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**ESA Performance & Compliance Report  
September & October 2009**

**I. ESA COMPLIANCE REVIEW SUMMARY**

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated September 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 September and October 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 three incidences of contractor Level 0 during September. The total recommended assessment for September and October 2009 is \$9,762.00.

Potential & Recommended Assessment Summary				
Performance Standard	September 2009		October 2009	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$3,381.00	\$3,381.00	\$3,013.00	\$3,013.00
Zone Standards (90%) – Urban, Suburban, Rural	\$0.00	\$0.00	\$0.00	\$0.00
Zone Standards (90%) – Frontier, Wilderness (annual)	N/A	N/A	N/A	N/A
Systemwide Standard (92%)	\$0.00	\$0.00	\$0.00	\$0.00
Call Referrals	\$69.00	\$69.00	\$299.00	\$299.00
Other Assessments (including Level 0)	\$5,000.00	\$3,000.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$1,518.00	\$0.00	\$24,951.00	\$0.00
<b>TOTAL:</b>	<b>\$9,968.00</b>	<b>\$6,450.00</b>	<b>\$28,263.00</b>	<b>\$3,312.00</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 September 2009, there were 38 calls that exceeded the Maximum Response Time for their Zone. 33 (86.8%) of those calls were located within the City of Colorado Springs; 4 (10.5%) were in Manitou Springs; and one (2.6%) was in El Paso County. For October 2009, there were 34 calls that exceeded the Maximum Response Time for their Zone. Of these, 32 (97.0%) were located within the City of Colorado Springs and 2 (5.9%) in El Paso County.

September 2009 (38)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	09/01/2009	114261	0:18:00	0:20:06	0:02:06	\$69.00	\$69.00
Suburban 12	09/01/2009	114340	0:18:00	0:19:41	0:01:41	\$46.00	\$46.00
Suburban 12	09/01/2009	114451	0:18:00	0:20:54	0:02:54	\$69.00	\$69.00
Suburban 12	09/07/2009	117575	0:18:00	0:20:29	0:02:29	\$69.00	\$69.00
Suburban 12	09/22/2009	124651	0:18:00	0:21:20	0:03:20	\$92.00	\$92.00
Suburban 12	09/23/2009	124795	0:18:00	0:20:19	0:02:19	\$69.00	\$69.00
Suburban 12	09/25/2009	126154	0:18:00	0:19:03	0:01:03	\$46.00	\$46.00
<b>Total Suburban 12</b>	<b>7 (18.4%)</b>						
Urban North 8	09/01/2009	114448	0:12:00	0:14:33	0:02:33	\$69.00	\$69.00
Urban Southeast 8	09/01/2009	114455	0:12:00	0:14:56	0:02:56	\$69.00	\$69.00
Urban Southwest 8	09/01/2009	114705	0:12:00	0:18:21	0:06:21	\$161.00	\$161.00
Urban Southwest 8	09/04/2009	115994	0:12:00	0:14:58	0:02:58	\$69.00	\$69.00
Urban Southeast 8	09/05/2009	116757	0:12:00	0:15:32	0:03:32	\$92.00	\$92.00
Urban Southwest 8	09/06/2009	116865	0:12:00	0:16:03	0:04:03	\$115.00	\$115.00
Urban Southwest 8	09/06/2009	117222	0:12:00	0:12:56	0:00:56	\$23.00	\$23.00
Urban Southwest 8	09/07/2009	117324	0:12:00	0:18:47	0:06:47	\$161.00	\$161.00
Urban Southwest 8	09/07/2009	117585	0:12:00	0:13:20	0:01:20	\$46.00	\$46.00
Urban North 8	09/08/2009	118032	0:12:00	0:12:39	0:00:39	\$23.00	\$23.00
Urban North 8	09/10/2009	119000	0:12:00	0:14:43	0:02:43	\$69.00	\$69.00
Urban Southwest 8	09/15/2009	121327	0:12:00	0:13:43	0:01:43	\$46.00	\$46.00
Urban Southeast 8	09/16/2009	121623	0:12:00	0:13:26	0:01:26	\$46.00	\$46.00
Urban Southeast 8	09/17/2009	122300	0:12:00	0:22:50	0:10:50	\$253.00	\$253.00

Urban Southeast 8	09/17/2009	122302	0:12:00	0:24:29	0:12:29	\$299.00	\$299.00
Urban Southeast 8	09/18/2009	122909	0:12:00	0:12:27	0:00:27	\$23.00	\$23.00
Urban Southeast 8	09/18/2009	122910	0:12:00	0:14:42	0:02:42	\$69.00	\$69.00
Urban Southwest 8	09/22/2009	124305	0:12:00	0:17:54	0:05:54	\$138.00	\$138.00
Urban Southwest 8	09/24/2009	125349	0:12:00	0:14:30	0:02:30	\$69.00	\$69.00
Urban Southwest 8	09/24/2009	125639	0:12:00	0:12:29	0:00:29	\$23.00	\$23.00
Urban Southwest 8	09/25/2009	125916	0:12:00	0:23:49	0:11:49	\$276.00	\$276.00
Urban Southeast 8	09/26/2009	126235	0:12:00	0:16:05	0:04:05	\$115.00	\$115.00
Urban North 8	09/26/2009	126258	0:12:00	0:13:02	0:01:02	\$46.00	\$46.00
Urban Southeast 8	09/26/2009	126693	0:12:00	0:16:22	0:04:22	\$115.00	\$115.00
Urban Southwest 8	09/27/2009	126780	0:12:00	0:14:26	0:02:26	\$69.00	\$69.00
Urban Southeast 8	09/27/2009	127120	0:12:00	0:15:36	0:03:36	\$92.00	\$92.00
Urban Southeast 8	09/28/2009	127196	0:12:00	0:13:07	0:01:07	\$46.00	\$46.00
Urban Southeast 8	09/28/2009	127198	0:12:00	0:16:08	0:04:08	\$115.00	\$115.00
Urban North 8	09/28/2009	127418	0:12:00	0:13:09	0:01:09	\$46.00	\$46.00
Urban Southeast 8	09/28/2009	127427	0:12:00	0:14:15	0:02:15	\$69.00	\$69.00
Urban Southeast 8	09/28/2009	127501	0:12:00	0:14:13	0:02:13	\$69.00	\$69.00
<b>Total Urban 8</b>	<b>31 (81.6%)</b>						
<b>Assessments</b>						<b>\$3,381.00</b>	<b>\$3,381.00</b>

October 2009 (35)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	10/01/2009	129161	0:18:00	0:24:02	0:06:02	\$161.00	\$161.00
Suburban 12	10/15/2009	135607	0:18:00	0:20:40	0:02:40	\$69.00	\$69.00
Suburban 12	10/18/2009	137133	0:18:00	0:23:48	0:05:48	\$138.00	\$138.00
<b>Total Suburban 12</b>	<b>3 (8.8%)</b>						
Urban Southeast 8	10/01/2009	129049	0:12:00	0:14:30	0:02:30	\$69.00	\$69.00
Urban North 8	10/02/2009	129221	0:12:00	0:16:25	0:04:25	\$115.00	\$115.00
Urban North 8	10/02/2009	129251	0:12:00	0:13:39	0:01:39	\$46.00	\$46.00
Urban Southwest 8	10/02/2009	129359	0:12:00	0:20:32	0:08:32	\$207.00	\$207.00
Urban North 8	10/03/2009	129777	0:12:00	0:16:34	0:04:34	\$115.00	\$115.00
Urban Southeast 8	10/04/2009	130170	0:12:00	0:17:02	0:05:02	\$138.00	\$138.00
Urban Southeast 8	10/04/2009	130171	0:12:00	0:16:05	0:04:05	\$115.00	\$115.00
Urban North 8	10/04/2009	130470	0:12:00	0:12:48	0:00:48	\$23.00	\$23.00
Urban Southwest 8	10/06/2009	131036	0:12:00	0:14:22	0:02:22	\$69.00	\$69.00
Urban North 8	10/06/2009	131428	0:12:00	0:17:19	0:05:19	\$138.00	\$138.00
Urban Southwest 8	10/08/2009	132507	0:12:00	0:21:02	0:09:02	\$230.00	\$230.00
Urban North 8	10/08/2009	132511	0:12:00	0:16:10	0:04:10	\$115.00	\$115.00
Urban Southwest 8	10/08/2009	132529	0:12:00	0:13:55	0:01:55	\$46.00	\$46.00
Urban Southeast 8	10/10/2009	133098	0:12:00	0:15:42	0:03:42	\$92.00	\$92.00
Urban North 8	10/12/2009	134400	0:12:00	0:13:38	0:01:38	\$46.00	\$46.00
Urban North 8	10/12/2009	134549	0:12:00	0:15:41	0:03:41	\$92.00	\$92.00
Urban North 8	10/13/2009	134970	0:12:00	0:12:34	0:00:34	\$23.00	\$23.00
Urban Southwest 8	10/14/2009	135459	0:12:00	0:14:32	0:02:32	\$69.00	\$69.00
Urban North 8	10/14/2009	135601	0:12:00	0:13:43	0:01:43	\$46.00	\$46.00
Urban Southwest 8	10/19/2009	137529	0:12:00	0:14:39	0:02:39	\$69.00	\$69.00
Urban Southeast 8	10/19/2009	137707	0:12:00	0:12:40	0:00:40	\$23.00	\$23.00
Urban Southwest 8	10/19/2009	137819	0:12:00	0:21:26	0:09:26	\$230.00	\$230.00
Urban Southwest 8	10/19/2009	137834	0:12:00	0:17:08	0:05:08	\$138.00	\$138.00
Urban North 8	10/19/2009	137989	0:12:00	0:13:28	0:01:28	\$46.00	\$46.00
Urban Southeast 8	10/20/2009	138519	0:12:00	0:13:00	0:01:00	\$46.00	\$46.00
Urban Southwest 8	10/25/2009	140474	0:12:00	0:13:40	0:01:40	\$46.00	\$46.00
Urban Southwest 8	10/30/2009	143134	0:12:00	0:12:14	0:00:14	\$23.00	\$23.00
Urban Southeast 8	10/31/2009	143255	0:12:00	0:17:25	0:05:25	\$138.00	\$138.00
Urban Southeast 8	10/31/2009	143400	0:12:00	0:14:30	0:02:30	\$69.00	\$69.00
Urban Southeast 8	10/31/2009	143491	0:12:00	0:12:26	0:00:26	\$23.00	\$23.00
<b>Total Urban 8</b>	<b>32 (94.1%)</b>						
<b>Assessments</b>						<b>\$3,013.00</b>	<b>\$3,013.00</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	September 2009			October 2009		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,065	177	91.43%	2139	169	92.10%
Suburban 12	749	42	94.39%	807	41	94.92%
Rural 20	153	1	99.35%	170	2	98.82%
<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.) **Data for this standard will be reported beginning with response data for January 2010.**

**D. System-wide Standard (F.1.C.3.)** – Percentage of calls which meet the Minimum Response Time Standard (92%) (Assessment amount F.3.B.). The contractor exceeded the system-wide standard during both reporting periods.

Measure	September 2009	October 2009
# of Code 3 Calls	3,090	3,238
# Exceeding Minimum Response Time	222	212
<b>System-wide Compliance %</b>	<b>92.82%</b>	<b>93.45%</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 15 calls in September 2009, 14 of which were referred to Black Forest Fire/Rescue. The remaining call was referred to Fountain Fire Department. The contractor referred 25 calls in October 2009, 14 of which were referred to Black Forest Fire/Rescue. The remaining 11 calls were referred to Fountain Fire Department.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There was one instance during September 2009 where a call referred to an approved responder exceeded the maximum response time for the zone; that call is highlighted in red below. There were two instances during October 2009 where a released call exceeded the maximum response time for the zone and was not exempted from response time standards; those calls are highlighted in red below. There were additional instances of released calls exceeding maximum time standards on October 10 and 11; however, those calls were exempted due to severe weather, and were not subject to assessments.

September 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Suburban 12	115264	09/02/2009	Black Forest Fire/Rescue	0:13:49	\$0.00
Rural 20	117209	09/06/2009	Black Forest Fire/Rescue	0:11:07	\$0.00
Suburban 12	117636	09/07/2009	Black Forest Fire/Rescue	0:12:00	\$0.00
Suburban 12	117752	09/08/2009	Black Forest Fire/Rescue	0:16:08	\$0.00

Frontier 25	118299	09/09/2009	Black Forest Fire/Rescue	0:08:46	\$0.00
Frontier 25	119029	09/10/2009	Black Forest Fire/Rescue	0:22:55	\$0.00
Rural 20	119945	09/12/2009	Black Forest Fire/Rescue	0:28:43	\$0.00
Rural 20	121417	09/15/2009	Black Forest Fire/Rescue	0:12:45	\$0.00
Rural 20	122895	09/18/2009	Black Forest Fire/Rescue	0:06:18	\$0.00
Frontier 45	125666	09/24/2009	Black Forest Fire/Rescue	0:40:38	\$0.00
Frontier 25	126034	09/25/2009	Black Forest Fire/Rescue	0:11:31	\$0.00
Frontier 25	126468	09/26/2009	Black Forest Fire/Rescue	0:20:16	\$0.00
Frontier 25	127089	09/27/2009	Black Forest Fire/Rescue	0:18:34	\$0.00
Rural 20	127826	09/29/2009	Black Forest Fire/Rescue	0:09:40	\$0.00
Suburban 12	127949	09/29/2009	Fountain	0:21:00	\$69.00
<b>September 2009 - Recommended Assessment</b>					<b>\$69.00</b>

October 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Suburban 12	129161	10/01/2009	Black Forest Fire/Rescue	0:24:02	\$161.00
Suburban 12	129644	10/02/2009	Black Forest Fire/Rescue	0:12:00	\$0.00
Urban Southeast 8	130633	10/05/2009	Fountain	0:17:34	\$138.00
Rural 20	130800	10/05/2009	Black Forest Fire/Rescue	0:13:16	\$0.00
Rural 20	130848	10/05/2009	Black Forest Fire/Rescue	0:10:45	\$0.00
Frontier 25	130880	10/05/2009	Black Forest Fire/Rescue	0:03:21	\$0.00
Suburban 12	130911	10/05/2009	Black Forest Fire/Rescue	0:14:55	\$0.00
Frontier 35	131397	10/06/2009	Black Forest Fire/Rescue	0:27:56	\$0.00
Rural 20	132453	10/08/2009	Black Forest Fire/Rescue	0:05:22	\$0.00
Rural 20	132469	10/08/2009	Black Forest Fire/Rescue	0:27:32	\$0.00
Frontier 25	133114	10/10/2009	Black Forest Fire/Rescue	0:17:40	\$0.00
Suburban 12	133154	10/10/2009	Fountain	0:41:22	\$0.00
Suburban 12	133196	10/10/2009	Fountain	0:35:19	\$0.00
Suburban 12	133500	10/10/2009	Fountain	0:09:13	\$0.00
Urban North 8	133505	10/10/2009	Black Forest Fire/Rescue	0:15:02	\$0.00
Suburban 12	133507	10/10/2009	Fountain	0:11:12	\$0.00
Suburban 12	133521	10/10/2009	Fountain	0:00:23	\$0.00
Rural 20	133595	10/10/2009	Black Forest Fire/Rescue	0:27:39	\$0.00
Urban Southeast 8	133606	10/10/2009	Fountain	0:16:16	\$0.00
Urban Southwest 8	133618	10/10/2009	Fountain	0:07:35	\$0.00
Suburban 12	133622	10/10/2009	Fountain	0:28:37	\$0.00
Suburban 12	133626	10/10/2009	Fountain	0:26:02	\$0.00
Urban Southwest 8	133639	10/10/2009	Black Forest Fire/Rescue	0:33:07	\$0.00
Urban Southwest 8	133655	10/10/2009	Black Forest Fire/Rescue	0:07:36	\$0.00
Urban Southeast 8	133733	10/11/2009	Fountain	0:22:03	\$0.00
<b>October 2009 - Recommended Assessment</b>					<b>\$299.00</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.

For tracking purposes, Contractor reports all calls received during periods of Level Zero and reports the associated compliance of each call based on the “calls taken” field in the CAD reports. During September 2009, there were five occurrence of Contractor Level 0 as defined in

the contract; however, two occurrences on September 24 were very close together in time and are both recommended to be exempted because the contractor had one ambulance dedicated to a public safety standby at the time. During October 2009, there were no occurrences of Contractor Level 0.

**September 2009:**

September 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	9/6/09	Sunday	8:56 PM	13 minutes	14	1	\$1,000	\$1,000
2	9/24/09	Thursday	4:24 PM	8 minutes	16	4	\$2,000	\$0.00
3	9/24/09	Thursday	9:44 PM	13 minutes	11	2	\$1,000	\$1,000
4	9/26/09	Saturday	10:00 PM	15 minutes	12	1	\$1,000	\$1,000
<b>Total</b>							<b>\$5,000</b>	<b>\$3,000</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 September 2009, the Contractor has requested that 36 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of October 2009, the Contractor has requested that 165 Code 3 calls be exempted; the large volume of exemption requests relates primarily to the severe ice storm that occurred on October 10 and 11, 2009. 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.

September 2009 Exempted Calls (36)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
<b>Public Safety Standby (27)</b>							
Suburban 12	09/02/2009	115181	0:18:00	0:13:34	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/02/2009	115250	0:12:00	0:15:59	0:03:59	\$92.00	\$0.00
Urban Southeast 8	09/04/2009	115853	0:12:00	0:10:37	0:00:00	\$0.00	\$0.00
Suburban 12	09/04/2009	115869	0:18:00	0:15:27	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/08/2009	117917	0:12:00	0:09:52	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/10/2009	119018	0:12:00	0:12:42	0:00:42	\$23.00	\$0.00
Urban Southeast 8	09/10/2009	119033	0:12:00	0:08:43	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/10/2009	119053	0:12:00	0:10:52	0:00:00	\$0.00	\$0.00
Urban North 8	09/14/2009	120627	0:12:00	0:15:12	0:03:12	\$92.00	\$0.00
Urban Southwest 8	09/14/2009	120630	0:12:00	0:10:09	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/16/2009	121582	0:12:00	0:12:00	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/24/2009	125416	0:12:00	0:08:10	0:00:00	\$0.00	\$0.00
Urban North 8	09/24/2009	125418	0:12:00	0:09:20	0:00:00	\$0.00	\$0.00
Suburban 12	09/24/2009	125479	0:18:00	0:20:09	0:02:09	\$69.00	\$0.00
Urban North 8	09/24/2009	125481	0:12:00	0:12:12	0:00:12	\$23.00	\$0.00
Urban Southeast 8	09/24/2009	125485	0:12:00	0:18:44	0:06:44	\$161.00	\$0.00
Urban Southeast 8	09/24/2009	125495	0:12:00	0:17:06	0:05:06	\$138.00	\$0.00
Urban Southeast 8	09/24/2009	125497	0:12:00	0:10:48	0:00:00	\$0.00	\$0.00
Suburban 12	09/24/2009	125498	0:18:00	0:14:02	0:00:00	\$0.00	\$0.00
Urban North 8	09/24/2009	125502	0:12:00	0:08:08	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/24/2009	125506	0:12:00	0:11:07	0:00:00	\$0.00	\$0.00
Urban North 8	09/24/2009	125509	0:12:00	0:08:54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/24/2009	125515	0:12:00	0:09:29	0:00:00	\$0.00	\$0.00
Urban North 8	09/29/2009	127948	0:12:00	0:11:45	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/29/2009	127964	0:12:00	0:09:12	0:00:00	\$0.00	\$0.00
Suburban 12	09/29/2009	127988	0:18:00	0:15:28	0:00:00	\$0.00	\$0.00
Suburban 12	09/29/2009	127994	0:18:00	0:12:40	0:00:00	\$0.00	\$0.00
<b>Multiple Responses to Incident (8)</b>							
Urban North 8	09/02/2009	115176	0:12:00	0:10:18	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/06/2009	117202	0:12:00	0:18:26	0:06:26	\$161.00	\$0.00
Urban Southeast 8	09/14/2009	120572	0:12:00	0:09:36	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/18/2009	122864	0:12:00	0:20:05	0:08:05	\$207.00	\$0.00
Suburban 12	09/18/2009	122884	0:18:00	0:20:08	0:02:08	\$69.00	\$0.00
Urban Southeast 8	09/18/2009	122886	0:12:00	0:09:20	0:00:00	\$0.00	\$0.00
Urban North 8	09/19/2009	123119	0:12:00	0:22:27	0:10:27	\$253.00	\$0.00
Rural 20	09/26/2009	126603	0:30:00	0:39:47	0:09:47	\$230.00	\$0.00
<b>Poor Road Conditions (1)</b>							
Urban North 8	09/14/2009	120831	0:12:00	0:10:42	0:00:00	\$0.00	\$0.00
<b>Total</b>						<b>\$1,518.00</b>	<b>\$0.00</b>

October 2009 Exempted Calls (165)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
<b>Severe Weather (154)</b>							
Various	10/10/09 & 10/11/09	133 Calls	Various	Various	Various	\$23,847.00	\$0.00
Urban North 8	10/12/2009	134090	0:12:00	0:08:36	0:00:00	\$0.00	\$0.00
Suburban 12	10/12/2009	134133	0:18:00	0:17:23	0:00:00	\$0.00	\$0.00
Urban North 8	10/26/2009	140826	0:12:00	0:10:08	0:00:00	\$0.00	\$0.00
Urban North 8	10/28/2009	142126	0:12:00	0:19:30	0:07:30	\$184.00	\$0.00
Various	10/29/09 & 10/30/09	17 Calls	Various	Various	Various	\$414.00	\$0.00
<b>Poor Road Conditions (1)</b>							
Urban Southwest 8	10/14/2009	135133	0:12:00	0:13:48	0:01:48	\$46.00	\$0.00
<b>Public Safety Standby (6)</b>							
Urban North 8	10/06/2009	131169	0:12:00	0:09:05	0:00:00	\$0.00	\$0.00
Urban North 8	10/08/2009	132467	0:12:00	0:09:00	0:00:00	\$0.00	\$0.00
Urban North 8	10/08/2009	132477	0:12:00	0:14:46	0:02:46	\$69.00	\$0.00
Urban Southwest 8	10/16/2009	136534	0:12:00	0:08:32	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/30/2009	142924	0:12:00	0:09:06	0:00:00	\$0.00	\$0.00
Urban North 8	10/30/2009	143088	0:12:00	0:09:36	0:00:00	\$0.00	\$0.00
<b>Multiple Responses to Incident (3)</b>							
Urban North 8	10/05/2009	130696	0:12:00	0:10:48	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/25/2009	140497	0:12:00	0:16:04	0:04:04	\$115.00	\$0.00
Urban North 8	10/27/2009	141360	0:12:00	0:13:03	0:01:03	\$46.00	\$0.00
<b>Bad Address (1)</b>							
Urban Southwest 8	10/12/2009	134561	0:12:00	0:21:10	0:09:10	\$230.00	\$0.00
<b>Total</b>						<b>\$24,951.00</b>	<b>\$0.00</b>

I. **Urban Equity** – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in each of the Urban Zones during both reporting periods. 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	September 2009			October 2009			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	668	63	90.57%	713	67	90.60%	90.00%
Urban Southeast 8	660	57	91.36%	739	50	93.23%	
Urban Southwest 8	737	57	92.27%	687	52	92.43%	
<b>TOTAL</b>	<b>2,065</b>	<b>177</b>	<b>91.43%</b>	<b>2,139</b>	<b>169</b>	<b>92.10%</b>	

J. **Code 2 Performance Summary**

Zone	September 2009			October 2009		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,084	191	82.38%	1,159	226	80.50%
Suburban 12	288	36	87.50%	303	40	86.80%
Rural 20	31	0	100.00%	26	0	100.00%
Frontier 25	20	0	100.00%	3	0	100.00%
Frontier 35	2	0	100.00%	0	0	N/A
Frontier 45	3	0	100.00%	3	0	100.00%
<b>TOTAL</b>	<b>1,428</b>	<b>227</b>	<b>84.10%</b>	<b>1,494</b>	<b>266</b>	<b>82.20%</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>September 2009</b>	4,519	3,091	68.40%	2,067	66.87%	1,428	31.60%	935	65.48%
<b>October 2009</b>	4,733	3,238	68.41%	2,072	63.99%	1,495	31.59%	1,012	67.69%

## L. Major Condition/Complaint Summary

September 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	485	10.73%	313	10.43%	125	2.77%	63	2.10%
Breathing Problems	283	6.26%	230	7.66%	9	0.20%	6	0.20%
Chest Pain	228	5.05%	196	6.53%	21	0.46%	13	0.43%
Sick Person-Multiple Complaints	143	3.16%	120	4.00%	206	4.56%	159	5.30%
Convulsions-Seizures	114	2.52%	91	3.03%	64	1.42%	51	1.70%
Psychiatric-Suicide Attempt	98	2.17%	78	2.60%	42	0.93%	37	1.23%
Stroke	68	1.50%	61	2.03%	3	0.07%	1	0.03%
Trans-Interfacility-Palliative	67	1.48%	66	2.20%	84	1.86%	81	2.70%
Diabetic Problems	57	1.26%	23	0.77%	18	0.40%	12	0.40%
Abdominal Pain	53	1.17%	49	1.63%	30	0.66%	29	0.97%
Heart Problems	46	1.02%	39	1.30%	10	0.22%	7	0.23%
Allergies-Envenomations	41	0.91%	24	0.80%	11	0.24%	4	0.13%
Pregnancy	13	0.29%	10	0.33%	4	0.09%	4	0.13%
Headache	6	0.13%	3	0.10%	21	0.46%	17	0.57%
Back Pain	5	0.11%	2	0.07%	25	0.55%	21	0.70%
<b>Total</b>	<b>1707</b>	<b>37.77%</b>	<b>1305</b>	<b>43.47%</b>	<b>673</b>	<b>14.89%</b>	<b>505</b>	<b>16.82%</b>

September 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	452	10.00%	205	6.83%	67	1.48%	32	1.07%
Falls	221	4.89%	157	5.23%	104	2.30%	75	2.50%
Assault or Sexual Assault	169	3.74%	75	2.50%	21	0.46%	8	0.27%
Overdose-Poisoning	142	3.14%	102	3.40%	11	0.24%	8	0.27%
Hemorrhage-Lacerations	97	2.15%	79	2.63%	12	0.27%	9	0.30%
Traumatic Injuries (NOS)	73	1.62%	42	1.40%	25	0.55%	18	0.60%
Cardiac/Respiratory Arrest	53	1.17%	13	0.43%	1	0.02%	0	0.00%
Choking	32	0.71%	16	0.53%	9	0.20%	3	0.10%
Carbon Monoxide-Hazmat	24	0.53%	1	0.03%	13	0.29%	0	0.00%
Gunshot/Stabbing	17	0.38%	9	0.30%	2	0.04%	1	0.03%
Animal Bites-Attacks	8	0.18%	3	0.10%	3	0.07%	1	0.03%
Burns-Scalds	8	0.18%	5	0.17%	0	0.00%	0	0.00%
Eye Injuries	2	0.04%	1	0.03%	5	0.11%	3	0.10%
Heat-Cold Exposure	2	0.04%	2	0.07%	0	0.00%	0	0.00%
<b>Total</b>	<b>1300</b>	<b>28.77%</b>	<b>710</b>	<b>23.65%</b>	<b>273</b>	<b>6.04%</b>	<b>158</b>	<b>5.26%</b>

September 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	70	1.55%	49	1.63%	449	9.94%	268	8.93%
Medical-Call Box Alarm	8	0.18%	1	0.03%	2	0.04%	0	0.00%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	0	0.00%
Standby-Public Safety	6	0.13%	2	0.07%	30	0.66%	4	0.13%
<b>Total</b>	<b>84</b>	<b>1.86%</b>	<b>52</b>	<b>1.73%</b>	<b>482</b>	<b>10.67%</b>	<b>272</b>	<b>9.06%</b>

October 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	482	10.18%	282	9.14%	119	2.51%	67	2.17%
Breathing Problems	354	7.48%	272	8.82%	20	0.42%	12	0.39%
Chest Pain	219	4.63%	177	5.74%	20	0.42%	14	0.45%
Sick Person-Multiple Complaints	172	3.63%	139	4.51%	242	5.11%	194	6.29%
Convulsions-Seizures	131	2.77%	92	2.98%	66	1.39%	55	1.78%
Psychiatric-Suicide Attempt	103	2.18%	88	2.85%	34	0.72%	28	0.91%
Heart Problems	65	1.37%	49	1.59%	11	0.23%	9	0.29%
Diabetic Problems	63	1.33%	31	1.01%	13	0.27%	5	0.16%
Abdominal Pain	60	1.27%	55	1.78%	44	0.93%	40	1.30%
Stroke	48	1.01%	42	1.36%	7	0.15%	6	0.19%
Trans-Interfacility-Palliative	39	0.82%	39	1.26%	93	1.96%	93	3.02%
Allergies-Envenomations	31	0.65%	19	0.62%	1	0.02%	1	0.03%
Pregnancy	29	0.61%	26	0.84%	4	0.08%	3	0.10%
Back Pain	9	0.19%	9	0.29%	38	0.80%	35	1.13%
Headache	7	0.15%	5	0.16%	11	0.23%	9	0.29%
<b>Total</b>	<b>1812</b>	<b>38.28%</b>	<b>1325</b>	<b>42.96%</b>	<b>723</b>	<b>15.28%</b>	<b>571</b>	<b>18.51%</b>

October 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	493	10.42%	186	6.03%	82	1.73%	38	1.23%
Falls	286	6.04%	192	6.23%	169	3.57%	127	4.12%
Assault or Sexual Assault	135	2.85%	55	1.78%	14	0.30%	5	0.16%
Overdose-Poisoning	116	2.45%	86	2.79%	14	0.30%	9	0.29%
Hemorrhage-Lacerations	87	1.84%	69	2.24%	16	0.34%	11	0.36%
Traumatic Injuries (NOS)	65	1.37%	43	1.39%	25	0.53%	13	0.42%
Carbon Monoxide-Hazmat	57	1.20%	7	0.23%	14	0.30%	2	0.06%
Cardiac/Respiratory Arrest	54	1.14%	25	0.81%	1	0.02%	0	0.00%
Choking	18	0.38%	14	0.45%	9	0.19%	1	0.03%
Gunshot/Stabbing	12	0.25%	7	0.23%	1	0.02%	1	0.03%
Animal Bites-Attacks	6	0.13%	3	0.10%	1	0.02%	0	0.00%
Burns-Scalds	5	0.11%	2	0.06%	0	0.00%	0	0.00%
Heat-Cold Exposure	5	0.11%	5	0.16%	1	0.02%	1	0.03%
Eye Injuries	2	0.04%	1	0.03%	0	0.00%	0	0.00%
<b>Total</b>	<b>1341</b>	<b>28.33%</b>	<b>695</b>	<b>22.54%</b>	<b>347</b>	<b>7.33%</b>	<b>208</b>	<b>6.74%</b>

October 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	72	1.52%	49	1.59%	401	8.47%	230	7.46%
Medical-Call Box Alarm	9	0.19%	2	0.06%	1	0.02%	0	0.00%
Standby-Public Safety	4	0.08%	1	0.03%	19	0.40%	3	0.10%
Standby-Dedicated	0	0.00%	0	0.00%	4	0.08%	0	0.00%
<b>Total</b>	<b>85</b>	<b>1.80%</b>	<b>52</b>	<b>1.69%</b>	<b>425</b>	<b>8.98%</b>	<b>233</b>	<b>7.56%</b>

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

September 2009 — 23 calls were downgraded from Code 3 to Code 2.

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

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

In September 2009, dispatch was held on 31 Code 2 calls. In October 2009, dispatch was held on 24 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.

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



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

## **Narrative of events occurring on October 10<sup>th</sup>, 2009**

The purpose of this correspondence is to provide a timeline regarding the busiest day of 2009 for AMR of Colorado Springs. During this 24-hour period, AMR transported a record amount of patients and recorded the largest volume of responses for the calendar year 2009. Also during this period, AMR experienced several periods of Level Zero varying from no calls holding to eight calls holding. At one point, AMR was in and out of a level zero state for nearly four hours.

Attempting to chart the various Level Zero states occurring on this day proves to be not only problematic, but exceeding the limitations of Microsoft Excel<sup>®</sup>, the current accepted format for reporting Level Zeros to Ms. Gonzalez, the ESA Contract Administrator. It was decided that a rolling narrative would best describe the events of the day and that because of the weather conditions incurred during this period, the City of Colorado Springs and County of El Paso were both on Cold Reporting status. Because of the Cold Reporting conditions (as described on the Colorado Springs Police Department's website), AMR is requesting exemptions from all periods of Level Zero experienced on that day.

Chronological list of Level Zero Pages received from the AMR Communications Center:

- COS Level 0 1 call holding mutual aid activated w. ftm. getting crews out of base as they come in. cjs (07:36)
- COS Level 0 1 code 2 call holding. (07:51)
- COS level 0/ 2 call holding/ Squad 7 on a call/ still on cold reporting/ -AW (09:10)
- Level 0 FTN enroute to call for mutual aid squad 7 on call for mutual aid no calls hold.ing. Bonnie (09:15)
- COS level 0/ 5 calls holding. -AW (19:17)
- COS level 0/ 6 calls holding/ . AW (19:18)
- COS Level 0/ 8 calls holding/ -AW (19:21)
- Level 0 no calls holding tw (20:30)
- Level 0 one call holding tw (20:38)
- Level 0 2 calls holding.. tw (20:43)
- Level 0 still one call holding tw (20:49)
- Level 0 with 1 call holding at 22:25 tw (22:26)
- COS Level 0 1 call holding @0827/ sending FTN Med 1 on a call. Cmb (08:27 on the 11<sup>th</sup>)
- Level 0 1 code 2 call holding/ ftm medic not available/ bf on a call cmb (09:30 on the 11<sup>th</sup>)
- Level 0--no calls holding--bf on a call getting csfd squads up and running AGAIN. cmb (09:40 on the 11<sup>th</sup>)

This was the snowstorm that caused several multi-car accidents including one on the Interstate near Circle Dr. that involved two CSPD patrol cars resulting in the transport of

one Officer. This traffic accident was estimated to involve 60 vehicles. One AMR unit on the scene of this accident was struck three different times by three different vehicles. Because of the loss of traction on several calls AMR was forced to wait for a sand truck to gain access. According to the CSPD website, "During the thirty (30) hour time period between 6:00AM Saturday October 10, 2009 and today at noon, the CSPD received reports of 282 traffic accidents". It was by far the busiest day of the year for all emergency agencies. The 911 calls were coming in at such a rapid rate that AMR had to request assistance from City Fire, Black Forest, and Fountain. Stratmoor, Calhan and Ellicott were also contacted for help. UPRAD was asked to help out, but they were also busy with their own 911 calls. The AMR dispatchers worked closely with City Fire to ensure the closest, most appropriate units were being sent to the calls.

Statistically, AMR recorded the following (NOT including the 11<sup>th</sup>):

Total ambulance responses:	284
Total ambulance transports	178

This represents an *average* call volume of 12 responses per hour with almost 8 patient transports per hour. Because of the road conditions, total task time per patient transport was increased, statistically, almost 25% causing even further strain on the system.

In fact, CSFD was on modified dispatch most of the day and was treating the entire day as a Mass Casualty Incident, as they struggle to cope with the demand.

Although AMR staffed two to three additional units for most of the day and in to the 11<sup>th</sup>, it was not possible considering all the circumstances encountered that day to either predict such a tremendous volume, nor staff for the volume even though every effort was made.