

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - December 2018

## RESPONSE & COMPLIANCE DATA

**4202** Total Responses

**2990** Compliant  
**306** Non-Compliant  
**3** Exempted/Eliminated

**3293**

	C	N	S	W	Total
<b>Calls Eliminated</b>					<b>0</b>
<b>Exempted Responses</b>			1	2	<b>3</b>
	716	946	854	780	<b>3296</b>
<b>Code 1 Compliant</b>	6	9	9	20	<b>44</b>
<b>8 Minute Compliant</b>	663	841	719	603	<b>2826</b>
<b>11 Minute Compliant</b>	0	0	38	51	<b>89</b>
<b>30 Minute Compliant</b>	0	0	0	28	<b>28</b>
					<b>2987</b>
<b>Compliant</b>	669	850	766	702	<b>2987</b>
<b>Non-Compliant</b>	47	96	87	76	<b>306</b>
					<b>3293</b>

**0.9063** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**4202** Total Responses for the Month

**3296** 911 Incident Responses **78.44%**  
**57** 911 Incidents w/Multiple pts - Eliminated **1.36%**  
**13** 911 Incidents Out of County - Eliminated **0.31%**  
**0** Snow Event **0.00%**  
**2** Mobile Supervisor (MSU) - Eliminated **0.05%**  
**834** Code 1 Incidents - Eliminated **19.85%**

**(ARMUP Responses = 8 )**

100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	0/0
<b>N</b>	0/0
<b>S</b>	1/1
<b>W</b>	2/2

*(granted/denied)*

<b>3 requested</b>	
<b>3 granted</b>	100.00%
<b>0 denied</b>	0.00%
	100.00%

**CENTRAL EQUITY ZONE DATA**

716	<b>Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone</b>
6	<b>Code 1 Compliant Responses</b>
663	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
669	<b>Compliant Responses</b>
47	<b>Non-Compliant Responses</b>
<b>0.9344 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	6	
<b>8 Minute Rate 0.9338</b>	47	710	
<b>11 Minute Rate #####</b>	0	0	
<b>30 Minute Rate #####</b>	0	0	
	<b>47</b>	<b>716</b>	<b>0</b>

**NORTH EQUITY ZONE DATA**

946	<b>Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone</b>
9	<b>Code 1 Compliant Responses</b>
841	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
850	<b>Compliant Responses</b>
96	<b>Non-Compliant Responses</b>
<b>0.8985 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8182</b>	2	11	
<b>8 Minute Rate 0.8995</b>	94	935	
<b>11 Minute Rate #####</b>	0	0	
<b>30 Minute Rate #####</b>	0	0	
	<b>96</b>	<b>946</b>	<b>0</b>

**SOUTH EQUITY ZONE DATA**

853	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement Exemption Granted</b>
852	<b>Total Responses for Zone</b>
9	<b>Code 1 Compliant Responses</b>
720	<b>8:29 Compliant Responses</b>
38	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
767	<b>Compliant Responses</b>
85	<b>Non-Compliant Responses</b>
<b>0.9002 Compliance Rate</b>	

	NonCom	Total	Ex/Elim
<b>Code 1 Rate 0.6923</b>	4	13	
<b>8 Minute Rate 0.9114</b>	70	790	1
<b>11 Minute Rate 0.7451</b>	13	51	
<b>30 Minute Rate #####</b>	0	0	
	<b>86</b>	<b>853</b>	<b>1</b>

**WEST EQUITY ZONE DATA**

778	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement Exemption Granted</b>
778	<b>Total Responses for Zone</b>
20	<b>Code 1 Compliant Responses</b>
605	<b>8:29 Compliant Responses</b>
51	<b>11:29 Compliant Responses</b>
28	<b>30:29 Compliant Responses</b>
704	<b>Compliant Responses</b>
74	<b>Non-Compliant Responses</b>
<b>0.9049 Compliance Rate</b>	

	NonCom	Total	Ex/Elim
<b>Code 1 Rate 0.7407</b>	7	27	
<b>8 Minute Rate 0.9153</b>	56	661	2
<b>11 Minute Rate 0.7969</b>	13	64	
<b>30 Minute Rate 1</b>	0	28	
	<b>74</b>	<b>778</b>	<b>2</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

<b>26.46</b>	<b>Average for the Month</b>	(not to exceed 150% of 18 Month Rolling Average)
<b>22.61</b>	<b>18 Month Rolling Average</b>	(not to exceed 60 seconds) <b>33.92</b> = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.3805** Calculated Average Productivity/Efficiency Ratio  
(not to exceed 0.4500)

1	0.3918
2	0.3317
3	0.3304
4	0.3739
5	0.3551
6	0.4101

7	0.4208
8	0.4180
9	0.3588
10	0.3571
11	0.3720
12	0.4013
13	0.3955
14	0.4719
15	0.2937
16	0.3422
17	0.3597
18	0.3872
19	0.4017
20	0.3721
21	0.4166
22	0.4206
23	0.3811
24	0.3717
25	0.3563
26	0.3901
27	0.3736
28	0.4233
29	0.3947
30	0.3340
31	0.3872

**11.79420362**