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ESA Performance & Compliance Report
July & August 2010

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency ("ESA") dated January 21, 2010, 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. 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 2010.

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 three incidences of contract Level 0 during July and two in August. The total recommended assessment for July and August 2010 is $12,038.00.

Potential & Recommended Assessment Summary				
	July 2010		August 2010	
Performance Standard	**Potential**	**Recommended**	**Potential**	**Recommended**
Per Call Performance – Exceeding Maximum Response Times	$4,628.00	$4,394.00	$2,886.00	$2,704.00
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)	$2,964.00	$2,964.00	$1,976.00	$1,976.00
Special Circumstances	$0.00	$0.00	$0.00	$0.00
Exemptions	$364.00	$0.00	$234.00	$0.00
TOTAL:	$7,956.00	$7,358.00	$5,096.00	$4,680.00

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.)

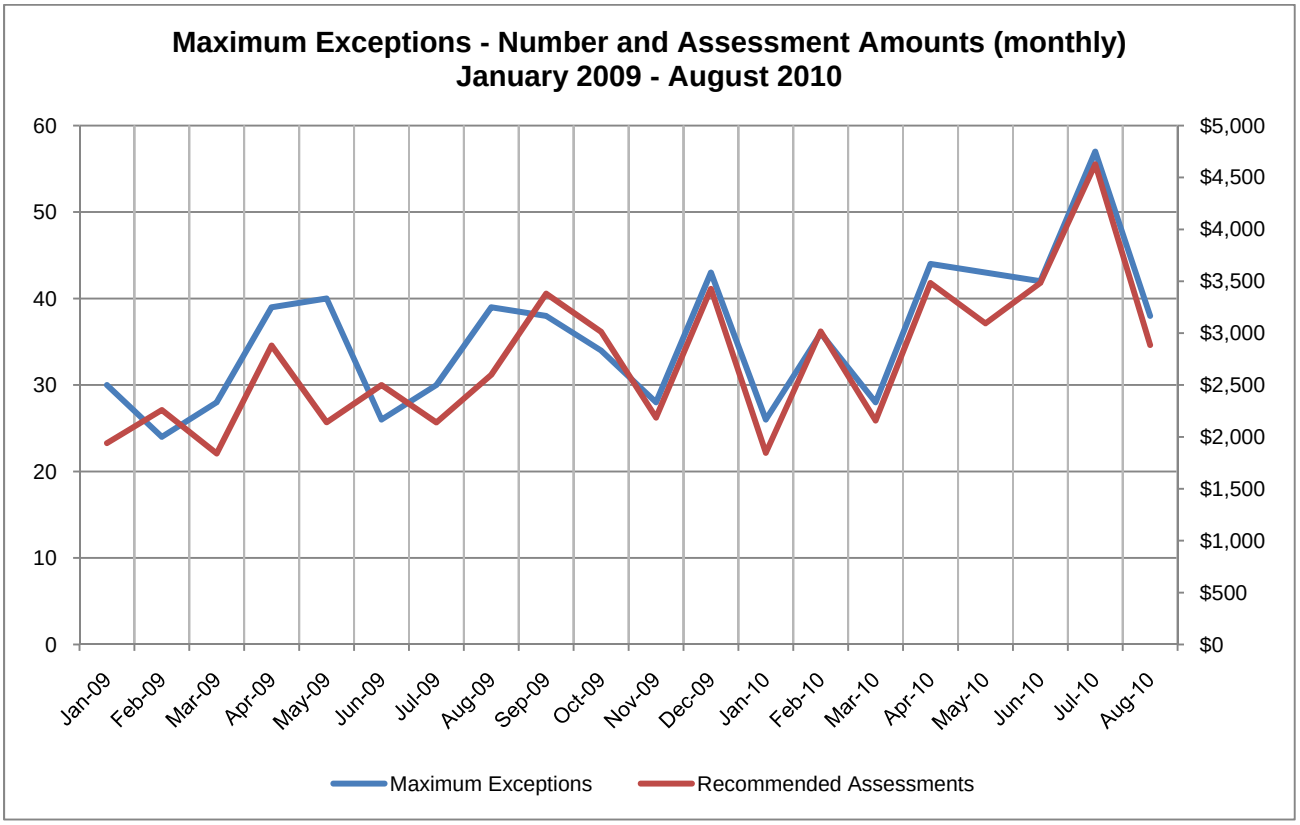
For July 2010, there were 57 calls that exceeded the Maximum Response Time for their Zone, 56 (98.2%) of which were located within the City of Colorado Springs. The remaining call (1.8%) was located in Manitou Springs. For August 2010, there were 38 calls that exceeded the Maximum Response Time for their Zone, all of which were located within the City of Colorado Springs.

July 2010 (57)							
Zone	**Date**	**Call #**	**Maximum**	**Response Time**	**Amount in Excess**	**Potential Assessment (per agreement)**	**Recommended Assessment (per agreement)**
Suburban 12	07/13/2010	87299	0:18:00	0:19:37	0:01:37	$52.00	$52.00
Total Suburban 12	**1 (1.8%)**						
Urban Southeast 8	07/01/2010	82128	0:12:00	0:13:43	0:01:43	$52.00	$52.00
Urban Southeast 8	07/02/2010	82510	0:12:00	0:12:31	0:00:31	$26.00	$26.00
Urban Southwest 8	07/04/2010	83489	0:12:00	0:13:52	0:01:52	$52.00	$52.00
Urban North 8	07/04/2010	83526	0:12:00	0:12:16	0:00:16	$26.00	$26.00
Urban North 8	07/04/2010	83539	0:12:00	0:13:52	0:01:52	$52.00	$0.00
Urban North 8	07/04/2010	83545	0:12:00	0:13:25	0:01:25	$52.00	$52.00
Urban Southeast 8	07/04/2010	83562	0:12:00	0:20:19	0:08:19	$234.00	$234.00
Urban Southwest 8	07/06/2010	84239	0:12:00	0:12:06	0:00:06	$26.00	$26.00
Urban North 8	07/06/2010	84272	0:12:00	0:12:11	0:00:11	$26.00	$26.00
Urban Southeast 8	07/06/2010	84273	0:12:00	0:13:01	0:01:01	$52.00	$52.00
Urban North 8	07/07/2010	84709	0:12:00	0:17:00	0:05:00	$130.00	$130.00
Urban North 8	07/07/2010	84719	0:12:00	0:13:05	0:01:05	$52.00	$52.00
Urban Southeast 8	07/08/2010	85020	0:12:00	0:12:39	0:00:39	$26.00	$26.00
Urban Southeast 8	07/08/2010	85104	0:12:00	0:13:54	0:01:54	$52.00	$52.00
Urban North 8	07/09/2010	85310	0:12:00	0:17:27	0:05:27	$156.00	$156.00
Urban North 8	07/09/2010	85641	0:12:00	0:12:49	0:00:49	$26.00	$26.00
Urban Southeast 8	07/10/2010	85911	0:12:00	0:14:50	0:02:50	$78.00	$78.00
Urban Southeast 8	07/10/2010	85995	0:12:00	0:14:03	0:02:03	$78.00	$78.00
Urban North 8	07/10/2010	86088	0:12:00	0:15:38	0:03:38	$104.00	$104.00
Urban Southeast 8	07/11/2010	86404	0:12:00	0:13:14	0:01:14	$52.00	$52.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southwest 8	07/11/2010	86408	0:12:00	0:21:50	0:09:50	$260.00	$260.00
Urban North 8	07/12/2010	86520	0:12:00	0:13:31	0:01:31	$52.00	$52.00
Urban North 8	07/13/2010	87026	0:12:00	0:16:01	0:04:01	$130.00	$130.00
Urban North 8	07/13/2010	87142	0:12:00	0:17:38	0:05:38	$156.00	$156.00
Urban North 8	07/14/2010	87759	0:12:00	0:12:29	0:00:29	$26.00	$26.00
Urban North 8	07/15/2010	87921	0:12:00	0:14:45	0:02:45	$78.00	$78.00
Urban North 8	07/15/2010	87925	0:12:00	0:15:08	0:03:08	$104.00	$104.00
Urban Southwest 8	07/15/2010	87965	0:12:00	0:14:08	0:02:08	$78.00	$78.00
Urban North 8	07/15/2010	87967	0:12:00	0:15:16	0:03:16	$104.00	$104.00
Urban Southwest 8	07/15/2010	88094	0:12:00	0:14:25	0:02:25	$78.00	$78.00
Urban North 8	07/15/2010	88295	0:12:00	0:15:06	0:03:06	$104.00	$104.00
Urban Southeast 8	07/15/2010	88323	0:12:00	0:14:26	0:02:26	$78.00	$78.00
Urban Southeast 8	07/15/2010	88336	0:12:00	0:13:50	0:01:50	$52.00	$52.00
Urban Southwest 8	07/15/2010	88339	0:12:00	0:18:48	0:06:48	$182.00	$182.00
Urban Southeast 8	07/15/2010	88342	0:12:00	0:15:54	0:03:54	$104.00	$104.00
Urban Southwest 8	07/16/2010	88713	0:12:00	0:12:26	0:00:26	$26.00	$26.00
Urban North 8	07/19/2010	89703	0:12:00	0:12:18	0:00:18	$26.00	$26.00
Urban North 8	07/19/2010	89818	0:12:00	0:18:05	0:06:05	$182.00	$182.00
Urban Southwest 8	07/19/2010	89844	0:12:00	0:16:35	0:04:35	$130.00	$130.00
Urban North 8	07/19/2010	90070	0:12:00	0:14:02	0:02:02	$78.00	$78.00
Urban Southeast 8	07/21/2010	91046	0:12:00	0:13:42	0:01:42	$52.00	$52.00
Urban Southeast 8	07/22/2010	91096	0:12:00	0:12:05	0:00:05	$26.00	$0.00
Urban North 8	07/22/2010	91270	0:12:00	0:17:19	0:05:19	$156.00	$0.00
Urban Southwest 8	07/24/2010	92006	0:12:00	0:12:18	0:00:18	$26.00	$26.00
Urban Southwest 8	07/26/2010	92816	0:12:00	0:12:56	0:00:56	$26.00	$26.00
Urban North 8	07/26/2010	93093	0:12:00	0:15:14	0:03:14	$104.00	$104.00
Urban Southeast 8	07/26/2010	93111	0:12:00	0:12:36	0:00:36	$26.00	$26.00
Urban Southwest 8	07/26/2010	93197	0:12:00	0:18:28	0:06:28	$182.00	$182.00
Urban Southwest 8	07/26/2010	93209	0:12:00	0:12:57	0:00:57	$26.00	$26.00
Urban North 8	07/26/2010	93217	0:12:00	0:20:06	0:08:06	$234.00	$234.00
Urban Southeast 8	07/27/2010	93381	0:12:00	0:13:07	0:01:07	$52.00	$52.00
Urban North 8	07/28/2010	93864	0:12:00	0:14:54	0:02:54	$78.00	$78.00
Urban North 8	07/28/2010	94089	0:12:00	0:15:02	0:03:02	$104.00	$104.00
Urban Southwest 8	07/28/2010	94092	0:12:00	0:13:38	0:01:38	$52.00	$52.00
Urban North 8	07/30/2010	94955	0:12:00	0:12:30	0:00:30	$26.00	$26.00
Urban North 8	07/31/2010	95411	0:12:00	0:12:14	0:00:14	$26.00	$26.00
Total Urban 8	**56 (98.2%)**						
					Assessments	**$4,628.00**	**$4,394.00**

August 2010 (38)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	08/20/2010	103979	0:18:00	0:23:14	0:05:14	$156.00	$156.00
Total Suburban 12	**1 (2.6%)**						
Urban Southwest 8	08/01/2010	95652	0:12:00	0:13:03	0:01:03	$52.00	$52.00
Urban North 8	08/05/2010	97534	0:12:00	0:17:36	0:05:36	$156.00	$156.00
Urban Southwest 8	08/05/2010	97558	0:12:00	0:12:03	0:00:03	$26.00	$26.00
Urban North 8	08/05/2010	97573	0:12:00	0:12:13	0:00:13	$26.00	$26.00
Urban Southwest 8	08/05/2010	97580	0:12:00	0:12:22	0:00:22	$26.00	$26.00
Urban Southeast 8	08/05/2010	97603	0:12:00	0:12:10	0:00:10	$26.00	$26.00
Urban North 8	08/06/2010	97623	0:12:00	0:12:12	0:00:12	$26.00	$26.00
Urban Southwest 8	08/07/2010	98167	0:12:00	0:12:25	0:00:25	$26.00	$26.00
Urban Southwest 8	08/07/2010	98175	0:12:00	0:16:08	0:04:08	$130.00	$130.00
Urban Southwest 8	08/09/2010	99220	0:12:00	0:14:35	0:02:35	$78.00	$78.00
Urban Southeast 8	08/09/2010	99292	0:12:00	0:18:18	0:06:18	$182.00	$0.00
Urban North 8	08/12/2010	100457	0:12:00	0:12:13	0:00:13	$26.00	$26.00
Urban North 8	08/13/2010	100743	0:12:00	0:13:41	0:01:41	$52.00	$52.00
Urban Southeast 8	08/15/2010	101665	0:12:00	0:12:18	0:00:18	$26.00	$26.00
Urban Southwest 8	08/15/2010	101667	0:12:00	0:13:52	0:01:52	$52.00	$52.00
Urban North 8	08/15/2010	101897	0:12:00	0:15:10	0:03:10	$104.00	$104.00
Urban Southwest 8	08/16/2010	102333	0:12:00	0:14:36	0:02:36	$78.00	$78.00
Urban Southwest 8	08/16/2010	102335	0:12:00	0:18:11	0:06:11	$182.00	$182.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban North 8	08/16/2010	102459	0:12:00	0:13:59	0:01:59	$52.00	$52.00
Urban North 8	08/17/2010	102767	0:12:00	0:16:20	0:04:20	$130.00	$130.00
Urban Southwest 8	08/17/2010	102773	0:12:00	0:12:08	0:00:08	$26.00	$26.00
Urban Southwest 8	08/18/2010	102959	0:12:00	0:14:15	0:02:15	$78.00	$78.00
Urban North 8	08/18/2010	103238	0:12:00	0:12:17	0:00:17	$26.00	$26.00
Urban Southwest 8	08/20/2010	103978	0:12:00	0:16:10	0:04:10	$130.00	$130.00
Urban Southwest 8	08/20/2010	104200	0:12:00	0:13:41	0:01:41	$52.00	$52.00
Urban North 8	08/20/2010	104386	0:12:00	0:12:42	0:00:42	$26.00	$26.00
Urban Southwest 8	08/20/2010	104422	0:12:00	0:12:38	0:00:38	$26.00	$26.00
Urban Southwest 8	08/20/2010	104437	0:12:00	0:12:24	0:00:24	$26.00	$26.00
Urban North 8	08/22/2010	105174	0:12:00	0:24:59	0:12:59	$338.00	$338.00
Urban North 8	08/22/2010	105175	0:12:00	0:13:37	0:01:37	$52.00	$52.00
Urban Southwest 8	08/23/2010	105405	0:12:00	0:18:07	0:06:07	$182.00	$182.00
Urban Southwest 8	08/23/2010	105542	0:12:00	0:14:35	0:02:35	$78.00	$78.00
Urban Southwest 8	08/23/2010	105583	0:12:00	0:16:12	0:04:12	$130.00	$130.00
Urban North 8	08/24/2010	105717	0:12:00	0:12:42	0:00:42	$26.00	$26.00
Urban North 8	08/24/2010	105997	0:12:00	0:12:28	0:00:28	$26.00	$26.00
Urban North 8	08/27/2010	107363	0:12:00	0:12:21	0:00:21	$26.00	$26.00
Urban North 8	08/28/2010	107533	0:12:00	0:12:31	0:00:31	$26.00	$26.00
Total Urban 8	**37 (97.4%)**						
					Assessments	**$2,886.00**	**$2,704.00**



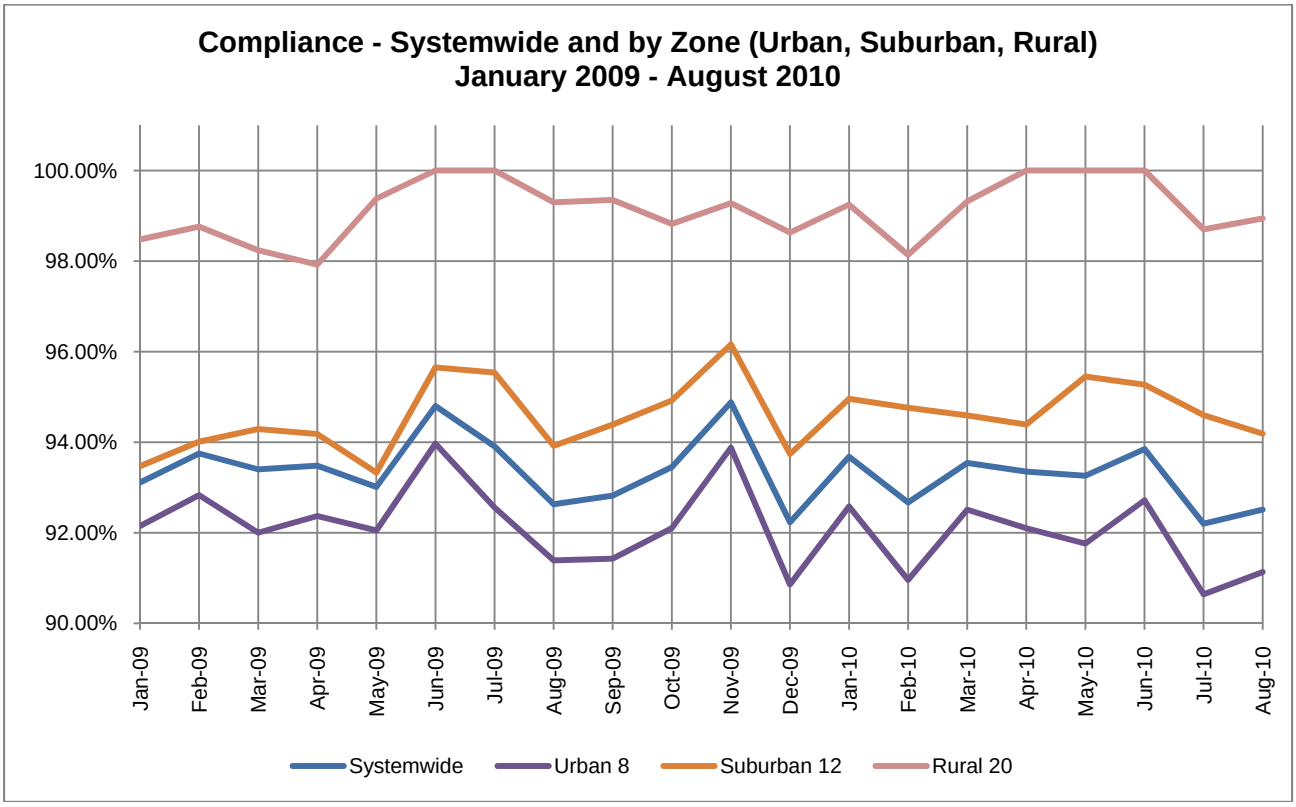
B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones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

Zone	July 2010			August 2010		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,360	221	90.64%	2,300	204	91.13%
Suburban 12	833	45	94.60%	844	49	94.19%
Rural 20	154	2	98.70%	189	2	98.94%
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 when annual data for 2010 is available.**

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 2010	August 2010
# of Code 3 Calls	3,485	3,473
# Exceeding Minimum Response Time	272	260
System-wide Compliance %	**92.20%**	**92.51%**

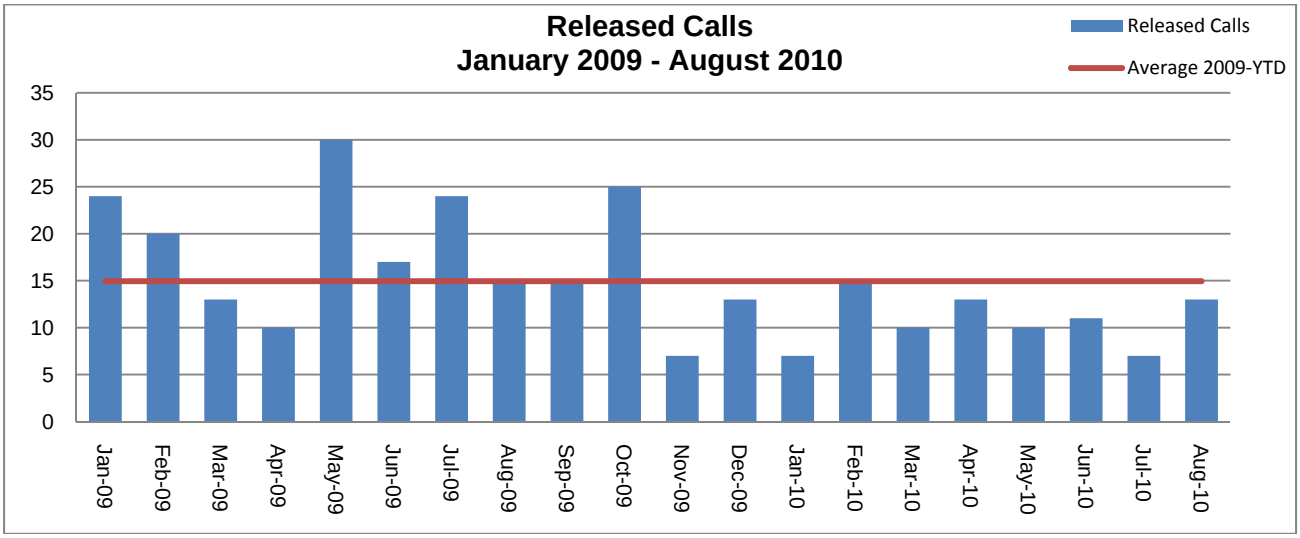


E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.) There were no calls referred to unapproved responders during either reporting period.

The contractor referred 7 calls in July 2010, all of which were referred to Black Forest Fire/Rescue. The contractor referred 13 calls in August 2010, all but one of which were referred to Black Forest Fire/Rescue. The remaining call was referred to the City of Fountain Fire Department. 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 2010 where a released call exceeded the maximum response time for the zone.

July 2010 (7)					
Response Zone	**Call #**	**Date**	**Referred To**	**Response Time**	**Assessment**
Frontier 25	87357	07/13/2010	Black Forest Fire/Rescue	0:14:45	$0.00
Frontier 25	93007	07/26/2010	Black Forest Fire/Rescue	0:14:34	$0.00
Frontier 25	93126	07/26/2010	Black Forest Fire/Rescue	0:11:00	N/A (Code 2)
Suburban 12	93216	07/26/2010	Black Forest Fire/Rescue	0:11:21	$0.00
Suburban 12	94116	07/28/2010	Black Forest Fire/Rescue	0:15:08	$0.00
Frontier 25	94541	07/29/2010	Black Forest Fire/Rescue	0:18:34	$0.00
Frontier 35	94991	07/30/2010	Black Forest Fire/Rescue	0:28:20	$0.00
				July 2010 - Recommended Assessment	**$0.00**

August 2010 (13)					
Response Zone	**Call #**	**Date**	**Referred To**	**Response Time**	**Assessment**
Frontier 35	96618	08/03/2010	Black Forest Fire/Rescue	0:07:19	$0.00
Rural 20	98851	08/08/2010	Black Forest Fire/Rescue	0:16:34	$0.00
Urban Southwest 8	101569	08/14/2010	Fountain Fire Department	0:00:17	$0.00
Rural 20	102347	08/16/2010	Black Forest Fire/Rescue	0:15:22	$0.00
Suburban 12	102503	08/17/2010	Black Forest Fire/Rescue	0:11:36	$0.00
Urban North 8	104258	08/20/2010	Black Forest Fire/Rescue	0:19:29	N/A (Code 2)
Frontier 25	105304	08/23/2010	Black Forest Fire/Rescue	0:20:35	$0.00
Rural 20	105777	08/24/2010	Black Forest Fire/Rescue	0:15:21	N/A (Code 2)
Rural 20	106643	08/26/2010	Black Forest Fire/Rescue	0:12:25	$0.00
Frontier 25	107542	08/28/2010	Black Forest Fire/Rescue	0:31:24	$0.00
Rural 20	108195	08/29/2010	Black Forest Fire/Rescue	0:09:01	N/A (Code 2)
Rural 20	109058	08/31/2010	Black Forest Fire/Rescue	0:08:50	$0.00
Rural 20	109154	08/31/2010	Black Forest Fire/Rescue	0:12:53	$0.00
				August 2010 - 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)

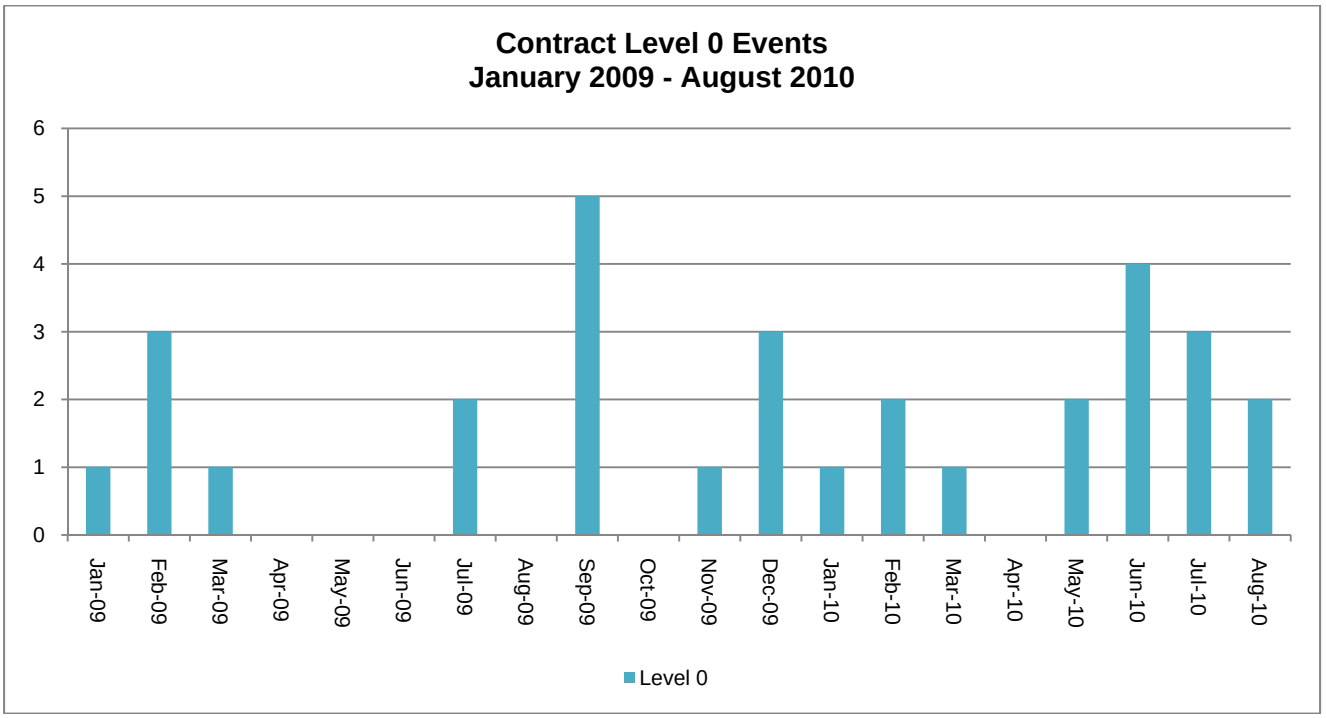
AND

- 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.

During July 2010, there were three occurrence of Contractor Level 0 as defined in the contract. During August 2010, there were two occurrences of Contractor Level 0.

July 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	7/4/10	Sunday	10:16PM	0:04	12	1	$988.00	$988.00
2	7/26/10	Monday	10:26PM	0:07	13	2	$988.00	$988.00
3	7/26/10	Monday	10:51PM	0:06	13	3	$988.00	$988.00
						Total	**$2,964.00**	**$2,964.00**

August 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	8/14/10	Saturday	7:15PM	0:08	16	3	$988.00	$988.00
2	8/17/10	Tuesday	8:02PM	0:11	12	3	$988.00	$988.00
						Total	**$1,976.00**	**$1,976.00**



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 2010, the Contractor has requested that 31 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of August 2010, the Contractor has requested that 35 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.

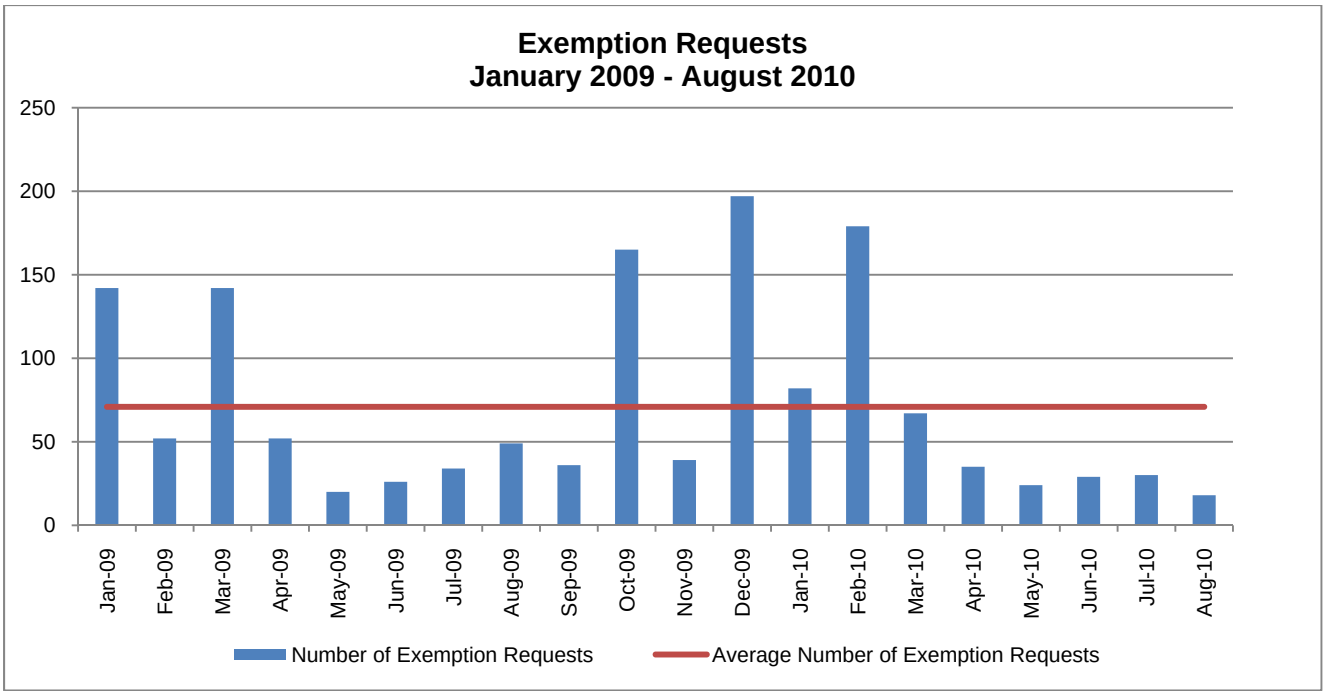
July 2010
Exempted Calls (30)

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (26)							
Suburban 12	7/1/2010	82348	0:18:00	00:15.26	0:00:00	$0.00	$0.00
Urban Southwest 8	7/1/2010	82362	0:12:00	00:15.40	0:03:40	$104.00	$0.00
Urban Southeast 8	7/2/2010	82813	0:12:00	00:08.27	0:00:00	$0.00	$0.00
Suburban 12	7/5/2010	83655	0:18:00	00:14.37	0:00:00	$0.00	$0.00
Urban North 8	7/5/2010	83657	0:12:00	00:13.32	0:01:32	$52.00	$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Suburban 12	7/7/2010	84518	0:18:00	00:13.51	0:00:00	$0.00	$0.00
Urban North 8	7/8/2010	85002	0:12:00	00:10.30	0:00:00	$0.00	$0.00
Suburban 12	7/9/2010	85673	0:18:00	00:13.39	0:00:00	$0.00	$0.00
Suburban 12	7/11/2010	86251	0:18:00	00:14.31	0:00:00	$0.00	$0.00
Urban Southeast 8	7/11/2010	86255	0:12:00	00:08.45	0:00:00	$0.00	$0.00
Urban North 8	7/11/2010	86258	0:12:00	00:09.07	0:00:00	$0.00	$0.00
Urban Southwest 8	7/11/2010	86260	0:12:00	00:12.18	0:00:18	$26.00	$0.00
Urban North 8	7/17/2010	89001	0:12:00	00:09.24	0:00:00	$0.00	$0.00
Urban Southwest 8	7/17/2010	89018	0:12:00	00:09.34	0:00:00	$0.00	$0.00
Suburban 12	7/17/2010	89019	0:18:00	00:18.26	0:00:26	$26.00	$0.00
Frontier 45	7/18/2010	89375	0:55:00	00:46.26	0:00:00	$0.00	$0.00
Urban North 8	7/18/2010	89619	0:12:00	00:11.01	0:00:00	$0.00	$0.00
Urban North 8	7/21/2010	90701	0:12:00	00:10.25	0:00:00	$0.00	$0.00
Urban Southeast 8	7/21/2010	90943	0:12:00	00:10.57	0:00:00	$0.00	$0.00
Suburban 12	7/22/2010	91455	0:18:00	00:12.20	0:00:00	$0.00	$0.00
Suburban 12	7/22/2010	91464	0:18:00	00:13.48	0:00:00	$0.00	$0.00
Urban Southeast 8	7/25/2010	92443	0:12:00	00:11.36	0:00:00	$0.00	$0.00
Urban Southwest 8	7/25/2010	92463	0:12:00	00:08.52	0:00:00	$0.00	$0.00
Urban North 8	7/28/2010	93997	0:12:00	00:09.30	0:00:00	$0.00	$0.00
Urban Southwest 8	7/28/2010	94006	0:12:00	00:10.27	0:00:00	$0.00	$0.00
Urban North 8	7/28/2010	94008	0:12:00	00:08.09	0:00:00	$0.00	$0.00
Multiple Responses to Incident (2)							
Urban Southwest 8	7/6/2010	84241	0:12:00	00:14.19	0:02:19	$78.00	$0.00
Urban North 8	7/27/2010	93606	0:12:00	00:08.35	0:00:00	$0.00	$0.00
Restricted Patient Access (1)							
Rural 20	7/3/2010	83183	0:30:00	00:32.22	0:02:22	$78.00	$0.00
Poor Road Conditions (1)							
Urban North 8	7/30/2010	94855	0:12:00	00:11.58	0:00:00	$0.00	$0.00
					Total	**$364.00**	**$0.00**

August 2010
Exempted Calls (18)

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (11)							
Urban North 8	8/2/2010	95923	0:12:00	00:11.42	00:00.00	$0.00	$0.00
Urban Southwest 8	8/2/2010	95946	0:12:00	00:13.40	00:01.40	$52.00	$0.00
Urban Southeast 8	8/3/2010	96600	0:12:00	00:08.58	00:00.00	$0.00	$0.00
Urban North 8	8/3/2010	96602	0:12:00	00:12.22	00:00.22	$26.00	$0.00
Urban Southwest 8	8/7/2010	98451	0:12:00	00:08.09	00:00.00	$0.00	$0.00
Urban North 8	8/8/2010	98768	0:12:00	00:08.46	00:00.00	$0.00	$0.00
Urban Southwest 8	8/14/2010	101337	0:12:00	00:08.33	00:00.00	$0.00	$0.00
Urban Southwest 8	8/14/2010	101521	0:12:00	00:09.07	00:00.00	$0.00	$0.00
Urban Southwest 8	8/17/2010	102886	0:12:00	00:09.17	00:00.00	$0.00	$0.00
Urban Southeast 8	8/18/2010	103300	0:12:00	00:09.10	00:00.00	$0.00	$0.00
Urban North 8	8/30/2010	108671	0:12:00	00:10.43	00:00.00	$0.00	$0.00
Multiple Responses to Incident (5)							
Suburban 12	8/13/2010	101182	0:18:00	00:14.34	00:00.00	$0.00	$0.00
Urban Southwest 8	8/14/2010	101554	0:12:00	00:09.23	00:00.00	$0.00	$0.00
Urban Southwest 8	8/14/2010	101557	0:12:00	00:11.00	00:00.00	$0.00	$0.00
Urban Southwest 8	8/17/2010	102897	0:12:00	00:11.14	00:00.00	$0.00	$0.00
Suburban 12	8/31/2010	108971	0:18:00	00:16.19	00:00.00	$0.00	$0.00
Poor Road Conditions (2)							
Urban North 8	8/2/2010	96143	0:12:00	00:17.32	00:05.32	$156.00	$0.00
Suburban 12	8/2/2010	96147	0:18:00	00:16.31	00:00.00	$0.00	$0.00
					Total	**$234.00**	**$0.00**



I. Urban Equity – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in all but one of the Urban Zones during one reporting period. 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.

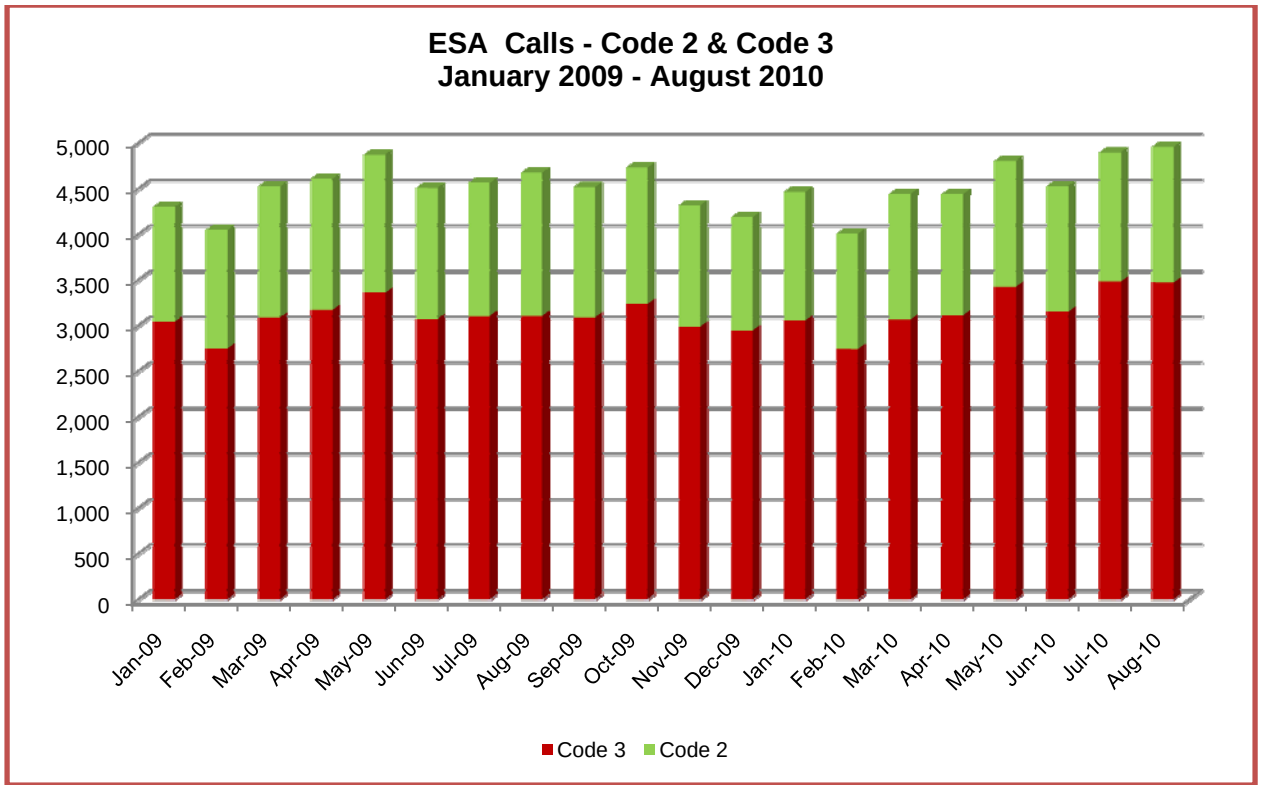
Zone	July 2010			August 2010			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	731	101	86.18%	694	82	88.18%	90.00%
Urban Southeast 8	820	54	93.41%	761	41	94.61%	
Urban Southwest 8	809	66	91.84%	845	81	90.41%	
TOTAL	**2,360**	**221**	**90.64%**	**2,300**	**204**	**91.13%**	

J. Code 2 Performance Summary

Zone	July 2010			August 2010		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,071	237	77.87%	1,124	230	79.54%
Suburban 12	285	44	84.56%	305	31	89.84%
Rural 20	28	1	96.43%	32	1	96.88%
Frontier 25	20	0	100.00%	15	0	100.00%
Frontier 35	6	1	83.33%	5	0	100.00%
Frontier 45	3	0	100.00%	2	0	100.00%
TOTAL	**1,413**	**283**	**79.97%**	**1,483**	**262**	**82.33%**

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 2010	4,898	3,485	71.2%	2,288	65.7%	1,413	28.8%	978	69.2%
August 2010	4,958	3,474	70.1%	2,285	65.8%	1,484	29.9%	1,029	69.3%



L. Major Condition/Complaint Summary

July 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	566	11.56%	310	9.49%	110	2.25%	72	2.20%
Breathing Problems	307	6.27%	228	6.98%	6	0.12%	5	0.15%
Chest Pain	212	4.33%	192	5.88%	15	0.31%	12	0.37%
Sick Person-Multiple Complaints	202	4.12%	163	4.99%	201	4.10%	163	4.99%
Convulsions-Seizures	145	2.96%	118	3.61%	59	1.20%	48	1.47%
Psychiatric-Suicide Attempt	118	2.41%	93	2.85%	64	1.31%	54	1.65%
Abdominal Pain	72	1.47%	60	1.84%	34	0.69%	32	0.98%
Diabetic Problems	70	1.43%	30	0.92%	8	0.16%	5	0.15%
Heart Problems	58	1.18%	41	1.26%	4	0.08%	3	0.09%
Stroke	58	1.18%	51	1.56%	10	0.20%	10	0.31%
Pregnancy	32	0.65%	28	0.86%	1	0.02%	1	0.03%
Trans-Interfacility-Palliative	31	0.63%	30	0.92%	68	1.39%	66	2.02%
Allergies-Envenomations	25	0.51%	20	0.61%	5	0.10%	5	0.15%
Back Pain	7	0.14%	6	0.18%	33	0.67%	31	0.95%
Headache	6	0.12%	5	0.15%	19	0.39%	17	0.52%
Total	**1909**	**38.98%**	**1375**	**42.10%**	**637**	**13.01%**	**524**	**16.04%**

July 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	463	9.45%	232	7.10%	70	1.43%	51	1.56%
Falls	259	5.29%	184	5.63%	114	2.33%	86	2.63%
Overdose-Poisoning	212	4.33%	142	4.35%	38	0.78%	23	0.70%
Assault or Sexual Assault	178	3.63%	74	2.27%	24	0.49%	7	0.21%
Hemorrhage-Lacerations	132	2.69%	109	3.34%	19	0.39%	10	0.31%
Traumatic Injuries (NOS)	78	1.59%	53	1.62%	20	0.41%	14	0.43%
Cardiac/Respiratory Arrest	49	1.00%	15	0.46%	2	0.04%	1	0.03%
Choking	33	0.67%	21	0.64%	3	0.06%	0	0.00%
Carbon Monoxide-Hazmat	26	0.53%	2	0.06%	4	0.08%	0	0.00%
Animal Bites-Attacks	16	0.33%	6	0.18%	1	0.02%	1	0.03%
Gunshot/Stabbing	13	0.27%	3	0.09%	0	0.00%	0	0.00%
Drowning/Diving Accidents	7	0.14%	2	0.06%	1	0.02%	1	0.03%
Burns-Scalds	4	0.08%	2	0.06%	1	0.02%	1	0.03%
Heat-Cold Exposure	3	0.06%	1	0.03%	3	0.06%	0	0.00%
Eye Injuries	2	0.04%	1	0.03%	6	0.12%	1	0.03%
Electrocution/Lightning	1	0.02%	1	0.03%	0	0.00%	0	0.00%
Total	**1476**	**30.13%**	**848**	**25.96%**	**306**	**6.25%**	**196**	**6.00%**

July 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	88	1.80%	61	1.87%	435	8.88%	253	7.75%
Medical-Call Box Alarm	9	0.18%	4	0.12%	0	0.00%	0	0.00%
Structure Fire	2	0.04%	0	0.00%	0	0.00%	0	0.00%
Standby-Public Safety	1	0.02%	0	0.00%	27	0.55%	4	0.12%
Standby-Dedicated	0	0.00%	0	0.00%	5	0.10%	1	0.03%
Standby-Non Dedicated	0	0.00%	0	0.00%	3	0.06%	0	0.00%
Total	**100**	**2.04%**	**65**	**1.99%**	**470**	**9.59%**	**258**	**7.90%**

August 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	505	10.19%	260	7.85%	98	1.98%	51	1.54%
Breathing Problems	316	6.37%	245	7.39%	14	0.28%	10	0.30%
Chest Pain	240	4.84%	217	6.55%	19	0.38%	13	0.39%
Sick Person-Multiple Complaints	215	4.34%	170	5.13%	214	4.32%	169	5.10%
Convulsions-Seizures	145	2.92%	113	3.41%	74	1.49%	61	1.84%
Psychiatric-Suicide Attempt	116	2.34%	86	2.60%	63	1.27%	52	1.57%
Diabetic Problems	95	1.92%	39	1.18%	14	0.28%	6	0.18%
Stroke	64	1.29%	49	1.48%	8	0.16%	8	0.24%
Heart Problems	53	1.07%	42	1.27%	9	0.18%	3	0.09%
Abdominal Pain	51	1.03%	45	1.36%	35	0.71%	33	1.00%
Allergies-Envenomations	48	0.97%	36	1.09%	6	0.12%	5	0.15%
Trans-Interfacility-Palliative	40	0.81%	40	1.21%	77	1.55%	75	2.26%
Pregnancy	38	0.77%	33	1.00%	1	0.02%	1	0.03%
Back Pain	10	0.20%	8	0.24%	31	0.63%	29	0.88%
Headache	9	0.18%	7	0.21%	16	0.32%	14	0.42%
Total	**1945**	**39.23%**	**1390**	**41.94%**	**679**	**13.70%**	**530**	**15.99%**

August 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Animal Bites-Attacks	10	0.20%	2	0.06%	1	0.02%	0	0.00%
Assault or Sexual Assault	179	3.61%	75	2.26%	24	0.48%	11	0.33%
Burns-Scalds	5	0.10%	3	0.09%	0	0.00%	0	0.00%
Carbon Monoxide-Hazmat	22	0.44%	1	0.03%	11	0.22%	1	0.03%
Cardiac/Respiratory Arrest	66	1.33%	21	0.63%	0	0.00%	0	0.00%
Choking	43	0.87%	26	0.78%	7	0.14%	3	0.09%
Electrocution/Lightning	2	0.04%	1	0.03%	0	0.00%	0	0.00%
Eye Injuries	2	0.04%	1	0.03%	4	0.08%	2	0.06%
Falls	258	5.20%	203	6.13%	129	2.60%	94	2.84%
Gunshot/Stabbing	13	0.26%	7	0.21%	0	0.00%	0	0.00%
Heat-Cold Exposure	6	0.12%	1	0.03%	1	0.02%	1	0.03%
Hemorrhage-Lacerations	116	2.34%	90	2.72%	9	0.18%	8	0.24%
Overdose-Poisoning	192	3.87%	137	4.13%	30	0.61%	23	0.69%
Traffic Accident	465	9.38%	233	7.03%	84	1.69%	56	1.69%
Traumatic Injuries (NOS)	65	1.31%	36	1.09%	28	0.56%	21	0.63%
Total	**1444**	**29.12%**	**837**	**25.26%**	**328**	**6.62%**	**220**	**6.64%**

August 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	76	1.53%	55	1.66%	442	8.91%	275	8.30%
Medical-Call Box Alarm	7	0.14%	3	0.09%	0	0.00%	0	0.00%
Standby-Public Safety	2	0.04%	0	0.00%	34	0.69%	3	0.09%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Total	**85**	**1.71%**	**58**	**1.75%**	**477**	**9.62%**	**279**	**8.42%**

F. CALL DOWNGRADES (CODE 3 – EMERGENCY LIFE THREAT TO CODE 2– EMERGENCY NON-LIFE THREAT)

July 2010 — 28 calls were downgraded from Code 3 to Code 2.
August 2010 — 27 calls were downgraded from Code 3 to Code 2.

G. CODE 2 (EMERGENCY NON-LIFE THREAT) DISPATCH HOLDS / DELAYS

In July 2010, dispatch was held on 38 Code 2 calls. In August 2010, dispatch was held on 37 Code 2 calls. Dispatch delays were a result of the Contractor's decision to hold a Code 2 call and assign it to a closer unit when it became available, or to reassign a Code 2 call to another unit when the initial unit was closest to a higher priority call.

H. DETOX TRANSPORTS

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Pikes Peak Mental Health	911 Calls	Total
September	26	2	40	7	0	18	**93**
October	29	2	54	8	0	18	**111**
November	30	6	53	6	1	12	**108**
December	17	4	55	2	0	14	**92**
2009 Total	**102**	**14**	**202**	**23**	**1**	**62**	**404**
January	32	6	78	7	2	20	**145**
February	30	6	62	6	0	7	**111**
March	32	4	79	7	0	12	**134**
April	38	7	72	12	0	25	**154**
May	57	9	97	9	0	37	**209**
June	41	15	84	11	1	29	**181**
July	46	12	93	6	1	73	**231**
August	35	13	82	2	0	72	**204**
2010 Total	**311**	**72**	**647**	**60**	**4**	**275**	**1369**

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION

9/30/10

Eileen Lynch Gonzalez
Emergency Services Agency (ESA) Business Administrator