

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

RESPONSE & COMPLIANCE DATA

3706 Total Responses
2276 Compliant
 698 Non-Compliant
 29 Exempted/Eliminated
3003

	C	N	S	W	Total	
Calls	647	803	829	724	3003	
Eliminated	3	1	7	7	18	
Exempted Responses	2	1	5	3	11	
	642	801	817	714	2974	3003
Code 1 Compliant	11	17	11	19	58	
8 Minute Compliant	506	586	566	455	2113	
11 Minute Compliant	1		21	39	61	
30 Minute Compliant			3	41	44	
						2276
Compliant	518	603	601	554	2276	
Non-Compliant	124	198	216	160	698	2974

0.9386 CART Pilot Data Compliance
0.7653 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3706 Total Responses for the Month		
3003 911 Incident Responses	81.03%	(ARMUP Responses = 24)
17 911 Incidents w/Multiple pts - Eliminated	0.46%	(10 during Snow Events)
5 911 Incidents Out of County - Eliminated	0.13%	
223 Snow Event	6.02%	
9 Mobile Supervisor (MSU) - Eliminated	0.24%	
449 Code 1 Incidents - Eliminated	12.12%	100.00%

EXEMPTION DATA & DISTRIBUTION

CART Pilot Data

99 / 0	C	2 / 0
149 / 0	N	1 / 0
184 / 0	S	5 / 0
128 / 0	W	3 / 0

(granted/denied)

CART Pilot Data

560	11 requested	
560	11 granted	100.00%
0	0 denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

CART Pilot Data

647	647	Total Calls
3	3	Eliminated per Franchise Agreement
99	2	Exemption Granted
545	642	Total Responses for Zone
11	11	Code 1 Compliant Responses
506	506	8:29 Compliant Responses
1	1	11:29 Compliant Responses
		30:29 Compliant Responses
518	518	Compliant Responses
27	124	Non-Compliant Responses
0.9505	0.8069	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	2	13	
8 Minute Rate 0.8070	121	627	5
11 Minute Rate 0.5000	1	2	
30 Minute Rate #####			
	124	642	5

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	11	2
8 Minute Rate 0.9493	27	533	99
11 Minute Rate 1.0000	0	1	1
30 Minute Rate #####			
	27	545	102

NORTH EQUITY ZONE DATA

CART Pilot Data

803	803	Total Calls
1	1	Eliminated per Franchise Agreement
149	1	Exemption Granted
653	801	Total Responses for Zone
17	17	Code 1 Compliant Responses
586	586	8:29 Compliant Responses
		11:29 Compliant Responses
		30:29 Compliant Responses
603	603	Compliant Responses
50	198	Non-Compliant Responses
0.9234	0.7528	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8095	4	21	
8 Minute Rate 0.7513	194	780	2
11 Minute Rate #####			
30 Minute Rate #####			
	198	801	2

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	17	4
8 Minute Rate 0.9214	50	636	146
11 Minute Rate #####			
30 Minute Rate #####			
	50	653	150

SOUTH EQUITY ZONE DATA

CART Pilot Data

829	829	Total Calls
7	7	Eliminated per Franchise Agreement
184	5	Exemption Granted
638	817	Total Responses for Zone
11	11	Code 1 Compliant Responses
566	566	8:29 Compliant Responses
21	21	11:29 Compliant Responses
3	3	30:29 Compliant Responses
601	601	Compliant Responses
37	216	Non-Compliant Responses
0.9420	0.7356	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6471	6	17	
8 Minute Rate 0.7447	194	760	10
11 Minute Rate 0.5676	16	37	2
30 Minute Rate 1.0000	0	3	
	216	817	12

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7857	3	14	3
8 Minute Rate 0.9513	29	595	175
11 Minute Rate 0.8077	5	26	13
30 Minute Rate 1.0000	0	3	
	37	638	191

WEST EQUITY ZONE DATA

CART Pilot Data

724	724	Total Calls
7	7	Eliminated per Franchise Agreement
128	3	Exemption Granted
589	714	Total Responses for Zone
19	19	Code 1 Compliant Responses
455	455	8:29 Compliant Responses
39	39	11:29 Compliant Responses
41	41	30:29 Compliant Responses
554	554	Compliant Responses
35	160	Non-Compliant Responses
0.9406	0.7759	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5135	18	37	
8 Minute Rate 0.7858	124	579	6
11 Minute Rate 0.6964	17	56	4
30 Minute Rate 0.9762	1	42	
	160	714	10

CART Pilot Data

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7917	5	24	13
8 Minute Rate 0.9499	24	479	106
11 Minute Rate 0.8667	6	45	15
30 Minute Rate 1.0000	0	41	1
	35	589	135

ONE MINUTE DISPATCH TIME REQUIREMENT

24 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
19.72 18 Month Rolling Average (not to exceed 60 seconds) **29.58** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3949 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4400
2	0.4041
3	0.3636
4	0.3871
5	0.3584
6	0.4352
7	0.3576
8	0.3107
9	0.4081
10	0.3962
11	0.4232
12	0.4017
13	0.3803
14	0.2640
15	0.3334
16	0.3836
17	0.4317
18	0.5528
19	0.4465
20	0.3714
21	0.3303
22	0.3575
23	0.4203
24	0.4136
25	0.4233
26	0.4043
27	0.4736
28	0.3767
29	0.3991
30	0.3671
31	0.4278

12.24338376