

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2013

## RESPONSE & COMPLIANCE DATA

**3296** Total Responses

**2092** **Compliant**  
**223** **Non-Compliant**  
**30** **Exempted/Eliminated**

**2345**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	540	635	574	596	<b>2345</b>	
<b>Eliminated</b>	5	8	7	5	<b>25</b>	
<b>Exempted</b>	2	1	0	2	<b>5</b>	
<b>Responses</b>	533	626	567	589	<b>2315</b>	<b>2345</b>
<b>Code 1 Compliant</b>	10	18	14	25	<b>67</b>	
<b>8 Minute Compliant</b>	470	543	483	459	<b>1955</b>	
<b>11 Minute Compliant</b>			15	34	<b>49</b>	
<b>30 Minute Compliant</b>			2	19	<b>21</b>	
<b>Compliant</b>	480	561	514	537	<b>2092</b>	<b>2092</b>
<b>Non-Compliant</b>	53	65	53	52	<b>223</b>	
						<b>2315</b>

**0.9037** **Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3296</b> <b>Total Responses for the Month</b>		
<b>2345</b> <b>911 Incident Responses</b>	<b>71.15%</b>	
<b>13</b> <b>911 Incidents w/Multiple pts - Eliminated</b>	<b>0.39%</b>	
<b>7</b> <b>911 Incidents Out of County - Eliminated</b>	<b>0.21%</b>	
<b>13</b> <b>Mobile Supervisor (MSU) - Eliminated</b>	<b>0.39%</b>	
<b>918</b> <b>Code 1 Incidents - Eliminated</b>	<b>27.85%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2 / 0		
<b>N</b>	1 / 0		
<b>S</b>	0 / 0		
<b>W</b>	2 / 0		
	<i>(granted/denied)</i>		
		<b>5 requested</b>	
		<b>5 granted</b>	100.00%
		<b>0 denied</b>	0.00%
			100.00%

**CENTRAL EQUITY ZONE DATA**

540	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
533	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
470	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
480	<b>Compliant Responses</b>
53	<b>Non-Compliant Responses</b>
<b>0.9006 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9091</b>	1	11	
<b>8 Minute Rate 0.9004</b>	52	522	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>53</b>	<b>533</b>	<b>7</b>

**NORTH EQUITY ZONE DATA**

635	<b>Total Calls</b>
8	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
626	<b>Total Responses for Zone</b>
18	<b>Code 1 Compliant Responses</b>
543	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
561	<b>Compliant Responses</b>
65	<b>Non-Compliant Responses</b>
<b>0.8962 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9000</b>	2	20	
<b>8 Minute Rate 0.8960</b>	63	606	9
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>65</b>	<b>626</b>	<b>9</b>

**SOUTH EQUITY ZONE DATA**

574	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
567	<b>Total Responses for Zone</b>
14	<b>Code 1 Compliant Responses</b>
483	<b>8:29 Compliant Responses</b>
15	<b>11:29 Compliant Responses</b>
2	<b>30:29 Compliant Responses</b>
514	<b>Compliant Responses</b>
53	<b>Non-Compliant Responses</b>
<b>0.9065</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8235</b>	3	17	
<b>8 Minute Rate 0.9165</b>	44	527	7
<b>11 Minute Rate 0.7143</b>	6	21	
<b>30 Minute Rate 1.0000</b>	0	2	
	<b>53</b>	<b>567</b>	<b>7</b>

**WEST EQUITY ZONE DATA**

596	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
589	<b>Total Responses for Zone</b>
25	<b>Code 1 Compliant Responses</b>
459	<b>8:29 Compliant Responses</b>
34	<b>11:29 Compliant Responses</b>
19	<b>30:29 Compliant Responses</b>
537	<b>Compliant Responses</b>
52	<b>Non-Compliant Responses</b>
<b>0.9117</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8333</b>	5	30	
<b>8 Minute Rate 0.9254</b>	37	496	7
<b>11 Minute Rate 0.7727</b>	10	44	
<b>30 Minute Rate 1</b>	0	19	
	<b>52</b>	<b>589</b>	<b>7</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.4370** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.4497
<b>2</b>	0.4456
<b>3</b>	0.4725
<b>4</b>	0.4467
<b>5</b>	0.3993
<b>6</b>	0.4128
<b>7</b>	0.4868
<b>8</b>	0.5236
<b>9</b>	0.4719
<b>10</b>	0.4531
<b>11</b>	0.4528
<b>12</b>	0.4477
<b>13</b>	0.3964
<b>14</b>	0.4467
<b>15</b>	0.4261
<b>16</b>	0.4687
<b>17</b>	0.4651
<b>18</b>	0.3981
<b>19</b>	0.3620
<b>20</b>	0.3990
<b>21</b>	0.3964
<b>22</b>	0.4512
<b>23</b>	0.4050
<b>24</b>	0.4126
<b>25</b>	0.4201
<b>26</b>	0.4477
<b>27</b>	0.4365
<b>28</b>	0.4777
<b>29</b>	0.4263
<b>30</b>	0.3980
<b>31</b>	0.4520

**13.54789655**