

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

## RESPONSE & COMPLIANCE DATA

### Total Responses

<b>1554</b> Compliant
<b>165</b> Non-Compliant
<b>26</b> Exempted/Eliminated
<b>1745</b>

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>
<b>Calls</b>	467	433	403	442	<b>1745</b>
<b>Eliminated</b>	1	3	4	8	<b>16</b>
<b>Exempted</b>	1	3	3	3	<b>10</b>
<b>Responses</b>	465	427	396	431	<b>1719</b>
<b>Code 1 Compliant</b>	12	2	26	25	<b>65</b>
<b>8 Minute Compliant</b>	398	389	322	329	<b>1438</b>
<b>11 Minute Compliant</b>			14	21	<b>35</b>
<b>30 Minute Compliant</b>			1	15	<b>16</b>
<b>Compliant</b>	410	391	363	390	<b>1554</b>
<b>Non-Compliant</b>	55	36	33	41	<b>165</b>

**0.9040 Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2396</b> Total Responses for the Month	
<b>1745</b> 911 Incident Responses	<b>72.83%</b>
<b>26</b> 911 Incidents w/Multiple pts - Eliminated	<b>1.09%</b>
<b>3</b> 911 Incidents Out of County - Eliminated	<b>0.13%</b>
<b>622</b> Code 1 Incidents - Eliminated	<b>25.96%</b>
	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	3/3		
<b>N</b>	1/3	<b>12 requested</b>	
<b>S</b>	3/3	<b>10 granted</b>	83.33%
<b>W</b>	3/3	<b>2 denied</b>	16.67%
			100.00%

**CENTRAL EQUITY ZONE DATA**

433	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
427	<b>Total Responses for Zone</b>
2	<b>Code 1 Compliant Responses</b>
389	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
391	<b>Compliant Responses</b>
36	<b>Non-Compliant Responses</b>
<b>0.9157</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.5000</b>	2	4	
<b>8 Minute Rate 0.9196</b>	34	423	6
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	36	427	6

**NORTH EQUITY ZONE DATA**

467	<b>Total Calls</b>
1	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
465	<b>Total Responses for Zone</b>
12	<b>Code 1 Compliant Responses</b>
398	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
410	<b>Compliant Responses</b>
55	<b>Non-Compliant Responses</b>
<b>0.8817</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7500</b>	4	16	
<b>8 Minute Rate 0.8864</b>	51	449	2
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	55	465	2

## SOUTH EQUITY ZONE DATA

403	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
396	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
322	<b>8:29 Compliant Responses</b>
14	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
363	<b>Compliant Responses</b>
33	<b>Non-Compliant Responses</b>
<b>0.9167</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9286</b>	2	28	
<b>8 Minute Rate 0.9174</b>	29	351	6
<b>11 Minute Rate 0.8750</b>	2	16	1
<b>30 Minute Rate 1.0000</b>	0	1	0
	33	396	7

## WEST EQUITY ZONE DATA

442	<b>Total Calls</b>
8	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
431	<b>Total Responses for Zone</b>
25	<b>Code 1 Compliant Responses</b>
329	<b>8:29 Compliant Responses</b>
21	<b>11:29 Compliant Responses</b>
15	<b>30:29 Compliant Responses</b>
390	<b>Compliant Responses</b>
41	<b>Non-Compliant Responses</b>
<b>0.9049</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8621</b>	4	29	
<b>8 Minute Rate 0.9139</b>	31	360	10
<b>11 Minute Rate 0.7778</b>	6	27	1
<b>30 Minute Rate 1</b>	0	15	0
	41	431	11

**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**

**0.3776** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.4010
<b>2</b>	0.4302
<b>3</b>	0.3953
<b>4</b>	0.3984
<b>5</b>	0.3277
<b>6</b>	0.4301
<b>7</b>	0.3404
<b>8</b>	0.4394
<b>9</b>	0.3715
<b>10</b>	0.3691
<b>11</b>	0.4268
<b>12</b>	0.4165
<b>13</b>	0.4114
<b>14</b>	0.3821
<b>15</b>	0.3140
<b>16</b>	0.3967
<b>17</b>	0.2945
<b>18</b>	0.3657
<b>19</b>	0.3533
<b>20</b>	0.4494
<b>21</b>	0.2883
<b>22</b>	0.3429
<b>23</b>	0.4264
<b>24</b>	0.2949
<b>25</b>	0.4499
<b>26</b>	0.3735
<b>27</b>	0.3821
<b>28</b>	0.3003
<b>29</b>	
<b>30</b>	
<b>31</b>	

**10.57178003**