

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

RESPONSE & COMPLIANCE DATA

3065 Total Responses

1946 **Compliant**
193 **Non-Compliant**
29 **Exempted/Eliminated**

2168

	C	N	S	W	Total	
Calls	504	605	488	571	2168	
Eliminated	11	3	3	5	22	
Exempted	2	1	3	1	7	
Responses	491	601	482	565	2139	2168
Code 1 Compliant	12	15	15	29	71	
8 Minute Compliant	435	539	401	431	1806	
11 Minute Compliant	1		16	28	45	
30 Minute Compliant				24	24	
Compliant	448	554	432	512	1946	1946
Non-Compliant	43	47	50	53	193	2139

0.9098 **Overall Compliance**

DISTRIBUTION & ACCOUNTING OF ALL RESPONSES

3065 Total Responses for the Month		
2168 911 Incident Responses	70.73%	
29 911 Incidents w/Multiple pts - Eliminated	0.95%	
9 911 Incidents Out of County - Eliminated	0.29%	
19 Mobile Supervisor (MSU) - Eliminated	0.62%	
840 Code 1 Incidents - Eliminated	27.41%	100.00%

EXEMPTION DATA & DISTRIBUTION

C	2 / 0		
N	1 / 0		
S	3 / 1	9 requested	
W	2 / 0	8 granted	88.89%
	<i>(granted/denied)</i>	1 denied	11.11%
			100.00%

CENTRAL EQUITY ZONE DATA

504	Total Calls
11	Eliminated per Franchise Agreement
2	Exemption Granted
491	Total Responses for Zone
12	Code 1 Compliant Responses
435	8:29 Compliant Responses
1	11:29 Compliant Responses
	30:29 Compliant Responses
448	Compliant Responses
43	Non-Compliant Responses
0.9124 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 1.0000	0	12	
8 Minute Rate 0.9100	43	478	13
11 Minute Rate 1.0000		1	
30 Minute Rate #####			
	43	491	13

NORTH EQUITY ZONE DATA

605	Total Calls
3	Eliminated per Franchise Agreement
1	Exemption Granted
601	Total Responses for Zone
15	Code 1 Compliant Responses
539	8:29 Compliant Responses
	11:29 Compliant Responses
	30:29 Compliant Responses
554	Compliant Responses
47	Non-Compliant Responses
0.9218 Compliance Rate	

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8824	2	17	
8 Minute Rate 0.9214	45	585	3
11 Minute Rate #####			
30 Minute Rate #####			
	47	602	3

SOUTH EQUITY ZONE DATA

488	Total Calls
3	Eliminated per Franchise Agreement
3	Exemption Granted
482	Total Responses for Zone
15	Code 1 Compliant Responses
401	8:29 Compliant Responses
16	11:29 Compliant Responses
	30:29 Compliant Responses
432	Compliant Responses
50	Non-Compliant Responses
0.8963	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.8333	3	18	
8 Minute Rate 0.9114	36	440	5
11 Minute Rate 0.6667	8	24	1
30 Minute Rate #####			
	47	482	6

WEST EQUITY ZONE DATA

571	Total Calls
5	Eliminated per Franchise Agreement
1	Exemption Granted
565	Total Responses for Zone
29	Code 1 Compliant Responses
431	8:29 Compliant Responses
28	11:29 Compliant Responses
24	30:29 Compliant Responses
512	Compliant Responses
53	Non-Compliant Responses
0.9062	Compliance Rate

	NonCom	Total	Ex/Elim
Code 1 Rate 0.9355	2	31	
8 Minute Rate 0.9093	43	474	5
11 Minute Rate 0.7778	8	36	1
30 Minute Rate 1		24	
	53	565	6

ONE MINUTE DISPATCH TIME REQUIREMENT

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

UNIT HOUR UTILIZATION CALCULATION

0.4194 Calculated Average Productivity/Efficiency Ratio
(not to exceed 0.4500)

1	0.4278
2	0.4336
3	0.3048
4	0.4785
5	0.4470
6	0.4219
7	0.4328
8	0.4811
9	0.5024
10	0.4464
11	0.3621
12	0.4270
13	0.3422
14	0.4515
15	0.5155
16	0.4734
17	0.4855
18	0.3870
19	0.3354
20	0.4053
21	0.3430
22	0.4460
23	0.3642
24	0.4323
25	0.4003
26	0.3164
27	0.4916
28	0.4592
29	0.3342
30	0.4333
31	

12.58168833