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**ESA Performance & Compliance Report
September & October 2008**

December 3, 2008

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.

I met with Contractor’s staff on Wednesday, November 19, 2008 in order to become familiar with the compliance reporting process and data and to briefly review the Contractor’s performance during both the September and October 2008 reporting periods. Contractor was cooperative and promptly produced all records and data requested.

Due to the resignation of the ESA Compliance Administrator, a full examination of representative records for Priority 1 (P1 – Emergent) calls documented in the Contractor’s Review of Maximum Exceptions report (refer to attached Exhibit A), Released Calls (refer to attached Exhibit B), and Request for Exemption report (refer to attached Exhibit C) was not conducted for this reporting period. Such examination will be conducted during the next reporting period and any resulting amendments to the recommendations included in this report will be presented at that time.

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT —

A. SUMMARY OF POTENTIAL & RECOMMENDED PERFORMANCE PENALTIES (ALL CATEGORIES) FOR THE SEPTEMBER & OCTOBER 2008 REPORTING PERIODS

SEPTEMBER & OCTOBER 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	\$3,740.00	\$3,740.00
Released Calls ¹	\$0.00	\$0.00
Contractor Level 0 ² (Deferred Response)	\$2,000.00	\$2,000.00
Exemption Requests	\$1,300.00	\$0.00
Mission Failures	\$0.00	\$0.00
GRAND TOTAL:	\$7,040.00	\$5,740.00

¹ Released Call (via Mutual Aid Agreement)

² 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.

B. REPORTED CALLS & TRANSPORTS

September 2008 —

- For the month of September 2008, the patient summary report showed that the Contractor responded to a total of 4,460 calls for service:
 - 3,292 Priority 1 (P1 – Emergent) Responses.
 - 1,168 Priority 2 (P2 – Non-Emergent / Routine) Responses.
- There were a total of 2,995 patient transports.

October 2008 —

- For the month of October 2008, the patient summary report showed that the Contractor responded to a total of 4,444 calls for service:
 - 3,185 Priority 1 (P1 – Emergent) Responses.
 - 1,259 Priority 2 (P2 – Non-Emergent / Routine) Responses.
- There were a total of 2,932 patient transports.

SEPTEMBER & OCTOBER 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 %
September 2008	3,292	73.8%	2241	68.1%	1,168	26.2%	754	64.6%
October 2008	3,185	71.7%	2128	66.8%	1,259	28.3%	804	63.9%

C. ESA PERFORMANCE ROLLUP / RESPONSE TIME COMPLIANCE SUMMARY

September 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 – 92.38% (all zones).
 - Urban Equity Priority 1 (P1 - Emergent) Call Compliance – 91.44%
- Priority 2 (P2 – Non-Emergent / Routine) Call Compliance* – 88.87%

**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.*

SEPTEMBER 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	1,997	171	91.44%	90.00%	812	112	86.21%	N/A
Suburban 12	965	74	92.33%		287	18	93.73%	
Rural 20	198	2	98.99%		48	0	100.00%	
Frontier 25	54	1	98.15%		15	0	100.00%	
Frontier 35	46	1	97.83%		4	0	100.00%	
Frontier 45	32	2	93.75%		2	0	100.00%	
TOTAL	3,292	251	92.38%		1,168	130	88.87%	

SEPTEMBER 2008 ESA PERFORMANCE ROLLUP — URBAN EQUITY				
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %	
Urban North 8	592	61	89.70%	90.00%
Urban Southeast 8	687	64	90.68%	
Urban Southwest 8	718	46	93.59%	
TOTAL	1,997	171	91.44%	

October 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 – 95.53% (all zones).
 - Urban Equity Priority 1 (P1 - Emergent) Call Compliance – 91.37%
- Priority 2 (P2 – Non-Emergent / Routine) Call Compliance* – 87.85%

**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.*

OCTOBER 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	1,866	161	91.37%	90.00%	1,866	161	91.37%	N/A
Suburban 12	1,040	65	93.75%		276	26	90.58%	
Rural 20	179	5	97.21%		56	0	100.00%	
Frontier 25	31	0	100.00%		8	0	100.00%	
Frontier 35	46	3	93.48%		0	0	N/A	
Frontier 45	23	4	82.61%		3	0	100.00%	
TOTAL	3,185	238	92.53%		916	127	87.85%	

OCTOBER 2008 ESA PERFORMANCE ROLLUP — URBAN EQUITY				
Performance Standard	Priority 1 (P1 - Emergent)			Performance Standard
	P1 Calls	# of Exceptions	Compliance %	
Urban North 8	618	70	88.67%	90.00%
Urban Southeast 8	660	48	92.72%	
Urban Southwest 8	588	43	92.69%	
TOTAL	1,866	161	91.37%	

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

September 2008 —

- During the reporting period, 33 calls exceeded maximum time standards.
- 28 calls exceeding maximum time standards were within the Colorado Springs city limit:
 - Urban Southeast 8 – 11 Calls
 - Urban North 8 – 9 Calls
 - Urban Southwest 8 – 8 Calls
- Five calls exceeding maximum time standards were outside the Colorado Springs city limit:
 - Suburban 12 – 5 Calls

SEPTEMBER 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 North 8	9/2/2008	115937	AMR	0:12:00	00:19:58	0:07:58	\$160.00	\$160.00
Urban Southwest 8	9/2/2008	115976	AMR	0:12:00	00:13:51	0:01:51	\$40.00	\$40.00
Urban North 8	9/5/2008	117677	AMR	0:12:00	00:13:05	0:01:05	\$40.00	\$40.00
Suburban 12	9/6/2008	117843	AMR	0:18:00	00:19:57	0:01:57	\$40.00	\$40.00
Urban Southwest 8	9/6/2008	117892	AMR	0:12:00	00:12:20	0:00:20	\$20.00	\$20.00
Urban Southeast 8	9/7/2008	118321	AMR	0:12:00	00:12:08	0:00:08	\$20.00	\$20.00
Suburban 12	9/8/2008	119082	AMR	0:18:00	00:19:25	0:01:25	\$40.00	\$40.00
Urban Southwest 8	9/8/2008	118765	AMR	0:12:00	00:14:14	0:02:14	\$60.00	\$60.00
Urban Southeast 8	9/9/2008	119255	AMR	0:12:00	00:13:26	0:01:26	\$40.00	\$40.00
Urban North 8	9/10/2008	119832	AMR	0:12:00	00:15:15	0:03:15	\$80.00	\$80.00
Urban Southeast 8	9/10/2008	119935	AMR	0:12:00	00:12:36	0:00:36	\$20.00	\$20.00
Urban Southeast 8	9/10/2008	119929	AMR	0:12:00	00:15:07	0:03:07	\$80.00	\$80.00
Urban Southeast 8	9/10/2008	120156	AMR	0:12:00	00:16:22	0:04:22	\$100.00	\$100.00
Urban Southeast 8	9/11/2008	120207	AMR	0:12:00	00:13:00	0:01:00	\$20.00	\$20.00
Urban Southeast 8	9/12/2008	121146	AMR	0:12:00	00:13:24	0:01:24	\$40.00	\$40.00
Urban Southwest 8	9/12/2008	120774	AMR	0:12:00	00:12:19	0:00:19	\$20.00	\$20.00
Urban Southwest 8	9/12/2008	121124	AMR	0:12:00	00:21:44	0:09:44	\$200.00	\$200.00
Urban Southeast 8	9/13/2008	121277	AMR	0:12:00	00:13:55	0:01:55	\$40.00	\$40.00
Suburban 12	9/14/2008	121771	AMR	0:18:00	00:18:13	0:00:13	\$20.00	\$20.00
Urban Southeast 8	9/14/2008	121705	AMR	0:12:00	00:22:16	0:10:16	\$220.00	\$220.00
Suburban 12	9/16/2008	122745	AMR	0:18:00	00:20:16	0:02:16	\$60.00	\$60.00
Urban North 8	9/17/2008	123437	AMR	0:12:00	00:12:49	0:00:49	\$20.00	\$20.00
Urban Southeast 8	9/17/2008	123079	AMR	0:12:00	00:12:57	0:00:57	\$20.00	\$20.00
Suburban 12	9/20/2008	124889	AMR	0:18:00	00:29:24	0:11:24	\$240.00	\$240.00
Urban Southwest 8	9/23/2008	126187	AMR	0:12:00	00:12:58	0:00:58	\$20.00	\$20.00
Urban North 8	9/24/2008	126693	AMR	0:12:00	00:12:16	0:00:16	\$20.00	\$20.00
Urban North 8	9/25/2008	126886	AMR	0:12:00	00:14:12	0:02:12	\$60.00	\$60.00
Urban Southwest 8	9/26/2008	127727	AMR	0:12:00	00:12:27	0:00:27	\$20.00	\$20.00
Urban North 8	9/27/2008	127891	AMR	0:12:00	00:17:43	0:05:43	\$120.00	\$120.00
Urban North 8	9/28/2008	128372	AMR	0:12:00	00:13:25	0:01:25	\$40.00	\$40.00
Urban North 8	9/29/2008	128888	AMR	0:12:00	00:12:46	0:00:46	\$20.00	\$20.00
Urban Southeast 8	9/29/2008	128724	AMR	0:12:00	00:13:32	0:01:32	\$40.00	\$40.00
Urban Southwest 8	9/29/2008	128723	AMR	0:12:00	00:13:31	0:01:31	\$40.00	\$40.00
SEPTEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$2,020.00	\$2,020.00

October 2008 —

- During the reporting period, 23 calls exceeded maximum time standards.
- 20 calls exceeding maximum time standards were within the Colorado Springs city limit:
 - Urban Southeast 8 – 2 Calls
 - Urban Southwest 8 – 9 Calls
 - Urban North 8 – 9 Calls
- Three calls exceeding maximum time standards were outside the Colorado Springs city limit:
 - Suburban 12 – 3 Calls

OCTOBER 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 North 8	10/2/2008	130377	AMR	0:12:00	00:23:03	0:11:03	\$240.00	\$240.00
Urban Southwest 8	10/2/2008	130626	AMR	0:12:00	00:22:39	0:10:39	\$220.00	\$220.00
Urban Southwest 8	10/2/2008	130600	AMR	0:12:00	00:12:46	0:00:46	\$20.00	\$20.00
Urban North 8	10/3/2008	130755	AMR	0:12:00	00:13:10	0:01:10	\$40.00	\$40.00
Urban Southeast 8	10/3/2008	131151	AMR	0:12:00	00:12:41	0:00:41	\$20.00	\$20.00
Urban Southwest 8	10/3/2008	131094	AMR	0:12:00	00:13:10	0:01:10	\$40.00	\$40.00
Urban Southwest 8	10/3/2008	131150	AMR	0:12:00	00:13:27	0:01:27	\$40.00	\$40.00
Urban Southwest 8	10/8/2008	133333	AMR	0:12:00	00:13:34	0:01:34	\$40.00	\$40.00
Urban North 8	10/10/2008	133962	AMR	0:12:00	00:12:56	0:00:56	\$20.00	\$20.00
Urban North 8	10/10/2008	134144	AMR	0:12:00	00:15:01	0:03:01	\$80.00	\$80.00
Urban Southwest 8	10/10/2008	134019	AMR	0:12:00	00:14:49	0:02:49	\$60.00	\$60.00
Urban North 8	10/11/2008	134821	AMR	0:12:00	00:16:16	0:04:16	\$100.00	\$100.00
Urban North 8	10/17/2008	137443	AMR	0:12:00	00:20:32	0:08:32	\$180.00	\$180.00
Urban Southwest 8	10/17/2008	137109	AMR	0:12:00	00:13:21	0:01:21	\$40.00	\$40.00
Urban Southwest 8	10/19/2008	138352	AMR	0:12:00	00:16:23	0:04:23	\$100.00	\$100.00
Suburban 12	10/20/2008	138399	AMR	0:18:00	00:18:21	0:00:21	\$20.00	\$20.00
Suburban 12	10/21/2008	138855	AMR	0:18:00	00:20:06	0:02:06	\$60.00	\$60.00
Urban North 8	10/21/2008	138854	AMR	0:12:00	00:13:06	0:01:06	\$40.00	\$40.00
Urban Southeast 8	10/23/2008	140018	AMR	0:12:00	00:18:45	0:06:45	\$140.00	\$140.00
Suburban 12	10/24/2008	140664	AMR	0:18:00	00:18:03	0:00:03	\$20.00	\$20.00
Urban North 8	10/28/2008	141890	AMR	0:12:00	00:13:29	0:01:29	\$40.00	\$40.00
Urban Southwest 8	10/28/2008	141947	AMR	0:12:00	00:18:28	0:06:28	\$140.00	\$140.00
Urban North 8	10/31/2008	143243	AMR	0:12:00	00:12:39	0:00:39	\$20.00	\$20.00
OCTOBER 2008 — REPORTING PERIOD SUBTOTAL:							\$1,720.00	\$1,720.00

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

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

September 2008 —

- Mutual aid was utilized on 22 calls, all of which were released to the closest ambulance unit or agency:
 - 16 calls located in the Falcon 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.
 - 2 calls located in Peyton; released to the Black Forest Ambulance Transport Unit.
- All 22 calls (100.0%) were released to the Black Forest Ambulance Transport Unit.

SEPTEMBER 2008 RELEASED CALL REPORT								
Performance Standard	Date	Call #	Responding Agency	Response Standard	Response Time	Variance	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Frontier 25	9/3/08	116684	Black Forest	0:35:00	0:16:49	00:18:11	\$0.00	\$0.00
Rural 20	9/3/08	116772	Black Forest	0:30:00	0:12:18	00:17:42	\$0.00	\$0.00
Suburban	9/6/08	118011	Black Forest	0:18:00	0:13:04	00:04:56	\$0.00	\$0.00
Suburban	9/6/08	118127	Black Forest	0:18:00	0:10:39	00:07:21	\$0.00	\$0.00
Frontier 25	9/8/08	119035	Black Forest	0:35:00	0:12:20	00:22:40	\$0.00	\$0.00
Frontier 35	9/8/08	118849	Black Forest	0:45:00	0:15:48	00:29:12	\$0.00	\$0.00
Rural 20	9/9/05	119588	Black Forest	0:30:00	0:12:03	00:17:57	\$0.00	\$0.00
Rural 20	9/10/08	120087	Black Forest	0:30:00	0:14:21	00:15:39	\$0.00	\$0.00
Rural 20	9/11/08	120348	Black Forest	0:30:00	0:17:24	00:12:36	\$0.00	\$0.00
Rural 20	9/11/08	120457	Black Forest	0:30:00	0:11:51	00:18:09	\$0.00	\$0.00
Suburban	9/11/08	120505	Black Forest	0:18:00	0:12:48	00:05:12	\$0.00	\$0.00
Suburban	9/11/08	120236	Black Forest	0:18:00	0:11:39	00:06:21	\$0.00	\$0.00
Frontier 25	9/13/08	121454	Black Forest	0:35:00	0:13:22	00:21:38	\$0.00	\$0.00
Frontier 25	9/13/08	121580	Black Forest	0:35:00	0:24:45	00:10:15	\$0.00	\$0.00
Frontier 35	9/13/08	121362	Black Forest	0:45:00	0:27:12	00:17:48	\$0.00	\$0.00
Frontier 25	9/20/08	124865	Black Forest	0:35:00	0:10:13	00:24:47	\$0.00	\$0.00
Frontier 25	9/20/08	124810	Black Forest	0:35:00	0:07:24	00:27:36	\$0.00	\$0.00
Rural 20	9/20/08	124701	Black Forest	0:30:00	0:13:20	00:16:40	\$0.00	\$0.00
Frontier 25	9/26/08	127474	Black Forest	0:35:00	0:19:51	00:15:09	\$0.00	\$0.00
Rural 20	9/26/08	127615	Black Forest	0:30:00	0:20:13	00:09:47	\$0.00	\$0.00
Frontier 25	9/29/08	129110	Black Forest	0:35:00	0:16:24	00:18:36	\$0.00	\$0.00
Rural 20	9/30/08	129634	Black Forest	0:30:00	0:17:06	00:12:54	\$0.00	\$0.00
SEPTEMBER 2008 — REPORTING PERIOD SUBTOTAL:							\$0.00	\$0.00

October 2008 —

- Mutual aid was utilized on 24 calls, all of which were released to the closest ambulance unit or agency:
 - 11 calls located in the Falcon Fire Protection District; released to the Black Forest Ambulance Transport Unit.
 - 5 calls located within the City of Colorado Springs; released to the Black Forest Ambulance Transport Unit.
 - 6 calls located in Westcott; released to the Black Forest Ambulance Transport Unit.
 - 1 call located in Peyton; released to the Black Forest Ambulance Transport Unit.
 - 1 call located within the City of Colorado Springs; released to the Fountain Fire Department, EMS Division.
- 23 calls (95.8%) were released to Black Forest Ambulance Transport Unit; one call (4.2%) was released to Fountain Fire Department, EMS Division.

OCTOBER 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)
Frontier 45	10/1/2008	129806	Black Forest	0:55:00	0:12:49	0:42:11	\$0.00	\$0.00
Rural 20	10/1/2008	130083	Black Forest	0:30:00	0:14:10	0:15:50	\$0.00	\$0.00
Frontier 35	10/2/2008	130236	Black Forest	0:45:00	0:23:41	0:21:19	\$0.00	\$0.00
Rural 20	10/2/2008	130369	Black Forest	0:30:00	0:13:11	0:16:49	\$0.00	\$0.00
Suburban 12	10/2/2008	130624	Black Forest	0:18:00	0:11:21	0:06:39	\$0.00	\$0.00
Rural 20	10/3/2008	130787	Black Forest	0:30:00	0:10:01	0:19:59	\$0.00	\$0.00
Rural 20	10/4/2008	131450	Black Forest	0:30:00	0:07:26	0:22:34	\$0.00	\$0.00
Rural 20	10/5/2008	131771	Black Forest	0:30:00	0:07:01	0:22:59	\$0.00	\$0.00
Rural 20	10/6/2008	132440	Black Forest	0:30:00	0:13:19	0:16:41	\$0.00	\$0.00
Suburban 12	10/6/2008	132204	Black Forest	0:18:00	0:08:36	0:09:24	\$0.00	\$0.00
Rural 20	10/10/2008	134367	Black Forest	0:30:00	0:11:57	0:18:03	\$0.00	\$0.00
Rural 20	10/11/2008	134431	Black Forest	0:30:00	0:18:16	0:11:44	\$0.00	\$0.00
Suburban 12	10/11/2008	134816	Black Forest	0:18:00	0:15:23	0:02:37	\$0.00	\$0.00
Frontier 25	10/13/2008	135529	Black Forest	0:35:00	0:08:52	0:26:08	\$0.00	\$0.00
Frontier 25	10/16/2008	136790	Black Forest	0:35:00	0:13:06	0:21:54	\$0.00	\$0.00
Frontier 25	10/20/2008	138602	Black Forest	0:35:00	0:17:10	0:17:50	\$0.00	\$0.00
Frontier 25	10/20/2008	138700	Black Forest	0:35:00	0:10:47	0:24:13	\$0.00	\$0.00
Frontier 25	10/22/2008	139333	Black Forest	0:35:00	0:17:20	0:17:40	\$0.00	\$0.00
Rural 20	10/22/2008	139300	Black Forest	0:30:00	0:01:07	0:28:53	\$0.00	\$0.00
Rural 20	10/23/2008	140070	Black Forest	0:30:00	0:21:15	0:08:45	\$0.00	\$0.00
Suburban 12	10/23/2008	139997	Fountain	0:18:00	0:14:32	0:03:28	\$0.00	\$0.00
Rural 20	10/24/2008	140683	Black Forest	0:30:00	0:20:26	0:09:34	\$0.00	\$0.00
Rural 20	10/29/2008	142512	Black Forest	0:30:00	0:20:28	0:09:32	\$0.00	\$0.00
Rural 20	10/30/2008	143139	Black Forest	0:30:00	0:14:29	0:15:31	\$0.00	\$0.00
OCTOBER 2008 — REPORTING PERIOD SUBTOTAL:							\$0.00	\$0.00

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

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

September 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 9/10/08, 11 Priority 1 (P1 – Emergent) calls were received with one emergent call (9.1%) 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 September 2008.

SEPTEMBER 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	9/10/08	Wednesday	11:31 AM	0:02:18	13	\$1,000	\$1,000
SEPTEMBER 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.

SEPTEMBER 2008 PRIORITY 1 (P1 - EMERGENT) CALLS HELD DUE TO CONTRACTOR LEVEL 01					
Event #	Date	# Of Calls Received	Emergent P1 Calls	Emergent P1 Calls Held	Emergent P1 % Held
1	9/10/08	13	11	1	9.1%

October 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 10/2/08, nine Priority 1 (P1 – Emergent) calls were received with two emergent calls (22.2%) 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 October 2008.

OCTOBER 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	10/2/08	Thursday	11:24 PM	0:10:48:00	14	\$1,000	\$1,000
OCTOBER 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.

OCTOBER 2008 PRIORITY 1 (P1 - EMERGENT) CALLS HELD DUE TO CONTRACTOR LEVEL 01					
Event #	Date	# Of Calls Received	Emergent P1 Calls	Emergent P1 Calls Held	Emergent P1 % Held
1	10/2/08	13	9	2	22.2%

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

September 2008 —

- For the month of September 2008, the Contractor has requested that two 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: Other Exemption- Bad Address – One Call
 - Recommendation: This call's address shows in the computer to be 14 miles east of where it actually is, and the address is not in the MacVan map book. It should be exempted pursuant to Section IV, Subsection 11.F. of the original Agreement.
 - Justification for Exemption: Move up and Cover – One Call
 - Recommendation: This call occurred while overall system coverage was reduced by requested standby for SWAT; it 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.
- Both calls exceeded maximum allowable time standards with potential combined penalties of \$1,060.00.
- It is recommended that the ESA Board approve these exemptions; therefore, no penalties should be applied.
- At the direction of the Contract Administrator, recommended exemptions indicated in this report were excluded from the final calculations used to determine overall compliance.

- 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.

SEPTEMBER 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	9/18/2008	124142	0:18:00	0:20:38	0:02:38	\$60.00	\$0.00
CATEGORY SUBTOTAL:							
TRAVEL RESTRICTIONS & ROAD CLOSURES							
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
SEVERE WEATHER							
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
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)
None Reported						\$0.00	\$0.00
CATEGORY SUBTOTAL:						\$0.00	\$0.00
OTHER EXEMPTION							
Performance Standard	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Penalty (per agreement)	Recommended Penalty (per agreement)
Frontier 35	9/16/08	122685	0:45:00	1:19:54	0:34:54	\$1,000.00	\$0.00
CATEGORY SUBTOTAL:						\$1,000.00	\$0.00
SEPTEMBER 2008 – REQUEST FOR EXEMPTION TOTAL:						\$1,060.00	

October 2008 —

- For the month of October 2008, the Contractor has requested that four 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: Multi-Unit Response – One call
Recommendation: This call occurred while overall system coverage was reduced due to a multi-unit response; it should be exempted pursuant to Section IV, Subsection 11.B of the original Agreement.
 - Justification for Exemption: Move Up and Cover – Three calls
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.

- All four calls exceeded maximum allowable time standards, with resultant potential combined penalties of \$240.
- It is recommended that the ESA Board approve these exemptions; therefore, no penalties should be applied.
- At the direction of the Contract Administrator, recommended exemptions indicated in this report were excluded from the final calculations used to determine overall compliance.
- 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.

OCTOBER 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	10/22/08	139503	0:18:00	0:20:29	0:02:29	\$60.00	\$0.00
Urban Southeast 8	10/22/08	139319	0:12:00	0:12:00	0:02:00	\$40.00	\$0.00
Urban Southeast 8	10/31/08	143580	0:12:00	0:12:00	0:03:00	\$60.00	\$0.00
CATEGORY SUBTOTAL:						\$160.00	\$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)
None Reported						\$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)
None Reported						\$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)
Urban North 8	10/5/2008	132002	0:12:00	00:16:00	0:04:00	\$80.00	\$0.00
CATEGORY SUBTOTAL:						\$80.00	\$0.00
SEPTEMBER 2008 – REQUEST FOR EXEMPTION TOTAL:						\$240.00	\$0.00

Refer to Exhibit C American Medical Request for Exemption – September & October 2008 for additional information.

H. MAJOR CONDITION/COMPLAINT SUMMARY

SEPTEMBER 2008 MEDICAL CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transport s	% of P1 Transport s	P2 Calls	% of P2 Calls	P2 Transport s	% of P2 Transport s
Fainting/Unconscious/Unknown	502	15.25%	343	15.31%	56	4.79%	19	2.52%
Breathing/Respiratory Problems	391	11.88%	308	13.74%	20	1.71%	11	1.46%
Chest Pain	219	6.65%	192	8.57%	14	1.20%	11	1.46%
Cardiac/Respiratory Arrest	134	4.07%	81	3.61%	6	0.51%	2	0.27%
Convulsions/Seizures	129	3.92%	100	4.46%	40	3.42%	25	3.32%
Sick Person-Multiple Complaints	115	3.49%	93	4.15%	141	12.07%	115	15.25%
Mental/Nervous	89	2.70%	67	2.99%	45	3.85%	33	4.38%
Diabetes Issues	79	2.40%	35	1.56%	14	1.20%	6	0.80%
Abdominal/Gastrointestinal	62	1.88%	54	2.41%	39	3.34%	33	4.38%
Stroke	55	1.67%	46	2.05%	3	0.26%	2	0.27%
Allergies/Envenomations	32	0.97%	22	0.98%	11	0.94%	4	0.53%
Pregnancy	25	0.76%	25	1.12%	1	0.09%	0	0.00%
Headache	15	0.46%	13	0.58%	3	0.26%	3	0.40%
Back Pain	13	0.39%	8	0.36%	30	2.57%	27	3.58%
TOTAL MEDICAL	1,860	56.50%	1,387	61.89%	423	36.22%	291	38.59%

NOS = Not Otherwise Specified

SEPTEMBER 2008 TRAUMA CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transport s	% of P1 Transport s	P2 Calls	% of P2 Calls	P2 Transport s	% of P2 Transport s
Traffic Accidents	389	11.82%	171	7.63%	86	7.36%	38	5.04%
Falls	271	8.23%	185	8.26%	101	8.65%	74	9.81%
Assault/Sexual Assault	192	5.83%	77	3.44%	22	1.88%	8	1.06%
Overdose/Poisoning	175	5.32%	142	6.34%	23	1.97%	16	2.12%
Hemorrhage - Lacerations	101	3.07%	78	3.48%	15	1.28%	11	1.46%
Traumatic Injuries (NOS)	68	2.07%	47	2.10%	34	2.91%	19	2.52%
Choking	42	1.28%	31	1.38%	7	0.60%	1	0.13%
Carbon Monoxide (CO) Inhalation	19	0.58%	0	0.00%	2	0.17%	0	0.00%
Gunshot/Stabbing	15	0.46%	8	0.36%	0	0.00%	0	0.00%
Animal Bites	5	0.15%	2	0.09%	1	0.09%	0	0.00%
Burns/Scalds	4	0.12%	2	0.09%	3	0.26%	1	0.13%
Heat/Cold Exposure	2	0.06%	1	0.04%	1	0.09%	1	0.13%
Electrocution - Lightning	1	0.03%	0	0.00%	0	0.00%	0	0.00%
Eye Injuries	1	0.03%	1	0.04%	5	0.43%	2	0.27%
TOTAL TRAUMA	1,285	39.03%	745	33.24%	300	25.68%	171	22.68%

* 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

SEPTEMBER 2008 MISCELLANEOUS CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1Calls	% of P1Calls	P1Transp orts	% of P1 Transport s	P2 Calls	% of P2Calls	P2 Transport s	% of P2 Transport s
Law Enforcement Request	71	2.16%	57	2.54%	346	29.62%	214	28.38%
Interfacility Transfer	40	1.22%	39	1.74%	77	6.59%	76	10.08%
Medical/Call Box Alarm	34	1.03%	13	0.58%	3	0.26%	0	0.00%
Unit Assist - Public	2	0.06%	0	0.00%	18	1.54%	2	0.27%
Standby - Public Safety - Dedicated	0	0.00%	0	0.00%	1	0.09%	0	0.00%
TOTAL MISCELLANEOUS	147	4.47%	109	4.86%	445	38.10%	292	38.73%

OCTOBER 2008 MEDICAL CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transport s	% of P1 Transport s	P2 Calls	% of P2 Calls	P2 Transport s	% of P2 Transport s
Fainting/Unconscious/Unknown	450	14.13%	271	12.73%	52	4.13%	24	2.99%
Breathing/Respiratory Problems	377	11.84%	303	14.24%	13	1.03%	7	0.87%
Chest Pain	195	6.12%	175	8.22%	14	1.11%	9	1.12%
Convulsions/Seizures	149	4.68%	109	5.12%	59	4.69%	49	6.09%
Cardiac/Respiratory Arrest	138	4.33%	82	3.85%	14	1.11%	5	0.62%
Sick Person-Multiple Complaints	110	3.45%	92	4.32%	140	11.12%	108	13.43%
Mental/Nervous	94	2.95%	79	3.71%	69	5.48%	53	6.59%
Diabetes Issues	73	2.29%	33	1.55%	14	1.11%	9	1.12%
Stroke	60	1.88%	49	2.30%	9	0.71%	7	0.87%
Abdominal/Gastrointestinal	53	1.66%	46	2.16%	33	2.62%	29	3.61%
Allergies/Envenomations	36	1.13%	28	1.32%	9	0.71%	6	0.75%
Pregnancy	30	0.94%	27	1.27%	3	0.24%	2	0.25%
Headache	16	0.50%	12	0.56%	8	0.64%	7	0.87%
Back Pain	7	0.22%	7	0.33%	39	3.10%	35	4.35%
TOTAL MEDICAL	1,788	56.14%	1313	61.70%	476	37.81%	350	43.53%

NOS = Not Otherwise Specified

OCTOBER 2008 TRAUMA CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1 Calls	% of P1 Calls	P1 Transport s	% of P1 Transport s	P2 Calls	% of P2 Calls	P2 Transport s	% of P2 Transport s
Traffic Accidents	343	10.77%	149	7.00%	124	9.85%	46	5.72%
Falls	261	8.19%	186	8.74%	82	6.51%	54	6.72%
Assault/Sexual Assault	174	5.46%	58	2.73%	43	3.42%	20	2.49%
Overdose/Poisoning	166	5.21%	136	6.39%	20	1.59%	14	1.74%
Hemorrhage - Lacerations	102	3.20%	71	3.34%	13	1.03%	10	1.24%
Traumatic Injuries (NOS)	75	2.35%	52	2.44%	44	3.49%	31	3.86%
Choking	47	1.48%	31	1.46%	9	0.71%	2	0.25%
Carbon Monoxide (CO) Inhalation	39	1.22%	3	0.14%	2	0.16%	1	0.12%
Gunshot/Stabbing	15	0.47%	8	0.38%	0	0.00%	0	0.00%
Animal Bites	6	0.19%	2	0.09%	2	0.16%	0	0.00%
Electrocution - Lightning	4	0.13%	2	0.09%	0	0.00%	0	0.00%
Eye Injuries	3	0.09%	1	0.05%	1	0.08%	0	0.00%
Burns/Scalds	1	0.03%	1	0.05%	1	0.08%	1	0.12%
Heat/Cold Exposure	1	0.03%	1	0.05%	2	0.16%	1	0.12%
Industrial-Machinery Accidents	0	0.00%	0	0.00%	1	0.08%	0	0.00%
TOTAL TRAUMA	701	32.94%	344	27.32%	180	22.39%	701	32.94%

* 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

OCTOBER 2008 MISCELLANEOUS CALLS / TRANSPORTS								
CONDITION/ COMPLAINT	PRIORITY 1 (P1)				PRIORITY 2 (P2)			
	P1Calls	% of P1Calls	P1Transp orts	% of P1 Transport s	P2 Calls	% of P2Calls	P2 Transport s	% of P2 Transport s
Law Enforcement Request	80	2.51%	54	2.54%	350	27.80%	206	25.62%
Interfacility Transfer	43	1.35%	43	2.02%	67	5.32%	66	8.21%
Medical/Call Box Alarm	36	1.13%	16	0.75%	4	0.32%	1	0.12%
Standby - Public Safety - Dedicated	1	0.03%	1	0.05%	18	1.43%	1	0.12%
TOTAL MISCELLANEOUS	160	5.02%	114	5.36%	439	34.87%	274	34.08%

I. DETOX TRANSPORTS

I did not receive data relating to Detox Transport from the Contractor during this period. I will include data from this reporting period in the next period's report.

J. MISSION FAILURES

- Contractor reported no Mission Failures during either September or October 2008.

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

September 2008 —

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

October 2008 —

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

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

September 2008 —

- Dispatch was held on 119 Priority 2 (P2 – Non-Emergent) calls.

October 2008 —

- Dispatch was held on 111 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

EXHIBIT A

**AMERICAN MEDICAL RESPONSE REVIEW OF MAXIMUM
EXCEPTIONS**

SEPTEMBER & OCTOBER 2008

American Medical Response

Review of Maximum Exceptions – September 2008

Run Numbers: 115976
Date: 09/02/2008
ESA District: ESA Urban

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

Run Numbers: 115937
Date: 09/02/2008
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. 7 ambulances on duty. 4 available. 1 at hospital.

Run Numbers: 117677
Date: 09/05/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than two minutes. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance to the scene. 18 ambulances on duty. 4 available. 2 at hospital. 2 out of service-admin.

Run Numbers: 117892
Date: 09/06/2008
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. 8 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 117843
Date: 09/06/2008
ESA District: ESA Suburban

The assigned ambulance had an extended response due to distance. 11 ambulances on duty. 3 available. 2 at hospital.

Run Numbers: 118321
Date: 09/07/2008
ESA District: ESA Urban

Crew error. The initial ambulance assigned to this call did not answer the radio after multiple attempts. The call was reassigned to another ambulance at the hospital ER and had an extended response due to distance. 10 ambulances on duty. 3 available. 1 at hospital.

Run Numbers: 118765
Date: 09/08/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than one minute. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance to the scene. 12 ambulances on duty. 2 available. 2 at hospital. 1 out of service-decon.

Run Numbers: 119082
Date: 09/08/2008
ESA District: ESA Suburban

The assigned ambulance had an extended response due to distance. 16 ambulances on duty. 8 available. 3 at hospital.

Run Numbers: 119255
Date: 09/09/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 11 ambulances on duty. 4 available. 1 at hospital.

Run Numbers: 119935
Date: 09/10/2008
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. 12 ambulances on duty. 4 available. 2 at hospital.

Run Numbers: 1199209
Date: 09/10/2008
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. 12 ambulances on duty. 3 available. 1 at hospital.

Run Numbers: 119832
Date: 09/10/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 11 ambulances on duty. 1 available. 3 at hospital.

Run Numbers: 120156
Date: 09/10/2008
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. 12 ambulances on duty. 3 available. 0 at hospital. 1 out of service-out of area.

Run Numbers: 120207
Date: 09/11/2008
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. 4 available. 0 at hospital.

Run Numbers: 120774
Date: 09/12/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than seven minutes. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance. 8 ambulances on duty. 4 available. 0 at hospital.

Run Numbers: 121146
Date: 09/12/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than one minute. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance. 16 ambulances on duty. 9 available. 1 at hospital.

Run Numbers: 121124
Date: 09/12/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than one minute. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance. 16 ambulances on duty. 7 available. 3 at hospital.

Run Numbers: 121277
Date: 09/13/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 8 ambulances on duty. 4 available. 0 at hospital.

Run Numbers: 121771
Date: 09/14/2008
ESA District: ESA Suburban

Crew/Dispatch Error. The assigned ambulance had been moved by dispatch to a post that would have made them closer to this call, the ambulance failed to move, the dispatcher chose to let the ambulance stay at the previous post, causing an extended response due to distance. 12 ambulances on duty. 9 available. 0 at hospital.

Run Numbers: 121705
Date: 09/14/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 8 ambulances on duty. 3 available. 0 at hospital.

Run Numbers: 122745
Date: 09/16/2008
ESA District: ESA Suburban

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. 15 ambulances on duty. 2 available. 0 at hospital. 2 out of service, 1-out of area & 1-flat tire.

Run Numbers: 123437
Date: 09/17/2008
ESA District: ESA Urban

Crew error. The assigned ambulance was the closest appropriate vehicle for this call. The ambulance crew states that they were lost while enroute to this call with mapping problems. 14 ambulances on duty. 7 available. 4 at hospital.

Run Numbers: 123079
Date: 09/17/2008
ESA District: ESA Urban

The initial assignment of this call was made to an ambulance at a hospital ER. This ambulance had just arrived with a patient and would have required time to turn over the patient to hospital staff. The call was reassigned to the next closest ambulance, which had an extended response due to distance. 13 ambulances on duty. 5 available. 1 at hospital. 1 out of service-out of area.

Run Numbers: 124889
Date: 09/20/2008
ESA District: ESA Suburban

Crew error. The ambulance assigned to this call had difficulty in locating the address. This extended the response to the call. 12 ambulances on duty. 5 available. 0 at hospital.

Run Numbers: 126187
Date: 09/23/2008
ESA District: ESA Urban

Assignment of this call was made to the closest appropriate ambulance. Enroute to this call, the ambulance encountered a fire hazard call in the same area. Upon meeting up with the fire department, the responding ambulance was advised of the calls location, and had to respond to the next exit prior to being able to turn around to where the call actually was. This extended the response. 14 ambulances on duty. 5 available. 3 at hospital.

Run Numbers: 126693
Date: 09/24/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 16 ambulances on duty. 8 available. 2 at hospital.

Run Numbers: 126886
Date: 09/25/2008
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. 10 ambulances on duty. 4 available. 2 at hospital.

Run Numbers: 127727
Date: 09/26/2008
ESA District: ESA Urban

This was the fourth call to draw from the same posting area in less than seven minutes. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance. 14 ambulances on duty. 6 available. 0 at hospital.

Run Numbers: 127891
Date: 09/27/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 10 ambulances on duty. 3 available. 1 at hospital.

Run Numbers: 128372
Date: 09/28/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 10 ambulances on duty. 6 available. 1 at hospital.

Run Numbers: 128888
Date: 09/29/2008
ESA District: ESA Urban

Mission Failure. The initial ambulance responding to this call had a fire in the vehicle and had to pull over to put out the fire. The call was reassigned to the next closest ambulance, extending the response. 14 ambulances on duty. 6 available. 4 at hospital.

Run Numbers: 128723
Date: 09/29/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than seven minutes. The covering post did not have time to recover. The assigned ambulance had an extended response due to distance. 10 ambulances on duty. 4 available. 0 at hospital. 1 out of service-admin

Run Numbers: 128721
Date: 09/29/2008
ESA District: ESA Urban

The initial ambulances assigned to this call had an extended response due to distance. Another, closer ambulance cleared a call in the area and the call was reassigned to that unit. 10 ambulances on duty. 3 available. 0 at hospital.

American Medical Response

Review of Maximum Exceptions – October 2008

Run Numbers: 130600
Date: 10/02/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 13 ambulances on duty. 6 available. 1 at hospital. 1 out of service-out of area.

Run Numbers: 130626
Date: 10/02/2008
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. 15 ambulances on duty. 3 available. 0 at hospital. 1 out of service-out of area.

Run Numbers: 130377
Date: 10/02/2008
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. 14 ambulances on duty. 2 available. 0 at hospital. 2 out of service, 1-engine problems, 1-admin.

Run Numbers: 131151
Date: 10/03/2008
ESA District: ESA Urban

This was the third call to draw from the same posting area in less than three minutes. The covering post did not have time to recover. The assigned ambulance had an extended response distance. 14 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 131094
Date: 10/03/2008
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. 15 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 130755
Date: 10/03/2008
ESA District: ESA Urban

The initial ambulance assigned to this call had an extended response due to distance. Another ambulance came into service at the operation, which was closer, but still had an extended response due to distance. 11 ambulances on duty. 2 available. 1 at hospital.

Run Numbers: 131150
Date: 10/03/2008
ESA District: ESA Urban

This was the second call to draw from the same posting area in less than one minute. The covering post did not have time to recover. The assigned ambulance had an extended response distance. 14 ambulances on duty. 5 available. 2 at hospital.

Run Numbers: 133333
Date: 10/08/2008
ESA District: ESA Urban

This call occurred during a period of high call volume. The assigned ambulance had an extended response due to distance. 16 ambulances on duty. 6 available. 2 at hospital.

Run Numbers: 133962
Date: 10/10/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 8 ambulances on duty. 7 available. 0 at hospital.

Run Numbers: 134019
Date: 10/10/2008
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. 3 available. 1 at hospital.

Run Numbers: 134144
Date: 10/10/2008
ESA District: ESA Urban

Assignment of the call was made to an ambulance at a hospital ER and was delayed due to assisting another unit at the hospital. This extended the out of chute time by the crew. 13 ambulances on duty. 3 available. 1 at hospital. 1 out of service-decon.

Run Numbers: 134821
Date: 10/11/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 9 ambulances on duty. 3 available. 0 at hospital. 2 out of service, 1-decon, 1-out of area.

Run Numbers: 137109
Date: 10/17/2008
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. 10 ambulances on duty. 4 available. 2 at hospital. 1 out of service-out of area.

Run Numbers: 137443
Date: 10/17/2008
ESA District: ESA Urban

Communication Center Error. The initial call was accidentally cancelled by the dispatcher. Another call was built as soon as this was discovered and the closest, appropriate ambulance was dispatched. 16 ambulances on duty. 10 available. 0 at hospital. 1 out of service-admin.

Run Numbers: 138352
Date: 10/19/2008
ESA District: ESA Urban

The initial ambulance assigned to this call had an extended response due to distance. Another ambulance arrived at a hospital ER with a patient and was able to do a quick turn around to handle this call. 11 ambulances on duty. 2 available. 1 at hospital. 1 out of service-decon.

Run Numbers: 138399
Date: 10/20/08
ESA District: ESA Suburban

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. 7 ambulances on duty. 3 available. 0 at hospital.

Run Numbers: 138854
Date: 10/21/2008
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. 8 ambulances on duty. 3 available. 1 at hospital.

Run Numbers: 138855
Date: 10/21/2008
ESA District: ESA Suburban

The initial ambulance assigned to this call had just arrived at a hospital ER with a patient. The dispatcher was unable to make radio contact with this unit. The call was reassigned to another unit, which extended the response time due to distance. 8 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 140018
Date: 10/23/2008
ESA District: ESA Urban

The initial ambulance assigned to this call was reassigned to a different call they were closer too. The next closest ambulance was assigned and had an extended response due to distance. 16 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 140664
Date: 10/24/2008
ESA District: ESA Suburban

The assigned ambulance had an extended response due to distance. 11 ambulances on duty. 3 available. 0 at hospital. 1 out of service-decon.

Run Numbers: 141890
Date: 10/28/2008
ESA District: ESA Urban

The assigned ambulance had an extended response due to distance. 7 ambulances on duty. 5 available. 1 at hospital.

Run Numbers: 1141947
Date: 10/28/2008
ESA District: ESA Urban

The initial ambulance assigned to this call had an extended response due to distance. An ambulance arrived at the hospital ER so reassignment of the call was made to that ambulance which extended the out of chute time by the crew, due to transfer of care for the patient from that previous call. 9 ambulances on duty. 3 available. 2 at hospital.

Run Numbers: 143243
Date: 10/31/2008
ESA District: ESA Urban

The initial ambulance assigned to this call was reassigned to another call that they were closer too. The next closest ambulance was assigned to this call, but had an extended response due to distance. 10 ambulances on duty. 5 available. 2 at hospital.

Run Numbers: 143714
Date: 10/31/2008
ESA District: ESA Suburban

The assigned ambulance had an extended response due to distance. Multiple calls in the area. 11 ambulances on duty. 3 available. 1 at hospital.

EXHIBIT B

AMERICAN MEDICAL RESPONSE RELEASED CALLS

SEPTEMBER & OCTOBER 2008

American Medical Response

Released Calls – September 2008

Response Number 116684
Date of Incident 09/03/2008
Location Walker Rd & Highland Estates
Response Time 16:49
District ESA Frontier 25
Time of Call 16:35:43

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 116772
Date of Incident 09/03/2008
Location 7500 Block of Brule Rd
Response Time 12:18
District ESA Rural 20
Time of Call 19:42:26

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 118011
Date of Incident 09/06/2008
Location 1700 Block of Briargate Blvd
Response Time 13:04
District ESA Suburban
Time of Call 11:51:07

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 118127
Date of Incident 09/06/2008
Location 3200 Block of Sand Flower Dr
Response Time 10:39
District ESA Suburban
Time of Call 16:06:45

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 118849
Date of Incident 09/08/2008
Location 11100 Block of Ellicott Hwy
Response Time 15:48
District ESA Frontier 35
Time of Call 12:01:31

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 119035
Date of Incident 09/08/2008
Location 12600 Block of Halleluiah Trl
Response Time 12:20
District ESA Frontier 25
Time of Call 17:19:25

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 119588
Date of Incident 09/09/2008
Location 12600 Block of Angelina Dr
Response Time 12:03
District ESA Rural 20
Time of Call 19:46:03

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 120087
Date of Incident 09/10/2008
Location 10000 Block of Litchfield St
Response Time 14:21
District ESA Rural 20
Time of Call 17:29:22

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 120236
Date of Incident 09/11/2008
Location N Powers Blvd & Research Pkwy
Response Time 11:39
District ESA Suburban
Time of Call 05:19:44

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 120348
Date of Incident 09/11/2008
Location 10200 Block of Lambert Rd
Response Time 17:24
District ESA Rural 20
Time of Call 10:27:18

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 120457
Date of Incident 09/11/2008
Location 9600 Block of Keating Dr
Response Time 11:51
District ESA Rural 20
Time of Call 13:44:26

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 120505
Date of Incident 09/11/2008
Location 8600 Block of Explorer Dr
Response Time 12:48
District ESA Suburban
Time of Call 14:58:52

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 121362
Date of Incident 09/13/2008
Location 20700 Block of Oasis Ave
Response Time 27:12
District ESA Frontier 35
Time of Call 10:42:08

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 121454
Date of Incident 09/13/2008
Location Eastonville Rd & Sweet Rd
Response Time 13:22
District ESA Frontier 25
Time of Call 14:23:08

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 121580
Date of Incident 09/13/2008
Location 6200 Block of Murr Rd
Response Time 24:45
District ESA Frontier 25
Time of Call 20:50:23

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 124701
Date of Incident 09/20/2008
Location 7400 Block of McLaughlin Rd
Response Time 13:20
District ESA Rural 20
Time of Call 13:28:16

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 124865
Date of Incident 09/20/2008
Location Latigo Blvd & Halleluiah Trl
Response Time 10:13
District ESA Frontier 25
Time of Call 20:26:12

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 124810
Date of Incident 09/20/2008
Location Motley Rd & Eastonville Rd
Response Time 7:24
District ESA Frontier 25
Time of Call 17:48:50

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 127615
Date of Incident 09/26/2008
Location 7000 Block of Meridian Rd
Response Time 20:13
District ESA Rural 20
Time of Call 14:59:57

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 127474
Date of Incident 09/26/2008
Location 10400 Block of Hodgen Rd
Response Time 19:51
District ESA Frontier 25
Time of Call 11:00:29

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 129110
Date of Incident 09/29/2008
Location 12200 Block of Woodlake Rd
Response Time 16:24
District ESA Frontier 25
Time of Call 19:54:35

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 129634
Date of Incident 09/30/2008
Location 9300 Block of Rockingham Dr
Response Time 17:06
District ESA Rural 20
Time of Call 22:40:04

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.

American Medical Response

Released Calls –October 2008

Response Number 129806
Date of Incident 10/01/2008
Location 12200 Block of Woodlake Rd
Response Time 12:49
District ESA Frontier 45
Time of Call 10:34:25

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 130083
Date of Incident 10/01/2008
Location 9700 Block of Towner Ave
Response Time 14:10
District ESA Rural 20
Time of Call 19:34:11

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 130236
Date of Incident 10/02/2008
Location 15800 Block of Connies Dr
Response Time 23:41
District ESA Frontier 35
Time of Call 08:56:04

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 130369
Date of Incident 10/02/2008
Location 11000 Block of Voyager Pkwy
Response Time 13:11
District ESA Rural 20
Time of Call 13:15:02

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 130624
Date of Incident 10/02/2008
Location N Powers Blvd & N Union Blvd
Response Time 11:21
District ESA Suburban
Time of Call 21:16:13

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 130787
Date of Incident 10/03/2008
Location 15200 Block of Jessie Dr
Response Time 10:01
District ESA Rural 20
Time of Call 09:57:35

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

Response Number 131450
Date of Incident 10/04/2008
Location 15300 Block of Steinbeck Ln
Response Time 7:26
District ESA Rural 20
Time of Call 15:24:25

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

Response Number 131771
Date of Incident 10/05/2008
Location 7800 Block of Calabash Rd
Response Time 7:01
District ESA Rural 20
Time of Call 10:54:00

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 132204
Date of Incident 10/06/2008
Location 8200 Block of Scarborough Dr
Response Time 8:36
District ESA Suburban
Time of Call 12:02:11

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 132440
Date of Incident 10/06/2008
Location 7900 Block of Fort Smith Rd
Response Time 13:19
District ESA Rural 20
Time of Call 20:50:12

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 134367
Date of Incident 10/10/2008
Location 9700 Block of Towner Ave
Response Time 11:57
District ESA Rural 20
Time of Call 21:04:17

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 134431
Date of Incident 10/11/2008
Location 12800 Casa De Campo Rd
Response Time 18:16
District ESA Rural 20
Time of Call 01:32:15

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 134816
Date of Incident 10/11/2008
Location 4400 Block of Bays Water Dr
Response Time 15:23
District ESA Suburban
Time of Call 23:04:17

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 135529
Date of Incident 10/13/2008
Location 14400 Block of N Ellicott Highway
Response Time 32:52
District ESA Frontier 25
Time of Call 16:46:40

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 136790
Date of Incident 10/16/2008
Location 11600 Block of Sir Galahad Dr
Response Time 13:06
District ESA Frontier 25
Time of Call 11:35:46

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 138602
Date of Incident 10/20/2008
Location 15300 Block of Tanner Trl
Response Time 17:10
District ESA Frontier 25
Time of Call 14:17:11

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 138700
Date of Incident 10/20/2008
Location 17000 Block of Herring Rd
Response Time 10:47
District ESA Frontier 25
Time of Call 18:10:28

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 139300
Date of Incident 10/22/2008
Location 14000 Block of Peaceful Glen Grove
Response Time 25:07
District ESA Rural 20
Time of Call 05:16:26

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 139333
Date of Incident 10/22/2008
Location Hodgen Rd & Bar X Rd
Response Time 17:20
District ESA Frontier 25
Time of Call 07:57:07

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 139997
Date of Incident 10/23/2008
Location 8300 Block of Telegraph Dr
Response Time 14:32
District ESA Suburban
Time of Call 16:12:57

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

Response Number 140070
Date of Incident 10/23/2008
Location 14400 Block of River Oaks Dr
Response Time 21:15
District ESA Rural 20
Time of Call 18:50:33

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 140683
Date of Incident 10/24/2008
Location 00 Block of Desert Inn Wy
Response Time 20:26
District ESA Rural 20
Time of Call 23:09:07

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 142512
Date of Incident 10/29/2008
Location 15300 Block of Leather Chaps Dr
Response Time 20:28
District ESA Rural 20
Time of Call 11:55:17

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 143139
Date of Incident 10/30/2008
Location 10400 Block of Rainbow Bridge Dr
Response Time 14:29
District ESA Rural 20
Time of Call 17:49:19

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.

EXHIBIT C

AMERICAN MEDICAL RESPONSE REQUEST FOR EXEMPTION

SEPTEMBER & OCTOBER 2008

American Medical Response

Request for Exemption— September 2008

Run Number: 122685
Date: 09/16/2008
ESA District: ESA Frontier 35
Location: 10000 Block of Squirrel Creek Rd
Reason: Bad Address
Time of Call: 11:27:01

Justification: After researching this call, we are requesting this call be exempted, due to the fact that this call's address takes a bad hit in the computer, showing the call approximately fourteen miles east of where it actually is. Also, after ever further research, this call is not in the MacVan map book. The county part of the map stops two miles east of Fountain, not encompassing this address.

Run Number: 124142
Date: 09/19/2008
ESA District: ESA Suburban
Location: 6500 Block of Athletic Ave
Reason: Move Up and Cover
Time of Call: 11:43:53

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

American Medical Response

Request for Exemption—October 2008

Run Number: 132002
Date: 10/05/2008
ESA District: ESA Urban
Location: Austin Bluffs Pkwy & N Academy Blvd
Reason: Multiple Responses to Incident
Time of Call: 22:24:56

Justification: This was the second unit to respond to a multiple-patient medical call.

Run Number: 139319
Date: 10/22/2008
ESA District: ESA Urban
Location: 4400 Block of E Pikes Peak Ave
Reason: Move Up and Cover
Time of Call: 07:20:32

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

Run Number: 139503
Date: 10/22/2008
ESA District: ESA Suburban
Location: 00 Block of Penrose Blvd
Reason: Move Up and Cover
Time of Call: 13:43:35

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

Run Number: 143580
Date: 10/31/2008
ESA District: ESA Urban
Location: 3700 Block of Galley Rd
Reason: Move Up and Cover
Time of Call: 16:50:07

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