

Private Ambulance Service Provider Report September 2017 - August 2018

MFD Direct Dispatch (numbers retrieved from MFD AIM report)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	734	685	590	625	713	654	676	688	786	768	824	799	8,542
Curtis	692	693	568	593	677	575	556	473	649	733	576	656	7,441
Meda-Care	602	637	567	582	572	441	396	556	471	451	530	488	6,293
Paratech	919	874	845	864	989	847	919	890	996	916	1,032	949	11,040
													33,316

MFD on Scene (numbers retrieved from MFD AIM report)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	802	793	710	718	888	737	720	774	814	901	972	848	9,677
Curtis	764	784	725	764	887	698	718	470	748	733	859	781	8,931
Meda-Care	666	601	656	674	672	472	499	696	506	521	592	548	7,103
Paratech	876	985	917	1,003	1127	931	922	884	1,053	970	1,007	1,042	11,717
													37,428

Total Monthly Calls - Direct and MFD on Scene (reported by Private ambulance provider)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	1416	1344	1192	1226	1459	1289	1301	1341	1494	1537	1644	1544	16,787
Curtis	1451	1455	1282	1384	1556	1263	1264	1231	1382	1340	1403	1423	16,434
Meda-Care	1193	1169	1127	1176	1558	854	845	843	890	865	1001	944	12,465
Paratech	1662	1727	1637	1747	2008	1682	1768	1680	1956	1774	1908	1890	21,439
													67,125

New contract in effect: 01/01/2018 New service map in effect 01/16/2018

Total Calls Taken by Providers

Company	Total Calls	% Totals
Bell	16,787	25.01%
Curtis	16,434	24.48%
Meda-Care	12,465	18.57%
Paratech	21,439	31.94%
Total Calls	67,125	100%

Fleet Vehicles

Totals
0

Primary Provider Turn-back Standard

	UTH<2%	% Total
Bell	20	0.08%
Curtis	762	4.91%
MedaCare	655	5.42%
Paratech	617	2.90%
Totals	2,054	

Response Time Standards %

	8:59 min	12:59 min	14.59 min
Bell	90	99	96
Curtis	89	97	91
MedaCare	90	99	95
Paratech	91	99	94

Private Ambulance Service Provider Report Response Time Standards September 2017 - August 2018

Emergency mode responses: 90% in 8:59 minutes or less, 99% in 12:59 or less. Non-emergency mode responses: 90% in 14:59 minutes or less.

Private Provider monthly report numbers used for Response Times.

	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Monthly Average Meeting Standard
Bell													
90% - 8:59 or less	93	88	91	92	89	92	89	90	88	88	87	87	90
99% - 12:59 or less	100	99	99	99	99	99	98	99	99	98	97	99	99
90% - 14:59 or less	96	97	98	98	97	95	96	94	94	95	95	95	96
Curtis													
90% - 8:59 or less	88	89	91	90	89	88	90	87	87	87	88	89	89
99% - 12:59 or less	97	96	99	96	97	97	97	96	97	98	98	98	97
90% - 14:59 or less	90	90	92	91	91	90	91	91	93	90	93	92	91
Meda-Care													
90% - 8:59 or less	89	89	90	90	88	90	92	90	90	90	90	93	90
99% - 12:59 or less	100	100	99	98	99	99	98	99	96	99	99	99	99
90% - 14:59 or less	94	91	92	92	94	94	97	97	97	97	97	97	95
Paratech													
90% - 8:59 or less	92	91	92	90	91	90	90	90	92	90	91	90	91
99% - 12:59 or less	98	98	99	99	98	99	99	99	99	99	98	99	99
90% - 14:59 or less	92	90	91	92	93	93	96	96	95	99	95	95	94

Private Ambulance Service Provider Report
Turn-back Standard
September 2017 - August 2018

Number of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 2% / MFD AIM numbers used for Turn Back.)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	2	1	1	1	1	0	0	4	1	1	5	3	20
Curtis	65	54	56	63	89	53	52	50	54	80	79	67	762
Medacare	80	94	80	51	60	59	35	42	34	32	51	37	655
Paratech	36	42	43	45	48	39	33	56	62	63	82	68	617
													2054

Number of requests Unable to Handle (UTH) as primary responder (Self-reprted by Private Provider)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	2	0	0	0	0	0	0	3	0	1	6	3	15
Curtis	64	54	62	64	99	56	55	56	59	87	84	70	810
Medacare	89	92	86	57	63	61	35	40	35	33	52	40	683
Paratech	40	42	44	44	52	41	32	56	62	61	84	67	625
													2133

Total backup incidents dispatched by MFD (Self-reprted by Private Provider)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	88	108	92	91	117	81	69	88	73	95	107	80	1089
Curtis	14	19	13	14	12	18	7	17	14	17	29	16	190
Medacare	37	41	43	46	49	41	32	60	63	61	87	70	630
Paratech	39	94	80	53	64	60	36	44	35	37	56	43	641
													2550

Number of requests unable to handle as backup provider (Self-reprted by Private Provider)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	0	0	0	0	0	0	0	0	0	0	0	0	0
Curtis	5	5	8	11	4	7	3	9	3	8	15	4	82
Medacare	8	16	12	11	12	15	7	14	13	14	14	24	160
Paratech	15	41	11	11	13	16	7	25	12	11	22	10	194
													436

Percent of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 4% / MFD AIM numbers used for Turn Back.)

Company	9/1/2017	10/1/2017	11/1/2017	12/1/2017	1/1/2018	2/1/2018	3/1/2018	4/1/2018	5/1/2018	6/1/2018	7/1/2018	8/1/2018	Totals
Bell	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.4%	0.2%	0.08%
Curtis	4.4%	3.7%	4.8%	4.6%	6.4%	4.4%	4.4%	4.5%	4.3%	6.5%	6.0%	4.9%	4.91%
Medacare	7.5%	7.9%	7.6%	4.8%	4.0%	7.1%	4.1%	4.7%	3.9%	3.8%	5.2%	4.2%	5.42%
Paratech	2.4%	2.4%	2.7%	2.5%	2.6%	2.4%	1.8%	3.3%	3.2%	3.4%	4.4%	3.5%	2.90%