

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

RESPONSE & COMPLIANCE DATA

4024 <u>Total Responses</u>						
2876 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total
270 Non-Compliant						0
878 Exempted/Eliminated						0
3146		696	876	796	778	3146
						3146
	Code 1 Compliant	4	5	11	11	31
	8 Minute Compliant	648	781	700	624	2753
	11 Minute Compliant	0	0	19	49	68
	30 Minute Compliant	0	0	0	24	24
	Compliant	652	786	730	708	2876
	Non-Compliant	44	90	66	70	270
						3146
0.9142 Overall Compliance						

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4024 Total Responses for the Month		
3146 911 Incident Responses	78.18%	ARMUP Responses = 5
52 911 Incidents w/Multiple pts - Eliminated	1.29%	
14 911 Incidents Out of County - Eliminated	0.35%	
Snow Event	0.00%	
8 Mobile Supervisor (MSU) - Eliminated	0.20%	
804 Code 1 Incidents - Eliminated	19.98%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	4/4	4 requested	
S	0/0	4 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
696	Total Responses for Zone
4	Code 1 Compliant Responses
648	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
652	Compliant Responses
44	Non-Compliant Responses
0.9368	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6667	2	6	
8 Minute Rate 0.9391	42	690	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	44	696	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
872	Total Responses for Zone
5	Code 1 Compliant Responses
781	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
786	Compliant Responses
86	Non-Compliant Responses
0.9014	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6250	3	8	
8 Minute Rate 0.8998	87	868	4
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	90	872	4

SOUTH EQUITY ZONE DATA

	Total Calls Eliminated per Franchise Agreement Exemption Granted
796	Total Responses for Zone
11	Code 1 Compliant Responses
700	8:29 Compliant Responses
19	11:29 Compliant Responses
0	30:29 Compliant Responses
730	Compliant Responses
66	Non-Compliant Responses
0.9171	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	2	13	
8 Minute Rate 0.9333	50	750	
11 Minute Rate 0.5758	14	33	
30 Minute Rate #####	0	0	
	66	796	0

WEST EQUITY ZONE DATA

	Total Calls Eliminated per Franchise Agreement Exemption Granted
778	Total Responses for Zone
11	Code 1 Compliant Responses
624	8:29 Compliant Responses
49	11:29 Compliant Responses
24	30:29 Compliant Responses
708	Compliant Responses
70	Non-Compliant Responses
0.9100	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7857	3	14	
8 Minute Rate 0.9272	49	673	
11 Minute Rate 0.7313	18	67	
30 Minute Rate 1	0	24	
	70	778	0

ONE MINUTE DISPATCH TIME REQUIREMENT

25.9
25.49

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

18 Month Rolling Average (not to exceed 60 seconds)

38.24 = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3913

(not to exceed 0.4500)

1	0.3710
2	0.3994
3	0.3936
4	0.3965
5	0.3987
6	0.4026
7	0.4591
8	0.4012
9	0.3952
10	0.3336
11	0.3946
12	0.3908
13	0.4416
14	0.3737
15	0.4053
16	0.4230
17	0.3163
18	0.3694
19	0.3991
20	0.3728
21	0.4617
22	0.4282
23	0.4136
24	0.3536
25	0.3827
26	0.3333

27	0.4348
28	0.3693
29	0.3574
30	0.3675
31	

11.7396