

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

RESPONSE & COMPLIANCE DATA

Total Responses

1869 Compliant
181 Non-Compliant
32 Exempted/Eliminated

2082

	C	N	S	W	Total	
Calls	467	590	497	528	2082	
Eliminated	8	9	3	7	27	
Exempted	2	2	0	1	5	
Responses	457	579	494	520	2050	2082
Code 1 Compliant	10	16	13	23	62	
8 Minute Compliant	413	505	415	401	1734	
11 Minute Compliant			21	28	49	
30 Minute Compliant				24	24	
Compliant	423	521	449	476	1869	1869
Non-Compliant	34	58	45	44	181	2050

0.9117 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2964 Total Responses for the Month

2082 911 Incident Responses **70.24%**

21 911 Incidents w/Multiple pts - Eliminated **0.71%**

6 911 Incidents Out of County - Eliminated **0.20%**

855 Code 1 Incidents - Eliminated **28.85%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

C	2 / 1		
N	2 / 1		
S	0 / 1	9 requested	
W	1 / 1	5 granted	55.56%
	<i>(granted/denied)</i>	4 denied	44.44%
			100.00%

CENTRAL EQUITY ZONE DATA

467	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
457	Total Responses for Zone
10	Code 1 Compliant Responses
413	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
423	Compliant Responses
34	Non-Compliant Responses
0.9256	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	
8 Minute Rate 0.9260	33	446	10
11 Minute Rate #####			
30 Minute Rate #####			
	34	457	10

NORTH EQUITY ZONE DATA

590	Total Calls
9	Eliminated per Franchise Agreement
2	Exemption Granted
579	Total Responses for Zone
16	Code 1 Compliant Responses
505	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
521	Compliant Responses
58	Non-Compliant Responses
0.8998	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9412	1	17	
8 Minute Rate 0.8986	57	562	11
11 Minute Rate #####			
30 Minute Rate #####			
	58	579	11

SOUTH EQUITY ZONE DATA

497	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
494	Total Responses for Zone
13	Code 1 Compliant Responses
415	8:29 Compliant Responses
21	11:29 Compliant Responses
	30:29 Compliant Responses
449	Compliant Responses
45	Non-Compliant Responses
0.9089	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	13	
8 Minute Rate 0.9061	43	458	3
11 Minute Rate 0.9130	2	23	
30 Minute Rate #####			
	45	494	3

WEST EQUITY ZONE DATA

528	Total Calls
7	Eliminated per Franchise Agreement
1	Exemption Granted
520	Total Responses for Zone
23	Code 1 Compliant Responses
401	8:29 Compliant Responses
28	11:29 Compliant Responses
24	30:29 Compliant Responses
476	Compliant Responses
44	Non-Compliant Responses
0.9154	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.92	2	25	
8 Minute Rate 0.9197	35	436	8
11 Minute Rate 0.8	7	35	
30 Minute Rate 1	0	24	
	44	520	8

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

0.3831 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3846
2	0.4608
3	0.3987
4	0.3761
5	0.4401
6	0.4388
7	0.3397
8	0.4061
9	0.4695
10	0.3515
11	0.3918
12	0.3662
13	0.3793
14	0.3279
15	0.3384
16	0.4243
17	0.3731
18	0.3655
19	0.3365
20	0.4301
21	0.3789
22	0.3489
23	0.3693
24	0.3737
25	0.3602
26	0.3929
27	0.3439
28	0.3626
29	0.4346
30	0.3763
31	0.3358

11.876203