

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2011

## RESPONSE & COMPLIANCE DATA

### Total Responses

<b>1800</b> Compliant
<b>195</b> Non-Compliant
<b>39</b> Exempted/Eliminated
<b>2034</b>

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>
<b>Calls</b>	480	539	522	493	<b>2034</b>
<b>Eliminated</b>	7	14	4	7	<b>32</b>
<b>Exempted</b>	1	1	1	4	<b>7</b>
<b>Responses</b>	472	524	517	482	<b>1995</b>
<b>Code 1 Compliant</b>	13	12	14	26	<b>65</b>
<b>8 Minute Compliant</b>	419	457	427	372	<b>1675</b>
<b>11 Minute Compliant</b>	2		19	27	<b>48</b>
<b>30 Minute Compliant</b>				12	<b>12</b>
<b>Compliant</b>	434	469	460	437	<b>1800</b>
<b>Non-Compliant</b>	38	55	57	45	<b>195</b>

**0.9023 Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2842</b> Total Responses for the Month	
<b>2034</b> 911 Incident Responses	<b>71.57%</b>
<b>14</b> 911 Incidents w/Multiple pts - Eliminated	<b>0.49%</b>
<b>6</b> 911 Incidents Out of County - Eliminated	<b>0.21%</b>
<b>788</b> Code 1 Incidents - Eliminated	<b>27.73%</b>
	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1	
<b>N</b>	1	
<b>S</b>	1	
<b>W</b>	4/1	
		<b>8 requested</b>
		<b>7 granted</b> 87.50%
		<b>1 denied</b> 12.50%
		100.00%

**CENTRAL EQUITY ZONE DATA**

480	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
472	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
419	<b>8:29 Compliant Responses</b>
2	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
434	<b>Compliant Responses</b>
38	<b>Non-Compliant Responses</b>
<b>0.9195 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 1.0000</b>	0	13	
<b>8 Minute Rate 0.9168</b>	38	457	8
<b>11 Minute Rate 1.0000</b>	0	2	
<b>30 Minute Rate #####</b>			
	<b>38</b>	<b>472</b>	<b>8</b>

**NORTH EQUITY ZONE DATA**

539	<b>Total Calls</b>
14	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
524	<b>Total Responses for Zone</b>
12	<b>Code 1 Compliant Responses</b>
457	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
469	<b>Compliant Responses</b>
55	<b>Non-Compliant Responses</b>
<b>0.8950 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7500</b>	4	16	
<b>8 Minute Rate 0.8996</b>	51	508	15
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>55</b>	<b>524</b>	<b>15</b>

**SOUTH EQUITY ZONE DATA**

522	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
517	<b>Total Responses for Zone</b>
14	<b>Code 1 Compliant Responses</b>
427	<b>8:29 Compliant Responses</b>
19	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
460	<b>Compliant Responses</b>
57	<b>Non-Compliant Responses</b>
<b>0.8897</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9333</b>	1	15	
<b>8 Minute Rate 0.8952</b>	50	477	5
<b>11 Minute Rate 0.7600</b>	6	25	0
<b>30 Minute Rate #####</b>			
	<b>57</b>	<b>517</b>	<b>5</b>

**WEST EQUITY ZONE DATA**

493	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
482	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
372	<b>8:29 Compliant Responses</b>
27	<b>11:29 Compliant Responses</b>
12	<b>30:29 Compliant Responses</b>
437	<b>Compliant Responses</b>
45	<b>Non-Compliant Responses</b>
<b>0.9066</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9286</b>	2	28	
<b>8 Minute Rate 0.9208</b>	32	404	10
<b>11 Minute Rate 0.7105</b>	11	38	1
<b>30 Minute Rate 1</b>	0	12	
	<b>45</b>	<b>482</b>	<b>11</b>

**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**

**0.3779** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.4342
<b>2</b>	0.3898
<b>3</b>	0.3771
<b>4</b>	0.3632
<b>5</b>	0.3462
<b>6</b>	0.3511
<b>7</b>	0.3686
<b>8</b>	0.3728
<b>9</b>	0.3717
<b>10</b>	0.2978
<b>11</b>	0.3292
<b>12</b>	0.3885
<b>13</b>	0.3313
<b>14</b>	0.4217
<b>15</b>	0.3849
<b>16</b>	0.3513
<b>17</b>	0.3113
<b>18</b>	0.4130
<b>19</b>	0.3805
<b>20</b>	0.4588
<b>21</b>	0.3382
<b>22</b>	0.4262
<b>23</b>	0.4581
<b>24</b>	0.4031
<b>25</b>	0.4009
<b>26</b>	0.3756
<b>27</b>	0.3624
<b>28</b>	0.3490
<b>29</b>	0.3565
<b>30</b>	0.4018
<b>31</b>	0.4002

**11.71489896**