

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - January 2012

RESPONSE & COMPLIANCE DATA

2847 Total Responses

1818 **Compliant**
179 **Non-Compliant**
46 **Exempted/Eliminated**

2043

	C	N	S	W	Total	
Calls	481	538	509	515	2043	
Eliminated	2	5	9	10	26	
Exempted	1	3	7	9	20	
Responses	478	530	493	496	1997	2043
Code 1 Compliant	9	7	17	33	66	
8 Minute Compliant	422	475	414	376	1687	
11 Minute Compliant	1		18	28	47	
30 Minute Compliant			2	16	18	
Compliant	432	482	451	453	1818	1818
Non-Compliant	46	48	42	43	179	1997

0.9104 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2847 Total Responses for the Month		
2043 911 Incident Responses	71.76%	
19 911 Incidents w/Multiple pts - Eliminated	0.67%	
2 911 Incidents Out of County - Eliminated	0.07%	
19 Mobile Supervisor (MSU) - Eliminated	0.67%	
764 Code 1 Incidents - Eliminated	26.84%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	
N	
S	
W	

(granted/denied)

requested	#DIV/0!
granted	#DIV/0!
denied	#DIV/0!

CENTRAL EQUITY ZONE DATA

481	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
478	Total Responses for Zone
9	Code 1 Compliant Responses
422	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
432	Compliant Responses
46	Non-Compliant Responses
0.9038 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	1	10	
8 Minute Rate 0.9036	45	467	3
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	46	478	3

NORTH EQUITY ZONE DATA

538	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
530	Total Responses for Zone
7	Code 1 Compliant Responses
475	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
482	Compliant Responses
48	Non-Compliant Responses
0.9094 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7000	3	10	
8 Minute Rate 0.9135	45	520	8
11 Minute Rate #####			
30 Minute Rate #####			
	48	530	8

SOUTH EQUITY ZONE DATA

509	Total Calls
9	Eliminated per Franchise Agreement
7	Exemption Granted
493	Total Responses for Zone
17	Code 1 Compliant Responses
414	8:29 Compliant Responses
18	11:29 Compliant Responses
2	30:29 Compliant Responses
451	Compliant Responses
42	Non-Compliant Responses
0.9148	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9444	1	18	
8 Minute Rate 0.9139	39	453	13
11 Minute Rate 0.9000	2	20	3
30 Minute Rate 1.0000	0	2	
	42	493	16

WEST EQUITY ZONE DATA

515	Total Calls
10	Eliminated per Franchise Agreement
9	Exemption Granted
496	Total Responses for Zone
33	Code 1 Compliant Responses
376	8:29 Compliant Responses
28	11:29 Compliant Responses
16	30:29 Compliant Responses
453	Compliant Responses
43	Non-Compliant Responses
0.9133	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	3	36	1
8 Minute Rate 0.9238	31	407	15
11 Minute Rate 0.7568	9	37	3
30 Minute Rate 1	0	16	
	43	496	19

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

0.3718 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3741
2	0.3692
3	0.4021
4	0.3217
5	0.3205
6	0.3681
7	0.3941
8	0.3756
9	0.3674
10	0.3505
11	0.3419
12	0.3755
13	0.3536
14	0.4221
15	0.3598
16	0.3840
17	0.3842
18	0.3561
19	0.3395
20	0.3661
21	0.3832
22	0.3088
23	0.4075
24	0.5074
25	0.3743
26	0.3924
27	0.3909
28	0.3464
29	0.2945
30	0.4503
31	0.3433

11.52504584