

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

RESPONSE & COMPLIANCE DATA

3992 <u>Total Responses</u>						
3066 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total
0 Non-Compliant						0
926 Exempted/Eliminated						0
3066		723	975	857	801	3356
						3356
	Code 1 Compliant	5	9	18	15	47
	8 Minute Compliant	667	876	743	646	2932
	11 Minute Compliant	2	0	20	40	62
	30 Minute Compliant	0	0	0	25	25
	Compliant	674	885	781	726	3066
	Non-Compliant					0
						3066
						3066
0.9136 Overall Compliance						

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3992 Total Responses for the Month		
3066 911 Incident Responses	76.80%	ARMUP Responses = 18
30 911 Incidents w/Multiple pts - Eliminated	0.75%	
6 911 Incidents Out of County - Eliminated	0.15%	
Snow Event	0.00%	
3 Mobile Supervisor (MSU) - Eliminated	0.08%	
887 Code 1 Incidents - Eliminated	22.22%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
722	Total Responses for Zone
5	Code 1 Compliant Responses
667	8:29 Compliant Responses
2	11:29 Compliant Responses
0	30:29 Compliant Responses
674	Compliant Responses
48	Non-Compliant Responses
0.9335	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	1	6	1
8 Minute Rate 0.9342	47	714	
11 Minute Rate 0.6667	1	3	
30 Minute Rate #####	0	0	
	49	722	1

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
975	Total Responses for Zone
9	Code 1 Compliant Responses
876	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
885	Compliant Responses
90	Non-Compliant Responses
0.9077	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	1	10	1
8 Minute Rate 0.9078	89	965	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	90	975	0

SOUTH EQUITY ZONE DATA

857	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
18	Code 1 Compliant Responses
743	8:29 Compliant Responses
20	11:29 Compliant Responses
0	30:29 Compliant Responses
781	Compliant Responses
76	Non-Compliant Responses
0.9113	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.8571	3	21	
8 Minute Rate	0.9196	65	808	
11 Minute Rate	0.7143	8	28	
30 Minute Rate	#####	0		
		76	857	0

WEST EQUITY ZONE DATA

800	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
800	Total Responses for Zone
15	Code 1 Compliant Responses
646	8:29 Compliant Responses
40	11:29 Compliant Responses
25	30:29 Compliant Responses
726	Compliant Responses
74	Non-Compliant Responses
0.9075	Compliance Rate

	Code 1 Rate	NonCom	Total	Ex/Elim
Code 1 Rate	0.7895	4	19	1
8 Minute Rate	0.9202	56	702	
11 Minute Rate	0.7273	15	55	
30 Minute Rate	1	0	25	
		74	800	1

ONE MINUTE DISPATCH TIME REQUIREMENT

26.61
25.98

Average for the Month (not to exceed 150% of 18 Month Rolling Average)

18 Month Rolling Average (not to exceed 60 seconds)

38.97 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3585	<i>(not to exceed 0.4500)</i>
1	0.3134
2	0.3745
3	0.4775
4	0.3631
5	0.3355
6	0.3427
7	0.3656
8	0.3827
9	0.4055
10	0.3790
11	0.3784
12	0.3391
13	0.3712
14	0.4239
15	0.3430
16	0.3448
17	0.3398
18	0.3206
19	0.3035
20	0.3244
21	0.3640
22	0.3482
23	0.3792
24	0.3897
25	0.3220
26	0.3261

27	0.3578
28	0.3369
29	0.3733
30	0.3395
31	0.3476

11.1128