

MATERIALS AND AGENDA FOR:  
**EL PASO COUNTY EMERGENCY SERVICES AUTHORITY**  
BOARD MEETING FOR APRIL 5, 2017



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**Board of Directors**

Chief Carl Tatum, Chair  
Chief Steve Murphy, Vice-Chair  
Jeffery S. Force, Secretary  
T. Wayne Florek, Treasurer  
Commissioner Stan VanderWerf  
Commissioner TBD (Alternate)  
Councilmember Sam Gieck  
Lieutenant Jared Cass (Alternate)

Julie Kiley, M.D  
Timothy Hurtado, D.O..  
William Normile  
Chief Bryan Jack  
Councilmember Gary Smith  
Mayor Bryan Eurich (Alternate)  
Chief John Hillmann

**EL PASO COUNTY EMERGENCY SERVICES AUTHORITY**

**BOARD MEETING AGENDA**

Wednesday, April 5, 2017 – 3:00 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. PLEDGE OF ALLEGIANCE TO THE FLAG OF THE UNITED STATES OF AMERICA**
- 2. CHANGES TO AGENDA/POSTPONEMENTS**
- 3. PUBLIC COMMENT FOR ITEMS NOT SCHEDULED ON THE AGENDA**
- 4. APPROVAL OF THE MINUTES FOR FEBRUARY 1, 2017**
- 5. REGULAR BUSINESS**
  - A. Treasurer’s Report for February / March 2017 (Wayne Florek) [Action / Approval]
  - B. Compliance Reports for January / February 2017 (Ted Sayer) [Action / Approval]
  - C. Committee Reports
    - Research Committee (Ted Sayer) [Information]
  - D. Scatter Map Data for January / February 2017 (AMR) [Information]
  - E. Community Relations Report January / February 2017 (AMR) [Information]
- 6. NEW BUSINESS**
  - A. Annual Financial Statement Audit (Ted Sayer) [Information]
  - B. Board Member/Staff Comments

**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.C of THE EL PASO COUNTY EMERGENCY SERVICES AUTHORITY Agreement, this agenda was posted at the El Paso County's administration offices at Centennial Hall, 200 S. Cascade Ave., Colorado Springs, Colorado on or before January 31, 2016. Please call Ted Sayer at 520-7654 or email him at [tedsayer@elpasoco.com](mailto:tedsayer@elpasoco.com) if you wish to submit your name and e-mail address to receive notice of future meetings.

<b>TENTATIVE SCHEDULE OF UPCOMING COMMITTEE MEETINGS</b>			
<b>DATE</b>	<b>MEETING</b>	<b>TIME</b>	<b>LOCATION</b>
<b>April 18, 2017</b>	Research Committee	3:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
<b>April 18, 2017</b>	Planning Committee	4:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
<b>May 3, 2017</b>	Monthly Board Meeting	3:00 PM	2880 International Circle, 2 <sup>nd</sup> Floor Hearing Room

# BOARD MINUTES

## Board Meeting Minutes

February 1, 2017 3:04 PM

Pikes Peak Regional Building Department  
2880 International Circle, Colorado Springs

Facilitator	Chief Carl Tatum
Note taker	Ted Sayer
Attendees	Commissioner Stan VanderWerf, Councilmember Sam Gieck, Dr. Julie Kiley, Dr. Tim Hurtado, , Chief Carl Tatum, Chief Steve Murphy, Chief Bryan Jack, Wayne Florek, Bill Normile, Jim Reid, Steven Klaffky, Ted Sayer.
ABSENT	Chief John Hillmann , Councilmember Gary Smith, Jeff Force

### Agenda topics

#### 2. CHANGES TO AGENDA/POSTPONEMENTS

Discussion	
None	

#### 3. public comment

Discussion	The board recognized out-going county commissioner Sallie Clark for her contribution to the ESA Board
	Former Commissioner Clark received an award and recognition from the board. No other public comments were received.

#### 4. Approval of Minutes from December 7, 2016 ESA Meeting

Discussion	
None	
MOTION	Person responsible
Motion to Approve	Councilmember Gieck
Second	Wayne Florek
Approved	Unanimous

#### 5.a. December 2016 Treasurer's Report

Discussion	Presented by Wayne Florek
MOTION	Person responsible
Motion to accept the Treasurer's Report	Bill Normile
Second	Doctor Julie Kiley MD
Approved	Unanimous

5.b. Compliance Report for November and December 2016

Discussion	Presented by Ted Sayer	
The compliance reports were presented		
Motion to Approve	Councilman Sam Gieck	
Second	Commissioner Stan VanderWerf	
Approved	Unanimous	

5.c committee reports

**DISCUSSION** – Doctor Tim Hurtado updated the board on the Medical Control Committee and Ted Sayer updated the board on the Research Committee.

5.D. Scatter map data

<b>DISCUSSION</b> - Dillon Lane with AMR presented the scatter gram data.
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5.E AMR's Community Relations report

Discussion
Shawn Howe presented AMR's Community Relations Report

6.A. Approval to request an exemption from the 2016 Financial Statement Audit

Discussion	Presented by Ted Sayer	
Approval requested to apply for an exemption from the annual financial statement audit		
Motion to Approve	Wayne Florek	
Second	Councilman Sam Gieck	
Approved	Unanimous	

6.B. Annual Meeting Statutory Requirements

Discussion	Presented by Ted Sayer	
Presentation of the annual meeting schedule, dates and times for Sunshine Law requirements		
Motion to Approve	Chief Steve Murphy	
Second	Bill Normile	
Approved	Unanimous	

6.C. Board Member term limits

Discussion	Presented by Ted Sayer	
The Board needed to decide the time of year that terms would be completed. Consensus was reached to utilize the calendar year.		

6.D Elections of Officers

**DISCUSSION** – The election was conducted by the present chair. A motion was made to retain all officers in their current positions.

Motion to Approve	Councilman Sam Gieck
Second	Commissioner Stan VanderWerf
Approved	Unanimous

6.E AMR Ambulance Recertification

Discussion	Shawn Howe with AMR presented ambulance 768 for recertification.
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6.F Board member/staff comments

Discussion	Ted Sayer presented two articles from JEMS Magazine about response times.
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7. Adjournment

Discussion	None	
Motion to Adjourn.	Chief Steve Murphy	
Second	Doctor Tim Hurtado	
Approved	Unanimous	

MEETING ADJOURNED AT 4:11 P.M.



## El Paso County Emergency Services Authority

March 2017 Financial Report  
Reported on April 5 2017

	Current Budget 2017	Current Month Actuals	YTD Actuals	YTD Unobligated Balance	YTD Variance % From Budget
<b>OPERATING REVENUES</b>					
<b>Contract Administration (Per Agreement)</b>					
ESA Administration	\$ 80,000.00	\$ -	\$ 20,000.00	\$ (60,000.00)	-75.0%
Appropriation from Fund Balance	-	-	-	-	0.0%
<b>Operating Revenue Subtotal (Contract Administration)</b>	<b>\$ 80,000.00</b>	<b>\$ -</b>	<b>\$ 20,000.00</b>	<b>\$ (60,000.00)</b>	<b>-75.0%</b>
<b>Other Operational Revenue</b>					
Interest	\$ 50.00	\$ -	\$ -	\$ (50.00)	-100.0%
Compliance Assessments (Allocated to Grants Fund)	\$ 7,621.00	\$ 1,128.90	\$ 1,128.90	\$ (6,492.10)	-85.2%
<b>Operating Revenue Subtotal (All Sources)</b>	<b>\$ 87,671.00</b>	<b>\$ 1,128.90</b>	<b>\$ 21,128.90</b>	<b>\$ (66,542.10)</b>	<b>-75.9%</b>
<b>OPERATING EXPENDITURES</b>					
<b>Contract Administration (Per Agreement)</b>					
El Paso County Compliance Administration	\$ 71,420.00	\$ 5,831.94	\$ 17,495.82	\$ (53,924.18)	-75.5%
Contract Research/Evaluation	\$ 1,800.00	\$ -	\$ -	\$ (1,800.00)	-100.0%
Financial Audit / Accounting	\$ 8,000.00	\$ -	\$ -	\$ (8,000.00)	-100.0%
Insurance	\$ 1,811.00	\$ -	\$ -	\$ (1,811.00)	-100.0%
Office/Automation Expenses	-	-	-	-	0.0%
Information Services	\$ 240.00	\$ -	\$ -	\$ (240.00)	-100.0%
<b>Operating Expenses Subtotal (Contract Administration)</b>	<b>\$ 83,271.00</b>	<b>\$ 5,831.94</b>	<b>\$ 17,495.82</b>	<b>\$ (65,775.18)</b>	<b>-79.0%</b>
<b>Other Operational Expenses</b>					
Grants (From Actual / Available Compliance Assessments)	\$ 4,400.00	\$ -	\$ -	\$ (4,400.00)	-100.0%
<b>Operating Expenses Subtotal (Other)</b>	<b>\$ 4,400.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (4,400.00)</b>	<b>-100.0%</b>
<b>TOTAL OPERATING EXPENDITURES (All Sources)</b>	<b>\$ 87,671.00</b>	<b>\$ 5,831.94</b>	<b>\$ 17,495.82</b>	<b>\$ (70,175.18)</b>	<b>-80.0%</b>
<b>VARIANCE - REVENUES OVER EXPENDITURES</b>					
<b>TOTAL VARIANCE (SURPLUS / DEFICIT)</b>	<b>\$ -</b>	<b>\$ (4,703.04)</b>	<b>\$ 3,633.08</b>	<b>\$ 3,633.08</b>	<b>0.0%</b>
<b>CASH POSITION</b>					
<b>Fund Balances</b>					
<b>BEGINNING FUND BALANCE — Unassigned and Assigned Funds</b>	<b>\$ 124,992.95</b>	<b>\$ 11,575.05</b>	<b>\$ 56,542.00</b>	<b>\$ 1,128.90</b>	<b>\$ 60,508.98</b>
Grant Fund Balance (Assigned)	\$ 11,575.05	\$ 56,542.00	\$ 1,128.90	\$ -	\$ -
RFP Fund Balance (Assigned)	\$ 56,542.00	\$ 1,128.90	\$ -	\$ -	\$ -
Unassigned Fund Balance	\$ 60,508.98	\$ -	\$ -	\$ -	\$ -
Cash Receivable	-	-	-	-	-
Cash Payable	-	-	-	-	-
<b>ENDING FUND BALANCE — Unassigned and Assigned Funds</b>	<b>\$ 128,626.03</b>	<b>\$ 11,575.05</b>	<b>\$ 56,542.00</b>	<b>\$ 1,128.90</b>	<b>\$ 60,508.98</b>

## **ESA PERFORMANCE & COMPLIANCE REPORT JANUARY 2017 - DRAFT**

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Authority ("ESA") dated April 1, 2014, El Paso County and the City of Fountain have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA's service area within El Paso County. Appendix A, of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Authority and American Medical Response of Colorado, Inc. ("Contractor"), which was effective July 1, 2014, 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 Section 3 of Appendix A. 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 10 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 2017.

**A. Appendix A, Section 12 – Scheduled Assessment Increases**

		Effective Date
Current Contract Section	Description	January 1, 2016
Appendix A, 3.e.	Exceeding response times - per minute, with cap of \$500	\$21.30
Appendix A, 3.f.	Excessive per call penalty	\$25.00
Appendix A, 3.g.	90% Urban/Suburban (per % pt. or fraction thereof)	\$500.00

CPI indices:

- CPI - Transportation Index
- CPI - Health Care Index

**B. Assessment Summary**

The data provided is by the Contractor and reviewed by ESA staff. The total recommended assessment for this reporting period is \$979.80 .

Potential & Recommended Assessment Summary		
January 2017		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$1,192.80	\$1,192.80
Excessive Per Call Penalties	\$0.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$0.00	\$0.00
Exemptions	\$213.00	\$213.00
TOTAL:	\$979.80	\$979.80

**II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT**

**A. Per Call Performance (3.e.)** – In the current reporting period there were twelve (12) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive. During January, there was one zone reaching 100 calls, the Frontier 25 zone at 95.10% (Improved from 93.07%). There were 16 calls in Frontier 25, 47 in Frontier 35, 9 in Frontier 45, and 12 in Wilderness 45.

January 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-01-02	384	ESA Frontier 35	CS102	00:45:24	0:45:00	1:00:00	0:00:24	\$21.30	\$0.00
2017-01-03	865	ESA Suburban 12	CS117	00:18:25	0:18:00	0:28:00	0:00:25	\$21.30	\$0.00
2017-01-02	389	ESA Suburban 12	CS142	00:19:21	0:18:00	0:28:00	0:01:21	\$42.60	\$0.00
2017-01-26	9521	ESA Suburban 12	CS118	00:19:14	0:18:00	0:28:00	0:01:14	\$42.60	\$0.00
2017-01-22	8075	ESA Suburban 12	CS118	00:20:50	0:18:00	0:28:00	0:02:50	\$63.90	\$0.00
2017-01-29	10686	ESA Suburban 18	CS110	00:29:54	0:27:00	0:37:00	0:02:54	\$63.90	\$0.00
2017-01-09	3363	ESA Suburban 12	CS130	00:22:15	0:18:00	0:28:00	0:04:15	\$106.50	\$0.00
2017-01-12	4146	ESA Suburban 12	CS139	00:22:29	0:18:00	0:28:00	0:04:29	\$106.50	\$0.00
2017-01-09	3101	ESA Rural 20	CS555	00:35:43	0:30:00	0:43:00	0:05:43	\$127.80	\$0.00
2017-01-29	10711	ESA Frontier 35	CS134	00:52:46	0:45:00	1:00:00	0:07:46	\$170.40	\$0.00
2017-01-06	2114	ESA Suburban 12	CS110	00:27:19	0:18:00	0:28:00	0:09:19	\$213.00	\$0.00
2017-01-14	5169	ESA Suburban 12	CS112	00:27:02	0:18:00	0:28:00	0:09:02	\$213.00	\$0.00
							Total -	\$1,192.80	\$0.00

**Excessive Per Call Penalties (3.f.)** – During the current period, none of the zones with at least 100 calls had response times which exceeded the excessive response time allowed in the contract. Any call that exceeds this response time would incur an additional \$25 flat fee penalty.

Zone	Excessive Response Time Allowed per call (minutes)
Suburban 12	28:00
Suburban 18	38:00
Rural 20	43:00
Frontier 25	46:00
Frontier 35	60:00
Frontier 45	75:00
Wilderness 45	75:00

**B. Zone Standard – Suburban and Rural (3.g.)** – Percentage of calls (subject to the 100 call rule) which meet the Minimum Response Time Standards in Suburban and Rural zones (90%), reported monthly. The contractor met the minimum zone standard in all zones including those covered by the “100 call rule”.

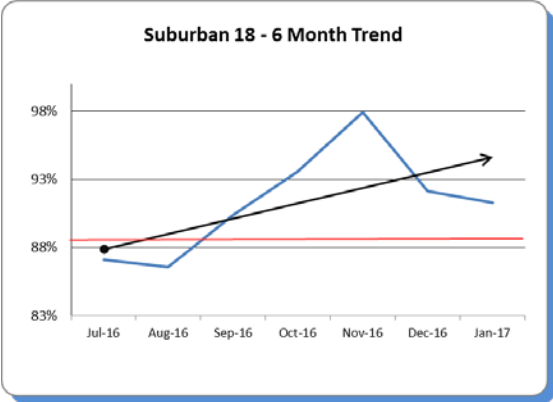
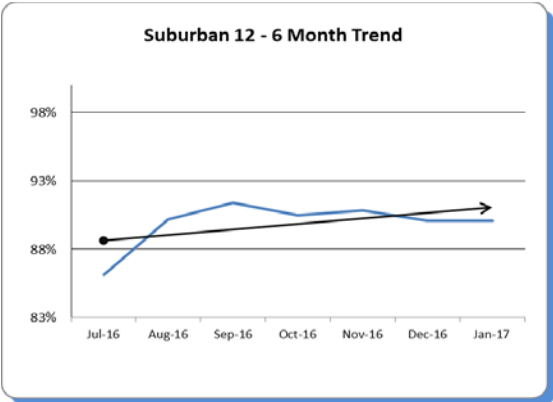
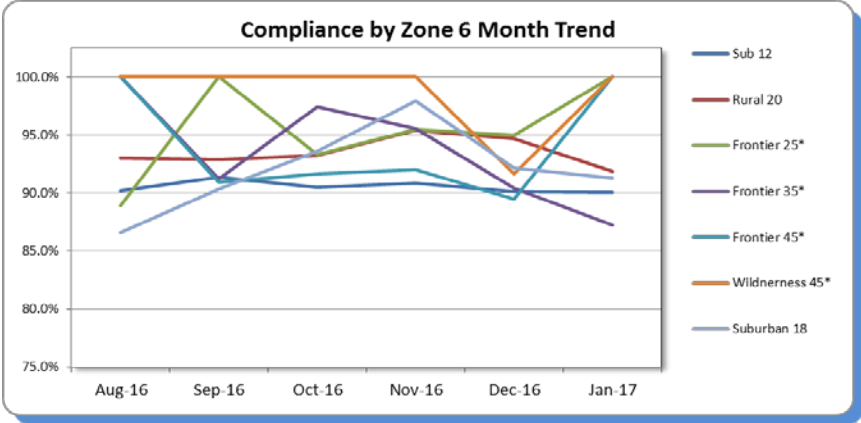
January 2017				
Zone	Total Responses	Total Lates	Compliance Percent	Penalty
*Frontier 25	16	0	100.00%	N/A
*Frontier 35	47	6	87.23%	N/A
*Frontier 45	9	0	100.00%	N/A
Rural 20	160	13	91.88%	\$0
Suburban 12	212	21	90.09%	\$0
*Wilderness 45	12	0	100.00%	N/A
Suburban 18	46	4	91.30%	\$0
Zone Standard			90.00%	\$0

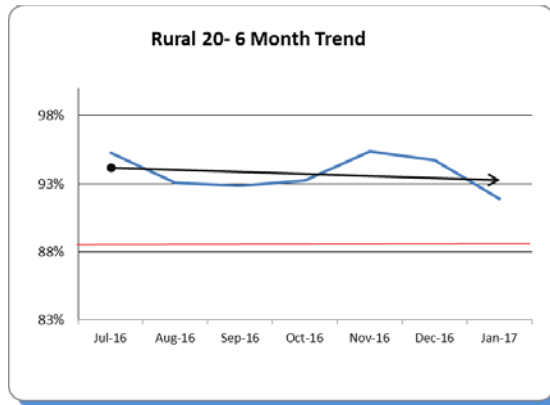
\*Zone data provided for information only, excluded from penalty as stated in section 3.g

Most Recent 100 Call Rule Performance		
Frontier 25	1/23/2017	95.10%
Frontier 35	12/10/2016	95.10%
Frontier 45	11/1/2016	92.00%
Wilderness 45	8/1/2016	97.00%

**C. Compliance Trend -** Compliance history for each zone from July 2014 to the present. In July and August of 2014, calls in the Frontier 45 and Wilderness 45 zones were combined into the Frontier 45 zone. The calls in these zones were split as of September 2014. Data is shown for the last 9 months in the table, however all data is archived and available for future reference. Trend graphs represent the previous six months of data.

Zone	May' 16	Jun' 16	Jul' 16	Aug' 16	Sep' 16	Oct' 16	Nov' 16	Dec' 16	Jan' 17
Sub 12	92.61%	93.39%	86.11%	90.20%	91.37%	90.48%	90.82%	90.10%	90.09%
Sub 18	92.86%	95.51%	87.10%	86.57%	90.38%	93.62%	97.96%	92.16%	91.30%
Rural 20	92.39%	93.92%	95.24%	93.04%	92.86%	93.24%	95.38%	94.70%	91.88%
Front 25*	89.29%	93.55%	77.78%	88.89%	100.00%	93.33%	95.45%	95.00%	100.00%
Front 35*	97.92%	98.04%	98.00%	100.00%	91.23%	97.44%	95.56%	90.38%	87.23%
Front 45*	100.00%	86.67%	88.46%	100.00%	90.91%	91.67%	92.00%	89.47%	100.00%
Wild 45*	100.00%	100.00%	91.89%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%





- D. Exemptions (3.d.)** – 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 are excluded from calculations and do not count as an on-time responses.
- Responses canceled En-Route.
  - Multiple units: Additional units’ times are measured from the time the additional unit is requested until it arrives on scene.
  - Breakdowns: If a unit breaks down at the scene, the response time is measured when the additional unit is requested until it arrives. If a unit breaks down en-route to the scene, the response time is measured from the original time of request of the first unit until the replacement unit arrives.
  - Good Cause (weather, road conditions, traffic, or system overload, etc.)

For the month of January 2017, the Contractor requested five (5) Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract.

January 2017											
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount	Per Call Assessment	Excessive	Total	Notes
2017-01-09	5239	Falcon 8	CS106	00:29:31	0:30:00	0:43:00	N/A	\$0.00	\$0.00		Weather, crew aired non-emergency due to road conditions
2017-01-16	5653	ESA Suburban 12	CS104	00:12:04	0:18:00	0:28:00	N/A	\$0.00	\$0.00		Weather, crew aired non-emergency due to road conditions
2017-01-25	9322	ESA Frontier 35	CS143	00:36:44	0:45:00	1:00:00	N/A	\$0.00	\$0.00		Weather, crew aired non-emergency due to road conditions
2017-01-06	2114	ESA Suburban 12	CS110	00:27:19	0:18:00	0:28:00	0:09:19	\$213.00	\$0.00	\$213.00	Multiple Unit Response, 3rd unit in to the scene
2017-01-06	2067	ESA Rural 20	CS110	00:21:24	0:30:00	0:43:00	N/A	\$0.00	\$0.00		Weather, crew aired non-emergency due to road conditions
Total Potential Assessments								\$213.00	\$0.00	\$213.00	

## **ESA PERFORMANCE & COMPLIANCE REPORTS FEBRUARY 2017 - DRAFT**

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Authority ("ESA") dated April 1, 2014, El Paso County and the City of Fountain have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA's service area within El Paso County. Appendix A, of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Authority and American Medical Response of Colorado, Inc. ("Contractor"), which was effective July 1, 2014, 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 Section 3 of Appendix A. 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 10 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 February 2017.

**C. Appendix A, Section 12 – Scheduled Assessment Increases**

		Effective Date
Current Contract Section	Description	January 1, 2016
Appendix A, 3.e.	Exceeding response times - per minute, with cap of \$500	\$21.30
Appendix A, 3.f.	Excessive per call penalty	\$25.00
Appendix A, 3.g.	90% Urban/Suburban (per % pt. or fraction thereof)	\$500.00

CPI indices:

- CPI - Transportation Index
- CPI - Health Care Index

**D. Assessment Summary**

The data provided is by the Contractor and reviewed by ESA staff. The total recommended assessment for this reporting period is \$149.10.

Potential & Recommended Assessment Summary		
February 2017		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$213.00	\$213.00
Excessive Per Call Penalties	\$0.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$0.00	\$0.00
Exemption(s)	\$63.90	\$63.90
<b>TOTAL:</b>	<b>\$149.10</b>	<b>\$149.10</b>

**II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT**

- A. **Per Call Performance** (3.e.) – In the current reporting period there were ten (10) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive. During February, there were two zones reaching 100 calls, the Frontier 35 zone at 90.10% (down from 95.10%) and Frontier 45 zone at 99.01% (up from 97.00%). There were 26 calls in Frontier 25, 41 in Frontier 35, 14 in Frontier 45, and 13 in Wilderness 45.

February 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-02-09	14571	ESA Suburban 12	CS152	00:20:41	0:18:00	0:28:00	0:02:41	\$63.90	\$0.00
2017-02-15	17065	ESA Frontier 25	CS154	00:37:45	0:35:00	0:46:00	0:02:45	\$63.90	\$0.00
2017-02-04	12824	ESA Suburban 12	CS132	00:21:43	0:18:00	0:28:00	0:03:43	\$85.20	\$0.00
							Total -	\$213.00	\$0.00
							Exemptions	\$63.90	
							Recommended	\$149.10	



**Excessive Per Call Penalties** (3.f.) – During the current period, none of the zones with at least 100 calls had response times which exceeded the excessive response time allowed in the contract. Any call that exceeds this response time would incur an additional \$25 flat fee penalty.

Zone	Excessive Response Time Allowed per call (minutes)
Suburban 12	28:00
Suburban 18	38:00
Rural 20	43:00
Frontier 25	46:00
Frontier 35	60:00
Frontier 45	75:00
Wilderness 45	75:00

**E. Zone Standard – Suburban and Rural** (3.g.) – Percentage of calls (subject to the 100 call rule) which meet the Minimum Response Time Standards in Suburban and Rural zones (90%), reported monthly. The contractor met the minimum zone standard in all zones including those covered by the “100 call rule”.

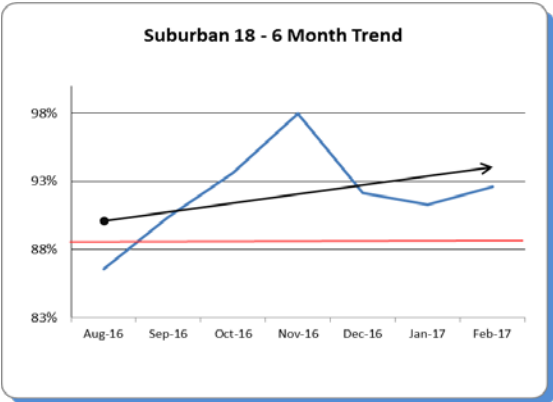
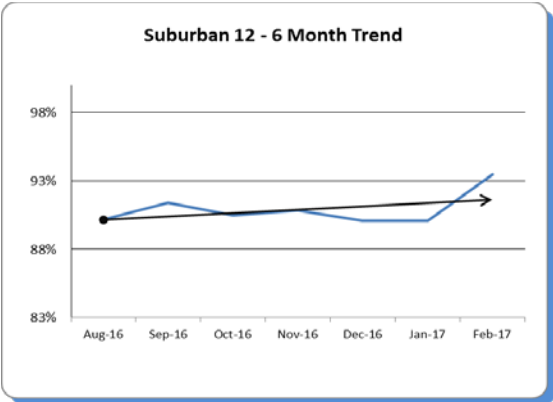
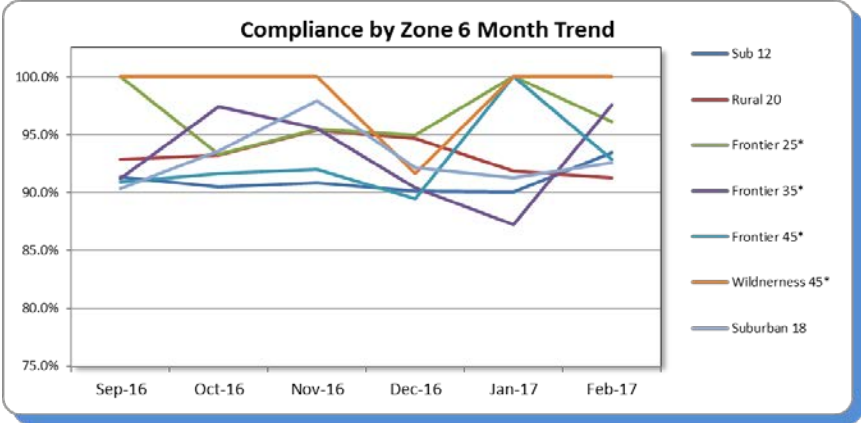
February 2017				
Zone	Total Responses	Total Lates	Compliance Percent	Penalty
*Frontier 25	26	1	96.15%	N/A
*Frontier 35	41	1	97.56%	N/A
*Frontier 45	14	1	92.86%	N/A
Rural 20	138	12	91.30%	\$0
Suburban 12	153	10	93.46%	\$0
*Wilderness 45	13	0	100.00%	N/A
Suburban 18	27	2	92.59%	\$0
Zone Standard			90.00%	\$0

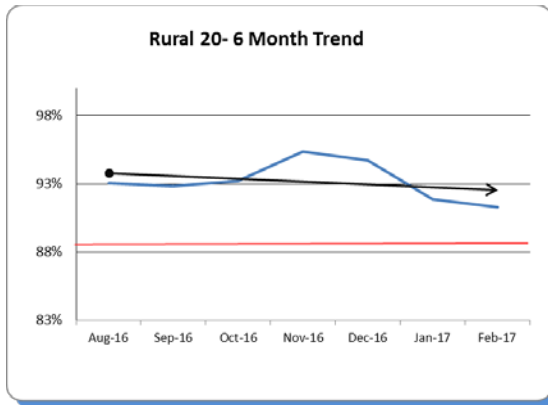
\*Zone data provided for information only, excluded from penalty as stated in section 3.g

Most Recent 100 Call Rule Performance		
Frontier 25	1/23/2017	95.10%
Frontier 35	2/20/2017	90.10%
Frontier 45	11/1/2016	92.00%
Wilderness 45	2/28/2017	99.01%

**F. Compliance Trend** - Compliance history for each zone from July 2014 to the present. In July and August of 2014, calls in the Frontier 45 and Wilderness 45 zones were combined into the Frontier 45 zone. The calls in these zones were split as of September 2014. Data is shown for the last 9 months in the table, however all data is archived and available for future reference. Trend graphs represent the previous six months of data.

Zone	Jun' 16	Jul' 16	Aug' 16	Sep' 16	Oct' 16	Nov' 16	Dec' 16	Jan' 17	Feb' 17
Sub 12	93.39%	86.11%	90.20%	91.37%	90.48%	90.82%	90.10%	90.09%	93.46%
Sub 18	95.51%	87.10%	86.57%	90.38%	93.62%	97.96%	92.16%	91.30%	92.59%
Rural 20	93.92%	95.24%	93.04%	92.86%	93.24%	95.38%	94.70%	91.88%	91.30%
Front 25*	93.55%	77.78%	88.89%	100.00%	93.33%	95.45%	95.00%	100.00%	96.15%
Front 35*	98.04%	98.00%	100.00%	91.23%	97.44%	95.56%	90.38%	87.23%	97.56%
Front 45*	86.67%	88.46%	100.00%	90.91%	91.67%	92.00%	89.47%	100.00%	92.86%
Wild 45*	100.00%	91.89%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	92.86%





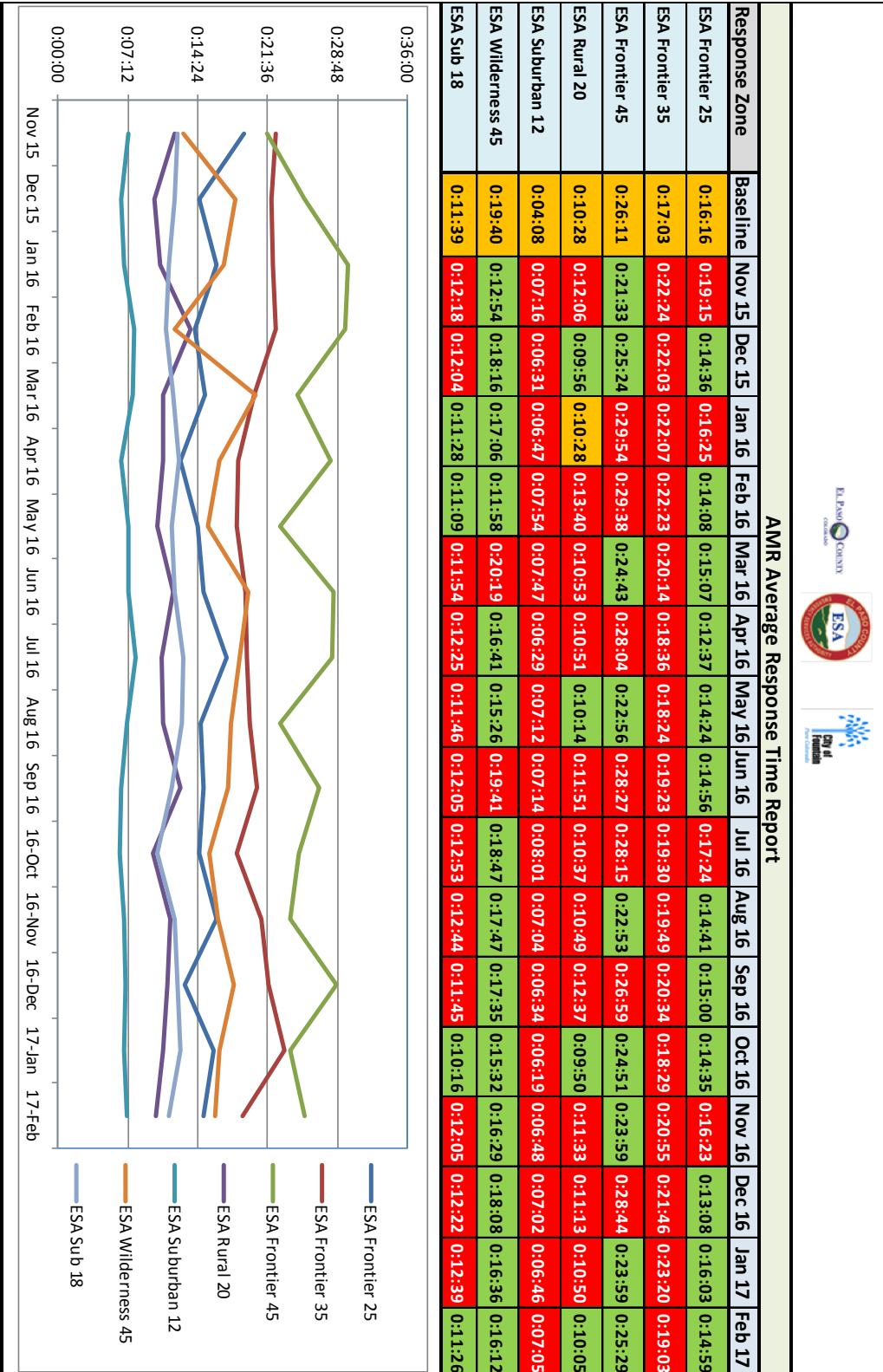
- G. Exemptions (3.d.)** – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, change of location, bad address, or other factors as determined in the sole discretion of the ESA. Exempted calls are excluded from calculations and do not count as an on-time responses.
- e) Responses canceled En-Route.
  - f) Multiple units: Additional units’ times are measured from the time the additional unit is requested until it arrives on scene.
  - g) Breakdowns: If a unit breaks down at the scene, the response time is measured when the additional unit is requested until it arrives. If a unit breaks down en-route to the scene, the response time is measured from the original time of request of the first unit until the replacement unit arrives.
  - h) Good Cause (weather, road conditions, traffic, or system overload, etc.)

For the month of February 2017, the Contractor requested one (1) Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract.

February 2017											
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount	Per Call Assessment	Excessive	Total	Notes
2017-02-09	14571	ESA Suburban 12	CS381	0:20:41	0:18:00	0:28:00	0:02:41	\$63.90	\$0.00		Multi-Unit Response, second unit in
Total Potential Assessments								\$63.90	\$0.00	\$63.90	

### III. AMR Provided Additional Data

#### AVERAGE RESPONSE TIME TRENDS



## SCENE TO DETOX

AMR Scene to Detox Transports		
2016		
	January	46
	February	38
	March	45
	April	36
	May	47
	June	32
	July	34
	August	37
	September	32
	October	23
	November	34
	December	23
2017		
	January	25
	February	19

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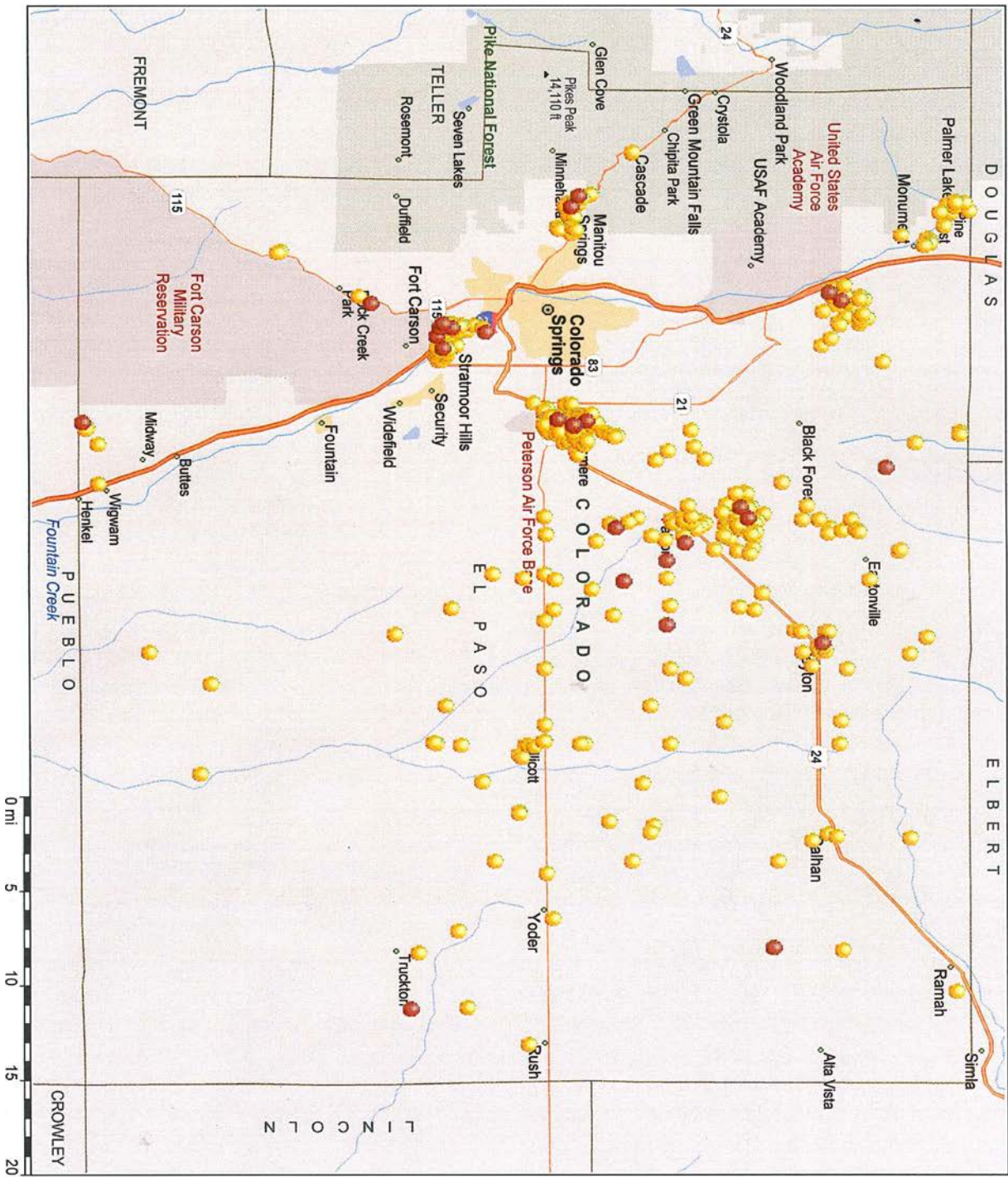
Ted Sayer – ESA Business Analyst





# February 2017 County

- Pushpins
- Late
- Call





## **COMMUNITY RELATIONS REPORTS**

### **February 2017**

**AMR Colorado Springs has joined AMR Pueblo to host a weekend radio show called Heartbeat Colorado. The radio show will feature local healthcare agencies and discusses current healthcare topics. Tune in to 101.3 at 8:00 am on Saturdays and Sundays.**

#### **Donated Special Events/Community Education**

- Heartsaver CPR
- BLS CPR Recert
- Pikes Peak Towers BP Checks
- Academy Endeavor ES Ambulance Tour

#### **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 Chief's Forum
- Pikes Peak Elder Abuse Coalition
- Meal on Wheels