

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - February 2012

RESPONSE & COMPLIANCE DATA

2834 Total Responses

1801 **Compliant**
172 **Non-Compliant**
25 **Exempted/Eliminated**

1998

	C	N	S	W	Total	
Calls	455	533	526	484	1998	
Eliminated	3	5	3	8	19	
Exempted	0	2	4	0	6	
Responses	452	526	519	476	1973	1998
Code 1 Compliant	10	18	14	36	78	
8 Minute Compliant	405	466	423	358	1652	
11 Minute Compliant	2		22	21	45	
30 Minute Compliant			2	24	26	
Compliant	417	484	461	439	1801	1801
Non-Compliant	35	42	58	37	172	1973

0.9128 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2834 Total Responses for the Month		
1998 911 Incident Responses	70.50%	
19 911 Incidents w/Multiple pts - Eliminated	0.67%	
4 911 Incidents Out of County - Eliminated	0.14%	
42 Mobile Supervisor (MSU) - Eliminated	1.48%	
771 Code 1 Incidents - Eliminated	27.21%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	2/0		
S	4/1	8 requested	
W	0/1	6 granted	75.00%
		2 denied	25.00%
			100.00%

(granted/denied)

CENTRAL EQUITY ZONE DATA

455	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
452	Total Responses for Zone
10	Code 1 Compliant Responses
405	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
417	Compliant Responses
35	Non-Compliant Responses
0.9226 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	
8 Minute Rate 0.9226	34	439	3
11 Minute Rate 1.0000		2	
30 Minute Rate #####			
	35	452	3

NORTH EQUITY ZONE DATA

533	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
526	Total Responses for Zone
18	Code 1 Compliant Responses
466	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
484	Compliant Responses
42	Non-Compliant Responses
0.9202 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7826	5	23	
8 Minute Rate 0.9264	37	503	7
11 Minute Rate #####			
30 Minute Rate #####			
	42	526	7

SOUTH EQUITY ZONE DATA

526	Total Calls
3	Eliminated per Franchise Agreement
4	Exemption Granted
519	Total Responses for Zone
14	Code 1 Compliant Responses
423	8:29 Compliant Responses
22	11:29 Compliant Responses
2	30:29 Compliant Responses
461	Compliant Responses
58	Non-Compliant Responses
0.8882 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	2	16	
8 Minute Rate 0.8924	51	474	7
11 Minute Rate 0.8148	5	27	0
30 Minute Rate 1.0000		2	
	58	519	7

WEST EQUITY ZONE DATA

484	Total Calls
8	Eliminated per Franchise Agreement
	Exemption Granted
476	Total Responses for Zone
36	Code 1 Compliant Responses
358	8:29 Compliant Responses
21	11:29 Compliant Responses
24	30:29 Compliant Responses
439	Compliant Responses
37	Non-Compliant Responses
0.9223 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9231	3	39	
8 Minute Rate 0.9347	25	383	7
11 Minute Rate 0.7241	8	29	1
30 Minute Rate 0.96	1	25	
	37	476	8

ONE MINUTE DISPATCH TIME REQUIREMENT

2 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	0.3486
2	0.4418
3	0.3555
4	0.3738
5	0.3141
6	0.4192
7	0.3772
8	0.3724
9	0.3430
10	0.3447
11	0.4185
12	0.3400
13	0.3751
14	0.3218
15	0.3136
16	0.3531
17	0.3695
18	0.4488
19	0.2996
20	0.4098
21	0.4471
22	0.3484
23	0.4761
24	0.4200
25	0.3748
26	0.3806
27	0.4139
28	0.3854
29	0.3353
30	
31	

10.92152886