

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

RESPONSE & COMPLIANCE DATA

3097	Total Responses					
1754	Compliant					
	177 Non-Compliant					
	16 Exempted/Eliminated					
1947						

	C	N	S	W	Total	
Calls	448	504	526	469	1947	
Eliminated	4	3	1	2	10	
Exempted	0	3	2	1	6	
Responses	444	498	523	466	1931	1947
Code 1 Compliant	20	16	22	28	86	
8 Minute Compliant	395	430	435	350	1610	
11 Minute Compliant			11	27	38	
30 Minute Compliant				20	20	1754
Compliant	415	446	468	425	1754	
Non-Compliant	29	52	55	41	177	1931

0.9083	Overall Compliance
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DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3097	Total Responses for the Month		
1947	911 Incident Responses	62.87%	(ARMUP Responses = 2)
	11 911 Incidents w/Multiple pts - Eliminated	0.36%	
	11 911 Incidents Out of County - Eliminated	0.36%	
	11 Mobile Supervisor (MSU) - Eliminated	0.36%	
511	Major Emergency Guidelines - Eliminated*	16.50%	* = Snowstorm February 6-10
	606 Code 1 Incidents - Eliminated	19.57%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	3 / 1		
S	2 / 1	8 requested	
W	1 / 0	6 granted	75.00%
	<i>(granted/denied)</i>	2 denied	25.00%
			100.00%

CENTRAL EQUITY ZONE DATA

448	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
444	Total Responses for Zone
20	Code 1 Compliant Responses
395	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
415	Compliant Responses
29	Non-Compliant Responses
0.9347	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9524	1	21	
8 Minute Rate 0.9338	28	423	4
11 Minute Rate #####			
30 Minute Rate #####			
	29	444	4

NORTH EQUITY ZONE DATA

504	Total Calls
3	Eliminated per Franchise Agreement
3	Exemption Granted
498	Total Responses for Zone
16	Code 1 Compliant Responses
430	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
446	Compliant Responses
52	Non-Compliant Responses
0.8956	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8421	3	19	
8 Minute Rate 0.8977	49	479	6
11 Minute Rate #####			
30 Minute Rate #####			
	52	498	6

SOUTH EQUITY ZONE DATA

526	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
523	Total Responses for Zone
22	Code 1 Compliant Responses
435	8:29 Compliant Responses
11	11:29 Compliant Responses
	30:29 Compliant Responses
468	Compliant Responses
55	Non-Compliant Responses
0.8948	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8800	3	25	
8 Minute Rate 0.9044	46	481	3
11 Minute Rate 0.6471	6	17	0
30 Minute Rate #####			
	55	523	3

WEST EQUITY ZONE DATA

469	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
466	Total Responses for Zone
28	Code 1 Compliant Responses
350	8:29 Compliant Responses
27	11:29 Compliant Responses
20	30:29 Compliant Responses
425	Compliant Responses
41	Non-Compliant Responses
0.9120	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.875	4	32	0
8 Minute Rate 0.9333	25	375	3
11 Minute Rate 0.6923	12	39	0
30 Minute Rate 1	0	20	0
	41	466	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

0.3840 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3619
2	0.4131
3	0.3566
4	0.3541
5	0.4675
6	0.3348
7	0.3849
8	0.3610
9	0.3737
10	0.4351
11	0.4337
12	0.3997
13	0.4319
14	0.3261
15	0.3590
16	0.3488
17	0.3582
18	0.3782
19	0.4099
20	0.4025
21	0.3503
22	0.3680
23	0.4310
24	0.3761
25	0.3908
26	0.3973
27	0.3902
28	0.3571

29
30
31

10.75154155