

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - February 2020

RESPONSE & COMPLIANCE DATA

3992 Total Responses

2836 Compliant
264 Non-Compliant
892 Exempted/Eliminated

3100

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted					0	
Responses	689	895	766	750	3100	3100
Code 1 Compliant	7	6	18	19	50	
8 Minute Compliant	642	807	663	592	2704	
11 Minute Compliant	0	0	18	39	57	
30 Minute Compliant	0	0	4	21	25	
Compliant	649	813	703	671	2836	2836
Non-Compliant	40	82	63	79	264	
						3100

0.9148 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3992 Total Responses for the Month

3100 911 Incident Responses
 30 911 Incidents w/Multiple pts - Eliminated
 6 911 Incidents Out of County - Eliminated
 Snow Event
 3 Mobile Supervisor (MSU) - Eliminated
 853 Code 1 Incidents - Eliminated

77.66%
 0.75%
 0.15%
 0.00%
 0.08%
 21.37%
 100.00%

ARMUP Responses = 16

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

2 requested	
2 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
688	Total Responses for Zone
7	Code 1 Compliant Responses
642	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
649	Compliant Responses
39	Non-Compliant Responses
0.9433	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.9427	39	681	1
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	40	688	1

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
895	Total Responses for Zone
6	Code 1 Compliant Responses
807	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
813	Compliant Responses
82	Non-Compliant Responses
0.9084	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	1	7	
8 Minute Rate 0.9088	81	888	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	82	895	0

SOUTH EQUITY ZONE DATA

765	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
18	Code 1 Compliant Responses
663	8:29 Compliant Responses
18	11:29 Compliant Responses
4	30:29 Compliant Responses
703	Compliant Responses
62	Non-Compliant Responses
0.9190	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.9474	1	19	
8 Minute Rate	0.9247	54	717	1
11 Minute Rate	0.6923	8	26	
30 Minute Rate	1.0000	0	4	
		63	765	1

WEST EQUITY ZONE DATA

750	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
750	Total Responses for Zone
19	Code 1 Compliant Responses
592	8:29 Compliant Responses
39	11:29 Compliant Responses
21	30:29 Compliant Responses
671	Compliant Responses
79	Non-Compliant Responses
0.8947	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8261	4	23	
8 Minute Rate	0.908	60	652	
11 Minute Rate	0.7222	15	54	
30 Minute Rate	1	0	21	
		79	750	0

ONE MINUTE DISPATCH TIME REQUIREMENT

26.9 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
25.88 18 Month Rolling Average (not to exceed 60 seconds) **38.82** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3388	(not to exceed 0.4500)
1	0.3209
2	0.2951
3	0.3047
4	0.3272
5	0.3684
6	0.3604
7	0.3270
8	0.3403
9	0.3186
10	0.3709
11	0.3474
12	0.3519
13	0.3123
14	0.4110
15	0.3703
16	0.3078
17	0.3606
18	0.3611
19	0.3707
20	0.3147
21	0.3833
22	0.3391
23	0.2861
24	0.3202
25	0.3059
26	0.3210

27	0.3438
28	0.3550
29	0.3305
30	
31	

9.8263