

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

RESPONSE & COMPLIANCE DATA

3283 Total Responses

2209 Compliant
267 Non-Compliant
16 Exempted/Eliminated

2492

	C	N	S	W	Total	
Calls	594	655	675	568	2492	
Eliminated	2	1	7	2	12	
Exempted	1	0	1	2	4	
Responses	591	654	667	564	2476	2492
Code 1 Compliant	25	14	20	19	78	
8 Minute Compliant	519	569	523	457	2068	
11 Minute Compliant	1		15	25	41	
30 Minute Compliant			1	21	22	2209
Compliant	545	583	559	522	2209	
Non-Compliant	46	71	108	42	267	2476

0.9174 CART Pilot Data Compliance

0.8922 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3283 Total Responses for the Month

2492 911 Incident Responses	75.91%	(ARMUP Responses = 1)
17 911 Incidents w/Multiple pts - Eliminated	0.52%	
7 911 Incidents Out of County - Eliminated	0.21%	
12 Mobile Supervisor (MSU) - Eliminated	0.37%	
755 Code 1 Incidents - Eliminated	23.00%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

77 / 0	C	1 / 0
	N	0 / 1
	S	1 / 0
	W	2 / 0

(granted/denied)

CART Pilot Data

81	5 requested	
80	4 granted	80.00%
1	1 denied	20.00%
		100.00%

CENTRAL EQUITY ZONE DATA

594	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
591	Total Responses for Zone
25	Code 1 Compliant Responses
519	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
545	Compliant Responses
46	Non-Compliant Responses
0.9222 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	25	
8 Minute Rate 0.9186	46	565	3
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	46	591	3

NORTH EQUITY ZONE DATA

655	Total Calls
1	Eliminated per Franchise Agreement
0	Exemption Granted
654	Total Responses for Zone
14	Code 1 Compliant Responses
569	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
583	Compliant Responses
71	Non-Compliant Responses
0.8914 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	14	
8 Minute Rate 0.8891	71	640	1
11 Minute Rate #####			
30 Minute Rate #####			
	71	654	1

SOUTH EQUITY ZONE DATA

CART Pilot Data

675	675	Total Calls
75	7	Eliminated per Franchise Agreement
1	1	Exemption Granted
599	667	Total Responses for Zone
20	20	Code 1 Compliant Responses
523	523	8:29 Compliant Responses
15	15	11:29 Compliant Responses
1	1	30:29 Compliant Responses
559	559	Compliant Responses
40	108	Non-Compliant Responses
0.9332	0.8381	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5556	16	36	
8 Minute Rate 0.8659	81	604	8
11 Minute Rate 0.5769	11	26	0
30 Minute Rate 1.0000	0	1	
	108	667	8

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6250	12	32	4
8 Minute Rate 0.9649	19	542	70
11 Minute Rate 0.6250	9	24	2
30 Minute Rate 1.0000	0	1	
	40	599	76

WEST EQUITY ZONE DATA

568	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
564	Total Responses for Zone
19	Code 1 Compliant Responses
457	8:29 Compliant Responses
25	11:29 Compliant Responses
21	30:29 Compliant Responses
522	Compliant Responses
42	Non-Compliant Responses
0.9255	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1	0	19	
8 Minute Rate 0.9327	33	490	3
11 Minute Rate 0.7353	9	34	1
30 Minute Rate 1	0	21	0
	42	564	4

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3778 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3796
2	0.3841
3	0.3536
4	0.3984
5	0.4112
6	0.3585
7	0.3876
8	0.3681
9	0.3914
10	0.3500
11	0.3886
12	0.3369
13	0.3385
14	0.3869
15	0.4133
16	0.3604
17	0.4062
18	0.3880
19	0.3345
20	0.3356
21	0.3946
22	0.4245
23	0.3702
24	0.3913
25	0.3183
26	0.3980
27	0.3304
28	0.3677
29	0.4264
30	0.4051
31	0.4130

11.71101552