# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - June 2011

#### **RESPONSE & COMPLIANCE DATA**

2725 Total Responses

1716 Compliant 162 Non-Compliant

38 Exempted/Eliminated

1916

	С	N	S	W	Total	
Calls	432	537	459	488	1916	
Eliminated	4	12	10	4	30	
Exempted	3	1	0	4	8	
Responses	425	524	449	480	1878	
						1916
Code 1 Compliant	13	10	21	27	71	
8 Minute Compliant	378	468	378	344	1568	
<b>11 Minute Compliant</b>			13	36	49	
<b>30 Minute Compliant</b>			1	27	28	
						1716
Compliant	391	478	413	434	1716	
Non-Compliant	34	46	36	46	162	
						1878

0.9137 Overall Compliance

#### **DISTRIBUTION & ACCOUNTING OF ALL RESPONSES**

**2725** Total Responses for the Month

1917 911 Incident Responses70.35%30 911 Incidents w/Multiple pts - Eliminated1.10%9 911 Incidents Out of County - Eliminated0.33%

4 Fire Transports (ADMID) Filminated

4 Fire Transports (ARMUP) - Eliminated

765 Code 1 Incidents - Eliminated

0.33% 0.15%

28.07%

#### **EXEMPTION DATA & DISTRIBUTION**

С	3/0
N	1/1
S	0/0 4/0
W	4/0
	(granted/denied)

9 requested 8 granted 1 denied

100.00%

88.89% 11.11%

100.00%

# **CENTRAL EQUITY ZONE DATA**

432	Total Calls
4	Eliminated per Franchise Agreement
3	Exemption Granted
425	Total Responses for Zone
13	Code 1 Compliant Responses
378	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
391	Compliant Responses
34	Non-Compliant Responses
	•
0.9200	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	
8 Minute Rate 0.9197	33	411	7
11 Minute Rate #####			
<b>30 Minute Rate ####</b>			
	34	425	7

# **NORTH EQUITY ZONE DATA**

537 12 1 524	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
10 468	Code 1 Compliant Responses 8:29 Compliant Responses 11:29 Compliant Responses 30:29 Compliant Responses
478 46	Compliant Responses Non-Compliant Responses
0.9122	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9091	1	11	
8 Minute Rate 0.9123	45	513	13
11 Minute Rate ####			
<b>30 Minute Rate ####</b>			
	46	524	13

# **SOUTH EQUITY ZONE DATA**

459	Total Calls
10	Eliminated per Franchise Agreement
0	Exemption Granted
449	Total Responses for Zone
21	Code 1 Compliant Responses
378	8:29 Compliant Responses
13	11:29 Compliant Responses
1	30:29 Compliant Responses
413	Compliant Responses
36	Non-Compliant Responses
	, , , , , , , , , , , , , , , , , , , ,
0.9198	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.00	<b>00</b> 0	21	
8 Minute Rate 0.92	<b>65</b> 30	408	10
11 Minute Rate 0.68	<b>42</b> 6	19	0
30 Minute Rate 1.00	<b>00</b> 0	1	0
	36	449	10

# **WEST EQUITY ZONE DATA**

488 4 4 480	Total Calls Eliminated per Franchise Agreement Exemption Granted Total Responses for Zone
27	Code 1 Compliant Responses
344	8:29 Compliant Responses
36	11:29 Compliant Responses
27	30:29 Compliant Responses
434 46	Compliant Responses Non-Compliant Responses
0.9042	Compliance Rate

		NonCom	Total	Ex/Elim
Code 1 Rate	0.7941	7	34	
8 Minute Rate	0.9198	30	374	7
11 Minute Rate	0.8	9	45	1
30 Minute Rate	1	0	27	
		46	480	8

#### ONE MINUTE DISPATCH TIME REQUIREMENT

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

#### **UNIT HOUR UTILIZATION CALCULATION**

0.3553 Calculated Average Productivity/Efficiency Ratio (not to exceed 0.4500)

1	0.3864
2	0.4134
3	0.3951
4	0.3552
5	0.2703
6	0.3603
7	0.3923
8	0.3516
9	0.3875
10	0.3303
11	0.3585
12	0.3520
13	0.3862
14	0.3364
15	0.2793
16	0.3530
17	0.3119
18	0.3746
19	0.3764
20	0.3484
21	0.3795
22	0.3987
23	0.3687
24	0.3583
25	0.3183
26	0.3531
27	0.3487
28	0.3573
29	0.3467
30	0.3104
31	