

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

RESPONSE & COMPLIANCE DATA

4036 Total Responses

2882 Compliant
294 Non-Compliant
16 Exempted/Eliminated

3192

	C	N	S	W	Total	
Calls	684	919	873	716	3192	
Eliminated	1	3	2	3	9	
Exempted Responses	0	1	3	3	7	
	683	915	868	710	3176	3192
Code 1 Compliant	11	11	14	21	57	
8 Minute Compliant	621	826	735	539	2721	
11 Minute Compliant	1		31	40	72	
30 Minute Compliant			2	30	32	
						2882
Compliant	633	837	782	630	2882	
Non-Compliant	50	78	86	80	294	
						3176

0.9074 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4036 Total Responses for the Month		
3192 911 Incident Responses	79.09%	(ARMUP Responses = 4)
23 911 Incidents w/Multiple pts - Eliminated	0.57%	
7 911 Incidents Out of County - Eliminated	0.17%	
66 Snow Event	1.64%	
4 Mobile Supervisor (MSU) - Eliminated	0.10%	
744 Code 1 Incidents - Eliminated	18.43%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0
N	1 / 0
S	3 / 0
W	3 / 0

(granted/denied)

7 requested	
7 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

684	Total Calls
1	Eliminated per Franchise Agreement
0	Exemption Granted
683	Total Responses for Zone
11	Code 1 Compliant Responses
621	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
633	Compliant Responses
50	Non-Compliant Responses
0.9268	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	2	13	
8 Minute Rate 0.9283	48	669	1
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	50	683	1

NORTH EQUITY ZONE DATA

919	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
915	Total Responses for Zone
11	Code 1 Compliant Responses
826	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
837	Compliant Responses
78	Non-Compliant Responses
0.9148	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	1	12	
8 Minute Rate 0.9147	77	903	4
11 Minute Rate #####			
30 Minute Rate #####			
	78	915	4

SOUTH EQUITY ZONE DATA

873	Total Calls
2	Eliminated per Franchise Agreement
3	Exemption Granted
868	Total Responses for Zone
14	Code 1 Compliant Responses
735	8:29 Compliant Responses
31	11:29 Compliant Responses
2	30:29 Compliant Responses
782	Compliant Responses
86	Non-Compliant Responses
0.9009 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8235	3	17	
8 Minute Rate	0.9097	73	808	3
11 Minute Rate	0.7561	10	41	2
30 Minute Rate	1.0000		2	
		86	868	5

WEST EQUITY ZONE DATA

716	Total Calls
3	Eliminated per Franchise Agreement
3	Exemption Granted
710	Total Responses for Zone
21	Code 1 Compliant Responses
539	8:29 Compliant Responses
40	11:29 Compliant Responses
30	30:29 Compliant Responses
630	Compliant Responses
80	Non-Compliant Responses
0.8873 Compliance Rate	

		NonCom	Total	Ex/Elim
Code 1 Rate	0.75	7	28	
8 Minute Rate	0.9074	55	594	6
11 Minute Rate	0.6897	18	58	
30 Minute Rate	1		30	
		80	710	6

ONE MINUTE DISPATCH TIME REQUIREMENT

22 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
21.56 18 Month Rolling Average (not to exceed 60 seconds) **32.34** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3813 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4032
2	0.3258
3	0.3309
4	0.3389
5	0.3041
6	0.4421
7	0.4274
8	0.3652
9	0.3336
10	0.3638
11	0.4079
12	0.3206
13	0.4263
14	0.3823
15	0.3868
16	0.4014
17	0.4189
18	0.3948
19	0.3209
20	0.3696
21	0.3733
22	0.3913
23	0.3823
24	0.3871
25	0.4119
26	0.4419
27	0.4090
28	0.3756
29	0.3924
30	0.3656
31	0.4249

11.81972581