

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

RESPONSE & COMPLIANCE DATA

3887 Total Responses

2724 Compliant
273 Non-Compliant
890 Exempted/Eliminated

2997

	C	N	S	W	Total	
Calls					0	
Eliminated					0	
Exempted			1		1	
Responses	641	819	776	761	2997	2996
Code 1 Compliant	7	5	7	11	30	
8 Minute Compliant	586	731	675	601	2593	
11 Minute Compliant	0	0	25	43	68	
30 Minute Compliant	0	0	2	31	33	
Compliant	593	736	709	686	2724	2724
Non-Compliant	48	83	67	75	273	
						2997

0.9089 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3887 Total Responses for the Month

2997 911 Incident Responses
 50 911 Incidents w/Multiple pts - Eliminated
 10 911 Incidents Out of County - Eliminated
 0 Snow Event
 6 Mobile Supervisor (MSU) - Eliminated
 824 Code 1 Incidents - Eliminated

77.10%
 1.29%
 0.26%
 0.00%
 0.15%
 21.20% 100.00%

ARMUP Responses = 11

EXEMPTION DATA & DISTRIBUTION

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

(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
641	Total Responses for Zone
7	Code 1 Compliant Responses
586	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
593	Compliant Responses
48	Non-Compliant Responses
0.9251	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.9258	47	633	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	48	641	0

NORTH EQUITY ZONE DATA

	Total Calls
	Eliminated per Franchise Agreement
	Exemption Granted
819	Total Responses for Zone
5	Code 1 Compliant Responses
731	8:29 Compliant Responses
0	11:29 Compliant Responses
0	30:29 Compliant Responses
736	Compliant Responses
83	Non-Compliant Responses
0.8987	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	5	
8 Minute Rate 0.8980	83	814	
11 Minute Rate #####	0	0	
30 Minute Rate #####	0	0	
	83	819	0

SOUTH EQUITY ZONE DATA

776	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
7	Code 1 Compliant Responses
675	8:29 Compliant Responses
25	11:29 Compliant Responses
2	30:29 Compliant Responses
709	Compliant Responses
67	Non-Compliant Responses
0.9137	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.6364	4	11	
8 Minute Rate	0.9221	57	732	1
11 Minute Rate	0.8065	6	31	
30 Minute Rate	1.0000	0	2	
		67	775	1

WEST EQUITY ZONE DATA

761	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
761	Total Responses for Zone
11	Code 1 Compliant Responses
601	8:29 Compliant Responses
43	11:29 Compliant Responses
31	30:29 Compliant Responses
686	Compliant Responses
75	Non-Compliant Responses
0.9014	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7857	3	14	
8 Minute Rate	0.9106	59	660	
11 Minute Rate	0.7679	13	56	
30 Minute Rate	1	0	31	
		75	761	0

ONE MINUTE DISPATCH TIME REQUIREMENT

25.05 Average for the Month (not to exceed 150% of 18 Month Rolling Average)
25.99 18 Month Rolling Average (not to exceed 60 seconds) **38.99** = 150% of MRA

UNIT HOUR UTILIZATION CALCULATION

Calculated Average Productivity/Efficiency Ratio

0.3525	<i>(not to exceed 0.4500)</i>
1	0.3557
2	0.3305
3	0.3582
4	0.3956
5	0.3733
6	0.2952
7	0.3256
8	0.3430
9	0.3418
10	0.3716
11	0.4190
12	0.3507
13	0.3112
14	0.3768
15	0.3613
16	0.3863
17	0.3867
18	0.3641
19	0.3473
20	0.3539
21	0.3557
22	0.3512
23	0.3079
24	0.3446
25	0.3332
26	0.3583

27	0.3775
28	0.2851
29	0.3500
30	0.3643

10.5757