

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

RESPONSE & COMPLIANCE DATA

4161 Total Responses

2978 Compliant
300 Non-Compliant
883 Exempted/Eliminated

3278

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted					0	
Responses	695	947	846	790	3278	3278
Code 1 Compliant	6	6	6	16	34	
8 Minute Compliant	629	865	726	621	2841	
11 Minute Compliant	0	0	28	50	78	
30 Minute Compliant	0	0	0	25	25	
Compliant	635	871	760	712	2978	2978
Non-Compliant	60	76	86	78	300	3278

0.9085 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4161 Total Responses for the Month

3278 911 Incident Responses
 43 911 Incidents w/Multiple pts - Eliminated
 10 911 Incidents Out of County - Eliminated
 0 Snow Event
 Mobile Supervisor (MSU) - Eliminated
 830 Code 1 Incidents - Eliminated

78.78% ARMUP Responses = 5
 1.03%
 0.24%
 0.00%
 0.00%
 19.95% 100.00%

EXEMPTION DATA & DISTRIBUTION

C	1/0
N	1/0
S	0/0
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
694	Total Responses for Zone
6	Code 1 Compliant Responses
629	8:29 Compliant Responses
0	11:29 Compliant Responses
	30:29 Compliant Responses
635	Compliant Responses
59	Non-Compliant Responses
0.9150	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	
8 Minute Rate 0.9129	60	689	1
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	60	694	1

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
946	Total Responses for Zone
6	Code 1 Compliant Responses
865	8:29 Compliant Responses
0	11:29 Compliant Responses
	30:29 Compliant Responses
871	Compliant Responses
75	Non-Compliant Responses
0.9207	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	
8 Minute Rate 0.9192	76	941	1
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	76	946	1

SOUTH EQUITY ZONE DATA

846	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
6	Code 1 Compliant Responses
726	8:29 Compliant Responses
28	11:29 Compliant Responses
	30:29 Compliant Responses
760	Compliant Responses
86	Non-Compliant Responses
0.8983	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	
8 Minute Rate 0.9121	70	796	
11 Minute Rate 0.6364	16	44	
30 Minute Rate #####	0	0	
	86	846	0

WEST EQUITY ZONE DATA

790	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
790	Total Responses for Zone
16	Code 1 Compliant Responses
621	8:29 Compliant Responses
50	11:29 Compliant Responses
25	30:29 Compliant Responses
712	Compliant Responses
78	Non-Compliant Responses
0.9013	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7273	6	22	
8 Minute Rate 0.9159	57	678	
11 Minute Rate 0.7692	15	65	
30 Minute Rate 1	0	25	
	78	790	0

ONE MINUTE DISPATCH TIME REQUIREMENT

27.01 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
24.18 18 Month Rolling Average (not to exceed 60 seconds) **36.27** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3790 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3898
2	0.3750
3	0.3328
4	0.4168
5	0.3294
6	0.3844
7	0.3703
8	0.3685
9	0.3587
10	0.3766
11	0.3994
12	0.4064
13	0.3053
14	0.4759
15	0.3394
16	0.4158
17	0.3643
18	0.3892
19	0.3404
20	0.4184
21	0.3755
22	0.3602
23	0.3632
24	0.4301
25	0.4230
26	0.3915

27	0.3463
28	0.3477
29	0.3609
30	0.4068
31	0.3863

11.7483