Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
John Scorsine, Secretary
T. Wayne Florek, Treasurer
Deputy Chief Tommy Smith
Councilmember Merv Bennett
Councilmember William B. (Bernie) Herpin, Jr. (Alternate)
Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
William Normile
Jeffery S. Force
Commissioner Sallie Clark
Commissioner Peggy Littleton (Alternate)

EL PASO COUNTY EMERGENCY SERVICES AGENCY
BOARD MEETING AGENDA
Wednesday, April 4, 2012 – 2:00 p.m.
Pikes Peak Regional Development Center
2880 International Circle, 2nd Floor Hearing Room, Colorado Springs, CO 80910

Call to Order – Determination of a quorum

This meeting is being recorded to assist in the production of meeting minutes.

1. CHANGES TO AGENDA/POSTPONEMENTS

2. PUBLIC COMMENT

3. APPROVAL OF THE MINUTES OF FEBRUARY 1, 2012

4. REGULAR BUSINESS

A. Agreement Compliance Report for January & February 2012 (Eileen Gonzalez)

B. Committee Reports
- Compliance Committee (Chair Jim Reid)
- Medical Control Committee (Dr. Jack Sharon)

C. AMR Community Relations Report (Tawnya Silloway)

D. Treasurer's Reports for February & March 2012 (Treasurer T. Wayne Florek)

5. NEW BUSINESS

A. Fourth Quarter 2011 Grant Awards (Chair Jim Reid)

B. First Quarter 2012 Grant Recommendations (Chair Reid)

C. Contract Renewal (Eileen Gonzalez)

D. Board Member/Staff Comments

6. EXECUTIVE SESSION REQUESTS

In accordance with the Colorado Open Meetings Law, Section 24-6-402 (4), the El Paso County Emergency Services Agency, in open session, will determine whether it will hold a closed executive session. The matter for executive session will be limited to the topics identified in Section 24-6-402 (4) of the Open Meetings Law, and the topic for discussion will be stated in the open session in as much detail as possible without compromising the purpose of the executive session. The Chair shall poll the ESA members, and upon consent of two-thirds of the members present, an executive session will be held. If consent to the executive session is not given, the item may be discussed in open session or withdrawn from consideration.

7. ADJOURNMENT

PACKETS ARE SENT VIA E-MAIL TO EXPEDITE INFORMATION

Pursuant to the Colorado Open Meetings Law, CRS §24-6-401, et Seq. and ARTICLE TWO Section 2.9 B of THE EL PASO COUNTY EMERGENCY SERVICES AGENCY Agreement, this agenda was posted at the City Clerk's Office, located at 30 S. Nevada, Colorado Springs, Colorado and the El Paso County's administration offices at Centennial Hall, 200 S. Cascade Ave., Colorado Springs, Colorado on or before April 2, 2012. Please call Eileen Gonzalez at 520-7654 or email her at egonzalez@springsgov.com if you wish to submit your name and e-mail address to receive notice of future meetings.

SCHEDULE OF UPCOMING COMMITTEE MEETINGS			
DATE	**MEETING**	**TIME**	**LOCATION**
April 25, 2012	Contract Compliance Committee	12:30 PM	ESA offices, 2880 International Circle, Suite 110
July 25, 2012	Grant Committee	12:00 PM	ESA offices, 2880 International Circle, Suite 110
July 25, 2012	Agenda Prep Committee	1:00 PM	ESA offices, 2880 International Circle, Suite 110
June 6, 2012	Medical Control Committee	1:30 PM	2880 International Circle, 2nd Floor Hearing Room
June 6, 2012	ESA Board Meeting	2:00 PM	2880 International Circle, 2nd Floor Hearing Room

ESA February Board Meeting

MINUTES FEBRUARY 1, 2012 2:00 P.M. PIKES PEAK REGIONAL BUILDING DEPARTMENT, 2880 INTERNATIONAL CIRCLE, COLORADO SPRINGS

FACILITATOR	Commander Jim Reid
NOTE TAKER	Eileen Gonzalez
ATTENDEES	Commissioner Sallie Clark, Bob Demetry, Jane Fredman, Dr. Marilyn Gifford, Mayor Jeri Howells, William Normile, Dr. Jack Sharon, Chief Carl Tatum
ABSENT	Councilman Merv Bennett, T. Wayne Florek, John Scorsine, Deputy Chief Tommy Smith

Agenda topics

1. CHANGES TO AGENDA/POSTPONEMENTS

DISCUSSION
None.

2. PUBLIC COMMENT

DISCUSSION
Scott McCune introduced newly-sworn AMR personnel Erin Akin, Joey Bebb, Nancy Casey, Rose Fletcher, Matt Forster, Brian Sanfilippo, Russell Widner and Alex Zamudio. In addition, medics Avery Fukunaga, Josy Stearns, and Brandon Long were not present but had been sworn in.

3. APPROVAL OF THE MINUTES OF DECEMBER 7, 2011

DISCUSSION
None.

MOTION	**PERSON RESPONSIBLE**
Motion to approve the minutes of the December 7, 2011 meeting.	Dr. Jack Sharon
Second	Chief Carl Tatum
Approved	Unanimous

4.A. AGREEMENT COMPLIANCE REPORT FOR NOVEMBER & DECEMBER 2011

DISCUSSION
Eileen Gonzalez presented the performance and compliance report for November & December 2012. She reported that there were no incidences of contract Level Zero during either November or December, and that the recommended assessments are $2,349 for November and $3,402 for December, for a total of $5,751. There were 26 calls that exceeded the maximum response time for their zones in November, and 41 in December. The contractor exceeded the 90% response standard for the Urban, Suburban and Rural zones, as well as the 92% systemwide response standard for both months. Eileen presented annual zone standard data for the three Frontier zones, and noted that there were not enough calls in the Wilderness 45 zone for the year (i.e. 100) to report official results for that zone. However, the data was included in the table for informational purposes only. There was one snowstorm in November and four in December for which the contractor added resources pursuant to the level of effort model for severe weather, and Eileen called the board's attention to the data relating to those events. The contractor referred five calls in November, two to Fountain Fire Department and three to Black Forest Fire/Rescue, and nine calls in December, all but one of which was referred to Black Forest Fire/Rescue, with the remaining one call referred to Fountain Fire Department. The contractor requested that 33 calls be exempted from the data to determine compliance with performance standards for November, and 18 calls for December, and staff recommends that the requested calls be exempted.

DRAFT

MOTION	PERSON RESPONSIBLE
Motion to approve the agreement compliance report for November & December 2011.	Commissioner Clark
Second	Dr. Sharon
Approved	Unanimous

4.B. COMMITTEE REPORTS

DISCUSSION
Chair Reid reported that the Compliance Committee met on January 25, and closed four complaints, continued one (#277), and reviewed two compliments. Dr. Sharon reported that the Medical Control Committee met prior to the ESA Board meeting. Dr. Gifford and Dr. Ross reviewed four RSI cases; two were performed by outside agencies and the remaining two by AMR. One of the two was conducted appropriately; the physicians had some additional questions relating to the other. He reported that the committee reviewed one somewhat complicated patient complaint that revolved around effective communication at the scene, and the medic involved was provided with some additional education. Dr. Ross let the committee know that the CARES project would be losing its CDC funding, that there was the possibility that it would be funded by other sources going forward whether it will be continued, and that he would keep the committee informed of developments.

4.C. AMR COMMUNITY RELATIONS REPORT

DISCUSSION
In lieu of a formal event report for December and January, which were somewhat slow months, Tawnya Silloway, AMR's Community Relations Coordinator, presented information relating to the upcoming blanket drive that would benefit the Salvation Army and local fire departments. Commissioner Clark recommended that she contact the lodging association to see if its members could donate blankets to the drive.

4.D. TREASURER'S REPORTS FOR DECEMBER 2011 & JANUARY 2012

DISCUSSION
Eileen Gonzalez presented the December 2011 and January 2012 financial reports. December's report is preliminary pending final interest and assessment revenue figures. Other December highlights include a change in the descriptions of the ESA's fund balances to be consistent with GASB 54. January's report includes the first quarter administration fee, salary and benefits for the City of Colorado Springs, 2012 insurance premiums and first quarter rent, and the annual payment for the ESA's website content management system.

MOTION	PERSON RESPONSIBLE
Motion to approve the Treasurer's report for December 2011 & January 2012.	Dr. Sharon
Second	Commissioner Clark
Approved	Unanimous

5.A. ELECTION OF OFFICERS

DISCUSSION
Dr. Marilyn Gifford nominated the four of the current executive officers for re-election to their current positions: Jim Reid, Chair; Carl Tatum, Vice-Chair; John Scorsine, Secretary; and Wayne Florek, Treasurer.

MOTION	PERSON RESPONSIBLE
Motion to close nominations	Commissioner Clark
Second	Dr. Sharon
Approved	Unanimous

VOTE	PERSON RESPONSIBLE
Vote to elect the current officers to another term in their current positions.	Unanimous

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5.B. FOURTH QUARTER 2011 GRANT AWARD RECOMMENDATIONS

DISCUSSION
Eileen Gonzalez corrected an error in the board memo relating to this item, noting that the Grant Committee recommends that all five of the included grants be awarded.

MOTION	**PERSON RESPONSIBLE**
Motion to award grants as outlined to the City of Fountain Fire Department, El Paso County Search & Rescue, Colorado Centre Metropolitan District, Ellicott Fire Protection District, and Hanover Fire Protection District.	Mayor Howells
Second	Commissioner Clark
Approved	Unanimous, with Chief Tatum abstaining.

5.C. STATEMENT OF POSTING LOCATIONS

DISCUSSION
Eileen Gonzalez presented the annual designation of public places for posting of meeting notices as required by the Colorado Open Meetings Law. Notice of all ESA regular and special meetings shall include an agenda and shall be posted at the City Clerk's Office, located at 30 S. Nevada, Colorado Springs, Colorado and El Paso County administrative offices at 200 S. Cascade Ave., Colorado Springs, Colorado. ESA meetings are regularly held at the Pikes Peak Regional Development Center, 2880 International Circle, Colorado Springs, Colorado. The official custodian of the ESA minutes is Board Secretary Dan Molner, and minutes are kept in the ESA's offices at the Pikes Peak Regional Development Center, Suite 110, Colorado Springs, Colorado.

5.D. BOARD MEMBER/STAFF COMMENTS

DISCUSSION
Chair Reid proposed that the Board consider a two-year contract renewal at their April meeting, and instructed staff to work with Jane Fredman to draft documents relating to such an action at the April meeting. Commissioner Clark discussed the process of obtaining input from stakeholders on the subject of a renewal, including the possibility of a public hearing at the April meeting. Chief Tatum noted that the members of the Chiefs Forum were aware of the possibility of a renewal and were in favor of it. Commissioner Clark described a new initiative in the county relating to child abuse and child fatalities, and invited any interested parties to the next meeting on February 13 at DHS.

6. ADJOURNMENT

MOTION	**PERSON RESPONSIBLE**
Motion to Adjourn	Dr. Sharon
Second	Commissioner Clark
Approved	Unanimous

MEETING ADJOURNED AT 2:41 p.m.

DRAFT

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Commissioner Peggy Littleton (Alternate)

ESA Performance & Compliance Report
January & February 2012

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency ("ESA") dated October 25, 2011, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA's service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. ("Contractor"), which was effective January 1, 2009, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Exhibit F of the Contract. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor's failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report. A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor's submitted data indicated that records were accurately prepared and factually reported for January and February 2012.

2880 International Circle, Colorado Springs, CO 80910 (719) 520-7654

A. Exhibit F – Scheduled Assessment Increases

		Contract Effective Date				
Current Contract Section	**Description**	**January 1, 2009**	**July 1, 2009 (15%)**	**January 1, 2010 (15% & CPI)**	**January 1, 2011 (CPI: 3.1062%)**	**January 1, 2012 (CPI: 5.7099%)**
Section 12.	Additional Equipment (per ambulance per year)	$4,000	$4,000	$5,000	$6,000	$7,000
F.2.	Referral to unauthorized agency	$1,000	$1,150	$1,323	$1,364	$1,441
F.3.A.	90% Urban/Suburban (per %)	$4,000	$4,600	$5,290	$5,454	$5,766
F.3.B.	92% Systemwide	$4,000	$4,600	$5,290	$5,454	$5,766
F.3.C.	90% Frontier/Wilderness	$4,000	$4,600	$5,290	$5,454	$5,766
F.3.D.	Exceeding response times - per minute	$20	$23	$26	$27	$29
	Exceeding response times - maximum	$2,000	$2,300	$2,645	$2,727	$2,883
F.4.A.	Falsifying at-scene times (staff)	$5,000	$5,750	$6,613	$6,818	$7,207
	Falsifying at-scene times (management)	$10,000	$11,500	$13,225	$13,636	$14,414
F.4.B.	Enroute breakdown w/ patient loaded	$575	$661	$760	$784	$829
F.4.C.	Failure to furnish information	$5,000	$5,750	$6,613	$6,818	$7,207
F.4.D.	Level Zero (per incidence)	$1,000	$1,000	$988	$1,019	$1,077

CPI measure:
45% of the CPI - Transportation Index
45% of the CPI - Health Care Index
10% of the CPI - All Components

B. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had one incidence of contract Level 0 during January and one in February. The total recommended assessment for January and February 2012 is $8,476.00.

Potential & Recommended Assessment Summary				
	January 2012		February 2012	
Performance Standard	**Potential**	**Recommended**	**Potential**	**Recommended**
Per Call Performance (Exceeding Maximum)	$3,190.00	$3,190.00	$3,132.00	$3,132.00
Zone Standards (90%)	$0.00	$0.00	$0.00	$0.00
Systemwide Standard (92%)	$0.00	$0.00	$0.00	$0.00
Call Referrals	$0.00	$0.00	$0.00	$0.00
Other Assessments (including Level 0)	$1,077.00	$1,077.00	$1,077.00	$1,077.00
Exemptions	$1,653.00	$0.00	$493.00	$0.00
TOTAL:	$5,920.00	$4,267.00	$4,702.00	$4,209.00

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

A. Per Call Performance (F.1.C.1.) – Following is a list of calls which exceeded the Maximum Response Time allowed in the contract. (Assessment amount F.3.D.)

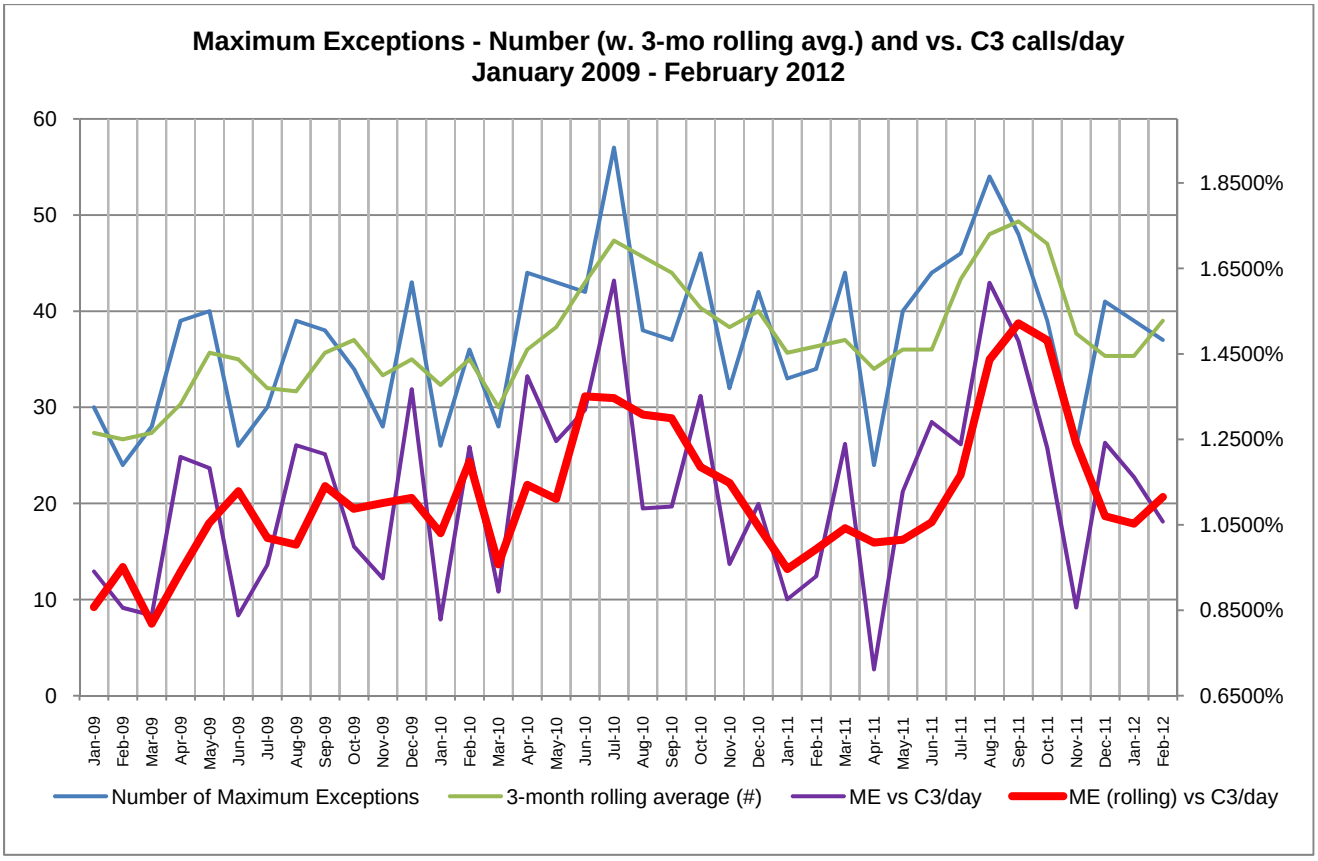
For January 2012, there were 38 calls that exceeded the Maximum Response Time for their Zone, 34 of which were located within the City of Colorado Springs. The four remaining calls were located in Manitou Springs. For February 2012, there were 36 calls that exceeded the

Maximum Response Time for their Zone, all but one of which were located within the City of Colorado Springs. The remaining call was located in El Paso County.

January 2012 (38)							
Zone	**Date**	**Call #**	**Maximum**	**Response Time**	**Amount in Excess**	**Potential Assessment (per agreement)**	**Recommended Assessment (per agreement)**
Suburban 12	01/12/2012	5565	0:18:00	0:18:52	0:00:52	$29.00	$29.00
Suburban 12	01/16/2012	7066	0:18:00	0:20:09	0:02:09	$87.00	$87.00
Suburban 12	01/18/2012	8358	0:18:00	0:18:36	0:00:36	$29.00	$29.00
Suburban 12	01/18/2012	8384	0:18:00	0:25:05	0:07:05	$232.00	$232.00
Suburban 12	01/20/2012	9441	0:18:00	0:19:23	0:01:23	$58.00	$58.00
Suburban 12	01/22/2012	10329	0:18:00	0:18:02	0:00:02	$29.00	$29.00
Total Suburban 12	**6 (15.8%)**						
Urban Southwest 8	01/01/2012	171	0:12:00	0:12:07	0:00:07	$29.00	$29.00
Urban Southeast 8	01/02/2012	926	0:12:00	0:16:47	0:04:47	$145.00	$145.00
Urban North 8	01/03/2012	1373	0:12:00	0:12:14	0:00:14	$29.00	$29.00
Urban North 8	01/04/2012	1744	0:12:00	0:13:20	0:01:20	$58.00	$58.00
Urban Southwest 8	01/05/2012	2096	0:12:00	0:12:25	0:00:25	$29.00	$29.00
Urban Southwest 8	01/05/2012	2291	0:12:00	0:18:44	0:06:44	$203.00	$203.00
Urban North 8	01/09/2012	4092	0:12:00	0:17:43	0:05:43	$174.00	$174.00
Urban Southwest 8	01/09/2012	4099	0:12:00	0:14:57	0:02:57	$87.00	$87.00
Urban North 8	01/09/2012	4147	0:12:00	0:13:45	0:01:45	$58.00	$58.00
Urban Southeast 8	01/10/2012	4395	0:12:00	0:18:10	0:06:10	$203.00	$203.00
Urban Southeast 8	01/10/2012	4402	0:12:00	0:16:25	0:04:25	$145.00	$145.00
Urban Southwest 8	01/10/2012	4475	0:12:00	0:13:36	0:01:36	$58.00	$58.00
Urban Southeast 8	01/13/2012	6042	0:12:00	0:15:20	0:03:20	$116.00	$116.00
Urban Southwest 8	01/14/2012	6529	0:12:00	0:13:10	0:01:10	$58.00	$58.00
Urban Southwest 8	01/17/2012	7569	0:12:00	0:14:26	0:02:26	$87.00	$87.00
Urban North 8	01/17/2012	7577	0:12:00	0:15:30	0:03:30	$116.00	$116.00
Urban Southwest 8	01/18/2012	8377	0:12:00	0:12:12	0:00:12	$29.00	$29.00
Urban North 8	01/18/2012	8379	0:12:00	0:16:19	0:04:19	$145.00	$145.00
Urban Southwest 8	01/18/2012	8383	0:12:00	0:12:20	0:00:20	$29.00	$29.00
Urban Southwest 8	01/20/2012	9440	0:12:00	0:13:40	0:01:40	$58.00	$58.00
Urban Southeast 8	01/22/2012	10095	0:12:00	0:17:28	0:05:28	$174.00	$174.00
Urban Southwest 8	01/22/2012	10176	0:12:00	0:12:25	0:00:25	$29.00	$29.00
Urban Southeast 8	01/23/2012	10434	0:12:00	0:12:26	0:00:26	$29.00	$29.00
Urban North 8	01/23/2012	10494	0:12:00	0:12:01	0:00:01	$29.00	$29.00
Urban Southwest 8	01/23/2012	10692	0:12:00	0:12:27	0:00:27	$29.00	$29.00
Urban Southwest 8	01/25/2012	11454	0:12:00	0:12:34	0:00:34	$29.00	$29.00
Urban Southeast 8	01/25/2012	11492	0:12:00	0:15:41	0:03:41	$116.00	$116.00
Urban Southwest 8	01/26/2012	11949	0:12:00	0:19:28	0:07:28	$232.00	$232.00
Urban North 8	01/28/2012	13204	0:12:00	0:12:15	0:00:15	$29.00	$29.00
Urban Southeast 8	01/29/2012	13626	0:12:00	0:13:46	0:01:46	$58.00	$58.00
Urban North 8	01/30/2012	13949	0:12:00	0:14:56	0:02:56	$87.00	$87.00
Urban Southwest 8	01/31/2012	14169	0:12:00	0:12:30	0:00:30	$29.00	$29.00
Total Urban 8	**32 (84.2%)**						
					Assessments	**$3,190.00**	**$3,190.00**

February 2012 (36)							
Zone	**Date**	**Call #**	**Maximum**	**Response Time**	**Amount in Excess**	**Potential Assessment (per agreement)**	**Recommended Assessment (per agreement)**
Frontier 45	02/08/2012	18156	0:55:00	0:55:50	0:00:50	$29.00	$29.00
Total Frontier 45	**1 (2.8%)**						
Suburban 12	02/12/2012	20339	0:18:00	0:21:26	0:03:26	$116.00	$116.00
Total Suburban 12	**1 (2.8%)**						
Urban Southwest 8	02/01/2012	14945	0:12:00	0:12:58	0:00:58	$29.00	$29.00
Urban North 8	02/02/2012	15172	0:12:00	0:16:26	0:04:26	$145.00	$145.00
Urban North 8	02/02/2012	15492	0:12:00	0:13:00	0:01:00	$58.00	$58.00
Urban Southeast 8	02/06/2012	17192	0:12:00	0:14:48	0:02:48	$87.00	$87.00
Urban North 8	02/06/2012	17255	0:12:00	0:13:30	0:01:30	$58.00	$58.00
Urban North 8	02/06/2012	17342	0:12:00	0:13:11	0:01:11	$58.00	$58.00
Urban North 8	02/07/2012	17901	0:12:00	0:16:42	0:04:42	$145.00	$145.00
Urban Southwest 8	02/08/2012	18142	0:12:00	0:13:34	0:01:34	$58.00	$58.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban North 8	02/08/2012	18169	0:12:00	0:12:12	0:00:12	$29.00	$29.00
Urban North 8	02/09/2012	18945	0:12:00	0:17:43	0:05:43	$174.00	$174.00
Urban North 8	02/10/2012	19210	0:12:00	0:16:14	0:04:14	$145.00	$145.00
Urban North 8	02/14/2012	21067	0:12:00	0:12:37	0:00:37	$29.00	$29.00
Urban Southwest 8	02/16/2012	22115	0:12:00	0:19:42	0:07:42	$232.00	$232.00
Urban Southwest 8	02/17/2012	22586	0:12:00	0:12:35	0:00:35	$29.00	$29.00
Urban Southwest 8	02/17/2012	22734	0:12:00	0:14:45	0:02:45	$87.00	$87.00
Urban Southeast 8	02/17/2012	22858	0:12:00	0:12:20	0:00:20	$29.00	$29.00
Urban Southeast 8	02/19/2012	23790	0:12:00	0:19:07	0:07:07	$232.00	$232.00
Urban North 8	02/20/2012	23905	0:12:00	0:15:26	0:03:26	$116.00	$116.00
Urban North 8	02/20/2012	24115	0:12:00	0:13:02	0:01:02	$58.00	$58.00
Urban North 8	02/20/2012	24192	0:12:00	0:15:03	0:03:03	$116.00	$116.00
Urban Southeast 8	02/20/2012	24357	0:12:00	0:13:15	0:01:15	$58.00	$58.00
Urban Southeast 8	02/22/2012	25043	0:12:00	0:12:06	0:00:06	$29.00	$29.00
Urban Southeast 8	02/22/2012	25121	0:12:00	0:12:53	0:00:53	$29.00	$29.00
Urban Southwest 8	02/22/2012	25308	0:12:00	0:14:47	0:02:47	$87.00	$87.00
Urban Southwest 8	02/22/2012	25415	0:12:00	0:12:41	0:00:41	$29.00	$29.00
Urban Southeast 8	02/22/2012	25432	0:12:00	0:14:01	0:02:01	$87.00	$87.00
Urban Southwest 8	02/23/2012	25955	0:12:00	0:17:02	0:05:02	$174.00	$174.00
Urban Southeast 8	02/24/2012	26434	0:12:00	0:17:23	0:05:23	$174.00	$174.00
Urban North 8	02/25/2012	26761	0:12:00	0:17:41	0:05:41	$174.00	$174.00
Urban North 8	02/27/2012	27489	0:12:00	0:14:10	0:02:10	$87.00	$87.00
Urban North 8	02/27/2012	27534	0:12:00	0:12:55	0:00:55	$29.00	$29.00
Urban North 8	02/27/2012	27614	0:12:00	0:12:25	0:00:25	$29.00	$29.00
Urban Southwest 8	02/27/2012	27623	0:12:00	0:12:23	0:00:23	$29.00	$29.00
Urban Southwest 8	02/27/2012	27646	0:12:00	0:13:26	0:01:26	$58.00	$58.00
Total Urban 8	**34 (94.4%)**						
					Assessments	**$3,132.00**	**$3,132.00**



2880 International Circle, Colorado Springs, CO 80910
(719) 520-7654

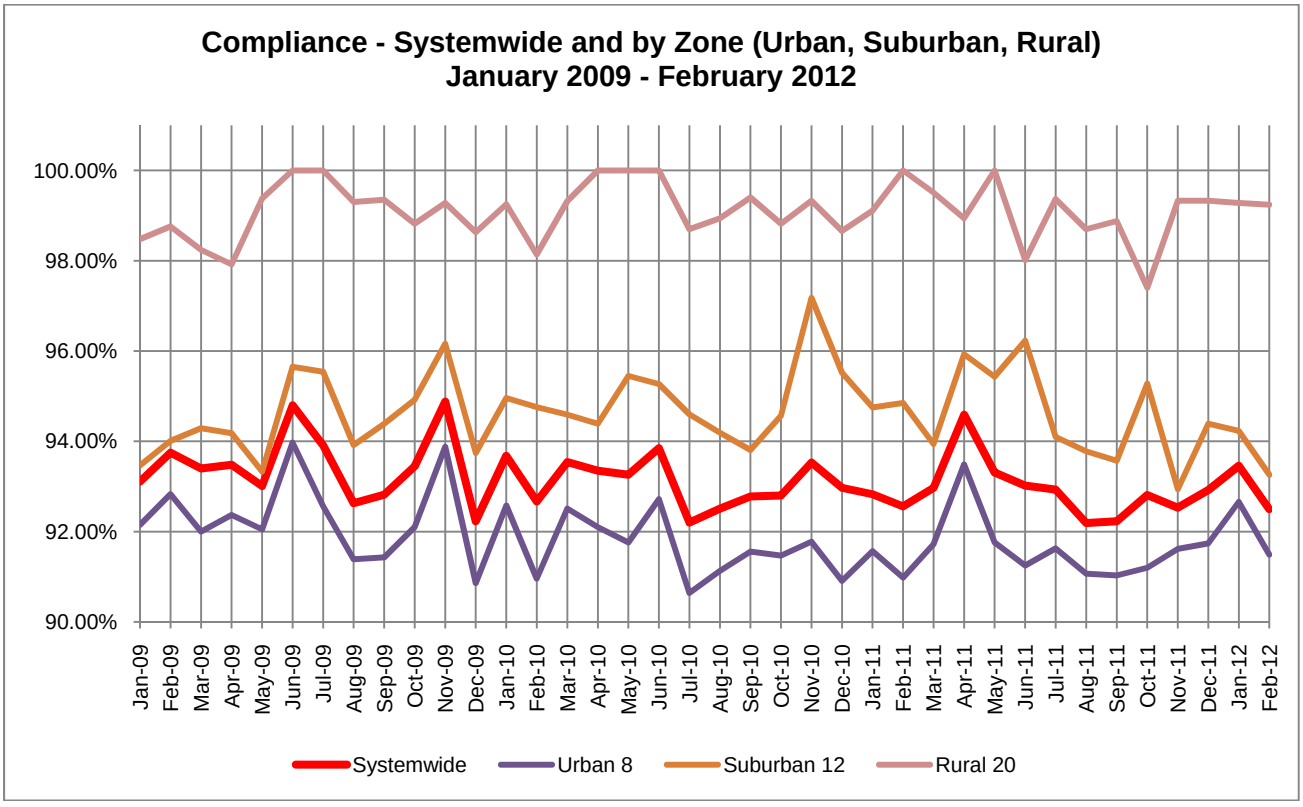
B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones during both reporting periods.

Zone	January 2012			February 2012		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,263	166	92.66%	1,985 (2,176)	169 (193)	91.49% (91.00%)
Suburban 12	728	42	94.23%	726 (797)	48 (57)	93.39% (92.85%)
Rural 20	138	1	99.28%	132 (162)	1 (3)	99.24% (98.15%)
Zone Standard			**90.00%**			**90.00%**

C. Zone Standard – Frontier and Wilderness (F.1.C.2.) - Percentage of calls which meet the Minimum Response Time Standards in Frontier and Wilderness zones (90%), reported annually (if the number of calls in zone exceeds 100). (Assessment amount F.3.C.) **Data for this standard will be reported when annual data for 2012 is available.**

D. System-wide Standard (F.1.C.3.) – Percentage of calls which meet the Minimum Response Time Standard (92%) (Assessment amount F.3.B.). The contractor exceeded the system-wide standard during both reporting periods.

Measure	January 2012	February 2012
# of Code 3 Calls	3,210	2,941 (3,241)
# Exceeding Minimum Response Time	210	221 (257)
System-wide Compliance %	**93.46%**	**92.49% (92.07%)**



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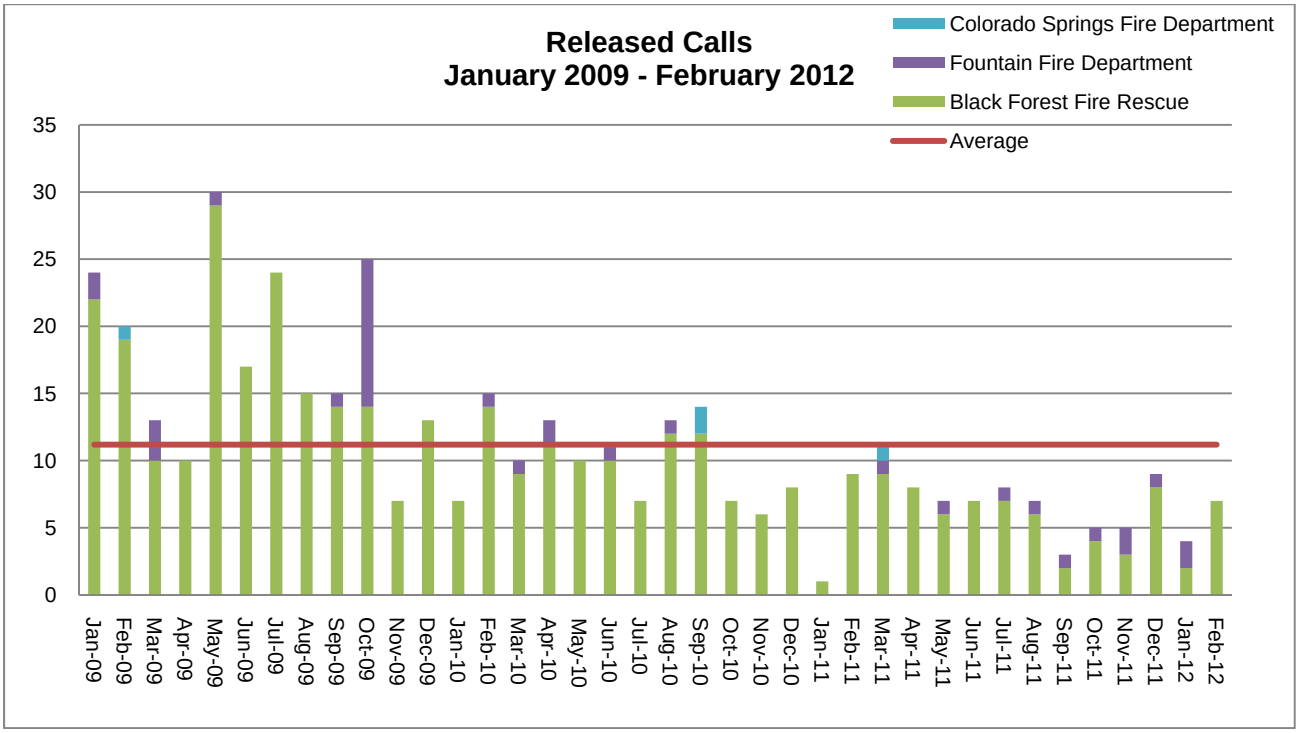
E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.)

The contractor referred four calls in January 2012. Two of those calls were referred to Fountain Fire Department and two to Black Forest Fire/Rescue. The contractor referred seven calls in February 2012, all of which were referred to Black Forest Fire/Rescue. In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There was one referred call in January that exceeded the response time for its zone; it is highlighted in red below. There were no instances during February 2012 where a released call exceeded the maximum response time for the zone.

January 2012 (4)					
Response Zone	**Call #**	**Date**	**Referred To**	**Response Time**	**Assessment**
Urban Southeast 8	926	01/02/2012	Fountain Fire Department	0:16:47	$145.00
Suburban 12	4606	01/10/2012	Fountain Fire Department	0:14:54	$0.00
Frontier 35	4629	01/10/2012	Black Forest Fire/Rescue	0:11:41	$0.00
Frontier 25	12784	01/27/2012	Black Forest Fire/Rescue	0:14:03	$0.00
				January 2012- Recommended Assessment	**$145.00**

February 2012 (7)					
Response Zone	**Call #**	**Date**	**Referred To**	**Response Time**	**Assessment**
Rural 20	15476	02/02/2012	Black Forest Fire/Rescue	0:17:37	$0.00
Rural 20	15494	02/02/2012	Black Forest Fire/Rescue	0:02:54	$0.00
Frontier 25	16441	02/04/2012	Black Forest Fire/Rescue	0:18:24	$0.00
Frontier 25	18173	02/08/2012	Black Forest Fire/Rescue	0:19:38	$0.00
Rural 20	19055	02/09/2012	Black Forest Fire/Rescue	0:08:59	$0.00
Rural 20	22357	02/16/2012	Black Forest Fire/Rescue	0:07:47	$0.00
Rural 20	24812	02/21/2012	Black Forest Fire/Rescue	0:06:53	$0.00
				February 2012 - Recommended Assessment	**$0.00**



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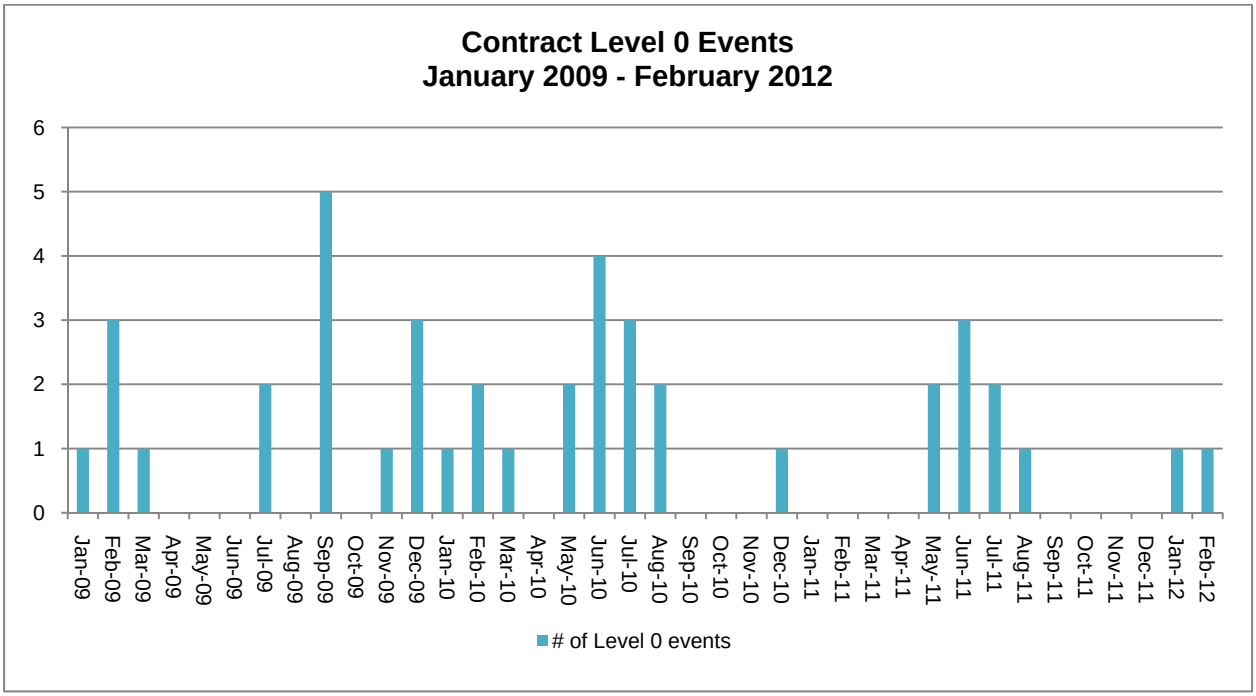
F. Other Assessments (F.4.):
There were no reported or noted instances of ambulance breakdown en route (4.F.B); willfully falsifying at-scene times (F.4.A.) or failure to furnish reports or records (F.4.C.) during either of these reporting periods.

Contractor Level 0 (F.4.D.) – Under the current ground emergency ambulance service contract, Contractor Level 0 is defined as:

- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area); **and**
- Contractor exceeds the response time standard in any response zone for any call received during the time contractor has no available ambulances, even if contractor is no longer at Level Zero when the ambulance arrives at the scene.

January 2012							
Date	**Day of Week**	**Time of Day**	**Duration**	**# of Units Available**	**# Calls Received during event**	**Potential Assessment**	**Recommended Assessment**
1/9/12	Monday	2:53 PM	00:06:00	14	2	$1,077.00	$1,077.00
					Total	**$1,077.00**	**$1,077.00**

February 2012							
Date	**Day of Week**	**Time of Day**	**Duration**	**# of Units Available**	**# Calls Received during event**	**Potential Assessment**	**Recommended Assessment**
2/27/12	Monday	2:28PM	00:15:00	15	1	$1,077.00	$1,077.00
					Total	**$1,077.00**	**$1,077.00**



G. Special Circumstances (F.5.) – There were no reported events during the reporting period that met the contractual definitions in this section relating to the following:

- Multiple Units,
- Breakdowns on scene,
- Upgrades,
- Downgrades,
- Failure to report at-scene time.

H. Exemptions (F.6.) – Under the terms of the current contract, exemptions may be granted for "unusual circumstances beyond Contractor's reasonable control." These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, change of location, bad address, or other factors as determined in the sole discretion of the ESA. Exempted calls excluded from calculations and do not count as an on-time response.

A. Responses canceled prior to arrival. (F.6.A.)
B. Multiple responses to the same incident shall have only the first arriving ambulance response time calculated. (F.6.B.)
C. Mass casualty incidents – standards and assessments suspended by the ESA during a mass casualty incident. (F.6.C.)
D. Disasters (F.6.D.)
E. Travel Restrictions and Road Closures: Response time standards and assessments will be suspended by the ESA in the affected areas during periods of official travel restrictions or road closures in the COCS, EPC or in adjoining jurisdictions. (F.6.E.)
F. Good Cause: Inclement Weather (F.6.F.)
G. Good Cause: Incorrect or inaccurate information received from PSAP or reporting party (F.6.F.)
H. Good Cause: Data or voice recording or transmission errors (F.6.F.)
I. Good Cause: Inaccessible calls (F.6.F.)
J. Good Cause: Rural transport by a closer agency (F.6.F.)
K. Good Cause: Rendezvous (F.6.F.)
L. Good Cause: Distance (only to Wilderness zone) (F.6.F.)
M. Good Cause: Collisions (F.6.F.)

Pursuant to the level of effort severe weather model, the contractor added resources (either one or two ambulances depending on the day of the week and time of day) during agreed-upon periods of severe weather. In consideration of the added resources, response time data for all calls (exceptions or not) have been removed from compliance calculations for the following periods, and the elimination of these calls is reflected in the response time calculations contained in other sections of this report.

Level of Effort Model - Severe Weather Periods							
Start Date	Start Time	End Date	End Time	Duration	Total Calls	Exceptions	On-time responses
February 2012							
*2/2/2012	18:55	2/4/2011	09:00	38:05	163	11	93.25%
2/11/2012	07:30	2/12/2012	07:15	23:45	112	16	85.71%
2/23/2012	05:30	2/23/2012	11:00	05:30	24	9	62.50%

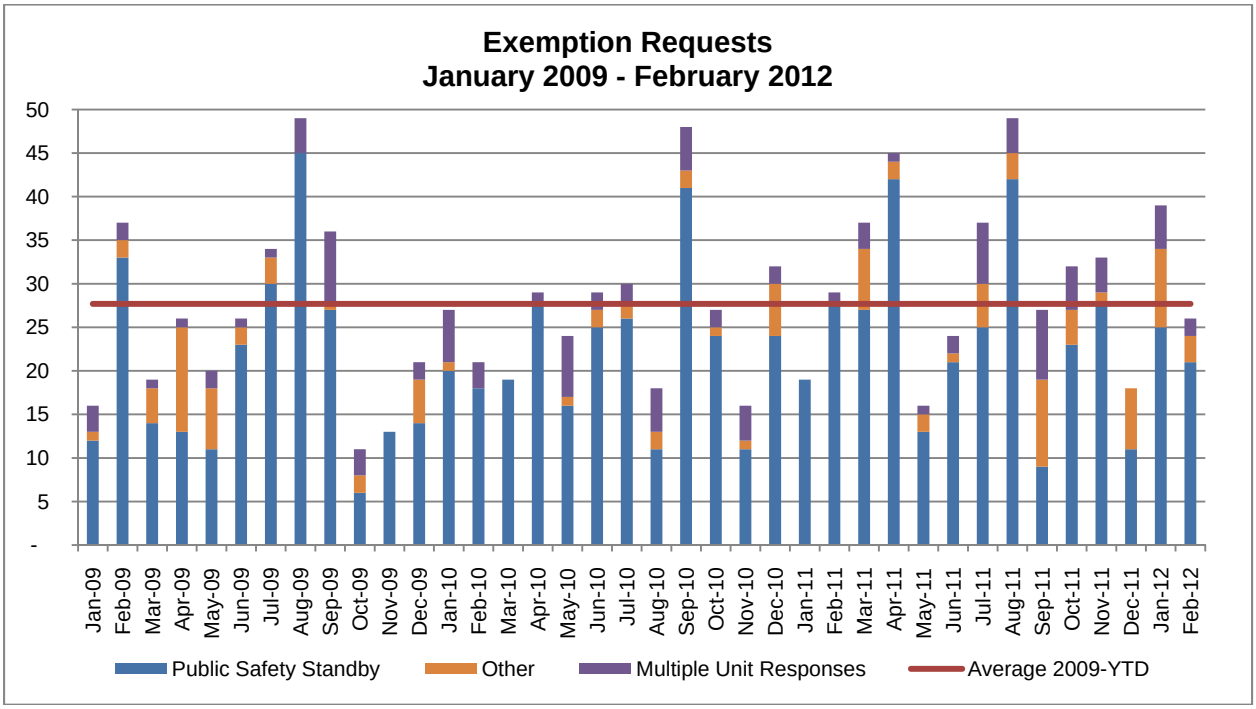
*There were three hours during this snow period for which the contractor did not have sufficient extra ambulances deployed to qualify for exemption under the level of effort model. This was due to higher-than-normal sick calloffs because of an illness going around among the contractor's ambulance crews. The calls the contractor received that were received during these three hours were not removed from response time calculations pursuant to the level of effort severe weather model, but were included in the calls used to determine the contractor's overall compliance for the month of February.

For the month of January 2012, the Contractor has requested that 39 Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of February 2012, the Contractor has requested that 27 Code 3 calls be exempted. The ESA must determine if these specific calls should be exempted. The reasons for each exemption are listed below and have been verified by staff. If the ESA Board chooses to disallow any or all of the exemptions indicated, then the performance reports must be recalculated to yield more precise results.

January 2012 Exempted Calls (39)							
Zone	**Date**	**Call #**	**Maximum Response Time**	**Actual Response Time**	**Amount Over Maximum**	**Potential Assessment**	**Recommended Assessment**
Public Safety Standby (25)							
Urban Southwest 8	01/03/2012	1109	0:12:00	0:08:34	0:00:00	$0.00	$0.00
Urban North 8	01/03/2012	1155	0:12:00	0:08:10	0:00:00	$0.00	$0.00
Urban Southeast 8	01/03/2012	1165	0:12:00	0:11:00	0:00:00	$0.00	$0.00
Suburban 12	01/05/2012	2024	0:18:00	0:15:21	0:00:00	$0.00	$0.00
Urban Southwest 8	01/05/2012	2026	0:12:00	0:09:22	0:00:00	$0.00	$0.00
Urban North 8	01/05/2012	2331	0:12:00	0:09:13	0:00:00	$0.00	$0.00
Urban Southeast 8	01/05/2012	2343	0:12:00	0:08:16	0:00:00	$0.00	$0.00
Urban North 8	01/05/2012	2362	0:12:00	0:10:54	0:00:00	$0.00	$0.00
Urban Southwest 8	01/06/2012	2525	0:12:00	0:10:58	0:00:00	$0.00	$0.00
Urban Southeast 8	01/06/2012	2536	0:12:00	0:10:27	0:00:00	$0.00	$0.00
Urban North 8	01/07/2012	3092	0:12:00	0:10:46	0:00:00	$0.00	$0.00
Urban Southwest 8	01/11/2012	4906	0:12:00	0:10:29	0:00:00	$0.00	$0.00
Urban North 8	01/11/2012	4917	0:12:00	0:08:20	0:00:00	$0.00	$0.00
Urban Southwest 8	01/20/2012	9359	0:12:00	0:09:46	0:00:00	$0.00	$0.00
Urban North 8	01/24/2012	11170	0:12:00	0:10:01	0:00:00	$0.00	$0.00
Urban Southeast 8	01/24/2012	11281	0:12:00	0:12:05	0:00:05	$29.00	$0.00
Urban North 8	01/24/2012	11285	0:12:00	0:08:46	0:00:00	$0.00	$0.00
Urban Southeast 8	01/24/2012	11287	0:12:00	0:10:06	0:00:00	$0.00	$0.00
Urban North 8	01/24/2012	11289	0:12:00	0:12:18	0:00:18	$29.00	$0.00
Urban North 8	01/24/2012	11317	0:12:00	0:08:17	0:00:00	$0.00	$0.00
Urban Southeast 8	01/26/2012	12264	0:12:00	0:13:14	0:01:14	$58.00	$0.00
Suburban 12	01/27/2012	12705	0:18:00	0:12:37	0:00:00	$0.00	$0.00
Urban North 8	01/28/2012	13097	0:12:00	0:08:38	0:00:00	$0.00	$0.00
Suburban 12	01/31/2012	14244	0:18:00	0:12:42	0:00:00	$0.00	$0.00
Suburban 12	01/31/2012	14250	0:18:00	0:14:33	0:00:00	$0.00	$0.00
Severe Weather (1)							
Frontier 45	01/17/2012	7623	0:55:00	1:00:38	0:05:38	$174.00	$0.00
Road Construction (1)							
Urban Southeast 8	01/10/2012	4626	0:12:00	0:11:40	0:00:00	$0.00	$0.00
Multiple Responses to Incident (5)							
Urban North 8	01/05/2012	2104	0:12:00	0:12:02	0:00:02	$29.00	$0.00
Urban Southeast 8	01/19/2012	8867	0:12:00	0:10:14	0:00:00	$0.00	$0.00
Urban Southeast 8	01/24/2012	10906	0:12:00	0:12:36	0:00:36	$29.00	$0.00
Urban Southeast 8	01/24/2012	10909	0:12:00	0:13:40	0:01:40	$58.00	$0.00
Urban North 8	01/25/2012	11680	0:12:00	0:23:06	0:11:06	$348.00	$0.00
Mass Casualty Incident (7)							
Frontier 35	01/06/2012	2748	0:45:00	0:40:59	0:00:00	$0.00	$0.00
Urban Southwest 8	01/06/2012	2756	0:12:00	0:26:34	0:14:34	$435.00	$0.00
Urban Southeast 8	01/24/2012	10908	0:12:00	0:08:27	0:00:00	$0.00	$0.00
Urban Southwest 8	01/24/2012	10910	0:12:00	0:25:43	0:13:43	$406.00	$0.00
Suburban 12	01/24/2012	10911	0:18:00	0:19:41	0:01:41	$58.00	$0.00
Urban Southeast 8	01/24/2012	10914	0:12:00	0:10:14	0:00:00	$0.00	$0.00
Urban North 8	01/25/2012	11682	0:12:00	0:10:43	0:00:00	$0.00	$0.00
					Total	**$1,653.00**	**$0.00**

February 2012 Exempted Calls (28)							
Zone	**Date**	**Call #**	**Maximum Response Time**	**Actual Response Time**	**Amount Over Maximum**	**Potential Assessment**	**Recommended Assessment**
Public Safety Standby (21)							
Urban North 8	02/06/2012	17085	0:12:00	0:09:21	0:00:00	$0.00	$0.00
Suburban 12	02/06/2012	17086	0:18:00	0:12:02	0:00:00	$0.00	$0.00
Suburban 12	02/09/2012	18701	0:18:00	0:13:04	0:00:00	$0.00	$0.00
Urban North 8	02/16/2012	22360	0:12:00	0:09:25	0:00:00	$0.00	$0.00
Urban North 8	02/19/2012	23603	0:12:00	0:08:48	0:00:00	$0.00	$0.00
Suburban 12	02/22/2012	25440	0:18:00	0:13:05	0:00:00	$0.00	$0.00
Urban Southwest 8	02/22/2012	25466	0:12:00	0:09:30	0:00:00	$0.00	$0.00
Urban North 8	02/22/2012	25468	0:12:00	0:08:16	0:00:00	$0.00	$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southeast 8	02/23/2012	25725	0:12:00	0:08:07	0:00:00	$0.00	$0.00
Suburban 12	02/23/2012	25729	0:18:00	0:14:25	0:00:00	$0.00	$0.00
Urban North 8	02/23/2012	25739	0:12:00	0:12:02	0:00:02	$29.00	$0.00
Urban Southeast 8	02/23/2012	25744	0:12:00	0:14:45	0:02:45	$87.00	$0.00
Suburban 12	02/23/2012	25748	0:18:00	0:19:03	0:01:03	$58.00	$0.00
Urban North 8	02/23/2012	25751	0:12:00	0:08:56	0:00:00	$0.00	$0.00
Urban North 8	02/28/2012	28253	0:12:00	0:09:30	0:00:00	$0.00	$0.00
Suburban 12	02/28/2012	28256	0:18:00	0:15:22	0:00:00	$0.00	$0.00
Suburban 12	02/28/2012	28269	0:18:00	0:15:24	0:00:00	$0.00	$0.00
Urban Southwest 8	02/29/2012	28625	0:12:00	0:08:29	0:00:00	$0.00	$0.00
Urban Southeast 8	02/29/2012	28664	0:12:00	0:08:01	0:00:00	$0.00	$0.00
Urban Southeast 8	02/29/2012	28687	0:12:00	0:10:07	0:00:00	$0.00	$0.00
Suburban 12	02/29/2012	28738	0:18:00	0:15:41	0:00:00	$0.00	$0.00
Restricted Patient Access (1)							
Suburban 12	02/20/2012	23959	0:18:00	0:17:05	0:00:00	$0.00	$0.00
Multiple Responses to Incident (2)							
Urban Southwest 8	02/08/2012	18263	0:12:00	0:11:04	0:00:00	$0.00	$0.00
Urban North 8	02/20/2012	24237	0:12:00	0:14:26	0:02:26	$87.00	$0.00
Severe Weather (4)							
Suburban 12	02/20/2012	23959	0:18:00	0:17:05	0:00:00	$0.00	$0.00
Urban Southwest 8	02/20/2012	23971	0:12:00	0:08:30	0:00:00	$0.00	$0.00
Urban Southwest 8	02/20/2012	23981	0:12:00	0:12:18	0:00:18	$29.00	$0.00
Suburban 12	02/23/2012	25637	0:18:00	0:24:18	0:06:18	$203.00	$0.00
					Total	**$493.00**	**$0.00**



I. Urban Equity – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in all but one of the Urban Zones during one reporting period. Note: The data below is reported for informational purposes only. Under the current contract, a performance standard for individual Urban sub-zones has not been established.

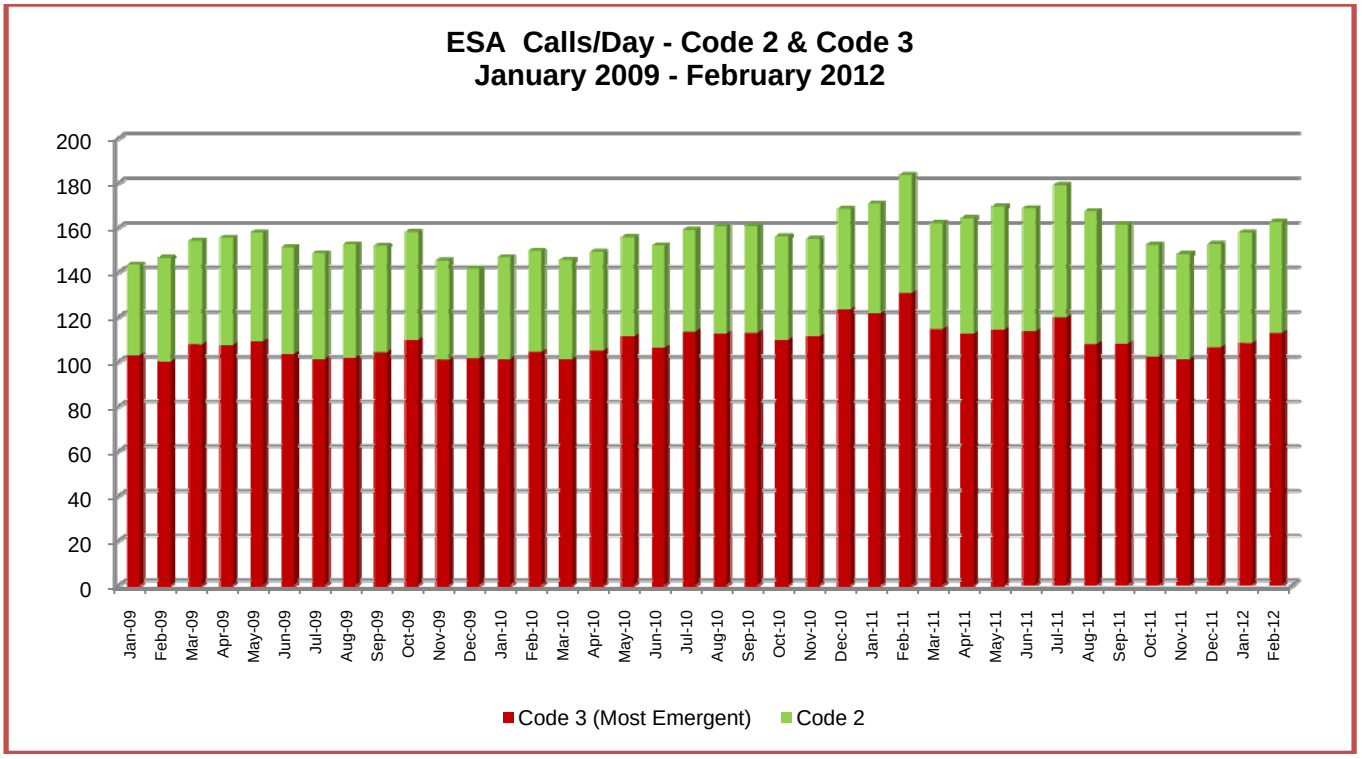
Zone	January 2012			February 2012			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	737	63	91.45%	614	70	88.60%	90.00%
Urban Southeast 8	744	39	94.76%	645	32	95.04%	
Urban Southwest 8	782	63	91.94%	726	67	90.77%	
TOTAL	2263	165	92.71%	1985	167	91.49%	

J. Code 2 Performance Summary

Zone	January 2012			February 2012		
	# of Code 2 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	1,210	531	56.12%	1,115	641	42.51%
Suburban 12	284	112	60.56%	291	167	42.61%
Rural 20	30	2	93.33%	32	6	81.25%
Frontier 25	3	1	66.67%	1	0	100.00%
Frontier 35	2	0	100.00%	1	0	100.00%
Frontier 45	5	0	100.00%	1	0	100.00%
TOTAL	1,534	646	57.89%	1,441	814	43.51%

K. Calls vs. Transports (separated by Code 3/Code 2)–

	Total Calls	Code 3 Calls	% of All Calls	Code 3 Transports	Code 3 Transport %	Code 2 Calls	% of All Calls	Code 2 Transports	Code 2 Transport %
January 2012	4,744	3,210	67.67%	2,231	69.50%	1,534	32.34%	1,169	76.21%
February 2012	4,383	2,942	67.12%	2,005	68.15%	1,441	32.88%	1,053	73.07%



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L. Major Condition/Complaint Summary

January 2012 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	431	9.09%	279	8.21%	122	2.57%	86	2.53%
Breathing Problems	370	7.80%	303	8.91%	8	0.17%	4	0.12%
Chest Pain	279	5.88%	239	7.03%	11	0.23%	8	0.24%
Sick Person-Multiple Complaints	209	4.41%	172	5.06%	225	4.75%	194	5.71%
Psychiatric-Suicide Attempt	152	3.21%	115	3.38%	37	0.78%	32	0.94%
Convulsions-Seizures	132	2.78%	109	3.21%	63	1.33%	56	1.65%
Trans-Interfacility-Palliative	64	1.35%	62	1.82%	205	4.32%	197	5.79%
Stroke	64	1.35%	59	1.74%	2	0.04%	1	0.03%
Diabetic Problems	59	1.24%	31	0.91%	18	0.38%	14	0.41%
Abdominal Pain	52	1.10%	47	1.38%	69	1.46%	66	1.94%
Heart Problems	50	1.05%	42	1.24%	3	0.06%	2	0.06%
Allergies-Envenomations	34	0.72%	22	0.65%	5	0.11%	3	0.09%
Pregnancy	29	0.61%	27	0.79%	3	0.06%	3	0.09%
Headache	18	0.38%	17	0.50%	5	0.11%	4	0.12%
Back Pain	4	0.08%	4	0.12%	29	0.61%	26	0.76%
Total	1947	41.07%	1528	44.94%	805	16.98%	696	20.47%

January 2012 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	308	9.60%	150	6.72%	26	0.55%	17	0.50%
Falls	274	8.54%	181	8.11%	117	2.47%	90	2.65%
Overdose-Poisoning	228	7.11%	147	6.59%	50	1.05%	38	1.12%
Assault or Sexual Assault	148	4.61%	54	2.42%	23	0.49%	11	0.32%
Hemorrhage-Lacerations	109	3.40%	86	3.85%	16	0.34%	13	0.38%
Cardiac/Respiratory Arrest	49	1.53%	15	0.67%	10	0.21%	7	0.21%
Traumatic Injuries (NOS)	49	1.53%	33	1.48%	25	0.53%	22	0.65%
Carbon Monoxide-Hazmat	32	1.00%	1	0.04%	9	0.19%	0	0.00%
Gunshot/Stabbing	15	0.47%	8	0.36%	0	0.00%	0	0.00%
Choking	10	0.31%	5	0.22%	3	0.06%	1	0.03%
Animal Bites-Attacks	7	0.22%	2	0.09%	1	0.02%	0	0.00%
Burns-Scalds	3	0.09%	3	0.13%	1	0.02%	1	0.03%
Heat-Cold Exposure	2	0.06%	1	0.04%	2	0.04%	0	0.00%
Eye Injuries	1	0.03%	0	0.00%	1	0.02%	1	0.03%
Total	1235	38.49%	686	30.75%	284	5.99%	201	5.91%

January 2012 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	20	0.42%	13	0.38%	418	8.82%	270	7.94%
Medical-Call Box Alarm	4	0.08%	3	0.09%	0	0.00%		0.00%
Standby-Public Safety	3	0.06%	1	0.03%	24	0.51%	1	0.03%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Total	27	0.57%	17	0.50%	443	9.34%	272	8.00%

February 2012 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	516	11.39%	245	8.01%	82	1.81%	44	1.44%
Sick Person-Multiple Complaints	458	10.11%	185	9.23%	228	5.03%	187	9.33%
Breathing Problems	341	7.53%	259	12.92%	6	0.13%	2	0.10%
Chest Pain	271	5.98%	220	10.97%	9	0.20%	4	0.20%
Trans-Interfacility-Palliative	264	5.83%	63	3.14%	199	4.39%	196	9.78%
Psychiatric-Suicide Attempt	163	3.60%	95	4.74%	30	0.66%	23	1.15%
Convulsions-Seizures	158	3.49%	76	3.79%	55	1.21%	39	1.95%
Abdominal Pain	93	2.05%	36	1.80%	56	1.24%	51	2.54%
Diabetic Problems	62	1.37%	19	0.95%	10	0.22%	6	0.30%
Heart Problems	59	1.30%	36	1.80%	6	0.13%	4	0.20%
Stroke	55	1.21%	48	2.39%	2	0.04%	2	0.10%
Pregnancy	43	0.95%	37	1.85%	3	0.07%	3	0.15%
Back Pain	37	0.82%	8	0.40%	27	0.60%	25	1.25%
Headache	27	0.60%	15	0.75%	10	0.22%	8	0.40%
Allergies-Envenomations	19	0.42%	11	0.55%	5	0.11%	3	0.15%
Total	2566	56.63%	1353	63.27%	728	16.07%	597	29.02%

February 2012 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	377	8.32%	153	5.00%	41	0.90%	25	0.82%
Falls	257	5.67%	174	8.68%	119	2.63%	87	4.34%
Overdose-Poisoning	214	4.72%	150	7.48%	51	1.13%	41	2.04%
Assault or Sexual Assault	124	2.74%	47	2.34%	7	0.15%	2	0.10%
Hemorrhage-Lacerations	72	1.59%	58	2.89%	18	0.40%	10	0.50%
Traumatic Injuries (NOS)	47	1.04%	23	1.15%	28	0.62%	23	1.15%
Carbon Monoxide-Hazmat	34	0.75%	1	0.05%	11	0.24%	1	0.05%
Cardiac/Respiratory Arrest	34	0.75%	9	0.45%	5	0.11%	3	0.15%
Gunshot/Stabbing	17	0.38%	8	0.40%	1	0.02%	0	0.00%
Choking	10	0.22%	6	0.30%	4	0.09%	0	0.00%
Animal Bites-Attacks	6	0.13%		0.00%	2	0.04%	1	0.05%
Heat-Cold Exposure	5	0.11%	3	0.15%	2	0.04%	2	0.10%
Eye Injuries	1	0.02%		0.00%	4	0.09%	2	0.10%
Burns-Scalds	3	0.07%		0.00%	1	0.02%	1	0.05%
Electrocution/Lightning	2	0.04%	2	0.10%	0	0.00%	0	0.00%
Drowning/Diving Accidents	1	0.02%	1	0.05%	0	0.00%	0	0.00%
Total	1203	26.55%	635	29.04%	294	6.49%	198	9.45%

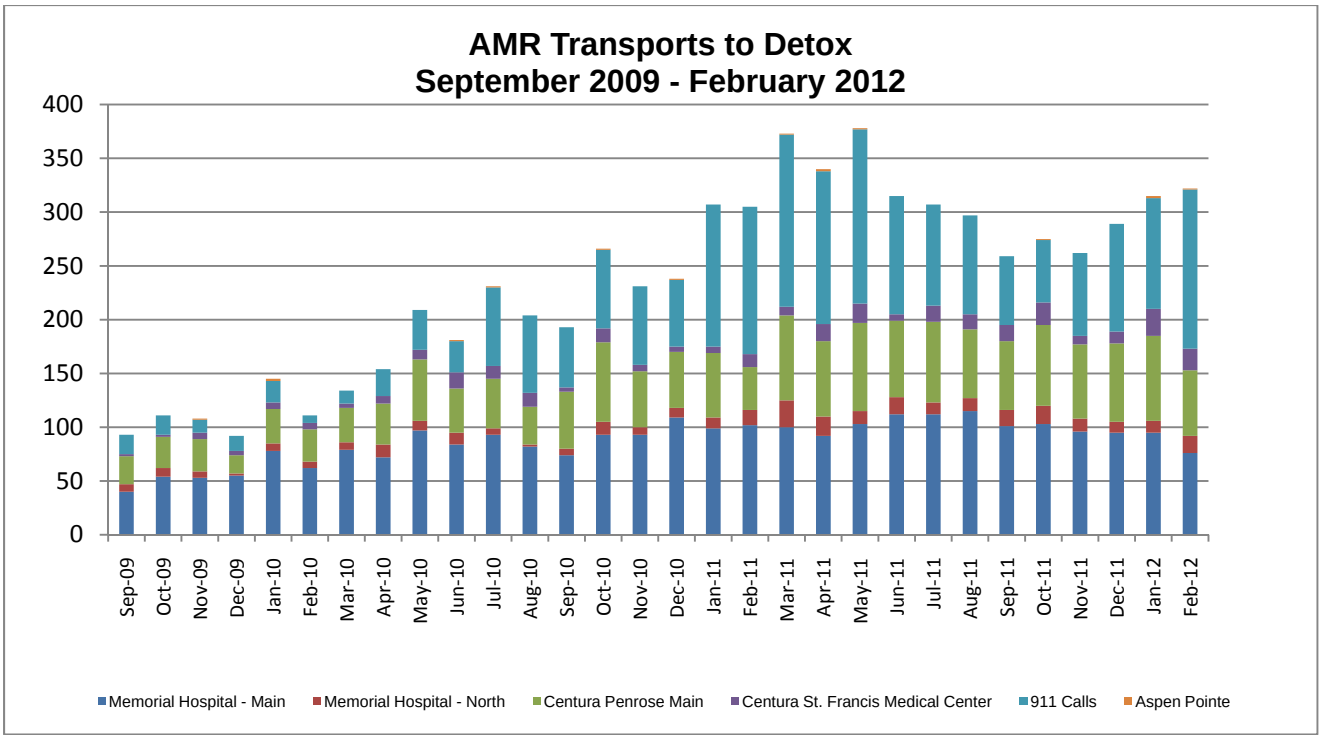
February 2012 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	25	0.55%	16	0.52%	406	8.96%	256	8.37%
Standby-Public Safety	9	0.20%	0	0.00%	0	0.00%	0	0.00%
Medical-Call Box Alarm	2	0.04%	0	0.00%	0	0.00%	0	0.00%
Standby-Dedicated	1	0.02%	1	0.05%	24	0.53%	2	0.10%
Total	37	0.82%	17	0.57%	430	9.49%	258	8.47%

M. CALL DOWNGRADES (CODE 3 – EMERGENCY LIFE THREAT TO CODE 2– EMERGENCY NON-LIFE THREAT)

January 2012 — 34 calls were downgraded from Code 3 to Code 2.
February 2012 — 32 calls were downgraded from Code 3 to Code 2.

N. DETOX TRANSPORTS

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Aspen Pointe	911 Calls	Total
September	26	2	40	7	0	18	**93**
October	29	2	54	8	0	18	**111**
November	30	6	53	6	1	12	**108**
December	17	4	55	2	0	14	**92**
2009 Total	**102**	**14**	**202**	**23**	**1**	**62**	**404**
January	32	6	78	7	2	20	**145**
February	30	6	62	6	0	7	**111**
March	32	4	79	7	0	12	**134**
April	38	7	72	12	0	25	**154**
May	57	9	97	9	0	37	**209**
June	41	15	84	11	1	29	**181**
July	46	12	93	6	1	73	**231**
August	35	13	82	2	0	72	**204**
September	53	4	74	6	0	56	**193**
October	74	13	93	12	1	73	**266**
November	52	6	93	7	0	73	**231**
December	52	5	109	9	1	62	**238**
2010 Total	**542**	**100**	**1016**	**94**	**6**	**539**	**2297**
January	60	6	99	10	0	132	**307**
February	40	12	102	14	0	137	**305**
March	79	8	100	25	1	160	**373**
April	70	16	92	18	2	142	**340**
May	82	18	103	12	1	162	**378**
June	71	6	112	16	0	110	**315**
July	75	15	112	11	0	94	**307**
August	64	14	115	12	0	92	**297**
September	64	15	101	15	0	64	**259**
October	75	21	103	17	1	58	**275**
November	77	17	98	15	0	72	**279**
December	81	22	104	19	0	69	**295**
2011 Total	**838**	**170**	**1,241**	**184**	**5**	**1,292**	**3730**
January	79	25	95	11	2	103	315
February	61	20	76	16	1	148	322
2012 YTD	**140**	**45**	**171**	**27**	**3**	**251**	**637**



III. QUESTIONS AND/OR ADDITIONAL INFORMATION

4/4/12

Eileen Lynch Gonzalez
Emergency Services Agency (ESA) Business Administrator

Community Relations Report
Activities from February and March 2012

System Status Manager Chelsia Baker was selected by the American Ambulance Association as a Star of Life.

Donated Special Events/Community Education

- Company Health Fair, El Paso Corporation
- File of Life event, Village at Skyline
- CPR class, Life Qwest Transitions
- Career Fair, Wasson High School
- Health Day, with Centura at Safeway
- Ambulance Tours, Kinder Care
- Ambulance Tours, Memorial pre-school group
- Ambulance Tours, Boys and Girls club

May 20-26 is EMS Week, with the evening of May 25th set aside for the 3rd Annual AMR Awards Ceremony.

AMR actively participates in the following on an on-going basis

- Safe Kids Coalition
- Drive Smart Steering Committee
- Leadership Pikes Peak
- Colorado Springs Executives Association
- Pikes Peak Fire Fighters Association
- Pikes Peak Chief's Forum

American Medical Response

2011 REPORT TO THE COMMUNITY

Proud to Serve our Community

AMR has been serving El Paso County since 1979.

AMR responded to 67,032 advanced life support calls for service resulting in 45,608 transports to local facilities.

AMR provided over $9.5 million in uncompensated care in 2011.

AMR donated over 1,200 hours of community education to local day cares, schools and community groups.

AMR of El Paso County began serving this community on April 12, 1979.

American Medical Response has been the contracted provider of 9-1-1 ambulance transport in El Paso County since 1999. In 2008, AMR was again selected as the preferred provider by the Emergency Services Agency. www.ESABoard.org

AMR's 250 local caregivers and support staff are proud to provide state-of-the-art medical care and transportation to the citizens and visitors of El Paso County

and appreciate the confidence shown by the Emergency Services Agency in selecting AMR to provide service.

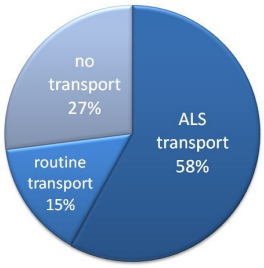
AMR Colorado Springs meets the industry "gold standard" by maintaining Commission on Accreditation of Ambulance Services certification.

2011 Calls for Service

In 2011, AMR Colorado Springs responded to 67,032 advanced life support calls for service resulting in 45,608 transports to local facilities.

In addition to ambulance calls for service, AMR completed 12,014 routine calls for service (para-transit and prescheduled transfers).

In 2011 AMR's combined total calls for service was 79,046



AMR's Colorado Springs Communication Center is accredited by the National Academy of Emergency Dispatch and dispatches ambulances for Colorado Springs, Pueblo, Canon City and Omaha and Lincoln, Nebraska. In 2011 the Communications Center answered 131,771 calls for service.

American Medical Response

2370 N. Powers Blvd.
Colorado Springs, CO 80915

719.597.1277 office
719.636.2333 dispatch

www.amrpikespeak.com
Facebook.com/COSCES

2011 Awards and Recognition

Autumn Albert, paramedic, was selected by the American Ambulance Association as a *Star of Life*. She was chosen for this award by her peers for demonstrating an exceptional attitude that is infectious and rejuvenating. Her interactions with others are invariably positive and professional. She embodies the spirit of AMR's organizational goal to make a difference by caring for people in need and in the lives of those with whom she interacts.

Jonathan Webb was named the *Colorado State Paramedic of the Year*. This annual award recognizes one individual for outstanding actions and contributions to the advancement of excellence in the delivery of emergency care to the citizens of Colorado. Jon is a paramedic supervisor and founding member of the AMR Colorado Springs Honor Guard.

Tawnya Silloway was chosen as an *Innovator in EMS*, by JEMS Magazine and Physio Control. This award is presented to 10 people each year for their innovative contributions to EMS. Tawnya authored the EMS Line of Duty Death Handbook and persuaded both the National EMS Memorial Service and the American Ambulance Association to make it available nationwide, at no charge.

2011 Community Service

- American Medical Response provided no cost first aid standby to 22 local non-profits for their fundraising events.
- AMR donated over 1,200 hours to local day care centers, schools and civic organizations by providing community education and group presentations.
- AMR provided $9.5 million in indigent and uncompensated care in El Paso County.
- The AMR "Coats for Colorado Springs" donation drive held in October and November gathered 600 coats which were distributed through the community by Partners in Housing and The Salvation Army.
- The AMR child safety seat program checked over 200 car seats. For any seats that were found unsafe due to expiration or recall, replacements were available at a reduced cost through a partnership with SafeKids.

AMR Colorado Springs Honor Guard

The purpose of the AMR Honor Guard is to honor hometown heroes that make up the emergency services community.

Each year since 2010, the AMR Colorado Springs Honor Guard opens the National Emergency Medical Services Memorial weekend and welcomes the families with the posting of the Colors and the invocation. They participate the next day with numerous honor guards from across the country at the National EMS Memorial Service held at the Pikes Peak Center in Colorado Springs.

The Honor Guard also presents the Colors and National Anthem at many AMR and community events - badging and awards ceremonies, sporting events, the Balloon Classic and the Colorado State EMS Awards dinner.

www.nemsms.org

ESA FEBRUARY 2012 FINANCIAL REPORT
Reported on April 4, 2012

	2012 Budget	February 2012 Current Month Actuals	2012 YTD Actuals	2012 Unobligated Balance	2012 Variance %
OPERATING REVENUES					
Contract Administration (Per Agreement)					
ESA Administration	$ 200,000.00	$ -	$ 50,000.00	$ (150,000.00)	-75.0%
Appropriation from Fund Balance	$ 10,000.00	$ -	$ -	$ (10,000.00)	-100.0%
Operating Revenue Subtotal (Contract Administration)	$ 210,000.00	$ -	$ 50,000.00	$ (160,000.00)	-76.2%
Other Operational Revenue					
Interest	$ 4,500.00	$ -	$ -	$ (4,500.00)	-100.0%
Compliance Assessments (Allocated to Grants Fund)	$ 40,000.00	$ -	$ -	$ (40,000.00)	-100.0%
Operating Revenues Subtotal (Other)	$ 44,500.00	$ -	$ -	$ (44,500.00)	-100.0%
TOTAL OPERATING REVENUES (All Sources)	$ 254,500.00	$ -	$ 50,000.00	$ (204,500.00)	-80.4%
OPERATING EXPENDITURES					
Contract Administration (Per Agreement)					
City of Colorado Springs Business Administration	$ 109,000.00	$ 8,398.68	$ 14,707.38	$ (94,292.62)	-86.5%
El Paso County Compliance Administration	$ 51,000.00	$ -	$ -	$ (51,000.00)	-100.0%
Office Space	$ 24,000.00	$ -	$ 6,000.00	$ (18,000.00)	-75.0%
Legal Fees	$ 10,000.00	$ 218.75	$ 218.75	$ (9,781.25)	-97.8%
Financial Audit / Accounting	$ 7,000.00	$ -	$ -	$ (7,000.00)	-100.0%
Insurance	$ 3,500.00	$ -	$ 3,060.00	$ (440.00)	-12.6%
Office Expenses	$ 3,000.00	$ 80.00	$ 80.00	$ (2,920.00)	-97.3%
Information Services	$ 500.00	$ -	$ 162.00	$ (338.00)	-67.6%
Staff Training / Skills Development	$ 500.00	$ 74.60	$ 74.60	$ (425.40)	-85.1%
Operating Expenses Subtotal (Contract Administration)	$ 208,500.00	$ 8,772.03	$ 24,302.73	$ (184,197.27)	-88.3%
Other Operational Expenses					
Grants (From Actual / Available Compliance Assessments)	$ 44,500.00	$ 20,529.82	$ 20,529.82	$ (23,970.18)	-53.9%
Operating Expenses Subtotal (Other)	$ 44,500.00	$ 20,529.82	$ 20,529.82	$ (23,970.18)	
TOTAL OPERATING EXPENDITURES (All Sources)	$ 253,000.00	$ 29,301.85	$ 44,832.55	$ (208,167.45)	-82.3%
VARIANCE: REVENUES OVER EXPENDITURES — *Surplus / (Deficit)*	$ 1,500.00	$ (29,301.85)	$ 5,167.45	$ 3,667.45	244.5%

BALANCES	
2012 BEGINNING FUND BALANCE — *Unassigned and Assigned Funds*	$ 219,089.05
Grant Fund (Assigned)	$ 43,509.96
RFP Fund (Assigned)	$ 105,629.00
Unassigned Fund Balance	$ 75,117.54
ENDING FUND BALANCE — *Unassigned and Assigned Funds*	$ 224,256.50

Grant Fund Balance	
$ 67,798.78	*Beginning Balance*
$ -	*Add: Penalty Rev Rec YTD*
$ -	*Add: Interest*
$ (3,759.00)	*Less RFP Fund Transfer*
$ (20,529.82)	*Less Grant Fund Awards*
$ 43,509.96	*Assigned Grant Fund Balance*

ESA MARCH 2012 FINANCIAL REPORT
Reported on April 4, 2012

	2012 Budget	March 2012 Current Month Actuals	2012 YTD Actuals	2012 Unobligated Balance	2012 Variance %
OPERATING REVENUES					
Contract Administration (Per Agreement)					
ESA Administration	$ 200,000.00	$ -	$ 50,000.00	$ (150,000.00)	-75.0%
Appropriation from Fund Balance	$ 10,000.00	$ -	$ -	$ (10,000.00)	-100.0%
Operating Revenue Subtotal (Contract Administration)	$ 210,000.00	$ -	$ 50,000.00	$ (160,000.00)	-76.2%
Other Operational Revenue					
Interest	$ 4,500.00	$ 14.00	$ 14.00	$ (4,486.00)	-99.7%
Compliance Assessments (Allocated to Grants Fund)	$ 40,000.00	$ -	$ -	$ (40,000.00)	-100.0%
Operating Revenues Subtotal (Other)	$ 44,500.00	$ 14.00	$ 14.00	$ (44,486.00)	-100.0%
TOTAL OPERATING REVENUES (All Sources)	$ 254,500.00	$ 14.00	$ 50,014.00	$ (204,486.00)	-80.3%
OPERATING EXPENDITURES					
Contract Administration (Per Agreement)					
City of Colorado Springs Business Administration	$ 109,000.00	$ 8,398.68	$ 23,106.06	$ (85,893.94)	-78.8%
El Paso County Compliance Administration	$ 51,000.00	$ 13,108.16	$ 13,108.16	$ (37,891.84)	-74.3%
Office Space	$ 24,000.00	$ -	$ 6,000.00	$ (18,000.00)	-75.0%
Legal Fees	$ 10,000.00	$ 568.75	$ 787.50	$ (9,212.50)	-92.1%
Financial Audit / Accounting	$ 7,000.00	$ -	$ -	$ (7,000.00)	-100.0%
Insurance	$ 3,500.00	$ -	$ 3,060.00	$ (440.00)	-12.6%
Office Expenses	$ 3,000.00	$ 80.00	$ 160.00	$ (2,840.00)	-94.7%
Information Services	$ 500.00	$ -	$ 162.00	$ (338.00)	-67.6%
Staff Training / Skills Development	$ 500.00	$ -	$ 74.60	$ (425.40)	-85.1%
Operating Expenses Subtotal (Contract Administration)	$ 208,500.00	$ 22,155.59	$ 46,458.32	$ (162,041.68)	-77.7%
Other Operational Expenses					
Grants (From Actual / Available Compliance Assessments)	$ 44,500.00	$ -	$ 20,529.82	$ (23,970.18)	-53.9%
Operating Expenses Subtotal (Other)	$ 44,500.00	$ -	$ 20,529.82	$ (23,970.18)	
TOTAL OPERATING EXPENDITURES (All Sources)	$ 253,000.00	$ 22,155.59	$ 66,988.14	$ (186,011.86)	-73.5%
VARIANCE: REVENUES OVER EXPENDITURES — *Surplus / (Deficit)*	$ 1,500.00	$ (22,141.59)	$ (16,974.14)	$ (18,474.14)	-1231.6%

BALANCES	
2012 BEGINNING FUND BALANCE — *Unassigned and Assigned Funds*	$ 219,089.05
Grant Fund (Assigned)	$ 43,523.96
RFP Fund (Assigned)	$ 105,629.00
Unassigned Fund Balance	$ 52,961.95
ENDING FUND BALANCE — *Unassigned and Assigned Funds*	$ 202,114.91

Grant Fund Balance	
$ 67,798.78	*Beginning Balance*
$ -	*Add: Penalty Rev Rec YTD*
$ 14.00	*Add: Interest*
$ (3,759.00)	*Less RFP Fund Transfer*
$ (20,529.82)	*Less Grant Fund Awards*
$ 43,523.96	*Assigned Grant Fund Balance*

Board of Directors

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Deputy Chief Tommy Smith
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Councilmember William B. (Bernie) Herpin, Jr. (Alternate)
Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
William Normile
Jeffery S. Force
Commissioner Sallie Clark
Commissioner Peggy Littleton (Alternate)

DATE: April 4, 2012
TO: ESA Board Members
FROM: Grant Committee
Eileen Gonzalez, ESA Business Administrator
Bob Demetry, ESA Administrative Coordinator
SUBJECT: 2012 First Quarter Grant Applications

The ESA Grant Committee met on March 28, 2012, to review seven new grant applications received for the first quarter of 2012. The members present make the following recommendations regarding funding the following projects in our EMS community:

Number	Agency	Amount	Subject	Recommendation
1201-01	Green Mountain Falls/Chipita Park VFD	$4,133.00	Panasonic Toughbook 19 notebook computer with MS Office 2010 for electronic PCRs.	Approve
1201-02	Fountain Fire Department	$4,006.75	EMT training for volunteers (7) (partial funding for project).	Approve
1201-03	Tri-Lakes Monument Fire Protection District	$1,814.00	AED for Church at Woodmoor.	Deny
1201-04	Tri-Lakes Monument Fire Protection District	$1,814.00	AED for Trinity Lutheran	Deny
1201-05	Falcon Fire Protection District	$1,882.84	ProPak trauma/airway medical bag deployment system (2)	Approve
1201-06	El Paso County Search and Rescue	$4,411.74	Thermal Angel (IV fluid warmer) Ultra rechargeable batteries (3)	Approve
1201-07	Stratmoor Hills Fire Department	$4,987.56	Smart Dummy (1) & Extrication SmartDummy (1) interactive rescue dummies for rescue & extrication training.	Approve

As of April 2, 2012, the balance in the grant fund is $43,523.96. If the Board approves the grants as recommended for a total of $19,421.89, the resulting balance in the grant fund will be $24,102.07. Upon approval by the Board, recipients will be notified of their grant award and invited for formal recognition at the June 5, 2012 board meeting.

Board of Directors

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T. Wayne Florek, Treasurer
Deputy Chief Tommy Smith
Councilmember Merv Bennett
Councilmember William B. (Bernie) Herpin, Jr. (Alternate)
Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
William Normile
Jeffery S. Force
Commissioner Sallie Clark
Commissioner Peggy Littleton (Alternate)

TO: ESA Board

FROM: Eileen Gonzalez, Contract Business Administrator

DATE: April 4, 2012

RE: Contract Renewal

Pursuant to the Board's discussion at its February Board meeting, staff has compiled a table of proposed contract amendments (attached), including the adoption of a two-year renewal period, pursuant to Section 2 of the Ground Emergency Ambulance Services Contract Between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. ("Contract").

The proposed amendments are as follows:

- Two-year contract renewal period until December 31, 2015 at 11:59:59 (Section 2)
- Increase amount of Performance Security for liquidated damages in the event of default from $3 million to $3.23 million, based on 2008-2011 CPI increase of 7.7%.
- Correct a typo in paragraph 6 of Section 14: "…create an adverse ~~aD~~ and material financial impact…"
- Update the notice delivery address for the ESA in Section 39 to 2880 International Circle, Suite L110, Colorado Springs, CO 80910
- Exhibit F, Section 2) Assessment for Call Referral. "If Contractor ~~is unable to~~ does not respond to a call within the Service Area for which Service is required, and refers that call to another ambulance provider…"
- Amend language in Exhibit F, Section 3) D, paragraph 2 as follows: "Calls ~~deferred~~ referred to another agency will be included as part of the response time calculations."
- Exhibit F.6. Add specific exemption for calls received during public safety standbys, and remove obsolete exemption for "distance," since any circumstance relating to distance would also be exempt under "inaccessible calls."

Proposed DRAFT Contract Amendments
April 4, 2012

Section	Text	Notes
2.	**TERM OF CONTRACT.** The term of this Contract shall be for a period of five (5) years, commencing on **January 1, 2009** at 12:00:00 a.m. and terminating on **December 31, 2013** at 11:59:59 ("Initial Term"), unless earlier terminated under this Contract, or otherwise modified by mutual written agreement of the parties. The ESA shall have the sole discretion to renew this Contract for five (5) annual renewal periods (or such other renewal period mutually agreed upon by the parties) for a period not to exceed ten (10) years total (each additional term, a "Renewal Term"). The ESA shall have the unilateral right, upon thirty (30) days written notice to Contractor, to extend this Contract for ninety (90) days beyond the end of the Initial Term without renewing this Contract for an additional annual term.	Extend two years, terminating on December 31, 2015 at 11:59:59 ("First Renewal Term").
6.	**PERFORMANCE SECURITY; LIQUIDATED DAMAGES.** Contractor shall provide to the ESA an automatically renewable, irrevocable Performance Bond or a Letter of Credit ("Performance Security") in form and substance acceptable to the ESA. Such Performance Security will expressly provide for the direct draw by the ESA and the restriction of rights of both Contractor and the provider of the bond to object and/or to refuse to honor a demand for payment by the ESA. The Performance Security is attached hereto as **Exhibit E** and incorporated by reference. The amount of the Performance Security will be three million dollars ($3,000,000). The Performance Security shall be issued by a federally insured (FDIC) banking institution and/or surety with a substantial presence in the United States and rating acceptable to the ESA. …	Increase the amount of the Performance Security to 3.23 million dollars ($3,230,000) (Based on 2008-2011 CPI: 7.6971% increase; $3,230,913.)
14	…The ESA representatives may from time-to-time review Contractor's System Status Plan, Patient Care Report form, and Complaint Policy and recommend and/or require changes to the same. If such changes create an adverse ~~aD~~ and material financial impact upon Contractor, Contractor and the ESA agree to negotiate in good faith a revision to the fee structure…	Typo in paragraph 6.
39	**NOTICE.** Any notice to the parties required under this Contract shall be in writing delivered to the person designated below as Contract Coordinator at the indicated address unless otherwise designated in writing. Notices shall be personally delivered, sent by certified mail return receipt requested or sent for next day delivery by a nationally recognized next day courier service FOR THE ESA: Contact: Chairman, ESA Board of Directors Address: ~~30 S. Nevada Ave., Suite L05~~ 2880 International Circle, Suite L110 City/State: Colorado Springs, CO Zip: ~~80901~~ 80910	Change ESA office address for notice.
F.2.	Assessment for Call Referral - If Contractor ~~is unable to~~ does not respond to a call within the Service Area for which Service is required, and refers that call to another ambulance provider that is not subject to an ESA-approved memorandum of understanding for mutual aid or is not a Subcontractor to Contractor, there will be an assessment of one thousand dollars ($1,000.00) per call for each such occurrence.	Amend language to more completely address the possible referral circumstances.
F.3.D.	Maximum Response Time Limit Threshold. In addition to the monthly and annual thresholds set forth above, each Urban, Suburban, Rural, Frontier and Wilderness zone shall have a maximum response time limit for every call. For every Code-3 call where the ambulance fails to arrive within the	Amend language to be consistent with other sections.

Section	Text	Notes
	maximum time limit, the assessment shall be as follows: For any response in excess of the maximum response time in each zone, the assessment will be twenty dollars ($20.00) per excess minute, or portion thereof, up to a maximum of two thousand dollars ($2,000.00) per call. Calls ~~deferred~~ referred to another agency will be included as part of the response time calculations. The response time limit for Code-3 calls within the Wilderness zone will be dependent on the situation; i.e., calls for service may be in areas without any roads or only primitive roads. In that event, Contractor may be eligible for an exemption under Section 6 (F) and/or Section 6 (F) (7) below.	
F.6.	Request for Exemptions to Response Time Performance Standards Upon request by Contractor, the ESA may grant exemptions to the response time requirements or assessments stated herein for unusual circumstances beyond Contractor's reasonable control, including, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, change of location, bad address, or other factors as determined in the sole discretion of the ESA. Such calls shall be individually examined by the ESA and if the circumstances warrant, the ESA may authorize the exclusion of such calls from the calculations to determine response time compliance and assessments. A call authorized for exclusion will be excluded from the data base for the purpose of determining response time compliance and assessments. It will not count as an on-time response. In order to be eligible for an exemption, Contractor shall notify the ESA within the next monthly reporting period of the unusual occurrence through procedures established by the ESA. Equipment failure, dispatcher error, or lack of a nearby ambulance will not furnish grounds for an exemption from response time standards. No exemptions will be permitted if Contractor is not staffed to the level specified in the System Status Plan. Exemptions to response time compliance calculations and/or assessments may apply in the following situations: A. Responses canceled prior the ambulance's arrival at the scene shall be excluded from response time calculations. B. Multiple responses to the same incident shall have only the first arriving ambulance response time calculated. C. Mass casualty incidents: Response time standards and assessments shall be suspended by the ESA during a mass casualty incident in Colorado Springs, El Paso County, or in adjoining jurisdictions when mutual aid assistance has been requested by El Paso County or the City of Colorado Springs. Response time standards and assessments will be reinstated by the ESA as soon as the incident is resolved, allowing reasonable time for Contractor to decontaminate, refuel or restock ambulances used during the incident. During the course of the mass casualty incident, Contractor shall use best efforts to provide local Code-3 service coverage while suspending low priority nonemergency ambulance service. Contractor is eligible only if staffed to the System Status Plan. D. Disasters: Response time standards and assessments shall be suspended by the ESA during periods of declared disaster in the City of Colorado Springs, El Paso County, or in adjoining jurisdictions when mutual aid assistance has been requested by an El Paso County PSAP according to the established dispatch protocols. Response time standards and assessments will be reinstated by the ESA as soon as the incident is resolved, allowing reasonable time for Contractor to decontaminate, refuel or restock ambulances used during the incident. During the course of the disaster, Contractor shall use best efforts to provide local Code-3 or Code-2 service coverage while suspending low priority non-emergency	Include public safety standby exemption and level of effort severe weather exemption. Remove distance exemption.

Section	Text	Notes
	ambulance service. E. Travel restrictions and road closures: Response time standards and assessments will be suspended by the ESA, in the affected areas, during periods of official travel restrictions or road closures in the City of Colorado Springs, El Paso County, or in adjoining jurisdictions. F. Severe Weather: Response time standards and assessments will be suspended by the ESA throughout the exclusive service area during prolonged periods of severe weather when ESA staff have declared a severe weather event, provided that Contractor has placed additional ambulances into service over and above the approved system status plan as agreed with ESA staff. ~~F~~. G. Good Cause Exemptions: Individual responses may be exempted from response time standards if factors outside the reasonable control of Contractor caused the late response. It is Contractor's responsibility to identify and document the circumstances, and demonstrate they were outside Contractor's reasonable control. Determination of exemption shall be determined by the ESA. Any disputes in this determination shall be resolved by the ESA. Good cause may include but is not limited to: 1. Inclement weather conditions which impair visibility, create significant unsafe driving conditions or impairs scene location such that response time compliance is either impossible or could be achieved only at a greater risk to the public than would result from a delayed response. Inclement weather conditions may be determined by the ESA. 2. Incorrect or inaccurate information received by Contractor from a PSAP or reporting party. An exception will not be allowed if inaccurate response information is the result of an error by Contractor's personnel. 3. Data or voice recording or transmission errors when accurate information can be verified. 4. Inaccessible calls: Any response which is in an area far from established roads or requiring excessive difficulty to reach as a result of terrain, distance or access problems beyond the control of Contractor. Contractor shall provide its "best efforts" in such situations. 5. Rural Transport By A Closer Agency: Contractor may apply for an exemption when it appropriately refers a call to a closer back-up agency, consistent with ESA policy, and that the back-up agency initiates transport. Contractor is only eligible for exemption when Contractor is staffed to the System Status Plan. 6. Rendezvous: Contractor may apply for an exemption as a result of an attempt to rendezvous with a moving vehicle. Fixed location rendezvous are not eligible for exemption. ~~7. Distance: Contractor may apply for an exemption if the response time standard is not possible to achieve from normal ambulance posting locations to a call in a wilderness zone. Contractor is only eligible for exemption when Contractor is staffed to the System Status Plan.~~ ~~8~~. 7. Response vehicle collisions where Contractor's ambulance is determined to be not at fault. 8. Calls that are received by the contractor while overall system coverage is reduced by requested public safety standby.	