

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - April 2010

## RESPONSE & COMPLIANCE DATA

### Total Responses

<b>1655</b> Compliant
<b>154</b> Non-Compliant
<b>34</b> Exempted/Eliminated
<b>1843</b>

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	492	411	514	426	<b>1843</b>	
<b>Eliminated</b>	5	7	5	6	<b>23</b>	
<b>Exempted</b>	4	2	3	2	<b>11</b>	
<b>Responses</b>	483	402	506	418	<b>1809</b>	<b>1843</b>
<b>Code 1 Compliant</b>	13	10	16	16	<b>55</b>	
<b>8 Minute Compliant</b>	424	361	439	302	<b>1526</b>	
<b>11 Minute Compliant</b>		1	15	37	<b>53</b>	
<b>30 Minute Compliant</b>				21	<b>21</b>	
<b>Compliant</b>	437	372	470	376	<b>1655</b>	<b>1655</b>
<b>Non-Compliant</b>	46	30	36	42	<b>154</b>	<b>1809</b>

**0.9149 Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2622</b> Total Responses for the Month		
<b>1843</b> 911 Incident Responses	<b>70.29%</b>	
<b>26</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.99%</b>	
<b>1</b> 911 Incidents Out of County - Eliminated	<b>0.04%</b>	
<b>752</b> Code 1 Incidents - Eliminated	<b>28.68%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2/2		
<b>N</b>	4/4	12 requested	
<b>S</b>	3/3	11 granted	91.67%
<b>W</b>	2/3	1 denied	8.33%
			100.00%

**CENTRAL EQUITY ZONE DATA**

411	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
402	<b>Total Responses for Zone</b>
10	<b>Code 1 Compliant Responses</b>
361	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
372	<b>Compliant Responses</b>
30	<b>Non-Compliant Responses</b>
<b>0.9254 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9091</b>	1	11	
<b>8 Minute Rate 0.9256</b>	29	390	9
<b>11 Minute Rate 1.0000</b>	0	1	
<b>30 Minute Rate #####</b>			
	30	402	9

**NORTH EQUITY ZONE DATA**

492	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
483	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
424	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
437	<b>Compliant Responses</b>
46	<b>Non-Compliant Responses</b>
<b>0.9048 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8667</b>	2	15	
<b>8 Minute Rate 0.9060</b>	44	468	9
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	46	483	9

**SOUTH EQUITY ZONE DATA**

514	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
506	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
439	<b>8:29 Compliant Responses</b>
15	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
470	<b>Compliant Responses</b>
36	<b>Non-Compliant Responses</b>
<b>0.9289</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8889</b>	2	18	
<b>8 Minute Rate 0.9321</b>	32	471	7
<b>11 Minute Rate 0.8824</b>	2	17	1
<b>30 Minute Rate #####</b>			
	36	506	8

**WEST EQUITY ZONE DATA**

426	<b>Total Calls</b>
6	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
418	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
302	<b>8:29 Compliant Responses</b>
37	<b>11:29 Compliant Responses</b>
21	<b>30:29 Compliant Responses</b>
376	<b>Compliant Responses</b>
42	<b>Non-Compliant Responses</b>
<b>0.8995</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7619</b>	5	21	
<b>8 Minute Rate 0.9152</b>	28	330	4
<b>11 Minute Rate 0.8043</b>	9	46	4
<b>30 Minute Rate 1</b>		21	
	42	418	8

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.3839** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.3596
<b>2</b>	0.2954
<b>3</b>	0.4711
<b>4</b>	0.3209
<b>5</b>	0.3777
<b>6</b>	0.3517
<b>7</b>	0.3722
<b>8</b>	0.3807
<b>9</b>	0.4190
<b>10</b>	0.3545
<b>11</b>	0.4429
<b>12</b>	0.4035
<b>13</b>	0.4080
<b>14</b>	0.4947
<b>15</b>	0.3857
<b>16</b>	0.3805
<b>17</b>	0.3599
<b>18</b>	0.3461
<b>19</b>	0.4749
<b>20</b>	0.3587
<b>21</b>	0.3952
<b>22</b>	0.3155
<b>23</b>	0.4058
<b>24</b>	0.3788
<b>25</b>	0.3816
<b>26</b>	0.3381
<b>27</b>	0.3861
<b>28</b>	0.3596
<b>29</b>	0.3646
<b>30</b>	0.4334
<b>31</b>	

**11.51614922**