

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - November 2013

## RESPONSE & COMPLIANCE DATA

<b>3002</b>	<b>Total Responses</b>					
<b>2040</b>	<b>Compliant</b>					
	<b>200 Non-Compliant</b>					
	<b>15 Exempted/Eliminated</b>					
<b>2255</b>						

  

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>
<b>Calls</b>	515	622	553	565	<b>2255</b>
<b>Eliminated</b>	3	3	2	0	<b>8</b>
<b>Exempted</b>	1	2	4	0	<b>7</b>
<b>Responses</b>	511	617	547	565	<b>2240</b>
					<b>2255</b>
<b>Code 1 Compliant</b>	20	26	28	24	<b>98</b>
<b>8 Minute Compliant</b>	451	527	466	426	<b>1870</b>
<b>11 Minute Compliant</b>			13	35	<b>48</b>
<b>30 Minute Compliant</b>			1	23	<b>24</b>
					<b>2040</b>
<b>Compliant</b>	471	553	508	508	<b>2040</b>
<b>Non-Compliant</b>	40	64	39	57	<b>200</b>
					<b>2240</b>

  

<b>0.9107</b>	<b>Overall Compliance</b>
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## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>3002</b>	<b>Total Responses for the Month</b>	
<b>2255</b>	<b>911 Incident Responses</b>	<b>75.12%</b>
	<b>10 911 Incidents w/Multiple pts - Eliminated</b>	<b>0.33%</b>
	<b>4 911 Incidents Out of County - Eliminated</b>	<b>0.13%</b>
	<b>12 Mobile Supervisor (MSU) - Eliminated</b>	<b>0.40%</b>
	<b>721 Code 1 Incidents - Eliminated</b>	<b>24.02%</b>
		<b>#####</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1 / 0		
<b>N</b>	1 / 1		
<b>S</b>	4 / 0		
<b>W</b>	0 / 0		
	<i>(granted/denied)</i>		

  

<b>7 requested</b>	
<b>6 granted</b>	85.71%
<b>1 denied</b>	14.29%
	100.00%

**CENTRAL EQUITY ZONE DATA**

515	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
511	<b>Total Responses for Zone</b>
20	<b>Code 1 Compliant Responses</b>
451	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
471	<b>Compliant Responses</b>
40	<b>Non-Compliant Responses</b>
<b>0.9217 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9524</b>	1	21	
<b>8 Minute Rate 0.9204</b>	39	490	4
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>40</b>	<b>511</b>	<b>4</b>

**NORTH EQUITY ZONE DATA**

622	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
617	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
527	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
553	<b>Compliant Responses</b>
64	<b>Non-Compliant Responses</b>
<b>0.8963 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8966</b>	3	29	
<b>8 Minute Rate 0.8963</b>	61	588	5
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>64</b>	<b>617</b>	<b>5</b>

**SOUTH EQUITY ZONE DATA**

553	<b>Total Calls</b>
2	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
547	<b>Total Responses for Zone</b>
28	<b>Code 1 Compliant Responses</b>
466	<b>8:29 Compliant Responses</b>
13	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
508	<b>Compliant Responses</b>
39	<b>Non-Compliant Responses</b>
<b>0.9287</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9655</b>	1	29	
<b>8 Minute Rate 0.9376</b>	31	497	6
<b>11 Minute Rate 0.6500</b>	7	20	
<b>30 Minute Rate 1.0000</b>		1	
	<b>39</b>	<b>547</b>	<b>6</b>

**WEST EQUITY ZONE DATA**

565	<b>Total Calls</b>
0	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
565	<b>Total Responses for Zone</b>
24	<b>Code 1 Compliant Responses</b>
426	<b>8:29 Compliant Responses</b>
35	<b>11:29 Compliant Responses</b>
23	<b>30:29 Compliant Responses</b>
508	<b>Compliant Responses</b>
57	<b>Non-Compliant Responses</b>
<b>0.8991</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7742</b>	7	31	
<b>8 Minute Rate 0.9342</b>	30	456	0
<b>11 Minute Rate 0.6364</b>	20	55	
<b>30 Minute Rate 1</b>		23	
	<b>57</b>	<b>565</b>	<b>0</b>

**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**

**0.3850** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3627
2	0.4633
3	0.4315
4	0.3969
5	0.4303
6	0.3888
7	0.4326
8	0.4119
9	0.3736
10	0.3589
11	0.3998
12	0.3922
13	0.4223
14	0.3526
15	0.3350
16	0.3971
17	0.4637
18	0.4074
19	0.3414
20	0.3711
21	0.3482
22	0.4319
23	0.3495
24	0.4184
25	0.3719
26	0.3383
27	0.3769
28	0.3103
29	0.3338
30	0.3371
31	

**11.54921908**