

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - August 2010

RESPONSE & COMPLIANCE DATA

Total Responses

1752 Compliant
183 Non-Compliant
45 Exempted/Eliminated

1980

	C	N	S	W	Total	
Calls	459	483	497	541	1980	
Eliminated	10	2	15	7	34	
Exempted	2	4	2	3	11	
Responses	447	477	480	531	1935	1980
Code 1 Compliant	12	13	23	28	76	
8 Minute Compliant	384	419	401	393	1597	
11 Minute Compliant	2		10	33	45	
30 Minute Compliant			1	33	34	
Compliant	398	432	435	487	1752	1752
Non-Compliant	49	45	45	44	183	1935

0.9054 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2886 Total Responses for the Month

1980 911 Incident Responses **68.61%**

14 911 Incidents w/Multiple pts - Eliminated **0.49%**

6 911 Incidents Out of County - Eliminated **0.21%**

886 Code 1 Incidents - Eliminated **30.70%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

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

CENTRAL EQUITY ZONE DATA

459	Total Calls
10	Eliminated per Franchise Agreement
2	Exemption Granted
447	Total Responses for Zone
12	Code 1 Compliant Responses
384	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
398	Compliant Responses
49	Non-Compliant Responses
0.8904 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9231	2	13	1
8 Minute Rate 0.8889	47	432	11
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	49	447	12

NORTH EQUITY ZONE DATA

483	Total Calls
2	Eliminated per Franchise Agreement
4	Exemption Granted
477	Total Responses for Zone
13	Code 1 Compliant Responses
419	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
432	Compliant Responses
45	Non-Compliant Responses
0.9057 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	
8 Minute Rate 0.9050	44	463	6
11 Minute Rate #####			
30 Minute Rate #####			
	45	477	6

SOUTH EQUITY ZONE DATA

497	Total Calls
15	Eliminated per Franchise Agreement
2	Exemption Granted
480	Total Responses for Zone
23	Code 1 Compliant Responses
401	8:29 Compliant Responses
10	11:29 Compliant Responses
1	30:29 Compliant Responses
435	Compliant Responses
45	Non-Compliant Responses
0.9063	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9583	1	24	
8 Minute Rate 0.9134	38	439	14
11 Minute Rate 0.6250	6	16	3
30 Minute Rate 1.0000	0	1	
	45	480	17

WEST EQUITY ZONE DATA

541	Total Calls
7	Eliminated per Franchise Agreement
3	Exemption Granted
531	Total Responses for Zone
28	Code 1 Compliant Responses
393	8:29 Compliant Responses
33	11:29 Compliant Responses
33	30:29 Compliant Responses
487	Compliant Responses
44	Non-Compliant Responses
0.9171	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7368	10	38	
8 Minute Rate 0.9402	25	418	9
11 Minute Rate 0.7857	9	42	1
30 Minute Rate 1	0	33	
	44	531	10

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3969 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3677
2	0.3707
3	0.4437
4	0.4084
5	0.4015
6	0.4272
7	0.3824
8	0.3482
9	0.3415
10	0.3993
11	0.3510
12	0.3731
13	0.4109
14	0.4093
15	0.4384
16	0.3909
17	0.4298
18	0.3739
19	0.3859
20	0.4235
21	0.3789
22	0.4031
23	0.4521
24	0.5097
25	0.3430
26	0.3478
27	0.4444
28	0.3523
29	0.4284
30	0.3564
31	0.4097

12.30318772