

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

RESPONSE & COMPLIANCE DATA

2995	Total Responses					
1954	Compliant					
	203 Non-Compliant					
	31 Exempted/Eliminated					
2188						

	C	N	S	W	Total	
Calls	498	653	512	525	2188	
Eliminated	8	6	5	5	24	
Exempted	1	3	2	1	7	
Responses	489	644	505	519	2157	2188
Code 1 Compliant	13	23	15	25	76	
8 Minute Compliant	437	565	418	401	1821	
11 Minute Compliant			15	28	43	
30 Minute Compliant				14	14	1954
Compliant	450	588	448	468	1954	
Non-Compliant	39	56	57	51	203	2157

0.9059 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2995	Total Responses for the Month	
2188	911 Incident Responses	73.06%
	24 911 Incidents w/Multiple pts - Eliminated	0.80%
	0 911 Incidents Out of County - Eliminated	0.00%
	35 Mobile Supervisor (MSU) - Eliminated	1.17%
	748 Code 1 Incidents - Eliminated	24.97%
		100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 0		
N	3 / 0		
S	5 / 3		
W	1 / 0		
	<i>(granted/denied)</i>		

10 requested	
7 granted	70.00%
3 denied	30.00%
	100.00%

CENTRAL EQUITY ZONE DATA

498	Total Calls
8	Eliminated per Franchise Agreement
1	Exemption Granted
489	Total Responses for Zone
13	Code 1 Compliant Responses
437	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
450	Compliant Responses
39	Non-Compliant Responses
0.9202 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000		13	
8 Minute Rate 0.9181	39	476	9
11 Minute Rate #####			
30 Minute Rate #####			
	39	489	9

NORTH EQUITY ZONE DATA

653	Total Calls
6	Eliminated per Franchise Agreement
3	Exemption Granted
644	Total Responses for Zone
23	Code 1 Compliant Responses
565	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
588	Compliant Responses
56	Non-Compliant Responses
0.9130 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9583	1	24	
8 Minute Rate 0.9113	55	620	9
11 Minute Rate #####			
30 Minute Rate #####			
	56	644	9

SOUTH EQUITY ZONE DATA

512	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
505	Total Responses for Zone
15	Code 1 Compliant Responses
418	8:29 Compliant Responses
15	11:29 Compliant Responses
	30:29 Compliant Responses
448	Compliant Responses
57	Non-Compliant Responses
0.8871 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	3	18	
8 Minute Rate 0.9048	44	462	6
11 Minute Rate 0.6000	10	25	1
30 Minute Rate #####			
	57	505	7

WEST EQUITY ZONE DATA

525	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
519	Total Responses for Zone
25	Code 1 Compliant Responses
401	8:29 Compliant Responses
28	11:29 Compliant Responses
14	30:29 Compliant Responses
468	Compliant Responses
51	Non-Compliant Responses
0.9017 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	5	30	
8 Minute Rate 0.9114	39	440	6
11 Minute Rate 0.8235	6	34	0
30 Minute Rate 0.9333	1	15	0
	51	519	6

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4028 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4121
2	0.3421
3	0.4070
4	0.3645
5	0.4426
6	0.3868
7	0.4370
8	0.4095
9	0.3795
10	0.3582
11	0.4074
12	0.3868
13	0.4590
14	0.3900
15	0.3992
16	0.3585
17	0.3957
18	0.4243
19	0.3908
20	0.3347
21	0.4420
22	0.4649
23	0.4255
24	0.3498
25	0.3784
26	0.4433
27	0.4513
28	0.4272
29	0.4222
30	0.3795
31	0.4168
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