



MATERIALS AND AGENDA FOR:
EL PASO COUNTY EMERGENCY SERVICES AUTHORITY
BOARD MEETING FOR APRIL 4, 2018

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BOARD MEETING AGENDA

Wednesday, April 4, 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 February 2018 ESA Board Meeting [Action/Approval]
 - B. Treasurer’s Report for January & February 2018 (Chief Trent Harwig) [Action/Approval]
 - C. Compliance Reports for January & February 2018 (Ted Sayer) [Action/Approval]
 - D. Committee Reports
 - Research Committee (Ted Sayer) [Information]
 - E. Scatter Map Data for January & February 2018 (AMR) [Information]
 - F. Community Relations Report (AMR) [Information]
5. **NEW BUSINESS**
 - A. Ambulance Recertification (AMR) [Information]
 - B. 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
April 17, 2018	Research Committee	3:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
April 17, 2018	Planning Committee	4:00 PM	3755 Mark Dabling Blvd, Rm 134 Conference Room
May 2, 2018	Medical Control Committee	2:00 PM	2880 International Circle, 2 nd Floor A & B Conference Room
May 2, 2018	Monthly Board Meeting	3:00 PM	2880 International Circle, 2 nd Floor Hearing Room

BOARD MEETING MINUTES – DRAFT

FEBRUARY 7, 2018 3:05 PM

PIKES PEAK REGIONAL BUILDING DEPARTMENT
2880 INTERNATIONAL CIRCLE, COLORADO SPRINGS

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

Agenda topics

2. CHANGES TO AGENDA/POSTPONEMENTS

DISCUSSION	Corrected the date of the Treasurer Report to reflect December 2017
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3. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

DISCUSSION	None
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4. APPROVAL OF MINUTES FROM DECEMBER 6, 2017 ESA MEETING

MOTION	PERSON RESPONSIBLE
Motion to Approve	Chief Steve Murphy
Second	Bill Normile
Approved	Unanimous

4.B. DECEMBER 2017 TREASURER'S REPORTS

DISCUSSION	Presented by Ted Sayer
MOTION	PERSON RESPONSIBLE
Motion to accept the Treasurer's Report	Wayne Florek
Second	Councilman Sam Gieck
Approved	Unanimous

4.C. COMPLIANCE REPORT FOR NOVEMBER AND DECEMBER 2017

DISCUSSION	Presented by Ted Sayer	
Motion to Approve Compliance Reports	Bill Normile	
Second	Councilman Sam Gieck	
Approved	Unanimous	

4.D COMMITTEE REPORTS – TED SAYER

DISCUSSION	Ted Sayer updated the board on the Research Committee, CSFD has accepted respondents to their RFP. Ted also discussed options explored by the board to include the creation of a Health Services District as well as
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potential ESA Bylaw changes to include fewer board members and requiring fewer meetings.
4.E SCATTER GRAMS - AMR
Shawn Howe with AMR presented Scatter Grams

4.F AMR'S COMMUNITY RELATIONS REPORT

DISCUSSION	Shawn Howe presented AMR's Community Reports
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5.B ELECTION OF OFFICERS FOR 2018

DISCUSSION	Presented by Ted Sayer
MOTION	PERSON RESPONSIBLE
Nomination for Trent Harwig for Treasurer	Dr Julie Kiley
Second	Wayne Florek
Approved	Unanimous

5.B. 2016 FINANCIAL STATEMENT AUDIT

MOTION	PERSON RESPONSIBLE
Nomination for all remaining officers to stay in their current position	Bill Normile
Second	Councilman Sam Gieck
Approved	Unanimous

5.C. CONSENT CALENDAR – ANNUAL MEETING REQUIREMENTS

DISCUSSION – Ted Sayer presented the annual requirements noting the meeting schedule.	
MOTION	PERSON RESPONSIBLE
Motion to accept the Consent Calendar as presented	Wayne Florek
Second	Councilman Sam Gieck
Approved	Unanimous

5.D BOARD MEMBER/STAFF COMMENTS - NONE

6. ADJOURNMENT

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

MEETING ADJOURNED AT 3:40 P.M.

TREASURER REPORT(S) - DRAFT

El Paso County Emergency Services Authority						
January, 2018 Financial Report Reported on April 4, 2018						
	Current Budget	Current Month	Year to Date (YTD)			
	2018	Current Month Actuals	YTD Actuals	YTD Unobligated Balance	YTD Variance % From Budget	
OPERATING REVENUES						
Contract Administration (Per Agreement)						
ESA Administration	\$ 80,000.00	\$ 20,000.00	\$ 20,000.00	\$ (60,000.00)	-75.0%	
Appropriation from Fund Balance	\$ -	\$ -	\$ -	\$ -	0.0%	
Operating Revenue Subtotal (Contract Administration)	\$ 80,000.00	\$ 20,000.00	\$ 20,000.00	\$ (60,000.00)	-75.0%	
Other Operational Revenue						
Interest	\$ 200.00	\$ -	\$ -	\$ (200.00)	-100.0%	
Compliance Assessments (Allocated to Grants Fund)	\$ 5,000.00	\$ -	\$ -	\$ (5,000.00)	-100.0%	
Operating Revenues Subtotal (Other)	\$ 5,200.00	\$ -	\$ -	\$ (5,200.00)	-100.0%	
TOTAL OPERATING REVENUES (All Sources)	\$ 85,200.00	\$ 20,000.00	\$ 20,000.00	\$ (65,200.00)	-76.5%	
OPERATING EXPENDITURES						
Contract Administration (Per Agreement)						
El Paso County Compliance Administration	\$ 75,650.22	\$ -	\$ -	\$ (75,650.22)	-100.0%	
Contract Research/Evaluation	\$ 2,000.00	\$ -	\$ -	\$ (2,000.00)	-100.0%	
Financial Audit / Accounting	\$ -	\$ -	\$ -	\$ -	0.0%	
Insurance	\$ 2,436.00	\$ -	\$ -	\$ (2,436.00)	-100.0%	
Office/Automation Expenses	\$ -	\$ -	\$ -	\$ -	0.0%	
Information Services	\$ 40.00	\$ -	\$ -	\$ (40.00)	-100.0%	
Capitol Replacement/Improvement	\$ 1,000.00	\$ -	\$ -	\$ -	-	
Operating Expenses Subtotal (Contract Administration)	\$ 81,126.22	\$ -	\$ -	\$ (81,126.22)	-100.0%	
Other Operational Expenses						
Grants (From Actual / Available Compliance Assessments)	\$ 4,073.78	\$ -	\$ -	\$ 4,073.78	100.0%	
Operating Expenses Subtotal (Other)	\$ 4,073.78	\$ -	\$ -	\$ 4,073.78	100.0%	
TOTAL OPERATING EXPENDITURES (All Sources)	\$ 85,200.00	\$ -	\$ -	\$ (77,052.44)	-90.4%	
VARIANCE - REVENUES OVER EXPENDITURES						
TOTAL VARIANCE (SURPLUS / DEFICIT)	\$ -	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	0.0%	
CASH POSITION						
			Fund Balances			
BEGINNING FUND BALANCE — Unassigned and Assigned Funds	\$ 128,028.76	\$ 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>			
Capitol Replacement/Improvement	\$ 1,000.00	\$ 1,000.00	<i>Beginning Balance - Capitol Rep/Imp</i>			
RFP Fund Balance (Assigned)	\$ 56,542.00	\$ -	<i>Add: Assmt Rev Rec YTD</i>			
Unassigned Fund Balance	\$ 79,911.71	\$ -	<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	\$ 148,028.76	\$ 69,117.05	<i>Assigned Grant Fund Balance</i>			

El Paso County Emergency Services Authority

February, 2018 Financial Report
Reported on April 4, 2018

	Current Budget	Current Month	Year to Date (YTD)		
	2018	Current Month Actuals	YTD Actuals	YTD Unobligated Balance	YTD Variance % From Budget
OPERATING REVENUES					
Contract Administration (Per Agreement)					
ESA Administration	\$ 80,000.00	\$ -	\$20,000.00	\$ (60,000.00)	-75.0%
Appropriation from Fund Balance	\$ -	\$ -	\$ -	\$ -	0.0%
Operating Revenue Subtotal (Contract Administration)	\$ 80,000.00	\$ -	\$20,000.00	\$ (60,000.00)	-75.0%
Other Operational Revenue					
Interest	\$ 200.00	\$ -	\$ -	\$ (200.00)	-100.0%
Compliance Assessments (Allocated to Grants Fund)	\$ 5,000.00	\$ -	\$ -	\$ (5,000.00)	-100.0%
Operating Revenues Subtotal (Other)	\$ 5,200.00	\$ -	\$ -	\$ (5,200.00)	-100.0%
TOTAL OPERATING REVENUES (All Sources)	\$ 85,200.00	\$ -	\$20,000.00	\$ (65,200.00)	-76.5%
OPERATING EXPENDITURES					
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El Paso County Compliance Administration	\$ 75,650.22	\$ -	\$ -	\$ (75,650.22)	-100.0%
Contract Research/Evaluation	\$ 2,000.00	\$ -	\$ -	\$ (2,000.00)	-100.0%
Financial Audit / Accounting	\$ -	\$ -	\$ -	\$ -	0.0%
Insurance	\$ 2,436.00	\$ -	\$ -	\$ (2,436.00)	-100.0%
Office/Automation Expenses	\$ -	\$ -	\$ -	\$ -	0.0%
Information Services	\$ 40.00	\$ -	\$ -	\$ (40.00)	-100.0%
Capitol Replacement/Improvement	\$ 1,000.00	\$ -	\$ -	\$ -	-
Operating Expenses Subtotal (Contract Administration)	\$ 81,126.22	\$ -	\$ -	\$ (81,126.22)	-100.0%
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Operating Expenses Subtotal (Other)	\$ 4,073.78	\$ -	\$ -	\$ 4,073.78	100.0%
TOTAL OPERATING EXPENDITURES (All Sources)	\$ 85,200.00	\$ -	\$ -	\$ (77,052.44)	-90.4%
VARIANCE - REVENUES OVER EXPENDITURES					
TOTAL VARIANCE (SURPLUS / DEFICIT)	\$ -	\$ -	\$20,000.00	\$ 20,000.00	0.0%
CASH POSITION					
			Fund Balances		
BEGINNING FUND BALANCE — Unassigned and Assigned Funds	\$ 128,028.76	\$ 11,575.05	<i>Beginning Balance - Grant Fund</i>		
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Cash Receivable	\$ -	\$ -	<i>Less RFP Fund Transfer</i>		
Cash Payable	\$ -	\$ -	<i>Less Grant Fund Awards</i>		
ENDING FUND BALANCE — Unassigned and Assigned Funds	\$ 148,028.76	\$ 69,117.05	<i>Assigned Grant Fund Balance</i>		

PERFORMANCE & COMPLIANCE REPORT JANUARY 2018 - DRAFT

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Authority ("ESA") dated April 1, 2014, El Paso County and the City of Fountain have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA's service area within El Paso County. Appendix A, of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Authority and American Medical Response of Colorado, Inc. ("Contractor"), which was effective July 1, 2014, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Section 3 of Appendix A. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor's failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 10 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report. A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor's submitted data indicated that records were accurately prepared and factually reported for January 2018.

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 \$621.40.

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$596.40	\$596.40
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:	\$621.40	\$621.40

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), with one call being excessive.

January 2018								
Date	Run #	Resp Address	Resp Time	Max	Excessive	Per Call Assessment (Max)	Excessive	Notes
2018-01-13	4959	GIECK RD & WHITTEMORE RD	1:16:46	0:55:00	1:15:00	\$468.60	\$25.00	
2018-01-21	8075	1420 PETERSON RD	0:20:32	0:18:00	0:28:00	\$63.90	\$0.00	
2018-01-20	7421	1121 LIVINGSTON AVE	0:19:27	0:18:00	0:28:00	\$42.60	\$0.00	
2018-01-29	10924	5665 WHITING WAY	0:30:46	0:30:00	0:43:00	\$21.30	\$0.00	
					Sub Total	\$596.40	\$25.00	
						\$621.40	\$25.00	

Excessive Per Call Penalties (3.f.) – During the current period, one 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”.

January 2018					
Zone	Total Responses	Total Lates	2017 Percent	2018 Percent	Penalty
*Frontier 25	19	3	100.00%	100.00%	N/A
*Frontier 35	58	2	87.23%	96.55%	N/A
*Frontier 45	23	5	100.00%	78.26%	N/A
Rural 20	165	11	91.88%	93.33%	\$0
Suburban 12	185	12	90.09%	93.51%	\$0
*Wilderness 45	4	0	100.00%	100.00%	N/A
Suburban 18	36	0	91.30%	100.00%	\$0
Zone Standard				90.00%	\$0

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

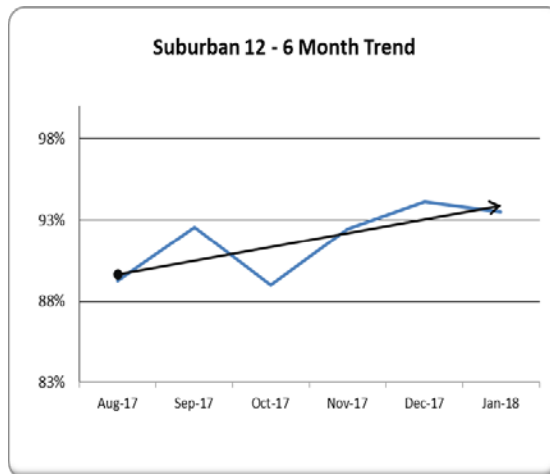
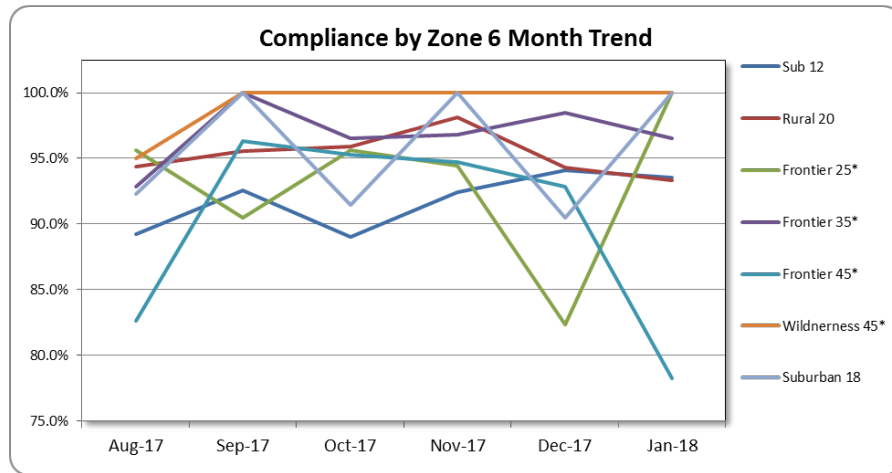
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	94.40%

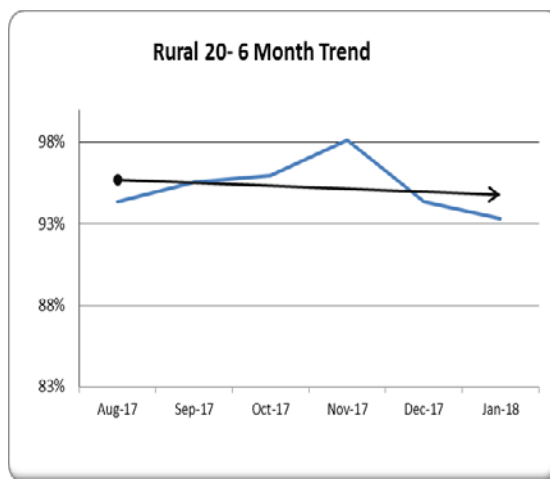
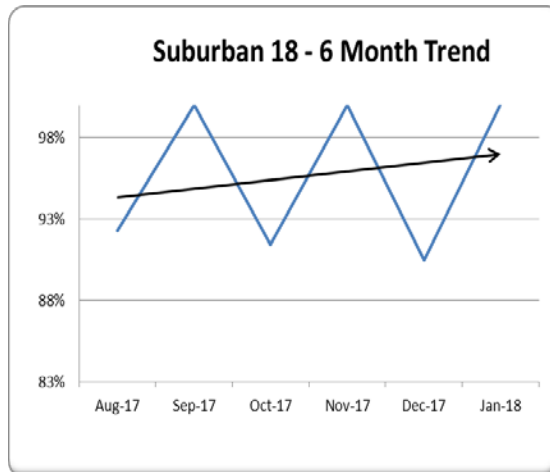
During January, there were two zones reaching 100 calls. Frontier 35 at 98.04% up from 97.03% and Frontier 45 at 93.00% up from 84.00%.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	10/2/2017	95.10%	95.00%
Frontier 35	1/15/2018	98.04%	97.03%
Frontier 45	1/1/2018	93.00%	84.00%
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	May' 17	Jun' 17	Jul' 17	Aug' 17	Sep '17	Oct '17	Nov '17	Dec '17	Jan' 18
Sub 12	90.71%	90.60%	91.67%	89.25%	92.55%	89.01%	92.45%	94.12%	93.51%
Sub 18	82.00%	91.84%	80.70%	92.31%	100.00%	91.43%	100.00%	90.48%	100.00%
Rural 20	94.02%	93.17%	92.55%	94.36%	95.54%	95.93%	98.14%	94.33%	93.33%
Front 25*	90.48%	100.00%	100.00%	95.65%	90.48%	95.65%	94.44%	82.35%	100.00%
Front 35*	95.95%	93.10%	100.00%	92.86%	100.00%	96.55%	96.77%	98.46%	96.55%
Front 45*	96.55%	100.00%	100.00%	82.61%	96.30%	95.24%	94.74%	92.86%	78.26%
Wild 45*	100.00%	100.00%	96.43%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%





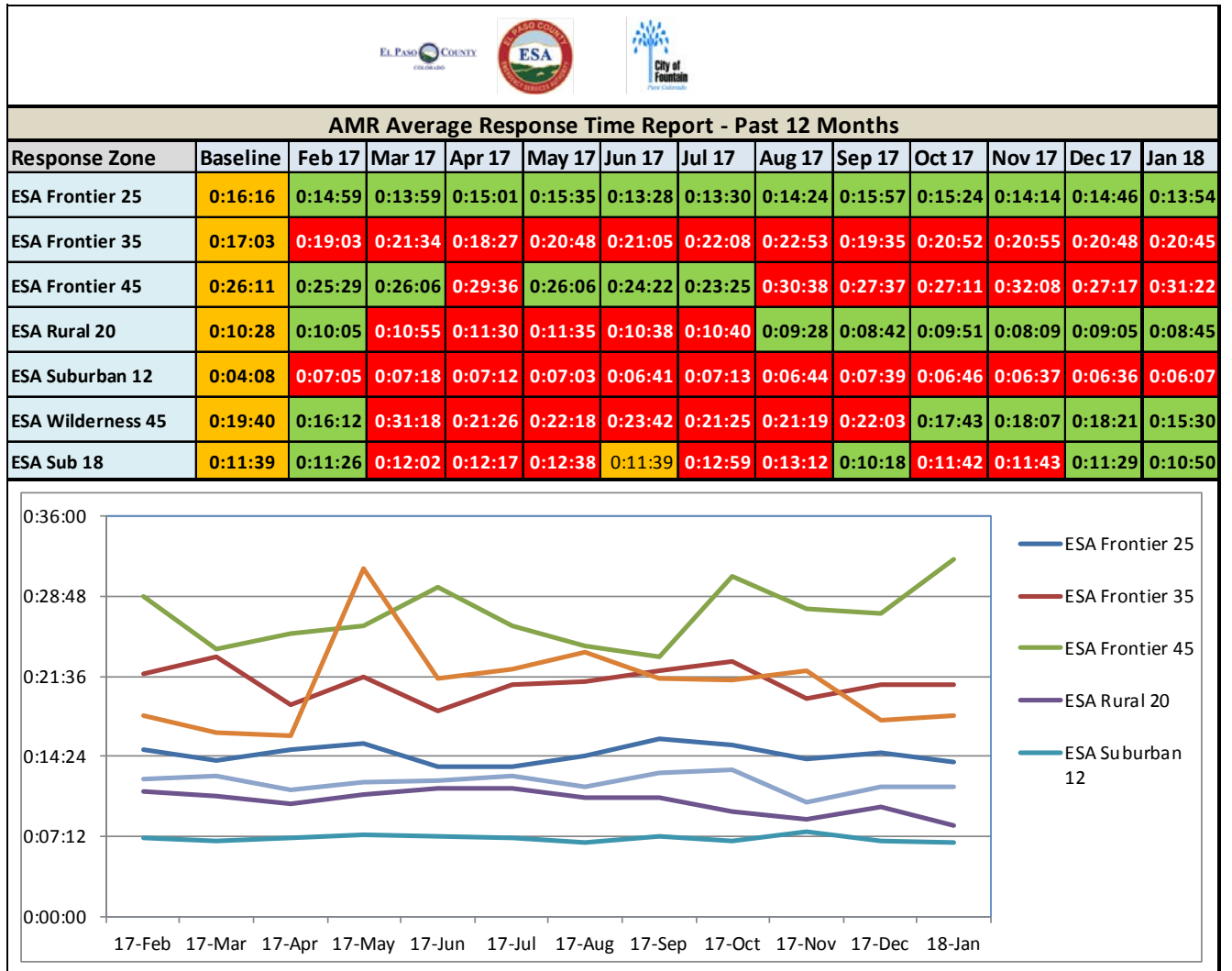
- C. **Exemptions** (3.d.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, 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 January 2018, 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.

January 2018										
Date	Run #	Response	ESA District	Unit #	Resp Time	Max	Excessive	Per Call Assessment (Max \$500)	Excessive	Notes
01/18/2018	6877	7 Delaware Rd	Suburban 18	CS127	0:21:32	0:27:00	0:37:00	\$0.00	\$0.00	Road Construction with Detour
								Per Call Potential Assessments	\$0.00	\$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
	December	6
2018		
	January	7

PERFORMANCE & COMPLIANCE REPORT FEBRUARY 2018 – DRAFT

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Authority (“ESA”) dated April 1, 2014, El Paso County and the City of Fountain have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within El Paso County. Appendix A, of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Authority and American Medical Response of Colorado, Inc. (“Contractor”), which was effective July 1, 2014, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Section 3 of Appendix A. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor’s failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 10 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report. A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for February 2018.

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

Assessment Summary

The data provided is by the Contractor and reviewed by ESA staff. The total recommended assessment for this reporting period is \$21.30.

Potential & Recommended Assessment Summary		
Performance Standard	Potential	Recommended
Per Call Performance (Exceeding Maximum)	\$21.30	\$21.30
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:	\$21.30	\$21.30

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

Per Call Performance (3.e.) – In the current reporting period there was one (1) call(s) which exceeded the maximum response time allowed in the contract (subject to the 100 call rule), with one call being excessive.

February 2018										
Date	Run #	Resp Address	Resp Time	Max	Excessive	Amount in Excess	Per Call Assessment (Max \$500)	Excessive	Excessive	Notes
2018-02-13	16390	5695 S ACADEMY BLVD	0:18:17	0:18:00	0:28:00	0:00:17	\$21.30	\$0.00		
							Sub Total	\$21.30	\$0.00	
							Total	\$21.30	\$0.00	

Excessive Per Call Penalties (3.f.) – During the current period, one 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”.

January 2018					
Zone	Total Responses	Total Lates	2017 Percent	2018 Percent	Penalty
*Frontier 25	15	1	96.15%	93.33%	N/A
*Frontier 35	36	1	97.56%	97.22%	N/A
*Frontier 45	13	0	92.86%	100.00%	N/A
Rural 20	155	4	91.30%	97.42%	\$0
Suburban 12	161	11	93.46%	93.17%	\$0
*Wilderness 45	3	0	100.00%	100.00%	N/A
Suburban 18	40	5	92.59%	87.50%	\$0
Zone Standard				90.00%	\$0

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

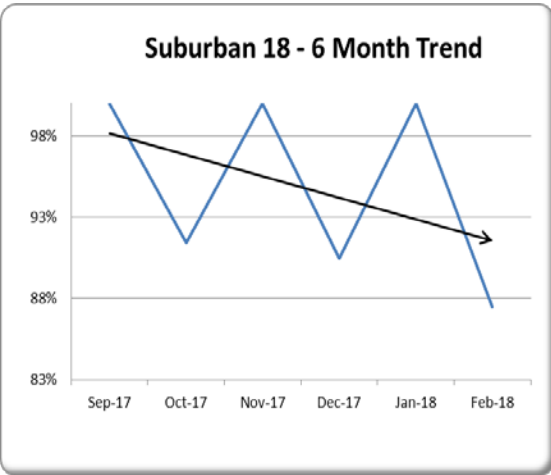
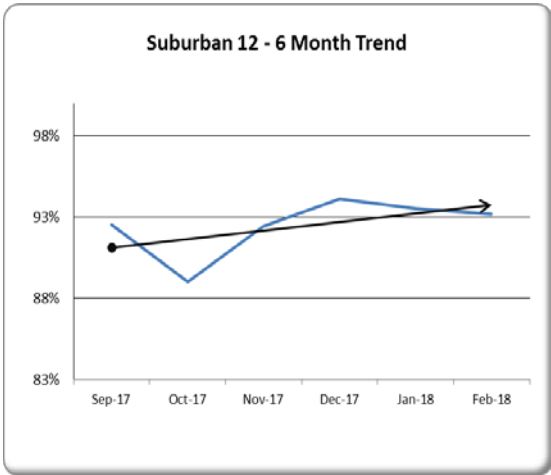
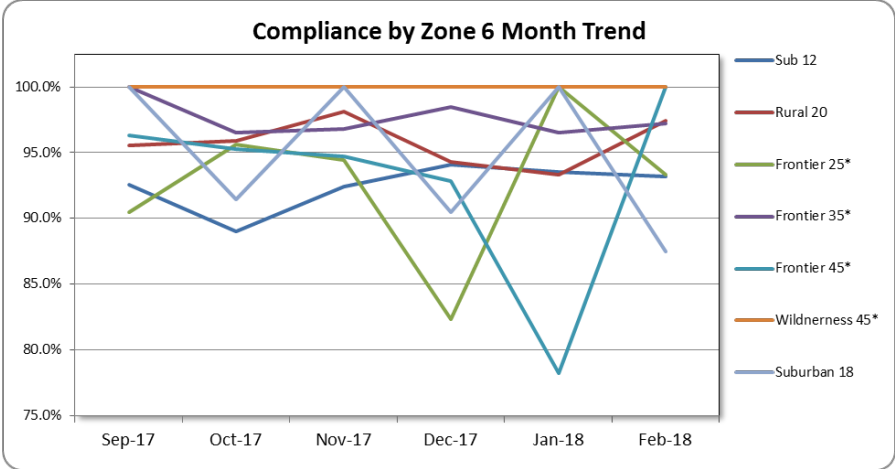
Suburban 18 Quarterly Performance				
	Q-1	Q-2	Q-3	Q-4
2016	97.56%	94.17%	87.85%	94.52%
2017	91.82%	88.73%	90.07%	94.40%

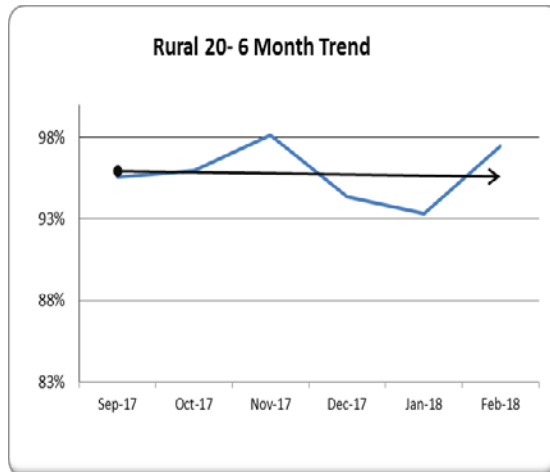
During January, there were no zones reaching 100 calls.

Most Recent 100 Call Rule Performance			Last reported
Frontier 25	10/2/2017	95.10%	95.00%
Frontier 35	1/15/2018	98.04%	97.03%
Frontier 45	1/1/2018	93.00%	84.00%
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	Jun '17	Jul '17	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18
Sub 12	90.60%	91.67%	89.25%	92.55%	89.01%	92.45%	94.12%	93.51%	93.17%
Sub 18	91.84%	80.70%	92.31%	100.00%	91.43%	100.00%	90.48%	100.00%	87.50%
Rural 20	93.17%	92.55%	94.36%	95.54%	95.93%	98.14%	94.33%	93.33%	97.42%
Front 25*	100.00%	100.00%	95.65%	90.48%	95.65%	94.44%	82.35%	100.00%	93.33%
Front 35*	93.10%	100.00%	92.86%	100.00%	96.55%	96.77%	98.46%	96.55%	97.22%
Front 45*	100.00%	100.00%	82.61%	96.30%	95.24%	94.74%	92.86%	78.26%	100.00%
Wild 45*	100.00%	96.43%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



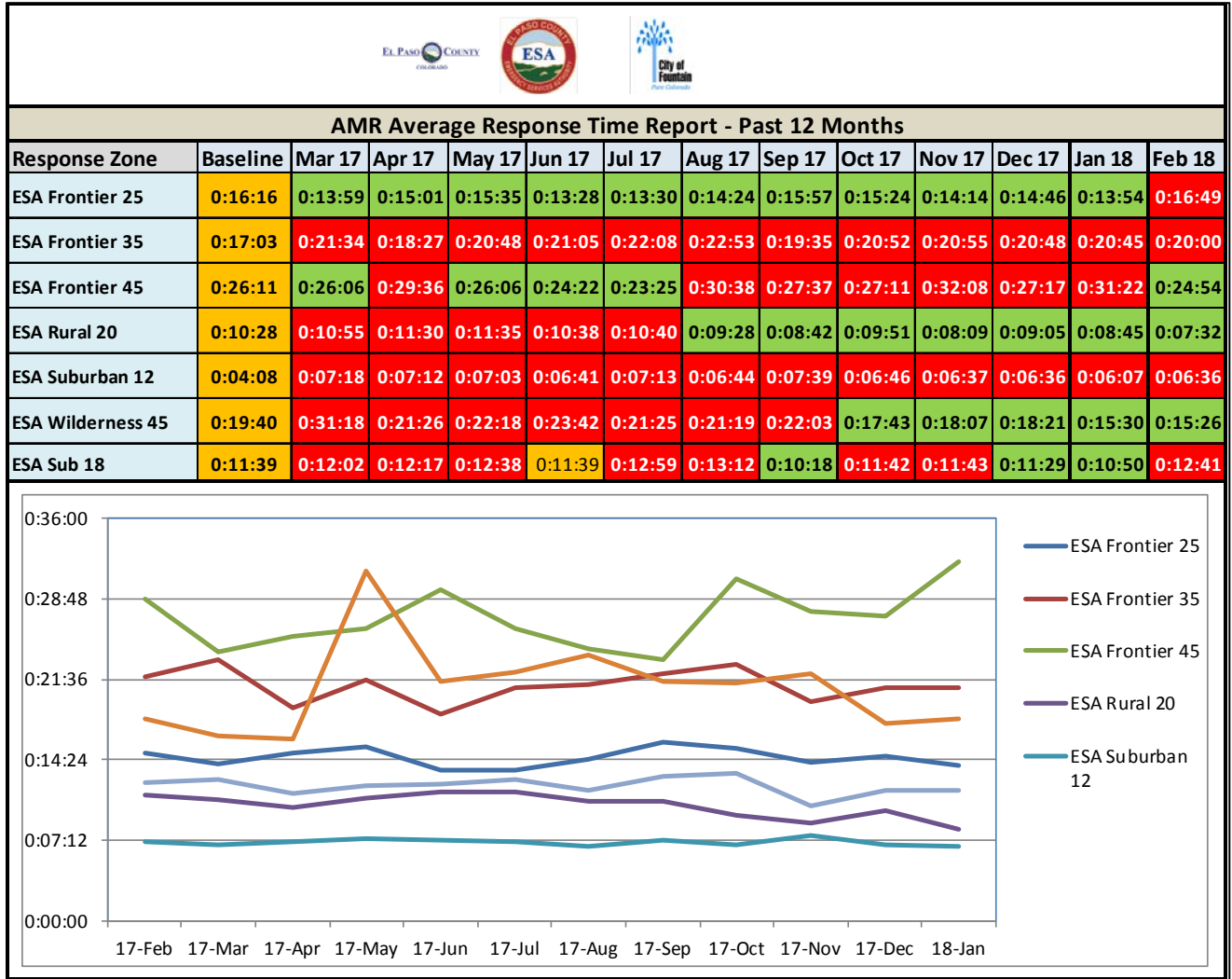


- F. **Exemptions** (3.d.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, 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 January 2018, the Contractor requested no (0) 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
2018		
	January	7
	February	9

SCATTERGRAMS

January 2018

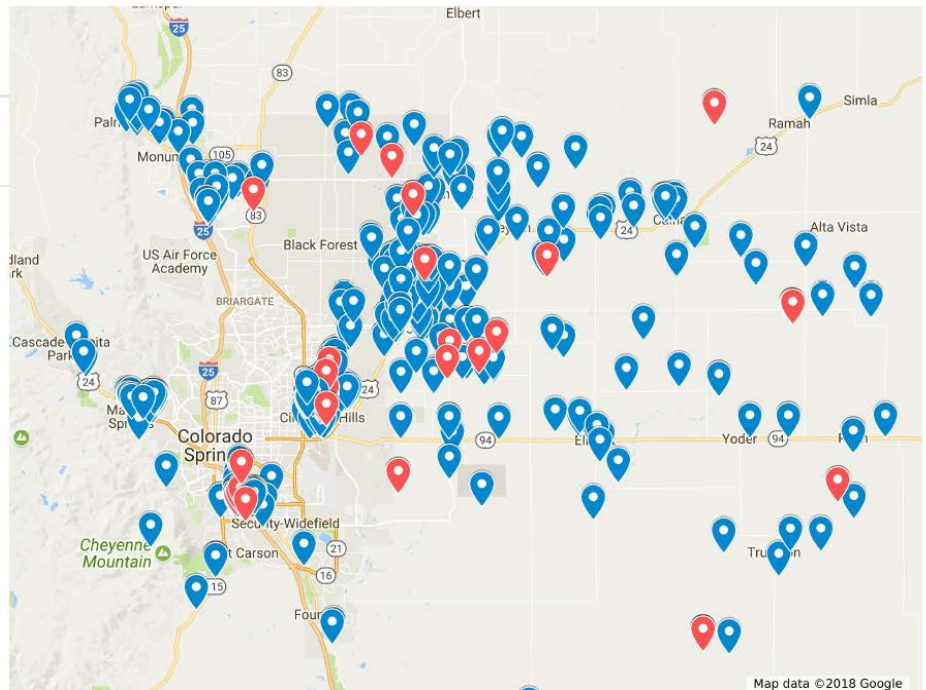
Calls for service

• All items

Exceptions

• All items

El Paso County Responses and Exceptions for AMR in January 2018



February 2018

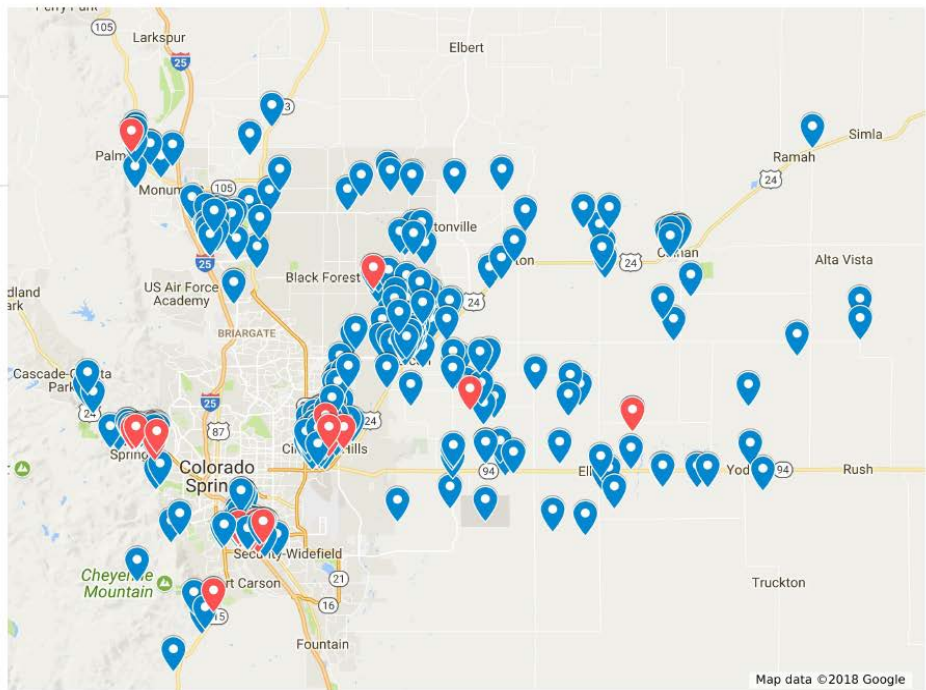
Calls for service

• All items

Exceptions

• All items

El Paso County Response and Exceptions for AMR in February 2018



COMMUNITY RELATIONS REPORT



January/February 2018

Donated Special Events/Community Education

- Pikes Peak Towers BP Checks
- Memo PARTY Event X 2
- D-11 ESP U R A Super Hero Presentation
- Aspen Valley HE Career Fair

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

AMBULANCE RECERTIFICATION



March 12th, 2018

Re: Ambulance Recertification

As stated in the EMT-Paramedic Ground Emergency Ambulance Services Contract #24-004, page nine, ninth bullet point, American Medical Response requests recertification of the following ambulance.

Vehicle: 774

VIN: 1FDWE3FS8CDB19168

2012 Ford E350 Type III

Transmission: 3/5/2018 241,602 miles

Engine: 3/16/2015 100,080 miles

Next recertification mileage: 350,080 miles (100,080+250,000)

Submitted,

A handwritten signature in black ink, appearing to read "Shawn Howe", is written over a horizontal line.

Shawn Howe

Operations Manager

DATE: 03/16/2015
Time: 07:48 a.m.

Colorado Springs - Fleet
WORK ORDER

ID: 3-411/WLN
WO# 3103-0217683 CLOSED

PAGE: 1

CUSTOMER: NONE

SHOP: 3103 CSFR
Colorado Springs - Fleet
Q052FC11402 - Drop Ship 26501
2370 N. Powers Blvd.
Colorado Springs, CO 80915
719-597-5823

Vehicle > 3103-774ESA Make > Ford IN > 03/16/2015 07:23 Priority > 1 SCHEDULED WORK
Odom > 100080.0 Yr-Model. > 2012-E350 Type III OUT > 03/16/2015 07:48 Reason > 1 MECHANICAL FAIL
Dept > 17175 Ser. Num. > 1FDWE3FS8CDB19168 PO# > Shop ID > All

LI	TRANS	TRANS	VMRS CODE	MECHANIC / PART NUMBER	DESCRIPTION - OUT PO NUMBER	RPR	TYPE	HRS/QTY	PRICE/WAGE	TOTAL COST
1	LABOR	03/16/2015	045-014-000	0003816814 GeorgeB	Engin Replace	RPL		34.00	45.000	1530.00
1	PART	03/16/2015	045-014-000	9C2Z-6006-AA	Engine, 6.8L	RPL		1.00	4390.000	4390.00
1	PART	03/16/2015	045-014-000	F7TZ-12A402-AA	Boot, coil-on spark plug	RPL		10.00	4.280	42.80
1	PART	03/16/2015	045-014-000	BC2Z-9448-C	Gasket	RPL		2.00	9.940	19.88
1	PART	03/16/2015	045-014-000	4C2Z-9439-AA	Gasket, intake	RPL		1.00	47.460	47.46
1	PART	03/16/2015	045-014-000	7C3Z-8575-B	Thermostat, 6.8L	RPL		1.00	8.660	8.66
1	PART	03/16/2015	045-014-000	F1VY-8255-A	Gasket, thermostat	RPL		1.00	3.700	3.70
1	PART	03/16/2015	045-014-000	5U9Z-6038-AA	MOUNT	RPL		1.00	51.080	51.08
1	PART	03/16/2015	045-014-000	F7UZ-6038-EB	INSULATOR	RPL		1.00	47.820	47.82
1	NOTE				Engine has rod knock, replaced engine. Replaced coil-on plug	**				
1	NOTE				boots and engine mounts.	**				
2	LABOR	03/16/2015	996-000-000	0003816814 GeorgeB	Shuttle	OTH		1.50	45.000	67.50
2	NOTE				Brought over to Tire World for AC evacuation.	**				

NOTES:

LABOR HRS	35.50	
LABOR		\$1,597.50
PARTS		\$4,611.40
TIRES		\$0.00
WRNTY		\$0.00
OUTSIDE		\$0.00
SHOP		\$0.00
TAX		\$0.00
MISC		\$0.00
TOTAL		\$6,208.90

AUTHORIZED BY

SIGNATURE

DATE