

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

RESPONSE & COMPLIANCE DATA

3373 Total Responses						
2230 Compliant						
232 Non-Compliant						
15 Exempted/Eliminated						
2477						

	C	N	S	W	Total	
Calls	608	649	642	578	2477	
Eliminated	3	4	6	1	14	
Exempted Responses	1	0	0	0	1	
	604	645	636	577	2462	2477
Code 1 Compliant	19	23	22	23	87	
8 Minute Compliant	529	562	538	441	2070	
11 Minute Compliant	3		16	32	51	
30 Minute Compliant				22	22	2230
Compliant	551	585	576	518	2230	
Non-Compliant	53	60	60	59	232	2462

0.9058 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3373 Total Responses for the Month		
2477 911 Incident Responses	73.44%	(ARMUP Responses = 4)
19 911 Incidents w/Multiple pts - Eliminated	0.56%	
9 911 Incidents Out of County - Eliminated	0.27%	
13 Mobile Supervisor (MSU) - Eliminated	0.39%	
855 Code 1 Incidents - Eliminated	25.35%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

3 requested	
1 granted	33.33%
2 denied	66.67%
	100.00%

CENTRAL EQUITY ZONE DATA

608	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
604	Total Responses for Zone
19	Code 1 Compliant Responses
529	8:29 Compliant Responses
3	11:29 Compliant Responses
	30:29 Compliant Responses
551	Compliant Responses
53	Non-Compliant Responses
0.9123 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8636	3	22	
8 Minute Rate 0.9136	50	579	4
11 Minute Rate 1.0000	0	3	
30 Minute Rate #####			
	53	604	4

NORTH EQUITY ZONE DATA

649	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
645	Total Responses for Zone
23	Code 1 Compliant Responses
562	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
585	Compliant Responses
60	Non-Compliant Responses
0.9070 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8519	4	27	
8 Minute Rate 0.9094	56	618	4
11 Minute Rate #####			
30 Minute Rate #####			
	60	645	4

SOUTH EQUITY ZONE DATA

642	Total Calls
6	Eliminated per Franchise Agreement
0	Exemption Granted
636	Total Responses for Zone
22	Code 1 Compliant Responses
538	8:29 Compliant Responses
16	11:29 Compliant Responses
	30:29 Compliant Responses
576	Compliant Responses
60	Non-Compliant Responses
0.9057 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8462	4	26	
8 Minute Rate 0.9119	52	590	6
11 Minute Rate 0.8000	4	20	
30 Minute Rate #####			
	60	636	6

WEST EQUITY ZONE DATA

578	Total Calls
1	Eliminated per Franchise Agreement
0	Exemption Granted
577	Total Responses for Zone
23	Code 1 Compliant Responses
441	8:29 Compliant Responses
32	11:29 Compliant Responses
22	30:29 Compliant Responses
518	Compliant Responses
59	Non-Compliant Responses
0.8977 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8214	5	28	
8 Minute Rate 0.9037	47	488	1
11 Minute Rate 0.8205	7	39	
30 Minute Rate 1	0	22	
	59	577	1

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

0.3884 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3733
2	0.3888
3	0.3386
4	0.3675
5	0.4526
6	0.4799
7	0.3587
8	0.3665
9	0.3201
10	0.3890
11	0.3802
12	0.3985
13	0.3937
14	0.4465
15	0.4069
16	0.4233
17	0.4288
18	0.4012
19	0.3683
20	0.3923
21	0.4117
22	0.3935
23	0.3799
24	0.3354
25	0.3892
26	0.3941
27	0.3989
28	0.3451
29	0.3668
30	0.3901
31	0.3623

12.0417875