

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

RESPONSE & COMPLIANCE DATA

3064 Total Responses

2089 **Compliant**
212 **Non-Compliant**
16 **Exempted/Eliminated**

2317

	C	N	S	W	Total	
Calls	539	638	563	577	2317	
Eliminated	2	4	4	3	13	
Exempted	0	2	0	1	3	
Responses	537	632	559	573	2301	2317
Code 1 Compliant	18	18	14	31	81	
8 Minute Compliant	467	552	476	428	1923	
11 Minute Compliant	2		18	42	62	
30 Minute Compliant			1	22	23	
Compliant	487	570	509	523	2089	2089
Non-Compliant	50	62	50	50	212	2301

0.9079 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3064 Total Responses for the Month		
2317 911 Incident Responses	75.62%	
20 911 Incidents w/Multiple pts - Eliminated	0.65%	
8 911 Incidents Out of County - Eliminated	0.26%	
8 Mobile Supervisor (MSU) - Eliminated	0.26%	
711 Code 1 Incidents - Eliminated	23.20%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	2 / 0	3	requested
S	0 / 0	3	granted 100.00%
W	1 / 0	0	denied 0.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

539	Total Calls
2	Eliminated per Franchise Agreement
0	Exemption Granted
537	Total Responses for Zone
18	Code 1 Compliant Responses
467	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
487	Compliant Responses
50	Non-Compliant Responses
0.9069	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	3	21	
8 Minute Rate 0.9086	47	514	2
11 Minute Rate 1.0000	0	2	0
30 Minute Rate #####			
	50	537	2

NORTH EQUITY ZONE DATA

638	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
632	Total Responses for Zone
18	Code 1 Compliant Responses
552	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
570	Compliant Responses
62	Non-Compliant Responses
0.9019	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	18	
8 Minute Rate 0.8990	62	614	6
11 Minute Rate #####			
30 Minute Rate #####			
	62	632	6

SOUTH EQUITY ZONE DATA

563	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
559	Total Responses for Zone
14	Code 1 Compliant Responses
476	8:29 Compliant Responses
18	11:29 Compliant Responses
1	30:29 Compliant Responses
509	Compliant Responses
50	Non-Compliant Responses
0.9106	Compliance Rate

	NonCom	Total	Ex/Elim	
Code 1 Rate	4	18		
8 Minute Rate	41	517	3	
11 Minute Rate	5	23	1	
30 Minute Rate	0	1		
	50	559	4	

WEST EQUITY ZONE DATA

577	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
573	Total Responses for Zone
31	Code 1 Compliant Responses
428	8:29 Compliant Responses
42	11:29 Compliant Responses
22	30:29 Compliant Responses
523	Compliant Responses
50	Non-Compliant Responses
0.9127	Compliance Rate

	NonCom	Total	Ex/Elim	
Code 1 Rate	3	34		
8 Minute Rate	39	467	4	4
11 Minute Rate	8	50		
30 Minute Rate	0	22		
	50	573	4	

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

0.3899 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.466
2	0.432
3	0.338
4	0.422
5	0.413
6	0.386
7	0.387
8	0.394
9	0.344
10	0.332
11	0.367
12	0.376
13	0.425
14	0.364
15	0.406
16	0.392
17	0.396
18	0.332
19	0.346
20	0.384
21	0.350
22	0.417
23	0.469
24	0.366
25	0.350
26	0.414
27	0.385
28	0.377
29	0.406055209
30	0.460063898
31	

11.697