

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

## RESPONSE & COMPLIANCE DATA

### Total Responses

**1792** Compliant  
**185** Non-Compliant  
**33** Exempted/Eliminated

**2010**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	454	539	535	482	<b>2010</b>	
<b>Eliminated</b>	5	9	6	7	<b>27</b>	
<b>Exempted</b>	1	2	1	2	<b>6</b>	
<b>Responses</b>	448	528	528	473	<b>1977</b>	<b>2010</b>
<b>Code 1 Compliant</b>	14	16	17	23	<b>70</b>	
<b>8 Minute Compliant</b>	401	458	440	351	<b>1650</b>	
<b>11 Minute Compliant</b>	1		16	29	<b>46</b>	
<b>30 Minute Compliant</b>				26	<b>26</b>	
<b>Compliant</b>	416	474	473	429	<b>1792</b>	<b>1792</b>
<b>Non-Compliant</b>	32	54	55	44	<b>185</b>	<b>1977</b>

**0.9064 Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2922</b> Total Responses for the Month		
<b>2010</b> 911 Incident Responses	<b>68.79%</b>	
17 911 Incidents w/Multiple pts - Eliminated	<b>0.58%</b>	
3 911 Incidents Out of County - Eliminated	<b>0.10%</b>	
892 Code 1 Incidents - Eliminated	<b>30.53%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	1/0		
<b>N</b>	3/0		
<b>S</b>	1/1	11 requested	
<b>W</b>	2/3	7 granted	63.64%
		4 denied	36.36%
			100.00%

**CENTRAL EQUITY ZONE DATA**

454	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
448	<b>Total Responses for Zone</b>
14	<b>Code 1 Compliant Responses</b>
401	<b>8:29 Compliant Responses</b>
1	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
416	<b>Compliant Responses</b>
32	<b>Non-Compliant Responses</b>
<b>0.9286 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8235</b>	3	17	
<b>8 Minute Rate 0.9326</b>	29	430	6
<b>11 Minute Rate 1.0000</b>	0	1	
<b>30 Minute Rate #####</b>			
	32	448	6

**NORTH EQUITY ZONE DATA**

539	<b>Total Calls</b>
9	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
528	<b>Total Responses for Zone</b>
16	<b>Code 1 Compliant Responses</b>
458	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
474	<b>Compliant Responses</b>
54	<b>Non-Compliant Responses</b>
<b>0.8977 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.9412</b>	1	17	
<b>8 Minute Rate 0.8963</b>	53	511	11
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	54	528	11

**SOUTH EQUITY ZONE DATA**

535	<b>Total Calls</b>
6	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
528	<b>Total Responses for Zone</b>
17	<b>Code 1 Compliant Responses</b>
440	<b>8:29 Compliant Responses</b>
16	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
473	<b>Compliant Responses</b>
55	<b>Non-Compliant Responses</b>
<b>0.8958</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8947</b>	2	19	
<b>8 Minute Rate 0.8980</b>	50	490	7
<b>11 Minute Rate 0.8421</b>	3	19	
<b>30 Minute Rate #####</b>			
	55	528	7

**WEST EQUITY ZONE DATA**

482	<b>Total Calls</b>
7	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
473	<b>Total Responses for Zone</b>
23	<b>Code 1 Compliant Responses</b>
351	<b>8:29 Compliant Responses</b>
29	<b>11:29 Compliant Responses</b>
26	<b>30:29 Compliant Responses</b>
429	<b>Compliant Responses</b>
44	<b>Non-Compliant Responses</b>
<b>0.9070</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7419</b>	8	31	
<b>8 Minute Rate 0.941</b>	22	373	6
<b>11 Minute Rate 0.6744</b>	14	43	3
<b>30 Minute Rate 1</b>	0	26	
	44	473	9

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.3839** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.3602
<b>2</b>	0.3401
<b>3</b>	0.3355
<b>4</b>	0.3333
<b>5</b>	0.3579
<b>6</b>	0.3336
<b>7</b>	0.3795
<b>8</b>	0.4661
<b>9</b>	0.3953
<b>10</b>	0.4109
<b>11</b>	0.3857
<b>12</b>	0.3356
<b>13</b>	0.3325
<b>14</b>	0.3679
<b>15</b>	0.3754
<b>16</b>	0.3912
<b>17</b>	0.3409
<b>18</b>	0.3830
<b>19</b>	0.3416
<b>20</b>	0.4732
<b>21</b>	0.4233
<b>22</b>	0.3328
<b>23</b>	0.3543
<b>24</b>	0.4832
<b>25</b>	0.4245
<b>26</b>	0.3792
<b>27</b>	0.4448
<b>28</b>	0.3618
<b>29</b>	0.3648
<b>30</b>	0.4128
<b>31</b>	0.4791

**11.90002468**