



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
John Scorsine, Secretary
T. Wayne Florek, Treasurer
Deputy Chief Tommy Smith
Councilmember Merv Bennett
Councilmember William B. (Bernie) Herpin, Jr. (Alternate)

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
Mark Watkins

Commissioner Sallie Clark
Commissioner Peggy Littleton (Alternate)

**EL PASO COUNTY EMERGENCY SERVICES AGENCY
BOARD MEETING AGENDA
Wednesday, June 1, 2011 – 2:00 p.m.
Pikes Peak Regional Development Center
2880 International Circle, 2nd Floor Hearing Room, Colorado Springs, CO 80910**

Call to Order – Determination of a quorum

This meeting is being recorded to assist in the production of meeting minutes.

- 1. CHANGES TO AGENDA/POSTPONEMENTS**
- 2. PUBLIC COMMENT**
- 3. APPROVAL OF THE MINUTES OF APRIL 6, 2011**
- 4. REGULAR BUSINESS**
 - A. Agreement Compliance Report for March & April 2011 (Eileen Gonzalez)
 - B. Committee Reports
 - Medical Control Committee (Dr. Jack Sharon)
 - Compliance Committee (Chair Jim Reid)
 - C. AMR Community Relations Reports for April & May 2011 (Tawnya Silloway)
 - D. Treasurer's Reports for March & April 2011 (Treasurer T. Wayne Florek)
- 5. NEW BUSINESS**
 - A. Appreciation of Departing Board Members (Chair Reid)
 - B. Introduction of New Board Member (Chair Reid)
 - C. Election of Grant Committee Members (Chair Reid)
 - D. First Quarter 2011 Grant Award Presentations (Chair Reid)
 - E. Board Member/Staff Comments

6. EXECUTIVE SESSION REQUESTS

In accordance with the Colorado Open Meetings Law, Section 24-6-402 (4), the El Paso County Emergency Services Agency, in open session, will determine whether it will hold a closed executive session. The matter for executive session will be limited to the topics identified in Section 24-6-402 (4) of the Open Meetings Law, and the topic for discussion will be stated in the open session in as much detail as possible without compromising the purpose of the executive session. The Chair shall poll the ESA members, and upon consent of two-thirds of the members present, an executive session will be held. If consent to the executive session is not given, the item may be discussed in open session or withdrawn from consideration.

7. ADJOURNMENT

PACKETS ARE SENT VIA E-MAIL TO EXPEDITE INFORMATION

Pursuant to the Colorado Open Meetings Law, CRS §24-6-401, et Seq. and ARTICLE TWO Section 2.9 B of THE EL PASO COUNTY EMERGENCY SERVICES AGENCY Agreement, this agenda was posted at the City Clerk's Office, located at 30 S. Nevada, Colorado Springs, Colorado and the El Paso County Administration Building, located at 27 E. Vermijo, Colorado Springs, Colorado on or before May 26, 2011. Please call Eileen Gonzalez at 520-7654 or email her at egonzalez@springsgov.com if you wish to submit your name and e-mail address to receive notice of future meetings.

SCHEDULE OF UPCOMING COMMITTEE MEETINGS			
DATE	MEETING	TIME	LOCATION
June 29, 2011	Contract Compliance Committee	12:00 PM	ESA offices, 2880 International Circle, Suite 110
July 27, 2011	Grant Committee	12:00 PM	ESA offices, 2880 International Circle, Suite 110
July 27, 2011	Agenda Prep Committee	12:30 PM	ESA offices, 2880 International Circle, Suite 110
August 3, 2011	Medical Control Committee	1:30 PM	2880 International Circle, 2nd Floor Hearing Room
August 3, 2011	ESA Board Meeting	2:00 PM	2880 International Circle, 2nd Floor Hearing Room

ESA April Board Meeting

MINUTES

APRIL 6, 2011

2:00 P.M.

 PIKES PEAK REGIONAL BUILDING DEPARTMENT, 2880
 INTERNATIONAL CIRCLE, COLORADO SPRINGS

FACILITATOR	Commander Jim Reid
NOTE TAKER	Eileen Gonzalez
ATTENDEES	Commissioner Sallie Clark, Bob Demetry, T. Wayne Florek, Jane Fredman, Dr. Marilyn Gifford, Mayor Jeri Howells, Councilman Randy Purvis, John Scorsine, Dr. Jack Sharon, Deputy Chief Tommy Smith, Chief Carl Tatum
ABSENT	Dan Molner, Mark Watkins

Agenda topics

1. CHANGES TO AGENDA/POSTPONEMENTS

DISCUSSION	
None.	

2. PUBLIC COMMENT

DISCUSSION	
None.	

3. APPROVAL OF THE MINUTES OF FEBRUARY 2, 2011

DISCUSSION	
None.	
MOTION	PERSON RESPONSIBLE
Motion to approve the minutes of the February 2, 2011 meeting.	Dr. Jack Sharon
Second	Commissioner Sallie Clark
Approved	Unanimous

4.A. AGREEMENT COMPLIANCE REPORT FOR JANUARY & FEBRUARY 2011

DISCUSSION	
<p>Eileen Gonzalez presented the agreement compliance report for January & February 2011. She noted that the report contained a table outlining the assessment increases of 3.1062% that went into effect January 1, 2011, based on the CPI formula contained in Exhibit F, Section 9 of the contract. She reported that there were no incidences of contract Level 0 during either January or February, and that the recommended assessments are \$2,079 for January and \$2,700 for February, for a total of \$4,779. There were 33 calls that exceeded the maximum response time for their zone in January, and 34 in February. The contractor exceeded the 90% response standard for the Urban, Suburban and Rural zones, as well as the 92% systemwide response standard for both months.</p> <p>The contractor referred one call in January and 9 calls in February, all of which were referred to Black Forest Fire/Rescue. In addition to calls which were exempted from response time calculations due to the move to the level of effort severe weather model, details of which are presented in the report, the contractor requested that 19 calls be exempted from the data to determine compliance with performance standards for January, and 29 calls for February.</p> <p>Commissioner Clark followed up with General Manager Ted Sayer, on inquiries by Homeward Pikes Peak director Bob Holmes about detox transports.</p>	
MOTION	PERSON RESPONSIBLE
Motion to approve the agreement compliance report for January & February 2011	Commissioner Clark

Second	Deputy Chief Tommy Smith
Approved	Unanimous

4.B. COMMITTEE REPORTS

DISCUSSION
<p>Dr. Sharon reported that the Medical Control Committee met prior to the ESA Board meeting. He reported that Drs. Gifford and Ross reviewed six RSI cases, all of which were conducted appropriately. There were two patient complaints which will be referred to the Compliance Committee to review. He reported that they discussed further the issue of psychiatric/alcohol diverts at the local hospital emergency departments, and reported that the El Paso County Medical Society would discuss the issue at their meeting on April 19.</p> <p>Commander Reid noted that the Compliance Committee met on March 30 and reviewed and closed eight complaints and two compliments, as well as the changes to the compliance committee procedure that will be considered under a later agenda item.</p>

4.C. AMR COMMUNITY RELATIONS REPORTS FOR FEBRUARY & MARCH 2011

DISCUSSION
<p>Chair Reid noted that Tawnya Silloway won JEMS' EMS 10 award for the Line of Duty Death handbook that she led the development of earlier in the year. Tawnya then reported on AMR's upcoming community events, including AMR employee Autumn DePolo's travel to Washington, DC to accept her Stars of Life award; National EMS memorial and bike ride events, for which she is looking for volunteers; and EMS week during the third week of May. Commissioner Clark asked Tawnya to forward her a resolution regarding EMS week for adoption by the Board of County Commissioners.</p>

4.D. TREASURER'S REPORTS FOR FEBRUARY & MARCH 2011

DISCUSSION	
<p>Wayne Florek presented the February and March 2011 financial reports. February's expenses included regular salary and legal expenses and payments on four grant awards. March revenue includes the first quarterly contract administration payment, and expenses were regular salary, legal and office expenses and one grant payment.</p>	
MOTION	PERSON RESPONSIBLE
Motion to approve the Treasurer's report for February and March 2011.	John Scorsine
Second	Dr. Marilyn Gifford
Approved	Unanimous

5.A. APPRECIATION OF DEPARTING BOARD MEMBERS

DISCUSSION
<p>Chair Jim Reid recognized the contributions of Councilman Randy Purvis to the ESA Board for the past two years, and presented him with a token of the Board's appreciation for his service, which is ending due to City Council term limits.</p>

5.B. FOURTH QUARTER 2010 GRANT AWARD PRESENTATIONS

DISCUSSION
<p>Chair Reid presented grant certificates to recipients of ESA EMS grant awards for the fourth quarter of 2010, including Falcon, Palmer Lake, Green Mountain Falls/Chipita Park, and Calhan fire departments.</p>

5.C. FIRST QUARTER 2011 GRANT AWARD RECOMMENDATIONS

DISCUSSION
<p>The Grant Committee recommends the approval of four grant applications as noted in the memo contained in packets. Commissioner Clark noted that the Compliance Committee had discussed grant applications from Metropolitan Districts, ensuring that notices relating to such grants are delivered to the board of metropolitan district as well as the fire department for the district. John Scorsine noted that Ellicott recently had a documented save using an AED obtained through an ESA grant.</p>

MOTION	PERSON RESPONSIBLE
Motion to approve grant requests 1101-01, 1101-02, 1101-03 and 1101-04 as presented.	T. Wayne Florek
Second	Mayor Jeri Howells
Approved	Unanimous, with Chief Carl Tatum abstaining.

5.D. ELECTION OF SECRETARY

DISCUSSION	
Due to the recent resignation of ESA Board Secretary Dan Molner, there is a vacancy in that position for the remainder of 2011. John Scorsine has expressed an interest in serving as Secretary.	
MOTION	PERSON RESPONSIBLE
Nomination of John Scorsine as ESA Board Secretary for the remainder of 2011.	Commissioner Clark
Second	Mayor Howells
Approved	Unanimous

5.E. REVISED COMPLIANCE COMMITTEE PROCEDURE

DISCUSSION	
Eileen discussed recommended revisions to the Compliance Committee's policy and procedure to update and clarify language. Commissioner Clark noted a number of grammatical changes that needed to be made.	
MOTION	PERSON RESPONSIBLE
Motion to approve revisions to the Compliance Committee as presented.	Commissioner Clark
Second	Dr. Sharon
Approved	Unanimous

5.F. BOARD MEMBER/STAFF COMMENTS

DISCUSSION
Councilman Purvis expressed his thanks to ESA staff and board members for their good work during his two year term. Commissioner Clark reported that she had been at Bear Creek Park during a grass fire, and expressed her thanks to the first responders who had the fire under control very quickly, and her appreciation for the departments who responded under mutual response agreements. Chief Tatum expressed his appreciation for AMR's staff during a recent transport. Ted Sayer introduced Chelsia Baker as the new AMR staff liaison to the ESA for compliance reporting.

7. ADJOURNMENT

MOTION	PERSON RESPONSIBLE
Motion to Adjourn	Dr. Sharon
Second	Dr. Gifford
Approved	Unanimous

MEETING ADJOURNED AT 2:43 p.m.



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**ESA Performance & Compliance Report
March & April 2011**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency ("ESA") dated January 21, 2010, 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 March and April 2011.

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 no incidences of contract Level 0 during March or April. The total recommended assessment for March and April 2011 is \$6,224.00.

Potential & Recommended Assessment Summary				
Performance Standard	March 2011		April 2011	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$3,321.00	\$3,321.00	\$1,539.00	\$1,539.00
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	\$1,364.00	\$1,364.00	\$0.00	\$0.00
Other Assessments (including Level 0)	\$0.00	\$0.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$621.00	\$0.00	\$27.00	\$0.00
TOTAL:	\$5,306.00	\$4,685.00	\$1,566.00	\$1,539.00

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

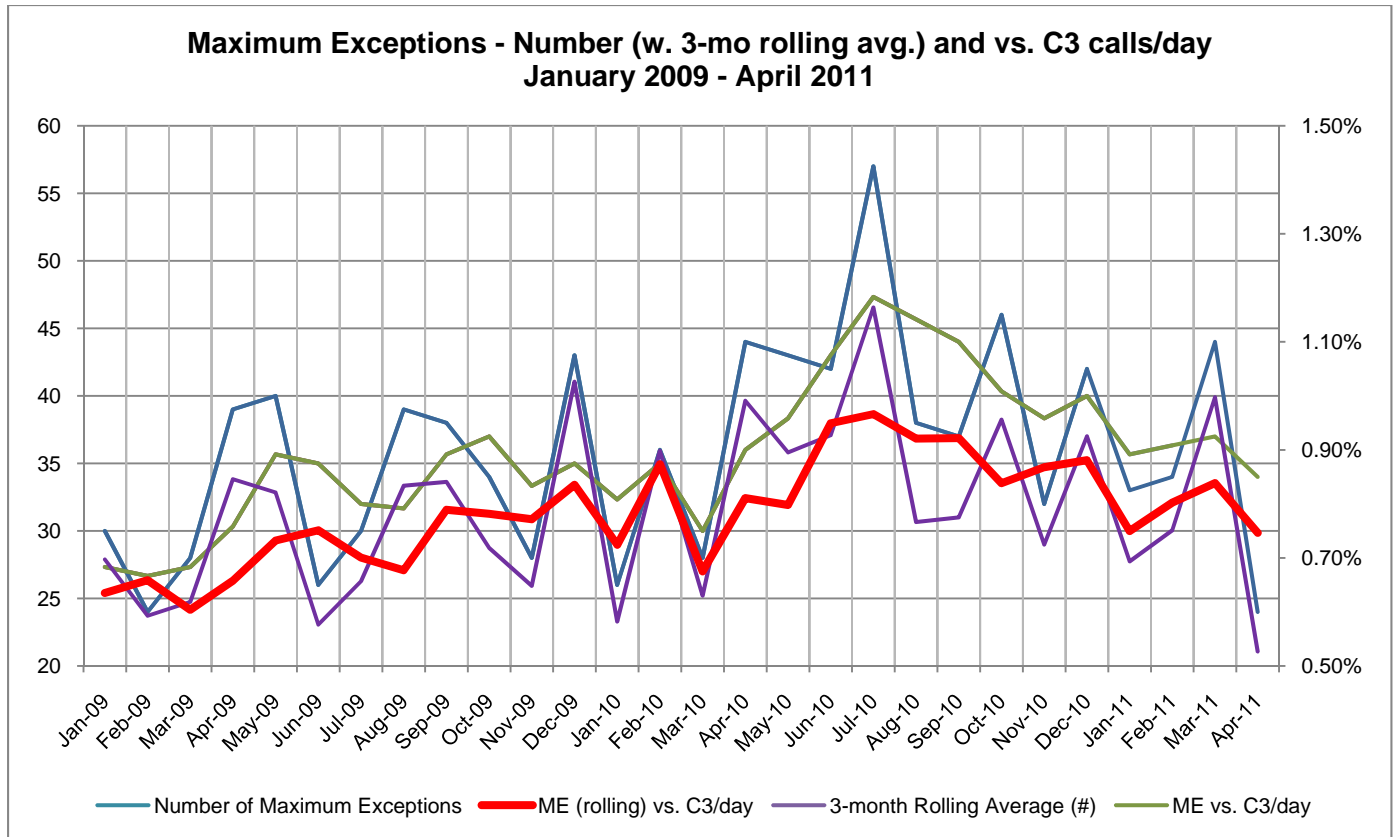
A. Per Call Performance (F.1.C.1.) – Following is a list of calls which exceeded the Maximum Response Time allowed in the contract. (Assessment amount F.3.D.)

For March 2011, there were 44 calls that exceeded the Maximum Response Time for their Zone, 43 (97.8%) of which were located within the City of Colorado Springs. The remaining call (1.6%) was located in Manitou Springs. For April 2011, there were 24 calls that exceeded the Maximum Response Time for their Zone, 23 (95.8%) of which were located within the City of Colorado Springs. The remaining call (4.2%) was located in El Paso County.

March 2011 (44)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	03/03/2011	27735	0:18:00	0:20:14	0:02:14	\$81.00	\$81.00
Suburban 12	03/07/2011	29163	0:18:00	0:19:18	0:01:18	\$54.00	\$54.00
Suburban 12	03/19/2011	35394	0:18:00	0:19:11	0:01:11	\$54.00	\$54.00
Suburban 12	03/27/2011	39014	0:18:00	0:18:11	0:00:11	\$27.00	\$27.00
Suburban 12	03/30/2011	40414	0:18:00	0:19:25	0:01:25	\$54.00	\$54.00
Total Suburban 12	5 (11.4%)						
Urban Southwest 8	03/08/2011	30045	0:12:00	0:13:00	0:01:00	\$81.00	\$81.00
Urban Southeast 8	03/11/2011	31311	0:12:00	0:13:12	0:01:12	\$54.00	\$54.00
Urban North 8	03/11/2011	31314	0:12:00	0:13:14	0:01:14	\$54.00	\$54.00
Urban North 8	03/11/2011	31482	0:12:00	0:13:16	0:01:16	\$27.00	\$27.00
Urban Southwest 8	03/11/2011	31487	0:12:00	0:13:06	0:01:06	\$54.00	\$54.00
Urban Southeast 8	03/11/2011	31489	0:12:00	0:12:09	0:00:09	\$81.00	\$81.00
Urban Southwest 8	03/12/2011	31698	0:12:00	0:13:24	0:01:24	\$54.00	\$54.00
Urban North 8	03/13/2011	32365	0:12:00	0:12:37	0:00:37	\$54.00	\$54.00
Urban Southwest 8	03/15/2011	33348	0:12:00	0:12:15	0:00:15	\$27.00	\$27.00
Urban Southwest 8	03/15/2011	33355	0:12:00	0:12:12	0:00:12	\$54.00	\$54.00
Urban North 8	03/17/2011	34068	0:12:00	0:13:24	0:01:24	\$81.00	\$81.00
Urban North 8	03/18/2011	34762	0:12:00	0:29:05	0:17:05	\$54.00	\$54.00
Urban North 8	03/18/2011	34982	0:12:00	0:14:39	0:02:39	\$54.00	\$54.00
Urban Southeast 8	03/19/2011	35390	0:12:00	0:13:39	0:01:39	\$27.00	\$27.00
Urban North 8	03/20/2011	35563	0:12:00	0:19:52	0:07:52	\$54.00	\$54.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southwest 8	03/21/2011	36234	0:12:00	0:13:33	0:01:33	\$81.00	\$81.00
Urban Southwest 8	03/22/2011	36678	0:12:00	0:18:17	0:06:17	\$54.00	\$54.00
Urban North 8	03/23/2011	36961	0:12:00	0:26:43	0:14:43	\$81.00	\$81.00
Urban North 8	03/23/2011	37002	0:12:00	0:12:45	0:00:45	\$54.00	\$54.00
Urban Southeast 8	03/24/2011	37391	0:12:00	0:12:22	0:00:22	\$54.00	\$54.00
Urban Southwest 8	03/25/2011	38259	0:12:00	0:13:55	0:01:55	\$27.00	\$27.00
Urban Southwest 8	03/27/2011	39016	0:12:00	0:12:32	0:00:32	\$54.00	\$54.00
Urban Southeast 8	03/28/2011	39379	0:12:00	0:15:33	0:03:33	\$81.00	\$81.00
Urban Southwest 8	03/28/2011	39381	0:12:00	0:13:12	0:01:12	\$54.00	\$54.00
Urban Southeast 8	03/30/2011	40113	0:12:00	0:13:00	0:01:00	\$54.00	\$54.00
Urban Southeast 8	03/31/2011	40587	0:12:00	0:12:41	0:00:41	\$27.00	\$27.00
Urban Southwest 8	03/31/2011	40965	0:12:00	0:15:22	0:03:22	\$54.00	\$54.00
Urban Southwest 8	03/31/2011	41009	0:12:00	0:16:58	0:04:58	\$81.00	\$81.00
Urban Southwest 8	03/08/2011	30045	0:12:00	0:13:00	0:01:00	\$54.00	\$54.00
Urban Southeast 8	03/11/2011	31311	0:12:00	0:13:12	0:01:12	\$54.00	\$54.00
Urban North 8	03/11/2011	31314	0:12:00	0:13:14	0:01:14	\$27.00	\$27.00
Urban North 8	03/11/2011	31482	0:12:00	0:13:16	0:01:16	\$54.00	\$54.00
Urban Southwest 8	03/11/2011	31487	0:12:00	0:13:06	0:01:06	\$81.00	\$81.00
Urban Southeast 8	03/11/2011	31489	0:12:00	0:12:09	0:00:09	\$54.00	\$54.00
Urban Southwest 8	03/12/2011	31698	0:12:00	0:13:24	0:01:24	\$54.00	\$54.00
Urban North 8	03/13/2011	32365	0:12:00	0:12:37	0:00:37	\$27.00	\$27.00
Urban Southwest 8	03/15/2011	33348	0:12:00	0:12:15	0:00:15	\$54.00	\$54.00
Urban Southwest 8	03/15/2011	33355	0:12:00	0:12:12	0:00:12	\$81.00	\$81.00
Urban North 8	03/17/2011	34068	0:12:00	0:13:24	0:01:24	\$54.00	\$54.00
Total Urban 8	39 (88.6%)						
Assessments						\$3,321.00	\$3,321.00

April 2011 (24)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	04/01/2011	41451	0:18:00	0:18:13	0:00:13	\$27.00	\$27.00
Suburban 12	04/13/2011	46827	0:18:00	0:19:56	0:01:56	\$54.00	\$54.00
Suburban 12	04/14/2011	47579	0:18:00	0:19:42	0:01:42	\$54.00	\$54.00
Suburban 12	04/19/2011	49776	0:18:00	0:20:58	0:02:58	\$81.00	\$81.00
Total Suburban 12	4 (16.7%)						
Urban Southeast 8	04/02/2011	41939	0:12:00	0:12:03	0:00:03	\$27.00	\$27.00
Urban North 8	04/03/2011	42028	0:12:00	0:12:13	0:00:13	\$27.00	\$27.00
Urban North 8	04/03/2011	42041	0:12:00	0:17:23	0:05:23	\$162.00	\$162.00
Urban Southeast 8	04/04/2011	42464	0:12:00	0:12:21	0:00:21	\$27.00	\$27.00
Urban Southeast 8	04/04/2011	42609	0:12:00	0:12:31	0:00:31	\$27.00	\$27.00
Urban Southwest 8	04/06/2011	43736	0:12:00	0:12:46	0:00:46	\$27.00	\$27.00
Urban North 8	04/07/2011	43954	0:12:00	0:19:19	0:07:19	\$216.00	\$216.00
Urban North 8	04/11/2011	45771	0:12:00	0:14:13	0:02:13	\$81.00	\$81.00
Urban North 8	04/11/2011	46147	0:12:00	0:12:10	0:00:10	\$27.00	\$27.00
Urban Southwest 8	04/12/2011	46750	0:12:00	0:13:20	0:01:20	\$54.00	\$54.00
Urban North 8	04/13/2011	46905	0:12:00	0:13:49	0:01:49	\$54.00	\$54.00
Urban Southeast 8	04/13/2011	47128	0:12:00	0:12:18	0:00:18	\$27.00	\$27.00
Urban North 8	04/14/2011	47557	0:12:00	0:13:58	0:01:58	\$54.00	\$54.00
Urban Southeast 8	04/18/2011	49439	0:12:00	0:12:59	0:00:59	\$27.00	\$27.00
Urban Southeast 8	04/18/2011	49626	0:12:00	0:17:05	0:05:05	\$162.00	\$162.00
Urban Southeast 8	04/18/2011	49627	0:12:00	0:14:26	0:02:26	\$81.00	\$81.00
Urban North 8	04/19/2011	49775	0:12:00	0:15:55	0:03:55	\$108.00	\$108.00
Urban Southwest 8	04/23/2011	51999	0:12:00	0:12:46	0:00:46	\$27.00	\$27.00
Urban North 8	04/27/2011	53774	0:12:00	0:14:05	0:02:05	\$81.00	\$81.00
Urban North 8	04/30/2011	55240	0:12:00	0:12:33	0:00:33	\$27.00	\$27.00
Total Urban 8	20 (83.3%)						
Assessments						\$1,539.00	\$1,539.00



B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones during both reporting periods.

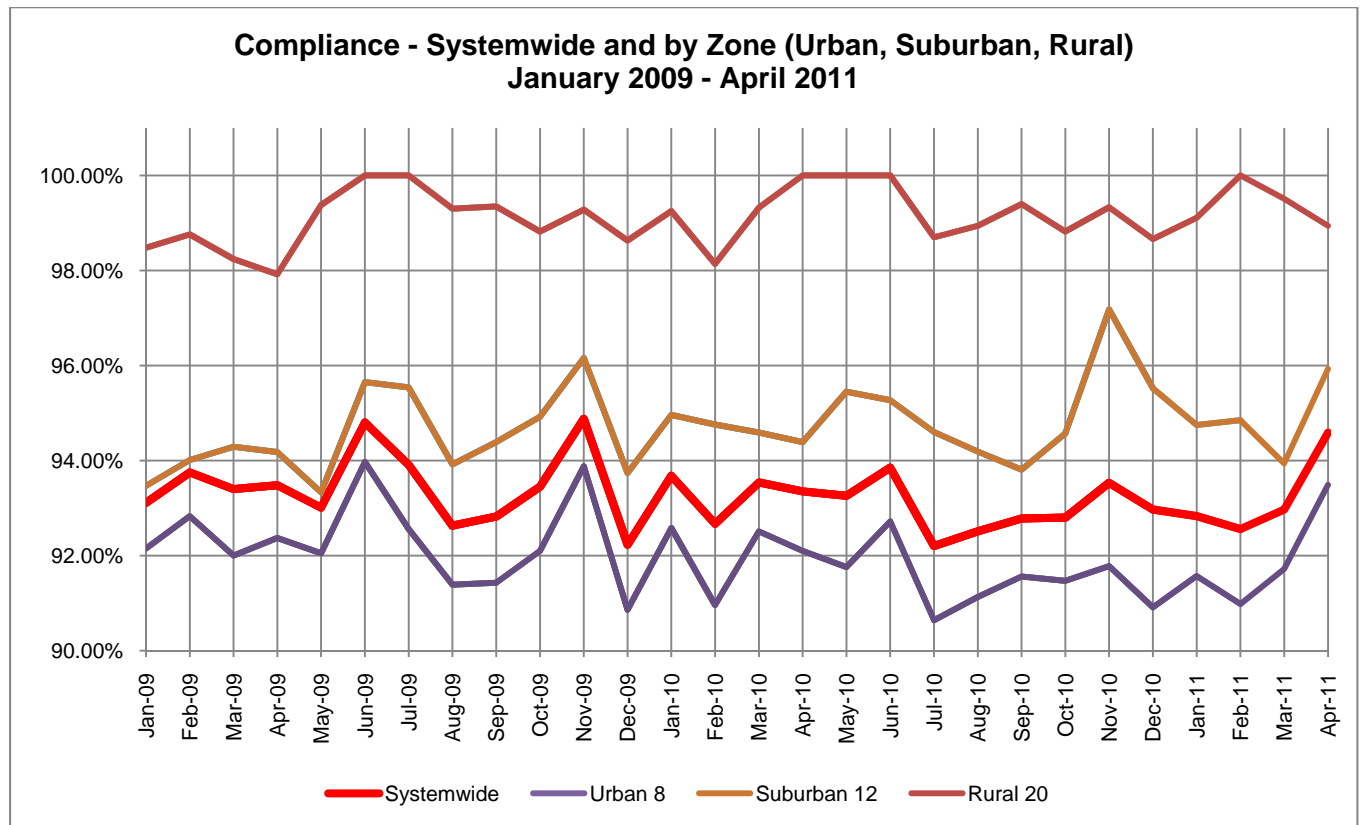
Zone	March 2011			April 2011		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,295	190	91.72%	2,149	140	93.49%
Suburban 12	809	49	93.94%	861	35	95.93%
Rural 20	204	1	99.51%	189	2	98.94%
Zone Standard			90.00%			90.00%

C. Zone Standard – Frontier and Wilderness (F.1.C.2.) - Percentage of calls which meet the Minimum Response Time Standards in Frontier and Wilderness zones (90%), reported annually (if the number of calls in zone exceeds 100). (Assessment amount F.3.C.) **Data for this standard will be reported when annual data for 2011 is available.**

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

Measure	March 2011	April 2011
# of Code 3 Calls	3,413 (3,514)	3,327
# Exceeding Minimum Response Time	240	180
System-wide Compliance %	92.97% (94.25%)	94.59%

Note: The numbers in red in the table above are provided for comparison purposes. They are the numbers that would have been reported under the previous weather model, in which only exceptions are removed from the response time calculations, rather than all calls during a severe weather period.

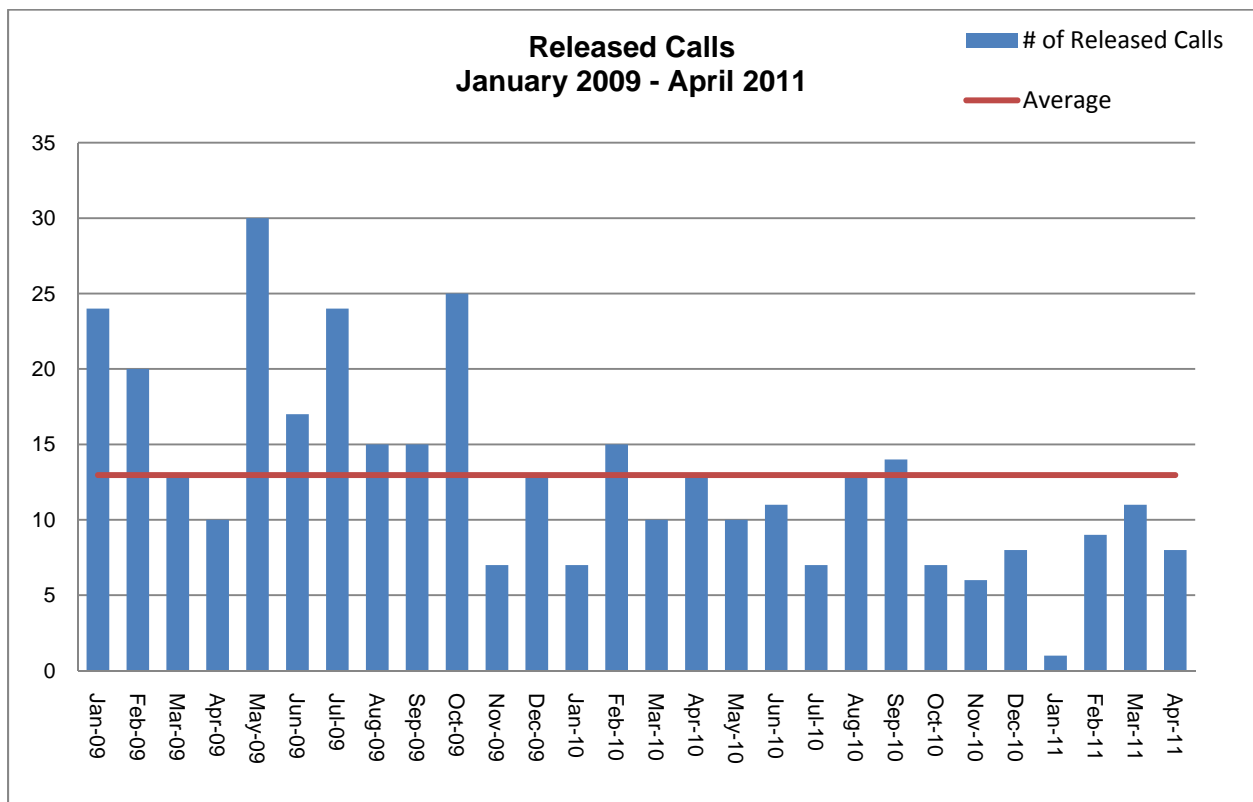


E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.)

The contractor referred 11 calls in March 2011, nine of which (81.8%) were referred to Black Forest Fire/Rescue. One (9.1%) was referred to Fountain Fire Department, and one (9.1%) was referred to Colorado Springs Fire Department, which does not have an approved response agreement with the contractor. The contractor referred 8 calls in April 2011, all of which were referred to Black Forest Fire/Rescue. In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There were no instances during March or April 2011 where a released call exceeded the maximum response time for the zone.

March 2011 (11)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	28544	03/05/2011	Black Forest Fire/Rescue	0:06:45	\$0.00
Rural 20	30104	03/08/2011	Black Forest Fire/Rescue	0:04:10	\$0.00
Frontier 25	31727	03/12/2011	Black Forest Fire/Rescue	0:18:46	\$0.00
Rural 20	32127	03/13/2011	Black Forest Fire/Rescue	0:15:14	\$0.00
Frontier 35	32920	03/14/2011	Black Forest Fire/Rescue	0:20:00	\$0.00
Urban North 8	32946	03/14/2011	Colorado Springs Fire Department	0:09:34	\$1,364.00
Rural 20	33393	03/15/2011	Black Forest Fire/Rescue	0:09:00	\$0.00
Rural 20	33402	03/15/2011	Black Forest Fire/Rescue	0:12:36	\$0.00
Frontier 45	33421	03/15/2011	Fountain Fire Department	0:20:41	\$0.00
Frontier 25	34448	03/17/2011	Black Forest Fire/Rescue	0:11:54	N/A (Code 2)
Rural 20	40312	03/30/2011	Black Forest Fire/Rescue	0:10:50	\$0.00
March 2011 - Recommended Assessment					\$1,364.00

April 2011 (8)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	47159	04/13/2011	Black Forest Fire/Rescue	0:13:10	\$0.00
Rural 20	49468	04/18/2011	Black Forest Fire/Rescue	0:14:03	\$0.00
Frontier 45	49517	04/18/2011	Black Forest Fire/Rescue	0:25:58	\$0.00
Frontier 35	49523	04/18/2011	Black Forest Fire/Rescue	0:07:51	\$0.00
Frontier 25	49681	04/19/2011	Black Forest Fire/Rescue	0:26:44	\$0.00
Frontier 25	50599	04/20/2011	Black Forest Fire/Rescue	0:26:21	\$0.00
Frontier 25	51855	04/23/2011	Black Forest Fire/Rescue	0:09:44	\$0.00
Rural 20	51978	04/23/2011	Black Forest Fire/Rescue	0:19:13	\$0.00
April 2011 - Recommended Assessment					\$0.00



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.

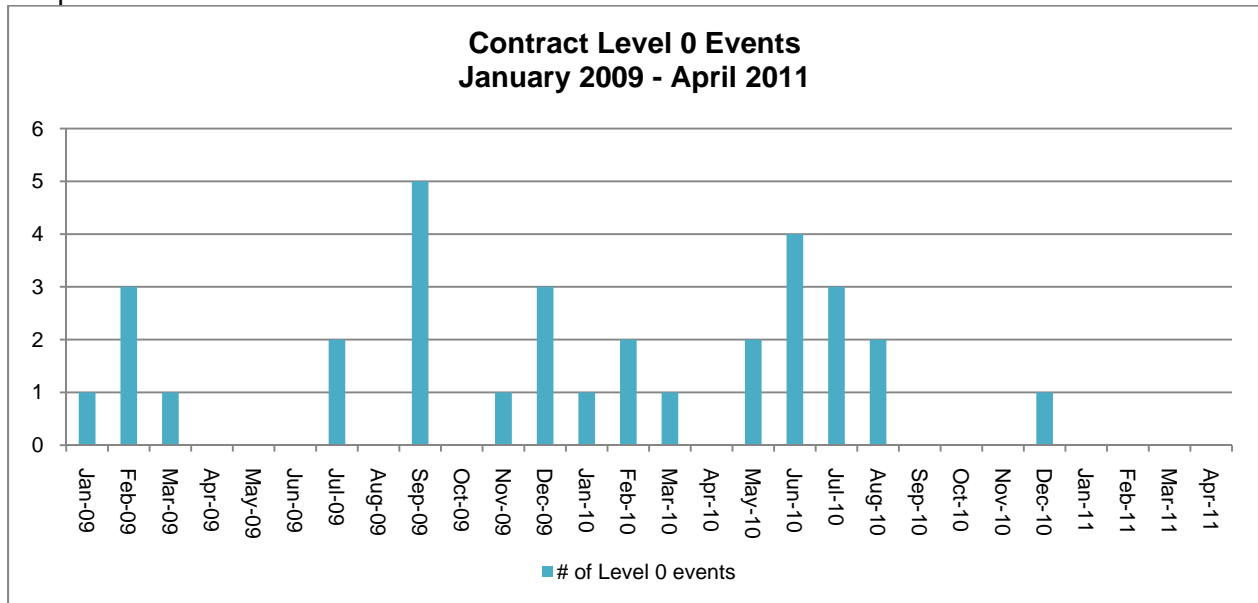
Contractor Level 0 (F.4.D.) – Under the current ground emergency ambulance service contract, Contractor Level 0 is defined as:

- 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.

There were no occurrences of Contractor Level 0 as defined in the contract during either March or April.



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.)

Pursuant to the level of effort severe weather model proposed to be tracked during the 2010-2011 winter season, the contractor added resources (either one or two ambulances depending on the day of the week and time of day) during agreed-upon periods of severe weather. In consideration of the added resources, response time data for all calls (exceptions or not) have been removed from compliance calculations for the following periods, and the elimination of these calls is reflected in the response time calculations contained in other sections of this report.

Level of Effort Model - Severe Weather Periods							
March 2011							
Start Date	Start Time	End Date	End Time	Duration	Total Calls	Exceptions	On-time responses
3/7/11	15:00	3/8/11	12:00	21:00	101	7	93.1%

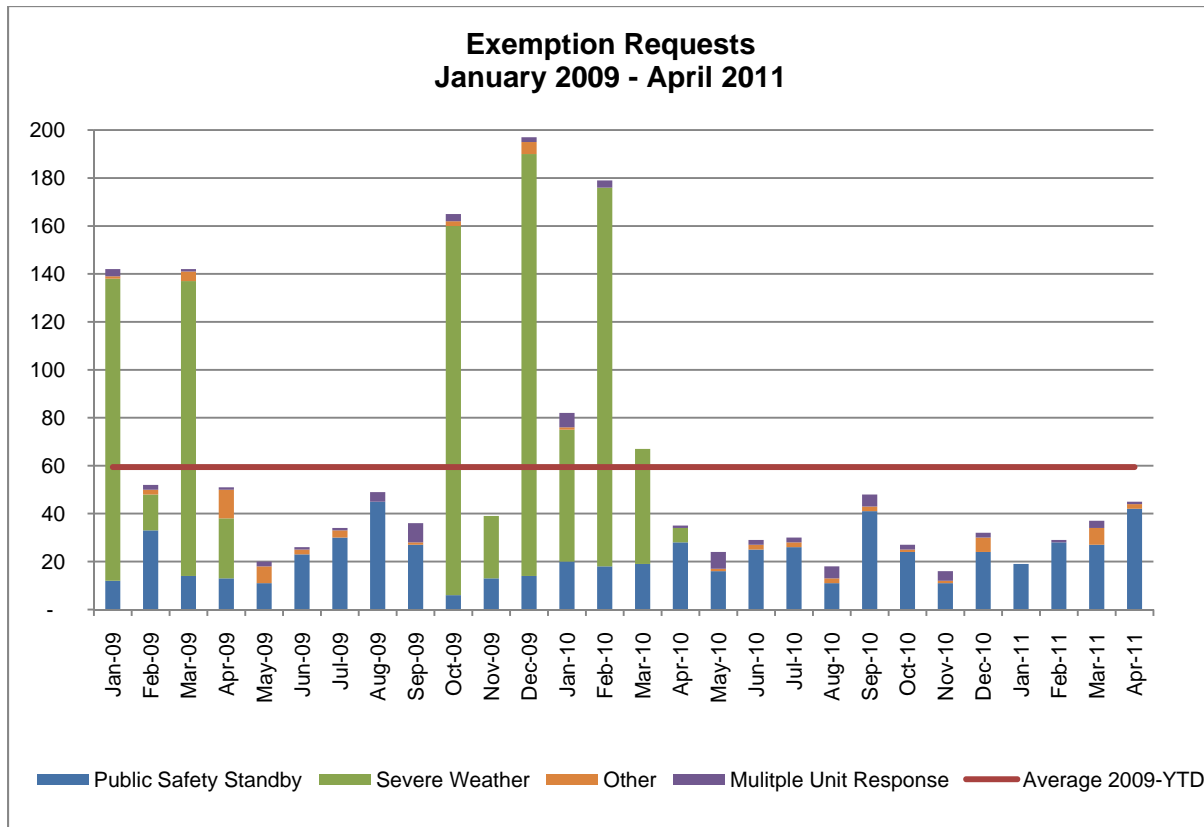
For the month of March 2011, the Contractor has requested that 37 Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of April 2011, the Contractor has requested that 45 Code 3 calls be exempted. The ESA must determine if these specific calls should be exempted. The reasons for each exemption are listed below and have been verified by staff. If the ESA Board chooses to disallow any or all of the exemptions indicated, then the performance reports must be recalculated to yield more precise results.

March 2011 Exempted Calls (37)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (27)							
Urban Southwest 8	3/1/2011	26527	0:12:00	00:11.26	00:00:00	\$0.00	\$0.00
Suburban 12	3/1/2011	26535	0:18:00	00:13.03	00:00:00	\$0.00	\$0.00
Suburban 12	3/1/2011	26546	0:18:00	00:18.16	00:00.16	\$27.00	\$0.00
Urban Southeast 8	3/1/2011	26558	0:12:00	00:08.57	00:00:00	\$0.00	\$0.00
Urban North 8	3/9/2011	30166	0:12:00	00:08.38	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/10/2011	30963	0:12:00	00:08.49	00:00:00	\$0.00	\$0.00
Urban North 8	3/10/2011	31051	0:12:00	00:08.10	00:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Suburban 12	3/10/2011	31052	0:18:00	00:15.45	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/10/2011	31053	0:12:00	00:08.44	00:00:00	\$0.00	\$0.00
Urban North 8	3/10/2011	31058	0:12:00	00:12.33	00:00:33	\$27.00	\$0.00
Urban North 8	3/10/2011	31155	0:12:00	00:08.17	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/11/2011	31173	0:12:00	00:09.15	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/14/2011	32917	0:12:00	00:10.30	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/14/2011	32922	0:12:00	00:11.11	00:00:00	\$0.00	\$0.00
Urban North 8	3/14/2011	32924	0:12:00	00:08.10	00:00:00	\$0.00	\$0.00
Urban North 8	3/14/2011	32927	0:12:00	00:08.25	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/14/2011	32947	0:12:00	00:17.50	00:05.50	\$162.00	\$0.00
Urban North 8	3/15/2011	33015	0:12:00	00:10.16	00:00:00	\$0.00	\$0.00
Urban North 8	3/15/2011	33016	0:12:00	00:10.19	00:00:00	\$0.00	\$0.00
Urban North 8	3/15/2011	33017	0:12:00	00:11.36	00:00:00	\$0.00	\$0.00
Urban North 8	3/21/2011	36131	0:12:00	00:08.14	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/22/2011	36463	0:12:00	00:11.04	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/22/2011	36789	0:12:00	00:09.23	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/23/2011	37114	0:12:00	00:09.17	00:00:00	\$0.00	\$0.00
Urban North 8	3/23/2011	37124	0:12:00	00:08.11	00:00:00	\$0.00	\$0.00
Urban North 8	3/24/2011	37606	0:12:00	00:10.35	00:00:00	\$0.00	\$0.00
Urban North 8	3/31/2011	40891	0:12:00	00:09.58	00:00:00	\$0.00	\$0.00
Mass Casualty Incident (5)							
Urban North 8	3/20/2011	35511	0:12:00	00:11.28	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/20/2011	35517	0:12:00	00:08.57	00:00:00	\$0.00	\$0.00
Suburban 12	3/20/2011	35518	0:18:00	00:13.46	00:00:00	\$0.00	\$0.00
Suburban 12	3/20/2011	35522	0:18:00	00:13.38	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/20/2011	35529	0:12:00	00:17.01	00:05.01	\$162.00	\$0.00
Multiple Responses to Incident (3)							
Suburban 12	3/6/2011	28766	0:18:00	00:17.04	00:00:00	\$0.00	\$0.00
Urban Southwest 8	3/10/2011	30691	0:12:00	00:09.37	00:00:00	\$0.00	\$0.00
Urban Southeast 8	3/20/2011	35510	0:12:00	00:16.18	00:04.18	\$135.00	\$0.00
Poor Road Conditions (1)							
Urban Southwest 8	3/27/2011	38691	0:12:00	00:08.10	00:00:00	\$0.00	\$0.00
Road Construction (1)							
Urban North 8	3/11/2011	31457	0:12:00	00:15.55	00:03.55	\$108.00	\$0.00
Total						\$621.00	\$0.00

April 2011 Exempted Calls (45)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (42)							
Suburban 12	4/1/2011	41466	0:18:00	00:12.20	00:00:00	\$0.00	\$0.00
Urban North 8	4/1/2011	41473	0:12:00	00:14.49	00:00:00	\$0.00	\$0.00
Suburban 12	4/1/2011	41531	0:18:00	00:14.35	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/2/2011	41864	0:12:00	00:09.30	00:00:00	\$0.00	\$0.00
Urban North 8	4/2/2011	41873	0:12:00	00:16.54	00:00:00	\$0.00	\$0.00
Urban North 8	4/2/2011	41883	0:12:00	00:08.05	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/2/2011	41916	0:12:00	00:09.33	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/3/2011	42224	0:12:00	00:12.37	00:00:00	\$0.00	\$0.00
Urban North 8	4/3/2011	42229	0:12:00	00:08.15	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/4/2011	42519	0:12:00	00:08.12	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/5/2011	43322	0:12:00	00:12.35	00:00:00	\$0.00	\$0.00
Suburban 12	4/6/2011	43859	0:18:00	00:12.05	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/6/2011	43873	0:12:00	00:12.13	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/6/2011	43909	0:12:00	00:17.41	00:00:00	\$0.00	\$0.00
Suburban 12	4/6/2011	43910	0:18:00	00:13.07	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/8/2011	44828	0:12:00	00:08.51	00:00:00	\$0.00	\$0.00
Urban North 8	4/15/2011	47814	0:12:00	00:08.33	00:00:00	\$0.00	\$0.00
Urban North 8	4/15/2011	48136	0:12:00	00:08.26	00:00:00	\$0.00	\$0.00
Suburban 12	4/15/2011	48212	0:18:00	00:14.09	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/18/2011	49351	0:12:00	00:09.27	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/18/2011	49542	0:12:00	00:09.22	00:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southwest 8	4/19/2011	49780	0:12:00	00:12.47	00:00:00	\$0.00	\$0.00
Urban North 8	4/19/2011	49846	0:12:00	00:11.51	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/19/2011	49893	0:12:00	00:19.43	00:00:00	\$0.00	\$0.00
Urban North 8	4/19/2011	49899	0:12:00	00:14.22	00:00:00	\$0.00	\$0.00
Urban North 8	4/19/2011	49901	0:12:00	00:10.32	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/20/2011	50204	0:12:00	00:09.50	00:00:00	\$0.00	\$0.00
Urban North 8	4/20/2011	50264	0:12:00	00:08.03	00:00:00	\$0.00	\$0.00
Suburban 12	4/20/2011	50283	0:18:00	00:13.44	00:00:00	\$0.00	\$0.00
Urban North 8	4/20/2011	50381	0:12:00	00:08.53	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/20/2011	50469	0:12:00	00:08.12	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/20/2011	50479	0:12:00	00:09.27	00:00:00	\$0.00	\$0.00
Frontier 25	4/20/2011	50524	0:35:00	00:27.44	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/20/2011	50531	0:12:00	00:08.05	00:00:00	\$0.00	\$0.00
Suburban 12	4/20/2011	50572	0:18:00	00:12.34	00:00:00	\$0.00	\$0.00
Frontier 45	4/20/2011	50577	0:55:00	00:51.17	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/21/2011	50883	0:12:00	00:12.35	00:00:00	\$0.00	\$0.00
Urban North 8	4/21/2011	50950	0:12:00	00:08.55	00:00:00	\$0.00	\$0.00
Suburban 12	4/21/2011	50953	0:18:00	00:13.50	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/23/2011	51790	0:12:00	00:09.42	00:00:00	\$0.00	\$0.00
Urban Southeast 8	4/23/2011	51877	0:12:00	00:11.30	00:00:00	\$0.00	\$0.00
Urban Southwest 8	4/29/2011	54644	0:12:00	00:12.01	00:00:00	\$0.00	\$0.00
Multiple Responses to Incident (1)							
Frontier 35	4/30/2011	55181	0:45:00	00:35.45	00:00:00	\$0.00	\$0.00
Poor Road Conditions (2)							
Urban North 8	4/3/2011	42030	0:12:00	00:20.44	00:00.44	\$27.00	\$0.00
Urban Southeast 8	4/27/2011	53356	0:12:00	00:10.50	00:00:00	\$0.00	\$0.00
Total						\$27.00	\$0.00



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

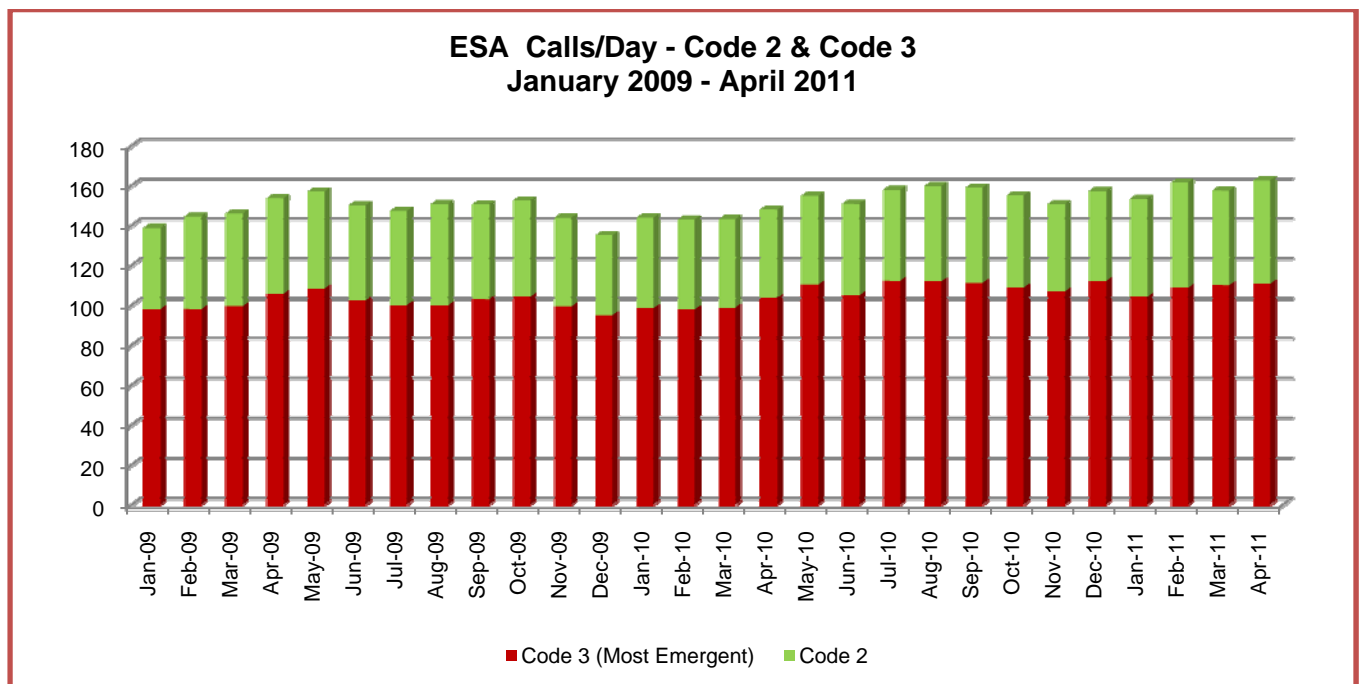
Zone	March 2011			April 2011			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	743	83	88.83%	703	55	92.18%	90.00%
Urban Southeast 8	704	53	92.47%	669	44	93.42%	
Urban Southwest 8	848	54	93.63%	777	41	94.72%	
TOTAL	2295	190	91.72%	2149	140	93.49%	

J. **Code 2 Performance Summary**

Zone	March 2011			April 2011		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1119	212	81.05%	1222	255	79.13%
Suburban 12	313	44	85.94%	287	40	86.06%
Rural 20	25	0	100.00%	39	4	89.74%
Frontier 25	7	0	100.00%	2	0	100.00%
Frontier 35	2	0	100.00%	3	0	100.00%
Frontier 45	5	0	100.00%	0	0	N/A
TOTAL	1471	256	82.60%	1553	299	80.75%

K. **Calls vs. Transports (separated by Code 3/Code 2)–**

	Total Calls	Code 3 Calls	% of All Calls	Code 3 Transports	Code 3 Transport %	Code 2 Calls	% of All Calls	Code 2 Transports	Code 2 Transport %
March 2011	4,888	3,415	63.72%	2,340	68.52%	1,473	30.14%	1,008	68.43%
April 2011	4,883	3,328	68.15%	2,218	66.65%	1,555	31.85%	1,047	67.33%



L. Major Condition/Complaint Summary

March 2011 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	399	8.16%	242	7.23%	108	2.21%	44	1.31%
Breathing Problems	378	7.73%	293	8.75%	9	0.18%	5	0.15%
Chest Pain	308	6.30%	260	7.77%	11	0.23%	8	0.24%
Sick Person-Multiple Complaints	211	4.32%	185	5.53%	215	4.40%	178	5.32%
Psychiatric-Suicide Attempt	142	2.91%	110	3.29%	51	1.04%	44	1.31%
Convulsions-Seizures	133	2.72%	105	3.14%	60	1.23%	49	1.46%
Abdominal Pain	80	1.64%	71	2.12%	30	0.61%	29	0.87%
Stroke	80	1.64%	68	2.03%	6	0.12%	5	0.15%
Diabetic Problems	70	1.43%	29	0.87%	13	0.27%	6	0.18%
Heart Problems	54	1.10%	48	1.43%	2	0.04%	1	0.03%
Trans-Interfacility-Palliative	54	1.10%	53	1.58%	105	2.15%	105	3.14%
Allergies-Envenomations	34	0.70%	24	0.72%	3	0.06%	1	0.03%
Pregnancy	21	0.43%	19	0.57%	2	0.04%	2	0.06%
Headache	6	0.12%	5	0.15%	14	0.29%	13	0.39%
Back Pain	5	0.10%	5	0.15%	23	0.47%	21	0.63%
Total	1975	40.41%	1517	45.31%	652	13.34%	511	15.26%

March 2011 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	373	7.63%	172	5.14%	52	1.06%	29	0.87%
Overdose-Poisoning	295	6.04%	203	6.06%	90	1.84%	68	2.03%
Falls	269	5.50%	183	5.47%	123	2.52%	85	2.54%
Assault or Sexual Assault	132	2.70%	55	1.64%	24	0.49%	9	0.27%
Hemorrhage-Lacerations	122	2.50%	98	2.93%	13	0.27%	9	0.27%
Cardiac/Respiratory Arrest	69	1.41%	30	0.90%	0	0.00%	0	0.00%
Traumatic Injuries (NOS)	58	1.19%	39	1.16%	22	0.45%	17	0.51%
Carbon Monoxide-Hazmat	41	0.84%	2	0.06%	5	0.10%	0	0.00%
Choking	19	0.39%	7	0.21%	11	0.23%	5	0.15%
Gunshot/Stabbing	16	0.33%	9	0.27%	1	0.02%	0	0.00%
Animal Bites-Attacks	5	0.10%	1	0.03%	0	0.00%	0	0.00%
Eye Injuries	5	0.10%	4	0.12%	2	0.04%	0	0.00%
Burns-Scalds	4	0.08%	1	0.03%	3	0.06%	2	0.06%
Heat-Cold Exposure	1	0.02%	1	0.03%	2	0.04%	1	0.03%
Total	1409	28.83%	805	24.04%	348	7.12%	225	6.72%

March 2011 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	15	0.31%	12	0.36%	431	8.82%	268	8.00%
Medical-Call Box Alarm	11	0.23%	5	0.15%	2	0.04%	1	0.03%
Standby-Public Safety	4	0.08%	1	0.03%	33	0.68%	3	0.09%
Standby-Dedicated	1	0.02%	0	0.00%	6	0.12%	0	0.00%
Standby-Non Dedicated	0	0.00%	0	0.00%	1	0.02%	0	0.00%
Total	31	0.63%	18	0.54%	473	9.68%	272	8.12%

**April 2011
MEDICAL CALLS/TRANSPORTS**

	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	460	9.42%	290	8.88%	141	2.89%	69	2.11%
Breathing Problems	336	6.88%	251	7.69%	3	0.06%	1	0.03%
Chest Pain	286	5.86%	248	7.60%	17	0.35%	11	0.34%
Sick Person-Multiple Complaints	199	4.08%	163	4.99%	246	5.04%	201	6.16%
Convulsions-Seizures	141	2.89%	103	3.15%	63	1.29%	48	1.47%
Psychiatric-Suicide Attempt	141	2.89%	103	3.15%	69	1.41%	58	1.78%
Stroke	78	1.60%	66	2.02%	8	0.16%	7	0.21%
Abdominal Pain	70	1.43%	65	1.99%	30	0.61%	24	0.74%
Diabetic Problems	66	1.35%	26	0.80%	18	0.37%	11	0.34%
Heart Problems	54	1.11%	42	1.29%	6	0.12%	1	0.03%
Trans-Interfacility-Palliative	46	0.94%	45	1.38%	112	2.29%	111	3.40%
Allergies-Envenomations	34	0.70%	27	0.83%	5	0.10%	3	0.09%
Pregnancy	20	0.41%	19	0.58%	3	0.06%	3	0.09%
Headache	11	0.23%	7	0.21%	9	0.18%	8	0.25%
Back Pain	8	0.16%	7	0.21%	32	0.66%	31	0.95%
Ventilator	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Total	1950	39.93%	1462	44.78%	763	15.63%	588	18.01%

**April 2011
TRAUMA CALLS/TRANSPORTS**

	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	398	8.15%	167	5.11%	51	1.04%	27	0.83%
Overdose-Poisoning	262	5.37%	178	5.45%	71	1.45%	53	1.62%
Falls	247	5.06%	170	5.21%	112	2.29%	81	2.48%
Hemorrhage-Lacerations	109	2.23%	87	2.66%	12	0.25%	7	0.21%
Assault or Sexual Assault	105	2.15%	43	1.32%	24	0.49%	7	0.21%
Cardiac/Respiratory Arrest	71	1.45%	23	0.70%	3	0.06%	2	0.06%
Traumatic Injuries (NOS)	70	1.43%	42	1.29%	23	0.47%	16	0.49%
Carbon Monoxide-Hazmat	25	0.51%	2	0.06%	6	0.12%	0	0.00%
Gunshot/Stabbing	19	0.39%	8	0.25%	1	0.02%	1	0.03%
Choking	9	0.18%	4	0.12%	11	0.23%	1	0.03%
Animal Bites-Attacks	7	0.14%	3	0.09%	2	0.04%	1	0.03%
Burns-Scalds	3	0.06%	2	0.06%	0	0.00%	0	0.00%
Drowning/Diving Accidents	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Eye Injuries	1	0.02%	0	0.00%	4	0.08%	1	0.03%
Heat-Cold Exposure	1	0.02%	1	0.03%	0	0.00%	0	0.00%
Traumatic Injuries (NOS)	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Total	1329	27.22%	730	22.36%	320	6.55%	197	6.03%

**April 2011
OTHER CALLS/TRANSPORTS**

	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	30	0.61%	21	0.64%	429	8.79%	257	7.87%
Medical-Call Box Alarm	14	0.29%	4	0.12%	3	0.06%	1	0.03%
Standby-Public Safety	4	0.08%	1	0.03%	37	0.76%	1	0.03%
Standby-Non Dedicated	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Medical-Call Box Alarm	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Public-Unit Assist	0	0.00%	0	0.00%	2	0.04%	2	0.06%
Total	49	1.00%	26	0.80%	472	9.67%	262	8.02%

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

March 2011 — 41 calls were downgraded from Code 3 to Code 2.
 April 2011 — 40 calls were downgraded from Code 3 to Code 2.

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

In March 2011, dispatch was held on 44 Code 2 calls. In April 2011, dispatch was held on 58 Code 2 calls. Dispatch delays were a result of the Contractor’s decision to hold a Code 2 call and assign it to a closer unit when it became available, or to reassign a Code 2 call to another unit when the initial unit was closest to a higher priority call.

H. DETOX TRANSPORTS

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Aspen Pointe	911 Calls	Total
September	26	2	40	7	0	18	93
October	29	2	54	8	0	18	111
November	30	6	53	6	1	12	108
December	17	4	55	2	0	14	92
2009 Total	102	14	202	23	1	62	404
January	32	6	78	7	2	20	145
February	30	6	62	6	0	7	111
March	32	4	79	7	0	12	134
April	38	7	72	12	0	25	154
May	57	9	97	9	0	37	209
June	41	15	84	11	1	29	181
July	46	12	93	6	1	73	231
August	35	13	82	2	0	72	204
September	53	4	74	6	0	56	193
October	74	13	93	12	1	73	266
November	52	6	93	7	0	73	231
December	52	5	109	9	1	62	238
2010 Total	542	100	1016	94	6	539	2297
January	60	6	99	10	0	132	307
February	40	12	102	14	0	137	305
March	79	8	100	25	1	160	373
April	70	16	92	18	2	142	340
2010 YTD Total	249	42	393	67	3	571	1325

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION


 Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator



Community Relations Report Activities from April and May 2011

Donated Special Events/Community Education

- First Aid, 9 Health Fair, Remington College
- Spring Skills Review for “901”, St Francis Medical Center
- Sentimental Journey to “shadow” CSPD officers
- First Aid, March of Dimes Walk for Babies, America the Beautiful Park
- EMS/AMR information, Kidney Foundation event, University Village
- First Aid, SWAT training exercise, PPCC Centennial Campus
- EMS/ AMR information, Farm Day, Union Printers Home
- Sentimental Journey to brunch for Mother’s Day
- EMS/ AMR information, Mountainview Electric Health Fair
- Ambulance display, Touch a Truck event, Norris Penrose Center
- First Aid, Regional Law Enforcement Memorial, America the Beautiful
- First Aid, Guns and Hoses Charity Event, Sky Sox Stadium
- First Aid, Bike Safety Rodeo, Frontier Elementary
- First Aid, Reach Your Peak event, Colorado College
- CPR class, Heartsaver, Bethel Lutheran Church

**Mark your calendar: 19th Annual National EMS Memorial Service
June 25th, 1800, First Presbyterian Church.**

AMR actively participates in the following on an on-going basis

- Safe Kids Coalition
- Drive Smart Steering Committee
- Leadership Pikes Peak
- Colorado Springs Executives Association
- Pikes Peak Fire Fighters Association
- Pikes Peak Chief’s Forum