

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2014

## RESPONSE & COMPLIANCE DATA

<b>3203</b>	<b>Total Responses</b>					
<b>2191</b>	<b>Compliant</b>					
	<b>223 Non-Compliant</b>					
	<b>21 Exempted/Eliminated</b>					
<b>2435</b>						

  

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	580	646	581	628	<b>2435</b>	
<b>Eliminated</b>	3	4	2	6	<b>15</b>	
<b>Exempted</b>	2	3	1	0	<b>6</b>	
<b>Responses</b>	575	639	578	622	<b>2414</b>	<b>2435</b>
<b>Code 1 Compliant</b>	22	18	28	37	<b>105</b>	
<b>8 Minute Compliant</b>	503	564	467	466	<b>2000</b>	
<b>11 Minute Compliant</b>	2		21	39	<b>62</b>	
<b>30 Minute Compliant</b>				24	<b>24</b>	<b>2191</b>
<b>Compliant</b>	527	582	516	566	<b>2191</b>	
<b>Non-Compliant</b>	48	57	62	56	<b>223</b>	<b>2414</b>

  

<b>0.9076</b>	<b>Overall Compliance</b>
---------------	---------------------------

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3203</b>	<b>Total Responses for the Month</b>		
<b>2435</b>	<b>911 Incident Responses</b>	<b>76.02%</b>	<b>(ARMUP Responses = 4)</b>
	<b>26 911 Incidents w/Multiple pts - Eliminated</b>	<b>0.81%</b>	
	<b>13 911 Incidents Out of County - Eliminated</b>	<b>0.41%</b>	
	<b>20 Mobile Supervisor (MSU) - Eliminated</b>	<b>0.62%</b>	
	<b>709 Code 1 Incidents - Eliminated</b>	<b>22.14%</b>	100.00%

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2 / 0		
<b>N</b>	3 / 0		
<b>S</b>	1 / 0		
<b>W</b>	0 / 0		

*(granted/denied)*

<b>6</b>	<b>requested</b>	
<b>6</b>	<b>granted</b>	100.00%
<b>0</b>	<b>denied</b>	0.00%
		100.00%

**CENTRAL EQUITY ZONE DATA**

580	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
575	<b>Total Responses for Zone</b>
22	<b>Code 1 Compliant Responses</b>
503	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
527	<b>Compliant Responses</b>
48	<b>Non-Compliant Responses</b>
<b>0.9165 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8148</b>	5	27	
<b>8 Minute Rate 0.9212</b>	43	546	5
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>48</b>	<b>575</b>	<b>5</b>

**NORTH EQUITY ZONE DATA**

646	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
639	<b>Total Responses for Zone</b>
18	<b>Code 1 Compliant Responses</b>
564	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
582	<b>Compliant Responses</b>
57	<b>Non-Compliant Responses</b>
<b>0.9108 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8182</b>	4	22	
<b>8 Minute Rate 0.9141</b>	53	617	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>57</b>	<b>639</b>	<b>7</b>

**SOUTH EQUITY ZONE DATA**

581	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
578	<b>Total Responses for Zone</b>
28	<b>Code 1 Compliant Responses</b>
467	<b>8:29 Compliant Responses</b>
21	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
516	<b>Compliant Responses</b>
62	<b>Non-Compliant Responses</b>
<b>0.8927</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9333</b>	2	30	
<b>8 Minute Rate 0.9068</b>	48	515	3
<b>11 Minute Rate 0.6364</b>	12	33	
<b>30 Minute Rate #####</b>			
	<b>62</b>	<b>578</b>	<b>3</b>

**WEST EQUITY ZONE DATA**

628	<b>Total Calls</b>
6	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
622	<b>Total Responses for Zone</b>
37	<b>Code 1 Compliant Responses</b>
466	<b>8:29 Compliant Responses</b>
39	<b>11:29 Compliant Responses</b>
24	<b>30:29 Compliant Responses</b>
566	<b>Compliant Responses</b>
56	<b>Non-Compliant Responses</b>
<b>0.9100</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8222</b>	8	45	
<b>8 Minute Rate 0.9376</b>	31	497	5
<b>11 Minute Rate 0.7222</b>	15	54	1
<b>30 Minute Rate 0.9231</b>	2	26	
	<b>56</b>	<b>622</b>	<b>6</b>

**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**

**0.3710** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3840
2	0.3911
3	0.3545
4	0.3555
5	0.4115
6	0.4206
7	0.4084
8	0.3205
9	0.3893
10	0.3491
11	0.3128
12	0.3177
13	0.3685
14	0.3584
15	0.3661
16	0.3753
17	0.3670
18	0.3912
19	0.3533
20	0.3611
21	0.3125
22	0.3756
23	0.3624
24	0.3881
25	0.3745
26	0.3964
27	0.3878
28	0.3929
29	0.4100
30	0.3522
31	0.3920

**11.50027661**