

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2011

RESPONSE & COMPLIANCE DATA

2922 Total Responses
1857 **Compliant**
188 **Non-Compliant**
15 **Exempted/Eliminated**
2060

	C	N	S	W	Total	
Calls	478	570	470	542	2060	
Eliminated	3	7	1	1	12	
Exempted		0	1	2	3	
Responses	475	563	468	539	2045	2060
Code 1 Compliant	10	11	19	15	55	
8 Minute Compliant	424	500	387	421	1732	
11 Minute Compliant	1		14	34	49	
30 Minute Compliant				21	21	
Compliant	435	511	420	491	1857	1857
Non-Compliant	40	52	48	48	188	2045

0.9081 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2922 Total Responses for the Month		
2060 911 Incident Responses	70.50%	
28 911 Incidents w/Multiple pts - Eliminated	0.96%	
3 911 Incidents Out of County - Eliminated	0.10%	
1 Fire Transports (ARMUP) - Eliminated	0.03%	
830 Code 1 Incidents - Eliminated	28.41%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0
N	0/1
S	1/1
W	2/1

(granted/denied)

6 requested	
3 granted	50.00%
3 denied	50.00%
	100.00%

CENTRAL EQUITY ZONE DATA

478	Total Calls
3	Eliminated per Franchise Agreement Exemption Granted
475	Total Responses for Zone
10	Code 1 Compliant Responses
424	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
435	Compliant Responses
40	Non-Compliant Responses
0.9158 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	
8 Minute Rate 0.9158	39	463	3
11 Minute Rate 1.0000	0	1	0
30 Minute Rate #####			
	40	475	3

NORTH EQUITY ZONE DATA

570	Total Calls
7	Eliminated per Franchise Agreement Exemption Granted
0	Exemption Granted
563	Total Responses for Zone
11	Code 1 Compliant Responses
500	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
511	Compliant Responses
52	Non-Compliant Responses
0.9076 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	1	12	
8 Minute Rate 0.9074	51	551	7
11 Minute Rate #####			
30 Minute Rate #####			
	52	563	7

SOUTH EQUITY ZONE DATA

470	Total Calls
1	Eliminated per Franchise Agreement
1	Exemption Granted
468	Total Responses for Zone
19	Code 1 Compliant Responses
387	8:29 Compliant Responses
14	11:29 Compliant Responses
	30:29 Compliant Responses
420	Compliant Responses
48	Non-Compliant Responses
0.8974 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8636	3	22	
8 Minute Rate 0.9149	36	423	2
11 Minute Rate 0.6087	9	23	0
30 Minute Rate #####			
	48	468	2

WEST EQUITY ZONE DATA

542	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
539	Total Responses for Zone
15	Code 1 Compliant Responses
421	8:29 Compliant Responses
34	11:29 Compliant Responses
21	30:29 Compliant Responses
491	Compliant Responses
48	Non-Compliant Responses
0.9109 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8824	2	17	
8 Minute Rate 0.9132	40	461	3
11 Minute Rate 0.85	6	40	
30 Minute Rate 1	0	21	
	48	539	3

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

0.3744 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3179
2	0.3378
3	0.3468
4	0.4085
5	0.3254
6	0.3652
7	0.3695
8	0.3144
9	0.3875
10	0.3183
11	0.4093
12	0.4296
13	0.3529
14	0.3265
15	0.3152
16	0.4222
17	0.4443
18	0.3783
19	0.3795
20	0.4112
21	0.4192
22	0.4422
23	0.3693
24	0.3616
25	0.3894
26	0.3381
27	0.3946
28	0.3659
29	0.4194
30	0.3569
31	0.3904

11.60737682