

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

RESPONSE & COMPLIANCE DATA

Total Responses

1723 Compliant
167 Non-Compliant
23 Exempted/Eliminated

1913

	C	N	S	W	Total	
Calls	398	525	459	531	1913	
Eliminated	5	1	1	6	13	
Exempted	2	2	4	2	10	
Responses	391	522	454	523	1890	1913
Code 1 Compliant	12	10	16	22	60	
8 Minute Compliant	338	468	376	415	1597	
11 Minute Compliant			18	31	49	
30 Minute Compliant				17	17	
Compliant	350	478	410	485	1723	1723
Non-Compliant	41	44	44	38	167	1890

0.9116 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2726 Total Responses for the Month		
1913 911 Incident Responses	70.18%	
16 911 Incidents w/Multiple pts - Eliminated	0.59%	
7 911 Incidents Out of County - Eliminated	0.26%	
790 Code 1 Incidents - Eliminated	28.98%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2/0		
N	2/1		
S	4/1	10 requested	
W	2/0	8 granted	80.00%
		2 denied	20.00%
	<i>(granted/denied)</i>		100.00%

CENTRAL EQUITY ZONE DATA

398	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
391	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
41	Non-Compliant Responses
0.8951 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	3	15	
8 Minute Rate 0.8989	38	376	7
11 Minute Rate #####			
30 Minute Rate #####			
	41	391	7

NORTH EQUITY ZONE DATA

525	Total Calls
1	Eliminated per Franchise Agreement
2	Exemption Granted
522	Total Responses for Zone
10	Code 1 Compliant Responses
468	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
478	Compliant Responses
44	Non-Compliant Responses
0.9157 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	2	12	
8 Minute Rate 0.9176	42	510	3
11 Minute Rate #####			
30 Minute Rate #####			
	44	522	3

SOUTH EQUITY ZONE DATA

459	Total Calls
1	Eliminated per Franchise Agreement
4	Exemption Granted
454	Total Responses for Zone
16	Code 1 Compliant Responses
376	8:29 Compliant Responses
18	11:29 Compliant Responses
	30:29 Compliant Responses
410	Compliant Responses
44	Non-Compliant Responses
0.9031	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	16	
8 Minute Rate 0.9171	34	410	4
11 Minute Rate 0.6429	10	28	1
30 Minute Rate #####			
	44	454	5

WEST EQUITY ZONE DATA

531	Total Calls
6	Eliminated per Franchise Agreement
2	Exemption Granted
523	Total Responses for Zone
22	Code 1 Compliant Responses
415	8:29 Compliant Responses
31	11:29 Compliant Responses
17	30:29 Compliant Responses
485	Compliant Responses
38	Non-Compliant Responses
0.9273	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.88	3	25	
8 Minute Rate 0.9432	25	440	2
11 Minute Rate 0.7561	10	41	6
30 Minute Rate 1		17	
	38	523	8

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

0.3687 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3475
2	0.3521
3	0.3092
4	0.3966
5	0.3775
6	0.3691
7	0.3316
8	0.3875
9	0.3285
10	0.3409
11	0.4121
12	0.3414
13	0.3891
14	0.3102
15	0.3882
16	0.3591
17	0.3649
18	0.4386
19	0.3696
20	0.4047
21	0.3473
22	0.4704
23	0.3769
24	0.2957
25	0.4164
26	0.4381
27	0.3747
28	0.3234
29	0.3475
30	0.3511
31	

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