

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

RESPONSE & COMPLIANCE DATA

4161 Total Responses

2954 Compliant
279 Non-Compliant
928 Exempted/Eliminated

3233

	C	N	S	W	Total
Calls					0
Eliminated					0
Exempted			1	2	3
Responses	639	923	769	902	3233
Code 1 Compliant	9	9	15	27	60
8 Minute Compliant	581	832	672	693	2778
11 Minute Compliant	0	0	25	59	84
30 Minute Compliant	0	0	2	30	32
Compliant	590	841	714	809	2954
Non-Compliant	49	82	55	93	279
					3233

0.9137 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

4161 Total Responses for the Month

3233 911 Incident Responses
 59 911 Incidents w/Multiple pts - Eliminated
 14 911 Incidents Out of County - Eliminated
 0 Snow Event
 6 Mobile Supervisor (MSU) - Eliminated
 849 Code 1 Incidents - Eliminated

77.70%
 1.42%
 0.34%
 0.00%
 0.14%
 20.40%

ARMUP Responses = 17
 100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0
N	0/0
S	1/1
W	2/2

(granted/denied)

3 requested	
3 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
639	Total Responses for Zone
9	Code 1 Compliant Responses
581	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
590	Compliant Responses
49	Non-Compliant Responses
0.9233	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8182	2	11	
8 Minute Rate 0.9252	47	628	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	49	639	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
923	Total Responses for Zone
9	Code 1 Compliant Responses
832	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
841	Compliant Responses
82	Non-Compliant Responses
0.9112	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8182	2	11	
8 Minute Rate 0.9123	80	912	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	82	923	0

SOUTH EQUITY ZONE DATA

1	Total Calls
768	Eliminated per Franchise Agreement Exemption Granted
	Total Responses for Zone
15	Code 1 Compliant Responses
672	8:29 Compliant Responses
25	11:29 Compliant Responses
2	30:29 Compliant Responses
714	Compliant Responses
54	Non-Compliant Responses
0.9297	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	1.0000	0	15	
8 Minute Rate	0.9333	48	720	1
11 Minute Rate	0.7813	7	32	
30 Minute Rate	1.0000	0	2	
		55	768	1

WEST EQUITY ZONE DATA

900	Total Calls
2	Eliminated per Franchise Agreement Exemption Granted
900	Total Responses for Zone
27	Code 1 Compliant Responses
693	8:29 Compliant Responses
59	11:29 Compliant Responses
30	30:29 Compliant Responses
809	Compliant Responses
91	Non-Compliant Responses
0.8989	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.8182	6	33	
8 Minute Rate	0.9071	71	764	1
11 Minute Rate	0.7973	15	74	
30 Minute Rate	0.9677	1	31	1
		91	900	2

ONE MINUTE DISPATCH TIME REQUIREMENT

24.21 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
24.16 18 Month Rolling Average (not to exceed 60 seconds) **36.24** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

0.3779 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4569
2	0.3208
3	0.2971
4	0.4268
5	0.4214
6	0.4127
7	0.3568
8	0.4214
9	0.3466
10	0.3501
11	0.3473
12	0.4043
13	0.4415
14	0.5200
15	0.3637
16	0.3407
17	0.3277
18	0.4093
19	0.3235
20	0.4074
21	0.3994
22	0.3467
23	0.3372
24	0.3554
25	0.3654
26	0.3764

27	0.3703
28	0.4162
29	0.3267
30	0.3473
31	

11.3370