



MATERIALS AND AGENDA FOR:
EL PASO COUNTY EMERGENCY SERVICES AUTHORITY
BOARD MEETING FOR DECEMBER 6, 2017

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BOARD MEETING AGENDA

Wednesday, December 6, 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. REGULAR BUSINESS**
 - A. Approval of Minutes from October 2017 ESA Board Meeting [Action/Approval]
 - B. Treasurer's Report for September - November 2017 (Wayne Florek) [Action/Approval]
 - C. Compliance Reports for August/September/October 2017 (Ted Sayer) [Action/Approval]
 - D. Committee Reports
 - Research Committee (Ted Sayer) [Information]
 - E. Scatter Map Data for September/October 2017 (AMR) [Information]
 - F. Community Relations Report (AMR) [Information]
- 5. NEW BUSINESS**
 - A. AMR Contract Amendment [Action/Approval]
 - B. 2016 ESA Financial Statement Audit [Action/Approval]
 - C. Correspondence from City of Colorado Springs [Information]
 - D. Board Member/Staff Comments
- 6. 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
December 19, 2017	Research Committee	3:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
December 19, 2017	Planning Committee	4:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
January 3, 2018	Monthly Board Meeting	3:00 PM	2880 International Circle, 2 nd Floor Hearing Room

BOARD MEETING MINUTES - DRAFT

OCTOBER 4 2017 3:00 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, Wayne Florek, Jeff Force, Bill Normile, Chief Bryan Jack, Commissioner VanderWerf, Councilmember Geick, , Steven Klafky, Ted Sayer.
ABSENT	Councilmember Smith, Jim Reid

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 AUGUST 2, 2017 ESA MEETING

DISCUSSION	
MOTION	PERSON RESPONSIBLE
Motion to Approve	Chief Steve Murphy
Second	Councilmember Geick
Approved	All Approved

5.A. SEPTEMBER 2017 TREASURER'S REPORT

DISCUSSION	Presented by Wayne Florek
MOTION	PERSON RESPONSIBLE
Motion to accept the Treasurer's Report	Commissioner VanderWerf
Second	Doctor Kiley
Approved	Unanimous

5.B. COMPLIANCE REPORT FOR JULY / AUGUST 2017

DISCUSSION	Presented by Ted Sayer
August Compliance Report held for approval pending additional information on one exemption request	
Motion to Approve July Compliance Report	Chief Jack
Second	Wayne Florek
Approved	Unanimous

5.C COMMITTEE REPORTS

DISCUSSION –Ted Sayer updated the board on the Research Committee, discussed last month’s ESA Work Session. The Research Committee will be focusing on RFP development and refinement of EMS contingency plan.

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 Reports

6.B BOARD MEMBER/STAFF COMMENTS

DISCUSSION
Chief Jack brought up concerns of the growing number of calls Black Forest FD ambulances are running to cover AMR. Shawn Howe with AMR said he would provide released call information to Chief Jack.

7. ADJOURNMENT

DISCUSSION	None
Motion to Adjourn.	Doctor Hurtado
Second	Bill Normile
Approved	Unanimous

MEETING ADJOURNED AT 3:45 P.M.

TREASURER REPORT - DRAFT

El Paso County Emergency Services Authority						
November 2017 Financial Report						
Reported on December 6, 2017						
	Current Budget	Current Month	Year to Date (YTD)			
	2017	Current Month Actuals	YTD Actuals	YTD Unobligated Balance	YTD Variance % From Budget	
OPERATING REVENUES						
Contract Administration (Per Agreement)						
ESA Administration	\$ 80,000.00	\$ -	\$ 80,000.00	\$ -	0.0%	
Appropriation from Fund Balance	\$ -	\$ -	\$ -	\$ -	0.0%	
Operating Revenue Subtotal (Contract Administration)	\$ 80,000.00	\$ -	\$ 80,000.00	\$ -	0.0%	
Other Operational Revenue						
Interest	\$ 50.00	\$ -	\$ 640.00	\$ 590.00	1180.0%	
Compliance Assessments (Allocated to Grants Fund)	\$ 7,621.00	\$ -	\$ 5,408.00	\$ (2,213.00)	-29.0%	
Operating Revenues Subtotal (Other)	\$ 7,671.00	\$ -	\$ 6,048.00	\$ (1,623.00)	-21.2%	
TOTAL OPERATING REVENUES (All Sources)	\$ 87,671.00	\$ -	\$ 86,048.00	\$ (1,623.00)	-1.9%	
OPERATING EXPENDITURES						
Contract Administration (Per Agreement)						
El Paso County Compliance Administration	\$ 71,420.00	\$ 5,831.94	\$ 64,151.34	\$ (7,268.66)	-10.2%	
Contract Research/Evaluation	\$ 1,800.00	\$ -	\$ 1,752.73	\$ (47.27)	-2.6%	
Financial Audit / Accounting	\$ 8,000.00	\$ -	\$ -	\$ (8,000.00)	-100.0%	
Insurance	\$ 1,811.00	\$ -	\$ 2,086.00	\$ 275.00	15.2%	
Office/Automation Expenses	\$ -	\$ -	\$ 115.17	\$ 115.17	0.0%	
Information Services	\$ 240.00	\$ -	\$ 99.31	\$ (140.69)	-58.6%	
Operating Expenses Subtotal (Contract Administration)	\$ 83,271.00	\$ 5,831.94	\$ 68,204.55	\$ (15,066.45)	-18.1%	
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	\$ 5,831.94	\$ 68,204.55	\$ (10,666.45)	-12.2%	
VARIANCE - REVENUES OVER EXPENDITURES						
TOTAL VARIANCE (SURPLUS / DEFICIT)	\$ -	\$ (5,831.94)	\$ 17,843.45	\$ 17,843.45	0.0%	
CASH POSITION						
			Fund Balances			
BEGINNING FUND BALANCE — Unassigned and Assigned Funds	\$ 115,687.95	\$ 11,575.05	<i>Beginning Balance - Grant Fund</i>			
Grant Fund Balance (Assigned)	\$ 11,575.05	\$ 56,542.00	<i>Beginning Balance - RFP Fund</i>			
RFP Fund Balance (Assigned)	\$ 56,542.00	\$ 5,408.00	<i>Add: Assmt Rev Rec YTD</i>			
Unassigned Fund Balance	\$ 65,414.35	\$ 640.00	<i>Add: Interest</i>			
Cash Receivable	\$ -	\$ -	<i>Less RFP Fund Transfer</i>			
Cash Payable	\$ -	\$ -	<i>Less Grant Fund Awards</i>			
ENDING FUND BALANCE — Unassigned and Assigned Funds	\$ 133,531.40	\$ 11,575.05	<i>Assigned Grant Fund Balance</i>			

PERFORMANCE & COMPLIANCE REPORT AUGUST 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 August 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 \$840.80.

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$340.80	\$340.80
Excessive Per Call Penalties	\$0.00	0.00
Zone Standards (90%) Suburban and Rural	\$500	\$500.00
Exemption(s)	\$0.00	\$0.00
TOTAL:	\$840.80	\$840.80

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were four (4) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive. During August, there were two zone(s) reaching 100 calls, Frontier 35 at 97.03% down from 94.12% and Frontier 45 at 94.00% no change from the previous compliance.

August 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-08-31	90932	ESA Rural 20	CS113	00:31:56	0:30:00	0:43:00	0:04:25	\$42.60	\$0.00
2017-08-17	85377	ESA Rural 20	CS117	00:33:06	0:30:00	0:43:00	0:01:15	\$85.20	\$0.00
2017-08-01	79317	ESA Suburban 12	CS114	00:22:01	0:18:00	0:28:00	0:01:02	\$106.50	\$0.00
2017-08-15	84611	ESA Suburban 12	CS124	00:22:15	0:18:00	0:28:00	0:00:53	\$106.50	\$0.00
Sub Total								\$340.80	\$0.00
								Total	\$340.80

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 failed to meet the minimum zone standard for the Suburban 12 Response Zone; otherwise they met the standard in all other zones including those covered by the “100 call rule”.

August 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	23	0	77.78%	95.65%	N/A
*Frontier 35	42	3	98.00%	92.86%	N/A
*Frontier 45	23	4	88.46%	82.61%	N/A
Rural 20	195	11	95.24%	94.36%	\$0
Suburban 12	186	20	86.11%	89.25%	\$500
*Wilderness 45	20	1	91.89%	95.00%	N/A
Suburban 18	52	4	87.10%	92.31%	\$0
Zone Standard				90.00%	\$0

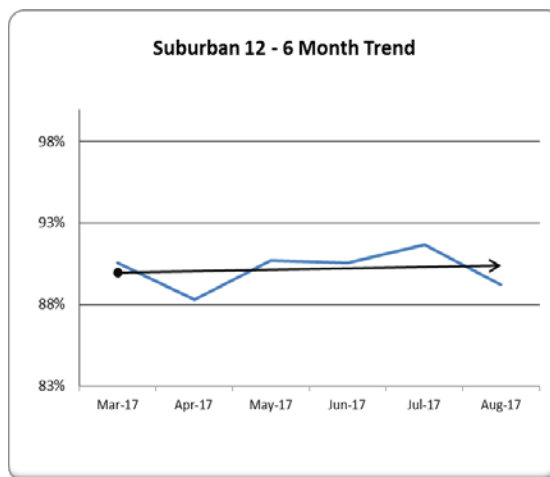
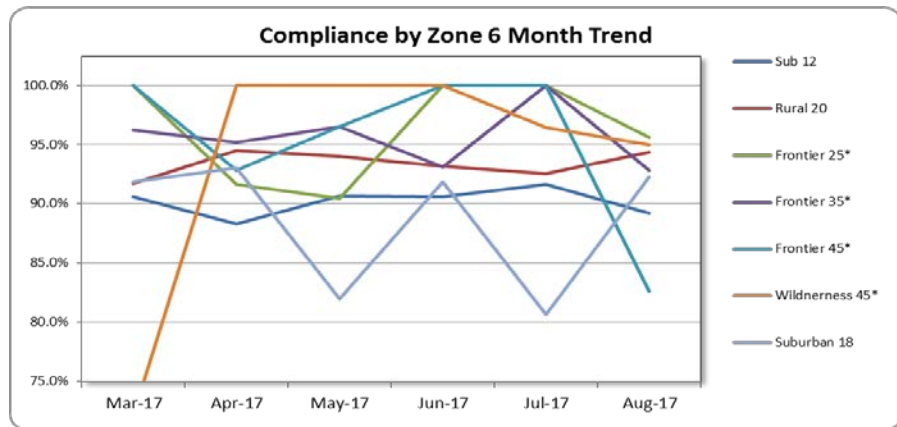
*Zone data provided for information only, excluded from penalty as stated in section 3.g

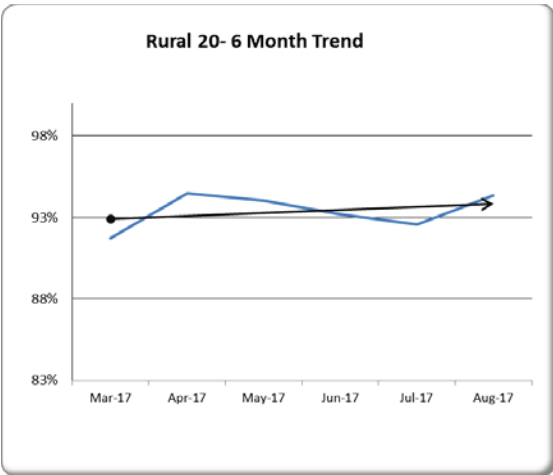
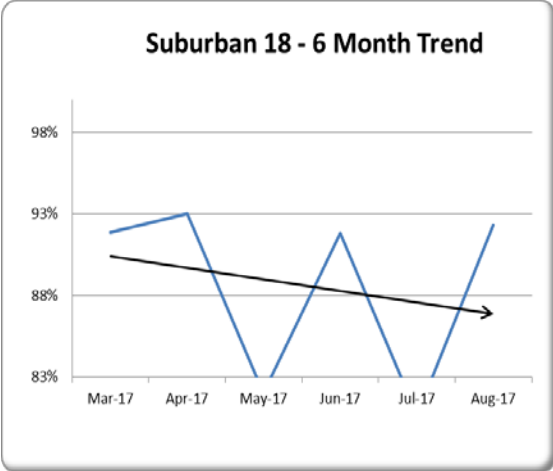
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%		

Most Recent 100 Call Rule Performance		
Frontier 25	5/24/2017	97.03%
Frontier 35	8/2/2017	97.03%
Frontier 45	8/25/2017	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	Dec' 16	Jan' 17	Feb' 17	Mar' 17	Apr' 17	May' 17	Jun' 17	Jul' 17	Aug' 17
Sub 12	90.10%	90.09%	93.46%	90.60%	88.31%	90.71%	90.60%	91.67%	89.25%
Sub 18	92.16%	91.30%	92.59%	91.89%	93.02%	82.00%	91.84%	80.70%	92.31%
Rural 20	94.70%	91.88%	91.30%	91.72%	94.48%	94.02%	93.17%	92.55%	94.36%
Front 25*	95.00%	100.00%	96.15%	100.00%	91.67%	90.48%	100.00%	100.00%	95.65%
Front 35*	90.38%	87.23%	97.56%	96.23%	95.24%	95.95%	93.10%	100.00%	92.86%
Front 45*	89.47%	100.00%	92.86%	100.00%	92.86%	96.55%	100.00%	100.00%	82.61%
Wild 45*	91.67%	100.00%	92.86%	72.22%	100.00%	100.00%	100.00%	96.43%	95.00%





- 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.
- a) Responses canceled En-Route.
 - b) Multiple units: Additional units’ times are measured from the time the additional unit is requested until it arrives on scene.
 - c) 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.
 - d) Good Cause (weather, road conditions, traffic, or system overload, etc.)

For the month of August 2017, the Contractor requested three (3) Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

August 2017										
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive	Notes
2017-08-02	79791	ESA Wilderness 45	CS555	00:49:53	0:55:00	1:15:00	0:00:00	\$0.00	\$0.00	Unanticipated Road Closure
2017-08-03	80306	ESA Suburban 12	CS133	0:16:30	0:18:00	0:28:00	0:00:00	\$0.00	\$0.00	I-25 Closed due to tanker fire, delayed response
2017-08-11	83061	ESA Suburban 18	CS141	00:18:39	0:27:00	0:37:00	0:00:00	\$0.00	\$0.00	Difficult to access, truck blocking route
Total Potential Assessments								\$0.00	\$0.00	

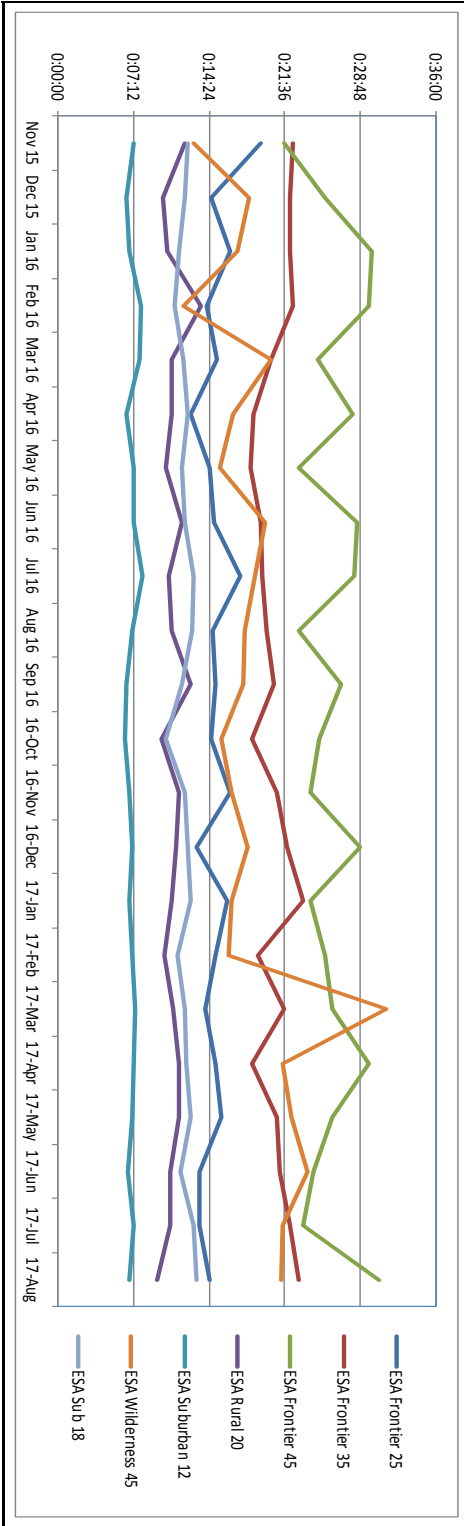
III. AMR Provided Additional Data

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	Jul 17	17-Aug
ESA Frontier 25	0:16:16	0:19:45	0:14:36	0:16:29	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	0:13:30	0:14:24
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	0:22:08	0:22:53
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	0:23:25	0:30:38
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	0:10:40	0:09:28
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	0:07:13	0:06:44
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	0:21:25	0:21:19
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	0:12:59	0:13:12



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
	July	17
	August	18

Ted Sayer – ESA Business Analyst

PERFORMANCE & COMPLIANCE REPORT SEPTEMBER 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 September 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		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$149.10	\$149.10
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:	\$149.10	\$149.10

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were two (2) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive.

September 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-09-13	96212	ESA Suburban 12	CS139	0:21:02	0:18:00	0:28:00	0:03:02	\$85.20	\$0.00
2017-09-24	10024	ESA Suburban 12	CS120	0:16:30	0:18:00	0:28:00	0:02:25	\$63.90	\$0.00
							Sub Total	\$149.10	\$0.00
								Total	\$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

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 Suburban 12 Response Zone; otherwise they met the standard in all other zones including those covered by the “100 call rule”.

September 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	21	0	100.00%	90.48%	N/A
*Frontier 35	40	0	91.23%	100.00%	N/A
*Frontier 45	27	1	90.91%	96.30%	N/A
Rural 20	157	7	92.86%	95.54%	\$0
Suburban 12	161	12	91.37%	92.55%	\$0
*Wilderness 45	17	0	100.00%	100.00%	N/A
Suburban 18	42	0	87.85%	100.00%	\$0
Zone Standard				90.00%	\$0

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

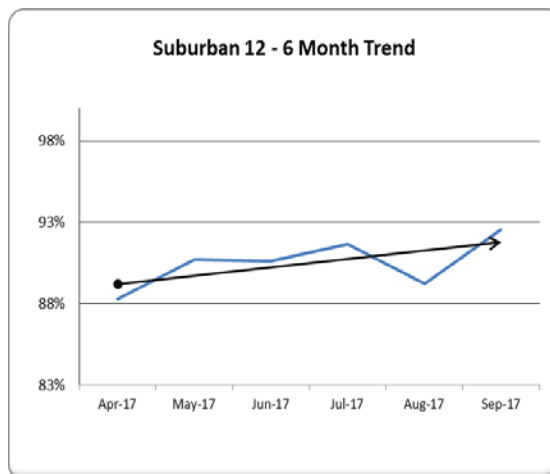
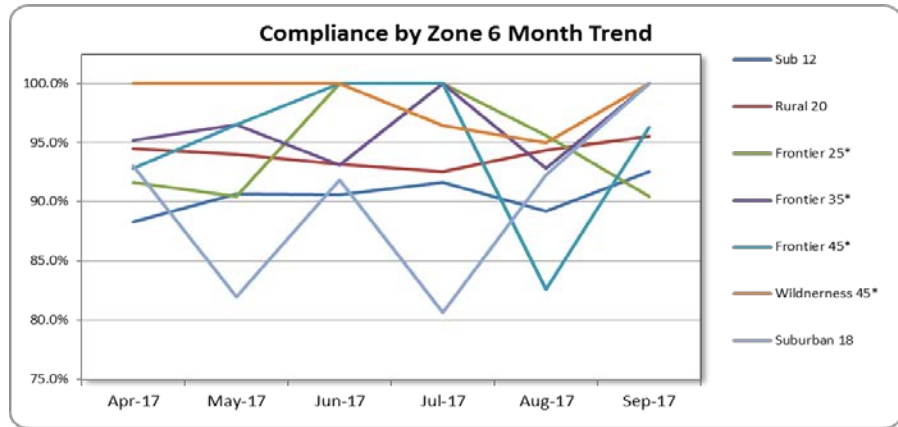
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	

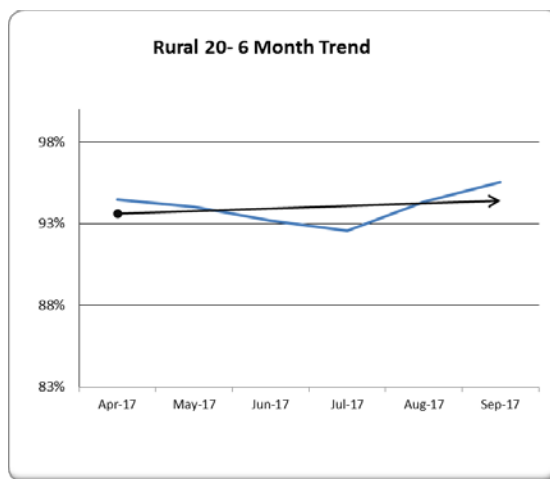
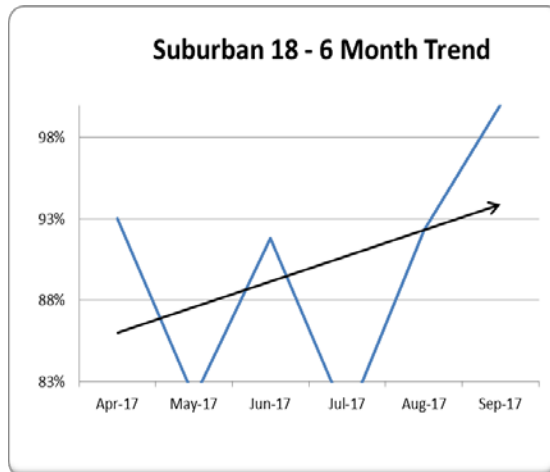
During September, there was one zone(s) reaching 100 calls, Frontier 45 at 99.01% up from 97.00%.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	5/24/2017	97.03%	95.10%
Frontier 35	8/2/2017	97.03%	94.12%
Frontier 45	9/4/2017	98.00%	94.00%
Wilderness 45	2/28/2017	99.01%	97.00%

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	Jan' 17	Feb' 17	Mar' 17	Apr' 17	May' 17	Jun' 17	Jul' 17	Aug' 17	Sep' 17
Sub 12	90.09%	93.46%	90.60%	88.31%	90.71%	90.60%	91.67%	89.25%	92.55%
Sub 18	91.30%	92.59%	91.89%	93.02%	82.00%	91.84%	80.70%	92.31%	100.00%
Rural 20	91.88%	91.30%	91.72%	94.48%	94.02%	93.17%	92.55%	94.36%	95.54%
Front 25*	100.00%	96.15%	100.00%	91.67%	90.48%	100.00%	100.00%	95.65%	90.48%
Front 35*	87.23%	97.56%	96.23%	95.24%	95.95%	93.10%	100.00%	92.86%	100.00%
Front 45*	100.00%	92.86%	100.00%	92.86%	96.55%	100.00%	100.00%	82.61%	96.30%
Wild 45*	100.00%	92.86%	72.22%	100.00%	100.00%	100.00%	96.43%	95.00%	100.00%



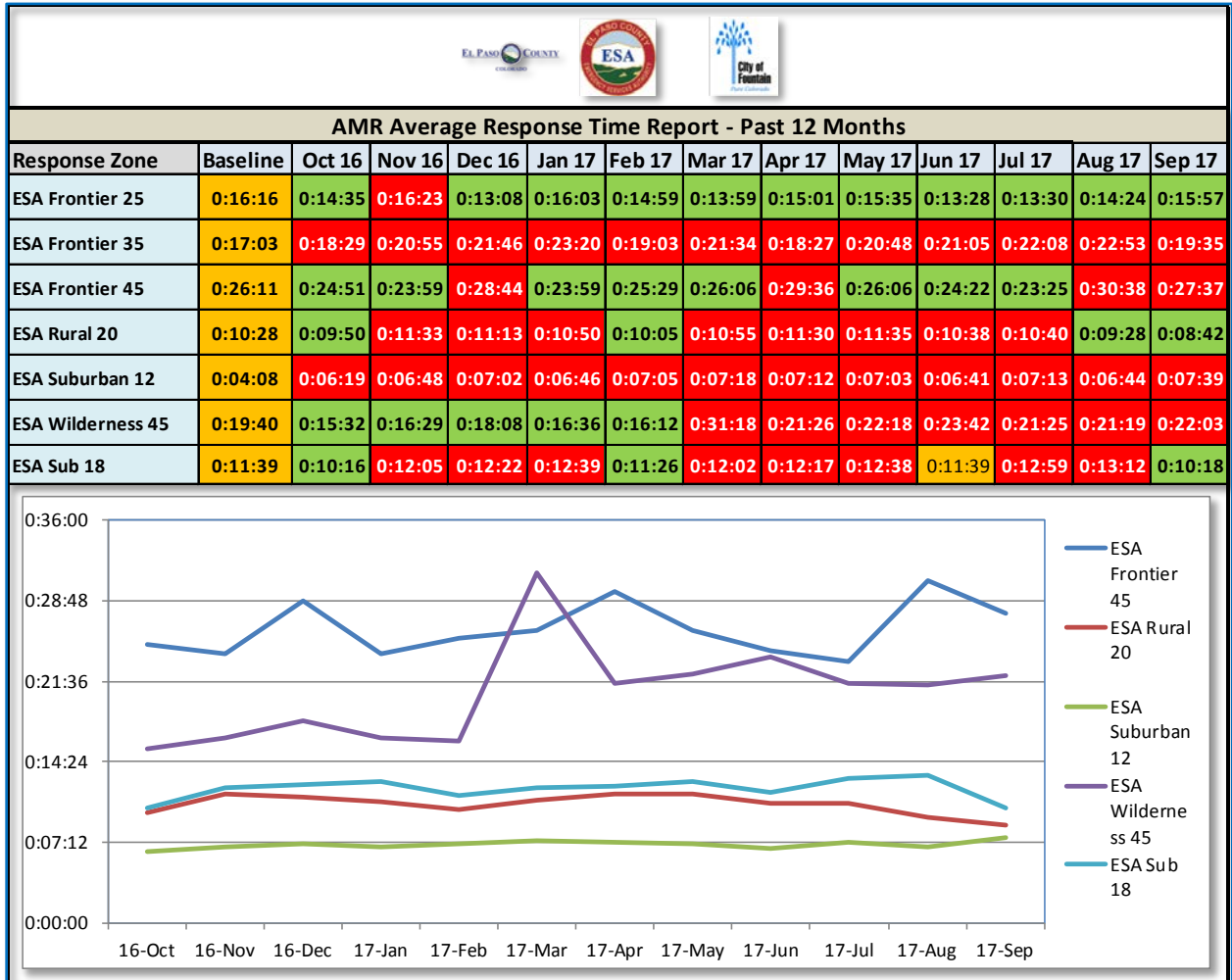


- F. **Exemptions** (3.d.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, 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 September 2017, the Contractor requested no Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

III. AMR Provided Additional Data

Average Response Time Report



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
	July	17
	August	18
	September	15

Ted Sayer – ESA Business Analyst

PERFORMANCE & COMPLIANCE REPORT OCTOBER 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 October 2017.

E. 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

F. Assessment Summary

The data provided is by the Contractor and reviewed by ESA staff. The total recommended assessment for this reporting period is \$776.90 .

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$702.90	\$276.90
Excessive Per Call Penalties	\$25.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$500.00	\$500.00
Exemption(s)	\$0.00	\$0.00
TOTAL:	\$1,227.90	\$776.90

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were four (4) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), and no calls which were excessive.

October 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-10-01	102831	ESA Suburban 12	CS139	0:21:02	0:18:00	0:28:00	0:03:02	\$85.20	\$0.00
2017-10-20	109496	ESA Suburban 12	CS159	0:21:36	0:18:00	0:28:00	0:03:36	\$85.20	\$0.00
2017-10-30	113085	ESA Suburban 18	CS156	0:30:04	0:27:00	0:37:00	0:03:04	\$85.20	\$0.00
2017-10-17	108316	ESA Suburban 12	CS153	0:18:40	0:18:00	0:28:00	0:00:40	\$21.30	\$0.00
Sub Total								\$276.90	\$0.00
							Total		\$276.90

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

G. 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 Suburban 12 Response Zone; otherwise they met the standard in all other zones including those covered by the “100 call rule”.

October 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	23	0	93.33%	95.65%	N/A
*Frontier 35	58	2	97.44%	96.55%	N/A
*Frontier 45	21	1	91.67%	95.24%	N/A
Rural 20	172	7	93.24%	95.93%	\$0
Suburban 12	191	21	90.48%	89.01%	\$500
*Wilderness 45	13	0	100.00%	100.00%	N/A
Suburban 18	35	3	93.62%	91.43%	\$0
Zone Standard				90.00%	\$500

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

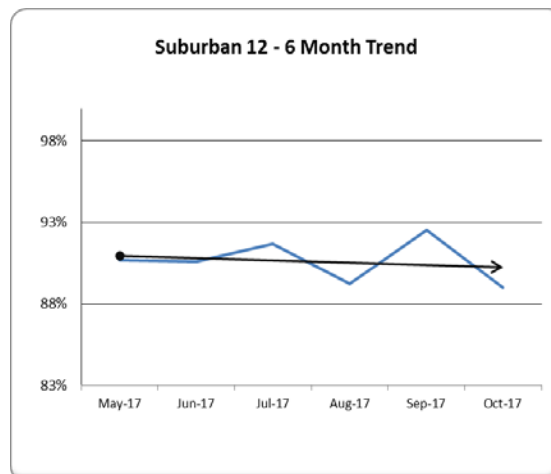
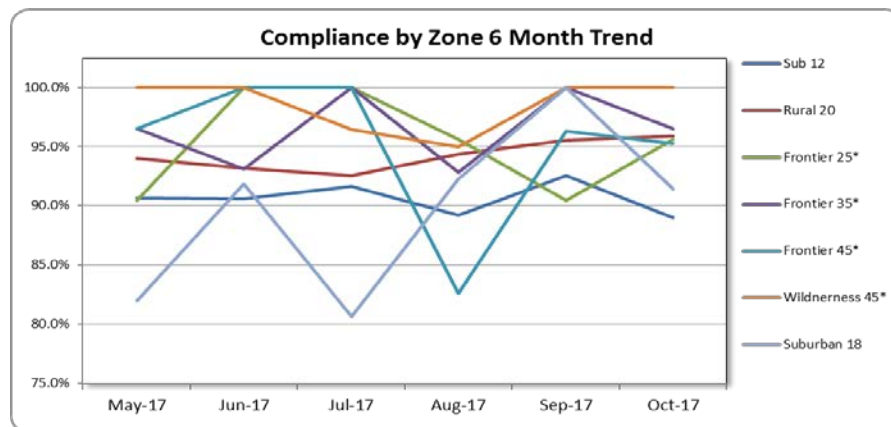
Suburban 18 Quarterly Performance				
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2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	

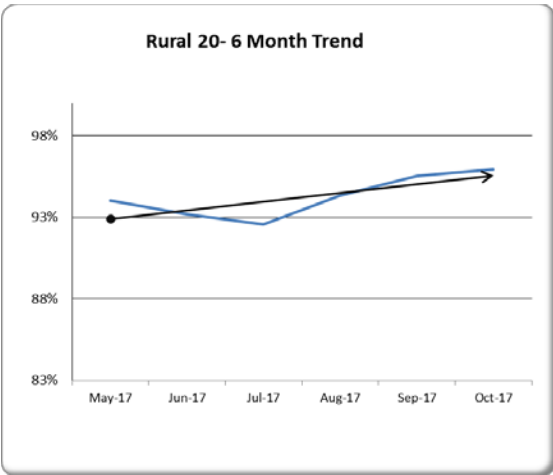
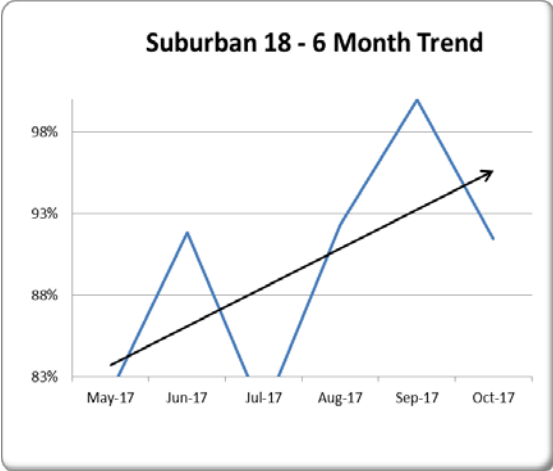
During October, there were two zone(s) reaching 100 calls, Frontier 25 at 95.10% up from 95.00% and Frontier 35 at 93.12% down from 96.04%.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	10/2/2017	95.10%	95.00%
Frontier 35	10/10/2017	94.12%	96.04%
Frontier 45	8/25/2014	84.00%	94.00%
Wilderness 45	9/3/2017	97.00%	98.00%

H. 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	Feb' 17	Mar' 17	Apr' 17	May' 17	Jun' 17	Jul' 17	Aug' 17	Sep '17	Oct '17
Sub 12	93.46%	90.60%	88.31%	90.71%	90.60%	91.67%	89.25%	92.55%	89.01%
Sub 18	92.59%	91.89%	93.02%	82.00%	91.84%	80.70%	92.31%	100.00%	91.43%
Rural 20	91.30%	91.72%	94.48%	94.02%	93.17%	92.55%	94.36%	95.54%	95.93%
Front 25*	96.15%	100.00%	91.67%	90.48%	100.00%	100.00%	95.65%	90.48%	95.65%
Front 35*	97.56%	96.23%	95.24%	95.95%	93.10%	100.00%	92.86%	100.00%	96.55%
Front 45*	92.86%	100.00%	92.86%	96.55%	100.00%	100.00%	82.61%	96.30%	95.24%
Wild 45*	92.86%	72.22%	100.00%	100.00%	100.00%	96.43%	95.00%	100.00%	100.00%





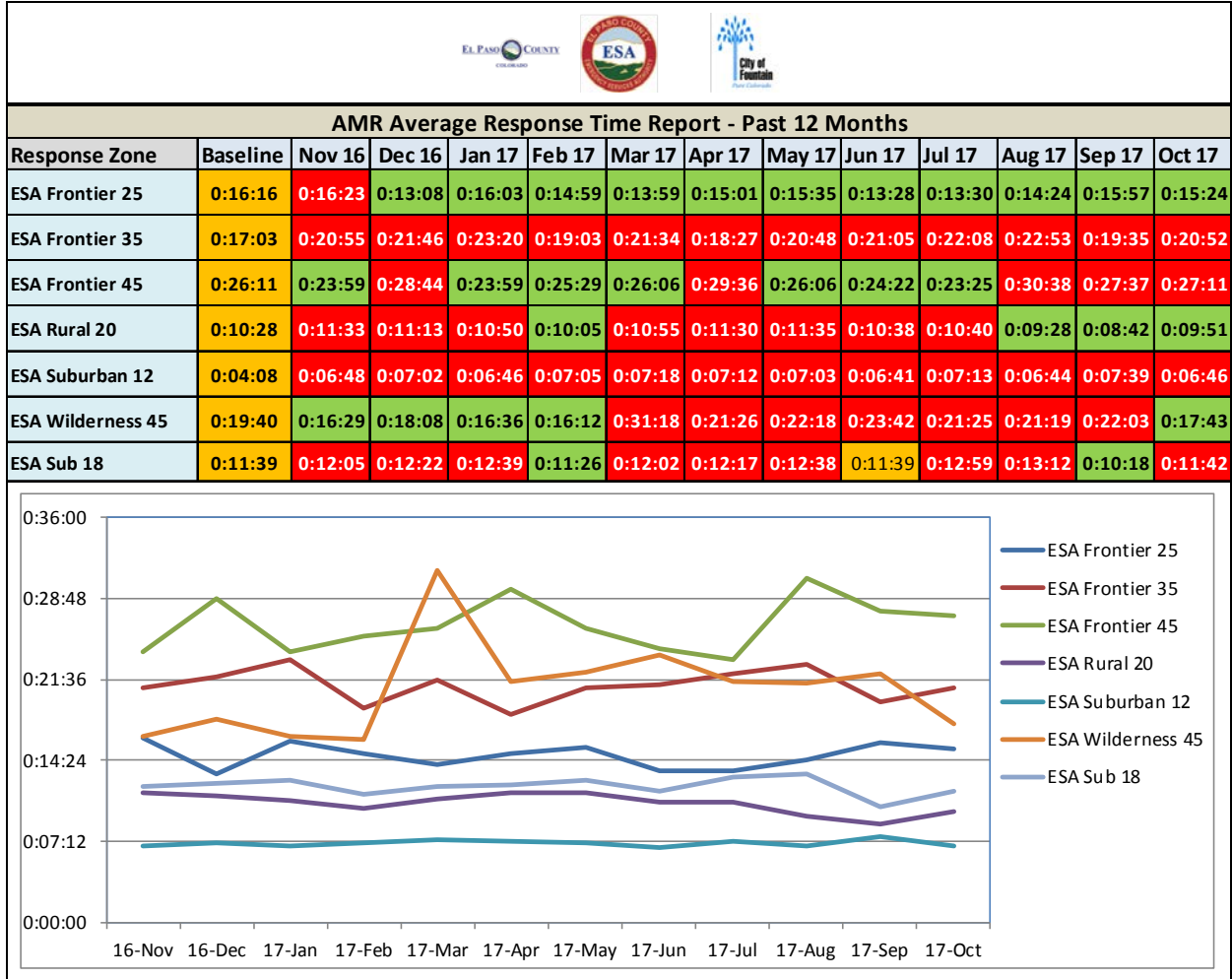
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 - l) Good Cause (weather, road conditions, traffic, or system overload, etc.)

For the month of October 2017, the Contractor requested two (2) Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

October 2017										
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max)	Excessive	Notes
2017-10-30	113105	ESA Rural 20	CS152	0:49:20	0:30:00	0:43:00	0:19:20	\$426.00	\$25.00	Crew aired delay for road conditions. black ice reported N and NE of COS.
2017-10-04	103707	ESA Frontier 35	CS127	0:42:17	0:45:00	1:00:00	N/A	\$0.00	\$0.00	Crew delayed to obtain bariatric cot for this based on information dispatched (pt 400 +LBS)
Total Potential Assessments								\$426.00	\$25.00	

III. AMR Provided Additional Data

Average Response Time Report

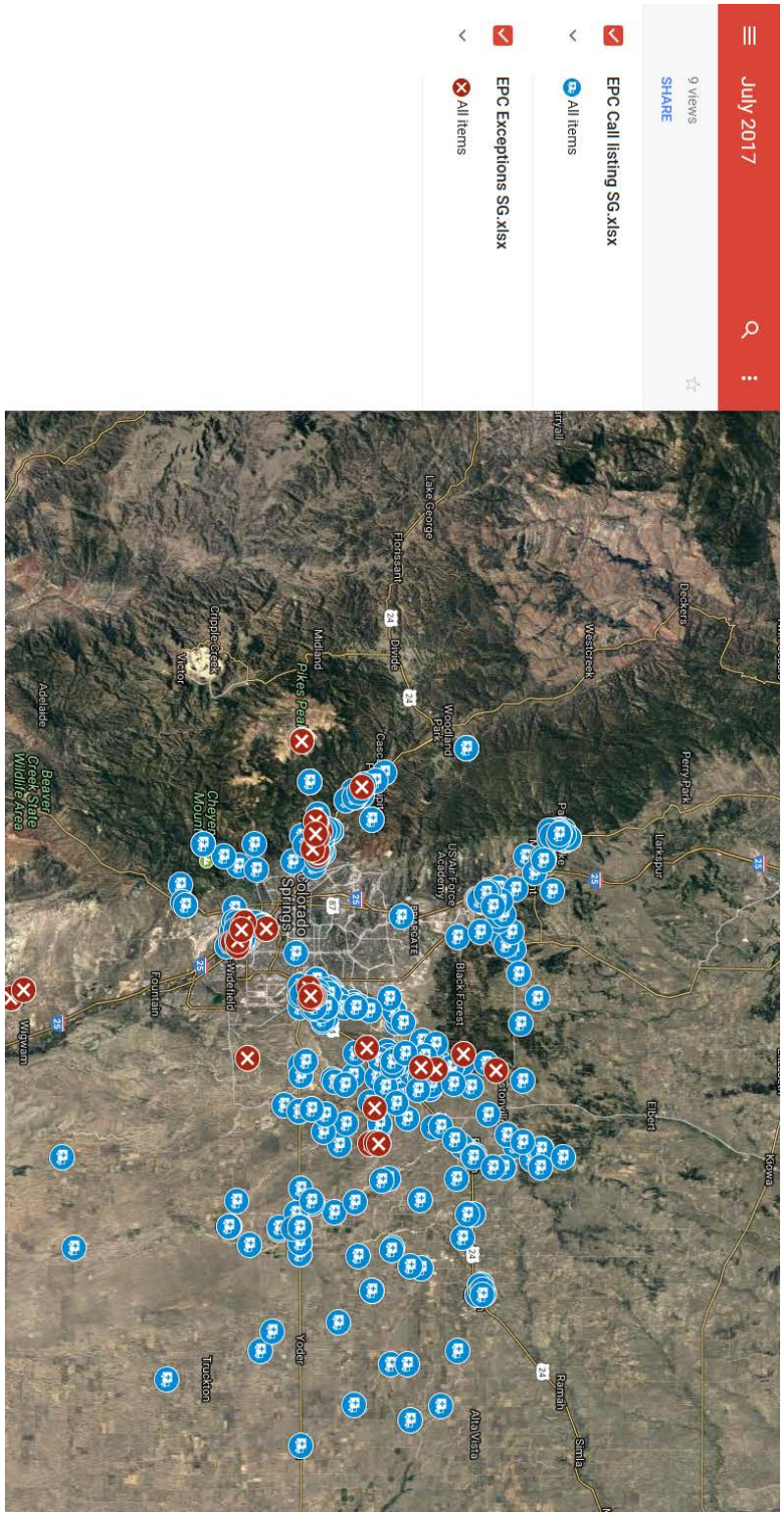


Scene to Detox Report

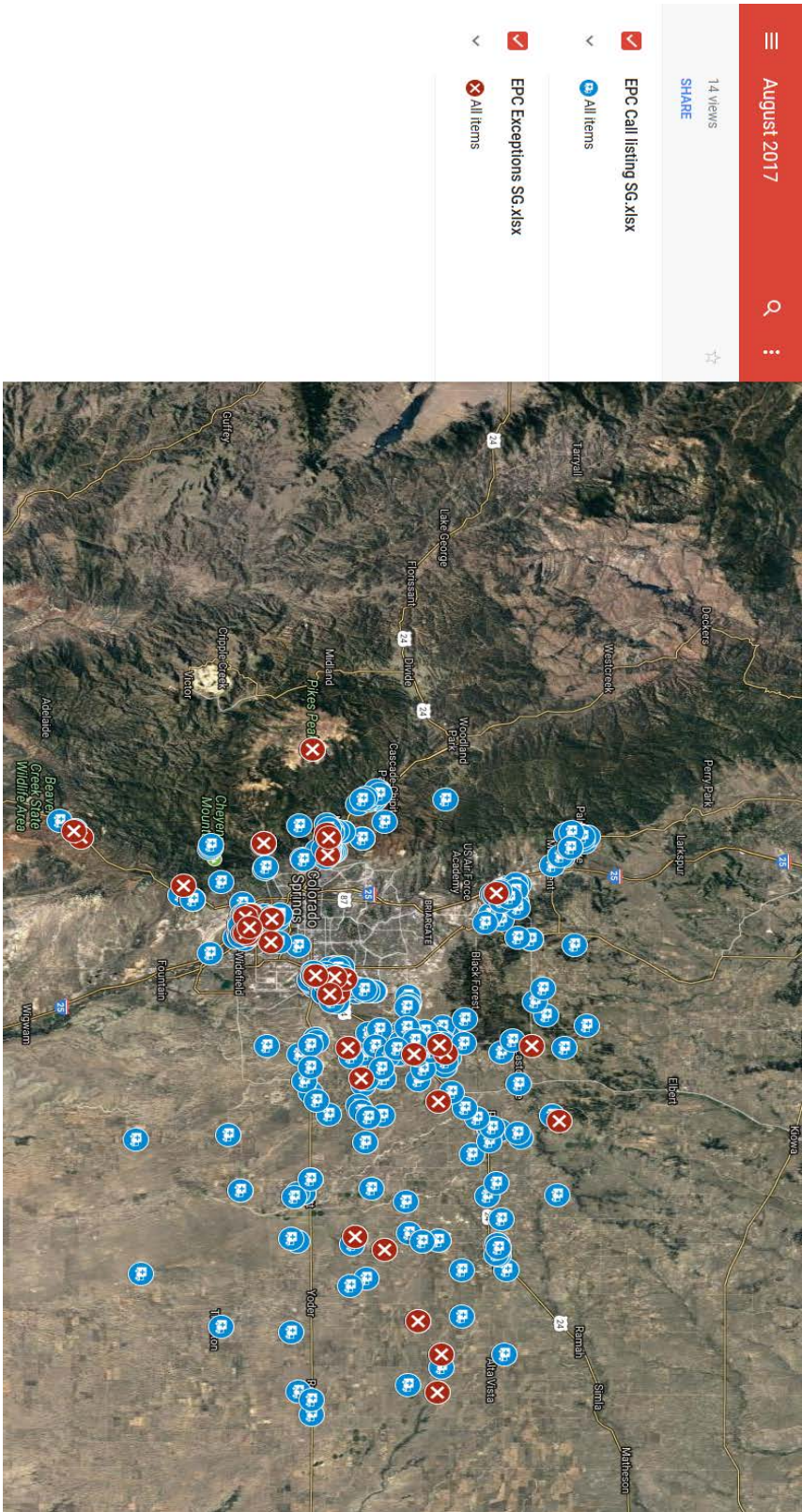
AMR Scene to Detox Transports		
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	March	45
	April	36
	May	47
	June	32
	July	34
	August	37
	September	32
	October	23
	November	34
	December	23
2017		
	January	25
	February	19
	March	21
	April	23
	May	18
	June	19
	July	17
	August	18
	September	15
	October	14

SCATTER MAPS

September



October



COMMUNITY RELATIONS REPORTS



Donated Special Events/Community Education

- Latigo Trails HS Rodeo
- CCT Team Transport Ambulance Check Off
- SFMC Skills Review (2)
- Service Source Network Heartsaver CPR
- MEMO Party (2)
- Peterson AFB Fire Prevention Parade
- JDRF Walk to Cure Diabetes
- Tessa Survivors Run
- SFMC Trunk or Treat
- Madison ES Safety Day
- Run for the Realm
- Pioneer Health Fair
- Paw Pals Asst. Dog Training
- Pikes Peak Towers BP Checks
- Waldo Waldo 5K
- Will Rogers ES Safety Day
- Creative Play Center Safety Day
- CSPD Mobile DUI Unit (2)
- Emma Crawford Coffin Races
- ER Specialists Urgency Center Trunk or Treat

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

CORRESPONDENCE FROM CITY OF COLORADO SPRINGS



COLORADO SPRINGS FIRE DEPARTMENT

November 28th 2017

Ted Sayer
ESA Business Analyst
El Paso County Office of Emergent Management
375 Mark Dabling Blvd.
Colorado Springs, CO 80907

Ref: Colorado Springs Ambulance Services

We would like to ensure your organization is aware that the City of Colorado Springs is releasing a request for proposal for ambulance services for a contract period that starts January 1, 2019.

We are more than happy to keep you informed of our progress and selection this coming year. If you have any questions, please do not hesitate to reach out to Deputy Chief Dubay or myself during this period.

Thank You

Jim Webber

Jim Webber, BS, NREMT-P
Ambulance Contract Administrator