

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

RESPONSE & COMPLIANCE DATA

3282 Total Responses

2325 Compliant
227 Non-Compliant
730 Exempted/Eliminated

2552

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted					0	
Responses	541	730	615	666	2552	2552
Code 1 Compliant	4	7	8	12	31	
8 Minute Compliant	500	653	538	511	2202	
11 Minute Compliant	2	0	19	51	72	
30 Minute Compliant	0	0	2	18	20	
Compliant	506	660	567	592	2325	2325
Non-Compliant	35	70	48	74	227	
						2552

0.9111 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3282 Total Responses for the Month

2552 911 Incident Responses
 20 911 Incidents w/Multiple pts - Eliminated
 10 911 Incidents Out of County - Eliminated
 0 Snow Event
 1 Mobile Supervisor (MSU) - Eliminated
 699 Code 1 Incidents - Eliminated

77.76%
 0.61%
 0.30%
 0.00%
 0.03%
 21.30% 100.00%

ARMUP Responses = 4

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

1 requested	
1 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
541	Total Responses for Zone
4	Code 1 Compliant Responses
500	8:29 Compliant Responses
2	11:29 Compliant Responses
0	30:29 Compliant Responses
506	Compliant Responses
35	Non-Compliant Responses
0.9353	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	1	5	
8 Minute Rate 0.9381	33	533	
11 Minute Rate 0.6667	1	3	
30 Minute Rate #####	0	0	
	35	541	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
730	Total Responses for Zone
7	Code 1 Compliant Responses
653	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
660	Compliant Responses
70	Non-Compliant Responses
0.9041	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	7	
8 Minute Rate 0.9032	70	723	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	70	730	0

SOUTH EQUITY ZONE DATA

615	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
8	Code 1 Compliant Responses
538	8:29 Compliant Responses
19	11:29 Compliant Responses
2	30:29 Compliant Responses
567	Compliant Responses
48	Non-Compliant Responses
0.9220	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7273	3	11	
8 Minute Rate 0.9292	41	579	
11 Minute Rate 0.8261	4	23	
30 Minute Rate 1.0000	0	2	
	48	615	0

WEST EQUITY ZONE DATA

665	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
666	Total Responses for Zone
12	Code 1 Compliant Responses
511	8:29 Compliant Responses
51	11:29 Compliant Responses
18	30:29 Compliant Responses
592	Compliant Responses
74	Non-Compliant Responses
0.8889	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8	3	15	
8 Minute Rate 0.9028	55	566	
11 Minute Rate 0.7612	16	67	
30 Minute Rate 1	0	18	
	74	665	1

ONE MINUTE DISPATCH TIME REQUIREMENT

24.78 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
25.95 18 Month Rolling Average (not to exceed 60 seconds) **38.93** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3665	<i>(not to exceed 0.4500)</i>
1	0.3052
2	0.3645
3	0.3940
4	0.3251
5	0.3139
6	0.4347
7	0.3457
8	0.4043
9	0.3857
10	0.4476
11	0.4135
12	0.3636
13	0.3816
14	0.3575
15	0.2669
16	0.4182
17	0.3667
18	0.3162
19	0.3425
20	0.3598
21	0.3288
22	0.3689
23	0.3499
24	0.4237
25	0.3967
26	0.4082

27	0.3522
28	0.3704
29	0.3503
30	0.3398

10.9960