

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2014

RESPONSE & COMPLIANCE DATA

3233	Total Responses					
2185	Compliant					
	221 Non-Compliant					
	19 Exempted/Eliminated					
2425						

	C	N	S	W	Total	
Calls	589	664	587	585	2425	
Eliminated	4	6	2	5	17	
Exempted	1	1	0	0	2	
Responses	584	657	585	580	2406	2425
Code 1 Compliant	15	21	17	27	80	
8 Minute Compliant	527	582	481	442	2032	
11 Minute Compliant	1		20	23	44	
30 Minute Compliant				29	29	2185
Compliant	543	603	518	521	2185	
Non-Compliant	41	54	67	59	221	2406

0.9081	Overall Compliance
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DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3233	Total Responses for the Month		
2425	911 Incident Responses	75.01%	(ARMUP Responses = 4)
	18 911 Incidents w/Multiple pts - Eliminated	0.56%	
	4 911 Incidents Out of County - Eliminated	0.12%	
	18 Mobile Supervisor (MSU) - Eliminated	0.56%	
	768 Code 1 Incidents - Eliminated	23.76%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 0		
N	1 / 1		
S	0 / 2		
W	0 / 0		
	<i>(granted/denied)</i>		

5 requested	
2 granted	40.00%
3 denied	60.00%
	100.00%

CENTRAL EQUITY ZONE DATA

589	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
584	Total Responses for Zone
15	Code 1 Compliant Responses
527	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
543	Compliant Responses
41	Non-Compliant Responses
0.9298 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9375	1	16	
8 Minute Rate 0.9295	40	567	5
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	41	584	5

NORTH EQUITY ZONE DATA

664	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
657	Total Responses for Zone
21	Code 1 Compliant Responses
582	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
603	Compliant Responses
54	Non-Compliant Responses
0.9178 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9130	2	23	
8 Minute Rate 0.9180	52	634	7
11 Minute Rate #####			
30 Minute Rate #####			
	54	657	7

SOUTH EQUITY ZONE DATA

587	Total Calls
2	Eliminated per Franchise Agreement
0	Exemption Granted
585	Total Responses for Zone
17	Code 1 Compliant Responses
481	8:29 Compliant Responses
20	11:29 Compliant Responses
	30:29 Compliant Responses
518	Compliant Responses
67	Non-Compliant Responses
0.8855	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7727	5	22	
8 Minute Rate 0.9007	53	534	2
11 Minute Rate 0.6897	9	29	
30 Minute Rate #####			
	67	585	2

WEST EQUITY ZONE DATA

585	Total Calls
5	Eliminated per Franchise Agreement
0	Exemption Granted
580	Total Responses for Zone
27	Code 1 Compliant Responses
442	8:29 Compliant Responses
23	11:29 Compliant Responses
29	30:29 Compliant Responses
521	Compliant Responses
59	Non-Compliant Responses
0.8983	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9643	1	28	
8 Minute Rate 0.902	48	490	5
11 Minute Rate 0.697	10	33	
30 Minute Rate 1	0	29	
	59	580	5

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3961 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3705
2	0.4342
3	0.3937
4	0.4334
5	0.4731
6	0.4152
7	0.4017
8	0.4162
9	0.3796
10	0.4099
11	0.4173
12	0.4522
13	0.3750
14	0.4198
15	0.4200
16	0.3602
17	0.3800
18	0.3648
19	0.4053
20	0.4075
21	0.3901
22	0.4200
23	0.3205
24	0.3778
25	0.4183
26	0.4056
27	0.3776
28	0.3796
29	0.3704
30	0.3446
31	0.3444

12.27864574