

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - September 2010

RESPONSE & COMPLIANCE DATA

2176 Total Responses

1915 Compliant
188 Non-Compliant
38 Exempted/Eliminated

2141

	C	N	S	W	Total	
Calls	483	560	515	583	2141	
Eliminated	12	10	6	5	33	
Exempted	0	1	1	3	5	
Responses	471	549	508	575	2103	2141
Code 1 Compliant	8	16	13	33	70	
8 Minute Compliant	429	484	431	408	1752	
11 Minute Compliant			17	49	66	
30 Minute Compliant			3	24	27	
Compliant	437	500	464	514	1915	1915
Non-Compliant	34	49	44	61	188	2103

0.9106 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2905 Total Responses for the Month		
2141 911 Incident Responses	73.70%	
27 911 Incidents w/Multiple pts - Eliminated	0.93%	
8 911 Incidents Out of County - Eliminated	0.28%	
729 Code 1 Incidents - Eliminated	25.09%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0/2		
N	2/2		
S	1/1	8 requested	
W	3/3	6 granted	75.00%
		2 denied	25.00%
			100.00%

CENTRAL EQUITY ZONE DATA

483	Total Calls
12	Eliminated per Franchise Agreement
0	Exemption Granted
471	Total Responses for Zone
8	Code 1 Compliant Responses
429	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
437	Compliant Responses
34	Non-Compliant Responses
0.9278	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	2	10	
8 Minute Rate 0.9306	32	461	12
11 Minute Rate #####			
30 Minute Rate #####			
	34	471	12

NORTH EQUITY ZONE DATA

560	Total Calls
10	Eliminated per Franchise Agreement
1	Exemption Granted
549	Total Responses for Zone
16	Code 1 Compliant Responses
484	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
500	Compliant Responses
49	Non-Compliant Responses
0.9107	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	16	
8 Minute Rate 0.9081	49	533	11
11 Minute Rate #####			
30 Minute Rate #####			
	49	549	11

SOUTH EQUITY ZONE DATA

515	Total Calls
6	Eliminated per Franchise Agreement
1	Exemption Granted
508	Total Responses for Zone
13	Code 1 Compliant Responses
431	8:29 Compliant Responses
17	11:29 Compliant Responses
3	30:29 Compliant Responses
464	Compliant Responses
44	Non-Compliant Responses
0.9134	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	13	
8 Minute Rate 22.6842	2	19	1
11 Minute Rate 0.0359	42	473	6
30 Minute Rate 1.0000	0	3	
	44	508	7

WEST EQUITY ZONE DATA

583	Total Calls
5	Eliminated per Franchise Agreement
3	Exemption Granted
575	Total Responses for Zone
33	Code 1 Compliant Responses
408	8:29 Compliant Responses
49	11:29 Compliant Responses
24	30:29 Compliant Responses
514	Compliant Responses
61	Non-Compliant Responses
0.8939	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8684	5	38	
8 Minute Rate 0.9047	43	451	5
11 Minute Rate 0.7903	13	62	3
30 Minute Rate 1	0	24	
	61	575	8

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3904 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3187
2	0.3314
3	0.3931
4	0.4096
5	0.3620
6	0.3842
7	0.3743
8	0.4277
9	0.3909
10	0.3967
11	0.4221
12	0.3780
13	0.4247
14	0.4684
15	0.3839
16	0.4044
17	0.3967
18	0.3875
19	0.3991
20	0.2952
21	0.4164
22	0.3834
23	0.3709
24	0.3895
25	0.4375
26	0.4334
27	0.4351
28	0.3351
29	0.4200
30	0.3426
31	

11.71270698