

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

RESPONSE & COMPLIANCE DATA

3108 Total Responses

1957 **Compliant**
206 **Non-Compliant**
25 **Exempted/Eliminated**

2188

	C	N	S	W	Total	
Calls	519	612	522	535	2188	
Eliminated	7	4	4	6	21	
Exempted	0	2	1	1	4	
Responses	512	606	517	528	2163	2188
Code 1 Compliant	15	20	15	25	75	
8 Minute Compliant	450	519	437	401	1807	
11 Minute Compliant	2		18	35	55	
30 Minute Compliant				20	20	
Compliant	467	539	470	481	1957	1957
Non-Compliant	45	67	47	47	206	2163

0.9048 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3108 Total Responses for the Month		
2188 911 Incident Responses	70.40%	
43 911 Incidents w/Multiple pts - Eliminated	1.38%	
4 911 Incidents Out of County - Eliminated	0.13%	
34 Mobile Supervisor (MSU) - Eliminated	1.09%	
839 Code 1 Incidents - Eliminated	26.99%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	2 / 0		
S	1 / 0	5 requested	
W	1 / 1	4 granted	80.00%
	<i>(granted/denied)</i>	1 denied	20.00%
			100.00%

CENTRAL EQUITY ZONE DATA

519	Total Calls
7	Eliminated per Franchise Agreement
0	Exemption Granted
512	Total Responses for Zone
15	Code 1 Compliant Responses
450	8:29 Compliant Responses
2	11:29 Compliant Responses
	30:29 Compliant Responses
467	Compliant Responses
45	Non-Compliant Responses
0.9121	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8824	2	17	
8 Minute Rate 0.9128	43	493	7
11 Minute Rate 1.0000	0	2	
30 Minute Rate #####			
	45	512	7

NORTH EQUITY ZONE DATA

612	Total Calls
4	Eliminated per Franchise Agreement
2	Exemption Granted
606	Total Responses for Zone
20	Code 1 Compliant Responses
519	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
539	Compliant Responses
67	Non-Compliant Responses
0.8894	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9524	1	21	
8 Minute Rate 0.8872	66	585	6
11 Minute Rate #####			
30 Minute Rate #####			
	67	606	6

SOUTH EQUITY ZONE DATA

522	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
517	Total Responses for Zone
15	Code 1 Compliant Responses
437	8:29 Compliant Responses
18	11:29 Compliant Responses
	30:29 Compliant Responses
470	Compliant Responses
47	Non-Compliant Responses
0.9091	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	3	18	
8 Minute Rate 0.9123	42	479	5
11 Minute Rate 0.9000	2	20	0
30 Minute Rate #####			
	47	517	5

WEST EQUITY ZONE DATA

535	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
528	Total Responses for Zone
25	Code 1 Compliant Responses
401	8:29 Compliant Responses
35	11:29 Compliant Responses
20	30:29 Compliant Responses
481	Compliant Responses
47	Non-Compliant Responses
0.9110	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9259	2	27	
8 Minute Rate 0.9218	34	435	6
11 Minute Rate 0.7609	11	46	1
30 Minute Rate 1	0	20	
	47	528	7

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

0.4309 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3658
2	0.4483
3	0.4380
4	0.3543
5	0.4429
6	0.4660
7	0.3764
8	0.5101
9	0.4817
10	0.4056
11	0.4430
12	0.3925
13	0.4419
14	0.4359
15	0.4520
16	0.4485
17	0.4588
18	0.4110
19	0.4387
20	0.4413
21	0.4199
22	0.3941
23	0.4767
24	0.4496
25	0.4222
26	0.4729
27	0.4608
28	0.4336
29	0.4024
30	0.3576
31	0.4151

13.35720112