

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

RESPONSE & COMPLIANCE DATA

3496 <u>Total Responses</u>						
2313 <u>Compliant</u>	Calls Eliminated Exempted Responses	C	N	S	W	Total
239 <u>Non-Compliant</u>		588	670	661	647	2566
14 <u>Exempted/Eliminated</u>		2	1	3	4	10
2566		2		1	1	4
	Code 1 Compliant	584	669	657	642	2552
	8 Minute Compliant					2566
	11 Minute Compliant	22	27	24	39	112
	30 Minute Compliant	520	576	550	453	2099
	Compliant			14	57	71
	Non-Compliant			1	30	31
		542	603	589	579	2313
		42	66	68	63	239
						2552
						2552
						2552

0.9063 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3496 <u>Total Responses for the Month</u>		
2566 <u>911 Incident Responses</u>	73.40%	(ARMUP Responses = 6)
23 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.66%	
4 <u>911 Incidents Out of County - Eliminated</u>	0.11%	
9 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.26%	
894 <u>Code 1 Incidents - Eliminated</u>	25.57%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2 / 0	
N	0 / 0	
S	1 / 0	
W	1 / 0	
	<i>(granted/denied)</i>	
		4 requested
		4 granted 100.00%
		1 denied 25.00%
		125.00%

CENTRAL EQUITY ZONE DATA

588	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
584	Total Responses for Zone
22	Code 1 Compliant Responses
520	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
542	Compliant Responses
42	Non-Compliant Responses
0.9281 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	22	
8 Minute Rate 0.9253	42	562	4
11 Minute Rate #####			
30 Minute Rate #####			
	42	584	4

NORTH EQUITY ZONE DATA

670	Total Calls
1	Eliminated per Franchise Agreement
	Exemption Granted
669	Total Responses for Zone
27	Code 1 Compliant Responses
576	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
603	Compliant Responses
66	Non-Compliant Responses
0.9013 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8710	4	31	
8 Minute Rate 0.9028	62	638	1
11 Minute Rate #####			
30 Minute Rate #####			
	66	669	1

SOUTH EQUITY ZONE DATA

661	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
657	Total Responses for Zone
24	Code 1 Compliant Responses
550	8:29 Compliant Responses
14	11:29 Compliant Responses
1	30:29 Compliant Responses
589	Compliant Responses
68	Non-Compliant Responses
0.8965 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9600	1	25	
8 Minute Rate 0.9002	61	611	4
11 Minute Rate 0.7000	6	20	
30 Minute Rate 1.0000	0	1	
	68	657	4

WEST EQUITY ZONE DATA

647	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
642	Total Responses for Zone
39	Code 1 Compliant Responses
453	8:29 Compliant Responses
57	11:29 Compliant Responses
30	30:29 Compliant Responses
579	Compliant Responses
63	Non-Compliant Responses
0.9019 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.975	1	40	
8 Minute Rate 0.8953	53	506	5
11 Minute Rate 0.8636	9	66	
30 Minute Rate 1	0	30	
	63	642	5

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

0.3920 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3447
2	0.3432
3	0.3521
4	0.3757
5	0.4170
6	0.3391
7	0.4727
8	0.4279
9	0.4111
10	0.3851
11	0.3807
12	0.4127
13	0.3894
14	0.4736
15	0.4428
16	0.3818
17	0.3590
18	0.3862
19	0.3806
20	0.3996
21	0.4414
22	0.4595
23	0.3586
24	0.3324
25	0.2996
26	0.3274
27	0.4126
28	0.3879
29	0.4488
30	0.4035
31	0.4064

12.15313623