

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - November 2017

RESPONSE & COMPLIANCE DATA

3757 Total Responses

2731 Compliant
290 Non-Compliant
12 Exempted/Eliminated

3033

	C	N	S	W	Total	
Calls	641	864	818	710	3033	
Eliminated	0	5	1	1	7	
Exempted Responses	0	2	2	1	5	
	641	857	815	708	3021	3033
Code 1 Compliant	9	12	16	26	63	
8 Minute Compliant	582	759	691	550	2582	
11 Minute Compliant			27	29	56	
30 Minute Compliant			1	29	30	
						2731
Compliant	591	771	735	634	2731	
Non-Compliant	50	86	80	74	290	
						3021

0.9040 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3757 Total Responses for the Month		
3033 911 Incident Responses	80.73%	(ARMUP Responses = 3)
21 911 Incidents w/Multiple pts - Eliminated	0.56%	
13 911 Incidents Out of County - Eliminated	0.35%	
Snow Event	0.00%	
1 Mobile Supervisor (MSU) - Eliminated	0.03%	
689 Code 1 Incidents - Eliminated	18.34%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

5 requested	
5 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

641	Total Calls
0	Eliminated per Franchise Agreement
0	Exemption Granted
641	Total Responses for Zone
9	Code 1 Compliant Responses
582	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
591	Compliant Responses
50	Non-Compliant Responses
0.9220	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7500	3	12	
8 Minute Rate 0.9253	47	629	
11 Minute Rate #####			
30 Minute Rate #####			
	50	641	0

NORTH EQUITY ZONE DATA

864	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
857	Total Responses for Zone
12	Code 1 Compliant Responses
759	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
771	Compliant Responses
86	Non-Compliant Responses
0.8996	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	3	15	
8 Minute Rate 0.9014	83	842	7
11 Minute Rate #####			
30 Minute Rate #####			
	86	857	7

SOUTH EQUITY ZONE DATA

818	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
815	Total Responses for Zone
16	Code 1 Compliant Responses
691	8:29 Compliant Responses
27	11:29 Compliant Responses
1	30:29 Compliant Responses
735	Compliant Responses
80	Non-Compliant Responses
0.9018 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8421	3	19	
8 Minute Rate	0.9092	69	760	2
11 Minute Rate	0.7714	8	35	1
30 Minute Rate	1.0000		1	
		80	815	3

WEST EQUITY ZONE DATA

710	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
708	Total Responses for Zone
26	Code 1 Compliant Responses
550	8:29 Compliant Responses
29	11:29 Compliant Responses
29	30:29 Compliant Responses
634	Compliant Responses
74	Non-Compliant Responses
0.8955 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7429	9	35	
8 Minute Rate	0.9182	49	599	2
11 Minute Rate	0.6591	15	44	
30 Minute Rate	0.9667	1	30	
		74	708	2

ONE MINUTE DISPATCH TIME REQUIREMENT

22 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.39 18 Month Rolling Average (not to exceed 60 seconds) **32.09** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3662 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3468
2	0.3742
3	0.3622
4	0.3721
5	0.4006
6	0.3668
7	0.3260
8	0.3679
9	0.3700
10	0.3707
11	0.3535
12	0.3053
13	0.4364
14	0.3974
15	0.4067
16	0.3974
17	0.3556
18	0.3068
19	0.3689
20	0.3855
21	0.3803
22	0.4262
23	0.3223
24	0.3525
25	0.3121
26	0.3015
27	0.3959
28	0.3376
29	0.4372
30	0.3508
31	

10.9872