

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

RESPONSE & COMPLIANCE DATA

2839 Total Responses

1915 **Compliant**
187 **Non-Compliant**
21 **Exempted/Eliminated**

2123

| | C | N | S | W | Total | |
|----------------------------|----------|----------|----------|----------|--------------|-------------|
| Calls | 486 | 567 | 526 | 544 | 2123 | |
| Eliminated | 6 | 5 | 4 | 5 | 20 | |
| Exempted | 0 | 1 | 0 | 0 | 1 | |
| Responses | 480 | 561 | 522 | 539 | 2102 | 2123 |
| Code 1 Compliant | 11 | 17 | 15 | 18 | 61 | |
| 8 Minute Compliant | 431 | 496 | 437 | 434 | 1798 | |
| 11 Minute Compliant | | | 15 | 24 | 39 | |
| 30 Minute Compliant | | | 1 | 16 | 17 | |
| Compliant | 442 | 513 | 468 | 492 | 1915 | 1915 |
| Non-Compliant | 38 | 48 | 54 | 47 | 187 | 2102 |

0.9110 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2838 **Total Responses for the Month**

| | | |
|--|---------------|---------------|
| 2123 911 Incident Responses | 74.78% | |
| 11 911 Incidents w/Multiple pts - Eliminated | 0.39% | |
| 1 911 Incidents Out of County - Eliminated | 0.04% | |
| 26 Mobile Supervisor (MSU) - Eliminated | 0.92% | |
| 677 Code 1 Incidents - Eliminated | 23.85% | 99.96% |

EXEMPTION DATA & DISTRIBUTION

| | |
|----------|-----|
| C | 0/2 |
| N | 1/0 |
| S | 0/0 |
| W | 0/0 |

(granted/denied)

| | |
|--------------------|---------|
| 3 requested | |
| 1 granted | 33.33% |
| 2 denied | 66.67% |
| | 100.00% |

CENTRAL EQUITY ZONE DATA

| | |
|---------------|---|
| 486 | Total Calls |
| 6 | Eliminated per Franchise Agreement |
| 0 | Exemption Granted |
| 480 | Total Responses for Zone |
| 11 | Code 1 Compliant Responses |
| 431 | 8:29 Compliant Responses |
| | 11:29 Compliant Responses |
| | 30:29 Compliant Responses |
| 442 | Compliant Responses |
| 38 | Non-Compliant Responses |
| 0.9208 | Compliance Rate |

| | NonCom | Total | Ex/Elim |
|-----------------------------|---------------|--------------|----------------|
| Code 1 Rate 0.8462 | 2 | 13 | |
| 8 Minute Rate 0.9229 | 36 | 467 | 6 |
| 11 Minute Rate ##### | | | |
| 30 Minute Rate ##### | | | |
| | 38 | 480 | 6 |

NORTH EQUITY ZONE DATA

| | |
|---------------|---|
| 567 | Total Calls |
| 5 | Eliminated per Franchise Agreement |
| 1 | Exemption Granted |
| 561 | Total Responses for Zone |
| 17 | Code 1 Compliant Responses |
| 496 | 8:29 Compliant Responses |
| | 11:29 Compliant Responses |
| | 30:29 Compliant Responses |
| 513 | Compliant Responses |
| 48 | Non-Compliant Responses |
| 0.9144 | Compliance Rate |

| | NonCom | Total | Ex/Elim |
|-----------------------------|---------------|--------------|----------------|
| Code 1 Rate 0.9444 | 1 | 18 | |
| 8 Minute Rate 0.9134 | 47 | 543 | 6 |
| 11 Minute Rate ##### | | | |
| 30 Minute Rate ##### | | | |
| | 48 | 561 | 6 |

SOUTH EQUITY ZONE DATA

| | |
|---------------|---|
| 526 | Total Calls |
| 4 | Eliminated per Franchise Agreement |
| 0 | Exemption Granted |
| 522 | Total Responses for Zone |
| 15 | Code 1 Compliant Responses |
| 437 | 8:29 Compliant Responses |
| 15 | 11:29 Compliant Responses |
| 1 | 30:29 Compliant Responses |
| 468 | Compliant Responses |
| 54 | Non-Compliant Responses |
| 0.8966 | Compliance Rate |

| | NonCom | Total | Ex/Elim |
|------------------------------|---------------|--------------|----------------|
| Code 1 Rate 0.8333 | 3 | 18 | |
| 8 Minute Rate 0.9010 | 48 | 485 | 4 |
| 11 Minute Rate 0.8333 | 3 | 18 | |
| 30 Minute Rate 1.0000 | 0 | 1 | |
| | 54 | 522 | 4 |

WEST EQUITY ZONE DATA

| | |
|---------------|---|
| 544 | Total Calls |
| 5 | Eliminated per Franchise Agreement |
| 0 | Exemption Granted |
| 539 | Total Responses for Zone |
| 18 | Code 1 Compliant Responses |
| 434 | 8:29 Compliant Responses |
| 24 | 11:29 Compliant Responses |
| 16 | 30:29 Compliant Responses |
| 492 | Compliant Responses |
| 47 | Non-Compliant Responses |
| 0.9128 | Compliance Rate |

| | NonCom | Total | Ex/Elim |
|------------------------------|---------------|--------------|----------------|
| Code 1 Rate 0.7826 | 5 | 23 | |
| 8 Minute Rate 0.9293 | 33 | 467 | 5 |
| 11 Minute Rate 0.7273 | 9 | 33 | |
| 30 Minute Rate 1 | 0 | 16 | |
| | 47 | 539 | 5 |

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4073 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

| | |
|-----------|--------|
| 1 | 0.4245 |
| 2 | 0.4478 |
| 3 | 0.4437 |
| 4 | 0.4361 |
| 5 | 0.3920 |
| 6 | 0.4730 |
| 7 | 0.5446 |
| 8 | 0.5365 |
| 9 | 0.3819 |
| 10 | 0.3634 |
| 11 | 0.3756 |
| 12 | 0.4237 |
| 13 | 0.4369 |
| 14 | 0.4561 |
| 15 | 0.4485 |
| 16 | 0.3531 |
| 17 | 0.0000 |
| 18 | 0.3160 |
| 19 | 0.4012 |
| 20 | 0.3850 |
| 21 | 0.3584 |
| 22 | 0.4550 |
| 23 | 0.4317 |
| 24 | 0.4235 |
| 25 | 0.3701 |
| 26 | 0.3948 |
| 27 | 0.3966 |
| 28 | 0.4612 |
| 29 | 0.4600 |
| 30 | 0.4267 |
| 31 | |

12.21767434