

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

RESPONSE & COMPLIANCE DATA

3260 Total Responses

2153 **Compliant**
205 **Non-Compliant**
21 **Exempted/Eliminated**

2379

	C	N	S	W	Total	
Calls	541	619	597	622	2379	
Eliminated	3	2	0	9	14	
Exempted	2	1	1	3	7	
Responses	536	616	596	610	2358	2379
Code 1 Compliant	19	25	15	39	98	
8 Minute Compliant	480	538	500	433	1951	
11 Minute Compliant	1		21	42	64	
30 Minute Compliant				40	40	
Compliant	500	563	536	554	2153	2153
Non-Compliant	36	53	60	56	205	2358

0.9131 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3260 Total Responses for the Month		
2379 911 Incident Responses	72.98%	
26 911 Incidents w/Multiple pts - Eliminated	0.80%	
6 911 Incidents Out of County - Eliminated	0.18%	
1 Mobile Supervisor (MSU) - Eliminated	0.03%	
848 Code 1 Incidents - Eliminated	26.01%	100.00%

EXEMPTION DATA & DISTRIBUTION

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

CENTRAL EQUITY ZONE DATA

541	Total Calls
3	Eliminated per Franchise Agreement
2	Exemption Granted
536	Total Responses for Zone
19	Code 1 Compliant Responses
480	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
500	Compliant Responses
36	Non-Compliant Responses
0.9328	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000		19	
8 Minute Rate 0.9302	36	516	5
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	36	536	5

NORTH EQUITY ZONE DATA

619	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
616	Total Responses for Zone
25	Code 1 Compliant Responses
538	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
563	Compliant Responses
53	Non-Compliant Responses
0.9140	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	5	30	
8 Minute Rate 0.9181	48	586	3
11 Minute Rate #####			
30 Minute Rate #####			
	53	616	3

SOUTH EQUITY ZONE DATA

597	Total Calls
0	Eliminated per Franchise Agreement
1	Exemption Granted
596	Total Responses for Zone
15	Code 1 Compliant Responses
500	8:29 Compliant Responses
21	11:29 Compliant Responses
	30:29 Compliant Responses
536	Compliant Responses
60	Non-Compliant Responses
0.8993	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7143	6	21	
8 Minute Rate 0.9158	46	546	1
11 Minute Rate 0.7241	8	29	
30 Minute Rate #####			
	60	596	1

WEST EQUITY ZONE DATA

622	Total Calls
9	Eliminated per Franchise Agreement
3	Exemption Granted
610	Total Responses for Zone
39	Code 1 Compliant Responses
433	8:29 Compliant Responses
42	11:29 Compliant Responses
40	30:29 Compliant Responses
554	Compliant Responses
56	Non-Compliant Responses
0.9082	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	6	45	
8 Minute Rate 0.9097	43	476	10
11 Minute Rate 0.8571	7	49	2
30 Minute Rate 1		40	
	56	610	12

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

0.3864 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.520
2	0.369
3	0.382
4	0.282
5	0.403
6	0.396
7	0.421
8	0.366
9	0.396
10	0.447
11	0.383
12	0.364
13	0.355
14	0.451
15	0.390
16	0.367
17	0.341
18	0.326
19	0.305
20	0.397
21	0.404
22	0.380
23	0.373
24	0.372
25	0.383
26	0.379
27	0.451
28	0.417
29	0.422
30	0.373
31	0.359

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