

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

RESPONSE & COMPLIANCE DATA

2981 Total Responses

1860 **Compliant**
195 **Non-Compliant**
25 **Exempted/Eliminated**

2080

	C	N	S	W	Total	
Calls	502	577	511	490	2080	
Eliminated	6	9	5	3	23	
Exempted	1	1	0	0	2	
Responses	495	567	506	487	2055	2080
Code 1 Compliant	13	22	16	19	70	
8 Minute Compliant	431	492	421	378	1722	
11 Minute Compliant	1		18	30	49	
30 Minute Compliant			5	14	19	
Compliant	445	514	460	441	1860	1860
Non-Compliant	50	53	46	46	195	2055

0.9051 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2981 Total Responses for the Month		
2080 911 Incident Responses	69.78%	
26 911 Incidents w/Multiple pts - Eliminated	0.87%	
7 911 Incidents Out of County - Eliminated	0.23%	
31 Mobile Supervisor (MSU) - Eliminated	1.04%	
837 Code 1 Incidents - Eliminated	28.08%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 1		
N	1 / 2		
S	0 / 0	5 requested	
W	0 / 0	2 granted	40.00%
		3 denied	60.00%
			100.00%

(granted/denied)

CENTRAL EQUITY ZONE DATA

502	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
495	Total Responses for Zone
13	Code 1 Compliant Responses
431	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
445	Compliant Responses
50	Non-Compliant Responses
0.8990	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7647	4	17	
8 Minute Rate 0.9036	46	477	7
11 Minute Rate 1.0000	0	1	
30 Minute Rate #####			
	50	495	7

NORTH EQUITY ZONE DATA

577	Total Calls
9	Eliminated per Franchise Agreement
1	Exemption Granted
567	Total Responses for Zone
22	Code 1 Compliant Responses
492	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
514	Compliant Responses
53	Non-Compliant Responses
0.9065	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9565	1	23	
8 Minute Rate 0.9044	52	544	10
11 Minute Rate #####			
30 Minute Rate #####			
	53	567	10

SOUTH EQUITY ZONE DATA

511	Total Calls
5	Eliminated per Franchise Agreement
0	Exemption Granted
506	Total Responses for Zone
16	Code 1 Compliant Responses
421	8:29 Compliant Responses
18	11:29 Compliant Responses
5	30:29 Compliant Responses
460	Compliant Responses
46	Non-Compliant Responses
0.9091	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.9113	41	462	4
11 Minute Rate 0.8571	3	21	1
30 Minute Rate 1.0000	0	5	
	46	506	5

WEST EQUITY ZONE DATA

490	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
487	Total Responses for Zone
19	Code 1 Compliant Responses
378	8:29 Compliant Responses
30	11:29 Compliant Responses
14	30:29 Compliant Responses
441	Compliant Responses
46	Non-Compliant Responses
0.9055	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7037	8	27	
8 Minute Rate 0.9242	31	409	3
11 Minute Rate 0.8108	7	37	
30 Minute Rate 1	0	14	
	46	487	3

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

0.4155 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3664
2	0.4306
3	0.4496
4	0.4289
5	0.3871
6	0.4164
7	0.3846
8	0.3928
9	0.4237
10	0.3956
11	0.4604
12	0.4495
13	0.4281
14	0.3950
15	0.3858
16	0.5148
17	0.4824
18	0.4663
19	0.4153
20	0.4293
21	0.4661
22	0.3491
23	0.3715
24	0.3704
25	0.4347
26	0.3581
27	0.4427
28	0.3985
29	0.4273
30	0.3432
31	

12.4643