

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - June 2010

## RESPONSE & COMPLIANCE DATA

### Total Responses

<b>1710</b>	<b>Compliant</b>
<b>165</b>	<b>Non-Compliant</b>
<b>32</b>	<b>Exempted/Eliminated</b>
<b>1907</b>	

	C	N	S	W	Total	
<b>Calls</b>	523	449	446	489	<b>1907</b>	
<b>Eliminated</b>	5	5	3	5	<b>18</b>	
<b>Exempted</b>	6	4	3	1	<b>14</b>	
<b>Responses</b>	512	440	440	483	<b>1875</b>	<b>1907</b>
<b>Code 1 Compliant</b>	20	13	16	26	<b>75</b>	
<b>8 Minute Compliant</b>	438	399	353	370	<b>1560</b>	
<b>11 Minute Compliant</b>			26	33	<b>59</b>	
<b>30 Minute Compliant</b>			3	13	<b>16</b>	
<b>Compliant</b>	458	412	398	442	<b>1710</b>	<b>1710</b>
<b>Non-Compliant</b>	54	28	42	41	<b>165</b>	<b>1875</b>

**0.9120 Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2793</b>	<b>Total Responses for the Month</b>	
<b>1907</b>	<b>911 Incident Responses</b>	<b>68.28%</b>
<b>23</b>	<b>911 Incidents w/Multiple pts - Eliminated</b>	<b>0.82%</b>
<b>3</b>	<b>911 Incidents Out of County - Eliminated</b>	<b>0.11%</b>
<b>860</b>	<b>Code 1 Incidents - Eliminated</b>	<b>30.79%</b>
		<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

C	4/4		
N	5/5	<b>16 requested</b>	
S	3/6	<b>13 granted</b>	81.25%
W	1/1	<b>3 denied</b>	18.75%
			100.00%

**CENTRAL EQUITY ZONE DATA**

449	Total Calls
5	Eliminated per Franchise Agreement
4	Exemption Granted
440	Total Responses for Zone
13	Code 1 Compliant Responses
399	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
412	Compliant Responses
28	Non-Compliant Responses
<b>0.9364</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	13	1
8 Minute Rate 0.9344	28	427	8
11 Minute Rate #####			
30 Minute Rate #####			
	28	440	9

**NORTH EQUITY ZONE DATA**

523	Total Calls
5	Eliminated per Franchise Agreement
6	Exemption Granted
512	Total Responses for Zone
20	Code 1 Compliant Responses
438	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
458	Compliant Responses
54	Non-Compliant Responses
<b>0.8945</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8696	3	23	
8 Minute Rate 0.8957	51	489	11
11 Minute Rate #####			
30 Minute Rate #####			
	54	512	11

## SOUTH EQUITY ZONE DATA

446	Total Calls
3	Eliminated per Franchise Agreement
3	Exemption Granted
440	Total Responses for Zone
16	Code 1 Compliant Responses
353	8:29 Compliant Responses
26	11:29 Compliant Responses
3	30:29 Compliant Responses
398	Compliant Responses
42	Non-Compliant Responses
<b>0.9045</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.9051	37	390	5
11 Minute Rate 0.8966	3	29	1
30 Minute Rate 1.0000		3	
	42	440	6

## WEST EQUITY ZONE DATA

489	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
483	Total Responses for Zone
26	Code 1 Compliant Responses
33	8:29 Compliant Responses
370	11:29 Compliant Responses
13	30:29 Compliant Responses
442	Compliant Responses
41	Non-Compliant Responses
<b>0.9151</b>	<b>Compliance Rate</b>

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	4	30	
8 Minute Rate 0.0827	29	399	5
11 Minute Rate 9.25	7	40	1
30 Minute Rate 0.9286	1	14	
	41	483	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**

**0.3779** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

1	0.3831
2	0.4179
3	0.3654
4	0.3775
5	0.3841
6	0.4170
7	0.4233
8	0.3443
9	0.4123
10	0.2898
11	0.3552
12	0.3559
13	0.3696
14	0.4207
15	0.2842
16	0.4198
17	0.3445
18	0.3907
19	0.3874
20	0.3289
21	0.4097
22	0.3851
23	0.4525
24	0.3815
25	0.3502
26	0.3521
27	0.3893
28	0.3709
29	0.4269
30	0.3465
31	

11.33630108