

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

RESPONSE & COMPLIANCE DATA

3145 Total Responses

2012 **Compliant**
201 **Non-Compliant**
31 **Exempted/Eliminated**

2244

	C	N	S	W	Total	
Calls	522	593	564	565	2244	
Eliminated	2	6	4	8	20	
Exempted	2	6	1	2	11	
Responses	518	581	559	555	2213	2244
Code 1 Compliant	14	11	12	24	61	
8 Minute Compliant	459	516	474	418	1867	
11 Minute Compliant	3		21	39	63	
30 Minute Compliant				21	21	
Compliant	476	527	507	502	2012	2012
Non-Compliant	42	54	52	53	201	2213

0.9092 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3145 Total Responses for the Month		
2244 911 Incident Responses	71.35%	
13 911 Incidents w/Multiple pts - Eliminated	0.41%	
0 911 Incidents Out of County - Eliminated	0.00%	
46 Mobile Supervisor (MSU) - Eliminated	1.46%	
842 Code 1 Incidents - Eliminated	26.77%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2/1		
N	6/0		
S	1/1	13 requested	
W	2/0	11 granted	84.62%
		2 denied	15.38%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

522	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
518	Total Responses for Zone
14	Code 1 Compliant Responses
459	8:29 Compliant Responses
3	11:29 Compliant Responses
	30:29 Compliant Responses
476	Compliant Responses
42	Non-Compliant Responses
0.9189	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9333	1	15	
8 Minute Rate 0.9180	41	500	4
11 Minute Rate 1.0000	0	3	0
30 Minute Rate #####			
	42	518	4

NORTH EQUITY ZONE DATA

593	Total Calls
6	Eliminated per Franchise Agreement
6	Exemption Granted
581	Total Responses for Zone
11	Code 1 Compliant Responses
516	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
527	Compliant Responses
54	Non-Compliant Responses
0.9071	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	11	
8 Minute Rate 0.9053	54	570	12
11 Minute Rate #####			
30 Minute Rate #####			
	54	581	12

SOUTH EQUITY ZONE DATA

564	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
559	Total Responses for Zone
12	Code 1 Compliant Responses
474	8:29 Compliant Responses
21	11:29 Compliant Responses
	30:29 Compliant Responses
507	Compliant Responses
52	Non-Compliant Responses
0.9070	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	3	15	
8 Minute Rate 0.9133	45	519	5
11 Minute Rate 0.8400	4	25	
30 Minute Rate #####			
	52	559	5

WEST EQUITY ZONE DATA

565	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
555	Total Responses for Zone
24	Code 1 Compliant Responses
418	8:29 Compliant Responses
39	11:29 Compliant Responses
21	30:29 Compliant Responses
502	Compliant Responses
53	Non-Compliant Responses
0.9045	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8276	5	29	
8 Minute Rate 0.9087	42	460	8
11 Minute Rate 0.8667	6	45	2
30 Minute Rate 1	0	21	
	53	555	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

0.3937 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4252
2	0.4070
3	0.3936
4	0.3092
5	0.4486
6	0.4264
7	0.3513
8	0.3447
9	0.4246
10	0.4442
11	0.3671
12	0.3701
13	0.3605
14	0.3767
15	0.4064
16	0.4675
17	0.4555
18	0.3954
19	0.4369
20	0.3928
21	0.3967
22	0.3700
23	0.3977
24	0.3647
25	0.3478
26	0.3839
27	0.4205
28	0.3606
29	0.3376
30	0.3628
31	0.4603

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