

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - December 2019

RESPONSE & COMPLIANCE DATA

4378 <u>Total Responses</u>						
3180 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total
309 Non-Compliant						
889 Exempted/Eliminated						
3489		741	1022	883	843	3489
	Code 1 Compliant	4	6	15	16	41
	8 Minute Compliant	682	918	755	679	3034
	11 Minute Compliant	1	0	27	48	76
	30 Minute Compliant	0	0	1	28	29
	Compliant	687	924	798	771	3180
	Non-Compliant	54	98	85	72	309
						3489
0.9114 Overall Compliance						

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4378 Total Responses for the Month		
3489 911 Incident Responses	79.69%	ARMUP Responses = 10
5 911 Incidents w/Multiple pts - Eliminated	0.11%	
11 911 Incidents Out of County - Eliminated	0.25%	
Snow Event	0.00%	
5 Mobile Supervisor (MSU) - Eliminated	0.11%	
868 Code 1 Incidents - Eliminated	19.83%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	2/2	3 requested	
S	1/1	3 granted	100.00%
W	0/0	0 denied	0.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
741	Total Responses for Zone
4	Code 1 Compliant Responses
682	8:29 Compliant Responses
1	11:29 Compliant Responses
0	30:29 Compliant Responses
687	Compliant Responses
54	Non-Compliant Responses
0.9271	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	1	5	
8 Minute Rate 0.9279	53	735	
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####	0	0	
	54	741	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
1020	Total Responses for Zone
6	Code 1 Compliant Responses
918	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
924	Compliant Responses
96	Non-Compliant Responses
0.9059	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6667	3	9	
8 Minute Rate 0.9062	95	1013	2
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	98	1020	2

SOUTH EQUITY ZONE DATA

882	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
15	Code 1 Compliant Responses
755	8:29 Compliant Responses
27	11:29 Compliant Responses
1	30:29 Compliant Responses
798	Compliant Responses
84	Non-Compliant Responses
0.9048	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9375	1	16	
8 Minute Rate 0.9053	79	834	1
11 Minute Rate 0.8438	5	32	
30 Minute Rate 1.0000	0	1	
	85	882	1

WEST EQUITY ZONE DATA

843	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
843	Total Responses for Zone
16	Code 1 Compliant Responses
679	8:29 Compliant Responses
48	11:29 Compliant Responses
28	30:29 Compliant Responses
771	Compliant Responses
72	Non-Compliant Responses
0.9146	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6667	8	24	
8 Minute Rate 0.9301	51	730	
11 Minute Rate 0.7869	13	61	
30 Minute Rate 1	0	28	
	72	843	0

ONE MINUTE DISPATCH TIME REQUIREMENT

26.61 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
25.98 18 Month Rolling Average (not to exceed 60 seconds) **38.97** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.4106 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3968
2	0.4620
3	0.3987
4	0.4028
5	0.4288
6	0.4579
7	0.4902
8	0.4190
9	0.4272
10	0.3961
11	0.3952
12	0.3988
13	0.3779
14	0.3820
15	0.3114
16	0.4570
17	0.4473
18	0.3420
19	0.4411
20	0.4272
21	0.4596
22	0.3835
23	0.4036
24	0.3766
25	0.3893
26	0.5282

27	0.3239
28	0.3489
29	0.3225
30	0.4195
31	0.5150

12.7301