

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - May 2010

RESPONSE & COMPLIANCE DATA

Total Responses

1771 Compliant
166 Non-Compliant
38 Exempted/Eliminated

1975

	C	N	S	W	Total	
Calls	520	453	483	519	1975	
Eliminated	8	5	7	5	25	
Exempted	1	3	4	5	13	
Responses	511	445	472	509	1937	1975
Code 1 Compliant	19	7	15	16	57	
8 Minute Compliant	445	404	406	400	1655	
11 Minute Compliant		1	12	30	43	
30 Minute Compliant			1	15	16	
Compliant	464	412	434	461	1771	1771
Non-Compliant	47	33	38	48	166	1937

0.9143 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2764 Total Responses for the Month

1975 911 Incident Responses **71.45%**

17 911 Incidents w/Multiple pts - Eliminated **0.62%**

6 911 Incidents Out of County - Eliminated **0.22%**

766 Code 1 Incidents - Eliminated **27.71%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

C	3/3		
N	1/2	14 requested	
S	4/4	13 granted	92.86%
W	5/5	1 denied	7.14%
			100.00%

CENTRAL EQUITY ZONE DATA

453	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
445	Total Responses for Zone
7	Code 1 Compliant Responses
404	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
412	Compliant Responses
33	Non-Compliant Responses
0.9258	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8750	1	8	
8 Minute Rate 0.9266	32	436	8
11 Minute Rate 1.0000	0	1	0
30 Minute Rate #####			
	33	445	8

NORTH EQUITY ZONE DATA

520	Total Calls
8	Eliminated per Franchise Agreement
1	Exemption Granted
511	Total Responses for Zone
19	Code 1 Compliant Responses
445	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
464	Compliant Responses
47	Non-Compliant Responses
0.9080	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9500	1	20	
8 Minute Rate 0.9063	46	491	9
11 Minute Rate #####			
30 Minute Rate #####			
	47	511	9

SOUTH EQUITY ZONE DATA

483	Total Calls
7	Eliminated per Franchise Agreement
4	Exemption Granted
472	Total Responses for Zone
15	Code 1 Compliant Responses
406	8:29 Compliant Responses
12	11:29 Compliant Responses
1	30:29 Compliant Responses
434	Compliant Responses
38	Non-Compliant Responses
0.9195 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	15	
8 Minute Rate 0.9206	35	441	11
11 Minute Rate 0.8000	3	15	
30 Minute Rate 1.0000	0	1	
	38	472	11

WEST EQUITY ZONE DATA

519	Total Calls
5	Eliminated per Franchise Agreement
5	Exemption Granted
509	Total Responses for Zone
16	Code 1 Compliant Responses
400	8:29 Compliant Responses
30	11:29 Compliant Responses
15	30:29 Compliant Responses
461	Compliant Responses
48	Non-Compliant Responses
0.9057 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8421	3	19	
8 Minute Rate 0.907	41	441	5
11 Minute Rate 0.8824	4	34	3
30 Minute Rate 1	0	15	2
	48	509	10

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3764 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3955
2	0.3490
3	0.3983
4	0.4052
5	0.3948
6	0.2919
7	0.3404
8	0.4033
9	0.4088
10	0.4372
11	0.3959
12	0.4030
13	0.3421
14	0.4049
15	0.3839
16	0.3700
17	0.3387
18	0.4160
19	0.4045
20	0.3564
21	0.3593
22	0.3200
23	0.3225
24	0.4158
25	0.4084
26	0.3828
27	0.3698
28	0.2864
29	0.4041
30	0.4222
31	0.3385

11.66958614