

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

RESPONSE & COMPLIANCE DATA

3133	Total Responses					
2054	Compliant					
	216 Non-Compliant					
	14 Exempted/Eliminated					
2284						

	C	N	S	W	Total
Calls	515	590	589	590	2284
Eliminated	2	3	3	0	8
Exempted	2	3	1	0	6
Responses	511	584	585	590	2270
					2284
Code 1 Compliant	17	21	18	28	84
8 Minute Compliant	443	516	494	453	1906
11 Minute Compliant	4		12	26	42
30 Minute Compliant				22	22
					2054
Compliant	464	537	524	529	2054
Non-Compliant	47	47	61	61	216
					2270

0.9048	Overall Compliance
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DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3133	Total Responses for the Month		
2284	911 Incident Responses	72.90%	(ARMUP Responses = 0)
	16 911 Incidents w/Multiple pts - Eliminated	0.51%	
	5 911 Incidents Out of County - Eliminated	0.16%	
	9 Mobile Supervisor (MSU) - Eliminated	0.29%	
	819 Code 1 Incidents - Eliminated	26.14%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2 / 0		
N	3 / 0		
S	1 / 1		
W	0 / 0		
	<i>(granted/denied)</i>		

7 requested	
6 granted	85.71%
1 denied	14.29%
	100.00%

CENTRAL EQUITY ZONE DATA

515	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
511	Total Responses for Zone
17	Code 1 Compliant Responses
443	8:29 Compliant Responses
4	11:29 Compliant Responses
	30:29 Compliant Responses
464	Compliant Responses
47	Non-Compliant Responses
0.9080	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9444	1	18	
8 Minute Rate 0.9059	46	489	4
11 Minute Rate 1.0000	0	4	
30 Minute Rate #####			
	47	511	4

NORTH EQUITY ZONE DATA

590	Total Calls
3	Eliminated per Franchise Agreement
3	Exemption Granted
584	Total Responses for Zone
21	Code 1 Compliant Responses
516	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
537	Compliant Responses
47	Non-Compliant Responses
0.9195	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8400	4	25	
8 Minute Rate 0.9231	43	559	6
11 Minute Rate #####			
30 Minute Rate #####			
	47	584	6

SOUTH EQUITY ZONE DATA

589	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
585	Total Responses for Zone
18	Code 1 Compliant Responses
494	8:29 Compliant Responses
12	11:29 Compliant Responses
	30:29 Compliant Responses
524	Compliant Responses
61	Non-Compliant Responses
0.8957	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8182	4	22	
8 Minute Rate 0.9148	46	540	4
11 Minute Rate 0.5217	11	23	
30 Minute Rate #####			
	61	585	4

WEST EQUITY ZONE DATA

590	Total Calls
0	Eliminated per Franchise Agreement
0	Exemption Granted
590	Total Responses for Zone
28	Code 1 Compliant Responses
453	8:29 Compliant Responses
26	11:29 Compliant Responses
22	30:29 Compliant Responses
529	Compliant Responses
61	Non-Compliant Responses
0.8966	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8235	6	34	
8 Minute Rate 0.9042	48	501	
11 Minute Rate 0.7879	7	33	
30 Minute Rate 1	0	22	
	61	590	0

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3842 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3858
2	0.3253
3	0.3154
4	0.4045
5	0.4078
6	0.3553
7	0.3851
8	0.4052
9	0.4393
10	0.3624
11	0.3808
12	0.3413
13	0.3998
14	0.3273
15	0.3642
16	0.4225
17	0.3885
18	0.3461
19	0.4350
20	0.3974
21	0.3775
22	0.3528
23	0.4133
24	0.4443
25	0.4162
26	0.4301
27	0.3978
28	0.3743
29	0.3843
30	0.3479
31	

11.52740855