

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

RESPONSE & COMPLIANCE DATA

3287 <u>Total Responses</u>						
2250 <u>Compliant</u>						
226 <u>Non-Compliant</u>						
24 <u>Exempted/Eliminated</u>						
2500						

	C	N	S	W	Total	
Calls	576	673	635	616	2500	
Eliminated	8	4	3	4	19	
Exempted Responses	0	2	1	2	5	
	568	667	631	610	2476	2500
Code 1 Compliant	14	16	23	31	84	
8 Minute Compliant	504	587	522	470	2083	
11 Minute Compliant	2		22	33	57	
30 Minute Compliant			1	25	26	2250
Compliant	520	603	568	559	2250	
Non-Compliant	48	64	63	51	226	2476

0.9087 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3287 <u>Total Responses for the Month</u>			
2500 <u>911 Incident Responses</u>	76.06%		(ARMUP Responses = 5)
27 <u>911 Incidents w/Multiple pts - Eliminated</u>	0.82%		
6 <u>911 Incidents Out of County - Eliminated</u>	0.18%		
13 <u>Mobile Supervisor (MSU) - Eliminated</u>	0.40%		
741 <u>Code 1 Incidents - Eliminated</u>	22.54%	100.00%	

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	2 / 0		
S	1 / 0		
W	2 / 0		
	<i>(granted/denied)</i>		

5 requested		
5 granted	100.00%	
0 denied	0.00%	
	100.00%	

CENTRAL EQUITY ZONE DATA

576	Total Calls
8	Eliminated per Franchise Agreement
0	Exemption Granted
568	Total Responses for Zone
14	Code 1 Compliant Responses
504	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
520	Compliant Responses
48	Non-Compliant Responses
0.9155 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7368	5	19	
8 Minute Rate 0.9231	42	546	8
11 Minute Rate 0.6667	1	3	
30 Minute Rate #####			
	48	568	8

NORTH EQUITY ZONE DATA

673	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
667	Total Responses for Zone
16	Code 1 Compliant Responses
587	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
603	Compliant Responses
64	Non-Compliant Responses
0.9040 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8421	3	19	
8 Minute Rate 0.9059	61	648	6
11 Minute Rate #####			
30 Minute Rate #####			
	64	667	6

SOUTH EQUITY ZONE DATA

635	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
631	Total Responses for Zone
23	Code 1 Compliant Responses
522	8:29 Compliant Responses
22	11:29 Compliant Responses
1	30:29 Compliant Responses
568	Compliant Responses
63	Non-Compliant Responses
0.9002 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8214	5	28	
8 Minute Rate 0.9126	50	572	4
11 Minute Rate 0.7333	8	30	
30 Minute Rate 1.0000	0	1	
	63	631	4

WEST EQUITY ZONE DATA

616	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
610	Total Responses for Zone
31	Code 1 Compliant Responses
470	8:29 Compliant Responses
33	11:29 Compliant Responses
25	30:29 Compliant Responses
559	Compliant Responses
51	Non-Compliant Responses
0.9164 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9118	3	34	
8 Minute Rate 0.9162	43	513	4
11 Minute Rate 0.8684	5	38	2
30 Minute Rate 1	0	25	
	51	610	6

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

0.3749 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3333
2	0.3466
3	0.3720
4	0.3353
5	0.3194
6	0.3464
7	0.3940
8	0.3890
9	0.4358
10	0.3700
11	0.3725
12	0.3956
13	0.3428
14	0.4557
15	0.4390
16	0.4375
17	0.4206
18	0.3703
19	0.3419
20	0.4190
21	0.3717
22	0.3928
23	0.4072
24	0.3379
25	0.3052
26	0.3483
27	0.3458
28	0.4064
29	0.3707
30	0.3233
31	

11.24601351