

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

RESPONSE & COMPLIANCE DATA

3367 Total Responses

2231 **Compliant**
231 **Non-Compliant**
29 **Exempted/Eliminated**

2491

	C	N	S	W	Total	
Calls	587	643	642	619	2491	
Eliminated	6	12	3	5	26	
Exempted	0	1	1	1	3	
Responses	581	630	638	613	2462	2491
Code 1 Compliant	20	19	27	35	101	
8 Minute Compliant	515	547	518	459	2039	
11 Minute Compliant	1		25	29	55	
30 Minute Compliant			3	33	36	
Compliant	536	566	573	556	2231	2231
Non-Compliant	45	64	65	57	231	2462

0.9062 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3367 **Total Responses for the Month**

2491 911 Incident Responses	73.98%	<i>(includes 7 ARMUPs)</i>
19 911 Incidents w/Multiple pts - Eliminated	0.56%	
7 911 Incidents Out of County - Eliminated	0.21%	
1 Mobile Supervisor (MSU) - Eliminated	0.03%	
849 Code 1 Incidents - Eliminated	25.22%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0
N	1 / 1
S	1 / 1
W	1 / 1

(granted/denied)

3 requested	
3 granted	100.00%
0 denied	0.00%
	100.00%

CENTRAL EQUITY ZONE DATA

587	Total Calls
6	Eliminated per Franchise Agreement
0	Exemption Granted
581	Total Responses for Zone
20	Code 1 Compliant Responses
515	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
536	Compliant Responses
45	Non-Compliant Responses
0.9225	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	5	25	0
8 Minute Rate 0.9279	40	555	6
11 Minute Rate 1.0000	0	1	0
30 Minute Rate #####			
	45	581	6

NORTH EQUITY ZONE DATA

643	Total Calls
12	Eliminated per Franchise Agreement
1	Exemption Granted
630	Total Responses for Zone
19	Code 1 Compliant Responses
547	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
566	Compliant Responses
64	Non-Compliant Responses
0.8984	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9500	1	20	
8 Minute Rate 0.8967	63	610	13
11 Minute Rate #####			
30 Minute Rate #####			
	64	630	13

SOUTH EQUITY ZONE DATA

642	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
638	Total Responses for Zone
27	Code 1 Compliant Responses
518	8:29 Compliant Responses
25	11:29 Compliant Responses
3	30:29 Compliant Responses
573	Compliant Responses
65	Non-Compliant Responses
0.8981	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8438	5	32	0
8 Minute Rate 0.9024	56	574	4
11 Minute Rate 0.8621	4	29	0
30 Minute Rate 1.0000	0	3	0
	65	638	4

WEST EQUITY ZONE DATA

619	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
613	Total Responses for Zone
35	Code 1 Compliant Responses
459	8:29 Compliant Responses
29	11:29 Compliant Responses
33	30:29 Compliant Responses
556	Compliant Responses
57	Non-Compliant Responses
0.9070	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9459	2	37	
8 Minute Rate 0.9071	47	506	5
11 Minute Rate 0.8056	7	36	1
30 Minute Rate 0.9706	1	34	0
	57	613	6

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4265 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3316
2	0.4367
3	0.4227
4	0.3952
5	0.4300
6	0.3762
7	0.4003
8	0.3969
9	0.4267
10	0.5000
11	0.4905
12	0.4494
13	0.4521
14	0.4330
15	0.4317
16	0.4618
17	0.5678
18	0.5091
19	0.4109
20	0.3613
21	0.3744
22	0.4165
23	0.3551
24	0.4632
25	0.4595
26	0.4369
27	0.3921
28	0.3944
29	0.3964
30	0.4265
31	0.4240

13.22278258