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**ESA Performance & Compliance Report  
November & December 2009**

**I. ESA COMPLIANCE REVIEW SUMMARY**

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated July 14, 2009, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. (“Contractor”), which was effective January 1, 2009, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Exhibit F of the Contract. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor’s failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report.

A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for November and December 2009.

**A. Assessment Summary**

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had one incidence of contractor Level 0 during November and three in December. The total recommended assessment for November and December 2009 is \$8,612.00.

Exhibit F – Scheduled Assessment Increases

Section	Description	January 1, 2009	July 1, 2009	January 1, 2010	January 1, 2011
2.	Referral to unauthorized agency	\$1,000	\$1,150	\$1,323	CPI
3.A.	90% Urban/Suburban	\$4,000	\$4,600	\$5,290	CPI
3.B.	92% Systemwide	\$4,000	\$4,600	\$5,290	CPI
3.C.	90% Frontier/Wilderness	\$4,000	\$4,600	\$5,290	CPI
3.D.	Exceeding response times - per minute	\$20	\$23	\$26	CPI
	Exceeding response times - maximum	\$2,000	\$2,300	\$2,645	CPI
4.A.	Falsifying at-scene times (staff)	\$5,000	\$5,750	\$6,613	CPI
	Falsifying at-scene times (management)	\$10,000	\$11,500	\$13,225	CPI
4.B.	Enroute breakdown	\$575	\$661	\$760	CPI
4.C.	Failure to furnish information	\$5,000	\$5,750	\$6,613	CPI
4.D.	Level Zero	\$1,000	\$1,000	CPI figures available mid-February 2010.	CPI

Note: Per contract language (Exhibit F, Section 9), all adjusted amounts are rounded to the nearest dollar.

Potential & Recommended Assessment Summary				
Performance Standard	November 2009		December 2009	
	Potential	Recommended	Potential	Recommended
<b>Per Call Performance – Exceeding Maximum Response Times</b>	\$2,185.00	\$2,185.00	\$3,427.00	\$3,427.00
<b>Zone Standards (90%) – Urban, Suburban, Rural</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Zone Standards (90%) – Frontier, Wilderness (annual)</b>	\$0.00			
<b>Systemwide Standard (92%)</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Call Referrals</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Other Assessments (including Level 0)</b>	\$0.00	\$0.00	\$3,000.00	\$3,000.00
<b>Special Circumstances</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Exemptions</b>	\$2,553.00	\$0.00	\$8,694.00	\$0.00
<b>TOTAL:</b>	<b>\$4,738.00</b>	<b>\$2,185.00</b>	<b>\$15,121.00</b>	<b>\$6,427.00</b>

**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 November 2009, there were 28 calls that exceeded the Maximum Response Time for their Zone. 25 (89.3%) of those calls were located within the City of Colorado Springs; 1 (3.6%) was in Manitou Springs; and 2 (7.1%) were in El Paso County. For December 2009, there were 43 calls that exceeded the Maximum Response Time for their Zone. Of these, 42 (97.7%) were located within the City of Colorado Springs and 1 (2.3%) in Manitou Springs.

November 2009 (28)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	11/02/2009	144357	0:18:00	0:20:51	0:02:51	\$69.00	\$69.00
Suburban 12	11/05/2009	145964	0:18:00	0:24:01	0:06:01	\$161.00	\$161.00
Suburban 12	11/06/2009	146211	0:18:00	0:19:12	0:01:12	\$46.00	\$46.00
Suburban 12	11/16/2009	150865	0:18:00	0:19:37	0:01:37	\$46.00	\$46.00
Suburban 12	11/16/2009	150999	0:18:00	0:25:42	0:07:42	\$184.00	\$184.00
Suburban 12	11/17/2009	151505	0:18:00	0:25:22	0:07:22	\$184.00	\$184.00
Suburban 12	11/25/2009	155341	0:18:00	0:29:42	0:11:42	\$276.00	\$276.00
<b>Total Suburban 12</b>	<b>7 (25.0%)</b>						
Urban North 8	11/01/2009	143678	0:12:00	0:13:03	0:01:03	\$46.00	\$46.00
Urban Southwest 8	11/01/2009	143624	0:12:00	0:13:59	0:01:59	\$46.00	\$46.00
Urban Southwest 8	11/01/2009	143875	0:12:00	0:15:06	0:03:06	\$92.00	\$92.00
Urban North 8	11/02/2009	144053	0:12:00	0:13:48	0:01:48	\$46.00	\$46.00
Urban North 8	11/02/2009	144054	0:12:00	0:20:50	0:08:50	\$207.00	\$207.00
Urban Southwest 8	11/03/2009	144525	0:12:00	0:13:36	0:01:36	\$46.00	\$46.00
Urban Southwest 8	11/03/2009	144950	0:12:00	0:13:11	0:01:11	\$46.00	\$46.00
Urban Southeast 8	11/04/2009	145165	0:12:00	0:12:02	0:00:02	\$23.00	\$23.00
Urban North 8	11/04/2009	145476	0:12:00	0:13:44	0:01:44	\$46.00	\$46.00
Urban Southwest 8	11/07/2009	146947	0:12:00	0:14:28	0:02:28	\$69.00	\$69.00
Urban North 8	11/10/2009	147876	0:12:00	0:13:22	0:01:22	\$46.00	\$46.00
Urban Southwest 8	11/11/2009	148559	0:12:00	0:12:39	0:00:39	\$23.00	\$23.00
Urban Southeast 8	11/11/2009	148683	0:12:00	0:12:15	0:00:15	\$23.00	\$23.00
Urban Southeast 8	11/12/2009	148985	0:12:00	0:18:11	0:06:11	\$161.00	\$161.00
Urban Southeast 8	11/13/2009	149660	0:12:00	0:12:14	0:00:14	\$23.00	\$23.00
Urban Southwest 8	11/16/2009	150717	0:12:00	0:15:25	0:03:25	\$92.00	\$92.00
Urban North 8	11/18/2009	151942	0:12:00	0:12:39	0:00:39	\$23.00	\$23.00
Urban North 8	11/19/2009	152091	0:12:00	0:12:35	0:00:35	\$23.00	\$23.00
Urban Southeast 8	11/26/2009	155392	0:12:00	0:15:07	0:03:07	\$92.00	\$92.00
Urban Southwest 8	11/26/2009	155664	0:12:00	0:12:08	0:00:08	\$23.00	\$23.00
Urban North 8	11/26/2009	155680	0:12:00	0:12:04	0:00:04	\$23.00	\$23.00
<b>Total Urban 8</b>	<b>21 (75.0%)</b>						
<b>Assessments</b>						<b>\$2,185.00</b>	<b>\$2,185.00</b>

December 2009 (43)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	12/10/2009	161907	0:18:00	0:18:18	0:00:18	\$23.00	\$23.00
Suburban 12	12/14/2009	164067	0:18:00	0:26:55	0:08:55	\$207.00	\$207.00
Suburban 12	12/19/2009	166357	0:18:00	0:19:06	0:01:06	\$46.00	\$46.00
Suburban 12	12/21/2009	167072	0:18:00	0:23:02	0:05:02	\$138.00	\$138.00
<b>Total Suburban 12</b>	<b>4 (9.3%)</b>						
Urban North 8	12/10/2009	161757	0:12:00	0:13:32	0:01:32	\$46.00	\$46.00
Urban North 8	12/10/2009	161914	0:12:00	0:15:16	0:03:16	\$92.00	\$92.00
Urban Southeast 8	12/10/2009	162054	0:12:00	0:13:43	0:01:43	\$46.00	\$46.00
Urban Southeast 8	12/11/2009	162281	0:12:00	0:16:03	0:04:03	\$115.00	\$115.00
Urban North 8	12/11/2009	162284	0:12:00	0:17:55	0:05:55	\$138.00	\$138.00
Urban North 8	12/11/2009	162336	0:12:00	0:12:28	0:00:28	\$23.00	\$23.00
Urban Southwest 8	12/11/2009	162587	0:12:00	0:12:13	0:00:13	\$23.00	\$23.00
Urban Southwest 8	12/11/2009	162589	0:12:00	0:15:34	0:03:34	\$92.00	\$92.00
Urban Southwest 8	12/11/2009	162590	0:12:00	0:13:44	0:01:44	\$46.00	\$46.00
Urban Southwest 8	12/11/2009	162592	0:12:00	0:16:57	0:04:57	\$115.00	\$115.00
Urban Southwest 8	12/11/2009	162598	0:12:00	0:16:34	0:04:34	\$115.00	\$115.00
Urban North 8	12/11/2009	162607	0:12:00	0:17:04	0:05:04	\$138.00	\$138.00
Urban Southeast 8	12/12/2009	163157	0:12:00	0:19:01	0:07:01	\$184.00	\$184.00
Urban Southwest 8	12/13/2009	163563	0:12:00	0:15:19	0:03:19	\$92.00	\$92.00
Urban Southwest 8	12/15/2009	164438	0:12:00	0:14:17	0:02:17	\$69.00	\$69.00
Urban North 8	12/16/2009	164781	0:12:00	0:13:49	0:01:49	\$46.00	\$46.00
Urban North 8	12/16/2009	164951	0:12:00	0:13:25	0:01:25	\$46.00	\$46.00
Urban North 8	12/16/2009	165016	0:12:00	0:14:53	0:02:53	\$69.00	\$69.00
Urban North 8	12/18/2009	165885	0:12:00	0:13:46	0:01:46	\$46.00	\$46.00
Urban North 8	12/18/2009	165994	0:12:00	0:12:10	0:00:10	\$23.00	\$23.00
Urban North 8	12/18/2009	166001	0:12:00	0:14:28	0:02:28	\$69.00	\$69.00

Urban Southeast 8	12/19/2009	166356	0:12:00	0:17:29	0:05:29	\$138.00	\$138.00
Urban Southeast 8	12/19/2009	166359	0:12:00	0:19:49	0:07:49	\$184.00	\$184.00
Urban North 8	12/21/2009	167094	0:12:00	0:12:03	0:00:03	\$23.00	\$23.00
Urban Southeast 8	12/21/2009	167340	0:12:00	0:12:15	0:00:15	\$23.00	\$23.00
Urban Southeast 8	12/21/2009	167342	0:12:00	0:20:04	0:08:04	\$207.00	\$207.00
Urban North 8	12/22/2009	167350	0:12:00	0:12:23	0:00:23	\$23.00	\$23.00
Urban Southwest 8	12/22/2009	167497	0:12:00	0:12:30	0:00:30	\$23.00	\$23.00
Urban Southeast 8	12/26/2009	169574	0:12:00	0:14:29	0:02:29	\$69.00	\$69.00
Urban North 8	12/26/2009	169581	0:12:00	0:16:11	0:04:11	\$115.00	\$115.00
Urban Southeast 8	12/27/2009	169627	0:12:00	0:14:17	0:02:17	\$69.00	\$69.00
Urban North 8	12/27/2009	169940	0:12:00	0:15:05	0:03:05	\$92.00	\$92.00
Urban Southwest 8	12/27/2009	169952	0:12:00	0:15:28	0:03:28	\$92.00	\$92.00
Urban North 8	12/27/2009	169955	0:12:00	0:13:13	0:01:13	\$46.00	\$46.00
Urban North 8	12/27/2009	169962	0:12:00	0:14:19	0:02:19	\$69.00	\$69.00
Urban North 8	12/27/2009	169987	0:12:00	0:15:12	0:03:12	\$92.00	\$92.00
Urban North 8	12/28/2009	170027	0:12:00	0:13:08	0:01:08	\$46.00	\$46.00
Urban North 8	12/28/2009	170343	0:12:00	0:13:58	0:01:58	\$46.00	\$46.00
Urban North 8	12/29/2009	170444	0:12:00	0:12:45	0:00:45	\$23.00	\$23.00
<b>Total Urban 8</b>	<b>39 (90.7%)</b>						
<b>Assessments</b>						<b>\$3,427.00</b>	<b>\$3,427.00</b>

**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	November 2009			December 2009		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	1,992	122	93.88%	1,947	178	90.86%
Suburban 12	755	29	96.16%	783	49	93.74%
Rural 20	139	1	99.28%	146	2	98.63%
<b>Zone Standard</b>			<b>90.00%</b>			<b>90.00%</b>

**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.)

Response time compliance for Code-3 calls within the Frontier or Wilderness zones is measured on an annual basis because there are not enough Code-3 calls within those zones to measure them on a monthly basis. Each year, Contractor must meet the Minimum Response Time standard for all Code-3 calls within the Frontier or Wilderness zones at least 90% of the time, provided that the Frontier or Wilderness zone has a minimum call volume of 100 calls annually. Response time data shows that the Contractor met the Minimum Response Time standards for Code-3 calls within each of the three Frontier zones during 2009. **Note: There were 43 calls in the Wilderness 45 zone during 2009, which does not meet the 100-call annual threshold under the contract; however, summary response time data for that zone is reported below for informational purposes.**

	Frontier 25			Frontier 35		
	Calls	Exceptions	Compliance %	Calls	Exceptions	Compliance %
January	40	0	100.00%	32	2	93.75%
February	40	0	100.00%	37	0	100.00%
March	56	1	98.21%	44	1	97.73%
April	39	1	97.44%	40	0	100.00%
May	40	1	97.50%	49	0	100.00%
June	38	0	100.00%	50	2	96.00%
July	43	0	100.00%	60	0	100.00%
August	53	0	100.00%	41	2	95.12%

September	39	0	100.00%	53	0	100.00%
October	40	0	100.00%	58	0	100.00%
November	43	0	100.00%	36	0	100.00%
December	44	1	97.73%	48	0	100.00%
<b>Total</b>	<b>515</b>	<b>4</b>	<b>99.22%</b>	<b>548</b>	<b>7</b>	<b>98.72%</b>

	Frontier 45			Wilderness 45* (information only)		
	Calls	Exceptions	Compliance %	Calls	Exceptions	Compliance %
January	18	1	94.44%	1	0	100.00%
February	17	1	94.12%	0	0	N/A
March	18	1	94.44%	1	0	100.00%
April	19	1	94.74%	1	0	100.00%
May	17	1	94.12%	2	0	100.00%
June	22	1	95.45%	6	0	100.00%
July	20	0	100.00%	17	1	94.12%
August	21	2	90.48%	3	0	100.00%
September	25	3	88.00%	5	0	100.00%
October	22	0	100.00%	2	0	100.00%
November	20	2	90.00%	4	0	100.00%
December	24	0	100.00%	1	0	100.00%
<b>Total</b>	<b>243</b>	<b>13</b>	<b>94.65%</b>	<b>43</b>	<b>1</b>	<b>97.67%</b>

\* There were 43 calls in the Wilderness 45 zone during 2009, which does not meet the 100-call annual threshold under the contract. Summary response time data for that zone is reported for informational purposes only.

**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	November 2009	December 2009
# of Code 3 Calls	2,989	2,997
# Exceeding Minimum Response Time	153	233
<b>System-wide Compliance %</b>	<b>94.88%</b>	<b>92.23%</b>

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

The contractor referred 7 calls in November 2009 and 13 calls in December 2009, all of which were referred to Black Forest Fire/Rescue.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There was one instance during November 2009 where a call referred to an approved responder exceeded the maximum response time for the zone; that call is highlighted in red below but is recommended to be exempt from assessment because of the severe weather at the time. There were no instances during December 2009 where a released call exceeded the maximum response time for the zone.

November 2009 (7)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	149771	11/13/2009	Black Forest Fire/Rescue	0:12:13	\$0.00
Suburban 12	150242	11/15/2009	Black Forest Fire/Rescue	0:40:43	\$0.00
Frontier 35	150997	11/16/2009	Black Forest Fire/Rescue	0:21:21	\$0.00
Rural 20	151928	11/18/2009	Black Forest Fire/Rescue	0:07:19	\$0.00
Rural 20	152002	11/18/2009	Black Forest Fire/Rescue	0:16:07	\$0.00
Rural 20	152395	11/19/2009	Black Forest Fire/Rescue	0:07:32	\$0.00
Rural 20	154127	11/23/2009	Black Forest Fire/Rescue	0:06:43	\$0.00
<b>November 2009 - Recommended Assessment</b>					<b>\$0.00</b>

December 2009 (13)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Suburban 12	157794	12/1/2009	Black Forest Fire/Rescue	0:10:38	\$0.00
Suburban 12	159314	12/4/2009	Black Forest Fire/Rescue	0:11:18	\$0.00
Frontier 25	161067	12/8/2009	Black Forest Fire/Rescue	0:23:06	\$0.00
Rural 20	161547	12/9/2009	Black Forest Fire/Rescue	0:18:40	\$0.00
Frontier 25	162130	12/10/2009	Black Forest Fire/Rescue	0:20:30	\$0.00
Frontier 25	163774	12/14/2009	Black Forest Fire/Rescue	0:08:45	\$0.00
Rural 20	164049	12/14/2009	Black Forest Fire/Rescue	0:00:13	\$0.00
Frontier 25	166480	12/19/2009	Black Forest Fire/Rescue	0:08:12	\$0.00
Rural 20	167074	12/21/2009	Black Forest Fire/Rescue	0:01:43	\$0.00
Suburban 12	167217	12/21/2009	Black Forest Fire/Rescue	0:11:07	\$0.00
Rural 20	168284	12/23/2009	Black Forest Fire/Rescue	0:09:23	\$0.00
Rural 20	168576	12/24/2009	Black Forest Fire/Rescue	0:06:59	\$0.00
Rural 20	170371	12/28/2009	Black Forest Fire/Rescue	0:05:44	\$0.00
<b>December 2009 - Recommended Assessment</b>					<b>\$0.00</b>

**F. Other Assessments (F.4.):**

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

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

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

**AND**

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

During November 2009, there was one occurrence of Contractor Level 0 as defined in the contract. However, this occurrence is recommended to be exempt from assessment because the exception that caused it to be considered a contractual Level 0 was caused by severe weather. During December 2009, there were 3 occurrences of Contractor Level 0.

**November 2009:**

November 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	11/15/09	Sunday	1:58 AM	0:04:00	11	1	\$1,000.00	\$0.00
<b>Total</b>							<b>\$1,000.00</b>	<b>\$0.00</b>

December 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	12/19/09	Saturday	4:51 PM	0:20:00	9	1	\$1,000.00	\$1,000.00
2	12/19/09	Saturday	5:23 PM	0:08:00	11	3	\$1,000.00	\$1,000.00
3	12/26/09	Saturday	9:22 PM	0:22:00	10	1	\$1,000.00	\$1,000.00
<b>Total</b>							<b>\$3,000.00</b>	<b>\$3,000.00</b>

**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 November 2009, the Contractor has requested that 39 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of December 2009, the Contractor has requested that 197 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.

November 2009 Exempted Calls (39)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
<b>Public Safety Standby (13)</b>							
Urban Southwest 8	11/03/2009	144797	0:12:00	0:10:52	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/05/2009	145925	0:12:00	0:11:58	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/06/2009	146291	0:12:00	0:08:36	0:00:00	\$0.00	\$0.00
Suburban 12	11/10/2009	147958	0:18:00	0:12:40	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/12/2009	148777	0:12:00	0:20:36	0:08:36	\$207.00	\$0.00
Urban Southwest 8	11/12/2009	148779	0:12:00	0:23:16	0:11:16	\$276.00	\$0.00
Urban Southeast 8	11/12/2009	149037	0:12:00	0:09:28	0:00:00	\$0.00	\$0.00
Urban North 8	11/15/2009	150395	0:12:00	0:11:28	0:00:00	\$0.00	\$0.00
Urban North 8	11/20/2009	152917	0:12:00	0:09:05	0:00:00	\$0.00	\$0.00
Suburban 12	11/24/2009	154809	0:18:00	0:14:51	0:00:00	\$0.00	\$0.00
Suburban 12	11/25/2009	154884	0:18:00	0:13:02	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/29/2009	156844	0:12:00	0:08:19	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/29/2009	156852	0:12:00	0:10:04	0:00:00	\$0.00	\$0.00
<b>Severe Weather (26)</b>							
Suburban 12	11/14/2009	150167	0:12:00	0:10:04	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/14/2009	150171	0:12:00	0:10:29	0:00:00	\$0.00	\$0.00
Suburban 12	11/14/2009	150181	0:18:00	0:12:03	0:00:00	\$0.00	\$0.00
Suburban 12	11/14/2009	150185	0:18:00	0:12:26	0:00:00	\$0.00	\$0.00
Urban North 8	11/14/2009	150193	0:12:00	0:19:59	0:07:59	\$184.00	\$0.00
Urban Southeast 8	11/14/2009	150199	0:12:00	0:17:55	0:05:55	\$138.00	\$0.00
Urban North 8	11/14/2009	150209	0:12:00	0:20:40	0:08:40	\$207.00	\$0.00
Suburban 12	11/15/2009	150218	0:18:00	0:19:58	0:01:58	\$46.00	\$0.00
Suburban 12	11/15/2009	150221	0:18:00	0:15:34	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/15/2009	150222	0:12:00	0:20:21	0:08:21	\$207.00	\$0.00
Urban Southeast 8	11/15/2009	150231	0:12:00	0:10:14	0:00:00	\$0.00	\$0.00
Suburban 12	11/15/2009	150235	0:18:00	0:15:00	0:00:00	\$0.00	\$0.00
Suburban 12	11/15/2009	150239	0:18:00	0:31:11	0:13:11	\$322.00	\$0.00
Urban North 8	11/15/2009	150246	0:12:00	0:18:05	0:06:05	\$161.00	\$0.00
Urban Southwest 8	11/15/2009	150249	0:12:00	0:10:46	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/15/2009	150251	0:12:00	0:21:09	0:09:09	\$230.00	\$0.00
Urban Southeast 8	11/15/2009	150254	0:12:00	0:23:13	0:11:13	\$276.00	\$0.00
Urban North 8	11/15/2009	150261	0:12:00	0:11:30	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/15/2009	150263	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Urban North 8	11/15/2009	150265	0:12:00	0:09:48	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/15/2009	150268	0:12:00	0:11:26	0:00:00	\$0.00	\$0.00
Suburban 12	11/15/2009	150281	0:18:00	0:14:24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	11/15/2009	150282	0:12:00	0:24:09	0:12:09	\$299.00	\$0.00
Urban Southwest 8	11/15/2009	150308	0:12:00	0:09:00	0:00:00	\$0.00	\$0.00
Urban Southeast 8	11/15/2009	150359	0:12:00	0:10:01	0:00:00	\$0.00	\$0.00
Frontier 45	11/15/2009	150568	0:55:00	0:53:32	0:00:00	\$0.00	\$0.00
					<b>Total</b>	<b>\$2,553.00</b>	<b>\$0.00</b>

December 2009 Exempted Calls (197)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
<b>Severe Weather (176) – See Section III. for detail</b>							
Various	12/2/09 – 12/4/09	Various	Various	Various	Various	\$230.00	\$0.00
Various	12/6/09 – 12/10/09	Various	Various	Various	Various	\$5,819.00	\$0.00
Various	12/22/09 – 12/25/09	Various	Various	Various	Various	\$1,127.00	\$0.00
<b>Poor Road Conditions (5)</b>							
Urban North 8	12/06/2009	159901	0:12:00	0:08:35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/22/2009	167803	0:12:00	0:09:51	0:00:00	\$0.00	\$0.00
Frontier 45	12/25/2009	169137	0:55:00	0:53:09	0:00:00	\$0.00	\$0.00
Frontier 45	12/27/2009	169867	0:55:00	0:50:59	0:00:00	\$0.00	\$0.00
Frontier 35	12/30/2009	171263	0:45:00	0:46:53	0:01:53	\$46.00	\$0.00
<b>Public Safety Standby (14)</b>							
Urban Southeast 8	12/02/2009	158144	0:12:00	0:09:08	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/04/2009	159153	0:12:00	0:09:23	0:00:00	\$0.00	\$0.00
Suburban 12	12/04/2009	159159	0:18:00	0:14:22	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161310	0:18:00	0:12:01	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/09/2009	161312	0:12:00	0:12:34	0:00:34	\$23.00	\$0.00
Suburban 12	12/09/2009	161313	0:18:00	0:15:23	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161321	0:12:00	0:13:51	0:01:51	\$46.00	\$0.00
Urban North 8	12/10/2009	162079	0:12:00	0:22:29	0:10:29	\$253.00	\$0.00
Urban North 8	12/10/2009	162081	0:12:00	0:17:29	0:05:29	\$138.00	\$0.00
Urban North 8	12/10/2009	162083	0:12:00	0:12:52	0:00:52	\$23.00	\$0.00
Urban North 8	12/10/2009	162097	0:12:00	0:19:13	0:07:13	\$184.00	\$0.00
Urban Southeast 8	12/15/2009	164398	0:12:00	0:09:35	0:00:00	\$0.00	\$0.00
Suburban 12	12/15/2009	164401	0:18:00	0:17:08	0:00:00	\$0.00	\$0.00
Suburban 12	12/15/2009	164414	0:18:00	0:17:29	0:00:00	\$0.00	\$0.00
<b>Multiple Responses to Incident (2)</b>							
Rural 20	12/09/2009	161561	0:30:00	0:42:49	0:12:49	\$299.00	\$0.00
Urban Southwest 8	12/13/2009	163339	0:12:00	0:33:46	0:21:46	\$506.00	\$0.00
<b>Total</b>						<b>\$8,694.00</b>	<b>\$0.00</b>

I. **Urban Equity** – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in all but one of the Urban Zones during one reporting period. Note: The data below is reported for informational purposes only. Under the current contract, a performance standard for individual Urban sub-zones has not been established.

Zone	November 2009			December 2009			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	648	52	91.98%	659	77	88.32%	90.00%
Urban Southeast 8	684	37	94.59%	659	50	92.41%	
Urban Southwest 8	660	33	95.00%	629	51	91.89%	
<b>TOTAL</b>	<b>1,992</b>	<b>122</b>	<b>93.88%</b>	<b>1,947</b>	<b>178</b>	<b>90.86%</b>	

J. **Code 2 Performance Summary**

Zone	November 2009			December 2009		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,018	149	85.36%	926	189	79.59
Suburban 12	267	26	90.26%	280	34	87.86
Rural 20	28	0	100.00%	21	0	100.00
Frontier 25	10	0	100.00%	9	1	88.89
Frontier 35	4	0	100.00%	4	0	100.00
Frontier 45	0	0	N/A	2	0	100.00
<b>TOTAL</b>	<b>1,327</b>	<b>175</b>	<b>86.81%</b>	<b>1242</b>	<b>224</b>	<b>81.96</b>

**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 %
<b>November 2009</b>	4,319	2,989	69.2%	1,919	64.2%	1,330	30.8%	890	66.9%
<b>December 2009</b>	4,190	2,948	70.4%	1,889	64.1%	1,242	29.6%	838	67.5%

**L. Major Condition/Complaint Summary**

<b>November 2009 MEDICAL CALLS/TRANSPORTS</b>									
	Code 3				Code 2				
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports	
Fainting/Unconscious/Unknown	429	9.93%	253	9.01%	131	3.03%	79	2.81%	
Breathing Problems	306	7.08%	225	8.01%	5	0.12%	4	0.14%	
Chest Pain	199	4.61%	169	6.02%	19	0.44%	12	0.43%	
Sick Person-Multiple Complaints	174	4.03%	142	5.06%	182	4.21%	138	4.91%	
Convulsions-Seizures	115	2.66%	76	2.71%	55	1.27%	40	1.42%	
Psychiatric-Suicide Attempt	89	2.06%	69	2.46%	45	1.04%	37	1.32%	
Diabetic Problems	75	1.74%	32	1.14%	10	0.23%	8	0.28%	
Heart Problems	69	1.60%	56	1.99%	11	0.25%	7	0.25%	
Stroke	53	1.23%	46	1.64%	2	0.05%	2	0.07%	
Abdominal Pain	48	1.11%	44	1.57%	35	0.81%	34	1.21%	
Trans-Interfacility-Palliative	39	0.90%	39	1.39%	105	2.43%	104	3.70%	
Pregnancy	33	0.76%	31	1.10%	0	0.00%	0	0.00%	
Allergies-Envenomations	22	0.51%	17	0.61%	1	0.02%	0	0.00%	
Headache	7	0.16%	4	0.14%	20	0.46%	12	0.43%	
Back Pain	5	0.12%	4	0.14%	22	0.51%	21	0.75%	
Ventilator	0	0.00%	0	0.00%	1	0.02%	1	0.04%	
<b>Total</b>	<b>1663</b>	<b>38.50%</b>	<b>1207</b>	<b>42.97%</b>	<b>644</b>	<b>14.91%</b>	<b>499</b>	<b>17.76%</b>	

<b>November 2009 TRAUMA CALLS/TRANSPORTS</b>									
	Code 3				Code 2				
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports	
Traffic Accident	386	8.94%	158	5.62%	48	1.11%	33	1.17%	
Falls	230	5.33%	163	5.80%	99	2.29%	64	2.28%	
Overdose-Poisoning	154	3.57%	107	3.81%	14	0.32%	12	0.43%	
Assault or Sexual Assault	143	3.31%	44	1.57%	14	0.32%	4	0.14%	
Hemorrhage-Lacerations	101	2.34%	75	2.67%	12	0.28%	6	0.21%	
Traumatic Injuries (NOS)	61	1.41%	41	1.46%	22	0.51%	14	0.50%	
Cardiac/Respiratory Arrest	50	1.16%	20	0.71%	0	0.00%	0	0.00%	
Choking	50	1.16%	31	1.10%	9	0.21%	1	0.04%	
Carbon Monoxide-Hazmat	36	0.83%	2	0.07%	10	0.23%	1	0.04%	
Gunshot/Stabbing	17	0.39%	10	0.36%	4	0.09%	3	0.11%	
Animal Bites-Attacks	6	0.14%	3	0.11%	1	0.02%	0	0.00%	
Heat-Cold Exposure	4	0.09%	2	0.07%	0	0.00%	0	0.00%	
Burns-Scalds	2	0.05%	0	0.00%	2	0.05%	0	0.00%	
Eye Injuries	2	0.05%	2	0.07%	9	0.21%	7	0.25%	
<b>Total</b>	<b>1242</b>	<b>28.76%</b>	<b>658</b>	<b>23.42%</b>	<b>244</b>	<b>5.65%</b>	<b>145</b>	<b>5.16%</b>	

November 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	76	1.76%	51	1.82%	405	9.38%	240	8.54%
Medical-Call Box Alarm	7	0.16%	2	0.07%	2	0.05%	1	0.04%
Standby-Public Safety	1	0.02%	1	0.04%	28	0.65%	2	0.07%
Standby-Dedicated	0	0.00%	0	0.00%	7	0.16%	3	0.11%
<b>Total</b>	<b>84</b>	<b>1.94%</b>	<b>54</b>	<b>1.92%</b>	<b>442</b>	<b>10.23%</b>	<b>246</b>	<b>8.76%</b>

December 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	371	8.85%	225	8.25%	120	2.86%	76	2.79%
Breathing Problems	294	7.02%	233	8.54%	7	0.17%	4	0.15%
Chest Pain	207	4.94%	177	6.49%	12	0.29%	10	0.37%
Sick Person-Multiple Complaints	147	3.51%	121	4.44%	191	4.56%	149	5.46%
Convulsions-Seizures	115	2.74%	91	3.34%	63	1.50%	43	1.58%
Diabetic Problems	86	2.05%	36	1.32%	12	0.29%	5	0.18%
Psychiatric-Suicide Attempt	78	1.86%	60	2.20%	38	0.91%	29	1.06%
Heart Problems	63	1.50%	45	1.65%	5	0.12%	3	0.11%
Abdominal Pain	61	1.46%	51	1.87%	27	0.64%	25	0.92%
Stroke	52	1.24%	44	1.61%	4	0.10%	4	0.15%
Trans-Interfacility-Palliative	51	1.22%	51	1.87%	82	1.96%	81	2.97%
Pregnancy	26	0.62%	20	0.73%	2	0.05%	0	0.00%
Allergies-Envenomations	16	0.38%	8	0.29%	4	0.10%	4	0.15%
Back Pain	8	0.19%	6	0.22%	34	0.81%	31	1.14%
Headache	4	0.10%	3	0.11%	17	0.41%	15	0.55%
Ventilator	1	0.02%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>1580</b>	<b>37.71%</b>	<b>1171</b>	<b>42.94%</b>	<b>618</b>	<b>14.75%</b>	<b>479</b>	<b>17.57%</b>

December 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	414	9.88%	155	5.68%	54	1.29%	31	1.14%
Falls	239	5.70%	170	6.23%	118	2.82%	94	3.45%
Overdose-Poisoning	135	3.22%	108	3.96%	9	0.21%	5	0.18%
Assault or Sexual Assault	127	3.03%	44	1.61%	21	0.50%	11	0.40%
Hemorrhage-Lacerations	118	2.82%	99	3.63%	16	0.38%	10	0.37%
Carbon Monoxide-Hazmat	69	1.65%	5	0.18%	12	0.29%	3	0.11%
Cardiac/Respiratory Arrest	64	1.53%	21	0.77%	5	0.12%	0	0.00%
Traumatic Injuries (NOS)	62	1.48%	41	1.50%	16	0.38%	12	0.44%
Choking	40	0.95%	24	0.88%	8	0.19%	3	0.11%
Heat-Cold Exposure	12	0.29%	10	0.37%	4	0.10%	3	0.11%
Gunshot/Stabbing	11	0.26%	6	0.22%	1	0.02%	0	0.00%
Burns-Scalds	8	0.19%	4	0.15%	0	0.00%	0	0.00%
Animal Bites-Attacks	2	0.05%	1	0.04%	0	0.00%	0	0.00%
Eye Injuries	0	0.00%	0	0.00%	2	0.05%	1	0.04%
<b>Total</b>	<b>1301</b>	<b>31.05%</b>	<b>688</b>	<b>25.23%</b>	<b>266</b>	<b>6.35%</b>	<b>173</b>	<b>6.34%</b>

December 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	56	1.34%	28	1.03%	334	7.97%	184	6.75%
Medical-Call Box Alarm	9	0.21%	2	0.07%	1	0.02%	1	0.04%
Standby-Public Safety	2	0.05%	0	0.00%	23	0.55%	1	0.04%
<b>Total</b>	<b>67</b>	<b>1.60%</b>	<b>30</b>	<b>1.10%</b>	<b>358</b>	<b>8.54%</b>	<b>186</b>	<b>6.82%</b>

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

November 2009 — 27 calls were downgraded from Code 3 to Code 2.

December 2009 — 26 calls were downgraded from Code 3 to Code 2.

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

In November 2009, dispatch was held on 14 Code 2 calls. In December 2009, dispatch was held on 15 Code 2 calls. Dispatch delays were a result of the Contractor’s decision to hold a Code 2 call and assign it to a closer unit when it became available, or to reassign a Code 2 call to another unit when the initial unit was closest to a higher priority call.

**H. DETOX TRANSPORTS**

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Pikes Peak Mental Health	911 Calls	Total
September	26	2	40	7	0	18	93
October	29	2	54	8	0	18	111
November	30	6	53	6	1	12	108
December	17	4	55	2	0	14	92
<b>Total</b>	<b>102</b>	<b>14</b>	<b>202</b>	<b>23</b>	<b>1</b>	<b>62</b>	<b>404</b>

**III. December 2009 Severe Weather Exemption Detail**

December 2009							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
<b>Severe Weather (176)</b>							
Urban North 8	12/02/2009	158319	0:12:00	0:09:32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/02/2009	158332	0:12:00	0:08:02	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/02/2009	158339	0:12:00	0:14:34	0:02:34	\$69.00	\$0.00
Urban Southwest 8	12/02/2009	158340	0:12:00	0:12:10	0:00:10	\$23.00	\$0.00
Suburban 12	12/03/2009	158362	0:18:00	0:13:05	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/03/2009	158380	0:12:00	0:08:03	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/03/2009	158383	0:12:00	0:11:44	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/03/2009	158385	0:12:00	0:10:59	0:00:00	\$0.00	\$0.00
Suburban 12	12/03/2009	158386	0:18:00	0:13:01	0:00:00	\$0.00	\$0.00
Urban North 8	12/03/2009	158416	0:12:00	0:08:51	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/03/2009	158424	0:12:00	0:11:09	0:00:00	\$0.00	\$0.00
Suburban 12	12/03/2009	158425	0:18:00	0:13:06	0:00:00	\$0.00	\$0.00
Urban North 8	12/03/2009	158460	0:12:00	0:09:04	0:00:00	\$0.00	\$0.00
Urban North 8	12/03/2009	158587	0:12:00	0:12:06	0:00:06	\$23.00	\$0.00
Suburban 12	12/03/2009	158613	0:18:00	0:17:34	0:00:00	\$0.00	\$0.00
Urban North 8	12/03/2009	158744	0:12:00	0:10:14	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/03/2009	158767	0:12:00	0:10:18	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/03/2009	158800	0:12:00	0:11:04	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/03/2009	158807	0:12:00	0:15:08	0:03:08	\$92.00	\$0.00
Suburban 12	12/03/2009	158819	0:18:00	0:17:04	0:00:00	\$0.00	\$0.00
Urban North 8	12/04/2009	158891	0:12:00	0:09:55	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/04/2009	158928	0:12:00	0:10:36	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/04/2009	158931	0:12:00	0:12:06	0:00:06	\$23.00	\$0.00
Suburban 12	12/04/2009	158983	0:18:00	0:14:32	0:00:00	\$0.00	\$0.00
Suburban 12	12/04/2009	159001	0:18:00	0:12:20	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	159903	0:18:00	0:14:11	0:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban North 8	12/06/2009	159924	0:12:00	0:09:13	0:00:00	\$0.00	\$0.00
Frontier 45	12/06/2009	159950	0:55:00	0:49:56	0:00:00	\$0.00	\$0.00
Urban North 8	12/06/2009	159953	0:12:00	0:09:36	0:00:00	\$0.00	\$0.00
Urban North 8	12/06/2009	159969	0:12:00	0:12:48	0:00:48	\$23.00	\$0.00
Urban Southwest 8	12/06/2009	160004	0:12:00	0:08:25	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160015	0:18:00	0:16:01	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/06/2009	160024	0:12:00	0:10:44	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/06/2009	160029	0:12:00	0:09:37	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/06/2009	160047	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/06/2009	160071	0:12:00	0:11:36	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160091	0:18:00	0:13:06	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160104	0:18:00	0:15:08	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160134	0:18:00	0:12:17	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160140	0:18:00	0:12:20	0:00:00	\$0.00	\$0.00
Suburban 12	12/06/2009	160166	0:18:00	0:14:52	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/06/2009	160172	0:12:00	0:09:03	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/06/2009	160178	0:12:00	0:11:35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/06/2009	160200	0:12:00	0:08:47	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160225	0:18:00	0:14:01	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160227	0:12:00	0:18:29	0:06:29	\$161.00	\$0.00
Suburban 12	12/07/2009	160235	0:18:00	0:14:15	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160239	0:18:00	0:13:18	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160240	0:18:00	0:27:11	0:09:11	\$230.00	\$0.00
Urban Southeast 8	12/07/2009	160244	0:12:00	0:08:33	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/07/2009	160251	0:12:00	0:22:22	0:10:22	\$253.00	\$0.00
Suburban 12	12/07/2009	160253	0:18:00	0:16:24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/07/2009	160284	0:12:00	0:08:23	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160290	0:18:00	0:19:28	0:01:28	\$46.00	\$0.00
Urban Southeast 8	12/07/2009	160329	0:12:00	0:11:42	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160330	0:18:00	0:13:06	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160376	0:12:00	0:11:49	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160413	0:18:00	0:13:25	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/07/2009	160421	0:12:00	0:11:29	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/07/2009	160480	0:12:00	0:08:48	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160484	0:12:00	0:25:02	0:13:02	\$322.00	\$0.00
Urban North 8	12/07/2009	160499	0:12:00	0:18:46	0:06:46	\$161.00	\$0.00
Urban Southeast 8	12/07/2009	160503	0:12:00	0:13:32	0:01:32	\$46.00	\$0.00
Urban North 8	12/07/2009	160504	0:12:00	0:11:59	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/07/2009	160511	0:12:00	0:09:00	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160516	0:18:00	0:12:32	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160520	0:18:00	0:12:14	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160522	0:12:00	0:10:42	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160527	0:18:00	0:17:05	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160543	0:18:00	0:20:03	0:02:03	\$69.00	\$0.00
Urban Southwest 8	12/07/2009	160548	0:12:00	0:25:45	0:13:45	\$322.00	\$0.00
Urban North 8	12/07/2009	160551	0:12:00	0:21:58	0:09:58	\$230.00	\$0.00
Urban Southeast 8	12/07/2009	160558	0:12:00	0:09:02	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160606	0:12:00	0:09:45	0:00:00	\$0.00	\$0.00
Suburban 12	12/07/2009	160611	0:18:00	0:15:06	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/07/2009	160636	0:12:00	0:23:45	0:11:45	\$276.00	\$0.00
Urban North 8	12/07/2009	160643	0:12:00	0:10:22	0:00:00	\$0.00	\$0.00
Urban North 8	12/07/2009	160660	0:12:00	0:11:30	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/07/2009	160673	0:12:00	0:10:12	0:00:00	\$0.00	\$0.00
Suburban 12	12/08/2009	160693	0:18:00	0:12:31	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/08/2009	160733	0:12:00	0:08:07	0:00:00	\$0.00	\$0.00
Urban North 8	12/08/2009	160791	0:12:00	0:23:27	0:11:27	\$276.00	\$0.00
Suburban 12	12/08/2009	160796	0:18:00	0:13:53	0:00:00	\$0.00	\$0.00
Urban North 8	12/08/2009	160802	0:12:00	0:22:28	0:10:28	\$253.00	\$0.00
Urban Southwest 8	12/08/2009	160809	0:12:00	0:17:32	0:05:32	\$138.00	\$0.00
Suburban 12	12/08/2009	160813	0:18:00	0:16:30	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/08/2009	160817	0:12:00	0:17:12	0:05:12	\$138.00	\$0.00
Urban Southwest 8	12/08/2009	160818	0:12:00	0:27:01	0:15:01	\$368.00	\$0.00
Urban North 8	12/08/2009	160823	0:12:00	0:24:47	0:12:47	\$299.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southwest 8	12/08/2009	160824	0:12:00	0:15:11	0:03:11	\$92.00	\$0.00
Urban Southwest 8	12/08/2009	160827	0:12:00	0:11:14	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/08/2009	160839	0:12:00	0:13:38	0:01:38	\$46.00	\$0.00
Urban North 8	12/08/2009	160851	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/08/2009	160858	0:12:00	0:14:23	0:02:23	\$69.00	\$0.00
Suburban 12	12/08/2009	160866	0:18:00	0:13:12	0:00:00	\$0.00	\$0.00
Urban North 8	12/08/2009	160872	0:12:00	0:18:47	0:06:47	\$161.00	\$0.00
Urban Southwest 8	12/08/2009	160875	0:12:00	0:10:35	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/08/2009	160881	0:12:00	0:14:05	0:02:05	\$69.00	\$0.00
Urban North 8	12/08/2009	160890	0:12:00	0:13:11	0:01:11	\$46.00	\$0.00
Suburban 12	12/08/2009	160905	0:18:00	0:23:10	0:05:10	\$138.00	\$0.00
Urban North 8	12/08/2009	160916	0:12:00	0:08:39	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/08/2009	160971	0:12:00	0:11:22	0:00:00	\$0.00	\$0.00
Suburban 12	12/08/2009	160981	0:18:00	0:14:40	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/08/2009	161016	0:12:00	0:13:24	0:01:24	\$46.00	\$0.00
Urban North 8	12/08/2009	161029	0:12:00	0:13:34	0:01:34	\$46.00	\$0.00
Suburban 12	12/08/2009	161045	0:18:00	0:21:37	0:03:37	\$92.00	\$0.00
Suburban 12	12/08/2009	161051	0:18:00	0:24:15	0:06:15	\$161.00	\$0.00
Urban Southeast 8	12/08/2009	161055	0:12:00	0:11:01	0:00:00	\$0.00	\$0.00
Urban North 8	12/08/2009	161057	0:12:00	0:22:33	0:10:33	\$253.00	\$0.00
Urban North 8	12/08/2009	161058	0:12:00	0:14:20	0:02:20	\$69.00	\$0.00
Urban North 8	12/08/2009	161060	0:12:00	0:17:07	0:05:07	\$138.00	\$0.00
Suburban 12	12/08/2009	161069	0:18:00	0:14:28	0:00:00	\$0.00	\$0.00
Urban North 8	12/08/2009	161084	0:12:00	0:13:58	0:01:58	\$46.00	\$0.00
Suburban 12	12/08/2009	161088	0:18:00	0:17:49	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/09/2009	161155	0:12:00	0:12:00	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161157	0:18:00	0:16:26	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161162	0:12:00	0:11:43	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161163	0:12:00	0:11:24	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161182	0:12:00	0:08:49	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161196	0:12:00	0:11:33	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/09/2009	161199	0:12:00	0:10:10	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161326	0:18:00	0:12:42	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/09/2009	161346	0:12:00	0:17:13	0:05:13	\$138.00	\$0.00
Suburban 12	12/09/2009	161362	0:18:00	0:19:22	0:01:22	\$46.00	\$0.00
Urban Southeast 8	12/09/2009	161363	0:12:00	0:18:45	0:06:45	\$161.00	\$0.00
Urban Southeast 8	12/09/2009	161373	0:12:00	0:08:02	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161375	0:18:00	0:13:32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/09/2009	161396	0:12:00	0:09:36	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161399	0:18:00	0:19:55	0:01:55	\$46.00	\$0.00
Urban Southeast 8	12/09/2009	161417	0:12:00	0:09:54	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/09/2009	161425	0:12:00	0:09:41	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/09/2009	161463	0:12:00	0:08:48	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161485	0:12:00	0:10:08	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161544	0:18:00	0:21:55	0:03:55	\$92.00	\$0.00
Urban Southeast 8	12/09/2009	161550	0:12:00	0:13:48	0:01:48	\$46.00	\$0.00
Rural 20	12/09/2009	161556	0:30:00	0:23:30	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/09/2009	161565	0:12:00	0:18:48	0:06:48	\$161.00	\$0.00
Urban Southwest 8	12/09/2009	161566	0:12:00	0:11:19	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161600	0:12:00	0:12:05	0:00:05	\$23.00	\$0.00
Urban Southwest 8	12/09/2009	161604	0:12:00	0:08:22	0:00:00	\$0.00	\$0.00
Suburban 12	12/09/2009	161610	0:18:00	0:15:02	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/09/2009	161679	0:12:00	0:08:15	0:00:00	\$0.00	\$0.00
Urban North 8	12/09/2009	161692	0:12:00	0:09:47	0:00:00	\$0.00	\$0.00
Frontier 35	12/10/2009	161746	0:45:00	0:43:08	0:00:00	\$0.00	\$0.00
Suburban 12	12/10/2009	161749	0:18:00	0:13:29	0:00:00	\$0.00	\$0.00
Urban North 8	12/10/2009	161750	0:12:00	0:12:22	0:00:22	\$23.00	\$0.00
Suburban 12	12/22/2009	167825	0:18:00	0:13:11	0:00:00	\$0.00	\$0.00
Urban North 8	12/22/2009	167835	0:12:00	0:19:12	0:07:12	\$184.00	\$0.00
Urban Southwest 8	12/22/2009	167840	0:12:00	0:11:03	0:00:00	\$0.00	\$0.00
Frontier 35	12/22/2009	167849	0:45:00	0:39:45	0:00:00	\$0.00	\$0.00
Urban North 8	12/22/2009	167864	0:12:00	0:10:45	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/22/2009	167866	0:12:00	0:13:54	0:01:54	\$46.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southwest 8	12/23/2009	167871	0:12:00	0:10:15	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/23/2009	167873	0:12:00	0:11:12	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	167912	0:12:00	0:09:53	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	167914	0:12:00	0:16:24	0:04:24	\$115.00	\$0.00
Suburban 12	12/23/2009	167919	0:18:00	0:23:39	0:05:39	\$138.00	\$0.00
Rural 20	12/23/2009	167930	0:30:00	0:24:26	0:00:00	\$0.00	\$0.00
Suburban 12	12/23/2009	167932	0:18:00	0:13:59	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/23/2009	167959	0:12:00	0:08:08	0:00:00	\$0.00	\$0.00
Frontier 25	12/23/2009	167960	0:35:00	0:25:06	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	167964	0:12:00	0:08:24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/23/2009	168008	0:12:00	0:10:05	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/23/2009	168048	0:12:00	0:10:48	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	168049	0:12:00	0:15:50	0:03:50	\$92.00	\$0.00
Urban North 8	12/23/2009	168095	0:12:00	0:17:24	0:05:24	\$138.00	\$0.00
Suburban 12	12/23/2009	168104	0:18:00	0:12:43	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/23/2009	168107	0:12:00	0:12:37	0:00:37	\$23.00	\$0.00
Urban Southwest 8	12/23/2009	168113	0:12:00	0:11:36	0:00:00	\$0.00	\$0.00
Suburban 12	12/23/2009	168126	0:18:00	0:14:09	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/23/2009	168129	0:12:00	0:08:48	0:00:00	\$0.00	\$0.00
Suburban 12	12/23/2009	168156	0:18:00	0:19:23	0:01:23	\$46.00	\$0.00
Urban Southeast 8	12/23/2009	168177	0:12:00	0:12:55	0:00:55	\$23.00	\$0.00
Urban Southwest 8	12/23/2009	168244	0:12:00	0:13:34	0:01:34	\$46.00	\$0.00
Suburban 12	12/23/2009	168254	0:18:00	0:21:27	0:03:27	\$92.00	\$0.00
Urban Southwest 8	12/23/2009	168281	0:12:00	0:18:18	0:06:18	\$161.00	\$0.00
Suburban 12	12/23/2009	168301	0:18:00	0:17:28	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	168304	0:12:00	0:11:53	0:00:00	\$0.00	\$0.00
Suburban 12	12/23/2009	168352	0:18:00	0:14:28	0:00:00	\$0.00	\$0.00
Urban North 8	12/23/2009	168368	0:12:00	0:11:33	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/23/2009	168383	0:12:00	0:10:35	0:00:00	\$0.00	\$0.00
Suburban 12	12/23/2009	168408	0:18:00	0:16:32	0:00:00	\$0.00	\$0.00
Suburban 12	12/24/2009	168423	0:18:00	0:15:59	0:00:00	\$0.00	\$0.00
Frontier 45	12/24/2009	168426	0:55:00	0:46:34	0:00:00	\$0.00	\$0.00
Urban North 8	12/24/2009	168439	0:12:00	0:08:30	0:00:00	\$0.00	\$0.00
Frontier 25	12/24/2009	168447	0:35:00	0:26:11	0:00:00	\$0.00	\$0.00
Urban North 8	12/24/2009	168477	0:12:00	0:11:40	0:00:00	\$0.00	\$0.00
Suburban 12	12/24/2009	168531	0:18:00	0:12:44	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/24/2009	168551	0:12:00	0:10:04	0:00:00	\$0.00	\$0.00
Suburban 12	12/24/2009	168647	0:18:00	0:12:51	0:00:00	\$0.00	\$0.00
Suburban 12	12/24/2009	168659	0:18:00	0:15:10	0:00:00	\$0.00	\$0.00
Suburban 12	12/24/2009	168747	0:18:00	0:12:45	0:00:00	\$0.00	\$0.00
Urban Southwest 8	12/24/2009	168819	0:12:00	0:08:58	0:00:00	\$0.00	\$0.00
Urban North 8	12/24/2009	168838	0:12:00	0:11:14	0:00:00	\$0.00	\$0.00
Urban North 8	12/24/2009	168839	0:12:00	0:11:28	0:00:00	\$0.00	\$0.00
Urban North 8	12/24/2009	168850	0:12:00	0:12:33	0:00:33	\$23.00	\$0.00
Urban North 8	12/25/2009	168882	0:12:00	0:10:48	0:00:00	\$0.00	\$0.00
Urban North 8	12/25/2009	168891	0:12:00	0:10:35	0:00:00	\$0.00	\$0.00
Suburban 12	12/25/2009	168897	0:18:00	0:13:24	0:00:00	\$0.00	\$0.00
Urban Southeast 8	12/25/2009	168914	0:12:00	0:10:20	0:00:00	\$0.00	\$0.00
Suburban 12	12/25/2009	168915	0:18:00	0:15:46	0:00:00	\$0.00	\$0.00
<b>Total</b>						<b>\$7,176.00</b>	<b>\$0.00</b>

**IV. QUESTIONS AND/OR ADDITIONAL INFORMATION**

**Eileen Lynch Gonzalez**  
Emergency Services Agency (ESA) Business Administrator