

Washington County Emergency Ambulance Services Franchise Agreement

Performance Summary - February 2013

RESPONSE & COMPLIANCE DATA

2826 Total Responses

1809 Compliant
191 Non-Compliant
16 Exempted/Eliminated

2016

	C	N	S	W	Total	
Calls	449	593	509	465	2016	
Eliminated	5	3	3	3	14	
Exempted	1	0	1	0	2	
Responses	443	590	505	462	2000	2016
Code 1 Compliant	5	14	14	22	55	
8 Minute Compliant	390	530	415	360	1695	
11 Minute Compliant			18	25	43	
30 Minute Compliant			2	14	16	
Compliant	395	544	449	421	1809	1809
Non-Compliant	48	46	56	41	191	2000

0.9045 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2826 Total Responses for the Month

2016 <u>911 Incident Responses</u>	71.34%	
9 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.32%	
8 <u>911 Incidents Out of County - Eliminated</u>	0.28%	
11 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.39%	
782 <u>Code 1 Incidents - Eliminated</u>	27.67%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

(granted/denied)

3 requested	
2 granted	66.67%
1 denied	33.33%
	100.00%

CENTRAL EQUITY ZONE DATA

449	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
443	Total Responses for Zone
5	Code 1 Compliant Responses
390	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
395	Compliant Responses
48	Non-Compliant Responses
0.8916	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.5556	4	9	
8 Minute Rate 0.8986	44	434	6
11 Minute Rate #####			
30 Minute Rate #####			
	48	443	6

NORTH EQUITY ZONE DATA

593	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
590	Total Responses for Zone
14	Code 1 Compliant Responses
530	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
544	Compliant Responses
46	Non-Compliant Responses
0.9220	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7778	4	18	
8 Minute Rate 0.9266	42	572	3
11 Minute Rate #####			
30 Minute Rate #####			
	46	590	3

SOUTH EQUITY ZONE DATA

509	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
505	Total Responses for Zone
14	Code 1 Compliant Responses
415	8:29 Compliant Responses
18	11:29 Compliant Responses
2	30:29 Compliant Responses
449	Compliant Responses
56	Non-Compliant Responses
0.8891	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7368	5	19	
8 Minute Rate 0.8983	47	462	4
11 Minute Rate 0.8182	4	22	
30 Minute Rate 1.0000	0	2	
	56	505	4

WEST EQUITY ZONE DATA

465	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
462	Total Responses for Zone
22	Code 1 Compliant Responses
360	8:29 Compliant Responses
25	11:29 Compliant Responses
14	30:29 Compliant Responses
421	Compliant Responses
41	Non-Compliant Responses
0.9113	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	2	24	
8 Minute Rate 0.9207	31	391	3
11 Minute Rate 0.7576	8	33	
30 Minute Rate 1	0	14	
	41	462	3

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4277 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4826
2	0.4227
3	0.4318
4	0.4549
5	0.4588
6	0.4625
7	0.4343
8	0.4514
9	0.4512
10	0.4433
11	0.4027
12	0.4028
13	0.3533
14	0.4394
15	0.4719
16	0.3518
17	0.4675
18	0.3660
19	0.5103
20	0.4709
21	0.3890
22	0.3861
23	0.4205
24	0.4646
25	0.3896
26	0.3510
27	0.4109
28	0.4339