minute Compliant	462	623	461	452	1998	
11 Minute Compliant			16	25	41	
30 Minute Compliant			1	29	30	2153
Compliant	478	645	500	530	2153	
Non-Compliant	61	71	183	89	404	2557

0.9005 CART Pilot Data Compliance

0.8420 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3488 Total Responses for the Month

2581 911 Incident Responses
21 911 Incidents w/Multiple pts - Eliminated
11 911 Incidents Out of County - Eliminated
26 Mobile Supervisor (MSU) - Eliminated
849 Code 1 Incidents - Eliminated

74.00% **(ARMUP Responses = 3)**
0.60%
0.32%
0.75%
24.34% 100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

146
26

C	2 / 1
N	4 / 0
S	3 / 1
W	0 / 0

(granted/denied)

CART Pilot Data

180 11 **requested**
178 9 **granted** 81.82%
2 2 **denied** 18.18%
100.00%

CENTRAL EQUITY ZONE DATA

548	Total Calls
6	Eliminated per Franchise Agreement
3	Exemption Granted
539	Total Responses for Zone
16	Code 1 Compliant Responses
462	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
478	Compliant Responses
61	Non-Compliant Responses
0.8868 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.8868	59	521	9
11 Minute Rate #####			
30 Minute Rate #####			
	61	539	9

NORTH EQUITY ZONE DATA

721	Total Calls
1	Eliminated per Franchise Agreement
4	Exemption Granted
716	Total Responses for Zone
22	Code 1 Compliant Responses
623	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
645	Compliant Responses
71	Non-Compliant Responses
0.9008 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	2	24	
8 Minute Rate 0.9003	69	692	5
11 Minute Rate #####			
30 Minute Rate #####			
	71	716	5

SOUTH EQUITY ZONE DATA

CART Pilot Data

690	690	Total Calls
4	4	Eliminated per Franchise Agreement
146	3	Exemption Granted
540	683	Total Responses for Zone
22	22	Code 1 Compliant Responses
461	461	8:29 Compliant Responses
16	16	11:29 Compliant Responses
1	1	30:29 Compliant Responses
500	500	Compliant Responses
40	183	Non-Compliant Responses
0.9259	0.7321	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate	0.9565	1	23
8 Minute Rate	0.7283	172	633
11 Minute Rate	0.6154	10	26
30 Minute Rate	1.0000	1	1
	183	683	7

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	22	1
8 Minute Rate	0.9332	33	494
11 Minute Rate	0.6957	7	23
30 Minute Rate	1.0000	1	4
	40	540	150

WEST EQUITY ZONE DATA

CART Pilot Data

622	622	Total Calls
26	3	Eliminated per Franchise Agreement
596	619	Total Responses for Zone
24	24	Code 1 Compliant Responses
452	452	8:29 Compliant Responses
25	25	11:29 Compliant Responses
29	29	30:29 Compliant Responses
530	530	Compliant Responses
66	89	Non-Compliant Responses
0.8893	0.8562	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate	0.7742	7	31
8 Minute Rate	0.8811	61	513
11 Minute Rate	0.5556	20	45
30 Minute Rate	0.9667	1	30
	89	619	3

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate	0.9231	2	26
8 Minute Rate	0.9113	44	496
11 Minute Rate	0.5682	19	44
30 Minute Rate	0.9667	1	30
	66	596	26

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3607 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4396
2	0.4244
3	0.3652
4	0.3499
5	0.2824
6	0.3765
7	0.4300
8	0.3551
9	0.3537
10	0.3545
11	0.3493
12	0.3421
13	0.3964
14	0.3935
15	0.4078
16	0.3552
17	0.4039
18	0.3796
19	0.3377
20	0.3790
21	0.3250
22	0.3786
23	0.3611
24	0.3769
25	0.3901
26	0.2807
27	0.3543
28	0.4049
29	0.4288
30	0.4056
31	

11.1817655