

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

RESPONSE & COMPLIANCE DATA

3307	Total Responses					
2186	Compliant					
	231 Non-Compliant					
	24 Exempted/Eliminated					
2441						

	C	N	S	W	Total	
Calls	591	616	631	603	2441	
Eliminated	4	8	5	3	20	
Exempted	0	1	2	1	4	
Responses	587	607	624	599	2417	2441
Code 1 Compliant	14	20	20	24	78	
8 Minute Compliant	526	527	518	465	2036	
11 Minute Compliant			21	27	48	
30 Minute Compliant			1	23	24	2186
Compliant	540	547	560	539	2186	
Non-Compliant	47	60	64	60	231	2417

0.9044	Overall Compliance
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DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3307	Total Responses for the Month		
2441	911 Incident Responses	73.81%	(ARMUP Responses = 2)
	23 911 Incidents w/Multiple pts - Eliminated	0.70%	
	8 911 Incidents Out of County - Eliminated	0.24%	
	11 Mobile Supervisor (MSU) - Eliminated	0.33%	
	824 Code 1 Incidents - Eliminated	24.92%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	0 / 0		
S	2 / 1	4 requested	75.00%
W	1 / 0	3 granted	25.00%
	<i>(granted/denied)</i>	1 denied	100.00%

CENTRAL EQUITY ZONE DATA

591	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
587	Total Responses for Zone
14	Code 1 Compliant Responses
526	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
540	Compliant Responses
47	Non-Compliant Responses
0.9199	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8235	3	17	
8 Minute Rate 0.9228	44	570	4
11 Minute Rate #####			
30 Minute Rate #####			
	47	587	4

NORTH EQUITY ZONE DATA

616	Total Calls
8	Eliminated per Franchise Agreement
1	Exemption Granted
607	Total Responses for Zone
20	Code 1 Compliant Responses
527	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
547	Compliant Responses
60	Non-Compliant Responses
0.9012	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9524	1	21	
8 Minute Rate 0.8993	59	586	9
11 Minute Rate #####			
30 Minute Rate #####			
	60	607	9

SOUTH EQUITY ZONE DATA

631	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
624	Total Responses for Zone
20	Code 1 Compliant Responses
518	8:29 Compliant Responses
21	11:29 Compliant Responses
1	30:29 Compliant Responses
560	Compliant Responses
64	Non-Compliant Responses
0.8974	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	2	22	
8 Minute Rate 0.9072	53	571	7
11 Minute Rate 0.7000	9	30	
30 Minute Rate 1.0000	0	1	
	64	624	7

WEST EQUITY ZONE DATA

603	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
599	Total Responses for Zone
24	Code 1 Compliant Responses
465	8:29 Compliant Responses
27	11:29 Compliant Responses
23	30:29 Compliant Responses
539	Compliant Responses
60	Non-Compliant Responses
0.8998	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8	6	30	
8 Minute Rate 0.9082	47	512	4
11 Minute Rate 0.7941	7	34	
30 Minute Rate 1	0	23	
	60	599	4

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3954 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3350
2	0.4371
3	0.4163
4	0.4314
5	0.3293
6	0.4067
7	0.4103
8	0.4269
9	0.3962
10	0.3642
11	0.4655
12	0.4235
13	0.3744
14	0.4366
15	0.4299
16	0.4737
17	0.4660
18	0.4033
19	0.3196
20	0.3669
21	0.3824
22	0.3580
23	0.4163
24	0.3164
25	0.4136
26	0.3753
27	0.3634
28	0.3785
29	0.3765
30	0.4519
31	0.3138

12.25871855