

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

RESPONSE & COMPLIANCE DATA

3220 Total Responses						
2159 Compliant	Calls Eliminated Exempted Responses	C	N	S	W	Total
218 Non-Compliant		562	643	627	564	2396
19 Exempted/Eliminated		2	4	2	3	11
		1	4	2	1	8
2396	Responses	559	635	623	560	2377
	Code 1 Compliant	23	28	22	26	99
	8 Minute Compliant	498	560	507	412	1977
	11 Minute Compliant	2		23	29	54
	30 Minute Compliant				29	29
	Compliant	523	588	552	496	2159
	Non-Compliant	36	47	71	64	218
						2377
0.9083 Overall Compliance						

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3220 Total Responses for the Month		
2396 911 Incident Responses	74.41%	<i>(includes 2 ARMUPs)</i>
15 911 Incidents w/Multiple pts - Eliminated	0.47%	
6 911 Incidents Out of County - Eliminated	0.19%	
2 Eliminated - with Notation	0.06%	
801 Code 1 Incidents - Eliminated	24.88%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 0		
N	4 / 0	9 requested	
S	2 / 0	9 granted	100.00%
W	2 / 0	0 denied	0.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

562	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
559	Total Responses for Zone
23	Code 1 Compliant Responses
498	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
523	Compliant Responses
36	Non-Compliant Responses
0.9356	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	23	
8 Minute Rate 0.9326	36	534	3
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	36	559	3

NORTH EQUITY ZONE DATA

643	Total Calls
4	Eliminated per Franchise Agreement
4	Exemption Granted
635	Total Responses for Zone
28	Code 1 Compliant Responses
560	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
588	Compliant Responses
47	Non-Compliant Responses
0.9260	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	4	32	
8 Minute Rate 0.9287	43	603	8
11 Minute Rate #####			
30 Minute Rate #####			
	47	635	8

SOUTH EQUITY ZONE DATA

627	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
623	Total Responses for Zone
22	Code 1 Compliant Responses
507	8:29 Compliant Responses
23	11:29 Compliant Responses
	30:29 Compliant Responses
552	Compliant Responses
71	Non-Compliant Responses
0.8860	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8800	3	25	
8 Minute Rate 0.8848	66	573	4
11 Minute Rate 0.9200	2	25	
30 Minute Rate #####			
	71	623	4

WEST EQUITY ZONE DATA

564	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
560	Total Responses for Zone
26	Code 1 Compliant Responses
412	8:29 Compliant Responses
29	11:29 Compliant Responses
29	30:29 Compliant Responses
496	Compliant Responses
64	Non-Compliant Responses
0.8857	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	2	28	
8 Minute Rate 0.8957	48	460	4
11 Minute Rate 0.6744	14	43	
30 Minute Rate 1	0	29	
	64	560	4

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4120 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4928
2	0.3480
3	0.4599
4	0.4412
5	0.3731
6	0.3512
7	0.5210
8	0.4315
9	0.3769
10	0.4589
11	0.4226
12	0.3992
13	0.3970
14	0.4759
15	0.4539
16	0.3478
17	0.4023
18	0.4129
19	0.4246
20	0.3612
21	0.4325
22	0.3668
23	0.3743
24	0.3800
25	0.4495
26	0.4146
27	0.4235
28	0.4124
29	0.4077
30	0.3476
31	

12.36099587