

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

RESPONSE & COMPLIANCE DATA

2877	Total Responses					
1791	Compliant					
178	Non-Compliant					
35	Exempted/Eliminated					
2004						

	C	N	S	W	Total	
Calls	411	560	518	515	2004	
Eliminated	5	9	10	8	32	
Exempted	0	0	1	2	3	
Responses	406	551	507	505	1969	2004
Code 1 Compliant	6	13	9	17	45	
8 Minute Compliant	367	490	427	376	1660	
11 Minute Compliant	2		16	40	58	
30 Minute Compliant				28	28	
Compliant	375	503	452	461	1791	1791
Non-Compliant	31	48	55	44	178	
						1969

0.9096 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2877	Total Responses for the Month		
2004	911 Incident Responses	69.66%	
	27 911 Incidents w/Multiple pts - Eliminated	0.94%	
	10 911 Incidents Out of County - Eliminated	0.35%	
	6 Fire Transports (ARMUP) - Eliminated	0.21%	
	830 Code 1 Incidents - Eliminated	28.85%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	0/0		
S	2/0	4 requested	75.00%
W	1/1	3 granted	25.00%
	<i>(granted/denied)</i>	1 denied	100.00%

CENTRAL EQUITY ZONE DATA

411	Total Calls
5	Eliminated per Franchise Agreement
0	Exemption Granted
406	Total Responses for Zone
6	Code 1 Compliant Responses
367	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
375	Compliant Responses
31	Non-Compliant Responses
0.9236 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	6	
8 Minute Rate 0.9221	31	398	5
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	31	406	5

NORTH EQUITY ZONE DATA

560	Total Calls
9	Eliminated per Franchise Agreement
0	Exemption Granted
551	Total Responses for Zone
13	Code 1 Compliant Responses
490	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
503	Compliant Responses
48	Non-Compliant Responses
0.9129 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9286	1	14	
8 Minute Rate 0.9125	47	537	9
11 Minute Rate #####			
30 Minute Rate #####			
	48	551	9

SOUTH EQUITY ZONE DATA

518	Total Calls
10	Eliminated per Franchise Agreement
1	Exemption Granted
507	Total Responses for Zone
9	Code 1 Compliant Responses
427	8:29 Compliant Responses
16	11:29 Compliant Responses
	30:29 Compliant Responses
452	Compliant Responses
55	Non-Compliant Responses
0.8915 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6923	4	13	
8 Minute Rate 0.9085	43	470	9
11 Minute Rate 0.6667	8	24	2
30 Minute Rate #####			
	55	507	11

WEST EQUITY ZONE DATA

515	Total Calls
8	Eliminated per Franchise Agreement
2	Exemption Granted
505	Total Responses for Zone
17	Code 1 Compliant Responses
376	8:29 Compliant Responses
40	11:29 Compliant Responses
28	30:29 Compliant Responses
461	Compliant Responses
44	Non-Compliant Responses
0.9129 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.85	3	20	
8 Minute Rate 0.9216	32	408	7
11 Minute Rate 0.8333	8	48	2
30 Minute Rate 0.9655	1	29	1
	44	505	10

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3638 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3914
2	0.3400
3	0.3640
4	0.3332
5	0.3561
6	0.3636
7	0.3886
8	0.3221
9	0.3631
10	0.4162
11	0.3703
12	0.3704
13	0.3356
14	0.3756
15	0.3886
16	0.3657
17	0.2910
18	0.3633
19	0.3592
20	0.3267
21	0.3555
22	0.4030
23	0.3056
24	0.3998
25	0.3782
26	0.4161
27	0.3762
28	0.3901
29	0.3704
30	0.4033
31	0.2946

11.27732195