

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

## RESPONSE & COMPLIANCE DATA

**2838** Total Responses

**1855** **Compliant**  
**171** **Non-Compliant**  
**27** **Exempted/Eliminated**

**2053**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	466	545	520	522	<b>2053</b>	
<b>Eliminated</b>	3	5	6	5	<b>19</b>	
<b>Exempted</b>	2	1	4	1	<b>8</b>	
<b>Responses</b>	461	539	510	516	<b>2026</b>	<b>2053</b>
<b>Code 1 Compliant</b>	9	18	16	34	<b>77</b>	
<b>8 Minute Compliant</b>	419	478	432	389	<b>1718</b>	
<b>11 Minute Compliant</b>			14	27	<b>41</b>	
<b>30 Minute Compliant</b>				19	<b>19</b>	
<b>Compliant</b>	428	496	462	469	<b>1855</b>	<b>1855</b>
<b>Non-Compliant</b>	33	43	48	47	<b>171</b>	
						<b>2026</b>

**0.9156** **Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**2838** **Total Responses for the Month**

<b>2053</b> <b>911 Incident Responses</b>	<b>72.34%</b>	
<b>12</b> <b>911 Incidents w/Multiple pts - Eliminated</b>	<b>0.42%</b>	
<b>8</b> <b>911 Incidents Out of County - Eliminated</b>	<b>0.28%</b>	
<b>10</b> <b>Pilot Study (ARMUP/MSU) - Eliminated</b>	<b>0.35%</b>	
<b>755</b> <b>Code 1 Incidents - Eliminated</b>	<b>26.60%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2/0
<b>N</b>	1/0
<b>S</b>	4/1
<b>W</b>	1/0

*(granted/denied)*

<b>9 requested</b>	
<b>8 granted</b>	88.89%
<b>1 denied</b>	11.11%
	100.00%

**CENTRAL EQUITY ZONE DATA**

466	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
461	<b>Total Responses for Zone</b>
9	<b>Code 1 Compliant Responses</b>
419	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
428	<b>Compliant Responses</b>
33	<b>Non-Compliant Responses</b>
<b>0.9284</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8182</b>	2	11	
<b>8 Minute Rate 0.9311</b>	31	450	5
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>33</b>	<b>461</b>	<b>5</b>

**NORTH EQUITY ZONE DATA**

545	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
539	<b>Total Responses for Zone</b>
18	<b>Code 1 Compliant Responses</b>
478	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
496	<b>Compliant Responses</b>
43	<b>Non-Compliant Responses</b>
<b>0.9202</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9000</b>	2	20	
<b>8 Minute Rate 0.9210</b>	41	519	6
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>43</b>	<b>539</b>	<b>6</b>

**SOUTH EQUITY ZONE DATA**

520	<b>Total Calls</b>
6	<b>Eliminated per Franchise Agreement</b>
4	<b>Exemption Granted</b>
510	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
432	<b>8:29 Compliant Responses</b>
14	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
462	<b>Compliant Responses</b>
48	<b>Non-Compliant Responses</b>
<b>0.9059</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7619</b>	5	21	
<b>8 Minute Rate 0.9153</b>	40	472	9
<b>11 Minute Rate 0.8235</b>	3	17	1
<b>30 Minute Rate #####</b>			
	<b>48</b>	<b>510</b>	<b>10</b>

**WEST EQUITY ZONE DATA**

522	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
516	<b>Total Responses for Zone</b>
34	<b>Code 1 Compliant Responses</b>
389	<b>8:29 Compliant Responses</b>
27	<b>11:29 Compliant Responses</b>
19	<b>30:29 Compliant Responses</b>
469	<b>Compliant Responses</b>
47	<b>Non-Compliant Responses</b>
<b>0.9089</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9714</b>	1	35	
<b>8 Minute Rate 0.9089</b>	39	428	6
<b>11 Minute Rate 0.7941</b>	7	34	
<b>30 Minute Rate 1</b>	0	19	
	<b>47</b>	<b>516</b>	<b>6</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.3676** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.3595
<b>2</b>	0.3537
<b>3</b>	0.3576
<b>4</b>	0.4143
<b>5</b>	0.3946
<b>6</b>	0.3618
<b>7</b>	0.3725
<b>8</b>	0.3585
<b>9</b>	0.3628
<b>10</b>	0.3306
<b>11</b>	0.4075
<b>12</b>	0.3944
<b>13</b>	0.3636
<b>14</b>	0.4133
<b>15</b>	0.3530
<b>16</b>	0.3786
<b>17</b>	0.3719
<b>18</b>	0.3495
<b>19</b>	0.3767
<b>20</b>	0.3754
<b>21</b>	0.4188
<b>22</b>	0.3459
<b>23</b>	0.3658
<b>24</b>	0.4502
<b>25</b>	0.3489
<b>26</b>	0.3092
<b>27</b>	0.3190
<b>28</b>	0.3383
<b>29</b>	0.3789
<b>30</b>	0.3042
<b>31</b>	

**11.02926428**