

Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - October 2012

RESPONSE & COMPLIANCE DATA

3071 Total Responses

1980 Compliant
209 Non-Compliant
19 Exempted/Eliminated

2208

	C	N	S	W	Total	
Calls	511	579	562	556	2208	
Eliminated	4	7	2	2	15	
Exempted	0	1	2	1	4	
Responses	507	571	558	553	2189	2208
Code 1 Compliant	5	12	25	28	70	
8 Minute Compliant	453	495	461	421	1830	
11 Minute Compliant	1		17	38	56	
30 Minute Compliant				24	24	
Compliant	459	507	503	511	1980	1980
Non-Compliant	48	64	55	42	209	2189

0.9045 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3071 Total Responses for the Month		
2208 911 Incident Responses	71.90%	
13 911 Incidents w/Multiple pts - Eliminated	0.42%	
6 911 Incidents Out of County - Eliminated	0.20%	
23 Mobile Supervisor (MSU) - Eliminated	0.75%	
821 Code 1 Incidents - Eliminated	26.73%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	0 / 0		
N	1 / 0		
S	2 / 1	5 requested	
W	1 / 0	4 granted	80.00%
		1 denied	20.00%
			100.00%

(granted/denied)

CENTRAL EQUITY ZONE DATA

511	Total Calls
4	Eliminated per Franchise Agreement
0	Exemption Granted
507	Total Responses for Zone
5	Code 1 Compliant Responses
453	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
459	Compliant Responses
48	Non-Compliant Responses
0.9053	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	1	6	
8 Minute Rate 0.9078	46	499	4
11 Minute Rate 0.5000	1	2	0
30 Minute Rate #####			
	48	507	4

NORTH EQUITY ZONE DATA

579	Total Calls
7	Eliminated per Franchise Agreement
1	Exemption Granted
571	Total Responses for Zone
12	Code 1 Compliant Responses
495	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
507	Compliant Responses
64	Non-Compliant Responses
0.8879	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8571	2	14	
8 Minute Rate 0.8887	62	557	8
11 Minute Rate #####			
30 Minute Rate #####			
	64	571	8

SOUTH EQUITY ZONE DATA

562	Total Calls
2	Eliminated per Franchise Agreement
2	Exemption Granted
558	Total Responses for Zone
25	Code 1 Compliant Responses
461	8:29 Compliant Responses
17	11:29 Compliant Responses
	30:29 Compliant Responses
503	Compliant Responses
55	Non-Compliant Responses
0.9014	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9615	1	26	
8 Minute Rate 0.9057	48	509	4
11 Minute Rate 0.7391	6	23	0
30 Minute Rate #####			
	55	558	4

WEST EQUITY ZONE DATA

556	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
553	Total Responses for Zone
28	Code 1 Compliant Responses
421	8:29 Compliant Responses
38	11:29 Compliant Responses
24	30:29 Compliant Responses
511	Compliant Responses
42	Non-Compliant Responses
0.9241	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9032	3	31	
8 Minute Rate 0.9273	33	454	3
11 Minute Rate 0.8837	5	43	0
30 Minute Rate 0.96	1	25	0
	42	553	3

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4204 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.3696
2	0.4543
3	0.3500
4	0.4103
5	0.4565
6	0.3904
7	0.4367
8	0.4121
9	0.4021
10	0.4261
11	0.4236
12	0.4267
13	0.3734
14	0.4101
15	0.3806
16	0.3824
17	0.4246
18	0.3980
19	0.4086
20	0.3841
21	0.4838
22	0.4279
23	0.4684
24	0.4639
25	0.4417
26	0.4395
27	0.4395
28	0.4146
29	0.4537
30	0.4448
31	0.4328

13.03099514