

# Washington County Emergency Ambulance Services Franchise Agreement Performance Summary - November 2012

## RESPONSE & COMPLIANCE DATA

**2982** Total Responses

**1929** **Compliant**  
**205** **Non-Compliant**  
**21** **Exempted/Eliminated**

**2155**

	<b>C</b>	<b>N</b>	<b>S</b>	<b>W</b>	<b>Total</b>	
<b>Calls</b>	500	583	568	504	<b>2155</b>	
<b>Eliminated</b>	5	4	5	3	<b>17</b>	
<b>Exempted</b>	2	1	0	1	<b>4</b>	
<b>Responses</b>	493	578	563	500	<b>2134</b>	<b>2155</b>
<b>Code 1 Compliant</b>	7	13	19	21	<b>60</b>	
<b>8 Minute Compliant</b>	433	517	460	380	<b>1790</b>	
<b>11 Minute Compliant</b>			19	40	<b>59</b>	
<b>30 Minute Compliant</b>			1	19	<b>20</b>	
<b>Compliant</b>	440	530	499	460	<b>1929</b>	<b>1929</b>
<b>Non-Compliant</b>	53	48	64	40	<b>205</b>	
						<b>2134</b>

**0.9039** **Overall Compliance**

## DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

<b>2982</b> <b>Total Responses for the Month</b>		
<b>2155</b> <b>911 Incident Responses</b>	<b>72.27%</b>	
<b>29</b> <b>911 Incidents w/Multiple pts - Eliminated</b>	<b>0.97%</b>	
<b>11</b> <b>911 Incidents Out of County - Eliminated</b>	<b>0.37%</b>	
<b>14</b> <b>Mobile Supervisor (MSU) - Eliminated</b>	<b>0.47%</b>	
<b>773</b> <b>Code 1 Incidents - Eliminated</b>	<b>25.92%</b>	<b>100.00%</b>

## EXEMPTION DATA & DISTRIBUTION

<b>C</b>	2 / 0		
<b>N</b>	1 / 0		
<b>S</b>			
<b>W</b>	1 / 0		
	<i>(granted/denied)</i>		
		<b>4 requested</b>	
		<b>4 granted</b>	100.00%
		<b>0 denied</b>	0.00%
			100.00%

**CENTRAL EQUITY ZONE DATA**

500	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
2	<b>Exemption Granted</b>
493	<b>Total Responses for Zone</b>
7	<b>Code 1 Compliant Responses</b>
433	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
440	<b>Compliant Responses</b>
53	<b>Non-Compliant Responses</b>
<b>0.8925 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7000</b>	3	10	
<b>8 Minute Rate 0.8965</b>	50	483	7
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>53</b>	<b>493</b>	<b>7</b>

**NORTH EQUITY ZONE DATA**

583	<b>Total Calls</b>
4	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
578	<b>Total Responses for Zone</b>
13	<b>Code 1 Compliant Responses</b>
517	<b>8:29 Compliant Responses</b>
	<b>11:29 Compliant Responses</b>
	<b>30:29 Compliant Responses</b>
530	<b>Compliant Responses</b>
48	<b>Non-Compliant Responses</b>
<b>0.9170 Compliance Rate</b>	

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.8667</b>	2	15	
<b>8 Minute Rate 0.9183</b>	46	563	5
<b>11 Minute Rate #####</b>			
<b>30 Minute Rate #####</b>			
	<b>48</b>	<b>578</b>	<b>5</b>

**SOUTH EQUITY ZONE DATA**

568	<b>Total Calls</b>
5	<b>Eliminated per Franchise Agreement</b>
0	<b>Exemption Granted</b>
563	<b>Total Responses for Zone</b>
19	<b>Code 1 Compliant Responses</b>
460	<b>8:29 Compliant Responses</b>
19	<b>11:29 Compliant Responses</b>
1	<b>30:29 Compliant Responses</b>
499	<b>Compliant Responses</b>
64	<b>Non-Compliant Responses</b>
<b>0.8863</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7917</b>	5	24	
<b>8 Minute Rate 0.8932</b>	55	515	5
<b>11 Minute Rate 0.8261</b>	4	23	
<b>30 Minute Rate 1.0000</b>	0	1	
	<b>64</b>	<b>563</b>	<b>5</b>

**WEST EQUITY ZONE DATA**

504	<b>Total Calls</b>
3	<b>Eliminated per Franchise Agreement</b>
1	<b>Exemption Granted</b>
500	<b>Total Responses for Zone</b>
21	<b>Code 1 Compliant Responses</b>
380	<b>8:29 Compliant Responses</b>
40	<b>11:29 Compliant Responses</b>
19	<b>30:29 Compliant Responses</b>
460	<b>Compliant Responses</b>
40	<b>Non-Compliant Responses</b>
<b>0.9200</b>	<b>Compliance Rate</b>

	<b>NonCom</b>	<b>Total</b>	<b>Ex/Elim</b>
<b>Code 1 Rate 0.7778</b>	6	27	
<b>8 Minute Rate 0.9337</b>	27	407	4
<b>11 Minute Rate 0.8511</b>	7	47	
<b>30 Minute Rate 1</b>	0	19	
	<b>40</b>	<b>500</b>	<b>4</b>

**ONE MINUTE DISPATCH TIME REQUIREMENT**

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

**UNIT HOUR UTILIZATION CALCULATION**

**0.4305** Calculated Average Productivity/Efficiency Ratio  
*(not to exceed 0.4500)*

<b>1</b>	0.4276
<b>2</b>	0.4035
<b>3</b>	0.4455
<b>4</b>	0.4490
<b>5</b>	0.4402
<b>6</b>	0.3894
<b>7</b>	0.4866
<b>8</b>	0.4287
<b>9</b>	0.3559
<b>10</b>	0.3712
<b>11</b>	0.3927
<b>12</b>	0.4490
<b>13</b>	0.4839
<b>14</b>	0.4958
<b>15</b>	0.4617
<b>16</b>	0.4287
<b>17</b>	0.4620
<b>18</b>	0.4211
<b>19</b>	0.4892
<b>20</b>	0.4942
<b>21</b>	0.4661
<b>22</b>	0.3640
<b>23</b>	0.3904
<b>24</b>	0.4038
<b>25</b>	0.3333
<b>26</b>	0.4645
<b>27</b>	0.4951
<b>28</b>	0.4114
<b>29</b>	0.3866
<b>30</b>	0.4244
<b>31</b>	

**12.91560965**