

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

RESPONSE & COMPLIANCE DATA

Total Responses

1719 Compliant
180 Non-Compliant
26 Exempted/Eliminated

1925

	C	N	S	W	Total	
Calls	439	543	446	497	1925	
Eliminated	5	5	8	4	22	
Exempted	0	1	2	1	4	
Responses	434	537	436	492	1899	1925
Code 1 Compliant	17	15	11	21	64	
8 Minute Compliant	369	472	377	390	1608	
11 Minute Compliant			7	22	29	
30 Minute Compliant				18	18	
Compliant	386	487	395	451	1719	1719
Non-Compliant	48	50	41	41	180	1899

0.9052 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2835 Total Responses for the Month

1925 911 Incident Responses **67.90%**

22 911 Incidents w/Multiple pts - Eliminated **0.78%**

13 911 Incidents Out of County - Eliminated **0.46%**

875 Code 1 Incidents - Eliminated **30.86%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

C	0/1		
N	1/1		
S	2/0	6 requested	66.67%
W	1/0	4 granted	33.33%
		2 denied	100.00%

CENTRAL EQUITY ZONE DATA

439	Total Calls
5	Eliminated per Franchise Agreement
0	Exemption Granted
434	Total Responses for Zone
17	Code 1 Compliant Responses
369	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
386	Compliant Responses
48	Non-Compliant Responses
0.8894	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8500	3	20	
8 Minute Rate 0.8913	45	414	5
11 Minute Rate #####			
30 Minute Rate #####			
	48	434	5

NORTH EQUITY ZONE DATA

543	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
537	Total Responses for Zone
15	Code 1 Compliant Responses
472	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
487	Compliant Responses
50	Non-Compliant Responses
0.9069	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7500	5	20	
8 Minute Rate 0.9130	45	517	6
11 Minute Rate #####			
30 Minute Rate #####			
	50	537	6

SOUTH EQUITY ZONE DATA

446	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
436	Total Responses for Zone
11	Code 1 Compliant Responses
377	8:29 Compliant Responses
7	11:29 Compliant Responses
	30:29 Compliant Responses
395	Compliant Responses
41	Non-Compliant Responses
0.9060	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7857	3	14	
8 Minute Rate 0.9128	36	413	9
11 Minute Rate 0.7778	2	9	1
30 Minute Rate #####			
	41	436	10

WEST EQUITY ZONE DATA

497	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
492	Total Responses for Zone
21	Code 1 Compliant Responses
390	8:29 Compliant Responses
22	11:29 Compliant Responses
18	30:29 Compliant Responses
451	Compliant Responses
41	Non-Compliant Responses
0.9167	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.875	3	24	
8 Minute Rate 0.9308	29	419	4
11 Minute Rate 0.7333	8	30	
30 Minute Rate 0.9474	1	19	1
	41	492	5

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3885 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4175
2	0.4390
3	0.4015
4	0.4342
5	0.3616
6	0.3326
7	0.4155
8	0.3970
9	0.4333
10	0.3948
11	0.3937
12	0.3386
13	0.3536
14	0.3917
15	0.4221
16	0.4083
17	0.3719
18	0.3351
19	0.4171
20	0.3858
21	0.3298
22	0.3450
23	0.3770
24	0.3430
25	0.4165
26	0.4389
27	0.4233
28	0.3959
29	0.3856
30	0.3959
31	0.3474

12.04346489