

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

RESPONSE & COMPLIANCE DATA

<u>Total Responses</u>		C	N	S	W	Total	
1838 Compliant		454	581	481	541	2057	
189 Non-Compliant		4	5	8	5	22	
30 Exempted/Eliminated		0	4	3	1	8	
2057		450	572	470	535	2027	2057
		9	12	16	26	63	
		399	503	395	403	1700	
				16	36	52	
				1	22	23	
							1838
		408	515	428	487	1838	
		42	57	42	48	189	
							2027

0.9068 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2944 Total Responses for the Month			
2057 911 Incident Responses	69.87%		
22 911 Incidents w/Multiple pts - Eliminated	0.75%		
6 911 Incidents Out of County - Eliminated	0.20%		
859 Code 1 Incidents - Eliminated	29.18%	100.00%	

EXEMPTION DATA & DISTRIBUTION

C	0/0		
N	4/1	11 requested	
S	3/0	8 granted	72.73%
W	1/2	3 denied	27.27%
			100.00%

CENTRAL EQUITY ZONE DATA

454	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
450	Total Responses for Zone
9	Code 1 Compliant Responses
399	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
408	Compliant Responses
42	Non-Compliant Responses
0.9067 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9000	1	10	
8 Minute Rate 0.9068	41	440	4
11 Minute Rate #####			
30 Minute Rate #####			
	42	450	4

NORTH EQUITY ZONE DATA

581	Total Calls
5	Eliminated per Franchise Agreement
4	Exemption Granted
572	Total Responses for Zone
12	Code 1 Compliant Responses
503	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
515	Compliant Responses
57	Non-Compliant Responses
0.9003 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8000	3	15	
8 Minute Rate 0.9031	54	557	9
11 Minute Rate #####			
30 Minute Rate #####			
	57	572	9

SOUTH EQUITY ZONE DATA

481	Total Calls
8	Eliminated per Franchise Agreement
3	Exemption Granted
470	Total Responses for Zone
16	Code 1 Compliant Responses
395	8:29 Compliant Responses
16	11:29 Compliant Responses
1	30:29 Compliant Responses
428	Compliant Responses
42	Non-Compliant Responses

0.9106 Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.9207	34	429	11
11 Minute Rate 0.7273	6	22	
30 Minute Rate 1.0000	0	1	
	42	470	11

WEST EQUITY ZONE DATA

541	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
535	Total Responses for Zone
26	Code 1 Compliant Responses
403	8:29 Compliant Responses
36	11:29 Compliant Responses
22	30:29 Compliant Responses
487	Compliant Responses
48	Non-Compliant Responses

0.9103 Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7647	8	34	
8 Minute Rate 0.9264	32	435	6
11 Minute Rate 0.8182	8	44	
30 Minute Rate 1	0	22	
	48	535	6

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.3701 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3312
2	0.4128
3	0.3721
4	0.3723
5	0.4423
6	0.3808
7	0.3629
8	0.4202
9	0.3826
10	0.3974
11	0.3558
12	0.3521
13	0.3596
14	0.3112
15	0.3572
16	0.3970
17	0.3946
18	0.3013
19	0.4037
20	0.4198
21	0.3311
22	0.3561
23	0.3917
24	0.3303
25	0.3691
26	0.3889
27	0.3949
28	0.3452
29	0.2960
30	0.3719
31	

11.10208177