

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - May 2013

RESPONSE & COMPLIANCE DATA

3183 Total Responses

2146 **Compliant**
218 **Non-Compliant**
31 **Exempted/Eliminated**

2395

	C	N	S	W	Total	
Calls	528	644	619	604	2395	
Eliminated	8	7	3	6	24	
Exempted	2	3	1	1	7	
Responses	518	634	615	597	2364	2395
Code 1 Compliant	12	17	20	41	90	
8 Minute Compliant	470	552	511	438	1971	
11 Minute Compliant			17	44	61	
30 Minute Compliant				24	24	
Compliant	482	569	548	547	2146	2146
Non-Compliant	36	65	67	50	218	2364

0.9078 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3183 Total Responses for the Month		
2395 911 Incident Responses	75.24%	
22 911 Incidents w/Multiple pts - Eliminated	0.69%	
6 911 Incidents Out of County - Eliminated	0.19%	
7 Mobile Supervisor (MSU) - Eliminated	0.22%	
753 Code 1 Incidents - Eliminated	23.66%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2 / 1		
N	3 / 1		
S	1 / 0		
W	2 / 0		
	<i>(granted/denied)</i>		
		10 requested	
		8 granted	80.00%
		2 denied	20.00%
			100.00%

CENTRAL EQUITY ZONE DATA

528	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
518	Total Responses for Zone
12	Code 1 Compliant Responses
470	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
482	Compliant Responses
36	Non-Compliant Responses
0.9305 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	3	15	
8 Minute Rate 0.9344	33	503	10
11 Minute Rate #####			
30 Minute Rate #####			
	36	518	10

NORTH EQUITY ZONE DATA

644	Total Calls
7	Eliminated per Franchise Agreement
3	Exemption Granted
634	Total Responses for Zone
17	Code 1 Compliant Responses
552	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
569	Compliant Responses
65	Non-Compliant Responses
0.8975 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7727	5	22	
8 Minute Rate 0.9020	60	612	10
11 Minute Rate #####			
30 Minute Rate #####			
	65	634	10

SOUTH EQUITY ZONE DATA

619	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
615	Total Responses for Zone
20	Code 1 Compliant Responses
511	8:29 Compliant Responses
17	11:29 Compliant Responses
	30:29 Compliant Responses
548	Compliant Responses
67	Non-Compliant Responses
0.8911	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	5	25	
8 Minute Rate 0.9076	52	563	4
11 Minute Rate 0.6296	10	27	
30 Minute Rate #####			
	67	615	4

WEST EQUITY ZONE DATA

604	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
597	Total Responses for Zone
41	Code 1 Compliant Responses
438	8:29 Compliant Responses
44	11:29 Compliant Responses
24	30:29 Compliant Responses
547	Compliant Responses
50	Non-Compliant Responses
0.9162	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8723	6	47	
8 Minute Rate 0.9319	32	470	6
11 Minute Rate 0.7857	12	56	1
30 Minute Rate 1		24	
	50	597	7

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4092 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.390
2	0.392
3	0.440
4	0.493
5	0.478
6	0.444
7	0.419
8	0.440
9	0.390
10	0.415
11	0.511
12	0.445
13	0.356
14	0.362
15	0.329
16	0.369
17	0.423
18	0.538
19	0.451
20	0.398
21	0.362
22	0.339
23	0.386
24	0.346
25	0.494
26	0.403
27	0.324
28	0.447
29	0.399071926
30	0.360860514
31	0.341666667

12.68578604