

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

RESPONSE & COMPLIANCE DATA

Total Responses

1828 Compliant
181 Non-Compliant
39 Exempted/Eliminated

2048

	C	N	S	W	Total	
Calls	476	534	522	516	2048	
Eliminated	6	9	7	5	27	
Exempted	0	0	4	8	12	
Responses	470	525	511	503	2009	2048
Code 1 Compliant	8	14	19	23	64	
8 Minute Compliant	419	468	418	382	1687	
11 Minute Compliant	2		18	33	53	
30 Minute Compliant			3	21	24	
Compliant	429	482	458	459	1828	1828
Non-Compliant	41	43	53	44	181	2009

0.9099 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2875 Total Responses for the Month

2048 911 Incident Responses **71.23%**

24 911 Incidents w/Multiple pts - Eliminated **0.83%**

3 911 Incidents Out of County - Eliminated **0.10%**

800 Code 1 Incidents - Eliminated **27.83%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	0/0		
S	4/4	13 requested	92.31%
W	8/9	12 granted	7.69%
		1 denied	100.00%

CENTRAL EQUITY ZONE DATA

476	Total Calls
6	Eliminated per Franchise Agreement
0	Exemption Granted
470	Total Responses for Zone
8	Code 1 Compliant Responses
419	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
429	Compliant Responses
41	Non-Compliant Responses
0.9128 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	8	
8 Minute Rate 0.9109	41	460	6
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	41	470	6

NORTH EQUITY ZONE DATA

534	Total Calls
9	Eliminated per Franchise Agreement
0	Exemption Granted
525	Total Responses for Zone
14	Code 1 Compliant Responses
468	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
482	Compliant Responses
43	Non-Compliant Responses
0.9181 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9333	1	15	
8 Minute Rate 0.9176	42	510	9
11 Minute Rate #####			
30 Minute Rate #####			
	43	525	9

SOUTH EQUITY ZONE DATA

522	Total Calls
7	Eliminated per Franchise Agreement
4	Exemption Granted
511	Total Responses for Zone
19	Code 1 Compliant Responses
418	8:29 Compliant Responses
18	11:29 Compliant Responses
3	30:29 Compliant Responses
458	Compliant Responses
53	Non-Compliant Responses
0.8963	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	19	
8 Minute Rate 0.9048	44	462	11
11 Minute Rate 0.6667	9	27	
30 Minute Rate 1.0000	0	3	
	53	511	11

WEST EQUITY ZONE DATA

516	Total Calls
5	Eliminated per Franchise Agreement
8	Exemption Granted
503	Total Responses for Zone
23	Code 1 Compliant Responses
382	8:29 Compliant Responses
33	11:29 Compliant Responses
21	30:29 Compliant Responses
459	Compliant Responses
44	Non-Compliant Responses
0.9125	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8519	4	27	1
8 Minute Rate 0.9294	29	411	10
11 Minute Rate 0.7674	10	43	2
30 Minute Rate 0.9545	1	22	
	44	503	13

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3766 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3499
2	0.4243
3	0.4159
4	0.4000
5	0.3039
6	0.3636
7	0.3545
8	0.3369
9	0.3596
10	0.4066
11	0.3067
12	0.4984
13	0.4000
14	0.4028
15	0.4452
16	0.3645
17	0.3434
18	0.4224
19	0.3311
20	0.3409
21	0.4513
22	0.3824
23	0.3678
24	0.3098
25	0.3276
26	0.3910
27	0.3020
28	0.4140
29	0.4026
30	0.4050
31	0.3500

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