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**ESA Performance & Compliance Report
July & August 2009**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated July 14, 2009, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. (“Contractor”), which was effective January 1, 2009, 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 Exhibit F of the Contract. 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 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. A contract compliance conference was conducted on Friday, August 28 to resolve minor discrepancies. 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 July and August 2009.

A. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had two incidences of contractor Level 0 during July. The total recommended assessment for July and August 2009 is \$4,738.00.

| Potential & Recommended Assessment Summary | | | | |
|---|-------------------|-------------------|-------------------|-------------------|
| Performance Standard | July 2009 | | August 2009 | |
| | Potential | Recommended | Potential | Recommended |
| Per Call Performance – Exceeding Maximum Response Times | \$2,139.00 | \$2,139.00 | \$2,599.00 | \$2,599.00 |
| Zone Standards (90%) – Urban, Suburban, Rural | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Zone Standards (90%) – Frontier, Wilderness (annual) | N/A | N/A | N/A | N/A |
| Systemwide Standard (92%) | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Call Referrals | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Other Assessments (including Level 0) | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Special Circumstances | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Exemptions | \$1,058.00 | \$0.00 | \$1,380.00 | \$0.00 |
| TOTAL: | \$3,197.00 | \$2,139.00 | \$3,979.00 | \$2,599.00 |

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

A. Per Call Performance (F.1.C.1.) – Following is a list of calls which exceeded the Maximum Response Time allowed in the contract. (Assessment amount F.3.D.)

For July 2009, there were 30 calls that exceeded the Maximum Response Time for their Zone, all of which were located within the City of Colorado Springs. For August 2009, there were 39 calls that exceeded the Maximum Response Time for their Zone. Of these, 35 (89.7%) were located within the City of Colorado Springs and 4 (10.3%) in El Paso County.

| July 2009 | | | | | | | |
|--------------------------|------------------|--------|---------|---------------|------------------|--------------------------------------|--|
| Zone | Date | Call # | Maximum | Response Time | Amount in Excess | Potential Assessment (per agreement) | Recommended Assessment (per agreement) |
| Suburban 12 | 07/17/2009 | 92949 | 0:18:00 | 0:19:06 | 0:01:06 | \$46.00 | \$46.00 |
| Suburban 12 | 07/20/2009 | 94196 | 0:18:00 | 0:20:47 | 0:02:47 | \$69.00 | \$69.00 |
| Suburban 12 | 07/23/2009 | 95311 | 0:18:00 | 0:20:22 | 0:02:22 | \$69.00 | \$69.00 |
| Total Suburban 12 | 3 (10.0%) | | | | | | |
| Urban North 8 | 07/01/2009 | 85030 | 0:12:00 | 0:12:25 | 0:00:25 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 07/02/2009 | 85637 | 0:12:00 | 0:13:25 | 0:01:25 | \$46.00 | \$46.00 |
| Urban North 8 | 07/03/2009 | 86357 | 0:12:00 | 0:13:20 | 0:01:20 | \$46.00 | \$46.00 |
| Urban Southwest 8 | 07/07/2009 | 87822 | 0:12:00 | 0:12:31 | 0:00:31 | \$23.00 | \$23.00 |
| Urban Southeast 8 | 07/07/2009 | 88108 | 0:12:00 | 0:13:43 | 0:01:43 | \$46.00 | \$46.00 |
| Urban North 8 | 07/11/2009 | 89723 | 0:12:00 | 0:14:37 | 0:02:37 | \$69.00 | \$69.00 |
| Urban North 8 | 07/13/2009 | 90717 | 0:12:00 | 0:14:31 | 0:02:31 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 07/16/2009 | 92184 | 0:12:00 | 0:15:28 | 0:03:28 | \$92.00 | \$92.00 |
| Urban Southeast 8 | 07/17/2009 | 92733 | 0:12:00 | 0:13:35 | 0:01:35 | \$46.00 | \$46.00 |
| Urban North 8 | 07/18/2009 | 92954 | 0:12:00 | 0:14:57 | 0:02:57 | \$69.00 | \$69.00 |
| Urban North 8 | 07/20/2009 | 93826 | 0:12:00 | 0:13:01 | 0:01:01 | \$46.00 | \$46.00 |
| Urban North 8 | 07/20/2009 | 94185 | 0:12:00 | 0:15:05 | 0:03:05 | \$92.00 | \$92.00 |
| Urban Southeast 8 | 07/21/2009 | 94363 | 0:12:00 | 0:13:17 | 0:01:17 | \$46.00 | \$46.00 |
| Urban Southwest 8 | 07/22/2009 | 94821 | 0:12:00 | 0:20:37 | 0:08:37 | \$207.00 | \$207.00 |
| Urban Southwest 8 | 07/22/2009 | 94932 | 0:12:00 | 0:15:13 | 0:03:13 | \$92.00 | \$92.00 |
| Urban Southwest 8 | 07/22/2009 | 95134 | 0:12:00 | 0:12:28 | 0:00:28 | \$23.00 | \$23.00 |
| Urban Southeast 8 | 07/23/2009 | 95767 | 0:12:00 | 0:12:22 | 0:00:22 | \$23.00 | \$23.00 |
| Urban North 8 | 07/27/2009 | 97344 | 0:12:00 | 0:12:27 | 0:00:27 | \$23.00 | \$23.00 |

| | | | | | | | |
|----------------------|-------------------|-------|---------|---------|---------|-------------------|-------------------|
| Urban North 8 | 07/27/2009 | 97365 | 0:12:00 | 0:15:02 | 0:03:02 | \$92.00 | \$92.00 |
| Urban Southwest 8 | 07/27/2009 | 97443 | 0:12:00 | 0:15:09 | 0:03:09 | \$92.00 | \$92.00 |
| Urban Southeast 8 | 07/27/2009 | 97449 | 0:12:00 | 0:24:40 | 0:12:40 | \$299.00 | \$299.00 |
| Urban North 8 | 07/28/2009 | 97899 | 0:12:00 | 0:14:17 | 0:02:17 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 07/28/2009 | 97921 | 0:12:00 | 0:12:17 | 0:00:17 | \$23.00 | \$23.00 |
| Urban North 8 | 07/29/2009 | 98185 | 0:12:00 | 0:14:22 | 0:02:22 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 07/29/2009 | 98215 | 0:12:00 | 0:15:25 | 0:03:25 | \$92.00 | \$92.00 |
| Urban Southwest 8 | 07/30/2009 | 98849 | 0:12:00 | 0:15:31 | 0:03:31 | \$92.00 | \$92.00 |
| Urban Southwest 8 | 07/30/2009 | 99025 | 0:12:00 | 0:13:04 | 0:01:04 | \$46.00 | \$46.00 |
| Total Urban 8 | 27 (90.0%) | | | | | | |
| Assessments | | | | | | \$2,139.00 | \$2,139.00 |

| August 2009 | | | | | | | |
|--------------------------|-------------------|--------|---------|---------------|------------------|--------------------------------------|--|
| Zone | Date | Call # | Maximum | Response Time | Amount in Excess | Potential Assessment (per agreement) | Recommended Assessment (per agreement) |
| Frontier 35 | 08/07/2009 | 102502 | 0:45:00 | 00:46:45 | 0:01:45 | \$46.00 | \$46.00 |
| Frontier 35 | 08/27/2009 | 112275 | 0:45:00 | 00:45:03 | 0:00:03 | \$23.00 | \$23.00 |
| Total Frontier 35 | 2 (5.1%) | | | | | | |
| Rural 20 | 08/29/2009 | 113332 | 0:30:00 | 00:32:00 | 0:02:00 | \$69.00 | \$69.00 |
| Total Rural 20 | 1 (2.6%) | | | | | | |
| Suburban 12 | 08/01/2009 | 99861 | 0:18:00 | 00:18:34 | 0:00:34 | \$23.00 | \$23.00 |
| Suburban 12 | 08/03/2009 | 100829 | 0:18:00 | 00:18:38 | 0:00:38 | \$23.00 | \$23.00 |
| Suburban 12 | 08/07/2009 | 102607 | 0:18:00 | 00:18:41 | 0:00:41 | \$23.00 | \$23.00 |
| Total Suburban 12 | 3 (7.7%) | | | | | | |
| Urban Southeast 8 | 08/04/2009 | 100973 | 0:12:00 | 00:18:12 | 0:06:12 | \$161.00 | \$161.00 |
| Urban Southwest 8 | 08/04/2009 | 101341 | 0:12:00 | 00:12:19 | 0:00:19 | \$23.00 | \$23.00 |
| Urban North 8 | 08/06/2009 | 102032 | 0:12:00 | 00:12:34 | 0:00:34 | \$23.00 | \$23.00 |
| Urban North 8 | 08/06/2009 | 102291 | 0:12:00 | 00:12:42 | 0:00:42 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/06/2009 | 102292 | 0:12:00 | 00:14:30 | 0:02:30 | \$69.00 | \$69.00 |
| Urban North 8 | 08/07/2009 | 102517 | 0:12:00 | 00:15:10 | 0:03:10 | \$92.00 | \$92.00 |
| Urban North 8 | 08/08/2009 | 103060 | 0:12:00 | 00:19:51 | 0:07:51 | \$184.00 | \$184.00 |
| Urban Southwest 8 | 08/08/2009 | 103069 | 0:12:00 | 00:13:13 | 0:01:13 | \$46.00 | \$46.00 |
| Urban Southwest 8 | 08/08/2009 | 103289 | 0:12:00 | 00:17:00 | 0:05:00 | \$115.00 | \$115.00 |
| Urban Southeast 8 | 08/08/2009 | 103368 | 0:12:00 | 00:12:29 | 0:00:29 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/08/2009 | 103430 | 0:12:00 | 00:14:32 | 0:02:32 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 08/09/2009 | 103558 | 0:12:00 | 00:12:20 | 0:00:20 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/09/2009 | 103567 | 0:12:00 | 00:14:33 | 0:02:33 | \$69.00 | \$69.00 |
| Urban North 8 | 08/10/2009 | 104342 | 0:12:00 | 00:14:45 | 0:02:45 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 08/12/2009 | 104907 | 0:12:00 | 00:15:06 | 0:03:06 | \$92.00 | \$92.00 |
| Urban Southeast 8 | 08/15/2009 | 106695 | 0:12:00 | 00:14:05 | 0:02:05 | \$69.00 | \$69.00 |
| Urban North 8 | 08/17/2009 | 107267 | 0:12:00 | 00:12:09 | 0:00:09 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/18/2009 | 107625 | 0:12:00 | 00:12:39 | 0:00:39 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/21/2009 | 109109 | 0:12:00 | 00:12:49 | 0:00:49 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/23/2009 | 110056 | 0:12:00 | 00:13:14 | 0:01:14 | \$46.00 | \$46.00 |
| Urban North 8 | 08/23/2009 | 110071 | 0:12:00 | 00:15:55 | 0:03:55 | \$92.00 | \$92.00 |
| Urban Southeast 8 | 08/23/2009 | 110091 | 0:12:00 | 00:12:19 | 0:00:19 | \$23.00 | \$23.00 |
| Urban Southeast 8 | 08/23/2009 | 110325 | 0:12:00 | 00:14:53 | 0:02:53 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 08/26/2009 | 111445 | 0:12:00 | 00:12:11 | 0:00:11 | \$23.00 | \$23.00 |
| Urban Southwest 8 | 08/26/2009 | 111609 | 0:12:00 | 00:15:47 | 0:03:47 | \$92.00 | \$92.00 |
| Urban North 8 | 08/29/2009 | 113344 | 0:12:00 | 00:13:01 | 0:01:01 | \$46.00 | \$46.00 |
| Urban North 8 | 08/30/2009 | 113414 | 0:12:00 | 00:16:08 | 0:04:08 | \$115.00 | \$115.00 |
| Urban Southwest 8 | 08/30/2009 | 113415 | 0:12:00 | 00:13:33 | 0:01:33 | \$46.00 | \$46.00 |
| Urban Southwest 8 | 08/30/2009 | 113418 | 0:12:00 | 00:23:39 | 0:11:39 | \$276.00 | \$276.00 |
| Urban North 8 | 08/30/2009 | 113666 | 0:12:00 | 00:14:08 | 0:02:08 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 08/31/2009 | 113781 | 0:12:00 | 00:14:27 | 0:02:27 | \$69.00 | \$69.00 |
| Urban Southwest 8 | 08/31/2009 | 113998 | 0:12:00 | 00:15:05 | 0:03:05 | \$92.00 | \$92.00 |
| Urban Southwest 8 | 08/31/2009 | 114087 | 0:12:00 | 00:16:04 | 0:04:04 | \$115.00 | \$115.00 |
| Total Urban 8 | 33 (84.6%) | | | | | | |
| Assessments | | | | | | \$2,599.00 | \$2,599.00 |

B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones during both reporting periods.

| Zone | July 2009 | | | August 2009 | | |
|----------------------|-------------------|-----------------------------------|---------------|-------------------|-----------------------------------|---------------|
| | # of Code 3 Calls | # Exceeding Minimum Response Time | Compliance % | # of Code 3 Calls | # Exceeding Minimum Response Time | Compliance % |
| Urban 8 | 2,097 | 156 | 92.56% | 2,056 | 177 | 91.39% |
| Suburban 12 | 717 | 32 | 95.54% | 789 | 48 | 93.92% |
| Rural 20 | 151 | 0 | 100.00% | 143 | 1 | 99.30% |
| Zone Standard | | | 90.00% | | | 90.00% |

C. Zone Standard – Frontier and Wilderness (F.1.C.2.) - Percentage of calls which meet the Minimum Response Time Standards in Frontier and Wilderness zones (90%), reported annually (if the number of calls in zone exceeds 100). (Assessment amount F.3.C.) **Data for this standard will be reported beginning with response data for January 2010.**

D. System-wide Standard (F.1.C.3.) – Percentage of calls which meet the Minimum Response Time Standard (92%) (Assessment amount F.3.B.). The contractor exceeded the system-wide standard during both reporting periods.

| Measure | July 2009 | August 2009 |
|-----------------------------------|---------------|---------------|
| # of Code 3 Calls | 3,105 | 3,106 |
| # Exceeding Minimum Response Time | 189 | 229 |
| System-wide Compliance % | 93.91% | 92.63% |

E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.) There were no calls referred to unapproved responders during either reporting period.

The contractor referred 24 calls in July 2009 and 15 calls in August 2009, all of which were referred to Black Forest Fire/Rescue.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There were no instances during July or August of 2009 where a call referred to an approved responder exceeded the maximum response time for the zone.

| July 2009 | | | | | |
|---------------|--------|------------|--------------|---------------|------------|
| Response Zone | Call # | Date | Referred To | Response Time | Assessment |
| Frontier 35 | 85272 | 07/01/2009 | Black Forest | 0:25:09 | \$0.00 |
| Frontier 25 | 87632 | 07/06/2009 | Black Forest | 0:19:09 | \$0.00 |
| Frontier 35 | 88043 | 07/07/2009 | Black Forest | 0:24:04 | \$0.00 |
| Frontier 25 | 88536 | 07/08/2009 | Black Forest | 0:12:06 | \$0.00 |
| Frontier 25 | 89126 | 07/09/2009 | Black Forest | 0:16:16 | \$0.00 |
| Frontier 35 | 89516 | 07/10/2009 | Black Forest | 0:30:09 | \$0.00 |
| Rural 20 | 89313 | 07/10/2009 | Black Forest | 0:15:26 | \$0.00 |
| Suburban 12 | 89289 | 07/10/2009 | Black Forest | 0:11:25 | \$0.00 |
| Rural 20 | 90301 | 07/12/2009 | Black Forest | 0:10:01 | \$0.00 |
| Suburban 12 | 90762 | 07/13/2009 | Black Forest | 0:11:14 | \$0.00 |
| Suburban 12 | 91973 | 07/16/2009 | Black Forest | 0:15:47 | \$0.00 |
| Suburban 12 | 92388 | 07/16/2009 | Black Forest | 0:09:53 | \$0.00 |
| Rural 20 | 93274 | 07/18/2009 | Black Forest | 0:07:00 | \$0.00 |

| | | | | | |
|---|-------|------------|--------------|---------|---------------|
| Rural 20 | 93859 | 07/20/2009 | Black Forest | 0:07:18 | \$0.00 |
| Rural 20 | 94635 | 07/21/2009 | Black Forest | 0:05:04 | \$0.00 |
| Suburban 12 | 94641 | 07/21/2009 | Black Forest | 0:05:43 | \$0.00 |
| Suburban 12 | 94651 | 07/21/2009 | Black Forest | 0:00:42 | \$0.00 |
| Suburban 12 | 95290 | 07/22/2009 | Black Forest | 0:15:00 | \$0.00 |
| Rural 20 | 95599 | 07/23/2009 | Black Forest | 0:13:28 | \$0.00 |
| Suburban 12 | 96809 | 07/26/2009 | Black Forest | 0:12:39 | \$0.00 |
| Suburban 12 | 97331 | 07/27/2009 | Black Forest | 0:11:33 | \$0.00 |
| Suburban 12 | 98507 | 07/29/2009 | Black Forest | 0:11:42 | \$0.00 |
| Suburban 12 | 98894 | 07/30/2009 | Black Forest | 0:08:51 | \$0.00 |
| Suburban 12 | 99018 | 07/30/2009 | Black Forest | 0:10:06 | \$0.00 |
| July 2009 - Recommended Assessment | | | | | \$0.00 |

| August 2009 | | | | | |
|---|--------|------------|--------------------------|---------------|---------------|
| Response Zone | Call # | Date | Referred To | Response Time | Assessment |
| Rural 20 | 100038 | 08/01/2009 | Black Forest Fire/Rescue | 0:20:09 | \$0.00 |
| Rural 20 | 100542 | 08/03/2009 | Black Forest Fire/Rescue | 0:12:25 | \$0.00 |
| Suburban 12 | 101730 | 08/05/2009 | Black Forest Fire/Rescue | 0:12:23 | \$0.00 |
| Suburban 12 | 101930 | 08/05/2009 | Black Forest Fire/Rescue | 0:12:24 | \$0.00 |
| Rural 20 | 102982 | 08/07/2009 | Black Forest Fire/Rescue | 0:16:54 | \$0.00 |
| Suburban 12 | 103662 | 08/09/2009 | Black Forest Fire/Rescue | 0:11:50 | \$0.00 |
| Suburban 12 | 103738 | 08/09/2009 | Black Forest Fire/Rescue | 0:15:44 | \$0.00 |
| Frontier 35 | 104351 | 08/10/2009 | Black Forest Fire/Rescue | 0:26:48 | \$0.00 |
| Suburban 12 | 105295 | 08/12/2009 | Black Forest Fire/Rescue | 0:13:04 | \$0.00 |
| Suburban 12 | 106697 | 08/15/2009 | Black Forest Fire/Rescue | 0:10:27 | \$0.00 |
| Frontier 25 | 108051 | 08/15/2009 | Black Forest Fire/Rescue | 0:18:16 | \$0.00 |
| Frontier 25 | 109103 | 08/21/2009 | Black Forest Fire/Rescue | 0:20:27 | \$0.00 |
| Frontier 25 | 112529 | 08/28/2009 | Black Forest Fire/Rescue | 0:20:12 | \$0.00 |
| Frontier 45 | 113969 | 08/31/2009 | Black Forest Fire/Rescue | 0:24:55 | \$0.00 |
| Rural 20 | 114073 | 08/31/2009 | Black Forest Fire/Rescue | 0:17:00 | \$0.00 |
| August 2009 - Recommended Assessment | | | | | \$0.00 |

F. Other Assessments (F.4.):

There were no reported or noted instances of ambulance breakdown en route (4.F.B); willfully falsifying at-scene times (F.4.A.) or failure to furnish reports or records (F.4.C.) during either of these reporting periods.

Contractor Level 0 (F.4.D.) – Under the current ground emergency ambulance service contract, Contractor Level 0 is defined as:

- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area)

AND

- Contractor exceeds the response time standard in any response zone for any call received during the time contractor has no available ambulances, even if contractor is no longer at Level Zero when the ambulance arrives at the scene.

For tracking purposes, Contractor reports all calls received during periods of Level Zero and reports the associated compliance of each call based on the “calls taken” field in the CAD reports. During July 2009, there were two occurrence of Contractor Level 0 as defined in the contract. During August 2009, there were no occurrences of Contractor Level 0.

July 2009:

Both of the occurrences of contractor Level 0 during July are recommended to be exempted due to public safety standbys.

| July 2009 | | | | | | | | |
|--------------|---------|-------------|-------------|----------|----------------------|-------------------------------|----------------------|------------------------|
| Event # | Date | Day of Week | Time of Day | Duration | # of Units Available | # Calls Received during event | Potential Assessment | Recommended Assessment |
| 1 | 7/15/09 | Wed. | 4:49PM | 0:16:00 | 15 | 1 | \$1,000.00 | \$0.00 |
| 2 | 7/23/09 | Thurs. | 1:14PM | 0:18:00 | 14 | 5 | \$1,000.00 | \$0.00 |
| Total | | | | | | | \$1,000.00 | \$0.00 |

G. Special Circumstances (F.5.) – There were no reported events during the reporting period that met the contractual definitions in this section:

- Multiple Units
- Breakdowns on scene
- Upgrades
- Downgrades
- Failure to report at-scene time

H. Exemptions (F.6.) – 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 excluded from calculations and do not count as an on-time response.

- A. Responses canceled prior to arrival. (F.6.A.)
- B. Multiple responses to the same incident shall have only the first arriving ambulance response time calculated. (F.6.B.)
- C. Mass casualty incidents – standards and assessments suspended by the ESA during a mass casualty incident. (F.6.C.)
- D. Disasters (F.6.D.)
- E. Travel Restrictions and Road Closures: Response time standards and assessments **WILL** be suspended by the ESA in the affected areas during periods of official travel restrictions or road closures in the COCS, EPC or in adjoining jurisdictions. (F.6.E.)
- F. Good Cause: Inclement Weather (F.6.F.)
- G. Good Cause: Incorrect or inaccurate information received from PSAP or reporting party (F.6.F.)
- H. Good Cause: Data or voice recording or transmission errors (F.6.F.)
- I. Good Cause: Inaccessible calls (F.6.F.)
- J. Good Cause: Rural transport by a closer agency (F.6.F.)
- K. Good Cause: Rendezvous (F.6.F.)
- L. Good Cause: Distance (only to Wilderness zone) (F.6.F.)
- M. Good Cause: Collisions (F.6.F.)

For the month of July 2009, the Contractor has requested that 34 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of August 2009, the Contractor has requested that 49 Code 3 calls be exempted. The ESA must determine if these specific calls should be exempted. The reasons for each exemption are listed below and have been verified by staff.

If the ESA Board chooses to disallow any or all of the exemptions indicated, then the performance reports must be recalculated to yield more precise results.

| July 2009 Exempted Calls | | | | | | | |
|---------------------------------------|------------|--------|-----------------------|----------------------|---------------------|----------------------|------------------------|
| Zone | Date | Call # | Maximum Response Time | Actual Response Time | Amount Over Maximum | Potential Assessment | Recommended Assessment |
| Public Safety Standby | | | | | | | |
| Suburban 12 | 07/01/2009 | 85231 | 0:18:00 | 0:13:58 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/01/2009 | 85232 | 0:12:00 | 0:16:57 | 0:04:57 | \$115.00 | \$0.00 |
| Urban North 8 | 07/01/2009 | 85235 | 0:12:00 | 0:09:40 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/02/2009 | 85785 | 0:12:00 | 0:11:01 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 07/02/2009 | 85813 | 0:12:00 | 0:12:31 | 0:00:31 | \$23.00 | \$0.00 |
| Suburban 12 | 07/02/2009 | 85817 | 0:18:00 | 0:12:26 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/03/2009 | 86204 | 0:12:00 | 0:13:51 | 0:01:51 | \$46.00 | \$0.00 |
| Urban Southeast 8 | 07/03/2009 | 86206 | 0:12:00 | 0:09:09 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 07/08/2009 | 88446 | 0:18:00 | 0:13:29 | 0:00:00 | \$0.00 | \$0.00 |
| Rural 20 | 07/08/2009 | 88449 | 0:30:00 | 0:20:58 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 07/08/2009 | 88469 | 0:12:00 | 0:14:55 | 0:02:55 | \$69.00 | \$0.00 |
| Suburban 12 | 07/15/2009 | 91799 | 0:18:00 | 0:13:43 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/15/2009 | 91803 | 0:12:00 | 0:11:27 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 07/15/2009 | 91805 | 0:12:00 | 0:15:26 | 0:03:26 | \$92.00 | \$0.00 |
| Urban North 8 | 07/21/2009 | 94623 | 0:12:00 | 0:08:56 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/21/2009 | 94636 | 0:12:00 | 0:10:47 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 07/21/2009 | 94661 | 0:18:00 | 0:14:29 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/21/2009 | 94674 | 0:12:00 | 0:09:16 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/21/2009 | 94678 | 0:12:00 | 0:09:19 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/21/2009 | 94695 | 0:12:00 | 0:08:03 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 07/22/2009 | 95011 | 0:12:00 | 0:11:31 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 07/23/2009 | 95502 | 0:18:00 | 0:13:39 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 07/23/2009 | 95556 | 0:12:00 | 0:08:35 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 07/23/2009 | 95557 | 0:12:00 | 0:17:51 | 0:05:51 | \$138.00 | \$0.00 |
| Urban Southwest 8 | 07/23/2009 | 95561 | 0:12:00 | 0:21:44 | 0:09:44 | \$230.00 | \$0.00 |
| Urban Southeast 8 | 07/23/2009 | 95576 | 0:12:00 | 0:15:12 | 0:03:12 | \$92.00 | \$0.00 |
| Urban Southwest 8 | 07/23/2009 | 95582 | 0:12:00 | 0:22:59 | 0:10:59 | \$253.00 | \$0.00 |
| Suburban 12 | 07/23/2009 | 95628 | 0:18:00 | 0:12:15 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 07/24/2009 | 96097 | 0:12:00 | 0:09:20 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 07/26/2009 | 97067 | 0:12:00 | 0:11:42 | 0:00:00 | \$0.00 | \$0.00 |
| Multiple Responses to Incident | | | | | | | |
| Urban North 8 | 07/26/2009 | 97033 | 0:12:00 | 0:08:42 | 0:00:00 | \$0.00 | \$0.00 |
| Poor Road Conditions | | | | | | | |
| Urban Southwest 8 | 07/13/2009 | 90751 | 0:12:00 | 0:10:15 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 07/26/2009 | 97008 | 0:12:00 | 0:10:11 | 0:00:00 | \$0.00 | \$0.00 |
| Mass Casualty Incident | | | | | | | |
| Suburban 12 | 07/25/2009 | 96727 | 0:18:00 | 0:12:30 | 0:00:00 | \$0.00 | \$0.00 |
| Total | | | | | | \$1,058.00 | \$0.00 |

| August 2009 Exempted Calls | | | | | | | |
|------------------------------|------------|--------|-----------------------|----------------------|---------------------|----------------------|------------------------|
| Zone | Date | Call # | Maximum Response Time | Actual Response Time | Amount Over Maximum | Potential Assessment | Recommended Assessment |
| Public Safety Standby | | | | | | | |
| Urban Southwest 8 | 08/05/2009 | 101599 | 0:12:00 | 0:13:28 | 0:01:28 | \$46.00 | \$0.00 |
| Suburban 12 | 08/05/2009 | 101752 | 0:18:00 | 0:14:15 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/06/2009 | 102345 | 0:12:00 | 0:13:06 | 0:01:06 | \$46.00 | \$0.00 |
| Suburban 12 | 08/06/2009 | 102426 | 0:18:00 | 0:15:24 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/06/2009 | 102441 | 0:12:00 | 0:11:56 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/07/2009 | 102812 | 0:12:00 | 0:09:04 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/07/2009 | 102837 | 0:18:00 | 0:12:46 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/07/2009 | 102958 | 0:12:00 | 0:10:00 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/08/2009 | 103015 | 0:12:00 | 0:11:45 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/08/2009 | 103442 | 0:18:00 | 0:16:08 | 0:00:00 | \$0.00 | \$0.00 |

| | | | | | | | |
|---------------------------------------|------------|--------|---------|---------|---------|-------------------|---------------|
| Rural 20 | 08/08/2009 | 103451 | 0:30:00 | 0:24:03 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/08/2009 | 103463 | 0:12:00 | 0:10:20 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/08/2009 | 103469 | 0:18:00 | 0:13:27 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/08/2009 | 103484 | 0:12:00 | 0:08:07 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/09/2009 | 103501 | 0:18:00 | 0:16:21 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/09/2009 | 103506 | 0:12:00 | 0:10:06 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/09/2009 | 103509 | 0:12:00 | 0:08:15 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/09/2009 | 103510 | 0:12:00 | 0:20:48 | 0:08:48 | \$207.00 | \$0.00 |
| Urban Southeast 8 | 08/09/2009 | 103511 | 0:12:00 | 0:16:50 | 0:04:50 | \$115.00 | \$0.00 |
| Urban Southeast 8 | 08/09/2009 | 103541 | 0:12:00 | 0:10:14 | 0:00:00 | \$0.00 | \$0.00 |
| Frontier 35 | 08/09/2009 | 103546 | 0:45:00 | 0:39:33 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/09/2009 | 103773 | 0:18:00 | 0:12:12 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/09/2009 | 103800 | 0:18:00 | 0:16:33 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/10/2009 | 104275 | 0:18:00 | 0:17:20 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/10/2009 | 104300 | 0:12:00 | 0:12:21 | 0:00:21 | \$23.00 | \$0.00 |
| Suburban 12 | 08/10/2009 | 104301 | 0:18:00 | 0:12:52 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/13/2009 | 105767 | 0:12:00 | 0:08:49 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/16/2009 | 106954 | 0:12:00 | 0:09:11 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/16/2009 | 106978 | 0:12:00 | 0:10:09 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/19/2009 | 108387 | 0:12:00 | 0:08:44 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/19/2009 | 108424 | 0:12:00 | 0:11:56 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/19/2009 | 108427 | 0:12:00 | 0:15:26 | 0:03:26 | \$92.00 | \$0.00 |
| Urban Southeast 8 | 08/19/2009 | 108464 | 0:12:00 | 0:11:48 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/20/2009 | 108741 | 0:18:00 | 0:16:02 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/20/2009 | 109038 | 0:12:00 | 0:08:31 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/20/2009 | 109055 | 0:12:00 | 0:09:44 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southwest 8 | 08/21/2009 | 109331 | 0:12:00 | 0:09:40 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/21/2009 | 109332 | 0:12:00 | 0:14:44 | 0:02:44 | \$69.00 | \$0.00 |
| Frontier 35 | 08/21/2009 | 109344 | 0:45:00 | 0:50:00 | 0:05:00 | \$115.00 | \$0.00 |
| Suburban 12 | 08/21/2009 | 109425 | 0:18:00 | 0:18:37 | 0:00:37 | \$23.00 | \$0.00 |
| Urban Southeast 8 | 08/21/2009 | 109472 | 0:12:00 | 0:14:32 | 0:02:32 | \$69.00 | \$0.00 |
| Urban Southeast 8 | 08/21/2009 | 109473 | 0:12:00 | 0:10:42 | 0:00:00 | \$0.00 | \$0.00 |
| Urban North 8 | 08/21/2009 | 109475 | 0:12:00 | 0:08:22 | 0:00:00 | \$0.00 | \$0.00 |
| Urban Southeast 8 | 08/27/2009 | 112380 | 0:12:00 | 0:08:16 | 0:00:00 | \$0.00 | \$0.00 |
| Suburban 12 | 08/30/2009 | 113686 | 0:18:00 | 0:12:48 | 0:00:00 | \$0.00 | \$0.00 |
| Multiple Responses to Incident | | | | | | | |
| Suburban 12 | 08/13/2009 | 105699 | 0:18:00 | 0:22:30 | 0:04:30 | \$115.00 | \$0.00 |
| Urban Southeast 8 | 08/18/2009 | 108062 | 0:12:00 | 0:14:19 | 0:02:19 | \$69.00 | \$0.00 |
| Frontier 25 | 08/31/2009 | 114098 | 0:35:00 | 0:43:14 | 0:08:14 | \$207.00 | \$0.00 |
| Frontier 25 | 08/31/2009 | 114099 | 0:35:00 | 0:42:10 | 0:07:10 | \$184.00 | \$0.00 |
| Total | | | | | | \$1,380.00 | \$0.00 |

I. Urban Equity – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in each of the Urban Zones except for the Urban North 8 sub-zone in August 2009. Note: The data below is reported for informational purposes only. Under the current contract, a performance standard for individual Urban sub-zones has not been established.

| Zone | July 2009 | | | August 2009 | | | Performance Standard |
|-------------------|--------------|-----------------------------------|---------------|--------------|-----------------------------------|---------------|----------------------|
| | Code 3 Calls | # Exceeding Maximum Response Time | Compliance % | Code 3 Calls | # Exceeding Maximum Response Time | Compliance % | |
| Urban North 8 | 657 | 64 | 90.26% | 690 | 71 | 89.71% | 90.00% |
| Urban Southeast 8 | 712 | 32 | 95.51% | 688 | 49 | 92.88% | |
| Urban Southwest 8 | 692 | 59 | 91.47% | 678 | 57 | 91.59% | |
| TOTAL | 2,061 | 155 | 92.48% | 2,056 | 177 | 91.39% | |

J. Code 2 Performance Summary

| Zone | July 2009 | | | August 2009 | | |
|--------------|-------------------|-----------------------------------|---------------|-------------------|-----------------------------------|---------------|
| | # of Code 2 Calls | # Exceeding Maximum Response Time | Compliance % | # of Code 2 Calls | # Exceeding Maximum Response Time | Compliance % |
| Urban 8 | 1,114 | 189 | 83.03% | 1,184 | 207 | 82.52% |
| Suburban 12 | 296 | 31 | 89.53% | 339 | 37 | 89.09% |
| Rural 20 | 32 | 0 | 100.00% | 30 | 0 | 100.00% |
| Frontier 25 | 10 | 0 | 100.00% | 13 | 0 | 100.00% |
| Frontier 35 | 5 | 0 | 100.00% | 3 | 0 | 100.00% |
| Frontier 45 | 5 | 0 | 100.00% | 2 | 0 | 100.00% |
| TOTAL | 1,462 | 220 | 84.95% | 1,571 | 244 | 84.47% |

K. Calls vs. Transports (separated by Code 3/Code 2)–

| | Total Calls | Code 3 Calls | % of All Calls | Code 3 Transports | Code 3 Transport % | Code 2 Calls | % of All Calls | Code 2 Transports | Code 2 Transport % |
|--------------------|-------------|--------------|----------------|-------------------|--------------------|--------------|----------------|-------------------|--------------------|
| July 2009 | 4,568 | 3,106 | 67.99% | 2,032 | 65.42% | 1,462 | 32.01% | 955 | 65.32% |
| August 2009 | 4,677 | 3,106 | 66.41% | 2,041 | 65.71% | 1,571 | 33.59% | 1,030 | 65.56% |

L. Major Condition/Complaint Summary

| July 2009 MEDICAL CALLS/TRANSPORTS | | | | | | | | |
|---------------------------------------|-------------|---------------|-------------|-----------------|------------|---------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Fainting/Unconscious/Unknown | 458 | 10.03% | 281 | 9.05% | 143 | 3.13% | 76 | 5.20% |
| Breathing Problems | 278 | 6.09% | 218 | 7.02% | 13 | 0.28% | 8 | 0.55% |
| Chest Pain | 210 | 4.60% | 182 | 5.86% | 22 | 0.48% | 15 | 1.03% |
| Sick Person-Multiple Complaints | 166 | 3.63% | 142 | 4.57% | 170 | 3.72% | 138 | 9.44% |
| Convulsions-Seizures | 104 | 2.28% | 81 | 2.61% | 48 | 1.05% | 37 | 2.53% |
| Psychiatric-Suicide Attempt | 91 | 1.99% | 68 | 2.19% | 53 | 1.16% | 43 | 2.94% |
| Stroke | 82 | 1.80% | 73 | 2.35% | 10 | 0.22% | 10 | 0.68% |
| Diabetic Problems | 78 | 1.71% | 41 | 1.32% | 13 | 0.28% | 7 | 0.48% |
| Heart Problems | 65 | 1.42% | 54 | 1.74% | 12 | 0.26% | 10 | 0.68% |
| Abdominal Pain | 51 | 1.12% | 47 | 1.51% | 27 | 0.59% | 35 | 2.39% |
| Trans-Interfacility-Palliative | 40 | 0.88% | 40 | 1.29% | 87 | 1.90% | 87 | 5.95% |
| Allergies-Envenomations | 23 | 0.50% | 15 | 0.48% | 5 | 0.11% | 4 | 0.27% |
| Pregnancy | 23 | 0.50% | 21 | 0.68% | 2 | 0.04% | 2 | 0.14% |
| Back Pain | 10 | 0.22% | 8 | 0.26% | 30 | 0.66% | 27 | 1.85% |
| Headache | 10 | 0.22% | 9 | 0.29% | 7 | 0.15% | 5 | 0.34% |
| Ventilator | 2 | 0.04% | 2 | 0.06% | 0 | 0.00% | 0 | 0.00% |
| Total | 1691 | 37.02% | 1282 | 41.27% | 642 | 14.05% | 504 | 34.47% |

| July 2009 TRAUMA CALLS/TRANSPORTS | | | | | | | | |
|--------------------------------------|--------|------------|------------|-----------------|--------|------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Traffic Accident | 404 | 8.84% | 170 | 5.47% | 84 | 1.84% | 40 | 2.74% |
| Falls | 260 | 5.69% | 179 | 5.76% | 146 | 3.20% | 106 | 7.25% |
| Assault or Sexual Assault | 172 | 3.77% | 66 | 2.12% | 23 | 0.50% | 11 | 0.75% |
| Overdose-Poisoning | 143 | 3.13% | 110 | 3.54% | 19 | 0.42% | 10 | 0.68% |
| Hemorrhage-Lacerations | 87 | 1.90% | 69 | 2.22% | 18 | 0.39% | 8 | 0.55% |
| Traumatic Injuries (NOS) | 74 | 1.62% | 52 | 1.67% | 27 | 0.59% | 17 | 1.16% |
| Cardiac/Respiratory Arrest | 64 | 1.40% | 18 | 0.58% | 4 | 0.09% | 0 | 0.00% |
| Choking | 33 | 0.72% | 16 | 0.52% | 12 | 0.26% | 2 | 0.14% |
| Gunshot/Stabbing | 22 | 0.48% | 10 | 0.32% | 1 | 0.02% | 0 | 0.00% |
| Carbon Monoxide-Hazmat | 19 | 0.42% | 0 | 0.00% | 6 | 0.13% | 1 | 0.07% |
| Animal Bites-Attacks | 13 | 0.28% | 3 | 0.10% | 4 | 0.09% | 1 | 0.07% |

| | | | | | | | | |
|--------------------|-------------|---------------|------------|---------------|------------|--------------|------------|---------------|
| Burns-Scalds | 6 | 0.13% | 4 | 0.13% | 3 | 0.07% | 2 | 0.14% |
| Eye Injuries | 5 | 0.11% | 2 | 0.06% | 5 | 0.11% | 1 | 0.07% |
| Heat-Cold Exposure | 5 | 0.11% | 2 | 0.06% | 1 | 0.02% | 1 | 0.07% |
| Total | 1307 | 28.61% | 701 | 22.57% | 353 | 7.73% | 200 | 13.68% |

| July 2009 OTHER CALLS/TRANSPORTS | | | | | | | | |
|-------------------------------------|------------|--------------|------------|-----------------|------------|---------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Law Enforcement Request | 87 | 1.90% | 48 | 1.55% | 432 | 9.46% | 255 | 17.44% |
| Medical-Call Box Alarm | 20 | 0.44% | 1 | 0.03% | 3 | 0.07% | 2 | 0.14% |
| Standby-Public Safety | 1 | 0.02% | 0 | 0.00% | 29 | 0.63% | 4 | 0.27% |
| Standby-Dedicated | 0 | 0.00% | 0 | 0.00% | 3 | 0.07% | 1 | 0.07% |
| Total | 108 | 2.36% | 49 | 1.58% | 467 | 10.23% | 262 | 17.92% |

| August 2009 MEDICAL CALLS/TRANSPORTS | | | | | | | | |
|---|-------------|---------------|-------------|-----------------|------------|---------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Fainting/Unconscious/Unknown | 471 | 10.07% | 302 | 9.72% | 145 | 3.10% | 87 | 5.54% |
| Breathing Problems | 278 | 5.94% | 225 | 7.24% | 17 | 0.36% | 11 | 0.70% |
| Chest Pain | 187 | 4.00% | 169 | 5.44% | 30 | 0.64% | 26 | 1.65% |
| Sick Person-Multiple Complaints | 173 | 3.70% | 141 | 4.54% | 196 | 4.19% | 158 | 10.06% |
| Convulsions-Seizures | 104 | 2.22% | 75 | 2.41% | 70 | 1.50% | 59 | 3.76% |
| Psychiatric-Suicide Attempt | 87 | 1.86% | 71 | 2.29% | 52 | 1.11% | 38 | 2.42% |
| Diabetic Problems | 75 | 1.60% | 43 | 1.38% | 16 | 0.34% | 6 | 0.38% |
| Abdominal Pain | 69 | 1.48% | 63 | 2.03% | 29 | 0.62% | 24 | 1.53% |
| Heart Problems | 67 | 1.43% | 54 | 1.74% | 9 | 0.19% | 5 | 0.32% |
| Trans-Interfacility-Palliative | 52 | 1.11% | 52 | 1.67% | 75 | 1.60% | 75 | 4.77% |
| Stroke | 51 | 1.09% | 44 | 1.42% | 12 | 0.26% | 12 | 0.76% |
| Pregnancy | 30 | 0.64% | 29 | 0.93% | 4 | 0.09% | 4 | 0.25% |
| Allergies-Envenomations | 29 | 0.62% | 24 | 0.77% | 11 | 0.24% | 7 | 0.45% |
| Back Pain | 10 | 0.21% | 9 | 0.29% | 54 | 1.15% | 46 | 2.93% |
| Headache | 7 | 0.15% | 6 | 0.19% | 14 | 0.30% | 11 | 0.70% |
| Ventilator | 1 | 0.02% | 1 | 0.03% | 0 | 0.00% | 0 | 0.00% |
| Total | 1691 | 36.16% | 1308 | 42.11% | 734 | 15.69% | 569 | 36.22% |

| August 2009 TRAUMA CALLS/TRANSPORTS | | | | | | | | |
|--|-------------|---------------|------------|-----------------|------------|--------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Traffic Accident Total | 407 | 8.70% | 157 | 5.05% | 96 | 2.05% | 57 | 3.63% |
| Falls Total | 279 | 5.97% | 180 | 5.80% | 141 | 3.01% | 105 | 6.68% |
| Assault or Sexual Assault Total | 192 | 4.11% | 70 | 2.25% | 25 | 0.53% | 10 | 0.64% |
| Overdose-Poisoning Total | 137 | 2.93% | 106 | 3.41% | 19 | 0.41% | 12 | 0.76% |
| Hemorrhage-Lacerations Total | 90 | 1.92% | 62 | 2.00% | 15 | 0.32% | 10 | 0.64% |
| Traumatic Injuries (NOS) Total | 68 | 1.45% | 45 | 1.45% | 33 | 0.71% | 20 | 1.27% |
| Cardiac/Respiratory Arrest Total | 57 | 1.22% | 18 | 0.58% | 4 | 0.09% | 0 | 0.00% |
| Choking Total | 30 | 0.64% | 20 | 0.64% | 9 | 0.19% | 1 | 0.06% |
| Carbon Monoxide-Hazmat Total | 23 | 0.49% | 0 | 0.00% | 4 | 0.09% | 1 | 0.06% |
| Gunshot/Stabbing Total | 22 | 0.47% | 13 | 0.42% | 0 | 0.00% | 0 | 0.00% |
| Animal Bites-Attacks Total | 11 | 0.24% | 1 | 0.03% | 1 | 0.02% | 0 | 0.00% |
| Burns-Scalds Total | 8 | 0.17% | 5 | 0.16% | 3 | 0.06% | 2 | 0.13% |
| Heat-Cold Exposure Total | 2 | 0.04% | 0 | 0.00% | 1 | 0.02% | 1 | 0.06% |
| Eye Injuries Total | 0 | 0.00% | 0 | 0.00% | 2 | 0.04% | 0 | 0.00% |
| Total | 1326 | 28.35% | 677 | 21.80% | 353 | 7.55% | 219 | 13.94% |

| August 2009 OTHER CALLS/TRANSPORTS | | | | | | | | |
|---------------------------------------|--------|------------|------------|-----------------|--------|------------|------------|-----------------|
| | Code 3 | | | | Code 2 | | | |
| | Calls | % of Calls | Transports | % of Transports | Calls | % of Calls | Transports | % of Transports |
| Law Enforcement Request | 65 | 1.39% | 47 | 1.51% | 436 | 9.32% | 238 | 15.15% |
| Medical-Call Box Alarm | 18 | 0.38% | 7 | 0.23% | 3 | 0.06% | 0 | 0.00% |
| Standby-Dedicated | 3 | 0.06% | 0 | 0.00% | 5 | 0.11% | 1 | 0.06% |
| Standby-Public Safety | 3 | 0.06% | 2 | 0.06% | 40 | 0.86% | 3 | 0.19% |
| Total | 89 | 1.89% | 56 | 1.80% | 484 | 10.35% | 242 | 15.40% |

F. CALL DOWNGRADES (CODE 3 - EMERGENT TO CODE 2- NON-EMERGENT / ROUTINE)

July 2009 — 42 calls were downgraded from Code 3 to Code 2.

August 2009 — 40 calls were downgraded from Code 3 to Code 2.

G. CODE 2 DISPATCH HOLDS / DELAYS

In July 2009, dispatch was held on 27 Code 2 calls. In August 2009, dispatch was held on 26 Code 2 calls. Dispatch delays were a result of the Contractor's decision to hold a call and assign it to a closer unit when it became available, or to reassign a call to another unit when the initial unit was closest to a higher priority call.

III. QUESTIONS AND/OR ADDITIONAL INFORMATION

Eileen Lynch Gonzalez
Emergency Services Agency (ESA) Business Administrator