



MATERIALS AND AGENDA FOR:
EL PASO COUNTY EMERGENCY SERVICES AUTHORITY
BOARD MEETING FOR FEBRUARY 7, 2018

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BOARD MEETING AGENDA

Wednesday, February 7, 2018 – 3:00 p.m.
Pikes Peak Regional Development Center
2880 International Circle, 2nd Floor Hearing Room
Colorado Springs, CO 80910

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

Call to Order – Determination of a quorum

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 December 2017 ESA Board Meeting [Action/Approval]
 - B. Treasurer's Report for December 2017 & January 2018 (Ted Sayer) [Action/Approval]
 - C. Compliance Reports for November/December 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 [Information/Update]
 - B. Election of Officers of the Board of Directors (Ted Sayer) [Action / Approval]
 - C. Annual Meeting Statutory Requirements (Ted Sayer) [Action / Approval]

Consent Items – acted on as a whole unless a specific item is called up for discussion and separate vote:

- 1) **Sunshine Act Compliance**
 - A) Meeting notices will be posted at least twenty four (24) hours in advance of a meeting at the same place as the El Paso County Commissioners and Fountain City Council meeting notices are posted.
 - B) The day and time of regular meetings shall be held the first Wednesday of each month at 3:00 PM MST; however the Board may meet at a different time if properly noticed. The primary meeting place will be at the Pikes Peak Regional Building Department, 2880 International Cir., Colorado Springs, CO 80910. However, the Board has the ability and to meet in various locations from time to time.
 - C) Ted Sayer shall be the official custodian of Board minutes and records. All Board minutes and records shall be kept and maintained for the Secretary by the Executive Director.
 - D) The audio recording is hereby designated as the official record of meetings.

E) The audio recording of executive sessions is hereby ordered, except for attorney/client communications.

G) The Official Newspapers for publication of required notices shall be the same newspapers that are used by the Board of Commissioners of El Paso County.

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
February 20, 2018	Research Committee	3:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
February 20, 2018	Planning Committee	4:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
March 7, 2018	Monthly Board Meeting	3:00 PM	2880 International Circle, 2 nd Floor Hearing Room

Consent Item - 2018 ESA - Meeting Schedule

Monthly Board Meetings are held on the first Wednesday of every month at 3:00 pm. Location: Pikes Peak Regional Development Center, 2880 International Circle, Second Floor hearing room (*alternate locations may be used as meeting dates change).

February 7, 2018	August 1, 2018
March 7, 2018	September 5, 2018
April 4, 2018	October 3, 2018
May 2, 2018	November 7, 2018
June 6, 2018	December 5, 2018
July 11, 2018	

Medical Control Committee Meetings are held on the first Wednesday of every month at 2:30 pm. Location: Pikes Peak Regional Development Center, 2880 International Circle, Second Floor hearing room (*alternate locations may be used as meeting dates change).

February 7, 2018	August 1, 2018
March 7, 2018	September 5, 2018
April 4, 2018	October 3, 2018
May 2, 2018	November 7, 2018
June 6, 2018	December 5, 2018
July 11, 2018	

Planning Committee Meetings are scheduled to be held on the third Tuesday of every month at 4:00 pm. Location: El Paso County Office of Emergency Management, 3755 Mark Dabbling Blvd, Room 134 Conference Room (alternate locations may be used as meeting dates change).

January 16, 2018	July 17, 2018
February 20, 2018	August 21, 2018
March 20, 2018	September 18, 2018
April 17, 2018	October 16, 2018
May 15, 2018	November 20, 2018
June 19, 2018	December 18, 2018

Research Committee Meetings are scheduled to be held on the third Tuesday of every month at 3:00 pm. Location: El Paso County Office of Emergency Management, 3755 Mark Dabbling Blvd, Room 134 Conference Room (alternate locations may be used as meeting dates change).

January 16, 2018	July 17, 2018
February 20, 2018	August 21, 2018
March 20, 2018	September 18, 2018
April 17, 2018	October 16, 2018
May 15, 2018	November 20, 2018
June 19, 2018	December 18, 2018

NOTE: Meeting dates are subject to change according to business needs.

BOARD MEETING MINUTES – DRAFT

DECEMBER 6, 2017 3:05 PM

PIKES PEAK REGIONAL BUILDING DEPARTMENT
2880 INTERNATIONAL CIRCLE, COLORADO SPRINGS

FACILITATOR	Chief Steve Murphy
NOTE TAKER	Ted Sayer
ATTENDEES	Dr. Julie Kiley, Chief Steve Murphy, Wayne Florek, Jeff Force, Bill Normile, Commissioner VanderWerf, Councilmember Gieck, Ted Sayer.
ABSENT	Chief Carl Tatum, Dr. Tim Hurtado, Chief Bryan Jack, Councilmember Smith, Steven Klafky, Chief Trent Harwig, 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 OCTOBER 4, 2017 ESA MEETING

DISCUSSION	
MOTION	PERSON RESPONSIBLE
Motion to Approve	Commissioner VanderWerf
Second	Wayne Florek
Approved	Unanimous

4.B. OCTOBER-NOVEMBER 2017 TREASURER'S REPORTS

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

4.C. COMPLIANCE REPORT FOR AUGUST/SEPTEMBER/NOVEMBER 2017

DISCUSSION	Presented by Ted Sayer	
Motion to Approve Compliance Reports	Commissioner VanderWerf	
Second	Wayne Florek	
Approved	Unanimous	

4.D COMMITTEE REPORTS – TED SAYER

DISCUSSION –Ted Sayer updated the board on the Research Committee, There will be a WebEx on FirstWatch at the December 19th Research Committee Meeting. Ted and Bill Normile will be meeting with Chief Collas with CSFD to discuss further collaboration with the City of Colorado Springs.

4.E SCATTER GRAMS - AMR

Chelsia Baker with AMR presented Scatter Grams

4.F AMR'S COMMUNITY RELATIONS REPORT

DISCUSSION

Shawn Howe presented AMR's Community Reports

5.A CONTRACT AMENDMENT 5 – RATE CONTROLS

DISCUSSION	Presented by Ted Sayer
MOTION	PERSON RESPONSIBLE
Motion to accept the Treasurer's Report	Wayne Florek
Second	Dr Julie Kiley
Approved	Unanimous

5.B. 2016 FINANCIAL STATEMENT AUDIT

DISCUSSION	Presented by Ted Sayer
MOTION	PERSON RESPONSIBLE
Motion to accept the Treasurer's Report	Bill Normile
Second	Councilmember Gieck
Approved	Unanimous

5.C. CORRESPONDENCE FROM THE CITY OF COLORADO SPRINGS

DISCUSSION – Ted Sayer presented a letter from the City notifying the ESA that they are releasing their RFP for Emergency Ambulance Services.

5.D BOARD MEMBER/STAFF COMMENTS

DISCUSSION

Ted Sayer reminded the board that Wayne Florek's term is up at the beginning of the year and the search for a replacement has begun. Ted also reminded the board that election of officers will take place at the January Board Meeting.

6. ADJOURNMENT

DISCUSSION	None
Motion to Adjourn.	Bill Normile
Second	Jeff Force
Approved	Unanimous

MEETING ADJOURNED AT 3:46 P.M.

TREASURER REPORT - DRAFT

El Paso County Emergency Services Authority						
December, 2017 Financial Report						
Reported on February 7, 2018						
	Current Budget	Current Month	Year to Date (YTD)			
			2017	Current Month Actuals	YTD Actuals	YTD Unobligated Balance
OPERATING REVENUES						
Contract Administration (Per Agre						
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	\$ 1,766.00	\$ 7,174.00	\$ (447.00)	-5.9%	
Operating Revenues Subtotal (O	\$ 7,671.00	\$ 1,766.00	\$ 7,814.00	\$ 143.00	1.9%	
TOTAL OPERATING REVENUES	\$ 87,671.00	\$ 1,766.00	\$87,814.00	\$ 143.00	0.2%	
OPERATING EXPENDITURES						
Contract Administration (Per Agre						
El Paso County Compliance Administration	\$ 71,420.00	\$ 18,887.54	\$71,419.98	\$ (0.02)	0.0%	
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	\$ 18,887.54	\$75,473.19	\$ (7,797.81)	-9.4%	
Other Operational Expenses						
Grants (From Actual / Available	\$ 4,400.00	\$ -	\$ -	\$ 4,400.00	100.0%	
Compliance Assessments)	\$ 4,400.00	\$ -	\$ -	\$ 4,400.00	100.0%	
Operating Expenses Subtotal (Other)	\$ 4,400.00	\$ -	\$ -	\$ 4,400.00	100.0%	
TOTAL OPERATING EXPENDITURE	\$ 87,671.00	\$ 18,887.54	\$75,473.19	\$ (3,397.81)	-3.9%	
VARIANCE - REVENUES OVER EXP						
TOTAL VARIANCE (SURPLUS / DEFICIT)	\$ -	\$ (17,121.54)	\$12,340.81	\$ 12,340.81	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	\$ 7,174.00	<i>Add: Assmt Rev Rec YTD</i>			
Unassigned Fund Balance	\$ 59,911.71	\$ 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	\$ 128,028.76	\$ 11,575.05	<i>Assigned Grant Fund Balance</i>			

PERFORMANCE & COMPLIANCE REPORT NOVEMBER 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 November 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 \$106.50.

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$489.90	\$489.90
Excessive Per Call Penalties	\$0.00	\$0.00
Zone Standards (90%) Suburban and Rural	\$0.00	\$0.00
Exemption(s)	\$0.00	\$383.40
TOTAL:	\$489.90	\$106.50

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.

November 2017									
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive
2017-11-01	113901	ESA Suburban 12	CS555	0:19:19	0:18:00	0:28:00	0:01:19	\$42.60	\$0.00
2017-11-01	114057	ESA Frontier 35	CS152	0:35:48	0:45:00	1:00:00	N/A	\$0.00	\$0.00
2017-11-20	120980	ESA Suburban 12	CS117	0:19:14	0:18:00	0:28:00	0:01:14	\$42.60	\$0.00
2017-11-05	115445	ESA Rural 20	CS157	0:30:45	0:30:00	0:43:00	0:00:45	\$21.30	\$0.00
Sub Total								\$106.50	\$0.00
								Total	\$106.50

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 standard in all other zones including those covered by the “100 call rule”.

November 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	18	0	95.45%	94.44%	N/A
*Frontier 35	62	2	95.56%	96.77%	N/A
*Frontier 45	19	1	92.00%	94.74%	N/A
Rural 20	161	3	95.38%	98.14%	\$0
Suburban 12	159	12	90.82%	92.45%	\$0
*Wilderness 45	11	0	100.00%	100.00%	N/A
Suburban 18	48	0	97.96%	100.00%	\$0
Zone Standard				90.00%	\$0

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

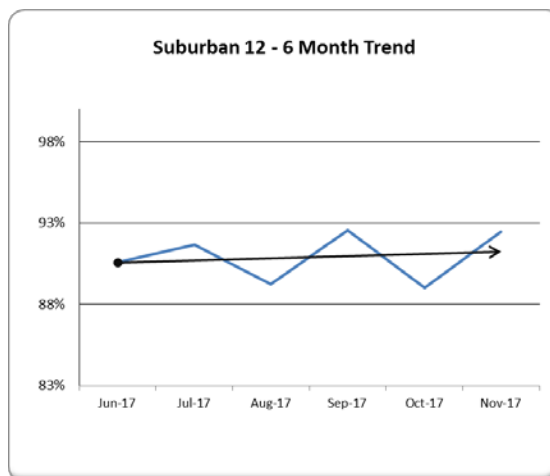
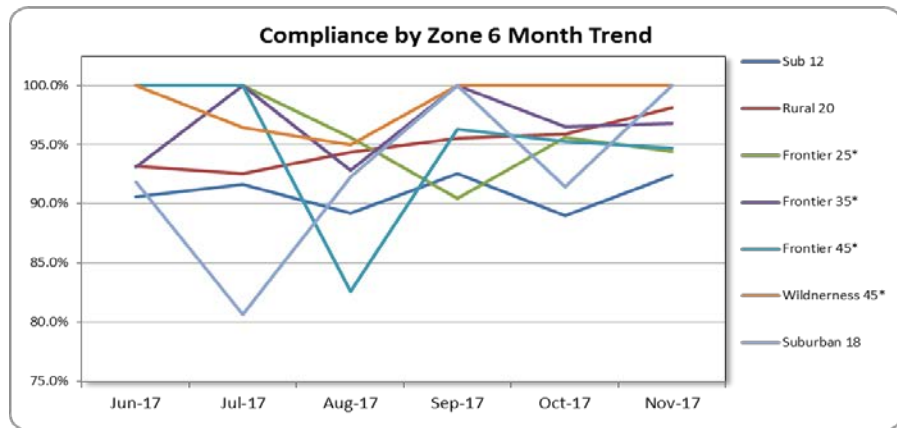
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	

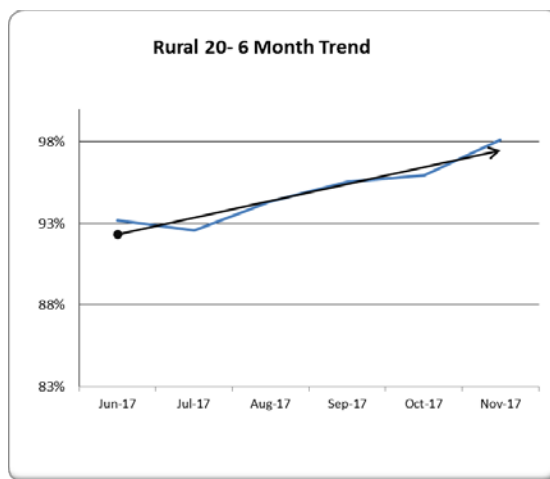
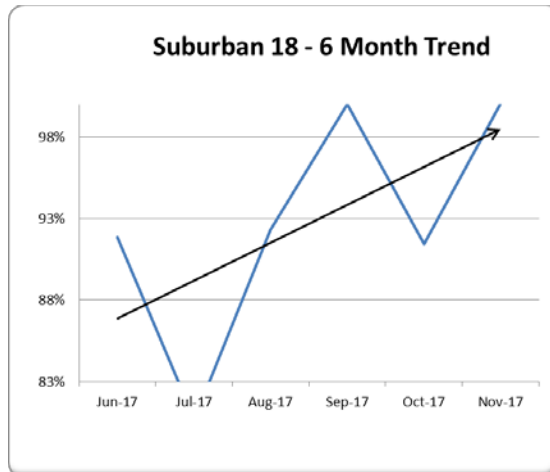
During November, there was one zone reaching 100 calls, Frontier 35 at 97.03% up from 94.12%.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	10/2/2017	95.10%	95.00%
Frontier 35	11/29/2017	97.03%	94.12%
Frontier 45	8/25/2017	84.00%	94.00%
Wilderness 45	9/3/2017	97.00%	98.00%

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	Mar' 17	Apr' 17	May' 17	Jun' 17	Jul' 17	Aug' 17	Sep' 17	Oct' 17	Nov' 17
Sub 12	90.60%	88.31%	90.71%	90.60%	91.67%	89.25%	92.55%	89.01%	92.45%
Sub 18	91.89%	93.02%	82.00%	91.84%	80.70%	92.31%	100.00%	91.43%	100.00%
Rural 20	91.72%	94.48%	94.02%	93.17%	92.55%	94.36%	95.54%	95.93%	98.14%
Front 25*	100.00%	91.67%	90.48%	100.00%	100.00%	95.65%	90.48%	95.65%	94.44%
Front 35*	96.23%	95.24%	95.95%	93.10%	100.00%	92.86%	100.00%	96.55%	96.77%
Front 45*	100.00%	92.86%	96.55%	100.00%	100.00%	82.61%	96.30%	95.24%	94.74%
Wild 45*	72.22%	100.00%	100.00%	100.00%	96.43%	95.00%	100.00%	100.00%	100.00%





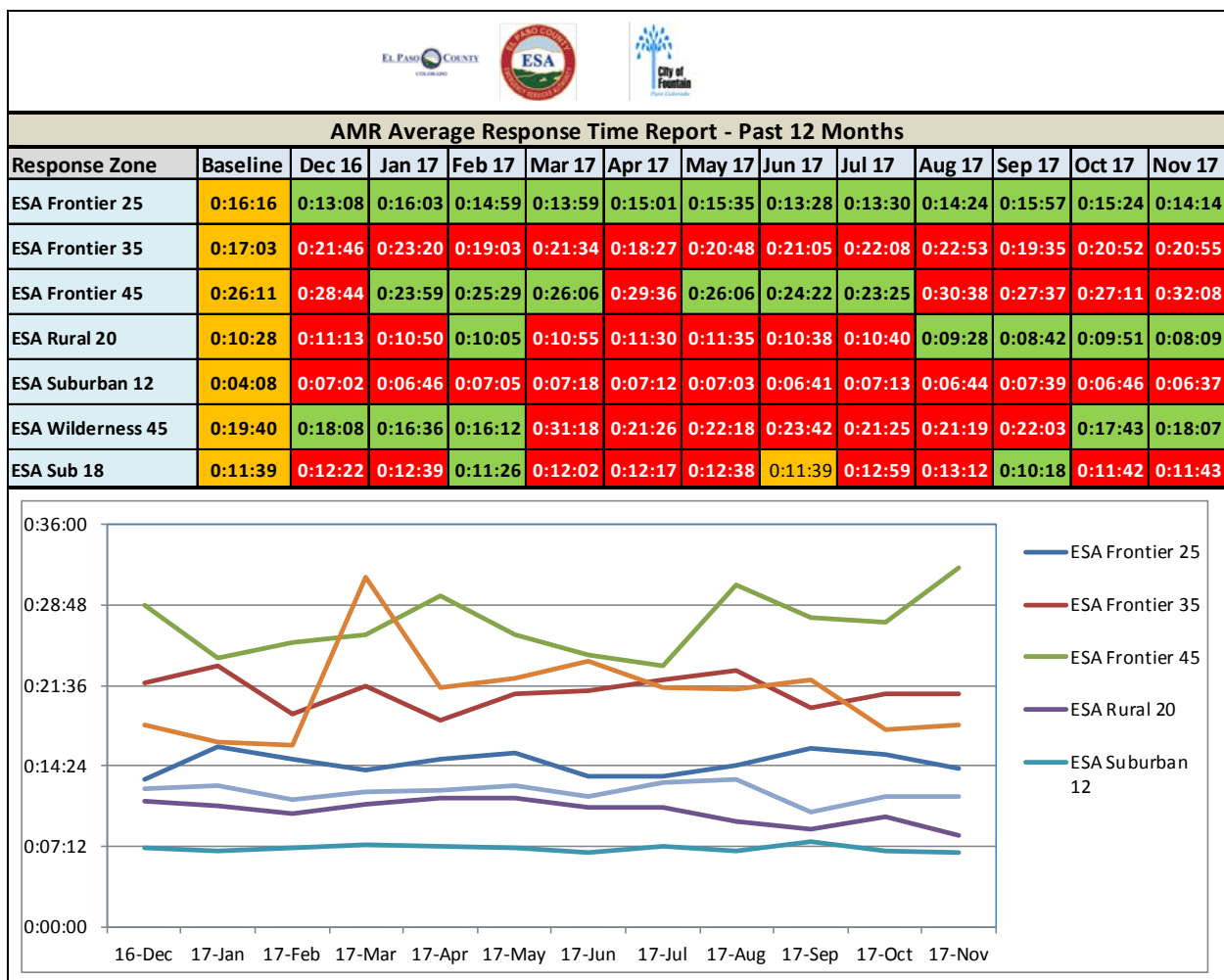
- C. **Exemptions** (3.d.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, 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.
- 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 November 2017, the Contractor requested four (4) Code 3 call(s) be exempted from the data to determine compliance with performance standards as required under the current contract.

November 2017											
Date	Run #	ESA District	Unit #	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max)	Excessive	Notes	
2017-11-08	116444	ESA Frontier 45	CS143	1:10:51	0:55:00	1:15:00	0:15:51	\$340.80	\$0.00	1381 from cim hills. closest. crew aired delay due to weather.	
2017-11-08	116470	ESA Frontier 45	CS143	0:56:47	0:55:00	1:15:00	0:01:47	\$42.60	\$0.00	1381 from cim hills. closest. crew aired code 2 for road conditions.	
2017-11-02	114615	ESA Rural 20	CS154	0:22:32	0:30:00	0:43:00	N/A	\$0.00	\$0.00	crew aired delayed due to fog , heavy fog at 23:11:59	
2017-11-08	116476	ESA Rural 20	CS161	0:26:18	0:30:00	0:43:00	N/A	\$0.00	\$0.00	Crew responding code 02 for weather related reasons/ Preston	
							Total Potential Assessments	\$383.40	\$0.00		

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
	October	14
	November	7

PERFORMANCE & COMPLIANCE REPORT DECEMBER 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 December 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 \$642.70.

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$617.70	\$617.70
Excessive Per Call Penalties	\$25.00	\$25.00
Zone Standards (90%) Suburban and Rural	\$0.00	\$0.00
Exemption(s)	\$0.00	\$0.00
TOTAL:	\$642.70	\$642.70

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there were five (5) calls which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), with one call being excessive.

December 2017								
Date	Run #	Resp Address	Resp Time	Max	Excessive	Per Call Assessment (Max)	Excessive	Notes
2017-12-16	130917	1142 DENISE DR	00:29:37	0:18:00	0:28:00	\$255.60	\$25.00	
2017-12-25	134277	13640 PARK MEADOWS DR	00:34:16	0:30:00	0:43:00	\$106.50	\$0.00	
2017-12-30	135842	1743 ASCOT RD	00:22:42	0:18:00	0:28:00	\$106.50	\$0.00	
2017-12-30	135907	443 HIGHWAY 105	00:39:00	0:35:00	0:46:00	\$85.20	\$0.00	
2017-12-23	133430	2840 S CIRCLE DR	00:20:11	0:18:00	0:28:00	\$63.90	\$0.00	
					Sub Total	\$617.70	\$25.00	
						\$642.70	\$25.00	

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

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 met the standard in all other zones including those covered by the “100 call rule”.

December 2017					
Zone	Total Responses	Total Lates	2016 Percent	2017 Percent	Penalty
*Frontier 25	17	3	95.00%	82.35%	N/A
*Frontier 35	65	1	90.38%	98.46%	N/A
*Frontier 45	28	2	89.47%	92.86%	N/A
Rural 20	194	11	94.70%	94.33%	\$0
Suburban 12	187	11	90.10%	94.12%	\$0
*Wilderness 45	8	0	91.67%	100.00%	N/A
Suburban 18	42	4	92.16%	90.48%	\$0
Zone Standard				90.00%	\$0

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

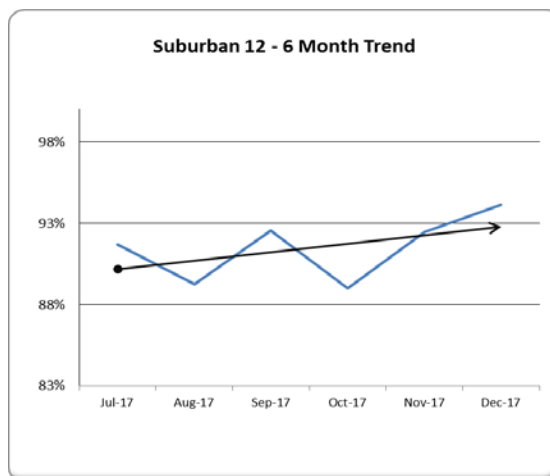
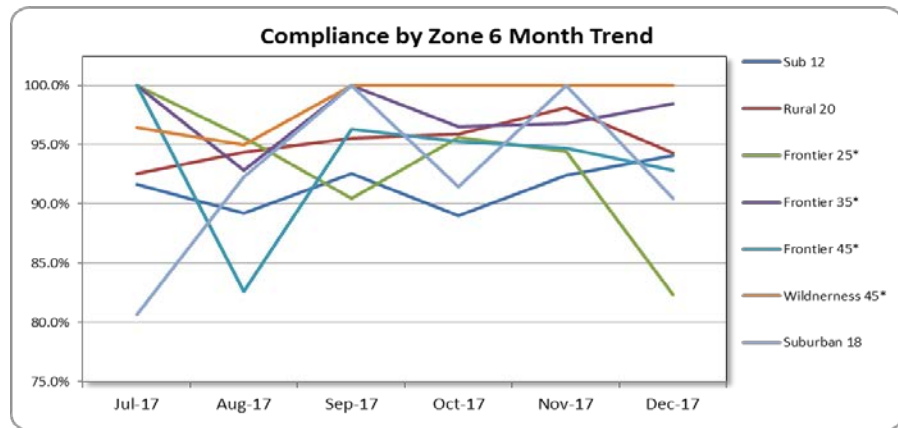
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	94.40%

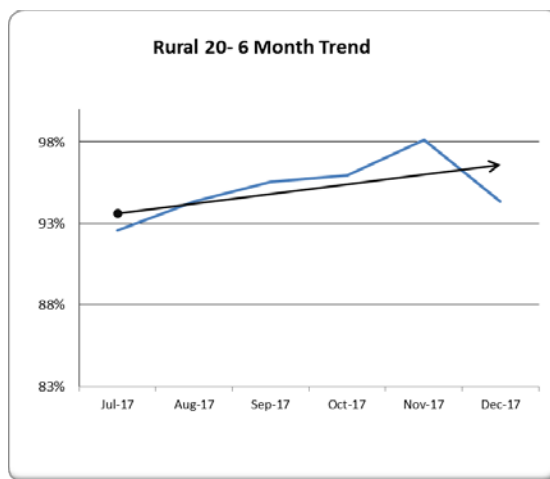
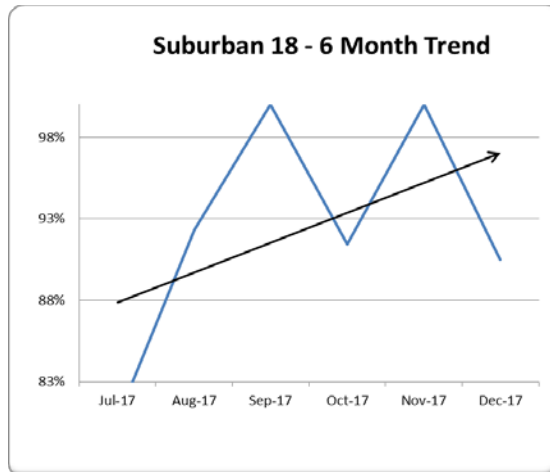
During December, there were no zones reaching 100 calls for December 2017.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	10/2/2017	95.10%	95.00%
Frontier 35	11/29/2017	97.03%	94.12%
Frontier 45	8/25/2017	84.00%	94.00%
Wilderness 45	9/3/2017	97.00%	98.00%

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	Apr' 17	May' 17	Jun' 17	Jul' 17	Aug' 17	Sep '17	Oct '17	Nov '17	Dec '17
Sub 12	88.31%	90.71%	90.60%	91.67%	89.25%	92.55%	89.01%	92.45%	94.12%
Sub 18	93.02%	82.00%	91.84%	80.70%	92.31%	100.00%	91.43%	100.00%	90.48%
Rural 20	94.48%	94.02%	93.17%	92.55%	94.36%	95.54%	95.93%	98.14%	94.33%
Front 25*	91.67%	90.48%	100.00%	100.00%	95.65%	90.48%	95.65%	94.44%	82.35%
Front 35*	95.24%	95.95%	93.10%	100.00%	92.86%	100.00%	96.55%	96.77%	98.46%
Front 45*	92.86%	96.55%	100.00%	100.00%	82.61%	96.30%	95.24%	94.74%	92.86%
Wild 45*	100.00%	100.00%	100.00%	96.43%	95.00%	100.00%	100.00%	100.00%	100.00%



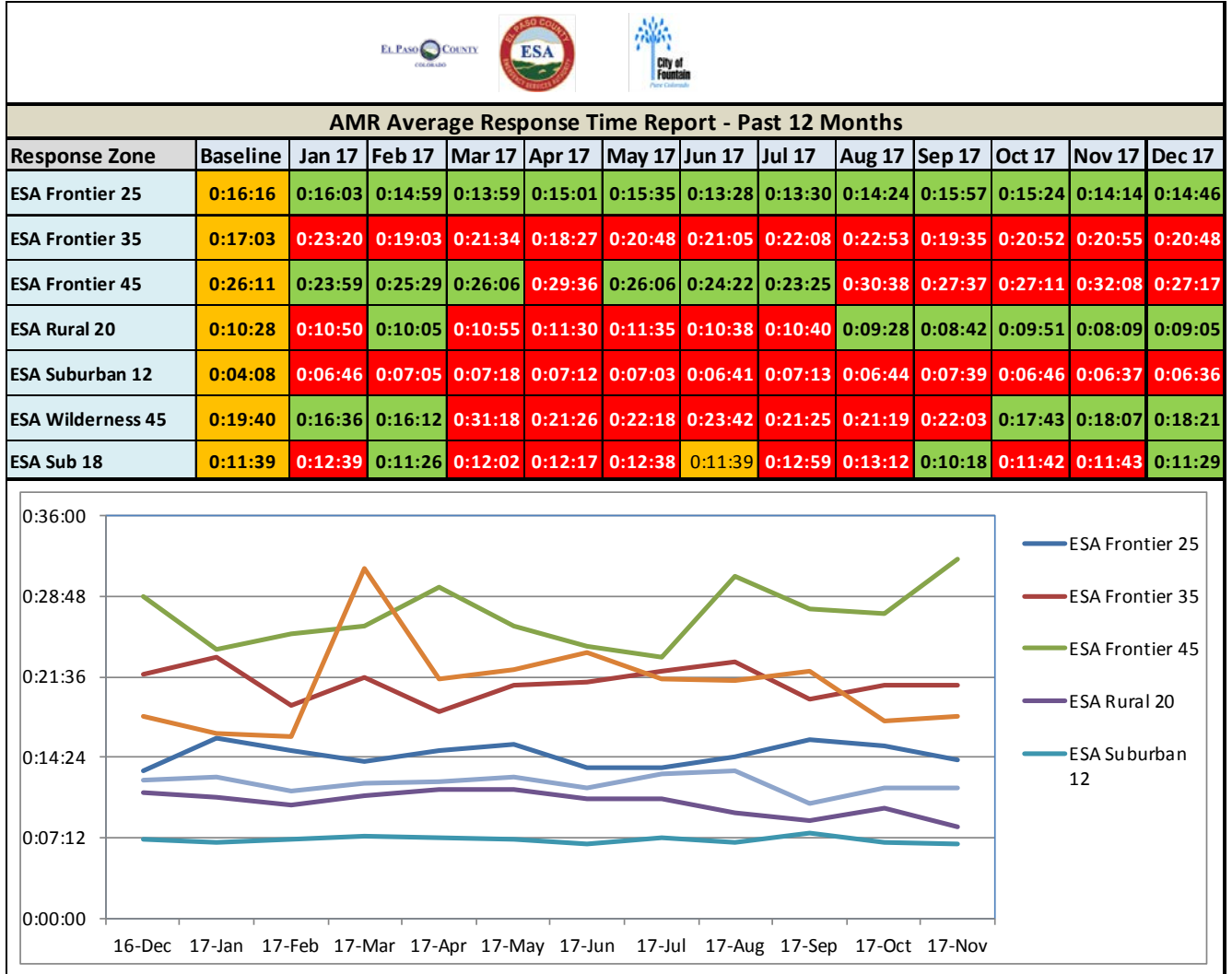


- F. **Exemptions** (3.d.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, 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 December 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
	October	14
	November	7
	December	6

Ted Sayer – ESA Business Analyst

COMMUNITY RELATIONS REPORTS



November/December 2017

Donated Special Events/Community Education

- Pikes Peak Towers BP Checks x 2
- Memo PARTY Event
- Cub Scout 246 Ambulance Tour
- American Heritage Girls Safety Day
- Springs Ranch ES Career Day
- YMCA Turkey Trot
- Get Set Pre-School Ambulance Tour
- Falcon Cub Scouts Pack 149 First Aid Demo
- Bob Telomosse Christmas Giveaway
- TCA ES Thank You Presentation for First Responders
- Security Water Dist. CPR/1st Aid Class x 2

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