

Washington County Emergency Ambulance Services Franchise Agreement

Performance Summary - December 2013

RESPONSE & COMPLIANCE DATA

3300	Total Responses					
2217	Compliant					
	216 Non-Compliant					
	27 Exempted/Eliminated					
2460						

	C	N	S	W	Total
Calls	596	612	635	617	2460
Eliminated	4	3	6	3	16
Exempted	1	2	3	5	11
Responses	591	607	626	609	2433
					2460
Code 1 Compliant	16	14	16	29	75
8 Minute Compliant	538	540	522	452	2052
11 Minute Compliant			23	39	62
30 Minute Compliant			1	27	28
					2217
Compliant	554	554	562	547	2217
Non-Compliant	37	53	64	62	216
					2433

0.9112	Overall Compliance
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DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3300	Total Responses for the Month	
2460	911 Incident Responses	74.55%
	18 911 Incidents w/Multiple pts - Eliminated	0.55%
	12 911 Incidents Out of County - Eliminated	0.36%
	20 Mobile Supervisor (MSU) - Eliminated	0.61%
	790 Code 1 Incidents - Eliminated	23.94%
		100%

EXEMPTION DATA & DISTRIBUTION

C	1 / 0		
N	2 / 2		
S	3 / 0		
W	5 / 0		
	<i>(granted/denied)</i>		

13 requested	
11 granted	84.62%
2 denied	15.38%
	100.00%

CENTRAL EQUITY ZONE DATA

596	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
591	Total Responses for Zone
16	Code 1 Compliant Responses
538	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
554	Compliant Responses
37	Non-Compliant Responses
0.9374 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9412	1	17	0
8 Minute Rate 0.9373	36	574	5
11 Minute Rate #####			
30 Minute Rate #####			
	37	591	5

NORTH EQUITY ZONE DATA

612	Total Calls
3	Eliminated per Franchise Agreement
2	Exemption Granted
607	Total Responses for Zone
14	Code 1 Compliant Responses
540	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
554	Compliant Responses
53	Non-Compliant Responses
0.9127 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	2	16	
8 Minute Rate 0.9137	51	591	5
11 Minute Rate #####			
30 Minute Rate #####			
	53	607	5

SOUTH EQUITY ZONE DATA

635	Total Calls
6	Eliminated per Franchise Agreement
3	Exemption Granted
626	Total Responses for Zone
16	Code 1 Compliant Responses
522	8:29 Compliant Responses
23	11:29 Compliant Responses
1	30:29 Compliant Responses
562	Compliant Responses
64	Non-Compliant Responses
0.8978	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	4	20	
8 Minute Rate 0.9047	55	577	8
11 Minute Rate 0.8214	5	28	1
30 Minute Rate 1.0000	0	1	
	64	626	9

WEST EQUITY ZONE DATA

617	Total Calls
3	Eliminated per Franchise Agreement
5	Exemption Granted
609	Total Responses for Zone
29	Code 1 Compliant Responses
452	8:29 Compliant Responses
39	11:29 Compliant Responses
27	30:29 Compliant Responses
547	Compliant Responses
62	Non-Compliant Responses
0.8982	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8529	5	34	
8 Minute Rate 0.9187	40	492	4
11 Minute Rate 0.6964	17	56	4
30 Minute Rate 1	0	27	
	62	609	8

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3873 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4296
2	0.3635
3	0.3539
4	0.3813
5	0.3994
6	0.3639
7	0.4059
8	0.4455
9	0.3574
10	0.3421
11	0.4267
12	0.3728
13	0.3343
14	0.4162
15	0.3925
16	0.3952
17	0.3512
18	0.3657
19	0.3276
20	0.3619
21	0.4188
22	0.4506
23	0.4312
24	0.3458
25	0.3925
26	0.3524
27	0.4104
28	0.4295
29	0.4257
30	0.3937
31	0.3707

12.00777686