

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

RESPONSE & COMPLIANCE DATA

3515 Total Responses

2246 Compliant
469 Non-Compliant
60 Exempted/Eliminated

2775

	C	N	S	W	Total	
Calls	640	781	756	598	2775	
Eliminated	2	4	3	1	10	
Exempted Responses	14	26	4	6	50	
	624	751	749	591	2715	2775
Code 1 Compliant	7	22	20	28	77	
8 Minute Compliant	522	607	539	427	2095	
11 Minute Compliant			23	27	50	
30 Minute Compliant			2	22	24	2246
Compliant	529	629	584	504	2246	
Non-Compliant	95	122	165	87	469	2715

0.8689 CART Pilot Data Compliance

0.8273 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3515 Total Responses for the Month

2775 911 Incident Responses	78.95%	(ARMUP Responses = 14)
15 911 Incidents w/Multiple pts - Eliminated	0.43%	
3 911 Incidents Out of County - Eliminated	0.09%	
1 Duplicate in Processing	0.03%	
12 Mobile Supervisor (MSU) - Eliminated	0.34%	
709 Code 1 Incidents - Eliminated	20.17%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

134 / 134	C	14 / 14
37 / 37	N	26 / 26
	S	4 / 4
	W	6 / 6

(granted/denied)

CART Pilot Data

211	50 requested	
211	50 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

640	Total Calls
2	Eliminated per Franchise Agreement
14	Exemption Granted
624	Total Responses for Zone
7	Code 1 Compliant Responses
522	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
529	Compliant Responses
95	Non-Compliant Responses
0.8478 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.8474	94	616	16
11 Minute Rate #####			
30 Minute Rate #####			
	95	624	16

NORTH EQUITY ZONE DATA

781	Total Calls
4	Eliminated per Franchise Agreement
26	Exemption Granted
751	Total Responses for Zone
22	Code 1 Compliant Responses
607	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
629	Compliant Responses
122	Non-Compliant Responses
0.8375 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	2	24	
8 Minute Rate 0.8349	120	727	30
11 Minute Rate #####			
30 Minute Rate #####			
	122	751	30

SOUTH EQUITY ZONE DATA

CART Pilot Data

756	756	Total Calls
3	3	Eliminated per Franchise Agreement
134	4	Exemption Granted
619	749	Total Responses for Zone
20	20	Code 1 Compliant Responses
539	539	8:29 Compliant Responses
23	23	11:29 Compliant Responses
2	2	30:29 Compliant Responses
584	584	Compliant Responses
35	165	Non-Compliant Responses
0.9435	0.7797	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7692	6	26	
8 Minute Rate	0.7903	143	682	7
11 Minute Rate	0.5897	16	39	
30 Minute Rate	1.0000	0	2	
		165	749	7

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9091	2	22	4
8 Minute Rate	0.9591	23	562	127
11 Minute Rate	0.6970	10	33	6
30 Minute Rate	1.0000	0	2	
		35	619	137

WEST EQUITY ZONE DATA

CART Pilot Data

598	598	Total Calls
1	1	Eliminated per Franchise Agreement
37	6	Exemption Granted
560	591	Total Responses for Zone
28	28	Code 1 Compliant Responses
427	427	8:29 Compliant Responses
27	27	11:29 Compliant Responses
22	22	30:29 Compliant Responses
504	504	Compliant Responses
56	87	Non-Compliant Responses
0.9000	0.8528	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7	12	40	
8 Minute Rate	0.8661	66	493	7
11 Minute Rate	0.75	9	36	
30 Minute Rate	1		22	
		87	591	7

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8485	5	33	7
8 Minute Rate	0.9085	43	470	30
11 Minute Rate	0.7714	8	35	1
30 Minute Rate	1.0000		22	
		56	560	38

ONE MINUTE DISPATCH TIME REQUIREMENT

20 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.67 18 Month Rolling Average (not to exceed 60 seconds) **29.505** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3746 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3822
2	0.4019
3	0.3876
4	0.3709
5	0.3926
6	0.3775
7	0.3932
8	0.3429
9	0.3923
10	0.3552
11	0.3530
12	0.3703
13	0.3413
14	0.4026
15	0.3738
16	0.3447
17	0.3568
18	0.3978
19	0.4260
20	0.4035
21	0.3615
22	0.3661
23	0.3574
24	0.3388
25	0.3729
26	0.3431
27	0.3470
28	0.4398
29	0.3597
30	0.3848
31	

11.23723504