

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

RESPONSE & COMPLIANCE DATA

3179 Total Responses

2068 Compliant
218 Non-Compliant
21 Exempted/Eliminated

2307

	C	N	S	W	Total	
Calls	509	618	566	614	2307	
Eliminated	2	6	4	3	15	
Exempted	1	4	1	0	6	
Responses	506	608	561	611	2286	2307
Code 1 Compliant	9	13	12	44	78	
8 Minute Compliant	450	534	477	445	1906	
11 Minute Compliant	1		18	39	58	
30 Minute Compliant				26	26	
Compliant	460	547	507	554	2068	2068
Non-Compliant	46	61	54	57	218	2286

0.9046 Overall Compliance

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3179 Total Responses for the Month		
2307 911 Incident Responses	72.57%	
24 911 Incidents w/Multiple pts - Eliminated	0.75%	
7 911 Incidents Out of County - Eliminated	0.22%	
29 Mobile Supervisor (MSU) - Eliminated	0.91%	
812 Code 1 Incidents - Eliminated	25.54%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	1 / 1		
N	4 / 1		
S	1 / 0	8 requested	
W	0 / 0	6 granted	75.00%
		2 denied	25.00%
			100.00%

(granted/denied)

CENTRAL EQUITY ZONE DATA

509	Total Calls
2	Eliminated per Franchise Agreement
1	Exemption Granted
506	Total Responses for Zone
9	Code 1 Compliant Responses
450	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
460	Compliant Responses
46	Non-Compliant Responses
0.9091 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.6923	4	13	
8 Minute Rate 0.9146	42	492	3
11 Minute Rate 1.0000		1	
30 Minute Rate #####			
	46	506	3

NORTH EQUITY ZONE DATA

618	Total Calls
6	Eliminated per Franchise Agreement
4	Exemption Granted
608	Total Responses for Zone
13	Code 1 Compliant Responses
534	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
547	Compliant Responses
61	Non-Compliant Responses
0.8997 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8667	2	15	
8 Minute Rate 0.9005	59	593	10
11 Minute Rate #####			
30 Minute Rate #####			
	61	608	10

SOUTH EQUITY ZONE DATA

566	Total Calls
4	Eliminated per Franchise Agreement
1	Exemption Granted
561	Total Responses for Zone
12	Code 1 Compliant Responses
477	8:29 Compliant Responses
18	11:29 Compliant Responses
	30:29 Compliant Responses
507	Compliant Responses
54	Non-Compliant Responses
0.9037	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.7500	4	16	
8 Minute Rate 0.9244	39	516	5
11 Minute Rate 0.6207	11	29	0
30 Minute Rate #####			
	54	561	5

WEST EQUITY ZONE DATA

614	Total Calls
3	Eliminated per Franchise Agreement
0	Exemption Granted
611	Total Responses for Zone
44	Code 1 Compliant Responses
445	8:29 Compliant Responses
39	11:29 Compliant Responses
26	30:29 Compliant Responses
554	Compliant Responses
57	Non-Compliant Responses
0.9067	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9167	4	48	
8 Minute Rate 0.9138	42	487	3
11 Minute Rate 0.8125	9	48	
30 Minute Rate 0.9286	2	28	
	57	611	3

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

0.4271 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4191
2	0.4344
3	0.4711
4	0.4588
5	0.4711
6	0.4847
7	0.4054
8	0.4356
9	0.4239
10	0.4755
11	0.4428
12	0.5005
13	0.4172
14	0.4091
15	0.3849
16	0.4581
17	0.4595
18	0.4508
19	0.4139
20	0.4737
21	0.3914
22	0.4084
23	0.3713
24	0.4311
25	0.3438
26	0.3998
27	0.4343
28	0.4131
29	0.3814
30	0.4060
31	0.3702

13.24079546