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**ESA Performance & Compliance Report
November & December 2008**

February 4, 2009

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to Section IV, Subsections 12.E. through 12.G. of the Emergency Ambulance Services Agreement, the Contractor provided all required performance and compliance reports.

Contract compliance conferences were conducted on Tuesday, January 27 and Friday, January 30, pursuant to Section IV, Subsection 12.H. of the *Emergency Ambulance Services Agreement*. The purpose of these conferences was to review the Contractor's performance during both the November and December 2008 reporting periods. Contractor was cooperative and ultimately produced all records and data requested. A representative random sampling and subsequent assessment of associated records for Priority 1 (P1 – Emergent) documented in the Contractor's *Review of Maximum Exceptions* report (refer to attached Exhibit A), indicated that records were accurately prepared and factually reported for the November and December 2008 reporting periods.

In addition, a review of selected records from September and October 2008 was conducted. Due to the resignation of the previous ESA Compliance Administrator, a full examination of representative records for Priority 1 maximum exceptions, released calls, and requests for exemptions was not conducted prior to presenting the report relating to those calls in December. This examination did not produce any amendments or changes to the recommendations included in that report.

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT —

A.

NOVEMBER & DECEMBER 2008 SUMMARY OF POTENTIAL & RECOMMENDED PERFORMANCE PENALTIES (All Reporting Categories)		
Performance Standard	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Response Time Compliance – 90% or above	\$0.00	\$0.00
Maximum Exceptions	\$2,840.00	\$2,840.00
Released Calls (via Mutual Aid Agreement)	\$620.00	\$620.00
Contractor Level 0² (Deferred Response)	\$3,000.00	\$3,000.00
Exemption Requests (effective 1/1/07, assessment of \$1,000 per Contractor Level 0 occurrence of two or more minutes.)	\$1,260.00	\$0.00
Mission Failures	\$0.00	\$0.00
GRAND TOTAL:	\$7,720.00	\$6,460.00

B. REPORTED CALLS & TRANSPORTS –

November 2008 –

- For the month of November 2008, the patient summary report showed that the Contractor responded to a total of 4,184 calls for service:
 - 3,007 Priority 1 (P1 – Emergent) Responses.
 - 1,177 Priority 2 (P2 – Non-Emergent / Routine) Responses.
- There were a total of 2,820 patient transports.

December 2008 –

- For the month of December 2008, the patient summary report showed that the Contractor responded to a total of 4,145 calls for service:
 - 3,007 Priority 1 (P1 – Emergent) Responses.
 - 1,138 Priority 2 (P2 – Non-Emergent / Routine) Responses.
- There were a total of 2,633 patient transports.

NOVEMBER & DECEMBER 2008 TOTAL CALLS / TRANSPORTS								
	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of All Calls	P1 Transports	P1 Transport %	P2 Calls	% of All Calls	P2 Transports	P2 Transport %
November 2008	3,007	71.9%	2,029	67.5%	1,177	28.1%	791	67.2%
December 2008	3,007	72.5%	1,903	63.3%	1,138	27.5%	730	64.1%

C. ESA PERFORMANCE ROLLUP / RESPONSE TIME COMPLIANCE SUMMARY –

November 2008 –

- Response time analysis confirms that the Contractor met or surpassed the 90.00% performance standard required in all zones for Priority 1 (P1 – Emergent) calls:
 - Overall Priority 1 (P1 - Emergent) Call Compliance – 92.98% (all zones).
 - Urban Equity Priority 1 (P1 - Emergent) Call Compliance – 92.31%
- Priority 2 (P2 – Non-Emergent / Routine) Call Compliance* – 86.15%

**DATA REPORTED FOR INFORMATIONAL PURPOSES ONLY based upon Contractor's established standards. Under the current Agreement, a P2 – Non-Emergent / Routine performance standard has not been established.*

NOVEMBER 2008 ESA PERFORMANCE ROLLUP — ALL ZONES								
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard	Priority 2 (P2 - Non-Emergent / Routine)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %		P2 Calls	# of Exceptions	Compliance %	
Urban 8	1,794	138	92.31%	90.00%	813	130	92.31%	N/A
Suburban 12	924	68	92.64%		305	33	89.18%	
Rural 20	188	0	100.00%		43	0	100.00%	
Frontier 25	38	1	100.00%		13	0	100.00%	
Frontier 35	40	2	100.00%		3	0	100.00%	
Frontier 45	23	2	100.00%		0	0	N/A	
TOTAL	3,007	211	92.98%		1,177	163	86.15%	

NOVEMBER 2008 ESA PERFORMANCE ROLLUP — URBAN EQUITY				
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %	
Urban North 8	558	52	90.68%	90.00%
Urban Southeast 8	641	47	92.67%	
Urban Southwest 8	576	39	93.23%	
TOTAL	1,794	138	92.31%	

December 2008 —

- Response time analysis confirms that the Contractor met or surpassed the 90.00% performance standard required in all zones for Priority 1 (P1 – Emergent) calls:
 - Overall Priority 1 (P1 - Emergent) Call Compliance – 93.61% (all zones).
 - Urban Equity Priority 1 (P1 - Emergent) Call Compliance – 92.62%
- Priority 2 (P2 – Non-Emergent / Routine) Call Compliance* – 89.81%

**DATA REPORTED FOR INFORMATIONAL PURPOSES ONLY based upon Contractor's established standards. Under the current Agreement, a P2 – Non-Emergent / Routine performance standard has not been established.*

DECEMBER 2008 ESA PERFORMANCE ROLLUP — ALL ZONES								
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard	Priority 2 (P2 - Non-Emergent / Routine)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %		P2 Calls	# of Exceptions	Compliance %	
Urban 8	1,749	129	92.62%	90.00%	779	88	88.70%	N/A
Suburban 12	966	59	93.89%		301	28	90.70%	
Rural 20	188	0	100.00%		39	0	100.00%	
Frontier 25	44	2	95.45%		15	0	100.00%	
Frontier 35	38	0	100.00%		2	0	100.00%	
Frontier 45	22	2	90.91%		2	0	100.00%	
TOTAL	3007	192	93.61%		1,138	116	89.81%	

DECEMBER 2008 ESA PERFORMANCE ROLLUP — URBAN EQUITY				
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %	
Urban North 8	550	58	89.45%	90.00%
Urban Southeast 8	598	38	93.65%	
Urban Southwest 8	601	33	94.51%	
TOTAL	1,749	129	92.62%	

D. MAXIMUM EXCEPTIONS — Priority 1 (P1 - Emergent)

November 2008 —

- During the reporting period, 26 calls exceeded maximum time standards.
- 17 calls exceeding maximum time standards were within the Colorado Springs city limit:
 - Urban Southeast 8 – 8 Calls
 - Urban North 8 – 5 Calls
 - Urban Southwest 8 – 4 Calls
- 9 calls exceeding maximum time standards were outside the Colorado Springs city limit:
 - Suburban 12 – 8 Calls
 - Frontier 35 – 1 Call

NOVEMBER 2008 Exceeding Maximum Time Standards								
Performance Standard	Date	Call #	Responding Agency	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Urban Southeast 8	11/4/2008	145015	AMR	0:12:00	00:13:21	0:01:21	\$40.00	\$40.00
Urban North 8	11/5/2008	145540	AMR	0:12:00	00:13:32	0:01:32	\$40.00	\$40.00
Urban Southeast 8	11/8/2008	147134	AMR	0:12:00	00:17:48	0:05:48	\$120.00	\$120.00
Urban Southwest 8	11/9/2008	147423	AMR	0:12:00	00:13:42	0:01:42	\$40.00	\$40.00
Suburban 12	11/9/2008	147538	AMR	0:18:00	00:18:22	0:00:22	\$20.00	\$20.00
Suburban 12	11/10/2008	147829	AMR	0:18:00	00:20:28	0:02:28	\$60.00	\$60.00
Suburban 12	11/10/2008	148049	AMR	0:18:00	00:19:43	0:01:43	\$40.00	\$40.00
Suburban 12	11/11/2008	148225	AMR	0:18:00	00:18:30	0:00:30	\$20.00	\$20.00
Urban Southeast 8	11/11/2008	148624	AMR	0:12:00	00:13:42	0:01:42	\$40.00	\$40.00
Urban North 8	11/15/2008	150243	AMR	0:12:00	00:12:56	0:00:56	\$20.00	\$20.00
Suburban 12	11/18/2008	151457	AMR	0:18:00	00:20:43	0:02:43	\$60.00	\$60.00
Urban Southeast 8	11/18/2008	151562	AMR	0:12:00	00:12:38	0:00:38	\$20.00	\$20.00
Suburban 12	11/18/2008	151603	AMR	0:18:00	00:21:00	0:03:00	\$80.00	\$80.00
Urban North 8	11/18/2008	151775	AMR	0:12:00	00:12:20	0:00:20	\$20.00	\$20.00
Suburban 12	11/18/2008	151817	AMR	0:18:00	00:20:27	0:02:27	\$60.00	\$60.00
Frontier 35	11/19/2008	151906	AMR	0:45:00	00:48:28	0:03:28	\$80.00	\$80.00
Urban Southeast 8	11/20/2008	152385	AMR	0:12:00	00:13:14	0:01:14	\$40.00	\$40.00
Suburban 12	11/20/2008	152392	AMR	0:18:00	00:21:12	0:03:12	\$80.00	\$80.00
Urban North 8	11/20/2008	152508	AMR	0:12:00	00:12:51	0:00:51	\$20.00	\$20.00
Urban Southwest 8	11/22/2008	153342	AMR	0:12:00	00:16:01	0:04:01	\$100.00	\$100.00
Urban North 8	11/24/2008	154611	AMR	0:12:00	00:17:06	0:05:06	\$120.00	\$120.00
Urban Southwest 8	11/25/2008	155085	AMR	0:12:00	00:13:29	0:01:29	\$40.00	\$40.00
Urban Southeast 8	11/27/2008	155531	AMR	0:12:00	00:13:37	0:01:37	\$40.00	\$40.00
Urban Southwest 8	11/29/2008	156302	AMR	0:12:00	00:15:56	0:03:56	\$80.00	\$80.00
Urban Southeast 8	11/29/2008	156596	AMR	0:12:00	00:14:08	0:02:08	\$60.00	\$60.00
Urban Southeast 8	11/29/2008	156622	AMR	0:12:00	00:13:50	0:01:50	\$40.00	\$40.00
NOVEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$1,380.00	\$1,380.00

December 2008 —

- During the reporting period, 26 calls exceeded maximum time standards.
- 21 calls exceeding maximum time standards were within the Colorado Springs city limit:
 - Urban Southeast 8 – 7 Calls
 - Urban Southwest 8 – 3 Calls
 - Urban North 8 – 11 Calls
- 5 calls exceeding maximum time standards were outside the Colorado Springs city limit:
 - Suburban 12 – 5 Calls

DECEMBER 2008 Exceeding Maximum Time Standards								
Performance Standard	Date	Call #	Responding Agency	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Urban Southwest 8	12/1/2008	157338	AMR	0:12:00	00:13:46	0:01:46	\$40.00	\$40.00
Urban North 8	12/2/2008	157926	AMR	0:12:00	00:12:24	0:00:24	\$20.00	\$20.00
Urban North 8	12/3/2008	158021	AMR	0:12:00	00:13:28	0:01:28	\$40.00	\$40.00
Urban North 8	12/6/2008	159543	AMR	0:12:00	00:12:32	0:00:32	\$20.00	\$20.00
Urban Southeast 8	12/7/2008	160285	AMR	0:12:00	00:14:05	0:02:05	\$60.00	\$60.00
Urban North 8	12/8/2008	160560	AMR	0:12:00	00:18:31	0:06:31	\$140.00	\$140.00
Urban Southeast 8	12/11/2008	162001	AMR	0:12:00	00:12:09	0:00:09	\$20.00	\$20.00
Urban North 8	12/12/2008	162491	AMR	0:12:00	00:20:47	0:08:47	\$180.00	\$180.00
Suburban 12	12/12/2008	162772	AMR	0:18:00	00:19:36	0:01:36	\$40.00	\$40.00
Urban Southwest 8	12/12/2008	162776	AMR	0:12:00	00:12:35	0:00:35	\$20.00	\$20.00
Urban Southeast 8	12/12/2008	162380	AMR	0:12:00	00:12:30	0:00:30	\$20.00	\$20.00
Urban Southeast 8	12/13/2008	163060	AMR	0:12:00	00:17:19	0:05:19	\$120.00	\$120.00
Urban Southeast 8	12/13/2008	163034	AMR	0:12:00	00:12:37	0:00:37	\$20.00	\$20.00
Suburban 12	12/15/2008	163872	AMR	0:18:00	00:22:25	0:04:25	\$100.00	\$100.00
Suburban 12	12/16/2008	164064	AMR	0:18:00	00:22:58	0:04:58	\$100.00	\$100.00
Urban North 8	12/17/2008	164656	AMR	0:12:00	00:14:37	0:02:37	\$60.00	\$60.00
Suburban 12	12/18/2008	165299	AMR	0:18:00	00:18:23	0:00:23	\$20.00	\$20.00
Urban Southwest 8	12/19/2008	165466	AMR	0:12:00	00:13:55	0:01:55	\$40.00	\$40.00
Urban Southeast 8	12/21/2008	166371	AMR	0:12:00	00:12:16	0:00:16	\$20.00	\$20.00
Urban North 8	12/22/2008	166957	AMR	0:12:00	00:12:36	0:00:36	\$20.00	\$20.00
Urban Southeast 8	12/22/2008	167103	AMR	0:12:00	00:12:22	0:00:22	\$20.00	\$20.00
Urban North 8	12/23/2008	167175	AMR	0:12:00	00:16:10	0:04:10	\$100.00	\$100.00
Urban North 8	12/25/2008	168108	AMR	0:12:00	00:14:15	0:02:15	\$60.00	\$60.00
Urban North 8	12/27/2008	168926	AMR	0:12:00	00:16:53	0:04:53	\$100.00	\$100.00
Urban North 8	12/30/2008	170453	AMR	0:12:00	00:14:31	0:02:31	\$60.00	\$60.00
Suburban 12	12/30/2008	170468	AMR	0:18:00	00:18:14	0:00:14	\$20.00	\$20.00
DECEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$1,460.00	\$1,460.00

Refer to Exhibit A - American Medical Response Review of Maximum Exceptions – November & December 2008 for additional information

E. RELEASED CALLS — Priority 1 (P1 - Emergent)

November 2008 —

- Mutual aid was utilized on 25 calls, all of which were released to the closest ambulance unit or agency:
 - 3 calls located in the Peyton Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 4 calls located in the Calhan Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 6 calls located in the Falcon Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 3 calls located in the Peyton Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 4 calls located within the City of Colorado Springs; released to the Black Forest Ambulance Transport Unit.
 - 4 calls located in the Donald Wescott Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - One call located in the Ellicott Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 1 call located in the Ramah Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - One call located in the City of Colorado Springs; released to the Fountain Fire Department, EMS Division.
 - One call located in the Security Fire Protection District; released to the Fountain Ambulance Transport Unit.
- 23 calls (92.0%) were released to Black Forest Ambulance Transport Unit; 1 call (8.0%) was released to Fountain Fire Department, EMS Division.

NOVEMBER 2008 RELEASED CALL REPORT								
Performance Standard	Date	Call #	Responding Agency	Response Standard	Response Time	Variance	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Rural 20	11/4/2008	145367	Black Forest	0:30:00	0:06:29	0:23:31	\$0.00	\$0.00
Frontier 35	11/4/2008	145064	Black Forest	0:45:00	0:27:30	0:17:30	\$0.00	\$0.00
Rural 20	11/4/2008	145304	Black Forest	0:30:00	0:14:15	0:15:45	\$0.00	\$0.00
Frontier 35	11/4/2008	145115	Black Forest	0:45:00	0:32:12	0:12:48	\$0.00	\$0.00
Rural 20	11/7/2008	146793	Black Forest	0:30:00	0:19:41	0:10:19	\$0.00	\$0.00
Rural 20	11/10/2008	148017	Black Forest	0:30:00	0:13:19	0:16:41	\$0.00	\$0.00
Rural 20	11/10/2008	147826	Black Forest	0:30:00	0:14:30	0:15:30	\$0.00	\$0.00
Rural 20	11/11/2008	148255	Black Forest	0:30:00	0:37:37	0:07:37	\$160.00	\$160.00
Rural 20	11/12/2008	149059	Black Forest	0:30:00	0:15:24	0:14:36	\$0.00	\$0.00
Frontier 25	11/12/2008	148758	Black Forest	0:35:00	0:28:30	0:06:30	\$0.00	\$0.00
Frontier 25	11/13/2008	149512	Black Forest	0:35:00	0:13:42	0:21:18	\$0.00	\$0.00
Rural 20	11/13/2008	149326	Black Forest	0:30:00	0:17:21	0:12:39	\$0.00	\$0.00
Urban 8	11/13/2008	149561	Black Forest	0:12:00	0:07:50	0:04:10	\$0.00	\$0.00
Frontier 35	11/18/2008	151828	Black Forest	0:45:00	0:30:26	0:14:34	\$0.00	\$0.00
Rural 20	11/19/2008	152212	Black Forest	0:30:00	0:10:06	0:19:54	\$0.00	\$0.00
Rural 20	11/19/2008	151906	Black Forest	0:30:00	0:13:34	0:16:26	\$0.00	\$0.00
Suburban 12	11/19/2008	152249	Fountain	0:18:00	0:07:13	0:10:47	\$0.00	\$0.00
Urban 8	11/19/2008	152184	Fountain	0:12:00	0:14:17	0:02:17	\$60.00	\$60.00
Frontier 35	11/20/2008	152510	Black Forest	0:45:00	0:22:00	0:23:00	\$0.00	\$0.00
Frontier 35	11/21/2008	152854	Black Forest	0:45:00	0:25:10	0:19:50	\$0.00	\$0.00
Rural 20	11/21/2008	152885	Black Forest	0:30:00	0:12:11	0:17:49	\$0.00	\$0.00
Rural 20	11/22/2008	152954	Black Forest	0:30:00	0:25:16	0:04:44	\$0.00	\$0.00
Rural 20	11/22/2008	153372	Black Forest	0:30:00	0:49:10	0:19:10	\$400.00	\$400.00
Frontier 35	11/27/2008	155541	Black Forest	0:45:00	0:32:26	0:12:34	\$0.00	\$0.00
Rural 20	11/29/2008	156352	Black Forest	0:30:00	0:22:34	0:07:26	\$0.00	\$0.00
NOVEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$620.00	\$620.00

December 2008 —

- Mutual aid was utilized on 11 calls, all of which were released to the closest ambulance unit or agency:
 - 3 calls located in the Peyton Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 3 calls located in the Security Fire Protection District; released to the Fountain Ambulance Transport Unit.
 - 2 calls located in the Falcon Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - One call located in the Donald Wescott Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 2 calls located in the City of Colorado Springs; released to the Black Forest Ambulance Transport Unit.
- 8 calls (72.7%) were released to Black Forest Ambulance Transport Unit; three calls (27.3%) were released to Fountain Fire Department, EMS Division.

DECEMBER 2008 RELEASED CALL REPORT								
Performance Standard	Date	Call #	Responding Agency	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Rural 20	1/4/2008	158797	Fountain	0:30:00	0:06:35	0:00:00	0.00	0.00
Suburban 12	8/12/2008	105482	Black Forest	0:18:00	0:08:29	0:00:00	0.00	0.00
Suburban 12	12/2/2008	169353	Fountain	0:18:00	0:05:11	0:00:00	0.00	0.00
Frontier 35	12/3/2008	158387	Black Forest	0:45:00	0:32:18	0:00:00	0.00	0.00
Frontier 25	12/8/2008	160440	Black Forest	0:35:00	0:11:28	0:00:00	0.00	0.00
Rural 20	12/10/2008	161324	Black Forest	0:30:00	0:19:44	0:00:00	0.00	0.00
Frontier 25	12/10/2008	161666	Black Forest	0:35:00	0:24:14	0:00:00	0.00	0.00
Rural 20	12/17/2008	164894	Black Forest	0:30:00	0:17:12	0:00:00	0.00	0.00
Frontier 25	12/26/2008	168406	Black Forest	0:35:00	0:31:18	0:00:00	0.00	0.00
Suburban 12	12/28/2008	169811	Black Forest	0:18:00	0:05:10	0:00:00	0.00	0.00
Suburban 12	12/29/2008	170059	Fountain	0:18:00	0:11:07	0:00:00	0.00	0.00
DECEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$0.00	\$0.00

Refer to Exhibit B - American Medical Response Released Calls – November & December 2008 for additional information

F. CONTRACTOR LEVEL 0 (DEFERRED RESPONSE) — Priority 1 (P1 - Emergent)

November 2008 —

- There was one occurrence of Contractor Level 0 (Deferred Response) during the reporting period.
- This occurrence of Contractor Level 0 (Deferred Response) exceeded the two-minute average that was agreed upon with the Contractor and requested to be tracked by the ESA Board.
- During Event #2, Contractor Level 0 (Deferred Response) on 11/18/08, 4 Priority 1 (P1 – Emergent) calls were received with 1 emergent call (20.00%) being held due to the lack of an available ambulance transport unit.
- There were no reported occurrences of End of Shift (EOS) issues identified during November 2008.

NOVEMBER 2008 CONTRACTOR LEVEL 0 (Deferred Response)							
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
1	11/18/08	Tuesday	11:13 AM	0:06:00	11	\$1,000	\$1,000
2	11/18/08	Tuesday	11:45 AM	0:11:00	12	\$1,000	\$1,000
NOVEMBER 2008 – REPORTING PERIOD TOTAL:						\$2,000	\$2,000

¹ Effective January 1, 2007, an assessment of \$1,000 per Contractor Level 0 (Deferred Response) occurrence that meets or exceeds two (2) minutes in duration shall be levied.

NOVEMBER 2008 PRIORITY 1 (P1 - EMERGENT) CALLS HELD DUE TO CONTRACTOR LEVEL 0					
Event #	Date	# Of Calls Received	Emergent P1 Calls	Emergent P1 Calls Held	Emergent P1 % Held
1	11/18/08	10	4	0	0
2	11/18/08	11	5	1	20.00%

December 2008 —

- There was one occurrence of Contractor Level 0 (Deferred Response) during the reporting period.
- This occurrence of Contractor Level 0 (Deferred Response) exceeded the two-minute average that was agreed upon with the Contractor and requested to be tracked by the ESA Board.
- During the Contractor Level 0 (Deferred Response) event on 12/30/08, 10 Priority 1 (P1 – Emergent) calls were received with 0 emergent calls being held due to the lack of an available ambulance transport unit.
- There were no reported occurrences of End of Shift (EOS) issues identified during December 2008.

**DECEMBER 2008
CONTRACTOR LEVEL 0
(Deferred Response)**

Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
1	12/30/08	Tuesday	12:02 PM	0:03:47	16	\$1,000	\$1,000
DECEMBER 2008 – REPORTING PERIOD TOTAL:						\$1,000	\$1,000

¹ Effective January 1, 2007, an assessment of \$1,000 per Contractor Level 0 (Deferred Response) occurrence that meets or exceeds two (2) minutes in duration shall be levied.

**DECEMBER 2008
PRIORITY 1 (P1 - EMERGENT) CALLS HELD
DUE TO CONTRACTOR LEVEL 0**

Event #	Date	# Of Calls Received	Emergent P1 Calls	Emergent P1 Calls Held	Emergent P1 % Held
1	12/30/08	16	10	0	0.00%

G. REQUEST FOR EXEMPTION — Priority 1 (P1 - Emergent)

November 2008 —

- For the month of November 2008, the Contractor has requested that 51 Priority 1 (P1 – Emergent) calls be exempted from the data to determine compliance with performance standards as required under the Agreement.
- The ESA Board must determine if these specific calls should be exempted.
 - Justification for Exemption: Move Up & Cover– 19 Calls
 - Recommendation: These calls occurred while overall system coverage was reduced by requested standby for SWAT, accidents, or political events; they should be exempted pursuant to Section IV, Subsection 11.F. of the original Agreement as well as Exhibit A, Section VI, Subsection 3.I of the same.
 - Justification for Exemption: Severe Weather – 26 Calls
 - Recommendation: These calls occurred during three periods of inclement weather November 30) during which Colorado Springs Police Department was on Accident Reporting for all or part of each day.
 - Justification for Exemption: Multi-Unit Response – 2 Calls
 - Recommendation: These calls were both for a second unit at the scene of an incident.
 - Justification for Exemption: Travel Restrictions & Road Closures – 4 Calls
 - Recommendation: Three of these calls occurred during periods of poor visibility or bad weather; one experienced delays due to both traffic and actual road construction that was unplanned and forced the crew to take an alternate route which added time to the response.

**NOVEMBER 2008
REQUEST FOR EXEMPTION**

MOVE UP & COVER							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Suburban 12	11/3/2008	144836	0:18:00	0:17:14	0:00:00	\$0.00	\$0.00
Urban North 8	11/3/2008	144907	0:12:00	0:10:53	0:00:00	\$0.00	\$0.00
Suburban 12	11/5/2008	145931	0:18:00	0:20:56	0:02:56	\$60.00	\$0.00
Suburban 12	11/6/2008	146027	0:18:00	0:19:39	0:01:39	\$40.00	\$0.00
Urban Southeast 8	11/6/2008	146032	0:12:00	0:11:46	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/6/2008	146252	0:12:00	0:08:57	0:00:00	\$0.00	\$0.00
Suburban 12	11/10/2008	147947	0:18:00	0:21:58	0:03:58	\$80.00	\$0.00
Urban North 8	11/16/2008	150901	0:12:00	0:08:16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/16/2008	150896	0:12:00	0:11:54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/16/2008	150735	0:12:00	0:10:19	0:00:00	\$0.00	\$0.00
Suburban 12	11/19/2008	152211	0:18:00	0:13:32	0:00:00	\$0.00	\$0.00
Urban North 8	11/19/2008	152293	0:12:00	0:10:22	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/19/2008	152184	0:12:00	0:14:17	0:02:17	\$60.00	\$0.00
Urban Southeast 8	11/19/2008	152244	0:12:00	0:11:06	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/19/2008	152292	0:12:00	0:08:09	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/19/2008	152187	0:12:00	0:09:47	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/19/2008	152240	0:12:00	0:24:46	0:12:46	\$260.00	\$0.00
Urban Southeast 8	11/21/2008	153170	0:12:00	0:10:32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/23/2008	153993	0:12:00	0:10:58	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$500.00	\$0.00

TRAVEL RESTRICTIONS & ROAD CLOSURES							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Urban Southeast 8	11/21/2008	152842	0:12:00	0:10:32	0:00:00	\$0.00	\$0.00
Suburban 12	11/27/2008	155805	0:18:00	0:12:48	0:00:00	\$0.00	\$0.00
Suburban 12	11/30/2008	156659	0:18:00	0:18:42	0:00:42	\$20.00	\$0.00
Urban Southeast 8	11/13/2008	149494	0:12:00	0:08:03	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$20.00	\$0.00
SEVERE WEATHER							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Urban Southwest 8	11/26/2008	155192	0:12:00	0:08:44	0:00:00	\$0.00	\$0.00
Urban North 8	11/27/2008	155791	0:12:00	0:09:59	0:00:00	\$0.00	\$0.00
Urban North 8	11/27/2008	155822	0:12:00	0:10:24	0:00:00	\$0.00	\$0.00
Urban North 8	11/28/2008	155860	0:12:00	0:08:23	0:00:00	\$0.00	\$0.00
Urban North 8	11/28/2008	155871	0:12:00	0:11:52	0:00:00	\$0.00	\$0.00
Urban North 8	11/28/2008	155881	0:12:00	0:11:18	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/28/2008	155876	0:12:00	0:11:24	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/28/2008	155878	0:12:00	0:11:30	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/28/2008	155882	0:12:00	0:12:00	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/29/2008	156304	0:12:00	0:16:06	0:04:06	\$80.00	\$0.00
Urban Southwest 8	11/29/2008	156307	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Frontier 35	11/30/2008	156729	0:45:00	0:35:20	0:00:00	\$0.00	\$0.00
Frontier 45	11/30/2008	156735	0:55:00	1:13:20	0:18:20	\$380.00	\$0.00
Rural 20	11/30/2008	156789	0:30:00	0:25:08	0:00:00	\$0.00	\$0.00
Rural 20	11/30/2008	156892	0:30:00	0:26:05	0:00:00	\$0.00	\$0.00
Suburban 12	11/30/2008	156751	0:18:00	0:14:11	0:00:00	\$0.00	\$0.00
Suburban 12	11/30/2008	156908	0:18:00	0:13:55	0:00:00	\$0.00	\$0.00
Suburban 12	11/30/2008	156936	0:18:00	0:12:06	0:00:00	\$0.00	\$0.00
Suburban 12	11/30/2008	156977	0:18:00	0:14:26	0:00:00	\$0.00	\$0.00
Urban North 8	11/30/2008	156768	0:12:00	0:10:25	0:00:00	\$0.00	\$0.00
Urban North 8	11/30/2008	156784	0:12:00	0:11:27	0:00:00	\$0.00	\$0.00
Urban North 8	11/30/2008	156882	0:12:00	0:14:47	0:02:47	\$60.00	\$0.00
Urban North 8	11/30/2008	156926	0:12:00	0:18:26	0:06:26	\$140.00	\$0.00
Urban North 8	11/30/2008	156972	0:12:00	0:14:15	0:02:15	\$60.00	\$0.00
Urban Southeast 8	11/30/2008	156732	0:12:00	0:08:57	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/30/2008	156900	0:12:00	0:08:13	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$720.00	\$0.00
EXTREME DISTANCE							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
None Reported						\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
MASS CASUALTY INCIDENT							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
None Reported						\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
MULTI-UNIT RESPONSE							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Urban Southwest 8	11/11/2008	148560	0:12:00	0:12:44	0:00:44	\$20.00	\$0.00
Urban North 8	11/24/2008	154592	0:12:00	0:11:24	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$20.00	\$0.00
NOVEMBER 2008 – REQUEST FOR EXEMPTION TOTAL:						\$1,260.00	\$0.00

December 2008 —

- For the month of December 2008, the Contractor has requested that 131 Priority 1 (P1 – Emergent) calls be exempted from the data to determine compliance with performance standards as required under the Agreement.
- The ESA Board must determine if these specific calls should be exempted.
 - Justification for Exemptions: Severe Weather – 89 Calls
 - Recommendation: These calls occurred during three periods of inclement weather (December 1, December 4-5, December 8-9 and December 14 – 16) during which Colorado Springs Police Department was on Accident Reporting for all or part of each day.

- o Justification for Exemption: Travel Restrictions & Road Closures – One Call
- o Recommendation: Emergency Road Construction due to a failed water main blocked the natural route for this call and caused a significant delay in response.

- o Justification for Exemption: Travel Restrictions & Road Closures – One Call
- o Recommendation: The only access to this call was blocked by a train.

- o Justification for Exemptions: Move up and Cover – 40 Calls
- o Recommendation: These calls occurred while overall system coverage was reduced by requested standby; all should be exempted pursuant to Section IV, Subsection 11.F of the original Agreement as well as Exhibit A, Section VI, Subsection 3.I of the same.

- None of the calls recommended to be exempted exceeded maximum allowable time standards.
- 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; however, inclusion of exempted calls will not have a material effect on the Contractor's performance during the period indicated.

DECEMBER 2008 REQUEST FOR EXEMPTION							
MOVE UP & COVER							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Multiple Occurrences	12/2/2008	2 Calls	-	-	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/6/2008	159865	0:12:00	00:08.17	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/7/2008	2 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/10/2008	4 Calls	-	-	0:00:00	\$0.00	\$0.00
Suburban 12	12/17/2008	164775	0:18:00	00:14.07	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/19/2008	6 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/22/2008	6 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/23/2008	3 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/24/2008	2 Calls	-	-	0:00:00	\$0.00	\$0.00
Urban North 8	12/25/2008	168147	0:12:00	00:08.03	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/26/2008	2 Calls	-	-	0:00:00	\$0.00	\$0.00
Rural 20	12/27/2008	168913	0:30:00	00:21.45	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/28/2008	9 Calls	-	-	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
TRAVEL RESTRICTIONS & ROAD CLOSURES							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Suburban 12	12/12/2008	162637	0:18:00	00:18.00	0:00:00	\$0.00	\$0.00
Suburban 12	12/2/2008	157780	0:18:00	00:12.48	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
SEVERE WEATHER							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Multiple Occurrences	12/1/2008	10 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/4/2008	25 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/5/2008	2 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/8/2008	7 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/9/2008	14 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/14/2008	9 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/15/2008	16 Calls	-	-	0:00:00	\$0.00	\$0.00
Multiple Occurrences	12/16/2008	9 Calls	-	-	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
EXTREME DISTANCE							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
None Reported						\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
MASS CASUALTY INCIDENT							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
None Reported						\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00

MULTI-UNIT RESPONSE							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Suburban 12	12/28/2008	169549	0:18:00	00:13:55	0:00:00	\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
DECEMBER 2008 – REQUEST FOR EXEMPTION TOTAL:						\$0.00	\$0.00

Refer to Exhibit C American Medical Request for Exemption – November & December 2008 for additional information.

H. MAJOR CONDITION/COMPLAINT SUMMARY

NOVEMBER 2008 MEDICAL CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transports	% of P1 Transports	P2 Calls	% of P2 Calls	P2 Transports	% of P2 Transports
Fainting/Unconscious/Unknown	471	15.66%	300	14.79%	67	5.69%	35	4.42%
Breathing Problems	376	12.50%	300	14.79%	13	1.10%	7	0.88%
Chest Pain	217	7.22%	181	8.92%	6	0.51%	5	0.63%
Cardiac/Respiratory Arrest	136	4.52%	89	4.39%	12	1.02%	7	0.88%
Sick Person-Multiple Complaints	124	4.12%	107	5.27%	154	13.08%	118	14.92%
Convulsions-Seizures	112	3.72%	88	4.34%	50	4.25%	35	4.42%
Psychiatric-Suicide Attempt	88	2.93%	70	3.45%	56	4.76%	44	5.56%
Diabetic Problems	50	1.66%	22	1.08%	14	1.19%	6	0.76%
Stroke	47	1.56%	43	2.12%	10	0.85%	8	1.01%
Abdominal Pain	45	1.50%	41	2.02%	34	2.89%	33	4.17%
Allergies-Envenomations	26	0.86%	21	1.03%	9	0.76%	2	0.25%
Pregnancy	25	0.83%	22	1.08%	5	0.42%	2	0.25%
Headache	11	0.37%	10	0.49%	3	0.25%	1	0.13%
Back Pain	8	0.27%	7	0.34%	35	2.97%	32	4.05%
TOTAL MEDICAL	1736	57.73%	1301	64.12%	468	39.76%	335	42.35%

NOS = Not Otherwise Specified

NOVEMBER 2008 TRAUMA CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transports	% of P1 Transports	P2 Calls	% of P2 Calls	P2 Transports	% of P2 Transports
Traffic Accident	305	10.14%	141	6.95%	72	6.12%	29	3.67%
Falls	248	8.25%	179	8.82%	81	6.88%	60	7.59%
Overdose-Poisoning	148	4.92%	112	5.52%	23	1.95%	15	1.90%
Assault or Sexual Assault	144	4.79%	46	2.27%	31	2.63%	5	0.63%
Hemorrhage-Lacerations	123	4.09%	98	4.83%	11	0.93%	7	0.88%
Traumatic Injuries (NOS)	60	2.00%	37	1.82%	34	2.89%	27	3.41%
Choking	37	1.23%	21	1.03%	3	0.25%	0	0.00%
Burns/Scalds	36	1.20%	6	0.30%	15	1.27%	2	0.25%
Gunshot/Stabbing	21	0.70%	11	0.54%	1	0.08%	0	0.00%
Animal Bites-Attacks	9	0.30%	2	0.10%	4	0.34%	1	0.13%
Electrocution-Lightning	1	0.03%	1	0.05%	0	0.00%	0	0.00%
Industrial-Machinery Accidents	1	0.03%	0	0.00%	0	0.00%	0	0.00%
Carbon Monoxide Inhalation	0	0.00%	0	0.00%	4	0.34%	0	0.00%
Eye Injuries	0	0.00%	0	0.00%	4	0.34%	1	0.13%
Heat-Cold Exposure	0	0.00%	0	0.00%	3	0.25%	2	0.25%
TOTAL TRAUMA	1133	37.68%	654	32.23%	286	24.30%	149	18.84%

* As currently reported by AMR, the standard Medical Priority Dispatch System (MPDS) determinant codes do not specifically differentiate between simple assaults and sexual assaults. The majority indicated under this description have been determined to be simple assaults.
NOS = Not Otherwise Specified

NOVEMBER 2008 MISCELLANEOUS CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transports	% of P1 Transports	P2 Calls	% of P2 Calls	P2 Transports	% of P2 Transports
Law Enforcement Request	67	2.23%	38	1.87%	299	25.40%	205	25.92%
Medical-Call Box Alarm	39	1.30%	9	0.44%	3	0.25%	3	0.38%
Interfacility Transfer	26	0.86%	25	1.23%	97	8.24%	95	12.01%
Standby-Public Safety	6	0.20%	2	0.10%	24	2.04%	4	0.51%
TOTAL MISCELLANEOUS	138	4.59%	74	3.65%	423	35.94%	307	38.81%

DECEMBER 2008 MEDICAL CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transports	% of P1 Transports	P2 Calls	% of P2 Calls	P2 Transports	% of P2 Transports
Breathing Problems	355	11.81%	282	14.82%	11	0.97%	8	1.10%
Fainting/Unconscious/Unknown	295	9.81%	221	11.61%	24	2.11%	11	1.51%
Chest Pain	190	6.32%	170	8.93%	8	0.70%	6	0.82%
Convulsions-Seizures	146	4.86%	102	5.36%	40	3.51%	32	4.38%
Cardiac/Respiratory Arrest	119	3.96%	67	3.52%	13	1.14%	6	0.82%
Sick Person-Multiple Complaints	99	3.29%	87	4.57%	137	12.04%	107	14.66%
Abdominal Pain	74	2.46%	65	3.42%	40	3.51%	37	5.07%
Diabetic Problems	74	2.46%	32	1.68%	18	1.58%	7	0.96%
Psychiatric-Suicide Attempt	74	2.46%	60	3.15%	48	4.22%	36	4.93%
Stroke-CVA	51	1.70%	41	2.15%	14	1.23%	13	1.78%
Pregnancy	29	0.96%	24	1.26%	1	0.09%	1	0.14%
Allergies-Envenomations	27	0.90%	15	0.79%	9	0.79%	4	0.55%
Headache	25	0.83%	23	1.21%	3	0.26%	0	0.00%
Back Pain-Non-Traumatic	10	0.33%	9	0.47%	25	2.20%	24	3.29%
TOTAL MEDICAL	1568	52.14%	1198	62.95%	391	34.36%	292	40.00%

NOS = Not Otherwise Specified

DECEMBER 2008 TRAUMA CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transports	% of P1 Transports	P2 Calls	% of P2 Calls	P2 Transports	% of P2 Transports
Traffic-Trans Accident	333	11.07%	122	6.41%	80	7.03%	24	3.29%
Falls	257	8.55%	173	9.09%	86	7.56%	58	7.95%
Traumatic Injuries (NOS)	142	4.72%	55	2.89%	60	5.27%	39	5.34%
Assault or Sexual Assault	141	4.69%	48	2.52%	28	2.46%	8	1.10%
Overdose-Poisoning	125	4.16%	90	4.73%	21	1.85%	12	1.64%
Carbon Monoxide-Hazmat	119	3.96%	15	0.79%	19	1.67%	4	0.55%
Hemorrhage-Lacerations	104	3.46%	77	4.05%	15	1.32%	8	1.10%
Traumatic Injuries-Specific	39	1.30%	24	1.26%	35	3.08%	26	3.56%
Choking	19	0.63%	9	0.47%	10	0.88%	1	0.14%
Gunshot/Stabbing	17	0.57%	5	0.26%	1	0.09%	1	0.14%
Eye Injuries	4	0.13%	3	0.16%	3	0.26%	2	0.27%
Heat-Cold Exposure	4	0.13%	3	0.16%	4	0.35%	1	0.14%
Animal Bites-Attacks	3	0.10%	1	0.05%	0	0.00%	0	0.00%
Burns-Scalds-Explosion	3	0.10%	1	0.05%	2	0.18%	1	0.14%
TOTAL TRAUMA	1310	43.57%	626	32.90%	364	31.99%	185	25.34%

* As currently reported by AMR, the standard Medical Priority Dispatch System (MPDS) determinant codes do not specifically differentiate between simple assaults and sexual assaults. The majority indicated under this description have been determined to be simple assaults.
NOS = Not Otherwise Specified

DECEMBER 2008 MISCELLANEOUS CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1Calls	% of P1Calls	P1Transports	% of P1 Transports	P2 Calls	% of P2Calls	P2 Transports	% of P2 Transports
Law Enforcement Request	55	1.83%	36	1.89%	263	23.11%	155	21.23%
Medical-Call Box Alarm	44	1.46%	18	0.95%	1	0.09%	1	0.14%
Interfacility Transfer	27	0.90%	25	1.31%	92	8.08%	92	12.60%
Standby-Public Safety-Dedicated	3	0.10%	0	0.00%	27	2.37%	5	0.68%
TOTAL MISCELLANEOUS	129	4.29%	79	4.15%	383	33.66%	253	34.66%

I. DETOX TRANSPORTS

Contractor has not provided detox transport data for September through December 2008.

J. MISSION FAILURES

Contractor reported no Mission Failures during either November or December 2008.

K. CALL DOWNGRADES (P1 - EMERGENT TO P2 – NON-EMERGENT / ROUTINE)

November 2008 —

- 16 calls were downgraded from Priority 1 (P1 – Emergent) to Priority 2 (P2 – Non-Emergent).

December 2008 —

- 12 calls were downgraded from Priority 1 (P1 – Emergent) to Priority 2 (P2 – Non-Emergent).

L. PRIORITY 2 (P2 – NON-EMERGENT / ROUTINE) DISPATCH HOLDS / DELAYS

November 2008 —

- Dispatch was held on 91 Priority 2 (P2 – Non-Emergent) calls.

December 2008 —

- Dispatch was held on 105 Priority 2 (P2 – Non-Emergent) 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

Exhibit A
American Medical Response
Review of Maximum Exceptions
November & December 2008

Review of Maximum Exceptions – November 2008

Run Numbers: 145015
Date: 11/04/2008
ESA District: ESA Urban

The initial ambulance assigned to this call was diverted to another call they were closer to. This call was reassigned to another ambulance that had just cleared a transfer in the area. This ambulance had an extended destination time with their previous call due to needing a lift assist on this. 9 ambulances on duty. 6 available. 0 at hospital.

Run Numbers: 145540
Date: 11/05/2008
ESA District: ESA Urban

The initial ambulance assigned to this call was cancelled when a new ambulance at AMR operation came into service. It was felt that this ambulance had better access to the call. The assigned ambulance also had an extended response due to distance. 7 ambulances on duty. 7 available. 0 at hospital.

Run Numbers: 147134
Date: 11/08/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 13 ambulances on duty. 2 available. 4 at hospital. 1 out of service, 0 out of area.

Run Numbers: 147423
Date: 11/09/2008
ESA District: ESA Urban

Assignment of the call was made to an ambulance at Security. This extended the out of chute time as well as distance caused this exception. 7 ambulances on duty. 4 available (1 getting off at base), 0 at hospital. 0 out of service. 3 units on scene of calls.

Run Numbers: 147538
Date: 11/09/2008
ESA District: ESA Suburban

This call was received during a period of high call volume. The responding ambulance had an extended response due to distance and being called out the hospital. 14 ambulances on duty. 3 available. 4 at hospital. 0 out of service and 4 transporting.

Run Numbers: 148049
Date: 11/10/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 13 ambulances on duty. 5 available. 4 at hospital.

Run Numbers: 147829
Date: 08/03/2008
ESA District: ESA Suburban

Crew stated they were delayed due to weather. 12 ambulances on duty, 7 available, 2 at hospital and 1 OOS-decon.

Run Numbers: 148624
Date: 11/11/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than 7 minutes. The covering post did not have time to recover. The assigned ambulance had an extended response distance. 11 ambulances on duty. 2 available. 0 at hospital.

Run Numbers: 148225
Date: 11/11/2008
ESA District: ESA Suburban

The assigned ambulance had an extended response due to their responding from inside a hospital—they were delivering narcotics from a previous call. 8 ambulances on duty. 5 available. 1 at hospital. 1 destination.

Run Numbers: 150243
Date: 11/15/2008
ESA District: ESA Urban

Assignment of the call was made to an ambulance out of AMR base. This extended the out of chute time by the crew and extended distance. 8 ambulances on duty. 4 available. 1 at hospital, 1 OOS-admin.

Run Numbers: 151775
Date: 11/18/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance and stated they had trouble finding the address. 16 ambulances on duty. 4 available. 1 at hospital. 1 EOS (but in service).

Run Numbers: 151562
Date: 11/18/2008
ESA District: ESA Urban

The responding ambulance was called off a non-emergent call to take this. This causedd an extended response due to distance. 11 ambulances on duty. 1 available. 0 at hospital. 1 out of service-admin.

Run Numbers: 151817
Date: 11/18/2008
ESA District: ESA Urban

This call was assigned to a crew out of AMR base. 14 ambulances on duty. 6 available. 4 at hospital. 2 EOS but in service.

Run Numbers: 151457
Date: 11/18/2008
ESA District: ESA Suburban

This call was assigned to a crew at Penrose Main as no posted units were closer. Crew OOC and distance combined for the long response. 10 ambulances on duty. 4 available. 2 at hospital.

Run Numbers: 151603
Date: 11/18/2008
ESA District: ESA Suburban

This call was assigned to a crew out of Penrose Main. No postable units closer. 11 ambulances on duty. 3 available. 3 at hospital. 2 out of service-1 out-of-town.

Run Numbers: 152508
Date: 11/20/2008
ESA District: ESA Urban

This call was assigned to a car at AMR base. A closer car became available, but still had extended response due to distance. 14 ambulances on duty. 3 available. 2 at hospital, 1 OOS-injury.

Run Numbers: 152385
Date: 11/20/2008
ESA District: ESA Urban

This call was assigned to a car on the West side. This was the fifth call for this post in 9 minutes. 9 ambulances on duty. 6 available. 0 at hospital.

Run Numbers: 152392
Date: 11/20/2008
ESA District: ESA Suburban

This call was assigned to a car coming out of St Francis Medical Center—no postable units closer. 9 ambulances on duty. 2 available. 1 at hospital.

Run Numbers: 153342
Date: 11/22/2008
ESA District: ESA Urban

The car assigned came from Fountain Quarters. No postable units closer. 5 ambulances on duty. 0 available. 0 at hospital, and 1 OOT.

Run Numbers: 154611
Date: 11/24/2008
ESA District: ESA Urban

The assigned ambulance was coming from Memorial. Another unit out of Memorial quickly turned around and took this call. 11 ambulances on duty. 1 available. 0 at hospital, 1 OOS-injury.

Run Numbers: 155085
Date: 11/25/2008
ESA District: ESA Urban

The Dispatcher was unable to contact the initial ambulance assigned to this call. The call was then reassigned to an ambulance posted further away. 10 ambulances on duty. 2 available. 1 at hospital. 1 EOS, but available.

Run Numbers: 155531
Date: 11/27/2008
ESA District: ESA Urban

Assignment of the call was made to an ambulance at a hospital ER after having arrived with a patient from another unrelated call. This extended the out of chute time by the crew. 11 ambulances on duty. 2 available. 1 at hospital and 1 OOS-OOT.

Run Numbers: 156622
Date: 11/29/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to transferring care at the ER on an unrelated call. 10 ambulances on duty. 1 available. 1 at hospital and 1 EOS, but in service.

Run Numbers: 156593
Date: 11/29/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than 3 minutes. The covering post did not have time to recover. The assigned ambulance had an extended response distance. 13 ambulances on duty. 1 available. 0 at hospital.

Run Numbers: 156302
Date: 11/29/2008
ESA District: ESA Urban

This call was assigned to the Falcon FD crew. No posted units in the City available. 7 ambulances on duty; 2 available, 0 destination.

Review of Maximum Exceptions – December 2008

Run Numbers: 162772
Date: 12/12/08
ESA District: ESA Suburban

This was the second call to drop in Security within two minutes. This unit was dispatched from Memorial just minutes after arrival with a patient. 11 ambulances on duty. 3 available. 1 at hospital.

Run Numbers: 163872
Date: 12/15/08
ESA District: ESA Suburban

The ambulance assigned to this call was dispatched from AMR base. The ambulance had an extended response due to distance. 15 ambulances on duty. 3 available. 2 at hospital.

Run Numbers: 164064
Date: 12/16/08
ESA District: ESA Suburban

The assigned ambulance had an extended response due to distance. It was dispatched from the Donald Wescott Fire Station. 8 ambulances on duty. 4 available. 0 at hospital. 2 EOS, 1 out of area.

Run Numbers: 165299
Date: 12/18/08
ESA District: ESA Suburban

Assignment of the call was delayed by Dispatch error. This extended the Dispatch out of chute time as well as distance caused this exception. 16 ambulances on duty. 6 available (2 getting off at base), 2 at hospital. 0 out of service. 1 units on scene of calls.

Run Numbers: 170648
Date: 12/30/08
ESA District: ESA Suburban

The responding ambulance had an extended response due to distance. Cars were being posted but the various posts did not have a chance to recover from the previous busy time. 17 ambulances on duty. 11 available. 1 at hospital. 2 EOS and 1 transporting.

Run Numbers: 157926
Date: 12/2/08
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. Vehicle snapshot not available. This car was still at Memorial when the call was received. No postable units closer.

Run Numbers: 158021
Date: 12/3/08
ESA District: ESA Urban

This call was given to a car just coming on at Base. This ambulance had an extended response due to distance. No snapshot available. 8 Cars on duty.

Run Numbers: 159543
Date: 12/06/08
ESA District: ESA Urban

The assigned ambulance had an extended response distance. 9 ambulances on duty. 2 available. 1 at hospital.

Run Numbers: 160560
Date: 12/8/08
ESA District: ESA Suburban

The assigned ambulance had an extended response due to their responding from securing another ambulance at Memorial. They could not respond in time so a unit further away in distance was dispatched. 17 ambulances on duty. 6 available. 4 at hospital. 3 destination.

Run Numbers: 162491
Date: 12/12/08
ESA District: ESA Urban

Assignment of the call was made to an ambulance out of Memorial. This extended the out of chute time as the crew had just arrived with a patient from a different call. 14 ambulances on duty. 1 available. 1 at hospital, 1 OOS-decon.

Run Numbers: 164656
Date: 12/17/08
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. They were dispatched from Memorial. 13 ambulances on duty. 2 available. 4 at hospital.

Run Numbers: 166957
Date: 12/22/08
ESA District: ESA Urban

The responding ambulance was dispatched from Memorial. The crew aired heavy traffic, as well as distance contributed to the maximum exception. 15 ambulances on duty. 2 available. 0 at hospital. 1-EOS.

Run Numbers: 167175
Date: 12/23/08
ESA District: ESA Urban

This call was assigned to a crew out of Donald Wescott. Once a car arrived at Memorial, they were assigned. The long Dispatch OOC and distance caused this exception. 7 ambulances on duty. 3 available. 0 at hospital. 1 EOS but in service.

Run Numbers: 168108
Date: 12/25/08
ESA District: ESA Urban

This call was assigned to a crew at Base as no posted units were closer. Crew OOC and distance combined for the long response. 7 ambulances on duty. 3 available. 2 at hospital.

Run Numbers: 168926
Date: 12/27/08
ESA District: ESA Urban

This call was assigned to a crew out of Base. No postable units closer. 11 ambulances on duty. 3 available. 3 at hospital. 2 out of service-1 out-of-town.

Run Numbers: 170453
Date: 12/30/08
ESA District: ESA Urban

This call was assigned to a car at AMR base. Extended response due to distance. The North car was dispatched on a different call and this post had no time to recover. 17 ambulances on duty. 6 available. 1 at hospital, 2 EOS (but in service).

Run Numbers: 160285
Date: 12/07/08
ESA District: ESA Urban

This call was assigned to a car from Security Fire Dept. High call volume and distance contributed to this exception. 10 ambulances on duty. 3 available. 0 at hospital, 1 EOS (but in service)

Run Numbers: 162001
Date: 12/11/08
ESA District: ESA Urban

This call was assigned to a car coming out of Memorial. The Dispatcher had her CAD station in a "preview" mode which prevented the crew from receiving the call on their pager. This delay contributed, along with distance and call volume to the exception. 13 ambulances on duty. 4 available. 3 at hospital.

Run Numbers: 162380
Date: 12/12/08
ESA District: ESA Urban

The call was assigned to a car at Penrose Main. No postable units closer. 11 ambulances on duty. 2 available. 1 at hospital.

Run Numbers: 163034
Date: 12/13/08
ESA District: ESA Urban

The assigned ambulance was coming from post Uintah/I-25 but had not enough time to get to St Vrain/Union. Distance and call volume contributed to exception. 15 ambulances on duty. 1 available. 4 at hospital, 2 OOS-injury, and 1 EOS, but in service.

Run Numbers: 163060
Date: 12/13/08
ESA District: ESA Urban

The Dispatcher cancelled this call prior to dispatch by mistake. By the time the error was noticed, it had become a maximum. 15 ambulances on duty. 8 available. 3 at hospital. 1 OOS-admin.

Run Numbers: 166371
Date: 12/21/08
ESA District: ESA Urban

This call was assigned to an ambulance out of Penrose main. No postable units closer. Distance contributed to this exception. . 7 ambulances on duty. 4 available (3 at FD posts).
0 at hospital.

Run Numbers: 167103
Date: 12/22/08
ESA District: ESA Urban

This call was assigned to a car out of Memorial. Extended distance and call volume contributed to this exception. 9 ambulances on duty. 3 available. 2 at hospital and 1 EOS, but in service.

Run Numbers: 157338
Date: 12/1/08
ESA District: ESA Urban

This call was dispatched to a car out of Penrose Main. No postable units closer. The assigned ambulance had an extended response distance. No snapshot available.

Run Numbers: 162776
Date: 12/12/08
ESA District: ESA Urban

This call was assigned to a car out of Penrose Main. This car had been at destination less than 10 minutes and was putting their car together. No posted units in the City available. 11 ambulances on duty; 2 available, 1 destination.

Run Numbers: 165466
Date: 12/19/08
ESA District: ESA Urban

This call was assigned to a car out of Memorial. This car had been at destination for 11 minutes and had an extended OOC. No posted units in the City available. 8 ambulances on duty; 4 available, 1 destination.

Exhibit B
American Medical Response
Released Calls
November & December 2008

Released Calls –November 2008

Response Number 145064
Date of Incident 11/04/2008
Location Warriors Path Dr & Sweet Rd
Response Time 27:30
District ESA Frontier 35
Time of Call 08:25:26

Release: The location of this call's address is located in the Peyton Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 145115
Date of Incident 11/04/2008
Location 600 Block of Monument St
Response Time 32:25
District ESA Frontier 35
Time of Call 10:38:34

Release: The location of this call's address is located in the Calhan Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 145304
Date of Incident 11/04/2008
Location 7300 Block of McLaughlin Rd
Response Time 14:15
District ESA Rural 20
Time of Call 15:47:14

Release: The location of this call's address is located in the Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 145367
Date of Incident 11/04/2008
Location 6500 Block of Alibi Cir
Response Time 6:29
District ESA Rural 20
Time of Call 17:27:03

Release: The location of this call's address is located with in Colorado Springs City limits. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 146793
Date of Incident 11/07/2008
Location 7704 Antelope Meadows Cir
Response Time 19:41
District ESA Rural 20
Time of Call 17:19:36

Release: The location of this call's address is located in the Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 147826
Date of Incident 11/10/2008
Location 14230 Gleneagle dr
Response Time 14:30
District ESA Rural 20
Time of Call 09:56:30

Release: The location of this call's address is located in the Donald Wescott protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 148017
Date of Incident 11/10/2008
Location Northgate Blvd/Voyager Pkwy
Response Time 13.19
District ESA Rural 20
Time of Call 16:28:49

Release: The location of this call's address is located with in Colorado Springs City limits. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 148255
Date of Incident 11/11/2008
Location 19355 N Elbert Rd
Response Time 37:37
District ESA Rural 20
Time of Call 08:19:46

Release: The location of this call's address is located with in Peyton Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 148758
Date of Incident 11/12/2008
Location 11450 Guthrie Rd
Response Time 28:30
District ESA Frontier 25
Time of Call 09:38:13

Release: The location of this call's address is located with in Calhan Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 149059
Date of Incident 11/12/2008
Location 8373 Fort Smith Rd
Response Time 15:24
District ESA Rural 20
Time of Call 18:40:12

Release: The location of this call's address is located in the Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 149326
Date of Incident 11/13/008
Location 15280 Jessie Dr
Response Time 17:21
District ESA Rural 20
Time of Call 11:28:08

Release: The location of this call's address is located in the Donald Wescott Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 149512
Date of Incident 11/13/2008
Location Highway 24/Curtis Rd
Response Time 13:42
District ESA Frontier 25
Time of Call 16:28:57

Release: The location of this call's address is located in the Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 149561
Date of Incident 11/13/2008
Location 3210 N. Chestnut St #203
Response Time 7:50
District ESA Urban 8
Time of Call 18:06:48

Release: The location of this call's address is located in the City of Colorado Springs. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 151828
Date of Incident 11/18/2008
Location 20990 Jones Rd
Response Time 30:26
District ESA Frontier 35
Time of Call 19:28:17

Release: The location of this call's address is located in the Ellicott Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 151906
Date of Incident 11/19/2008
Location 9650 N Yoder Rd
Response Time 13:34
District ESA Rural 20
Time of Call 01:31:34

Release: The location of this call's address is located in the Calhan Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 152184
Date of Incident 11/19/2008
Location 2739 E. Las Vegas St
Response Time 14:17
District ESA Urban 8
Time of Call 15:49:34

Release: The location of this call's address is located in the City of Colorado Springs. Fountain's ambulance was the closest, available ambulance so their response was requested.

Response Number 152212
Date of Incident 11/19/2008
Location 12205 Gunstock Dr #C-9
Response Time 10:06
District ESA Rural 20
Time of Call 16:29:02

Release: The location of this call's address is located in the City of Colorado Springs. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 152249
Date of Incident 11/19/2008
Location 101 Sherri Dr
Response Time 7.13
District ESA Suburban 12
Time of Call 17:45:18

Release: The location of this call's address is located in the Security Fire protection district. Fountain's ambulance was the closest, available ambulance so their response was requested.

Response Number 152510
Date of Incident 11/20/2008
Location 18030 Ranch Hand Rd
Response Time 22:00
District ESA Frontier 35
Time of Call 11:12:18

Release: The location of this call's address is located in the Peyton Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 152854
Date of Incident 11/21/2008
Location Ramah Hwy/Alford Rd
Response Time 25:10
District ESA Frontier 35
Time of Call 05:22:41

Release: The location of this call's address is located with in Ramah's Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 152885
Date of Incident 11/21/2008
Location 11195 Hwy 83
Response Time 12:11
District ESA Rural 20
Time of Call 07:54:48

Release: The location of this call's address is located in the Donald Wescott Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 152954
Date of Incident 11/22/2008
Location 1005 5th St
Response Time 25:16
District ESA Rural 20
Time of Call 10:46:58

Release: The location of this call's address is located in the Calhan Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 153372
Date of Incident 11/22/2008
Location 7030 Meridian Rd
Response Time 49:10
District ESA Rural 20
Time of Call 08:54:17

Release: The location of this call's address is located with in Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 155541
Date of Incident 11/27/2008
Location Hwy 24/Palomino Dr
Response Time 32:26
District ESA Frontier 35
Time of Call 01:20:37

Release: The location of this call's address is located in the Falcon Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number	156352
Date of Incident	11/29/2008
Location	1405 Becky Dr
Response Time	22:34
District	ESA Rural 20
Time of Call	09:38:11

Release: The location of this call's address is located in the Donald Wescott Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Released Calls -December 2008

Response Number 158387
Date of Incident 12/03/08
Location 20690 Warriors Path dr
Response Time 32:18
District ESA Frontier 35
Time of Call 19:18:54

Release: The location of this call's address is located in the Peyton Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 158797
Date of Incident 1/04/08
Location Mesa Ridge Pkwy & Wayfarer
Response Time 6:35
District ESA 20
Time of Call 16:24:25

Release: The location of this call's address is located in the Security Fire protection district. Fountain's ambulance was the closest, available ambulance so their response was requested.

Response Number 160440
Date of Incident 12/08/08
Location 12000 blk of Fulford Ct
Response Time 11:28
District ESA 25
Time of Call 11:20:11

Release: The location of this call's address is located in the Falcon Fire protection district, but much closer to Black Forest. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 161324
Date of Incident 12/10/08
Location 19600 blk of Oslo Grv
Response Time 19:44
District ESA Rural 20
Time of Call 05:38:19

Release: The location of this call's address is located with in Falcon Fire Protection District, but much closer to Black Forest respons limits. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 161666
Date of Incident 12/10/08
Location 5600 blk of Peerless Farms Rd
Response Time 24:14
District ESA Frontier 25
Time of Call 19:30:21

Release: The location of this call's address is located in the Peyton Fire protection district. Black Forest's ambulance was the closest ambulance so their response was requested, as the Falcon ambulance was on another call.

Response Number 164894
Date of Incident 12/17/08
Location 12600 blk of Abert Way
Response Time 17:12
District ESA 20
Time of Call 21:06:51

Release: The location of this call's address is located in the Donald WescottFire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 105482
Date of Incident 08/12/2008
Location Research Pkwy & N Powers Blvd
Response Time 8:29
District ESA Suburban
Time of Call 17:02:56

Release: The location of this call's address is located with in Colorado Springs City limits. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 169353
Date of Incident 12/2/08
Location 500 Block of Upton Dr
Response Time 5:11
District ESA Suburban
Time of Call 09:07:48

Release: The location of this call's address is located with in Security Fire Department limits. Fountain's ambulance was the closest, available ambulance so their response was requested.

Response Number 169811
Date of Incident 12/28/08
Location Dublin Blvd & Academy Blvd
Response Time 5:10
District ESA Suburban
Time of Call 12:02:50

Release: The location of this call's address is located with in Colorado Springs City limits. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 170059
Date of Incident 12/29/08
Location 1100 Blk of Pond Side Dr
Response Time 11:07
District ESA Suburban
Time of Call 21:58:11

Release: The location of this call's address is located in the Security Fire protection district. Fountain's ambulance was the closest, available ambulance so their response was requested.

Response Number 168406
Date of Incident 12/26/08
Location 15700 Blk of Alta Plz
Response Time 31:18
District ESA Frontier 25
Time of Call 03:36:12

Release: The location of this call's address is located in the Peyton Fire protection district. Black Forest's ambulance was the closest, available ambulance so their response was requested.

Response Number 157355
Date of Incident 12/01/08
Location Curtis Rd & Hwy 94
Response Time 15:54
District ESA Frontier 25
Time of Call 19:20:05

This call was unassigned from Black Forest and completed by AMR. No Release.

Response Number 165035
Date of Incident 12/18/08
Location 4600 Blk of Poleplant Dr
Response Time
District ESA Suburban
Time of Call

This call was cancelled improperly by the Dispatcher. It was not a released call.

Response Number 109058
Date of Incident 12/26/08
Location 10200 Blk of Walker Rd
Response Time 20:20
District ESA Rural 20
Time of Call 16:56:41

This call was cancelled improperly by the Dispatcher. It was not a released call. AMR arrived and the patient was transported by FFL.

Exhibit C
American Medical Response
Request for Exemption
November & December 2008

Request for Exemption—November 2008

Run Number: 145931
Date: 11/05/2008
ESA District: ESA Suburban
Location: 100 Block of S Fountain St
Reason: Move Up and Cover
Time of Call: 20:56:23

Justification: This call occurred while overall system coverage was reduced by a standby for Security Fire Department for a train/pedestrian accident.

Run Number: 144836
Date: 11/03/2008
ESA District: ESA Suburban
Location: 6900 Block of Metropolitan
Reason: Move Up and Cover
Time of Call: 15:58:07

Justification: This call occurred while overall system coverage was reduced by a standby for Sarah Palin's speech at the airport.

Run Number: 146027
Date: 11/06/2008
ESA District: ESA Suburban
Location: 100 Block of Odessa Pl
Reason: Move Up and Cover
Time of Call: 06:48:24

Justification: This call occurred while overall system coverage was reduced by a standby for Colorado Springs Fire Department for a carbon monoxide evacuation.

Run Number: 147947
Date: 11/10/2008
ESA District: ESA Suburban
Location: 4100 Block of Apache Plume Dr
Reason: Move up and Cover
Time of Call: 19:01:50

Justification: This call occurred while overall system coverage was reduced by a standby for SWAT.

Run Number: 152211
Date: 11/19/2008
ESA District: ESA Suburban
Location: 700 Block of Aspen Dr
Reason: Move Up and Cover
Time of Call: 16:24:07

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 155805
Date: 11/27/2008
ESA District: ESA Suburban
Location: 9600 Block of Stoneglenn Dr
Reason: Poor Road Conditions
Time of Call: 21:01:36

Justification: Crew aired poor road conditions. Eventually, CSPD would go on cold reporting.

Run Number: 156659
Date: 11/30/2008
ESA District: ESA Suburban
Location: 4300 Block of Stonestrow Vw
Reason: Poor Road Conditions
Time of Call: 02:51:26

Justification: This call occurred while the system was on Code 2 driving Policy.

Run Number: 156751,156908, 156936, 156977, 156729, 156735, 156789, 156892, 156768, 156784, 156882, 156926, 156972, 156732, 156900.
Date: 11/30/2008
ESA District: ESA Suburban, Urban, Rural 20, Frontier 35, 45.
Location: Inclusive
Reason: Severe Weather
Time of Call: Various

Justification: This call occurred while the system was on mandatory Code 2 driving Policy.

Run Number: 144907
Date: 11/03/2008
ESA District: ESA Urban
Location: 5800Block of Flintridge Dr
Reason: Move Up and Cover
Time of Call: 21:12:07

Justification: This call occurred while overall system coverage was reduced by a standby for Sarah Palin's speech at the airport.

Run Number: 150901
Date: 11/16/2008
ESA District: ESA Urban
Location: 4000 Block of Bowsprit Ln
Reason: Move Up and Cover
Time of Call: 21:09:23

Justification: This call occurred while overall system coverage was reduced by a Fire Department Structure fire standby.

Run Number: 152293
Date: 11/19/2008
ESA District: ESA Urban
Location: 3700 Block of N. Chestnut St
Reason: Move Up and Cover
Time of Call: 20:08:33

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 154592
Date: 11/24/2008
ESA District: ESA Urban
Location: N Academy & N Union Blvd
Reason: Multiple Response to Incident
Time of Call: 20:08:33

Justification: This call was the 2nd unit in for a traffic accident at the same address. Multiple unit response.

Run Number: 155822
Date: 11/27/2008
ESA District: ESA Urban
Location: I-25/Garden of the Gods
Reason: Severe Weather
Time of Call: 22:11:43

Justification: This call occurred during a period of poor visibility which reduced the responded unit to a non-emergent response.

Run Number: 155791
Date: 11/27/2008
ESA District: ESA Urban
Location: 4100 Block of Flintridge Dr.
Reason: Severe Weather
Time of Call: 20:09:42

Justification: This call occurred during a period of poor visibility which reduced the responded unit to a non-emergent response.

Run Number: 155860
Date: 11/28/2008
ESA District: ESA Urban
Location: 3200 Block of Jon St
Reason: Severe Weather
Time of Call: 01:40:07

Justification: This call occurred while the system was on Code 2 driving Policy.

Run Number: 155871
Date: 11/28/2008
ESA District: ESA Urban
Location: 2000 Block of Palm Dr
Reason: Severe Weather
Time of Call: 01:40:07

Justification: This call occurred while the system was on Code 2 driving Policy.

Run Number: 155881
Date: 11/28/2008
ESA District: ESA Urban
Location: 4700 Block of Michael Pl
Reason: Severe Weather
Time of Call: 01:40:07

Justification: This call occurred while the system was on Code 2 driving Policy and the City was on Cold Reporting.

Run Number: 146032
Date: 11/06/2008
ESA District: ESA Urban
Location: 300 Block of N. Murray Blvd
Reason: Move up and Cover
Time of Call: 06:56:19

Justification: This call occurred while a Public Safety Stand By for the CSFD

Run Number: 149494
Date: 11/13/2008
ESA District: ESA Urban
Location: 2500 Block of E Pikes Peak Ave
Reason: Road Construction
Time of Call: 16:06:36

Justification: The responding unit was delayed due to both traffic and actual road construction that was unplanned. The crew was forced to take an alternate route which added time to the response.

Run Number: 150896
Date: 11/16/2008
ESA District: ESA Urban
Location: 2600 Block of E. St Vrain St.
Reason: Move up and Cover
Time of Call: 20:57:02

Justification: This call occurred while overall system coverage was reduced by a Fire Department Structure fire standby.

Run Number: 152184
Date: 11/19/2008
ESA District: ESA Urban
Location: 2700 Block of E. Las Vegas St
Reason: Move up and Cover
Time of Call: 20:57:02

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 152244
Date: 11/19/2008
ESA District: ESA Urban
Location: 2900 Block of Del Mar Cir
Reason: Move up and Cover
Time of Call: 17:22:57

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 152292
Date: 11/19/2008
ESA District: ESA Urban
Location: 900 Block of Stewart Pl.
Reason: Move up and Cover
Time of Call: 20:06:23

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 152842
Date: 11/21/2008
ESA District: ESA Urban
Location: 1300 Block of Potter Dr.
Reason: Poor Road Conditions
Time of Call: 03:24:18

Justification: This call occurred during a period of poor visibility which reduced the responded unit to a non-emergent response.

Run Number: 153170
Date: 11/21 /2008
ESA District: ESA Urban
Location: Monica Dr/Chelton Rd
Reason: Move up and Cover
Time of Call: 17:17:21

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 153993
Date: 11/23 /2008
ESA District: ESA Urban
Location: 2700 Block of E Las Vegas
Reason: Move up and Cover
Time of Call: 18:17:06

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 155876
Date: 11/28/2008
ESA District: ESA Urban
Location: 1900 Block of S Academy Blvd
Reason: Severe Weather
Time of Call: 17:17:21

Justification: This call occurred during a period of poor visibility which reduced the responded unit to a non-emergent response.

Run Number: 155878
Date: 11/28/2008
ESA District: ESA Urban
Location: 3000 Block of Mission St
Reason: Severe Weather
Time of Call: 17:17:21

Justification: This call occurred during a period of poor visibility and icy roads which reduced the responded unit to a non-emergent response.

Run Number: 155882
Date: 11/28/2008
ESA District: ESA Urban
Location: 1900 Block of S Chelton Rd
Reason: Severe Weather
Time of Call: 03:55:46

Justification: This call occurred during a period of poor visibility which reduced the responded unit to a non-emergent response. City on Cold Reporting.

Run Number: 146252
Date: 11/06/2008
ESA District: ESA Urban
Location: 910 Oxford Ln
Reason: Move up and Cover
Time of Call: 15:35:58

Justification: This occurred during a period overall system coverage was decreased for a Public Safety Stand by.

Run Number: 148560
Date: 11/11/2008
ESA District: ESA Urban
Location: 1900 Block of S Cedar Ave
Reason: Move up and Cover
Time of Call: 18:17:02

Justification: This call was the 2nd unit in for a 3rd assault patient at the same address. Multiple unit response.

Run Number: 150735
Date: 11/16/2008
ESA District: ESA Urban
Location: 100 Block of Gardner Pl
Reason: Move up and Cover
Time of Call: 12:12:05

Justification: This occurred during a period overall system coverage was decreased for a Search and Rescue Stand by.

Run Number: 152187
Date: 11/09/2008
ESA District: ESA Urban
Location: 200 Block of E. Vermijo Ave
Reason: Move up and Cover
Time of Call: 15:35:58

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 152240
Date: 11/09/2008
ESA District: ESA Urban
Location: 30 Block of Oak Ave
Reason: Move up and Cover
Time of Call: 17:28:10

Justification: This call occurred while overall system coverage was reduced by a SWAT standby.

Run Number: 155192
Date: 11/09/2008
ESA District: ESA Urban
Location: 8th St/Highway 24
Reason: Severe Weather
Time of Call: 09:37:03

Justification: This call occurred while traffic was severely backed-up due to weather conditions.

Run Number: 156304
Date: 11/29/2008
ESA District: ESA Urban
Location: 1400 Block of S Nevada Ave
Reason: Severe Weather
Time of Call: 04:43:59

Justification: This call occurred while the system was on Code 2 driving Policy and the City was on Cold Reporting.

Run Number: 156307
Date: 11/29/2008
ESA District: ESA Urban
Location: 500 Block of E St Elmo Ave
Reason: Severe Weather
Time of Call: 04:57:46

Justification: This call occurred while the system was on Code 2 driving Policy and the City was on Cold Reporting.

Request for Exemption—December 2008

Date: 12/01/08 **157027, 157048, 156997, 157003, 157005, 157035, 157109, 157030, 157018, 157019**
Reason: **Severe Weather**

Justification: City/County Cold Reporting due to increased traffic accident activity.

Date: 12/02/08 **157670, 157681**
Reason: **Move Up and Cover**

Justification: This call occurred while overall system coverage was reduced by a standby for a TEU stand-by (157618).

Date: 12/02/08 **157780**
Reason: **Road Construction**

Justification: Emergency Road Construction due to a failed water main blocked the natural route for this call and caused a significant delay in response.

Date: 12/04/08 **158747, 158779, 158863, 158533, 158636, 158647, 158819, 158843, 158848, 158799, 158870, 158901, 158555, 158562, 158578, 158785, 158789, 158790, 158672, 158679, 158723, 158795, 158838, 158900, 158511**
Reason: **Severe Weather**

Justification: City/County on Cold Reporting Various areas were icy and difficult to navigate.

Date: 12/05/08 **158971, 158946**
Reason: **Severe Weather**

Justification: City/County on Cold Reporting

Date: 12/06/08: **159865**
Reason: **Move up and Cover**

Justification: This call occurred while overall system coverage was reduced by a stand by for SWAT (159013).

Date: 12/07/08 **160113, 159926**
Reason: **Move up and Cover**

Justification: This call occurred while overall system coverage was reduced by a stand by for CSFD (160098).

Date: 12/08/08 **160716, 160781, 160785, 160624, 160735, 160770, 160762,**
Reason: **Severe Weather**

Justification: Icy roads due to melting snow and cold temperatures made travel restrictive. Code 2 driving was mandated.

Date: 12/09/08 **160839, 160843, 160920, 160844, 160851, 160854, 160890, 160794,**
Reason: **160817, 160842, 160913, 160926, 160932, 160996**
Severe Weather

Justification: Code 2 driving Policy in effect. Treacherous road conditions existed in most parts of city/county.

Date: 12/10/08 **161477, 161512, 161441, 161476**
Reason: **Move up and Cover**

Justification: Overall system resources were reduced due to a CSFD stand by (161432).

Date: 12/12/08 **162637**
Reason: **Delayed by Train**

Justification: Only access to this call was blocked by a train.

Date: 12/14/08 **163411, 163473, 163481, 163515, 163532, 163538, 163474, 163403,**
Reason: **163559**
Severe Weather

Justification: City/County Cold Reporting. Crews on discretionary driving Policy due to poor road conditions in most areas of town.

Date: 12/15/08 **163728, 163792, 163878, 163956, 163603, 163761, 163882, 163890,**
Reason: **163934, 163970, 163738, 163883, 163901**
Severe Weather

Justification: City/County on Cold Reporting

Date: 12/16/08 **164038, 164073, 164171, 164202, 164262, 164420, 164214, 164068,**
Reason: **164382**
Severe Weather

Justification: City/County on Cold Reporting

Date: 12/17/08 **164775**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a Manitou Springs Fire Dept stand by (164743).

Date: 12/19/08 **165756, 165786, 165725, 165812, 165830, 165707**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to CSFD stand by (165772).

Date: 12/22/08 **166973, 166976, 166995, 166983, 166960, 166981**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to CSPD SWAT stand by (166886).

Date: 12/23/08 **167363, 167411, 167359**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a CSFD stand by (167343).

Date: 12/24/08 **168030, 168032**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a CSFD stand by (168016).

Date: 12/25/08 **168147**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a CSFD stand by (168137)

Date: 12/26/08 **168762, 168757**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to CSPD SWAT stand by (168672).

Date: 12/27/08 **168913**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a CSFD stand by (168895).

Date: 12/28/08 **169549**
Reason: **Multiple unit response**

Justification: 2nd unit in on a Traffic Accident.

Date: 12/28/08 **169329, 169350, 169352, 169353, 169402, 169330, 169349, 169413, 169428**
Reason: **Move up and Cover**

Justification: Overall system resources reduced due to a CSFD stand by (169317).