

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

RESPONSE & COMPLIANCE DATA

<u>Total Responses</u>			C	N	S	W	Total	
1641 Compliant		Calls	388	494	480	472	1834	
161 Non-Compliant		Eliminated	4	5	8	8	25	
32 Exempted/Eliminated		Exempted	0	3	2	2	7	
		Responses	384	486	470	462	1802	
1834								1834
		Code 1 Compliant	12	8	7	21	48	
		8 Minute Compliant	338	431	401	349	1519	
		11 Minute Compliant			18	35	53	
		30 Minute Compliant			1	20	21	
		Compliant	350	439	427	425	1641	1641
		Non-Compliant	34	47	43	37	161	
								1802

0.9107 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2627 Total Responses for the Month		
1834 911 Incident Responses	69.81%	
59 911 Incidents w/Multiple pts - Eliminated	2.25%	
1 911 Incidents Out of County - Eliminated	0.04%	
733 Code 1 Incidents - Eliminated	27.90%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	3/1	10 requested	
S	2/2	7 granted	70.00%
W	2/0	3 denied	30.00%
			100.00%

CENTRAL EQUITY ZONE DATA

388	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
384	Total Responses for Zone
12	Code 1 Compliant Responses
338	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
350	Compliant Responses
34	Non-Compliant Responses
0.9115 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	12	
8 Minute Rate 0.9086	34	372	4
11 Minute Rate #####			
30 Minute Rate #####			
	34	384	4

NORTH EQUITY ZONE DATA

494	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
486	Total Responses for Zone
8	Code 1 Compliant Responses
431	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
439	Compliant Responses
47	Non-Compliant Responses
0.9033 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	2	10	
8 Minute Rate 0.9055	45	476	8
11 Minute Rate #####			
30 Minute Rate #####			
	47	486	8

SOUTH EQUITY ZONE DATA

480	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
470	Total Responses for Zone
7	Code 1 Compliant Responses
401	8:29 Compliant Responses
18	11:29 Compliant Responses
1	30:29 Compliant Responses
427	Compliant Responses
43	Non-Compliant Responses
0.9085 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7778	2	9	
8 Minute Rate 0.9176	36	437	10
11 Minute Rate 0.7826	5	23	0
30 Minute Rate 1.0000		1	0
	43	470	10

WEST EQUITY ZONE DATA

472	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
462	Total Responses for Zone
21	Code 1 Compliant Responses
349	8:29 Compliant Responses
35	11:29 Compliant Responses
20	30:29 Compliant Responses
425	Compliant Responses
37	Non-Compliant Responses
0.9199 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.875	3	24	
8 Minute Rate 0.9407	22	371	8
11 Minute Rate 0.7447	12	47	2
30 Minute Rate 1	0	20	
	37	462	10

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3839 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4000
2	0.2916
3	0.3497
4	0.3883
5	0.4171
6	0.3576
7	0.3806
8	0.3351
9	0.4286
10	0.3124
11	0.4617
12	0.4181
13	0.3734
14	0.4378
15	0.3762
16	0.4115
17	0.2968
18	0.3834
19	0.4589
20	0.4022
21	0.3651
22	0.3787
23	0.3569
24	0.3411
25	0.4263
26	0.4133
27	0.3936
28	0.3936
29	
30	
31	

10.7495204