

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

## RESPONSE & COMPLIANCE DATA

### Total Responses

**1680** Compliant  
**159** Non-Compliant  
**24** Exempted/Eliminated

**1863**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	493	421	485	464	<b>1863</b>	
<b>Eliminated</b>	5	4	4	4	<b>17</b>	
<b>Exempted</b>	3	1	1	2	<b>7</b>	
<b>Responses</b>	485	416	480	458	<b>1839</b>	<b>1863</b>
<b>Code 1 Compliant</b>	11	14	20	26	<b>71</b>	
<b>8 Minute Compliant</b>	432	364	397	351	<b>1544</b>	
<b>11 Minute Compliant</b>	0	1	15	26	<b>42</b>	
<b>30 Minute Compliant</b>	0		2	21	<b>23</b>	
<b>Compliant</b>	443	379	434	424	<b>1680</b>	<b>1680</b>
<b>Non-Compliant</b>	42	37	46	34	<b>159</b>	<b>1839</b>

**0.9135** Overall Compliance

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

**2641** Total Responses for the Month

**1863** 911 Incident Responses **70.54%**

**20** 911 Incidents w/Multiple pts - Eliminated **0.76%**

**2** 911 Incidents Out of County - Eliminated **0.08%**

**756** Code 1 Incidents - Eliminated **28.63%** **100.00%**

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1/1		
<b>N</b>	3/4	<b>9 requested</b>	
<b>S</b>	1/2	<b>7 granted</b>	77.78%
<b>W</b>	2/2	<b>2 denied</b>	22.22%
			100.00%

**CENTRAL EQUITY ZONE DATA**

421	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
416	<b>Total Responses for Zone</b>
14	<b>Code 1 Compliant Responses</b>
364	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
379	<b>Compliant Responses</b>
37	<b>Non-Compliant Responses</b>
<b>0.9111 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8750</b>	2	16	
<b>8 Minute Rate 0.9123</b>	35	399	5
<b>11 Minute Rate 1.0000</b>	0	1	0
<b>30 Minute Rate #####</b>	0	0	0
	37	416	5

**NORTH EQUITY ZONE DATA**

493	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
3	<b>Exemption Granted</b>
485	<b>Total Responses for Zone</b>
11	<b>Code 1 Compliant Responses</b>
432	<b>8:29 Compliant Responses</b>
0	<b>11:29 Compliant Responses</b>
0	<b>30:29 Compliant Responses</b>
443	<b>Compliant Responses</b>
42	<b>Non-Compliant Responses</b>
<b>0.9134 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8462</b>	2	13	
<b>8 Minute Rate 0.9153</b>	42	472	8
<b>11 Minute Rate #####</b>		0	
<b>30 Minute Rate #####</b>		0	
	44	485	8

**SOUTH EQUITY ZONE DATA**

485	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
480	<b>Total Responses for Zone</b>
20	<b>Code 1 Compliant Responses</b>
397	<b>8:29 Compliant Responses</b>
15	<b>11:29 Compliant Responses</b>
2	<b>30:29 Compliant Responses</b>
434	<b>Compliant Responses</b>
46	<b>Non-Compliant Responses</b>
<b>0.9042</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9091</b>	2	22	
<b>8 Minute Rate 0.9043</b>	42	439	4
<b>11 Minute Rate 0.8824</b>	2	17	1
<b>30 Minute Rate 1.0000</b>		2	
	46	480	5

**WEST EQUITY ZONE DATA**

464	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
458	<b>Total Responses for Zone</b>
26	<b>Code 1 Compliant Responses</b>
351	<b>8:29 Compliant Responses</b>
26	<b>11:29 Compliant Responses</b>
21	<b>30:29 Compliant Responses</b>
424	<b>Compliant Responses</b>
34	<b>Non-Compliant Responses</b>
<b>0.9258</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8125</b>	6	32	
<b>8 Minute Rate 0.9435</b>	21	372	6
<b>11 Minute Rate 0.7879</b>	7	33	0
<b>30 Minute Rate 1</b>	0	21	
	34	458	6

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.3830** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.2728
<b>2</b>	0.3929
<b>3</b>	0.3235
<b>4</b>	0.3981
<b>5</b>	0.3590
<b>6</b>	0.3480
<b>7</b>	0.3187
<b>8</b>	0.3449
<b>9</b>	0.4247
<b>10</b>	0.2926
<b>11</b>	0.3853
<b>12</b>	0.3532
<b>13</b>	0.3914
<b>14</b>	0.4338
<b>15</b>	0.3536
<b>16</b>	0.4211
<b>17</b>	0.3128
<b>18</b>	0.3846
<b>19</b>	0.4010
<b>20</b>	0.4148
<b>21</b>	0.4378
<b>22</b>	0.4200
<b>23</b>	0.3851
<b>24</b>	0.2903
<b>25</b>	0.3893
<b>26</b>	0.4194
<b>27</b>	0.3493
<b>28</b>	0.4288
<b>29</b>	0.3409
<b>30</b>	0.3591
<b>31</b>	0.3444

**11.49103068**