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ESA Performance & Compliance Report March & April 2009

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to Section 14 of the current Ground Emergency Ambulance Services Contract, the Contractor provided all required performance and compliance reports. Reporting for April 2009 was delayed by approximately a week due to the changeover in the Contractor's Computer-Aided Dispatch (CAD) system to incorporate zone map changes under the new contract effective January 1, 2009.

Also, during this reporting period, the ESA's Business Administrator began accessing the contractor's CAD directly via Virtual Private Network (VPN) to review response time and other data. This eliminated the need for face-to-face contract compliance conferences that were previously conducted during every reporting period. Combined with email and phone conferences as necessary, this process has proven to be more effective and efficient in resolving questions and concerns relating to Contractor's reporting data. Contractor has been cooperative and produced all records and data requested.

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 March and April 2009.

A. Assessments Scheduled to Increase Effective July 1, 2009

Under the current contract (Exhibit F), the following assessments are scheduled to increase beginning with calls occurring on July 1, 2009. The Board will see these new assessment levels go into effect with the compliance report relating to the Contractor's July & August performance, which should be presented at the October Board meeting.

Section	Description	January 1, 2009	July 1, 2009 (15%)	January 1, 2010 (15%)	January 1, 2011
2.	Referral to unauthorized agency	\$1,000.00	\$1,150.00	\$1,322.50	CPI
3.A.	90% Urban/Suburban	\$4,000.00	\$4,600.00	\$5,290.00	CPI
3.B.	92% Systemwide	\$4,000.00	\$4,600.00	\$5,290.00	CPI
3.C.	90% Frontier/Wilderness	\$4,000.00	\$4,600.00	\$5,290.00	CPI
3.D.	Exceeding response times - per minute	\$20.00	\$23.00	\$26.45	CPI
	Exceeding response times - maximum	\$2,000.00	\$2,300.00	\$2,645.00	CPI
4.A.	Falsifying at-scene times (staff)	\$5,000.00	\$5,750.00	\$6,612.50	CPI
	Falsifying at-scene times (management)	\$10,000.00	\$11,500.00	\$13,225.00	CPI
4.B.	Enroute breakdown	\$575.00	\$661.25	\$760.44	CPI
4.C.	Failure to furnish information	\$5,000.00	\$5,750.00	\$6,612.50	CPI
4.D.	Level Zero	\$1,000.00	\$1,000.00	CPI	CPI

B. 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 one incidence of contractor Level 0. The total recommended assessment for March and April 2009 is \$6,000.00.

Potential & Recommended Assessment Summary				
Performance Standard	March 2009		April 2009	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$1,840.00	\$1,840.00	\$2,880.00	\$2,880.00
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	\$220.00	\$220.00	\$60.00	\$60.00
Other Assessments (including Level 0)	\$1,000.00	\$1,000.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$6,580.00	\$0.00	\$1,720.00	\$0.00
TOTAL:	\$9,640.00	\$3,060.00	\$4,660.00	\$2,940.00

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 March 2009, there were 28 calls that exceeded the Maximum Response Time for their Zone. Of these, 23 (82.1%) were located within the City of Colorado Springs, two (7.1%) in Fountain, and the remaining three (10.7%) in El Paso County. For April 2009, there were 39 calls that exceeded the Maximum Response Time for their Zone. Of these, 36 (92.3%) were located within the City of Colorado Springs, one (2.8%) in Fountain, one (2.8%) in Manitou Springs, and one (2.8%) in El Paso County.

March 2009							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	03/05/2009	29972	0:18:00	0:19:03	0:01:03	\$40.00	\$40.00
Suburban 12	03/11/2009	32513	0:18:00	0:18:33	0:00:33	\$20.00	\$20.00
Suburban 12	03/12/2009	32897	0:18:00	0:19:16	0:01:16	\$40.00	\$40.00
Suburban 12	03/13/2009	33382	0:18:00	0:21:24	0:03:24	\$80.00	\$80.00
Suburban 12	03/21/2009	37383	0:18:00	0:18:28	0:00:28	\$20.00	\$20.00
Total Suburban 12	5 (17.9%)						
Urban North 8	03/02/2009	28094	0:12:00	0:12:11	0:00:11	\$20.00	\$20.00
Urban North 8	03/04/2009	29054	0:12:00	0:12:56	0:00:56	\$20.00	\$20.00
Urban North 8	03/10/2009	31825	0:12:00	0:12:46	0:00:46	\$20.00	\$20.00
Urban North 8	03/12/2009	32832	0:12:00	0:14:45	0:02:45	\$60.00	\$60.00
Urban North 8	03/12/2009	32868	0:12:00	0:15:47	0:03:47	\$80.00	\$80.00
Urban North 8	03/17/2009	35185	0:12:00	0:18:41	0:06:41	\$140.00	\$140.00
Urban North 8	03/17/2009	35602	0:12:00	0:15:44	0:03:44	\$80.00	\$80.00
Urban North 8	03/20/2009	37097	0:12:00	0:20:08	0:08:08	\$180.00	\$180.00
Urban North 8	03/29/2009	40887	0:12:00	0:12:14	0:00:14	\$20.00	\$20.00
Urban Southeast 8	03/05/2009	29951	0:12:00	0:13:24	0:01:24	\$40.00	\$40.00
Urban Southeast 8	03/11/2009	32531	0:12:00	0:16:23	0:04:23	\$100.00	\$100.00
Urban Southeast 8	03/12/2009	32865	0:12:00	0:15:17	0:03:17	\$80.00	\$80.00
Urban Southeast 8	03/25/2009	39085	0:12:00	0:21:59	0:09:59	\$200.00	\$200.00
Urban Southeast 8	03/25/2009	39097	0:12:00	0:12:47	0:00:47	\$20.00	\$20.00
Urban Southwest 8	03/01/2009	27631	0:12:00	0:13:14	0:01:14	\$40.00	\$40.00
Urban Southwest 8	03/01/2009	27635	0:12:00	0:13:09	0:01:09	\$40.00	\$40.00
Urban Southwest 8	03/04/2009	29055	0:12:00	0:17:53	0:05:53	\$120.00	\$120.00
Urban Southwest 8	03/06/2009	30074	0:12:00	0:12:10	0:00:10	\$20.00	\$20.00
Urban Southwest 8	03/10/2009	32227	0:12:00	0:12:20	0:00:20	\$20.00	\$20.00
Urban Southwest 8	03/12/2009	32878	0:12:00	0:14:14	0:02:14	\$60.00	\$60.00
Urban Southwest 8	03/18/2009	35657	0:12:00	0:16:08	0:04:08	\$100.00	\$100.00
Urban Southwest 8	03/18/2009	35856	0:12:00	0:15:59	0:03:59	\$80.00	\$80.00
Urban Southwest 8	03/22/2009	37726	0:12:00	0:16:16	0:04:16	\$100.00	\$100.00
Total Urban 8	23 (82.1%)						
Assessments						\$1,840.00	\$1,840.00

April 2009							
Zone	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	04/01/2009	42246	0:18:00	0:21:54	0:03:54	\$80.00	\$80.00
Suburban 12	04/08/2009	45915	0:18:00	0:18:20	0:00:20	\$20.00	\$20.00
Suburban 12	04/21/2009	51923	0:18:00	0:18:19	0:00:19	\$20.00	\$20.00
Suburban 12	04/30/2009	55784	0:18:00	0:21:19	0:03:19	\$80.00	\$80.00
Suburban 12	04/30/2009	56056	0:18:00	0:19:37	0:01:37	\$40.00	\$40.00
Total Suburban 12	5 (12.8%)						
Urban North 8	04/01/2009	42238	0:12:00	0:12:07	0:00:07	\$20.00	\$20.00
Urban North 8	04/01/2009	42256	0:12:00	0:14:28	0:02:28	\$60.00	\$60.00
Urban North 8	04/06/2009	44541	0:12:00	0:19:12	0:07:12	\$160.00	\$160.00
Urban North 8	04/06/2009	44563	0:12:00	0:14:20	0:02:20	\$60.00	\$60.00

Urban North 8	04/07/2009	45310	0:12:00	0:14:18	0:02:18	\$60.00	\$60.00
Urban North 8	04/13/2009	47887	0:12:00	0:13:02	0:01:02	\$40.00	\$40.00
Urban North 8	04/19/2009	50714	0:12:00	0:13:41	0:01:41	\$40.00	\$40.00
Urban North 8	04/21/2009	51635	0:12:00	0:13:00	0:01:00	\$20.00	\$20.00
Urban North 8	04/29/2009	55224	0:12:00	0:15:11	0:03:11	\$80.00	\$80.00
Urban Southeast 8	04/01/2009	42239	0:12:00	0:13:39	0:01:39	\$40.00	\$40.00
Urban Southeast 8	04/02/2009	42915	0:12:00	0:14:00	0:02:00	\$40.00	\$40.00
Urban Southeast 8	04/03/2009	43485	0:12:00	0:12:41	0:00:41	\$20.00	\$20.00
Urban Southeast 8	04/13/2009	47901	0:12:00	0:14:43	0:02:43	\$60.00	\$60.00
Urban Southeast 8	04/13/2009	47927	0:12:00	0:27:38	0:15:38	\$320.00	\$320.00
Urban Southeast 8	04/14/2009	48315	0:12:00	0:24:30	0:12:30	\$260.00	\$260.00
Urban Southeast 8	04/16/2009	49259	0:12:00	0:17:23	0:05:23	\$120.00	\$120.00
Urban Southeast 8	04/20/2009	51072	0:12:00	0:17:22	0:05:22	\$120.00	\$120.00
Urban Southeast 8	04/28/2009	54784	0:12:00	0:14:30	0:02:30	\$60.00	\$60.00
Urban Southeast 8	04/28/2009	55143	0:12:00	0:12:22	0:00:22	\$20.00	\$20.00
Urban Southwest 8	04/02/2009	43083	0:12:00	0:13:23	0:01:23	\$40.00	\$40.00
Urban Southwest 8	04/03/2009	43291	0:12:00	0:14:05	0:02:05	\$60.00	\$60.00
Urban Southwest 8	04/05/2009	44197	0:12:00	0:13:20	0:01:20	\$40.00	\$40.00
Urban Southwest 8	04/06/2009	44543	0:12:00	0:13:01	0:01:01	\$40.00	\$40.00
Urban Southwest 8	04/06/2009	44564	0:12:00	0:18:27	0:06:27	\$140.00	\$140.00
Urban Southwest 8	04/10/2009	46546	0:12:00	0:16:18	0:04:18	\$100.00	\$100.00
Urban Southwest 8	04/11/2009	47007	0:12:00	0:12:08	0:00:08	\$20.00	\$20.00
Urban Southwest 8	04/13/2009	47891	0:12:00	0:16:34	0:04:34	\$100.00	\$100.00
Urban Southwest 8	04/17/2009	49725	0:12:00	0:16:01	0:04:01	\$100.00	\$100.00
Urban Southwest 8	04/20/2009	51070	0:12:00	0:15:45	0:03:45	\$80.00	\$80.00
Urban Southwest 8	04/22/2009	52227	0:12:00	0:13:26	0:01:26	\$40.00	\$40.00
Urban Southwest 8	04/23/2009	52557	0:12:00	0:12:39	0:00:39	\$20.00	\$20.00
Urban Southwest 8	04/23/2009	52651	0:12:00	0:14:30	0:02:30	\$60.00	\$60.00
Urban Southwest 8	04/26/2009	54266	0:12:00	0:17:20	0:05:20	\$120.00	\$120.00
Urban Southwest 8	04/27/2009	54379	0:12:00	0:15:31	0:03:31	\$80.00	\$80.00
Total Urban 8	34 (87.2%)						
Assessments						\$2,880.00	\$2,880.00

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	March 2009			April 2009		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	1,763	141	92.00%	1,836	140	92.37%
Suburban 12	981	56	94.29%	1,048	61	94.18%
Rural 20	227	4	98.24%	192	4	97.92%
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 March 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	March 2009	April 2009
# of Code 3 Calls	3,090	3,175
# Exceeding Minimum Response Time	204	207
System-wide Compliance %	93.40%	93.48%

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.

In March 2009, the contractor referred 13 calls to other responders; 10 of those calls (76.9%) were referred to Black Forest Fire/Rescue, and 3 (30.0%) were referred to Fountain. In April 2009, the contractor referred 10 calls to other responders, 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. During March 2009, there were two calls referred to an approved responder that exceeded the maximum response time for the zone (see calls highlighted in red below). In April 2009, there was one referred call which exceeded the maximum response time for the zone.

March 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Urban Southeast 8	28620	3/3/09	Fountain	0:17:55	\$120.00
Suburban 12	31339	3/9/09	Black Forest	0:13:33	\$0.00
Suburban 12	31853	3/10/09	Fountain	0:10:45	\$0.00
Rural 20	32253	3/10/09	Black Forest	0:21:01	\$0.00
Frontier 25	32684	3/11/09	Black Forest	0:15:59	\$0.00
Urban 8	32531	3/11/09	Fountain	0:16:23	\$100.00
Rural 20	35415	3/17/09	Black Forest	0:18:42	\$0.00
Frontier 25	35547	3/17/09	Black Forest	0:12:10	\$0.00
Rural 20	38085	3/23/09	Black Forest	0:11:08	\$0.00
Suburban 12	39086	3/25/09	Black Forest	0:15:31	\$0.00
Suburban 12	39179	3/25/09	Black Forest	0:15:03	\$0.00
Suburban 12	40888	3/29/09	Black Forest	0:11:35	\$0.00
Frontier 35	41033	3/29/09	Black Forest	0:12:33	\$0.00
March 2009 - Recommended Assessment					\$220.00

April 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 35	43592	4/3/2009	Black Forest	0:30:43	\$0.00
Suburban 12	44312	4/5/2009	Black Forest	0:14:39	\$0.00
Suburban 12	44569	4/6/2009	Black Forest	0:14:19	\$0.00
Urban 8	45310	4/7/2009	Black Forest	0:14:18	\$60.00
Frontier 35	47507	4/12/2009	Black Forest	0:31:12	\$0.00
Suburban 12	47864	4/13/2009	Black Forest	0:09:30	\$0.00
Urban 8	47914	4/13/2009	Black Forest	0:09:47	\$0.00
Frontier 35	48201	4/13/2009	Black Forest	0:27:01	\$0.00
Suburban 12	48322	4/14/2009	Black Forest	0:10:22	\$0.00
Suburban 12	53359	4/24/2009	Black Forest	0:07:21	\$0.00
April 2009 - Recommended Assessment					\$60.00

F. Other Assessments (F.4.):

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

There was one reported instance of an ambulance breakdown en route; however, maintenance records provided by the contractor show that the unit was maintained pursuant to the required maintenance schedule, which, under the current contract, means that it is not defined as a mission failure subject to assessment. Per the contract (4.F.B):

“An assessment of five hundred seventy five dollars (\$575.00) will be imposed where an ambulance breaks down en route to the hospital with a patient loaded, and where the ambulance was not serviced pursuant to the required maintenance schedule. This type of assessment is subject to appeal before the ESA board.”

According to contractor’s staff and CAD records, on April 24, 2009, Unit 701 was dispatched on Run #53309 to Hercules Dr. in D23 (Suburban 12) at 14:56:07. They arrived at 15:05:42 (00:09:35), treated the patient and began transport at 15:20:45. The unit stalled at 15:28:24, and unit C706 was assigned at 15:28:34 (00:00:10). It arrived on scene at 15:39:32 (00:10:58). There was no effect on patient outcome as the patient was stable.

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 March 2009, there was one occurrence of Contractor Level 0 as defined in the contract. During April 2009, there were no such occurrences.

March 2009:

There was one occurrence of contractual Contractor Level 0 during the reporting period. The number of calls received during this call is listed in the table below. The event is subject to assessment under the current contract, for a total potential and recommended assessment of \$1,000.

March 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	3/25/09	Wed.	9:40 AM	16:00	11	1	\$1,000.00	\$1,000.00
Total							\$1,000.00	\$1,000.00

April 2009

There were no reported occurrences of contractual Contractor Level 0 during the reporting period.

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 March 2009, the Contractor has requested that 142 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of April 2009, the Contractor has requested that 52 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.

March 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Severe Weather							
Rural 20	3/10/2009	31842	0:30:00	0:30:26	0:00:26	\$20.00	\$0.00
Suburban 12	3/10/2009	31843	0:18:00	0:46:02	0:28:02	\$580.00	\$0.00
Urban Southeast 8	3/10/2009	31846	0:12:00	0:23:04	0:11:04	\$240.00	\$0.00
Urban Southeast 8	3/10/2009	31850	0:12:00	0:12:05	0:00:05	\$20.00	\$0.00
Suburban 12	3/10/2009	31864	0:18:00	0:13:18	0:00:00	\$0.00	\$0.00
Urban North 8	3/25/2009	39044	0:12:00	0:08:20	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/26/2009	39675	0:12:00	0:18:49	0:06:49	\$140.00	\$0.00
Suburban 12	3/26/2009	39679	0:18:00	0:22:11	0:04:11	\$100.00	\$0.00
Suburban 12	3/26/2009	39685	0:18:00	0:29:21	0:11:21	\$240.00	\$0.00
Rural 20	3/26/2009	39692	0:30:00	0:23:15	0:00:00	\$0.00	\$0.00
Urban North 8	3/26/2009	39698	0:12:00	0:10:13	0:00:00	\$0.00	\$0.00
Urban North 8	3/26/2009	39699	0:12:00	0:31:55	0:19:55	\$400.00	\$0.00
Suburban 12	3/26/2009	39712	0:18:00	0:19:50	0:01:50	\$40.00	\$0.00
Urban Southeast 8	3/26/2009	39713	0:12:00	0:15:50	0:03:50	\$80.00	\$0.00
Suburban 12	3/26/2009	39715	0:18:00	0:14:33	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39720	0:18:00	0:59:49	0:41:49	\$840.00	\$0.00

Urban Southwest 8	3/26/2009	39723	0:12:00	0:10:28	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39733	0:18:00	0:19:38	0:01:38	\$40.00	\$0.00
Urban Southeast 8	3/26/2009	39738	0:12:00	0:08:02	0:00:00	\$0.00	\$0.00
Frontier 25	3/26/2009	39744	0:35:00	0:52:38	0:17:38	\$360.00	\$0.00
Suburban 12	3/26/2009	39781	0:18:00	0:13:04	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/26/2009	39795	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/26/2009	39803	0:12:00	0:11:02	0:00:00	\$0.00	\$0.00
Urban North 8	3/26/2009	39814	0:12:00	0:09:31	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39821	0:18:00	0:18:27	0:00:27	\$20.00	\$0.00
Suburban 12	3/26/2009	39837	0:18:00	0:20:14	0:02:14	\$60.00	\$0.00
Urban Southwest 8	3/26/2009	39850	0:12:00	0:10:24	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39851	0:18:00	0:15:09	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39863	0:18:00	0:12:31	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39893	0:18:00	0:12:13	0:00:00	\$0.00	\$0.00
Suburban 12	3/26/2009	39903	0:18:00	0:31:07	0:13:07	\$280.00	\$0.00
Suburban 12	3/26/2009	39905	0:18:00	0:15:20	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/26/2009	39908	0:12:00	0:20:03	0:08:03	\$180.00	\$0.00
Suburban 12	3/26/2009	39917	0:18:00	0:17:09	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/27/2009	39936	0:12:00	0:08:18	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/27/2009	39943	0:12:00	0:11:11	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/27/2009	39949	0:12:00	0:08:16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/27/2009	39960	0:12:00	0:13:06	0:01:06	\$40.00	\$0.00
Urban Southeast 8	3/27/2009	39975	0:12:00	0:08:21	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	39977	0:18:00	0:18:58	0:00:58	\$20.00	\$0.00
Urban Southwest 8	3/27/2009	39980	0:12:00	0:25:46	0:13:46	\$280.00	\$0.00
Urban North 8	3/27/2009	39984	0:12:00	0:20:05	0:08:05	\$180.00	\$0.00
Urban Southwest 8	3/27/2009	39998	0:12:00	0:19:05	0:07:05	\$160.00	\$0.00
Urban Southwest 8	3/27/2009	40004	0:12:00	0:09:43	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40007	0:18:00	0:15:14	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/27/2009	40008	0:12:00	0:10:39	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40011	0:18:00	0:24:42	0:06:42	\$140.00	\$0.00
Suburban 12	3/27/2009	40012	0:18:00	0:16:00	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40019	0:18:00	0:15:33	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40020	0:18:00	0:26:20	0:08:20	\$180.00	\$0.00
Suburban 12	3/27/2009	40022	0:18:00	0:35:06	0:17:06	\$360.00	\$0.00
Urban Southeast 8	3/27/2009	40026	0:12:00	0:12:32	0:00:32	\$20.00	\$0.00
Suburban 12	3/27/2009	40084	0:18:00	0:14:44	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40256	0:18:00	0:13:52	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/27/2009	40293	0:12:00	0:11:17	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/27/2009	40295	0:12:00	0:08:39	0:00:00	\$0.00	\$0.00
Suburban 12	3/27/2009	40302	0:18:00	0:13:12	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/27/2009	40309	0:12:00	0:22:05	0:10:05	\$220.00	\$0.00
Urban North 8	3/28/2009	40401	0:12:00	0:13:51	0:01:51	\$40.00	\$0.00
Urban Southwest 8	3/28/2009	40429	0:12:00	0:12:07	0:00:07	\$20.00	\$0.00
Suburban 12	3/28/2009	40431	0:18:00	0:18:19	0:00:19	\$20.00	\$0.00
Frontier 25	3/30/2009	41331	0:35:00	0:27:28	0:00:00	\$0.00	\$0.00
Rural 20	3/30/2009	41335	0:30:00	0:22:38	0:00:00	\$0.00	\$0.00
Suburban 12	3/30/2009	41344	0:18:00	0:14:06	0:00:00	\$0.00	\$0.00
Urban North 8	3/30/2009	41349	0:12:00	0:10:39	0:00:00	\$0.00	\$0.00
Public Safety Standby							
Suburban 12	3/6/2009	30354	0:18:00	0:16:34	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/6/2009	30381	0:12:00	0:10:27	0:00:00	\$0.00	\$0.00
Frontier 45	3/9/2009	31609	0:55:00	0:54:08	0:00:00	\$0.00	\$0.00
Suburban 12	3/9/2009	31636	0:18:00	0:12:28	0:00:00	\$0.00	\$0.00
Suburban 12	3/10/2009	32032	0:18:00	0:13:37	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/14/2009	34200	0:12:00	0:08:28	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/14/2009	34203	0:12:00	0:08:10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/17/2009	35376	0:12:00	0:21:19	0:09:19	\$200.00	\$0.00
Urban North 8	3/17/2009	35401	0:12:00	0:15:36	0:03:36	\$80.00	\$0.00
Urban Southeast 8	3/18/2009	35899	0:12:00	0:08:37	0:00:00	\$0.00	\$0.00
Frontier 45	3/20/2009	37067	0:55:00	0:49:37	0:00:00	\$0.00	\$0.00
Urban Southeast 8	3/25/2009	39428	0:12:00	0:08:21	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/31/2009	42049	0:12:00	0:11:24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	3/31/2009	42060	0:12:00	0:08:06	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident							
Urban Southeast 8	3/13/2009	33684	0:12:00	0:09:05	0:00:00	\$0.00	\$0.00

Poor Road Conditions							
Urban North 8	3/10/2009	31834	0:12:00	0:15:34	0:03:34	\$80.00	\$0.00
Urban North 8	3/13/2009	33401	0:12:00	0:09:54	0:00:00	\$0.00	\$0.00
Frontier 25	3/13/2009	33414	0:35:00	0:29:40	0:00:00	\$0.00	\$0.00
Suburban 12	3/13/2009	33418	0:18:00	0:19:18	0:01:18	\$40.00	\$0.00
Total						\$6,580.00	\$0.00

April 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount in Excess	Potential Assessment	Recommended Assessment
Severe Weather							
Urban North 8	4/1/2009	42602	0:12:00	0:24:15	0:12:15	\$260.00	\$0.00
Suburban 12	4/1/2009	42621	0:18:00	0:17:28	0:00:00	\$0.00	\$0.00
Urban North 8	4/1/2009	42625	0:12:00	0:11:53	0:00:00	\$0.00	\$0.00
Suburban 12	4/1/2009	42630	0:18:00	0:23:47	0:05:47	\$120.00	\$0.00
Urban North 8	4/2/2009	42734	0:12:00	0:09:56	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42741	0:18:00	0:16:13	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/2/2009	42748	0:12:00	0:22:14	0:10:14	\$220.00	\$0.00
Suburban 12	4/2/2009	42760	0:18:00	0:19:57	0:01:57	\$40.00	\$0.00
Suburban 12	4/2/2009	42761	0:18:00	0:12:55	0:00:00	\$0.00	\$0.00
Urban North 8	4/2/2009	42768	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42771	0:18:00	0:13:34	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42776	0:18:00	0:12:56	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42778	0:18:00	0:19:25	0:01:25	\$40.00	\$0.00
Suburban 12	4/2/2009	42781	0:18:00	0:13:45	0:00:00	\$0.00	\$0.00
Urban North 8	4/2/2009	42783	0:12:00	0:10:22	0:00:00	\$0.00	\$0.00
Rural 20	4/2/2009	42788	0:30:00	0:20:50	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42790	0:18:00	0:16:25	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/2/2009	42820	0:12:00	0:08:31	0:00:00	\$0.00	\$0.00
Suburban 12	4/2/2009	42834	0:18:00	0:14:10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/2/2009	42840	0:12:00	0:08:42	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/2/2009	42850	0:12:00	0:11:49	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/4/2009	44109	0:12:00	0:09:05	0:00:00	\$0.00	\$0.00
Suburban 12	4/5/2009	44196	0:18:00	0:13:38	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2009	49885	0:18:00	0:13:48	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2009	49889	0:18:00	0:16:42	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2009	49914	0:18:00	0:15:27	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/17/2009	49915	0:12:00	0:09:38	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/17/2009	50027	0:12:00	0:08:44	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2009	50095	0:18:00	0:14:23	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2009	50099	0:18:00	0:14:15	0:00:00	\$0.00	\$0.00
Urban North 8	4/17/2009	50124	0:12:00	0:16:41	0:04:41	\$100.00	\$0.00
Urban North 8	4/17/2009	50126	0:12:00	0:13:58	0:01:58	\$40.00	\$0.00
Urban North 8	4/18/2009	50246	0:12:00	0:10:27	0:00:00	\$0.00	\$0.00
Suburban 12	4/18/2009	50520	0:18:00	0:13:18	0:00:00	\$0.00	\$0.00
Suburban 12	4/18/2009	50574	0:18:00	0:15:55	0:00:00	\$0.00	\$0.00
Public Safety Standby							
Urban Southeast 8	4/7/2009	45337	0:12:00	0:08:46	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/8/2009	45727	0:12:00	0:10:59	0:00:00	\$0.00	\$0.00
Urban North 8	4/8/2009	45749	0:12:00	0:10:05	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/9/2009	46284	0:12:00	0:08:17	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/12/2009	47655	0:12:00	0:08:36	0:00:00	\$0.00	\$0.00
Suburban 12	4/14/2009	48493	0:18:00	0:14:34	0:00:00	\$0.00	\$0.00
Suburban 12	4/16/2009	49377	0:18:00	0:18:11	0:00:11	\$20.00	\$0.00
Suburban 12	4/16/2009	49557	0:18:00	0:18:14	0:00:14	\$20.00	\$0.00
Urban Southwest 8	4/16/2009	49558	0:12:00	0:09:34	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/16/2009	49562	0:12:00	0:08:46	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/16/2009	49563	0:12:00	0:12:20	0:00:20	\$20.00	\$0.00
Urban Southwest 8	4/16/2009	49585	0:12:00	0:16:02	0:04:02	\$100.00	\$0.00
Urban Southeast 8	4/29/2009	55576	0:12:00	0:09:54	0:00:00	\$0.00	\$0.00
Mass Casualty Incident							
Urban North 8	4/11/2009	47219	0:12:00	0:08:46	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident							
Urban Southeast 8	4/27/2009	54332	0:12:00	0:09:46	0:00:00	\$0.00	\$0.00

Poor Road Conditions							
Rural 20	4/1/2009	42583	0:30:00	0:55:16	0:25:16	\$520.00	\$0.00
Urban North 8	4/11/2009	47383	0:12:00	0:22:41	0:10:41	\$220.00	\$0.00
Urban Southeast 8	4/11/2009	47386	0:12:00	0:08:19	0:00:00	\$0.00	\$0.00
Suburban 12	4/12/2009	47481	0:18:00	0:13:56	0:00:00	\$0.00	\$0.00
Suburban 12	4/12/2009	47485	0:18:00	0:13:13	0:00:00	\$0.00	\$0.00
Suburban 12	4/12/2009	47489	0:18:00	0:15:24	0:00:00	\$0.00	\$0.00
Rural 20	4/12/2009	47506	0:30:00	0:26:28	0:00:00	\$0.00	\$0.00
Suburban 12	4/16/2009	49653	0:18:00	0:17:04	0:00:00	\$0.00	\$0.00
Suburban 12	4/26/2009	54244	0:18:00	0:14:06	0:00:00	\$0.00	\$0.00
Suburban 12	4/26/2009	54263	0:18:00	0:15:53	0:00:00	\$0.00	\$0.00
Suburban 12	4/26/2009	54268	0:18:00	0:17:59	0:00:00	\$0.00	\$0.00
Suburban 12	4/27/2009	54378	0:18:00	0:13:03	0:00:00	\$0.00	\$0.00
Total						\$1,720.00	\$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 March 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. In addition, the data for April 2009 is a close approximation; map data changed mid-month during April as a result of the implementation of new contract requirements.

Zone	March 2009			April 2009			Performance Standard
	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	
Urban North 8	567	58	89.77%	572	49	91.43%	90.00%
Urban Southeast 8	607	37	93.90%	652	47	92.79%	
Urban Southwest 8	589	46	92.19%	612	46	92.48%	
TOTAL	1,763	141	92.00%	1,836	142	92.27%	

J. Code 2 Performance Summary – Due to the changeover in maps during the period, the report relating to the contractor's Code 2 performance was corrupted and is being rebuilt. Code 2 performance for this period will be included with the May & June 2009 compliance report.

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 %
March 2009	4,526	3,090	68.3%	2,054	66.5%	1,436	31.7%	981	68.3%
April 2009	4,611	3,175	68.9%	2,161	68.1	1436	31.1%	963	67.1%

L. Major Condition/Complaint Summary

March 2009 MEDICAL CALLS/TRANSPORTS									
	Code 3				Code 2				
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports	
Fainting/Unconscious/Unknown	437	9.66%	265	8.73%	105	2.32%	52	1.71%	
Breathing Problems	376	8.31%	304	10.02%	14	0.31%	12	0.40%	
Chest Pain	214	4.73%	186	6.13%	22	0.49%	16	0.53%	
Sick Person - Multiple Complaints	201	4.44%	165	5.44%	230	5.08%	208	6.85%	
Convulsions-Seizures	119	2.63%	89	2.93%	51	1.13%	34	1.12%	
Psychiatric-Suicide Attempt	119	2.63%	95	3.13%	54	1.19%	38	1.25%	
Abdominal Pain	83	1.83%	74	2.44%	40	0.88%	38	1.25%	
Diabetic Problems	79	1.75%	33	1.09%	20	0.44%	10	0.33%	
Heart Problems	55	1.22%	43	1.42%	12	0.27%	11	0.36%	

Stroke	53	1.17%	40	1.32%	10	0.22%	8	0.26%
Trans-Interfacility-Palliative	34	0.75%	34	1.12%	82	1.81%	82	2.70%
Pregnancy	19	0.42%	17	0.56%	2	0.04%	2	0.07%
Allergies-Envenomations	18	0.40%	12	0.40%	14	0.31%	11	0.36%
Headache	14	0.31%	13	0.43%	8	0.18%	4	0.13%
Back Pain	9	0.20%	8	0.26%	23	0.51%	22	0.72%
Ventilator	2	0.04%	1	0.03%	0	0.00%	0	0.00%
Blood Draw-IV Start	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Total	1832	40.48%	1379	45.44%	688	15.20%	549	18.09%

March 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	378	8.35%	145	4.78%	82	1.81%	46	1.02%
Falls	249	5.50%	178	5.86%	134	2.96%	84	1.86%
Assault or Sexual Assault	132	2.92%	44	1.45%	39	0.86%	17	0.38%
Overdose-Poisoning	123	2.72%	98	3.23%	26	0.57%	16	0.35%
Hemorrhage-Lacerations	106	2.34%	84	2.77%	24	0.53%	14	0.31%
Carbon Monoxide-Hazmat	61	1.35%	9	0.30%	23	0.51%	7	0.15%
Cardiac/Respiratory Arrest	50	1.10%	18	0.59%	1	0.02%	0	0.00%
Traumatic Injuries (NOS)	47	1.04%	30	0.99%	36	0.80%	30	0.66%
Choking	22	0.49%	15	0.49%	6	0.13%	1	0.02%
Stab-Gun-Penetrating Trauma	8	0.18%	5	0.16%	1	0.02%	0	0.00%
Animal Bites-Attacks	6	0.13%	1	0.03%	3	0.07%	0	0.00%
Burns/Scalds	5	0.11%	5	0.16%	2	0.04%	0	0.00%
Electrocution-Lightning	3	0.07%	1	0.03%	0	0.00%	0	0.00%
Gunshot/Stabbing	3	0.07%	2	0.07%	1	0.02%	1	0.02%
Eye Injuries	2	0.04%	0	0.00%	3	0.07%	1	0.02%
Heat-Cold Exposure	2	0.04%	2	0.07%	1	0.02%	1	0.02%
Drowning/Diving	0	0.00%	0	0.00%	1	0.02%	0	0.00%
Total	1197	26.45%	637	20.99%	383	8.46%	218	4.82%

March 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	47	1.04%	34	1.12%	330	7.29%	213	7.02%
Medical-Call Box Alarm	9	0.20%	2	0.07%	0	0.00%	0	0.00%
Standby-Public Safety	4	0.09%	1	0.03%	32	0.71%	1	0.03%
Standby-Dedicated	1	0.02%	1	0.03%	1	0.02%	0	0.00%
Public-Unit Assist	0	0.00%	0	0.00%	2	0.04%	0	0.00%
Total	61	1.35%	38	1.25%	365	8.06%	214	7.05%

April 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	503	10.91%	304	9.73%	144	3.12%	77	2.46%
Breathing Problems	341	7.40%	279	8.93%	21	0.46%	14	0.45%
Chest Pain	242	5.25%	209	6.69%	22	0.48%	16	0.51%
Sick Person - Multiple Complaints	169	3.67%	147	4.71%	192	4.16%	157	5.03%
Convulsions-Seizures	132	2.86%	89	2.85%	49	1.06%	40	1.28%
Psychiatric-Suicide Attempt	100	2.17%	85	2.72%	45	0.98%	31	0.99%
Abdominal Pain	78	1.69%	70	2.24%	23	0.50%	19	0.61%
Stroke	73	1.58%	67	2.14%	9	0.20%	8	0.26%
Diabetic Problems	70	1.52%	33	1.06%	20	0.43%	14	0.45%
Heart Problems	55	1.19%	48	1.54%	8	0.17%	5	0.16%
Pregnancy	39	0.85%	36	1.15%	10	0.22%	7	0.22%
Trans-Interfacility-Palliative	39	0.85%	39	1.25%	123	2.67%	120	3.84%
Headache	21	0.46%	19	0.61%	3	0.07%	2	0.06%

Allergies-Envenomations	19	0.41%	15	0.48%	8	0.17%	6	0.19%
Back Pain	11	0.24%	10	0.32%	30	0.65%	27	0.86%
Total	1892	41.03%	1450	46.41%	707	15.33%	543	17.38%

April 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	354	7.68%	126	4.03%	87	1.89%	51	1.63%
Falls	237	5.14%	161	5.15%	105	2.28%	71	2.27%
Overdose-Poisoning	142	3.08%	113	3.62%	23	0.50%	12	0.38%
Assault or Sexual Assault	139	3.01%	55	1.76%	25	0.54%	6	0.19%
Hemorrhage-Lacerations	116	2.52%	94	3.01%	19	0.41%	12	0.38%
Cardiac/Respiratory Arrest	59	1.28%	25	0.80%	3	0.07%	0	0.00%
Traumatic Injuries (NOS)	46	1.00%	34	1.09%	26	0.56%	20	0.64%
Choking	33	0.72%	20	0.64%	9	0.20%	0	0.00%
Carbon Monoxide-Hazmat	30	0.65%	4	0.13%	17	0.37%	1	0.03%
Stab-Gun-Penetrating Trauma	16	0.35%	10	0.32%	1	0.02%	1	0.03%
Animal Bites-Attacks	8	0.17%	4	0.13%	2	0.04%	1	0.03%
Eye Injuries	4	0.09%	0	0.00%	2	0.04%	0	0.00%
Burns/Scalds	2	0.04%	0	0.00%	2	0.04%	1	0.03%
Drowning/Diving	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Heat-Cold Exposure	0	0.00%	0	0.00%	3	0.07%	1	0.03%
Total	1187	25.74%	646	20.68%	324	7.03%	177	5.67%

April 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	83	1.80%	61	1.95%	378	8.20%	239	7.65%
Medical-Call Box Alarm	11	0.24%	4	0.13%	1	0.02%	1	0.03%
Standby-Public Safety	2	0.04%	0	0.00%	25	0.54%	3	0.10%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	0	0.00%
Total	96	2.08%	65	2.08%	405	8.78%	243	7.78%

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

March 2009 — 14 calls were downgraded from Code 3 to Code 2.
 April 2009 — 17 calls were downgraded from Code 3 to Code 2.

G. CODE 2 DISPATCH HOLDS / DELAYS

In March 2009, dispatch was held on 14 Code 2 calls. In April 2009, dispatch was held on 19 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