

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

RESPONSE & COMPLIANCE DATA

Total Responses

1924	Compliant
184	Non-Compliant
31	Exempted/Eliminated
2139	

	C	N	S	W	Total	
Calls	484	616	520	519	2139	
Eliminated	4	10	4	6	24	
Exempted	1	1	2	3	7	
Responses	479	605	514	510	2108	2139
Code 1 Compliant	14	23	15	33	85	
8 Minute Compliant	424	532	428	388	1772	
11 Minute Compliant			22	24	46	
30 Minute Compliant				21	21	
						1924
Compliant	438	555	465	466	1924	
Non-Compliant	41	50	49	44	184	
						2108

0.9127 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3011	Total Responses for the Month		
2139	911 Incident Responses	71.04%	
29	911 Incidents w/Multiple pts - Eliminated	0.96%	
2	911 Incidents Out of County - Eliminated	0.07%	
841	Code 1 Incidents - Eliminated	27.93%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1/3		
N	1/4		
S	2/4	14 requested	
W	3/3	7 granted	50.00%
		7 denied	50.00%
			100.00%

CENTRAL EQUITY ZONE DATA

484	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
479	Total Responses for Zone
14	Code 1 Compliant Responses
424	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
438	Compliant Responses
41	Non-Compliant Responses
0.9144 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	2	16	
8 Minute Rate 0.9158	39	463	5
11 Minute Rate #####			
30 Minute Rate #####			
	41	479	5

NORTH EQUITY ZONE DATA

616	Total Calls
10	Eliminated per Franchise Agreement
1	Exemption Granted
605	Total Responses for Zone
23	Code 1 Compliant Responses
532	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
555	Compliant Responses
50	Non-Compliant Responses
0.9174 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7667	7	30	
8 Minute Rate 0.9252	43	575	11
11 Minute Rate #####			
30 Minute Rate #####			
	50	605	11

SOUTH EQUITY ZONE DATA

520	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
514	Total Responses for Zone
15	Code 1 Compliant Responses
428	8:29 Compliant Responses
22	11:29 Compliant Responses
	30:29 Compliant Responses
465	Compliant Responses
49	Non-Compliant Responses
0.9047	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9375	1	16	
8 Minute Rate 0.9068	44	472	6
11 Minute Rate 0.8462	4	26	0
30 Minute Rate #####			
	49	514	6

WEST EQUITY ZONE DATA

519	Total Calls
6	Eliminated per Franchise Agreement
3	Exemption Granted
510	Total Responses for Zone
33	Code 1 Compliant Responses
388	8:29 Compliant Responses
24	11:29 Compliant Responses
21	30:29 Compliant Responses
466	Compliant Responses
44	Non-Compliant Responses
0.9137	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8919	4	37	
8 Minute Rate 0.9327	28	416	8
11 Minute Rate 0.6857	11	35	1
30 Minute Rate 0.9545	1	22	0
	44	510	9

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3928 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3681
2	0.3681
3	0.3673
4	0.3560
5	0.4167
6	0.4287
7	0.3642
8	0.3997
9	0.4264
10	0.4862
11	0.4221
12	0.3952
13	0.3787
14	0.3553
15	0.3800
16	0.4228
17	0.3709
18	0.3896
19	0.4334
20	0.4237
21	0.3833
22	0.3577
23	0.4062
24	0.4536
25	0.3481
26	0.3702
27	0.3880
28	0.3948
29	0.3555
30	0.3979
31	0.3678

12.17630077