

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

RESPONSE & COMPLIANCE DATA

3353 Total Responses						
2250 Compliant						
242 Non-Compliant						
13 Exempted/Eliminated						
2505						

	C	N	S	W	Total	
Calls	635	651	605	614	2505	
Eliminated	3	0	4	3	10	
Exempted	1	0	1	1	3	
Responses	631	651	600	610	2492	2505
Code 1 Compliant	21	34	28	30	113	
8 Minute Compliant	558	558	484	457	2057	
11 Minute Compliant	1		22	39	62	
30 Minute Compliant				18	18	2250
Compliant	580	592	534	544	2250	
Non-Compliant	51	59	66	66	242	2492

0.9029 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3353 Total Responses for the Month		
2505 911 Incident Responses	74.71%	
21 911 Incidents w/Multiple pts - Eliminated	0.63%	
18 911 Incidents Out of County - Eliminated	0.54%	
2 Mobile Supervisor (MSU) - Eliminated	0.06%	
807 Code 1 Incidents - Eliminated	24.07%	100%

EXEMPTION DATA & DISTRIBUTION

C	1 / 1		
N	0 / 0		
S	1 / 0		
W	1 / 0		
	<i>(granted/denied)</i>	4 requested	
		3 granted	75.00%
		1 denied	25.00%
			100.00%

CENTRAL EQUITY ZONE DATA

635	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
631	Total Responses for Zone
21	Code 1 Compliant Responses
558	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
580	Compliant Responses
51	Non-Compliant Responses
0.9192 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8400	4	25	
8 Minute Rate 0.9223	47	605	4
11 Minute Rate 1.0000		1	
30 Minute Rate #####			
	51	631	4

NORTH EQUITY ZONE DATA

651	Total Calls
0	Eliminated per Franchise Agreement
0	Exemption Granted
651	Total Responses for Zone
34	Code 1 Compliant Responses
558	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
592	Compliant Responses
59	Non-Compliant Responses
0.9094 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9444	2	36	
8 Minute Rate 0.9073	57	615	
11 Minute Rate #####			
30 Minute Rate #####			
	59	651	0

SOUTH EQUITY ZONE DATA

605	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
600	Total Responses for Zone
28	Code 1 Compliant Responses
484	8:29 Compliant Responses
22	11:29 Compliant Responses
	30:29 Compliant Responses
534	Compliant Responses
66	Non-Compliant Responses
0.8900	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9333	2	30	1
8 Minute Rate 0.8946	57	541	4
11 Minute Rate 0.7586	7	29	
30 Minute Rate #####			
	66	600	5

WEST EQUITY ZONE DATA

614	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
610	Total Responses for Zone
30	Code 1 Compliant Responses
457	8:29 Compliant Responses
39	11:29 Compliant Responses
18	30:29 Compliant Responses
544	Compliant Responses
66	Non-Compliant Responses
0.8918	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9677	1	31	
8 Minute Rate 0.9032	49	506	3
11 Minute Rate 0.7091	16	55	1
30 Minute Rate 1	0	18	
	66	610	4

ONE MINUTE DISPATCH TIME REQUIREMENT

5 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	

12.3610