

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - March 2010

RESPONSE & COMPLIANCE DATA

Total Responses

1680 Compliant
166 Non-Compliant
34 Exempted/Eliminated

1880

	C	N	S	W	Total	
Calls	487	442	462	489	1880	
Eliminated	5	2	9	8	24	
Exempted	2	4	1	3	10	
Responses	480	436	452	478	1846	1880
Code 1 Compliant	14	5	16	22	57	
8 Minute Compliant	420	393	376	357	1546	
11 Minute Compliant			21	41	62	
30 Minute Compliant			1	14	15	
Compliant	434	398	414	434	1680	1680
Non-Compliant	46	38	38	44	166	1846

0.9101 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

2726 Total Responses for the Month

1880 911 Incident Responses **68.97%**

23 911 Incidents w/Multiple pts - Eliminated **0.84%**

1 911 Incidents Out of County - Eliminated **0.04%**

822 Code 1 Incidents - Eliminated **30.15%** **100.00%**

EXEMPTION DATA & DISTRIBUTION

C	2/2		
N	2/2	8 requested	
S	1/1	8 granted	100.00%
W	3/3	0 denied	0.00%
			100.00%

CENTRAL EQUITY ZONE DATA

442	Total Calls
2	Eliminated per Franchise Agreement
4	Exemption Granted
436	Total Responses for Zone
5	Code 1 Compliant Responses
393	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
398	Compliant Responses
38	Non-Compliant Responses
0.9128 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6250	3	8	
8 Minute Rate 0.9182	35	428	6
11 Minute Rate #####			
30 Minute Rate #####			
	38	436	6

NORTH EQUITY ZONE DATA

487	Total Calls
5	Eliminated per Franchise Agreement
2	Exemption Granted
480	Total Responses for Zone
14	Code 1 Compliant Responses
420	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
434	Compliant Responses
46	Non-Compliant Responses
0.9042 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8235	3	17	
8 Minute Rate 0.9071	43	463	7
11 Minute Rate #####			
30 Minute Rate #####			
	46	480	7

SOUTH EQUITY ZONE DATA

462	Total Calls
9	Eliminated per Franchise Agreement
1	Exemption Granted
452	Total Responses for Zone
16	Code 1 Compliant Responses
376	8:29 Compliant Responses
21	11:29 Compliant Responses
1	30:29 Compliant Responses
414	Compliant Responses
38	Non-Compliant Responses
0.9159	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8889	2	18	
8 Minute Rate 0.9193	33	409	10
11 Minute Rate 0.8750	3	24	
30 Minute Rate 1.0000	0	1	
	38	452	10

WEST EQUITY ZONE DATA

489	Total Calls
8	Eliminated per Franchise Agreement
3	Exemption Granted
478	Total Responses for Zone
22	Code 1 Compliant Responses
357	8:29 Compliant Responses
41	11:29 Compliant Responses
14	30:29 Compliant Responses
434	Compliant Responses
44	Non-Compliant Responses
0.9079	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.88	3	25	
8 Minute Rate 0.9201	31	388	7
11 Minute Rate 0.8039	10	51	4
30 Minute Rate 1	0	14	0
	44	478	11

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4045 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3275
2	0.4274
3	0.3303
4	0.3756
5	0.3165
6	0.3774
7	0.3298
8	0.4067
9	0.4157
10	0.4789
11	0.3364
12	0.3096
13	0.4107
14	0.3460
15	0.5671
16	0.4284
17	0.4110
18	0.4568
19	0.4192
20	0.3378
21	0.3761
22	0.5333
23	0.4740
24	0.4346
25	0.4425
26	0.3862
27	0.3246
28	0.4211
29	0.5144
30	0.3918
31	0.4318

12.53886993