

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

## RESPONSE & COMPLIANCE DATA

**3007** Total Responses

**1928** Compliant  
**191** Non-Compliant  
**21** Exempted/Eliminated

**2140**

	C	N	S	W	Total	
<b>Calls</b>	526	563	518	533	<b>2140</b>	
<b>Eliminated</b>	4	5	7	1	<b>17</b>	
<b>Exempted</b>	2	2	0	0	<b>4</b>	
<b>Responses</b>	520	556	511	532	<b>2119</b>	<b>2140</b>
<b>Code 1 Compliant</b>	10	11	4	26	<b>51</b>	
<b>8 Minute Compliant</b>	466	504	433	406	<b>1809</b>	
<b>11 Minute Compliant</b>	2		16	27	<b>45</b>	
<b>30 Minute Compliant</b>			1	22	<b>23</b>	
<b>Compliant</b>	478	515	454	481	<b>1928</b>	<b>1928</b>
<b>Non-Compliant</b>	42	41	57	51	<b>191</b>	<b>2119</b>

**0.9099** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**3007** Total Responses for the Month

<b>2140</b> 911 Incident Responses	<b>71.17%</b>	
<b>11</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.37%</b>	
<b>10</b> 911 Incidents Out of County - Eliminated	<b>0.33%</b>	
<b>6</b> Mobile Supervisor (MSU) - Eliminated	<b>0.20%</b>	
<b>840</b> Code 1 Incidents - Eliminated	<b>27.93%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

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

*(granted/denied)*

5 requested	
4 granted	80.00%
1 denied	20.00%
	100.00%

## CENTRAL EQUITY ZONE DATA

526	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
520	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
466	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
478	<b>Compliant Responses</b>
42	<b>Non-Compliant Responses</b>
<b>0.9192</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7692</b>	3	13	
<b>8 Minute Rate 0.9228</b>	39	505	6
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>42</b>	<b>520</b>	<b>6</b>

**NORTH EQUITY ZONE DATA**

563	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
556	<b>Total Responses for Zone</b>
11	<b>Code 1 Compliant Responses</b>
504	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
515	<b>Compliant Responses</b>
41	<b>Non-Compliant Responses</b>
<b>0.9263</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	11	
<b>8 Minute Rate 0.9248</b>	41	545	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>41</b>	<b>556</b>	<b>7</b>

**SOUTH EQUITY ZONE DATA**

518	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
511	<b>Total Responses for Zone</b>
4	<b>Code 1 Compliant Responses</b>
433	<b>8:29 Compliant Responses</b>
16	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
454	<b>Compliant Responses</b>
57	<b>Non-Compliant Responses</b>
<b>0.8885</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.4000</b>	6	10	
<b>8 Minute Rate 0.9174</b>	39	472	7
<b>11 Minute Rate 0.5714</b>	12	28	
<b>30 Minute Rate 1.0000</b>	0	1	
	<b>57</b>	<b>511</b>	<b>7</b>

**WEST EQUITY ZONE DATA**

533	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
532	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
406	<b>8:29 Compliant Responses</b>
27	<b>11:29 Compliant Responses</b>
22	<b>30:29 Compliant Responses</b>
481	<b>Compliant Responses</b>
51	<b>Non-Compliant Responses</b>
<b>0.9041</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7222</b>	10	36	
<b>8 Minute Rate 0.9248</b>	33	439	1
<b>11 Minute Rate 0.7941</b>	7	34	
<b>30 Minute Rate 0.9565</b>	1	23	
	<b>51</b>	<b>532</b>	<b>1</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.4199** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.376
<b>2</b>	0.412
<b>3</b>	0.400
<b>4</b>	0.492
<b>5</b>	0.445
<b>6</b>	0.396
<b>7</b>	0.489
<b>8</b>	0.389
<b>9</b>	0.446
<b>10</b>	0.382
<b>11</b>	0.398
<b>12</b>	0.412
<b>13</b>	0.401
<b>14</b>	0.489
<b>15</b>	0.423
<b>16</b>	0.465
<b>17</b>	0.438
<b>18</b>	0.459
<b>19</b>	0.412
<b>20</b>	0.388
<b>21</b>	0.355
<b>22</b>	0.409
<b>23</b>	0.419
<b>24</b>	0.367
<b>25</b>	0.374
<b>26</b>	0.428
<b>27</b>	0.440
<b>28</b>	0.414
<b>29</b>	0.437
<b>30</b>	0.413
<b>31</b>	0.449

**13.01708426**