

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

RESPONSE & COMPLIANCE DATA

3696 Total Responses

2386 Compliant
448 Non-Compliant
28 Exempted/Eliminated

2862

	C	N	S	W	Total	
Calls	649	740	749	724	2862	
Eliminated	4	4	4	2	14	
Exempted Responses	3	5	5	1	14	
	642	731	740	721	2834	2862
Code 1 Compliant	20	25	18	37	100	
8 Minute Compliant	531	602	549	515	2197	
11 Minute Compliant	2		12	36	50	
30 Minute Compliant			1	38	39	
						2386
Compliant	553	627	580	626	2386	
Non-Compliant	89	104	160	95	448	
						2834

0.8817 CART Pilot Data Compliance

0.8419 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3696 Total Responses for the Month		
2862 911 Incident Responses	77.44%	(ARMUP Responses = 9)
26 911 Incidents w/Multiple pts - Eliminated	0.70%	
11 911 Incidents Out of County - Eliminated	0.30%	
23 Mobile Supervisor (MSU) - Eliminated	0.62%	
774 Code 1 Incidents - Eliminated	20.94%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

128 35	C	3 / 0
	N	5 / 2
	S	5 / 0
	W	1 / 1

(granted/denied)

CART Pilot Data

133 36	17 requested	
	14 granted	82.35%
	3 denied	17.65%
		100.00%

CENTRAL EQUITY ZONE DATA

649	Total Calls
4	Eliminated per Franchise Agreement
3	Exemption Granted
642	Total Responses for Zone
20	Code 1 Compliant Responses
531	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
553	Compliant Responses
89	Non-Compliant Responses
0.8614	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	5	25	
8 Minute Rate 0.8634	84	615	7
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	89	642	7

NORTH EQUITY ZONE DATA

740	Total Calls
4	Eliminated per Franchise Agreement
5	Exemption Granted
731	Total Responses for Zone
25	Code 1 Compliant Responses
602	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
627	Compliant Responses
104	Non-Compliant Responses
0.8577	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	5	30	
8 Minute Rate 0.8588	99	701	9
11 Minute Rate #####			
30 Minute Rate #####			
	104	731	9

SOUTH EQUITY ZONE DATA

CART Pilot Data

749	749	Total Calls
4	4	Eliminated per Franchise Agreement
133	5	Exemption Granted
612	740	Total Responses for Zone
18	18	Code 1 Compliant Responses
549	549	8:29 Compliant Responses
12	12	11:29 Compliant Responses
1	1	30:29 Compliant Responses
580	580	Compliant Responses
32	160	Non-Compliant Responses
0.9477	0.7838	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.6667	9	27	
8 Minute Rate	0.8015	136	685	9
11 Minute Rate	0.4444	15	27	
30 Minute Rate	1.0000	0	1	
		160	740	9

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9474	1	19	8
8 Minute Rate	0.9649	20	569	125
11 Minute Rate	0.5217	11	23	4
30 Minute Rate	1.0000	0	1	
		32	612	137

WEST EQUITY ZONE DATA

CART Pilot Data

724	724	Total Calls
2	2	Eliminated per Franchise Agreement
36	1	Exemption Granted
686	721	Total Responses for Zone
37	37	Code 1 Compliant Responses
515	515	8:29 Compliant Responses
36	36	11:29 Compliant Responses
38	38	30:29 Compliant Responses
626	626	Compliant Responses
60	95	Non-Compliant Responses
0.9125	0.8682	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7872	10	47	
8 Minute Rate	0.8788	71	586	3
11 Minute Rate	0.7347	13	49	
30 Minute Rate	0.9744	1	39	
		95	721	3

CART Pilot Data

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.9024	4	41	6
8 Minute Rate	0.9229	43	558	31
11 Minute Rate	0.7347	13	49	
30 Minute Rate	1.0000	0	38	1
		60	686	38

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3747 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4098
2	0.3746
3	0.3331
4	0.3381
5	0.4158
6	0.4199
7	0.4183
8	0.3193
9	0.3621
10	0.3964
11	0.3331
12	0.3622
13	0.4134
14	0.3815
15	0.3497
16	0.3237
17	0.3510
18	0.4352
19	0.4134
20	0.4174
21	0.3270
22	0.3418
23	0.4005
24	0.3349
25	0.2919
26	0.4083
27	0.3842
28	0.4447
29	0.3946
30	0.3622
31	0.3578

11.61605152