Washington County Emergency Ambulance Services Franchise Agreement
Performance Summary - April 2013

RESPONSE & COMPLIANCE DATA

3020	Total Responses
1972	Compliant
205	Non-Compliant
30	Exempted/Eliminated
2207	
0.9058	Overall Compliance

	C	N	S	W	Total	
Calls	511	622	517	557	2207	
Eliminated	7	2	5	11	25	
Exempted	1	2	2		5	
Responses	503	618	510	546	2177	
						2207
Code 1 Compliant	8	16	10	35	69	
8 Minute Compliant	440	548	433	406	1827	
11 Minute Compliant			14	30	44	
30 Minute Compliant			1	31	32	
						1972
Compliant	448	564	458	502	1972	
Non-Compliant	55	54	52	44	205	
						2177

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3020	Total Responses for the Month		
2207	911 Incident Responses	73.08%	
18	911 Incidents w/Multiple pts - Eliminated	0.60%	
5	911 Incidents Out of County - Eliminated	0.17%	
3	Mobile Supervisor (MSU) - Eliminated	0.10%	
787	Code 1 Incidents - Eliminated	26.06%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

5	requested	
5	granted	100.00%
0	denied	0.00%
		100.00%

CENTRAL EQUITY ZONE DATA

511	**Total Calls**
7	**Eliminated per Franchise Agreement**
1	**Exemption Granted**
503	**Total Responses for Zone**
8	**Code 1 Compliant Responses**
440	**8:29 Compliant Responses**
	11:29 Compliant Responses
	30:29 Compliant Responses
448	**Compliant Responses**
55	**Non-Compliant Responses**
0.8907	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8889**	1	9	
8 Minute Rate	**0.8907**	54	494	8
11 Minute Rate	**#####**			
30 Minute Rate	**#####**			
		55	**503**	**8**

NORTH EQUITY ZONE DATA

622	**Total Calls**
2	**Eliminated per Franchise Agreement**
2	**Exemption Granted**
618	**Total Responses for Zone**
16	**Code 1 Compliant Responses**
548	**8:29 Compliant Responses**
	11:29 Compliant Responses
	30:29 Compliant Responses
564	**Compliant Responses**
54	**Non-Compliant Responses**
0.9126	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.9412**	1	17	
8 Minute Rate	**0.9118**	53	601	4
11 Minute Rate	**#####**			
30 Minute Rate	**#####**			
		54	**618**	**4**

SOUTH EQUITY ZONE DATA

517	**Total Calls**
5	**Eliminated per Franchise Agreement**
2	**Exemption Granted**
510	**Total Responses for Zone**
10	**Code 1 Compliant Responses**
433	**8:29 Compliant Responses**
14	**11:29 Compliant Responses**
1	**30:29 Compliant Responses**
458	**Compliant Responses**
52	**Non-Compliant Responses**
0.8980	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8333**	2	12	
8 Minute Rate	**0.9097**	43	476	6
11 Minute Rate	**0.6667**	7	21	1
30 Minute Rate	**1.0000**	0	1	
		52	**510**	**7**

WEST EQUITY ZONE DATA

557	**Total Calls**
11	**Eliminated per Franchise Agreement**
	Exemption Granted
546	**Total Responses for Zone**
35	**Code 1 Compliant Responses**
406	**8:29 Compliant Responses**
30	**11:29 Compliant Responses**
31	**30:29 Compliant Responses**
502	**Compliant Responses**
44	**Non-Compliant Responses**
0.9194	**Compliance Rate**

		NonCom	Total	Ex/Elim
Code 1 Rate	**0.8974**	4	39	
8 Minute Rate	**0.9227**	34	440	10
11 Minute Rate	**0.8333**	6	36	1
30 Minute Rate	**1**	0	31	
		44	**546**	**11**

ONE MINUTE DISPATCH TIME REQUIREMENT

14 **Dispatches greater than 60 seconds which were not reassignments or upgraded responses**
(not to exceed 11 incidents per month)

UNIT HOUR UTILIZATION CALCULATION

0.4162 **Calculated Average Productivity/Efficiency Ratio**
(not to exceed 0.4500)

1	0.464
2	0.405
3	0.436
4	0.406
5	0.421
6	0.474
7	0.506
8	0.399
9	0.452
10	0.392
11	0.421
12	0.388
13	0.461
14	0.467
15	0.433
16	0.380
17	0.423
18	0.386
19	0.372
20	0.431
21	0.456
22	0.400
23	0.413
24	0.339
25	0.426
26	0.372
27	0.442
28	0.406
29	0.328
30	0.389
31	

12.48598989