

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

RESPONSE & COMPLIANCE DATA

2750 Total Responses

1668 Compliant
171 Non-Compliant
30 Exempted/Eliminated

1869

	C	N	S	W	Total	
Calls	415	493	469	492	1869	
Eliminated	7	4	5	7	23	
Exempted	2	1	3	1	7	
Responses	406	488	461	484	1839	1869
Code 1 Compliant	12	11	8	21	52	
8 Minute Compliant	365	427	399	354	1545	
11 Minute Compliant			11	42	53	
30 Minute Compliant				18	18	
Compliant	377	438	418	435	1668	1668
Non-Compliant	29	50	43	49	171	1839

0.9070 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2777 Total Responses for the Month		
1896 911 Incident Responses	68.28%	
55 911 Incidents Weather/Ice - Eliminated	1.98%	
25 911 Incidents w/Multiple pts - Eliminated	0.90%	
4 911 Incidents Out of County - Eliminated	0.14%	
797 Code 1 Incidents - Eliminated	28.70%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2/2		
N	1/1	10 requested	
S	6/6	10 granted	100.00%
W	1/1	0 denied	0.00%
			100.00%

CENTRAL EQUITY ZONE DATA

415	Total Calls
7	Eliminated per Franchise Agreement
2	Exemption Granted
406	Total Responses for Zone
12	Code 1 Compliant Responses
365	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
377	Compliant Responses
29	Non-Compliant Responses
0.9286	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9231	1	13	
8 Minute Rate 0.9288	28	393	9
11 Minute Rate #####			
30 Minute Rate #####			
	29	406	9

NORTH EQUITY ZONE DATA

493	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
488	Total Responses for Zone
11	Code 1 Compliant Responses
427	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
438	Compliant Responses
50	Non-Compliant Responses
0.8975	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	1	12	
8 Minute Rate 0.8971	49	476	5
11 Minute Rate #####			
30 Minute Rate #####			
	50	488	5

SOUTH EQUITY ZONE DATA

469	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
461	Total Responses for Zone
8	Code 1 Compliant Responses
399	8:29 Compliant Responses
11	11:29 Compliant Responses
	30:29 Compliant Responses
418	Compliant Responses
43	Non-Compliant Responses
0.9067	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	2	10	
8 Minute Rate 0.9110	39	438	7
11 Minute Rate 0.8462	2	13	1
30 Minute Rate #####			
	43	461	8

WEST EQUITY ZONE DATA

492	Total Calls
7	Eliminated per Franchise Agreement
1	Exemption Granted
484	Total Responses for Zone
21	Code 1 Compliant Responses
354	8:29 Compliant Responses
42	11:29 Compliant Responses
18	30:29 Compliant Responses
435	Compliant Responses
49	Non-Compliant Responses
0.8988	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.875	3	24	
8 Minute Rate 0.9124	34	388	6
11 Minute Rate 0.7778	12	54	2
30 Minute Rate 1	0	18	
	49	484	8

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

0.3759 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3484
2	0.4819
3	0.3920
4	0.3997
5	0.3599
6	0.4379
7	0.2876
8	0.4247
9	0.3823
10	0.4221
11	0.3430
12	0.3203
13	0.3261
14	0.3854
15	0.3691
16	0.4117
17	0.3917
18	0.3657
19	0.3978
20	0.3871
21	0.3914
22	0.3489
23	0.3979
24	0.3687
25	0.2530
26	0.3193
27	0.3996
28	0.4107
29	0.3818
30	0.3706
31	

11.27622251