

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

## RESPONSE & COMPLIANCE DATA

**4022** Total Responses

**2874** Compliant  
**298** Non-Compliant  
**852** Exempted/Eliminated

**4024**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>
<b>Calls</b>	710	846	838	776	<b>3170</b>
<b>Eliminated</b>	0	0	0	0	<b>0</b>
<b>Exempted</b>	0	0	0	0	<b>0</b>
<b>Responses</b>	710	846	838	776	<b>3170</b>
<b>Code 1 Compliant</b>	11	9	10	19	<b>49</b>
<b>8 Minute Compliant</b>	650	757	720	603	<b>2730</b>
<b>11 Minute Compliant</b>			23	37	<b>60</b>
<b>30 Minute Compliant</b>			1	34	<b>35</b>
<b>Compliant</b>	661	766	754	693	<b>2874</b>
<b>Non-Compliant</b>	49	80	84	83	<b>296</b>

**0.9066** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**4022** Total Responses for the Month

<b>3170</b> 911 Incident Responses	<b>78.82%</b>	<b>(ARMUP Responses = 6)</b>
0 911 Incidents w/Multiple pts - Eliminated	<b>0.00%</b>	
11 911 Incidents Out of County - Eliminated	<b>0.27%</b>	
Snow Event	<b>0.00%</b>	
Mobile Supervisor (MSU) - Eliminated	<b>0.00%</b>	
841 Code 1 Incidents - Eliminated	<b>20.91%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2/3
<b>N</b>	0/1
<b>S</b>	0/1
<b>W</b>	0/2

*(granted/denied)*

7 requested	
2 granted	28.57%
5 denied	71.43%
	100.00%

**CENTRAL EQUITY ZONE DATA**

	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
710	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
8	<b>Code 1 Compliant Responses</b>
650	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
658	<b>Compliant Responses</b>
50	<b>Non-Compliant Responses</b>
<b>0.9268</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>0.6667</b>	1	12	
<b>8 Minute Rate</b>	<b>0.9312</b>	48	698	
<b>11 Minute Rate</b>	<b>#DIV/0!</b>	0	0	
<b>30 Minute Rate</b>	<b>#DIV/0!</b>	0	0	
		<b>49</b>	<b>710</b>	<b>0</b>

**NORTH EQUITY ZONE DATA**

	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement</b>
846	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
3	<b>Code 1 Compliant Responses</b>
757	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
760	<b>Compliant Responses</b>
80	<b>Non-Compliant Responses</b>
<b>0.8983</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>0.2500</b>	3	12	
<b>8 Minute Rate</b>	<b>0.9077</b>	77	834	
<b>11 Minute Rate</b>	<b>#DIV/0!</b>			
<b>30 Minute Rate</b>	<b>#DIV/0!</b>			
		<b>80</b>	<b>846</b>	<b>0</b>

**SOUTH EQUITY ZONE DATA**

	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement</b>
838	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
0	<b>Code 1 Compliant Responses</b>
720	<b>8:29 Compliant Responses</b>
23	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
744	<b>Compliant Responses</b>
90	<b>Non-Compliant Responses</b>
<b>0.8878</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>0.0000</b>	0	10	
<b>8 Minute Rate</b>	<b>0.9068</b>	74	794	
<b>11 Minute Rate</b>	<b>0.6970</b>	10	33	
<b>30 Minute Rate</b>	<b>1.0000</b>	0	1	
		<b>84</b>	<b>838</b>	<b>0</b>

**WEST EQUITY ZONE DATA**

	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement</b>
776	<b>Exemption Granted</b>
	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
603	<b>8:29 Compliant Responses</b>
37	<b>11:29 Compliant Responses</b>
34	<b>30:29 Compliant Responses</b>
687	<b>Compliant Responses</b>
122	<b>Non-Compliant Responses</b>
<b>0.8853</b>	<b>Compliance Rate</b>

		<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate</b>	<b>0.5</b>	13	26	
<b>8 Minute Rate</b>	<b>0.905405</b>	63	666	
<b>11 Minute Rate</b>	<b>0.755102</b>	12	49	
<b>30 Minute Rate</b>	<b>0.971429</b>	1	35	
		<b>89</b>	<b>776</b>	<b>0</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

**26.4** Average for the Month (not to exceed 150% of 18 Month Rolling Average)  
**21.89** 18 Month Rolling Average (not to exceed 60 seconds) **32.84** = 150% of MRA

**UNIT HOUR UTILIZATION CALCULATION**

**0.4225** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.385599524
2	0.330255296
3	0.366621067
4	0.362622036
5	0.417754569
6	0.400114976
7	0.362344583
8	0.366282596
9	0.413870246
10	0.342348511
11	0.288396545
12	0.381642512
13	0.364712848
14	0.427135678
15	0.344615385
16	0.373333333
17	0.370520622
18	0.452569852
19	0.402928258
20	0.3815131
21	0.533775383
22	0.35125448
23	0.372093023
24	0.402606807
25	0.384074941
26	0.446407065
27	0.35441491
28	0.390423573
29	0.33785822
30	0.414780865
31	0.307909605

**11.83078041**