



MATERIALS AND AGENDA FOR:
EL PASO COUNTY EMERGENCY SERVICES AUTHORITY
BOARD MEETING FOR AUGUST 2, 2017

TABLE OF CONTENTS

BOARD MEETING AGENDA.....	2
BOARD MINUTES - <i>Draft</i>	4
TREASURER REPORT – <i>Draft</i>	6
Performance & Compliance Report - May 2017 - <i>Draft</i>	7
Performance & Compliance Report- June 2017 - <i>Draft</i>	12
SCATTER MAPS	19
COMMUNITY RELATIONS REPORT(S)	20



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)

EL PASO COUNTY EMERGENCY SERVICES AUTHORITY

BOARD MEETING AGENDA

Wednesday, August 2, 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 FROM JUNE 7, 2017**
- 5. REGULAR BUSINESS**
 - A. Treasurer’s Report for June/July 2017 (Wayne Florek) [Action/Approval]
 - B. Compliance Reports for May/June 2017 (Ted Sayer) [Action/Approval]
 - C. Committee Reports
 - Research Committee (Ted Sayer) [Information]
 - D. Scatter Map Data for May/June 2017 (AMR) [Information]
 - E. Community Relations Report (AMR) [Information]
- 6. NEW BUSINESS**
 - A. Audit Process Update (Ted Sayer) [Information]
 - B. Annual Insurance Renewal (Ted Sayer) [Action/Approval]

C. 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 if you wish to submit your name and e-mail address to receive notice of future meetings.

TENTATIVE SCHEDULE OF UPCOMING COMMITTEE MEETINGS			
DATE	MEETING	TIME	LOCATION
August 15, 2017	Research Committee	3:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
August 15, 2017	Planning Committee	4:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
September 6, 2017	Monthly Board Meeting	3:00 PM	2880 International Circle, 2 nd Floor Hearing Room

BOARD MINUTES - Draft

June 7 2017 3:04 PM

Pikes Peak Regional Building Department
2880 International Circle, Colorado Springs

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

Agenda topics

2. CHANGES TO AGENDA/POSTPONEMENTS

DISCUSSION	None
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3. Public Comment

DISCUSSION	None
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4. Approval of Minutes from April 5, 2017 ESA Meeting

DISCUSSION	None
MOTION	PERSON RESPONSIBLE
Motion to Approve	Chief Murphy
Second	Dr. Hurtado
Approved	Unanimous

5.a. April / May 2017 Treasurer's Report

DISCUSSION	Presented by Wayne Florek
MOTION	PERSON RESPONSIBLE
Motion to accept the Treasurer's Report	Chief Murphy
Second	Jeff Force
Approved	Unanimous

5.b. Compliance Report for march and April 2017

DISCUSSION	Presented by Ted Sayer
Motion to Approve	Wayne Florek

Second	Jeff Force
Approved	Unanimous

5.c Committee Reports

DISCUSSION – Ted Sayer updated the board on the Research Committee.

5.D. Scatter Map Data

DISCUSSION – Chelsia Baker with AMR presented the scatter gram data.

5.E AMR’s Community Relations Report

DISCUSSION
 Shawn Howe presented AMR’s Community Report

6.B Board Member/Staff Comments

DISCUSSION
 Chief Hillmann stated that he will be stepping down from his Fire Chief position so the board will need to find a new Eastern El Paso County Chief to fill his position on the board.

7. Adjournment

DISCUSSION	None
Motion to Adjourn.	Chief Steve Murphy
Second	Jeff Force
Approved	Unanimous

MEETING ADJOURNED AT 3:19 P.M.

El Paso County Emergency Services Authority

July 2017 Financial Report
Reported on August 9, 2017

	Current Budget	Current Month	YTD	Year to Date (YTD)		YTD
	2017	Actuals	Actuals	Unobligated Balance	Balance	Variance % From Budget
OPERATING REVENUES						
Contract Administration (Per Agreement)						
ESA Administration	\$ 80,000.00	\$ 20,000.00	\$ 60,000.00	\$ (20,000.00)		-25.0%
Appropriation from Fund Balance	\$ -	\$ -	\$ -	\$ -		0.0%
Operating Revenue Subtotal (Contract Administration)	\$ 80,000.00	\$ 20,000.00	\$ 60,000.00	\$ (20,000.00)		-25.0%
Other Operational Revenue						
Interest	\$ 50.00	\$ -	\$ -	\$ (50.00)		-100.0%
Compliance Assessments (Allocated to Grants Fund)	\$ 7,621.00	\$ 1,852.00	\$ 2,980.90	\$ (4,640.10)		-60.9%
Operating Revenues Subtotal (Other)	\$ 7,621.00	\$ 1,852.00	\$ 2,980.90	\$ (4,659.10)		-61.1%
TOTAL OPERATING REVENUES (All Sources)	\$ 87,621.00	\$ 21,852.00	\$ 62,980.90	\$ (24,690.10)		-28.2%
OPERATING EXPENDITURES						
Contract Administration (Per Agreement)						
El Paso County Compliance Administration	\$ 71,420.00	\$ 5,831.94	\$ 40,823.58	\$ (30,596.42)		-42.8%
Contract Research/Evaluation	\$ 1,800.00	\$ -	\$ (1,800.00)	\$ (1,800.00)		-100.0%
Financial Audit / Accounting	\$ 8,000.00	\$ -	\$ (8,000.00)	\$ (8,000.00)		-100.0%
Insurance	\$ 1,811.00	\$ -	\$ (1,811.00)	\$ (1,811.00)		-100.0%
Office/Automation Expenses	\$ -	\$ 99.31	\$ -	\$ -		0.0%
Information Services	\$ 240.00	\$ -	\$ 99.31	\$ (140.69)		-58.6%
Operating Expenses Subtotal (Contract Administration)	\$ 83,271.00	\$ 5,931.25	\$ 40,922.89	\$ (42,348.11)		-50.9%
Other Operational Expenses						
Grants (From Actual / Available Compliance Assessments)	\$ 4,400.00	\$ -	\$ -	\$ (4,400.00)		-100.0%
Operating Expenses Subtotal (Other)	\$ 4,400.00	\$ -	\$ -	\$ (4,400.00)		-100.0%
TOTAL OPERATING EXPENDITURES (All Sources)	\$ 87,671.00	\$ 5,931.25	\$ 40,922.89	\$ (46,748.11)		-53.3%
VARIANCE - REVENUES OVER EXPENDITURES						
TOTAL VARIANCE (SURPLUS / DEFICIT)	\$ -	\$ 15,920.75	\$ 22,058.01	\$ 22,058.01		0.0%
CASH POSITION						
Fund Balances						
BEGINNING FUND BALANCE — Unassigned and Assigned Funds	\$ 124,992.95	\$ 11,575.05	\$ 56,542.00	\$ 2,980.90	\$ 78,933.91	
Grant Fund Balance (Assigned)	\$ 11,575.05	\$ 56,542.00	\$ 2,980.90	\$ -	\$ -	
RFP Fund Balance (Assigned)	\$ 56,542.00	\$ 2,980.90	\$ -	\$ -	\$ -	
Unassigned Fund Balance	\$ 78,933.91	\$ -	\$ -	\$ -	\$ -	
Cash Receivable	\$ -	\$ -	\$ -	\$ -	\$ -	
Cash Payable	\$ -	\$ -	\$ -	\$ -	\$ -	
ENDING FUND BALANCE — Unassigned and Assigned Funds	\$ 147,050.96	\$ 11,575.05	\$ 56,542.00	\$ 2,980.90	\$ 78,933.91	
			Beginning Balance - Grant Fund	Add: Assent Rev Rec YTD	Less RFP Fund Transfer	Less Grant Fund Awards
			Assigned Grant Fund Balance			

Performance & Compliance Report - May 2017 - *Draft*

I. ESA COMPLIANCE REVIEW SUMMARY

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 May 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 \$724.20.

Potential & Recommended Assessment Summary		
May 2017		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$724.20	\$724.20
Excessive Per Call Penalties	\$0.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$0.00	\$0.00
Exemption(s)	\$0.00	\$0.00
TOTAL:	\$724.20	\$724.20

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were eight (8) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive. During May, there was one zone(s) reaching 100 calls, Frontier 25 at 97.03% up from 95.10%. There were 21 calls in Frontier 25, 74 in Frontier 35, 29 in Frontier 45 and 8 in Wilderness 45.

May 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-05-27	54666	ESA Rural 20	CS102	00:36:58	0:43:00	0:43:00	0:06:58	\$149.10	\$0.00
2017-05-09	47762	ESA Rural 20	CS129	00:35:39	0:43:00	0:43:00	0:05:39	\$127.80	\$0.00
2017-05-24	53379	ESA Suburban 12	CS109	00:23:07	0:28:00	0:28:00	0:05:07	\$127.80	\$0.00
2017-05-29	55201	ESA Rural 20	CS110	00:34:12	0:43:00	0:43:00	0:04:12	\$106.50	\$0.00
2017-05-29	55154	ESA Rural 20	CS124	00:33:45	0:43:00	0:43:00	0:03:45	\$85.20	\$0.00
2017-05-07	47055	ESA Frontier 35	CS555	00:48:33	1:00:00	1:00:00	0:03:33	\$85.20	\$0.00
2017-05-11	48644	ESA Suburban 12	CS154	00:19:00	0:28:00	0:28:00	0:01:00	\$21.30	\$0.00
2017-05-01	44832	ESA Suburban 12	CS555	00:18:54	0:28:00	0:28:00	0:00:54	\$21.30	\$0.00
							Sub Total	\$724.20	\$0.00
								Total	\$724.20

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

- A. **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”. Suburban 18 was below the standard but is a quarterly measure and thus will not be applicable until the June Compliance Report.

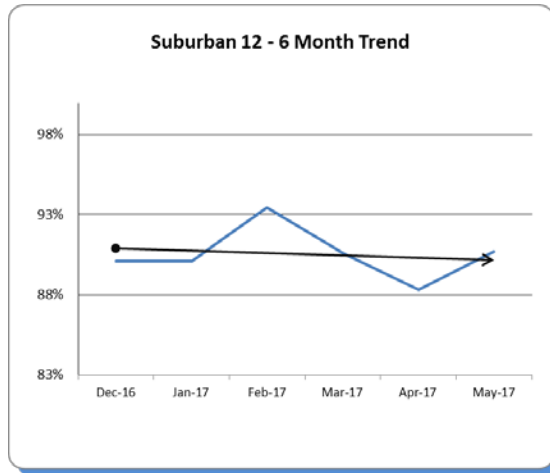
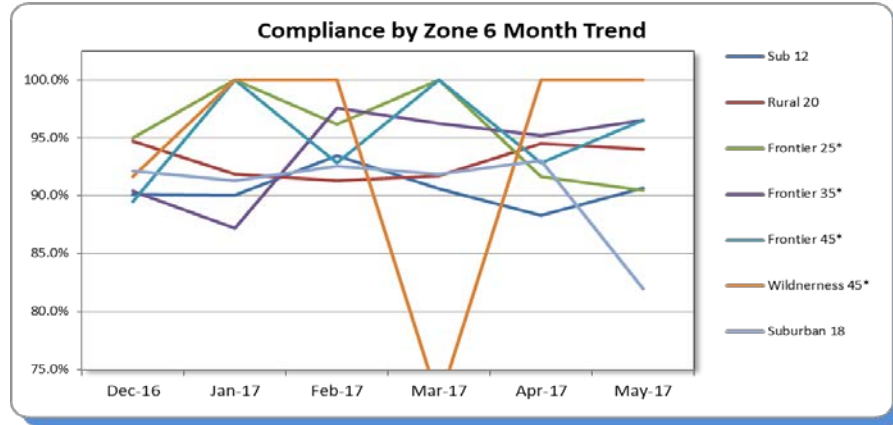
May 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	21	0	96.00%	90.48%	N/A
*Frontier 35	74	3	96.12%	95.95%	N/A
*Frontier 45	29	1	87.00%	96.55%	N/A
Rural 20	184	11	93.92%	94.02%	\$0
Suburban 12	183	17	93.39%	90.71%	\$0
*Wilderness 45	8	0	100.00%	100.00%	N/A
Suburban 18	50	9	95.51%	82.00%	\$0
Zone Standard				90.00%	\$0

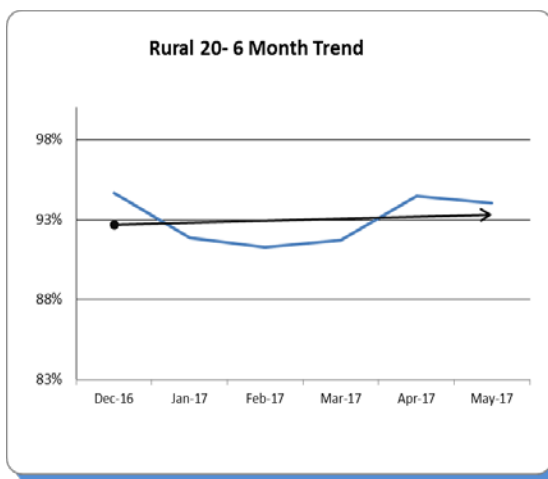
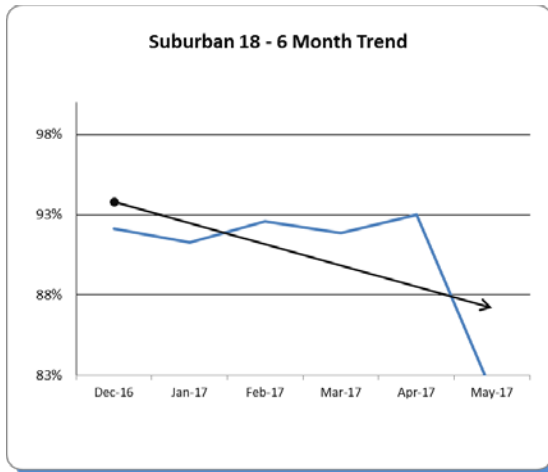
*Zone data provided for information only, excluded from penalty as stated in section 3.g

Most Recent 100 Call Rule Performance		
Frontier 25	5/24/2017	97.03%
Frontier 35	4/19/2017	97.03%
Frontier 45	4/17/2017	94.00%
Wilderness 45	2/28/2017	99.01%

- B. **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	Sep' 16	Oct' 16	Nov' 16	Dec' 16	Jan' 17	Feb' 17	Mar' 17	Apr' 17	May' 17
Sub 12	91.37%	90.48%	90.82%	90.10%	90.09%	93.46%	90.60%	88.31%	90.71%
Sub 18	90.38%	93.62%	97.96%	92.16%	91.30%	92.59%	91.89%	93.02%	82.00%
Rural 20	92.86%	93.24%	95.38%	94.70%	91.88%	91.30%	91.72%	94.48%	94.02%
Front 25*	100.00%	93.33%	95.45%	95.00%	100.00%	96.15%	100.00%	91.67%	90.48%
Front 35*	91.23%	97.44%	95.56%	90.38%	87.23%	97.56%	96.23%	95.24%	95.95%
Front 45*	90.91%	91.67%	92.00%	89.47%	100.00%	92.86%	100.00%	92.86%	96.55%
Wild 45*	100.00%	100.00%	100.00%	91.67%	100.00%	92.86%	72.22%	100.00%	100.00%





- C. **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 May 2017, the Contractor requested one (1) Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

May 2017											
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive	Total	Notes
2017-05-30	55833	ESA Rural 20	CS153	0:24:33	0:55:00	1:15:00	0:00:00	\$0.00	\$0.00		Multiple Unit Response - 2nd Ambulance in to scene
Total Potential Assessments								\$0.00	\$0.00	\$0.00	

Performance & Compliance Report- June 2017 - Draft

I. ESA COMPLIANCE REVIEW SUMMARY

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 June 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 \$1,255.60 .

Potential & Recommended Assessment Summary		
June 2017		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$255.60	\$255.60
Excessive Per Call Penalties	\$0.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$1,000.00	\$1,000.00
Exemption(s)	\$0.00	\$0.00
TOTAL:	\$1,255.60	\$1,255.60

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were eight (8) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive. During June, there was one zone(s) reaching 100 calls, Frontier 25 at 97.03% up from 95.10%. There were 24 calls in Frontier 25, 58 in Frontier 35, 19 in Frontier 45 and 19 in Wilderness 45.

June 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-06-03	57182	ESA Rural 20	CS106	0:37:43	0:30:00	0:43:00	0:07:43	\$170.40	\$0.00
2017-06-09	59372	ESA Suburban 12	CS555	0:19:58	0:18:00	0:28:00	0:01:58	\$42.60	\$0.00
2017-06-07	58865	ESA Suburban 12	CS119	0:19:41	0:18:00	0:28:00	0:01:41	\$42.60	\$0.00
Sub Total								\$255.60	\$0.00
Total									\$255.60

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

D. **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 failed to meet the minimum zone standard for the second quarter timeframe otherwise met the standard in all other zones including those covered by the “100 call rule”.

June 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	24	0	93.55%	100.00%	N/A
*Frontier 35	58	4	98.04%	93.10%	N/A
*Frontier 45	19	0	86.67%	100.00%	N/A
Rural 20	161	11	93.92%	93.17%	\$0
Suburban 12	149	14	93.39%	90.60%	\$0
*Wilderness 45	19	0	100.00%	100.00%	N/A
Suburban 18	49	4	95.51%	91.84%	\$0
Zone Standard				90.00%	\$0

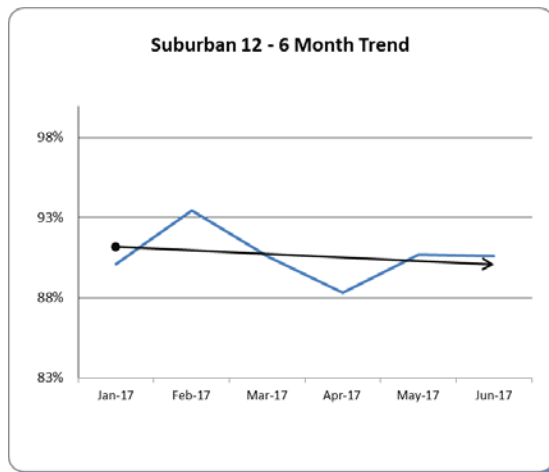
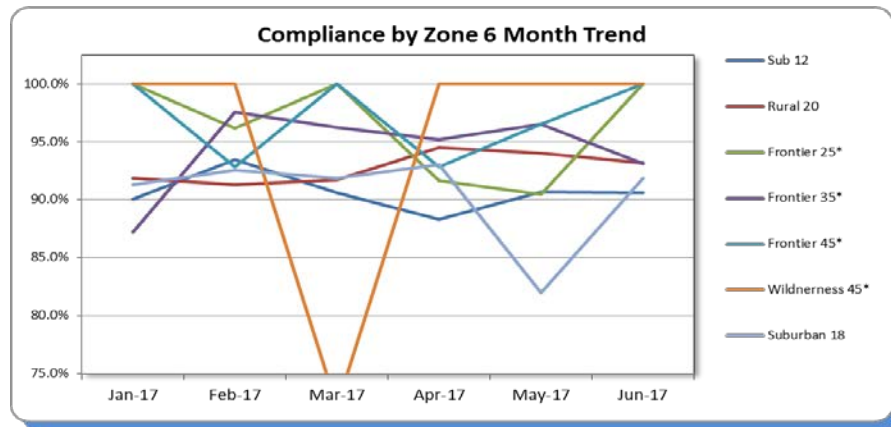
*Zone data provided for information only, excluded from penalty as stated in section 3.g

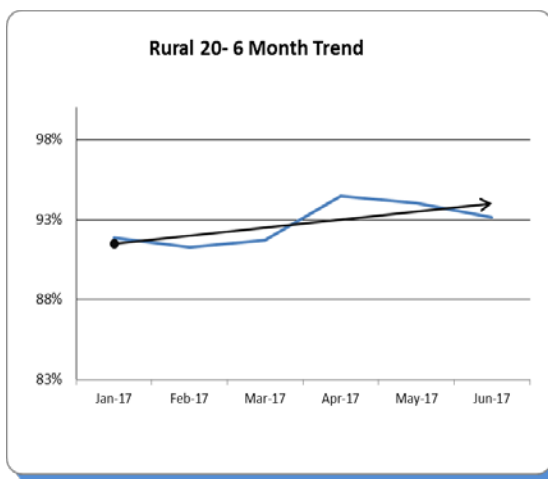
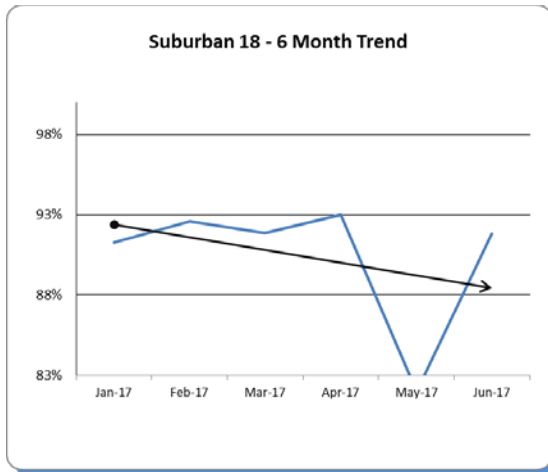
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%		

Most Recent 100 Call Rule Performance		
Frontier 25	5/24/2017	97.03%
Frontier 35	6/6/2017	94.12%
Frontier 45	4/17/2017	94.00%
Wilderness 45	2/28/2017	99.01%

E. 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	Oct' 16	Nov' 16	Dec' 16	Jan' 17	Feb' 17	Mar' 17	Apr' 17	May' 17	Jun' 17
Sub 12	90.48%	90.82%	90.10%	90.09%	93.46%	90.60%	88.31%	90.71%	90.60%
Sub 18	93.62%	97.96%	92.16%	91.30%	92.59%	91.89%	93.02%	82.00%	91.84%
Rural 20	93.24%	95.38%	94.70%	91.88%	91.30%	91.72%	94.48%	94.02%	93.17%
Front 25*	93.33%	95.45%	95.00%	100.00%	96.15%	100.00%	91.67%	90.48%	100.00%
Front 35*	97.44%	95.56%	90.38%	87.23%	97.56%	96.23%	95.24%	95.95%	93.10%
Front 45*	91.67%	92.00%	89.47%	100.00%	92.86%	100.00%	92.86%	96.55%	100.00%
Wild 45*	100.00%	100.00%	91.67%	100.00%	92.86%	72.22%	100.00%	100.00%	100.00%





- F. **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 June 2017, the Contractor requested one (1) Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

June 2017											
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive	Total	Notes
2017-05-30	55833	ESA Suburban 12	CS121	0:14:41	0:18:00	0:28:00	0:00:00	\$0.00	\$0.00		Multiple Unit Response - 2nd Ambulance in to scene
Total Potential Assessments								\$0.00	\$0.00	\$0.00	

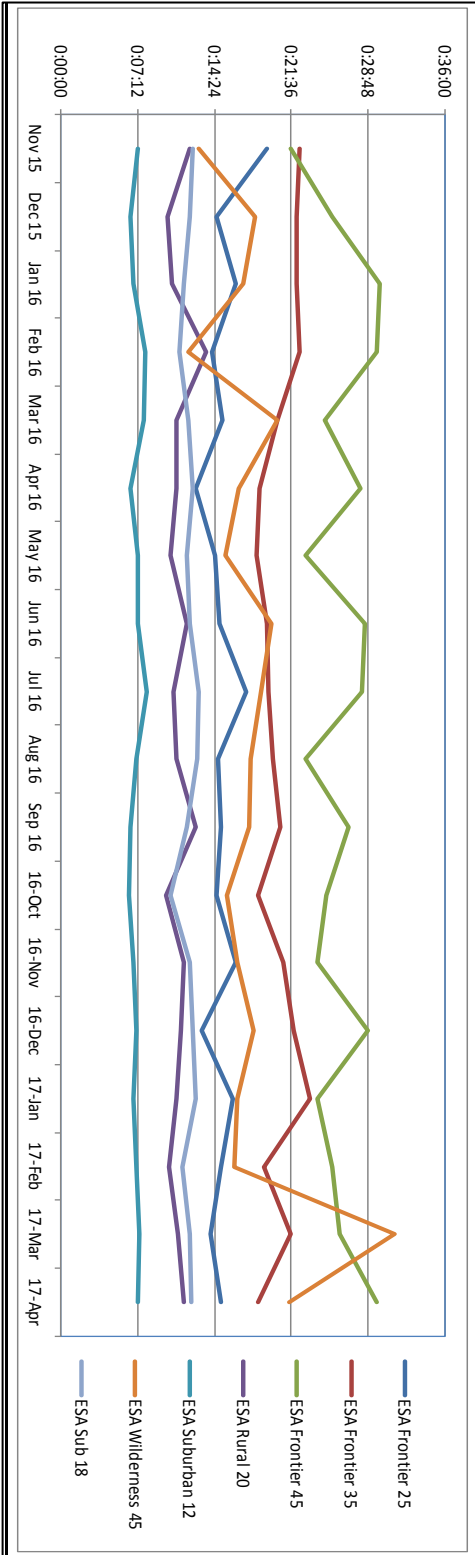
III. AMR Provided Additional Data

Average Response Time Report



AMR Average Response Time Report

Response Zone	Baseline	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17
ESA Frontier 25	0:16:16	0:19:15	0:14:36	0:16:25	0:14:08	0:15:07	0:12:37	0:14:24	0:14:56	0:17:24	0:14:41	0:15:00	0:14:35	0:16:23	0:13:08	0:16:03	0:14:59	0:13:59	0:15:01	0:15:35	0:13:28
ESA Frontier 35	0:17:03	0:22:24	0:22:03	0:22:07	0:22:23	0:20:14	0:18:36	0:18:24	0:19:23	0:19:30	0:19:49	0:20:34	0:18:29	0:20:55	0:21:46	0:23:20	0:19:03	0:21:34	0:18:27	0:20:48	0:21:05
ESA Frontier 45	0:26:11	0:21:33	0:25:24	0:29:54	0:29:38	0:24:43	0:28:04	0:22:56	0:28:27	0:28:15	0:22:53	0:26:59	0:24:51	0:23:59	0:28:44	0:23:59	0:25:29	0:26:06	0:29:36	0:26:06	0:24:22
ESA Rural 20	0:10:28	0:12:06	0:09:56	0:10:28	0:13:40	0:10:53	0:10:51	0:10:14	0:11:51	0:10:37	0:10:49	0:12:37	0:09:50	0:11:33	0:11:13	0:10:50	0:10:05	0:10:55	0:11:30	0:11:35	0:10:38
ESA Suburban 12	0:04:08	0:07:16	0:06:31	0:06:47	0:07:54	0:07:47	0:06:29	0:07:12	0:07:14	0:08:01	0:07:04	0:06:34	0:06:19	0:06:48	0:07:02	0:06:46	0:07:05	0:07:18	0:07:12	0:07:03	0:06:41
ESA Wilderness 45	0:19:40	0:12:54	0:18:16	0:17:06	0:11:58	0:20:19	0:16:41	0:15:26	0:19:41	0:18:47	0:17:47	0:17:35	0:15:32	0:16:29	0:18:08	0:16:36	0:16:12	0:31:18	0:21:26	0:22:18	0:23:42
ESA Sub 18	0:11:39	0:12:18	0:12:04	0:11:28	0:11:09	0:11:54	0:12:25	0:11:46	0:12:05	0:12:53	0:12:44	0:11:45	0:10:16	0:12:05	0:12:22	0:12:39	0:11:26	0:12:02	0:12:17	0:12:38	0:11:39



Scene to Detox Report

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
	March	21
	April	23
	May	18
	June	19

Ted Sayer – ESA Business Analyst

SCATTER MAPS

Placeholder for Scatter Maps



COMMUNITY RELATIONS REPORT(S)

Donated Special Events/Community Education

- AHA Heart Walk 5K
- Wounded Warrior Project
- Cerebral Palsy Safety Awareness Day
- Pikes Peak Towers BP Checks
- Starlight Spectacular
- Climb for Courage
- CSPD Mobile DUI Unit
- PPCC EMS Camp

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 Elder Abuse Coalition
- Meal on Wheels