



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
Dan Molner, LCSW, Secretary
T. Wayne Florek, Treasurer
Chief Tommy Smith
Councilmember Randy Purvis
(Alternate) Councilmember Tom Gallagher

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
Mark Watkins
John Scorsine
Commissioner Sallie Clark
(Alternate) Commissioner Dennis Hisey

**EL PASO COUNTY EMERGENCY SERVICES AGENCY
BOARD MEETING AGENDA**

**Wednesday, December 1, 2010 – 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 OCTOBER 6, 2010

4. REGULAR BUSINESS

A. Agreement Compliance Report for September & October 2010 (Eileen Gonzalez)

B. Committee Reports

- Medical Control Committee (Dr. Jack Sharon)
- Compliance Committee (Chair Jim Reid)

C. AMR Community Relations Reports for October & November 2010 (Tawnya Silloway)

D. Treasurer's Reports for October & November 2010 (Treasurer T. Wayne Florek)

5. NEW BUSINESS

A. Third Quarter 2010 Grant Award Presentations (Chair Jim Reid)

B. Capitalization Policy (Treasurer T. Wayne Florek)

C. Insurance Renewal (Eileen Gonzalez)

D. 2010 ESA Financial Statement Audit Proposals (Eileen Gonzalez)

E. Severe Weather Plan Update (Eileen Gonzalez)

F. 2011 Meeting Schedule (Eileen Gonzalez)

G. 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 If consent to the executive session is not given, the item may be discussed in open session or withdrawn from consideration.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 November 29, 2010. 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
December 29, 2010	Contract Compliance Committee	12:00 PM	ESA offices, 2880 International Circle, Suite 110
December 29, 2010	Grant Committee	12:30 PM	ESA offices, 2880 International Circle, Suite 110
February 2, 2011	Medical Control Committee	1:30 PM	2880 International Circle, 2nd Floor Hearing Room
February 2, 2011	ESA Board Meeting	2:00 PM	2880 International Circle, 2nd Floor Hearing Room

ESA October Board Meeting

MINUTES OCTOBER 6, 2010 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, Jane Fredman, Dr. Marilyn Gifford, Mayor Jeri Howells, Dan Molner, Councilman Randy Purvis, John Scorsine, Dr. Jack Sharon, Chief Tommy Smith, Chief Carl Tatum, Mark Watkins
ABSENT	T. Wayne Florek

Agenda topics

1. CHANGES TO AGENDA/POSTPONEMENTS

DISCUSSION
None.

2. PUBLIC COMMENT

DISCUSSION
None.

3. APPROVAL OF THE MINUTES OF AUGUST 4, 2010

DISCUSSION	
None.	
MOTION	PERSON RESPONSIBLE
Motion to approve the minutes of the August 4, 2010 meeting.	Commissioner Sallie Clark
Second	Councilman Randy Purvis
Approved	Unanimous

4.A. AGREEMENT COMPLIANCE REPORT FOR JULY & AUGUST 2010

DISCUSSION
<p>Eileen Gonzalez presented the agreement compliance report for July & August 2010. She reported three incidences of contract Level 0 in July and two in August. The recommended assessments are \$7,358 for July and \$4,680 for August, for a total of \$12,038. There were 57 calls that exceeded the maximum response time for their zone in July, and 38 in August. Eileen called the Board's attention to four calls for which the contractor requested to be exempted from the assessment for the maximum exceptions, while still counting the calls as exceptions for the overall compliance calculations. Eileen noted that such exemptions are allowed under the contract. She also called the Board's attention to the inclusion of charts of the compliance data, which are included in this report for the first time. 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 7 calls, all to Black Forest Fire/Rescue, in July. The contractor referred 13 calls in August, 12 of which were referred to Black Forest Fire/Rescue; the remaining call was referred to Fountain Fire Department. The contractor requested that 31 calls be exempted from the data to determine compliance with performance standards for July, and 18 calls for August.</p> <p>Councilman Purvis requested the addition of a 3-month rolling average line to the chart illustrating the number of maximum exceptions, and asked for some clarification regarding detox transports. Dan Molner noted a typo regarding the August Level 0s. Chief Tatum asked Eileen to explore adding exemption request types to the chart illustrating the exemption requests.</p>

MOTION	PERSON RESPONSIBLE
Motion to approve the agreement compliance report for July & August 2010	Dr. Jack Sharon
Second	John Scorsine
Approved	Unanimous

4.B. COMMITTEE REPORTS

DISCUSSION
<p>Commander Reid noted that the Compliance Committee did not meet on June 30. At its meeting of July 28, it considered and closed 10 complaints and five compliments; on August 25, five complaints and one compliment; and on September 29, one complaint.</p> <p>Dr. Sharon reported that the Medical Control Committee met prior to the ESA Board meeting. He reported that the committee discussed a situation that occurred in August in which a patient was pronounced dead in the field and the ambulance staff had difficulty in determining where they could transport the body. He will discuss the matter with Dr. Bux and report back to the MCC at their next meeting. Dr. Gifford reported that they reviewed seven RSI cases and that there were three minor issues that were resolved appropriately. Dr. Sharon reported on their review of four patient complaints, three of which were closed with no further information needed; he asked CSFD personnel for some additional details on the fourth and the determination was made that it was resolved appropriately. He also noted that the MCC had reviewed the additional items to be presented as part of the price changes requested by the contractor for 2011, and did not have any concerns about those items from a medical perspective.</p>

4.C. AMR COMMUNITY RELATIONS REPORTS FOR AUGUST & SEPTEMBER 2010

DISCUSSION
Tawnya Silloway reported on AMR's community events for August and September. She discussed the recent Colorado First Responder Appreciation Day on September 27, and plans for the observation in 2011.

4.D. TREASURER'S REPORTS FOR AUGUST & SEPTEMBER 2010

DISCUSSION	
<p>Eileen Gonzalez presented the August & September financial reports. The August financial report includes three paychecks for the City (beginning to catch up from the past few months, when there have been only one paycheck in a couple of months due to the switch of ESA's finances from the City to the County); second quarter salary & benefits for the County; expenses for the 2009 audit; third quarter rent payment; and grant payments from the second quarter of 2010. The September report includes May/June compliance assessments and city salary & benefits expenses.</p>	
MOTION	PERSON RESPONSIBLE
Motion to approve the Treasurer's report for August & September 2010.	Commissioner Clark
Second	Dr. Marilyn Gifford
Approved	Unanimous

5.A. RESOLUTION REGARDING BALLOT INITIATIVES

DISCUSSION	
<p>Eileen presented a resolution regarding the ESA's need to prepare for the possible passage of Amendments 60 and 61 and Proposition 101. Commissioner Clark recapped the projected impacts of the passage of the ballot items on state and local governments.</p>	
MOTION	PERSON RESPONSIBLE
Motion to	Commissioner Clark
Second	Dr. Gifford
Approved	Unanimous

5.B. ANNUAL RATE INCREASE FOR CONTRACTOR

DISCUSSION	
<p>Eileen Gonzalez presented the contractor's request for an annual rate increase pursuant to Exhibit C of the contract of 5.8973% based on the CPI measures contained in the contract, to be effective on January 1, 2011. In addition, she presented the contractor's request for some changes to the price schedule to add new items, eliminate obsolete items, and implement exceptional increases to a small number of items. She noted that the Medical Control Committee had reviewed the changes and did not have any concerns.</p> <p>Commissioner Clark and Councilman Purvis requested and Ted Sayer provided some additional information relating to the cost elements that contributed to the contractor's request for a rate increase (i.e. fuel, personnel, medications and supplies) and how these rates compared to those of other jurisdictions.</p>	
MOTION	PERSON RESPONSIBLE
Motion to approve the contractor's request for an annual rate increase for presentation to the City Council and Board of County Commissioners.	John Scorsine
Second	Mayor Jeri Howells
Approved	Unanimous

5.C. SECOND QUARTER 2010 GRANT AWARD PRESENTATIONS

DISCUSSION
<p>Chair Reid presented the third quarter 2010 grant awards to the El Paso County Sheriff's Office Wildland Fire Crew, the Green Mountain Falls/Chipita Park Fire District; the Calhan Fire Protection District; and the Pikes Peak Firefighters Association (Fire Rehab).</p>

5.D. THIRD QUARTER 2010 GRANT AWARD RECOMMENDATIONS

DISCUSSION	
<p>At the Chair's request, Eileen Gonzalez presented the three grant applications for the third quarter.</p>	
MOTION	PERSON RESPONSIBLE
Motion to approve grant 1003-01 (El Paso County Search and Rescue) for \$5,000 or an amount equal to the best price available from the American Red Cross of the Pikes Peak Region, whichever is less; 1003-02 (Fountain Fire Department) for \$5,000; 1003-03 (Ellicott Fire Protection District) for \$5,000.	Commissioner Clark
Second	Dr. Gifford
Approved	Unanimous, with members Reid, Scorsine, and Howells abstaining.

5.E. CITY OF COLORADO SPRINGS CONTRACT BUSINESS ADMINISTRATOR CONTRACT

DISCUSSION	
<p>The ESA has had a contract with the City to provide an employee or employees to perform various business and contract administration services since 1999. The last contract went into effect in December 2007, was amended once and extended for one additional year, and expired on December 2009. The ESA has not had a contract in place during 2010, but the City has agreed to continue their current agreement with the ESA to provide the ESA Contract Business Administrator. The contract is similar to previous contracts. Highlights include:</p> <ul style="list-style-type: none"> • Term is for one year with two one-year extensions. • Updated job description is included in Attachment A. • Compensation has not changed from 2010 and is consistent with the 2011 budget that the ESA board approved. • Has been reviewed by the ESA's legal counsel, the Interim City Manager's office, and the City Attorney's office. • Will be submitted to City Council for their approval at their meeting on October 26. 	
MOTION	PERSON RESPONSIBLE
Motion to approve the contract for purchase of services, contract business administrator, for presentation to the City Council for approval.	Dr. Jack Sharon
Second	Mark Watkins
Approved	Unanimous

5.F. 2010 ESA FINANCIAL STATEMENT AUDIT REQUEST FOR PROPOSALS

DISCUSSION	
Eileen Gonzalez recommended that the ESA issue an informal request for proposals for financial statement audit services to perform the 2010 audit.	
MOTION	PERSON RESPONSIBLE
Motion to approve the issuance of an informal RFP for financial statement audit services for 2010.	Chief Carl Tatum
Second	Commissioner Clark
Approved	Unanimous

5.G. BOARD MEMBER/STAFF COMMENTS

DISCUSSION
Mark Watkins expressed concerns about the impact of the three ballot initiatives on the ESA's expectations of the contractor's performance in light of the contractor's request for a rate increase. Commissioner Clark noted that the American Heart Association's "Go Red for Women" event to raise awareness of heart health would be observed on October 27.

7. ADJOURNMENT

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

MEETING ADJOURNED AT 3:33 p.m.



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
Dan Molner, LCSW, Secretary
T. Wayne Florek, Treasurer
Chief Tommy Smith
Councilmember Randy Purvis
(Alternate) Councilmember Tom Gallagher

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
Mark Watkins, EMT-P
John Scorsine
Commissioner Sallie Clark
(Alternate) Commissioner Dennis Hisey

**ESA Performance & Compliance Report
September & October 2010**

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 September and October 2010.

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 either September or October. The total recommended assessment for September and October 2010 is \$10,004.00.

Potential & Recommended Assessment Summary				
Performance Standard	September 2010		October 2010	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$3,822.00	\$3,822.00	\$3,536.00	\$3,536.00
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	\$2,646.00	\$2,646.00	\$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	\$858.00	\$0.00	\$130.00	\$0.00
TOTAL:	\$7,326.00	\$6,468.00	\$3,666.00	\$3,536.00

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.)

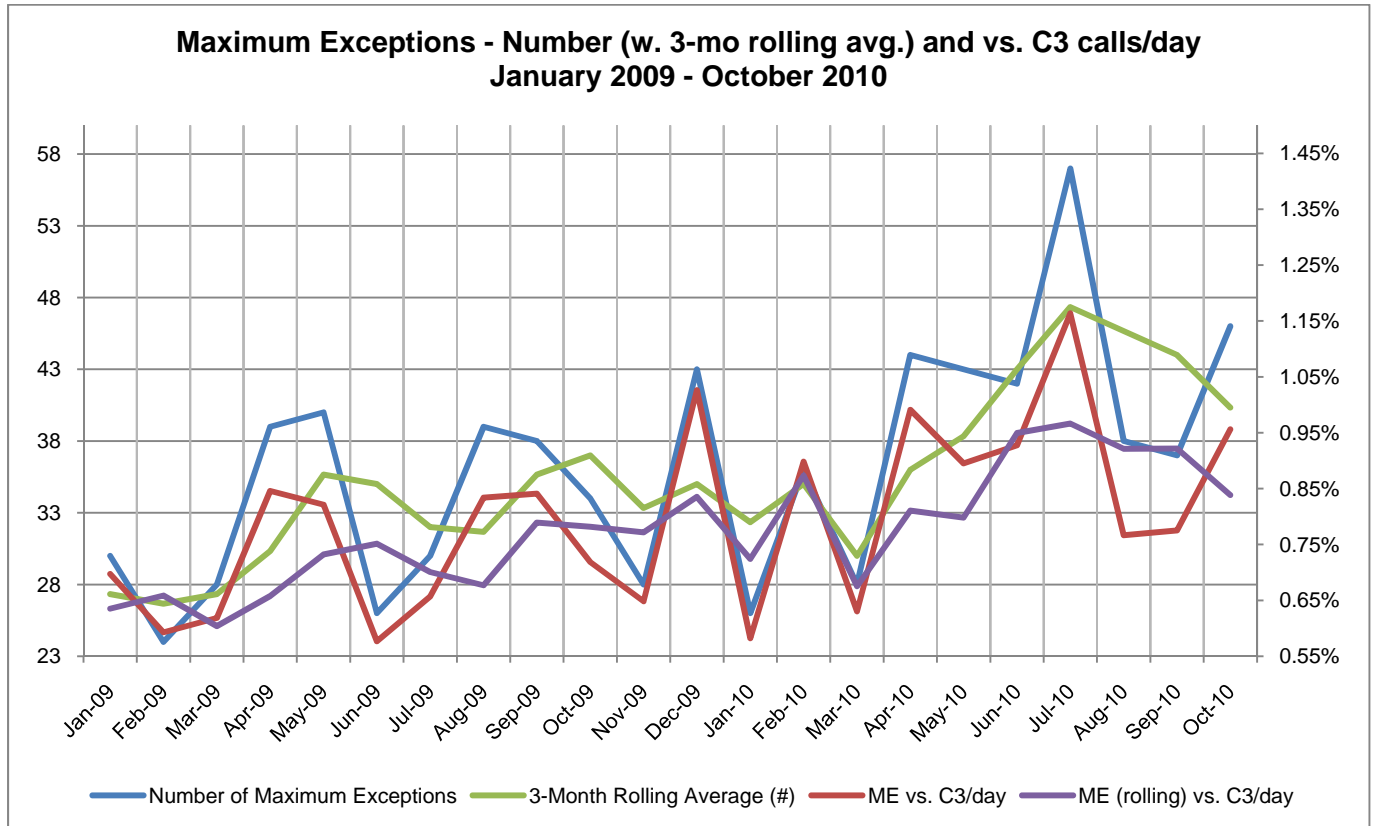
For September 2010, there were 37 calls that exceeded the Maximum Response Time for their Zone, 35 (94.6%) of which were located within the City of Colorado Springs. The remaining calls (5.4%) were located in Manitou Springs. For October 2010, there were 46 calls that exceeded the Maximum Response Time for their Zone, 44 (95.7%) were located within the City of Colorado Springs. The remaining two calls (4.3%) were located in El Paso County.

September 2010 (37)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	09/05/2010	111472	0:18:00	0:28:27	0:10:27	\$286.00	\$286.00
Suburban 12	09/07/2010	112020	0:18:00	0:22:02	0:04:02	\$130.00	\$130.00
Suburban 12	09/11/2010	114042	0:18:00	0:19:30	0:01:30	\$52.00	\$52.00
Total Suburban 12	3 (8.1%)						
Urban Southeast 8	09/02/2010	110154	0:12:00	0:13:15	0:01:15	\$52.00	\$52.00
Urban Southeast 8	09/03/2010	110532	0:12:00	0:16:30	0:04:30	\$130.00	\$130.00
Urban North 8	09/04/2010	110787	0:12:00	0:12:20	0:00:20	\$26.00	\$26.00
Urban North 8	09/04/2010	111141	0:12:00	0:17:45	0:05:45	\$156.00	\$156.00
Urban North 8	09/05/2010	111478	0:12:00	0:19:16	0:07:16	\$208.00	\$208.00
Urban Southeast 8	09/05/2010	111506	0:12:00	0:21:15	0:09:15	\$260.00	\$260.00
Urban Southwest 8	09/06/2010	111601	0:12:00	0:12:04	0:00:04	\$26.00	\$26.00
Urban North 8	09/08/2010	112488	0:12:00	0:13:09	0:01:09	\$52.00	\$52.00
Urban North 8	09/08/2010	112860	0:12:00	0:19:08	0:07:08	\$208.00	\$208.00
Urban Southwest 8	09/09/2010	113237	0:12:00	0:24:57	0:12:57	\$338.00	\$338.00
Urban Southwest 8	09/09/2010	113321	0:12:00	0:13:21	0:01:21	\$52.00	\$52.00
Urban Southwest 8	09/10/2010	113762	0:12:00	0:14:13	0:02:13	\$78.00	\$78.00
Urban Southwest 8	09/10/2010	113772	0:12:00	0:14:16	0:02:16	\$78.00	\$78.00
Urban Southwest 8	09/11/2010	113950	0:12:00	0:12:22	0:00:22	\$26.00	\$26.00
Urban Southeast 8	09/11/2010	114093	0:12:00	0:13:43	0:01:43	\$52.00	\$52.00
Urban North 8	09/11/2010	114129	0:12:00	0:12:20	0:00:20	\$26.00	\$26.00
Urban Southeast 8	09/12/2010	114302	0:12:00	0:15:00	0:03:00	\$78.00	\$78.00
Urban Southwest 8	09/13/2010	115002	0:12:00	0:15:00	0:03:00	\$78.00	\$78.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southwest 8	09/13/2010	115017	0:12:00	0:13:44	0:01:44	\$52.00	\$52.00
Urban Southeast 8	09/14/2010	115227	0:12:00	0:15:22	0:03:22	\$104.00	\$104.00
Urban North 8	09/16/2010	116471	0:12:00	0:12:23	0:00:23	\$26.00	\$26.00
Urban Southwest 8	09/17/2010	116914	0:12:00	0:21:17	0:09:17	\$260.00	\$260.00
Urban Southeast 8	09/17/2010	116927	0:12:00	0:23:21	0:11:21	\$312.00	\$312.00
Urban Southwest 8	09/17/2010	116929	0:12:00	0:13:07	0:01:07	\$52.00	\$52.00
Urban Southwest 8	09/17/2010	116965	0:12:00	0:12:31	0:00:31	\$26.00	\$26.00
Urban North 8	09/18/2010	117209	0:12:00	0:12:17	0:00:17	\$26.00	\$26.00
Urban North 8	09/19/2010	117427	0:12:00	0:15:56	0:03:56	\$104.00	\$104.00
Urban Southwest 8	09/19/2010	117656	0:12:00	0:14:29	0:02:29	\$78.00	\$78.00
Urban North 8	09/19/2010	117751	0:12:00	0:12:39	0:00:39	\$26.00	\$26.00
Urban Southeast 8	09/20/2010	117845	0:12:00	0:12:13	0:00:13	\$26.00	\$26.00
Urban North 8	09/20/2010	117862	0:12:00	0:13:19	0:01:19	\$52.00	\$52.00
Urban North 8	09/21/2010	118300	0:12:00	0:12:07	0:00:07	\$26.00	\$26.00
Urban Southwest 8	09/26/2010	120534	0:12:00	0:19:18	0:07:18	\$208.00	\$208.00
Urban North 8	09/26/2010	120665	0:12:00	0:13:26	0:01:26	\$52.00	\$52.00
Total Urban 8	34 (91.9%)						
Assessments						\$3,822.00	\$3,822.00

October 2010 (46)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Rural 20	10/04/2010	123731	0:30:00	0:44:44	0:14:44	\$390.00	\$390.00
Total Rural 20	1 (2.2%)						
Suburban 12	10/05/2010	124232	0:18:00	0:20:44	0:02:44	\$78.00	\$78.00
Suburban 12	10/08/2010	125782	0:18:00	0:20:33	0:02:33	\$78.00	\$78.00
Suburban 12	10/14/2010	128181	0:18:00	0:22:04	0:04:04	\$130.00	\$130.00
Suburban 12	10/21/2010	131009	0:18:00	0:20:34	0:02:34	\$78.00	\$78.00
Suburban 12	10/29/2010	134601	0:18:00	0:18:14	0:00:14	\$26.00	\$26.00
Total Suburban 12	4 (10.9%)						
Urban Southeast 8	10/04/2010	123990	0:12:00	0:14:07	0:02:07	\$78.00	\$78.00
Urban Southwest 8	10/04/2010	124012	0:12:00	0:13:04	0:01:04	\$52.00	\$52.00
Urban Southeast 8	10/04/2010	124020	0:12:00	0:12:35	0:00:35	\$26.00	\$26.00
Urban Southeast 8	10/04/2010	124057	0:12:00	0:12:35	0:00:35	\$26.00	\$26.00
Urban North 8	10/04/2010	124124	0:12:00	0:14:24	0:02:24	\$78.00	\$78.00
Urban North 8	10/05/2010	124215	0:12:00	0:13:08	0:01:08	\$52.00	\$52.00
Urban Southeast 8	10/05/2010	124344	0:12:00	0:12:48	0:00:48	\$26.00	\$26.00
Urban North 8	10/05/2010	124370	0:12:00	0:12:57	0:00:57	\$26.00	\$26.00
Urban North 8	10/05/2010	124578	0:12:00	0:12:55	0:00:55	\$26.00	\$26.00
Urban North 8	10/07/2010	125071	0:12:00	0:13:36	0:01:36	\$52.00	\$52.00
Urban Southeast 8	10/07/2010	125380	0:12:00	0:15:42	0:03:42	\$104.00	\$104.00
Urban Southeast 8	10/08/2010	125497	0:12:00	0:12:06	0:00:06	\$26.00	\$26.00
Urban Southwest 8	10/08/2010	125725	0:12:00	0:12:39	0:00:39	\$26.00	\$26.00
Urban Southwest 8	10/08/2010	125778	0:12:00	0:15:27	0:03:27	\$104.00	\$104.00
Urban Southwest 8	10/08/2010	125780	0:12:00	0:17:01	0:05:01	\$156.00	\$156.00
Urban Southwest 8	10/08/2010	125789	0:12:00	0:12:57	0:00:57	\$26.00	\$26.00
Urban Southwest 8	10/08/2010	125791	0:12:00	0:15:07	0:03:07	\$104.00	\$104.00
Urban North 8	10/10/2010	126453	0:12:00	0:13:46	0:01:46	\$52.00	\$52.00
Urban Southeast 8	10/12/2010	127318	0:12:00	0:14:26	0:02:26	\$78.00	\$78.00
Urban North 8	10/15/2010	128718	0:12:00	0:12:06	0:00:06	\$26.00	\$26.00
Urban North 8	10/15/2010	128761	0:12:00	0:14:24	0:02:24	\$78.00	\$78.00
Urban Southeast 8	10/16/2010	128831	0:12:00	0:12:38	0:00:38	\$26.00	\$26.00
Urban Southeast 8	10/16/2010	128864	0:12:00	0:13:49	0:01:49	\$52.00	\$52.00
Urban Southwest 8	10/16/2010	129044	0:12:00	0:12:33	0:00:33	\$26.00	\$26.00
Urban North 8	10/17/2010	129540	0:12:00	0:14:06	0:02:06	\$78.00	\$78.00
Urban Southeast 8	10/18/2010	129816	0:12:00	0:13:45	0:01:45	\$52.00	\$52.00
Urban North 8	10/21/2010	131002	0:12:00	0:13:18	0:01:18	\$52.00	\$52.00
Urban North 8	10/21/2010	131005	0:12:00	0:13:18	0:01:18	\$52.00	\$52.00
Urban North 8	10/22/2010	131451	0:12:00	0:14:30	0:02:30	\$78.00	\$78.00
Urban Southwest 8	10/23/2010	132130	0:12:00	0:14:05	0:02:05	\$78.00	\$78.00
Urban Southwest 8	10/24/2010	132327	0:12:00	0:23:24	0:11:24	\$312.00	\$312.00
Urban Southwest 8	10/24/2010	132531	0:12:00	0:12:07	0:00:07	\$26.00	\$26.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southeast 8	10/24/2010	132628	0:12:00	0:16:53	0:04:53	\$130.00	\$130.00
Urban Southwest 8	10/25/2010	132701	0:12:00	0:15:24	0:03:24	\$104.00	\$104.00
Urban North 8	10/25/2010	132734	0:12:00	0:12:55	0:00:55	\$26.00	\$26.00
Urban North 8	10/25/2010	132893	0:12:00	0:13:38	0:01:38	\$52.00	\$52.00
Urban North 8	10/26/2010	133474	0:12:00	0:12:35	0:00:35	\$26.00	\$26.00
Urban Southeast 8	10/28/2010	134031	0:12:00	0:17:51	0:05:51	\$156.00	\$156.00
Urban North 8	10/30/2010	134995	0:12:00	0:18:50	0:06:50	\$182.00	\$182.00
Urban North 8	10/31/2010	135363	0:12:00	0:12:15	0:00:15	\$26.00	\$26.00
Total Urban 8	40 (87.0%)						
Assessments						\$3,536.00	\$3,536.00



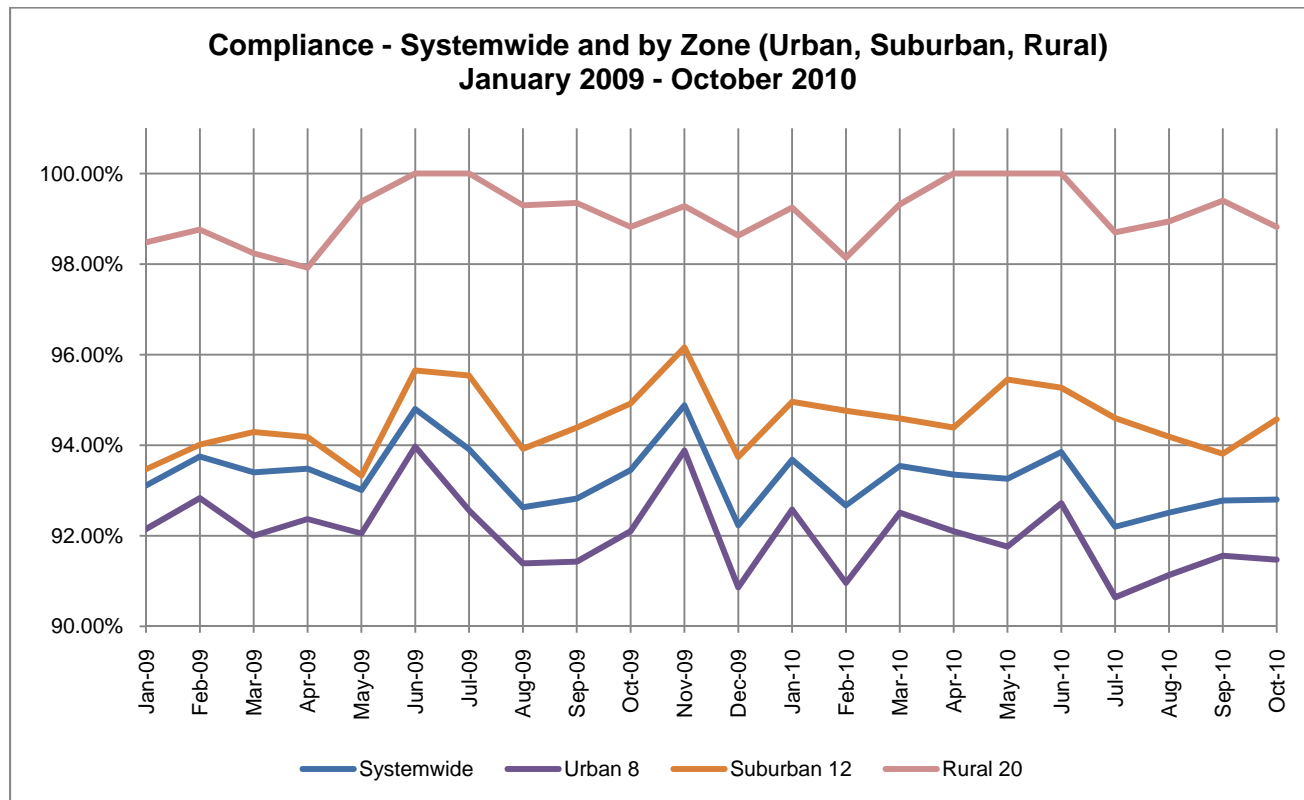
B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones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

Zone	September 2010			October 2010		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2167	183	91.56%	2274	194	91.47%
Suburban 12	889	55	98.31%	810	44	94.57%
Rural 20	166	1	99.40%	170	2	98.82%
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 2010 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	September 2010	October 2010
# of Code 3 Calls	3,338	3,376
# Exceeding Minimum Response Time	241	243
System-wide Compliance %	92.78%	92.80%



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

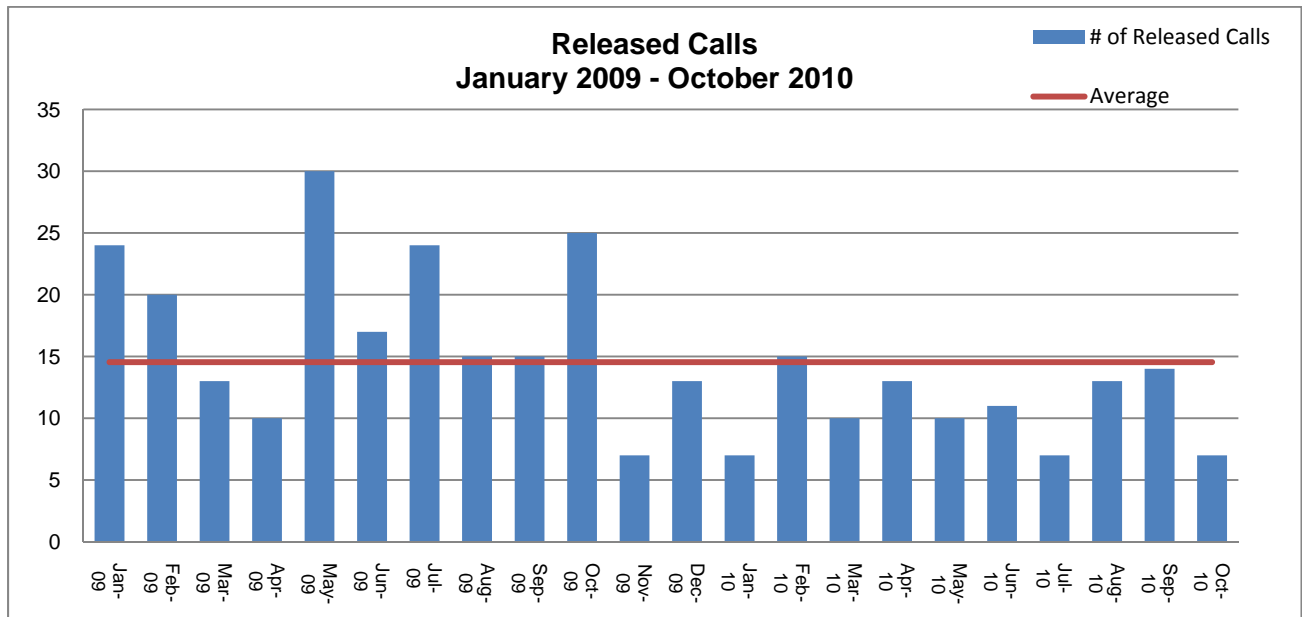
The contractor referred 14 calls in September 2010, all but two of which were referred to Black Forest Fire/Rescue. On September 17, 2010, the remaining two calls were referred to the Colorado Springs Fire Department (CSFD), which does not have a response agreement with the contractor approved by the ESA, and is thus considered to be an unapproved responder. The circumstances of the calls do not indicate that there was a mass casualty situation, but rather that the contractor was experiencing a high volume of calls and dispatch staff chose to request the assistance of the CSFD’s Squad 7 to transport patients to the hospital. The contractor has since issued a directive to its staff to cease referring calls to CSFD. The two calls in question are included in the release call table below and are highlighted in red.

The contractor referred 7 calls in October 2010, 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 September or October 2010 where a released call exceeded the maximum response time for the zone.

September 2010 (14)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Suburban 12	112831	09/08/2010	Black Forest Fire/Rescue	0:09:06	\$0.00
Suburban 12	114950	09/13/2010	Black Forest Fire/Rescue	0:07:52	\$0.00
Suburban 12	115069	09/13/2010	Black Forest Fire/Rescue	0:11:07	\$0.00
Rural 20	115236	09/14/2010	Black Forest Fire/Rescue	0:02:59	\$0.00
Frontier 25	115485	09/14/2010	Black Forest Fire/Rescue	0:07:31	\$0.00
Rural 20	115524	09/14/2010	Black Forest Fire/Rescue	0:10:21	\$0.00
Frontier 25	116424	09/16/2010	Black Forest Fire/Rescue	0:01:29	\$0.00
Rural 20	116437	09/16/2010	Black Forest Fire/Rescue	0:03:27	\$0.00
Rural 20	116933	09/17/2010	Black Forest Fire/Rescue	0:14:17	\$0.00
Urban Southeast 8	116941	09/17/2010	Colorado Springs Fire Department	0:04:41	\$1,323.00
Urban North 8	116951	09/17/2010	Colorado Springs Fire Department	0:00:24	\$1,323.00
Rural 20	117128	09/18/2010	Black Forest Fire/Rescue	0:09:25	\$0.00
Rural 20	120337	09/25/2010	Black Forest Fire/Rescue	0:02:10	\$0.00
September 2010 - Recommended Assessment					\$2,646.00

October 2010 (7)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	124046	10/04/2010	Black Forest Fire/Rescue	0:02:56	\$0.00
Rural 20	125353	10/07/2010	Black Forest Fire/Rescue	0:12:03	\$0.00
Rural 20	126503	10/10/2010	Black Forest Fire/Rescue	0:18:42	\$0.00
Rural 20	132277	10/24/2010	Black Forest Fire/Rescue	0:10:33	\$0.00
Rural 20	132395	10/24/2010	Black Forest Fire/Rescue	0:09:35	\$0.00
Rural 20	134085	10/28/2010	Black Forest Fire/Rescue	0:06:22	\$0.00
Frontier 25	134920	10/29/2010	Black Forest Fire/Rescue	0:25:00	\$0.00
October 2010 - 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.

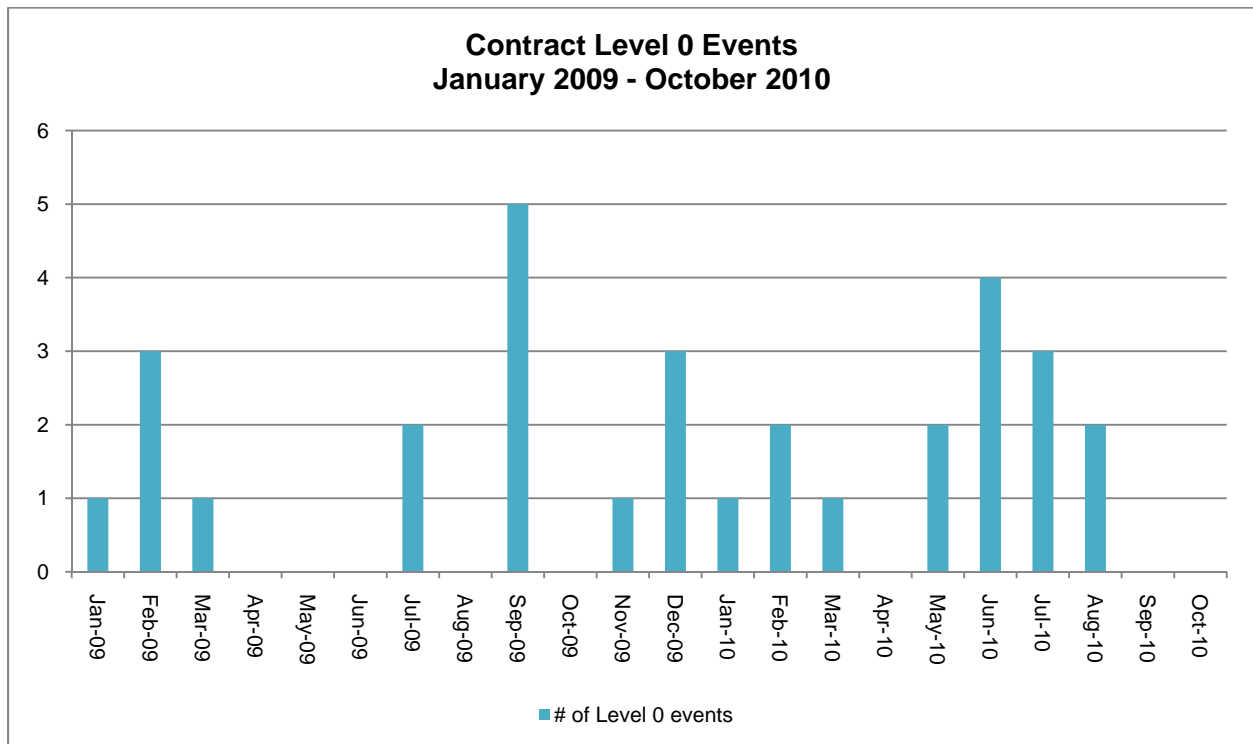
Contractor Level 0 (F.4.D.) – Under the current ground emergency ambulance service contract, Contractor Level 0 is defined as:

- 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.

During September and October 2010, there were no occurrences of Contractor Level 0 as defined in the contract.



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.)

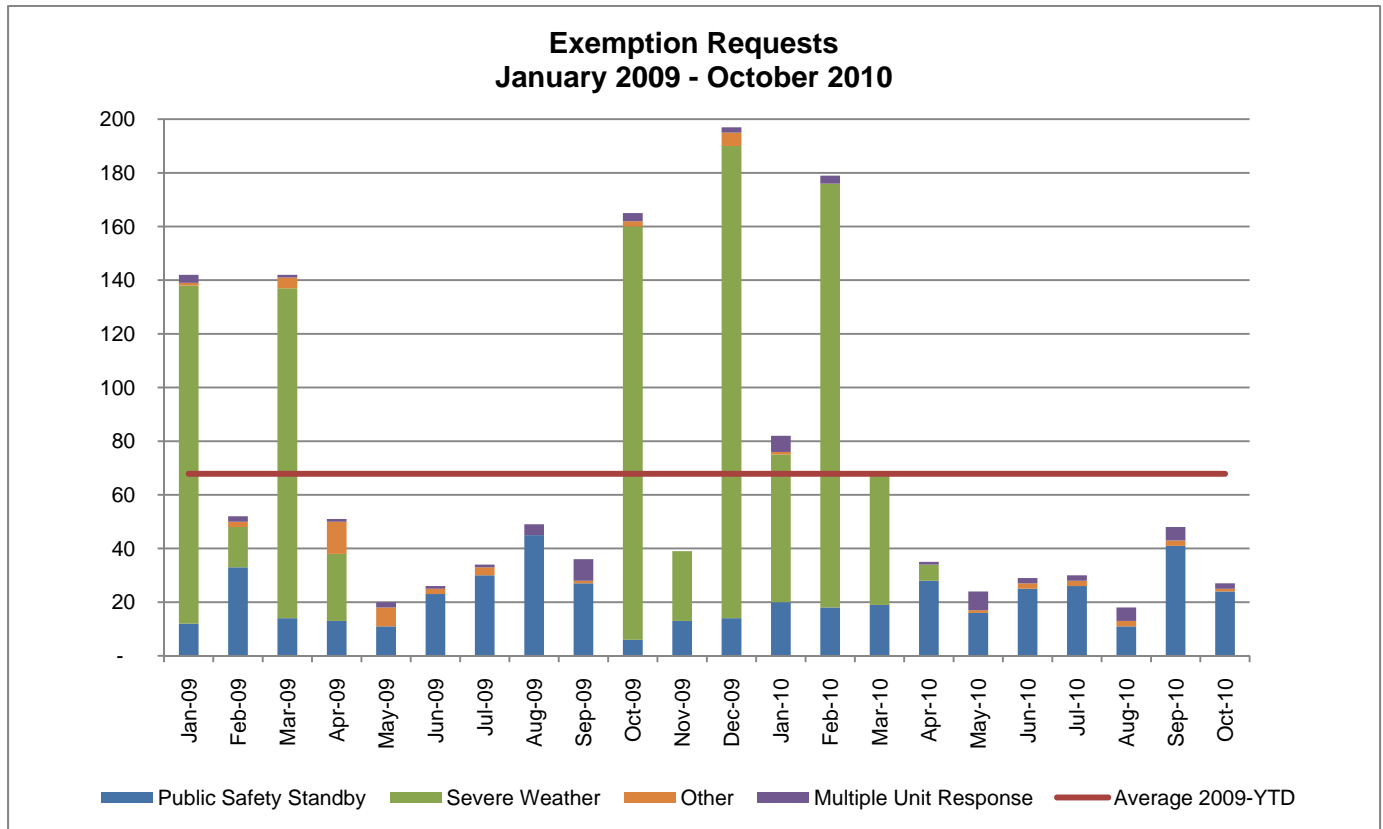
For the month of September 2010, the Contractor has requested that 48 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of October 2010, the Contractor has requested that 27 Code 3 calls be exempted. The ESA must determine 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.

September 2010 Exempted Calls (48)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (41)							
Urban North 8	9/3/2010	110236	0:12:00	00:16.55	0:04:55	\$130.00	\$130.00
Urban North 8	9/3/2010	110282	0:12:00	00:10.48	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/3/2010	110290	0:12:00	00:10.16	0:00:00	\$0.00	\$0.00
Urban North 8	9/3/2010	110292	0:12:00	00:11.32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/3/2010	110332	0:12:00	00:08.54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/3/2010	110333	0:12:00	00:09.29	0:00:00	\$0.00	\$0.00
Urban North 8	9/3/2010	110339	0:12:00	00:14.27	0:02:27	\$78.00	\$78.00
Urban North 8	9/3/2010	110342	0:12:00	00:19.19	0:07:19	\$234.00	\$234.00
Suburban 12	9/3/2010	110380	0:18:00	00:14.10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/3/2010	110385	0:12:00	00:09.55	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/3/2010	110388	0:12:00	00:10.16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/4/2010	110872	0:12:00	00:12.27	0:00:27	\$26.00	\$26.00
Urban Southeast 8	9/7/2010	112125	0:12:00	00:09.27	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/7/2010	112136	0:12:00	00:08.39	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/16/2010	116369	0:12:00	00:09.33	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/16/2010	116378	0:12:00	00:11.37	0:00:00	\$0.00	\$0.00
Urban North 8	9/16/2010	116394	0:12:00	00:09.38	0:00:00	\$0.00	\$0.00
Suburban 12	9/16/2010	116396	0:18:00	00:12.15	0:00:00	\$0.00	\$0.00
Suburban 12	9/16/2010	116430	0:18:00	00:12.48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/16/2010	116433	0:12:00	00:11.16	0:00:00	\$0.00	\$0.00
Urban North 8	9/18/2010	117318	0:12:00	00:09.41	0:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southeast 8	9/19/2010	117587	0:12:00	00:09.58	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/20/2010	117982	0:12:00	00:15.24	0:03:24	\$104.00	\$104.00
Urban Southwest 8	9/20/2010	117984	0:12:00	00:16.31	0:04:31	\$130.00	\$130.00
Suburban 12	9/20/2010	117988	0:18:00	00:15.02	0:00:00	\$0.00	\$0.00
Urban North 8	9/20/2010	117994	0:12:00	00:08.23	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/20/2010	118011	0:12:00	00:08.06	0:00:00	\$0.00	\$0.00
Urban North 8	9/23/2010	119231	0:12:00	00:08.09	0:00:00	\$0.00	\$0.00
Suburban 12	9/23/2010	119236	0:18:00	00:12.32	0:00:00	\$0.00	\$0.00
Suburban 12	9/23/2010	119237	0:18:00	00:13.32	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/23/2010	119257	0:12:00	00:08.06	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/23/2010	119322	0:12:00	00:08.08	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/23/2010	119328	0:12:00	00:08.10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/23/2010	119337	0:12:00	00:08.46	0:00:00	\$0.00	\$0.00
Frontier 35	9/23/2010	119392	0:45:00	00:36.32	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/24/2010	119664	0:12:00	00:09.30	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/24/2010	119956	0:12:00	00:13.50	0:01:50	\$52.00	\$52.00
Urban North 8	9/24/2010	119959	0:12:00	00:10.27	0:00:00	\$0.00	\$0.00
Urban North 8	9/28/2010	121501	0:12:00	00:14.54	0:02:54	\$78.00	\$78.00
Urban North 8	9/28/2010	121504	0:12:00	00:08.37	0:00:00	\$0.00	\$0.00
Urban Southwest 8	9/29/2010	122075	0:12:00	00:08.08	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident (5)							
Suburban 12	9/7/2010	112115	0:18:00	00:14.19	0:00:00	\$0.00	\$0.00
Suburban 12	9/10/2010	113767	0:18:00	00:12.58	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/15/2010	115864	0:12:00	00:10.29	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/25/2010	120358	0:12:00	00:11.31	0:00:00	\$0.00	\$0.00
Urban Southeast 8	9/25/2010	120361	0:12:00	00:12.19	0:00:19	\$26.00	\$26.00
Mass Casualty Incident (1)							
Urban Southwest 8	9/14/2010	115550	0:12:00	00:10.46	0:00:00	\$0.00	\$0.00
Restricted Patient Access (1)							
Urban North 8	9/11/2010	114052	0:12:00	00:09.02	0:00:00	\$0.00	\$0.00
Total						\$858.00	\$0.00

October 2010 Exempted Calls (27)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (24)							
Urban Southwest 8	10/1/2010	122859	0:12:00	00:10.16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/1/2010	122861	0:12:00	00:08.03	0:00:00	\$0.00	\$0.00
Urban North 8	10/4/2010	124117	0:12:00	00:11.24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/4/2010	124120	0:12:00	00:08.16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/7/2010	125390	0:12:00	00:09.21	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/8/2010	125687	0:12:00	00:10.56	0:00:00	\$0.00	\$0.00
Urban North 8	10/9/2010	125872	0:12:00	00:09.39	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/10/2010	126353	0:12:00	00:08.27	0:00:00	\$0.00	\$0.00
Urban North 8	10/10/2010	126358	0:12:00	00:08.45	0:00:00	\$0.00	\$0.00
Suburban 12	10/13/2010	127860	0:18:00	00:12.22	0:00:00	\$0.00	\$0.00
Urban North 8	10/15/2010	128688	0:12:00	00:09.05	0:00:00	\$0.00	\$0.00
Frontier 35	10/20/2010	130564	0:45:00	00:39.05	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/21/2010	131335	0:12:00	00:08.01	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/24/2010	132271	0:12:00	00:09.44	0:00:00	\$0.00	\$0.00
Urban North 8	10/24/2010	132274	0:12:00	00:11.11	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/24/2010	132594	0:12:00	00:09.53	0:00:00	\$0.00	\$0.00
Urban North 8	10/27/2010	133873	0:12:00	00:08.04	0:00:00	\$0.00	\$0.00
Urban North 8	10/27/2010	133952	0:12:00	00:08.11	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/27/2010	133958	0:12:00	00:09.16	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/27/2010	133980	0:12:00	00:12.35	00:00.35	\$26.00	\$26.00
Urban Southeast 8	10/27/2010	133981	0:12:00	00:09.01	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/29/2010	134809	0:12:00	00:08.43	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/30/2010	135069	0:12:00	00:09.15	0:00:00	\$0.00	\$0.00
Suburban 12	10/30/2010	135172	0:18:00	00:13.28	0:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Multiple Responses to Incident (2)							
Urban North 8	10/5/2010	124237	0:12:00	00:09.25	0:00:00	\$0.00	\$0.00
Suburban 12	10/6/2010	124652	0:18:00	00:12.42	0:00:00	\$0.00	\$0.00
Restricted Patient Access (1)							
Urban Southeast 8	10/29/2010	134857	0:12:00	00:15.03	00:03.03	\$104.00	\$0.00
Total						\$130.00	\$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 is reported for informational purposes only. Under the current contract, a performance standard for individual Urban sub-zones has not been established.

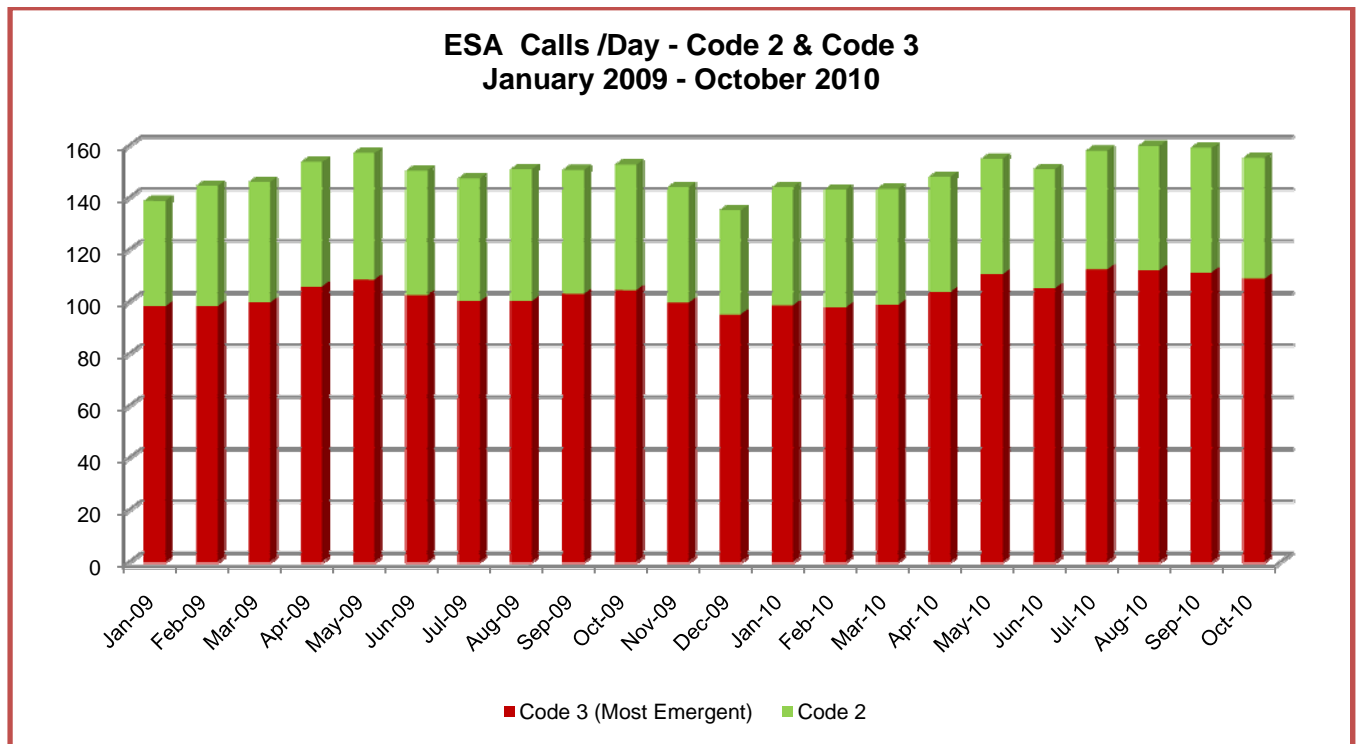
Zone	September 2010			October 2010			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	706	75	89.38%	747	82	89.02%	90.00%
Urban Southeast 8	714	49	93.14%	751	57	92.41%	
Urban Southwest 8	747	59	92.10%	776	55	92.91%	
TOTAL	2167	183	91.56%	2274	194	91.47%	

J. Code 2 Performance Summary

Zone	September 2010			October 2010		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1084	223	79.43%	1113	242	78.26%
Suburban 12	290	52	82.07%	265	27	89.81%
Rural 20	33	0	100.00%	25	0	100.00%
Frontier 25	22	0	100.00%	22	0	100.00%
Frontier 35	6	0	100.00%	6	0	100.00%
Frontier 45	0	0	N/A	3	0	100.00%
TOTAL	1435	275	80.84%	1434	269	81.24%

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 %
September 2010	4773	3338	66.9%	2209	66.2%	1435	30.1%	987	68.8%
October 2010	4811	3376	70.2%	2239	66.3%	1435	29.8%	981	68.4%



L. Major Condition/Complaint Summary

September 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	491	10.29%	275	8.60%	117	2.45%	71	2.22%
Breathing Problems	304	6.37%	240	7.51%	11	0.23%	8	0.25%
Chest Pain	215	4.50%	179	5.60%	14	0.29%	9	0.28%
Sick Person-Multiple Complaints	186	3.90%	148	4.63%	212	4.44%	173	5.41%
Convulsions-Seizures	148	3.10%	116	3.63%	60	1.26%	46	1.44%
Psychiatric-Suicide Attempt	114	2.39%	88	2.75%	64	1.34%	50	1.56%
Abdominal Pain	76	1.59%	73	2.28%	37	0.78%	34	1.06%
Stroke	67	1.40%	52	1.63%	0	0.00%	0	0.00%
Diabetic Problems	62	1.30%	26	0.81%	10	0.21%	5	0.16%
Heart Problems	59	1.24%	45	1.41%	8	0.17%	5	0.16%
Allergies-Envenomations	37	0.78%	20	0.63%	9	0.19%	6	0.19%
Trans-Interfacility-Palliative	30	0.63%	30	0.94%	69	1.45%	65	2.03%
Pregnancy	21	0.44%	20	0.63%	0	0.00%	0	0.00%
Headache	7	0.15%	6	0.19%	22	0.46%	16	0.50%
Back Pain	2	0.04%	2	0.06%	40	0.84%	37	1.16%
Total	1819	38.11%	1320	41.30%	673	14.10%	525	16.43%

September 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	484	10.14%	238	7.45%	71	1.49%	53	1.66%
Falls	276	5.78%	203	6.35%	111	2.33%	87	2.72%
Overdose-Poisoning	187	3.92%	127	3.97%	19	0.40%	16	0.50%
Assault or Sexual Assault	161	3.37%	60	1.88%	17	0.36%	6	0.19%
Hemorrhage-Lacerations	107	2.24%	82	2.57%	17	0.36%	11	0.34%
Traumatic Injuries (NOS)	87	1.82%	64	2.00%	36	0.75%	23	0.72%
Cardiac/Respiratory Arrest	55	1.15%	24	0.75%	1	0.02%	0	0.00%
Choking	31	0.65%	24	0.75%	5	0.10%	0	0.00%
Carbon Monoxide-Hazmat	25	0.52%	5	0.16%	5	0.10%	1	0.03%
Gunshot/Stabbing	12	0.25%	6	0.19%	0	0.00%	0	0.00%
Animal Bites-Attacks	9	0.19%	1	0.03%	3	0.06%	1	0.03%
Burns-Scalds	5	0.10%	4	0.13%	0	0.00%	0	0.00%
Electrocution/Lightning	2	0.04%	2	0.06%	0	0.00%	0	0.00%
Eye Injuries	2	0.04%	2	0.06%	3	0.06%	3	0.09%
Heat-Cold Exposure	2	0.04%	1	0.03%	1	0.02%	1	0.03%
Drowning/Diving Accidents	1	0.02%	1	0.03%	0	0.00%	0	0.00%
Total	1446	30.30%	844	26.41%	289	6.05%	202	6.32%

September 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	60	1.26%	43	1.35%	432	9.05%	254	7.95%
Medical-Call Box Alarm	8	0.17%	1	0.03%	0	0.00%	0	0.00%
Standby-Public Safety	5	0.10%	1	0.03%	36	0.75%	5	0.16%
Standby-Dedicated	0	0.00%	0	0.00%	5	0.10%	1	0.03%
Total	73	1.53%	45	1.41%	473	9.91%	260	8.14%

October 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	497	10.33%	270	8.39%	82	1.70%	52	1.61%
Breathing Problems	344	7.15%	274	8.51%	16	0.33%	10	0.31%
Sick Person-Multiple Complaints	228	4.74%	190	5.90%	234	4.86%	185	5.75%
Chest Pain	207	4.30%	181	5.62%	16	0.33%	12	0.37%
Convulsions-Seizures	145	3.01%	116	3.60%	66	1.37%	45	1.40%
Psychiatric-Suicide Attempt	101	2.10%	73	2.27%	54	1.12%	45	1.40%
Diabetic Problems	75	1.56%	36	1.12%	15	0.31%	8	0.25%
Stroke	74	1.54%	63	1.96%	7	0.15%	6	0.19%
Abdominal Pain	71	1.48%	66	2.05%	36	0.75%	33	1.02%
Heart Problems	61	1.27%	44	1.37%	8	0.17%	4	0.12%
Allergies-Envenomations	40	0.83%	25	0.78%	6	0.12%	2	0.06%
Trans-Interfacility-Palliative	38	0.79%	35	1.09%	67	1.39%	66	2.05%
Pregnancy	33	0.69%	22	0.68%	3	0.06%	3	0.09%
Back Pain	10	0.21%	9	0.28%	40	0.83%	36	1.12%
Headache	4	0.08%	3	0.09%	18	0.37%	15	0.47%
Total	1928	40.07%	1407	43.70%	668	13.88%	522	16.21%

October 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	441	9.17%	199	6.18%	69	1.43%	49	1.52%
Falls	251	5.22%	173	5.37%	131	2.72%	92	2.86%
Overdose-Poisoning	175	3.64%	118	3.66%	30	0.62%	22	0.68%
Assault or Sexual Assault	160	3.33%	74	2.30%	8	0.17%	3	0.09%
Hemorrhage-Lacerations	98	2.04%	83	2.58%	11	0.23%	4	0.12%
Traumatic Injuries (NOS)	81	1.68%	58	1.80%	18	0.37%	12	0.37%
Cardiac/Respiratory Arrest	51	1.06%	24	0.75%	2	0.04%	1	0.03%
Choking	40	0.83%	30	0.93%	5	0.10%	1	0.03%
Carbon Monoxide-Hazmat	28	0.58%	1	0.03%	17	0.35%	1	0.03%
Gunshot/Stabbing	16	0.33%	6	0.19%	1	0.02%	1	0.03%
Burns-Scalds	7	0.15%	5	0.16%	2	0.04%	1	0.03%
Animal Bites-Attacks	6	0.12%	2	0.06%	2	0.04%	0	0.00%
Heat-Cold Exposure	3	0.06%	2	0.06%	0	0.00%	0	0.00%
Electrocution/Lightning	2	0.04%	1	0.03%	0	0.00%	0	0.00%
Eye Injuries	1	0.02%	0	0.00%	2	0.04%	0	0.00%
Total	1360	28.27%	776	24.10%	298	6.19%	187	5.81%

October 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	76	1.58%	53	1.65%	436	9.06%	270	8.39%
Medical-Call Box Alarm	8	0.17%	2	0.06%	1	0.02%	0	0.00%
Standby-Dedicated	3	0.06%	1	0.03%	6	0.12%	1	0.03%
Standby-Public Safety	1	0.02%	0	0.00%	26	0.54%	1	0.03%
Total	88	1.83%	56	1.74%	469	9.75%	272	8.45%

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

September 2010 — 32 calls were downgraded from Code 3 to Code 2.

October 2010 — 22 calls were downgraded from Code 3 to Code 2.

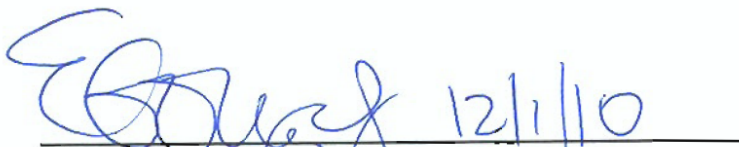
G. CODE 2 (EMERGENCY NON-LIFE THREAT) DISPATCH HOLDS / DELAYS

In September 2010, dispatch was held on 39 Code 2 calls. In October 2010, dispatch was held on 23 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
2010 Total	438	89	814	78	5	404	1828

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION


 Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator



Community Relations Report Activities from October and November 2010

Donated Medical Coverage

- Dental Clinic, first aid coverage, two days
- Peace Officers Memorial fund raiser walk/run
- St. Jude's Event, Chapel Hills Mall
- Turkey Trot, run for fun, Briargate YMCA

Donated Special Events/Community Education

- In Their Honor Air show, ambulance display (two days)
- Safety Month Display, Home Depot
- Ambulance Tour, Creative Play Center
- Drive Smart High School Safety Challenge, Coronado
- Ambulance Tour, Get Set Preschool
- Sentimental Journey, to see son

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

El Paso County Emergency Services Agency Asset Capitalization Policy

The following fixed asset policy has been derived based on Generally Accepted Accounting Principles (GAAP) and Government Accounting Standards Board (GASB) standards.

DEFINITIONS

Fixed Asset – A specific piece of real or personal property which is tangible in nature (possessing physical substance) and has an expected useful life longer than one year. Fixed assets may be acquired through outright purchase, construction, lease purchase agreements, installment purchase contracts, donations, or gifts.

Personal Property – Moveable fixed assets such as equipment, furniture, vehicles, machinery, or fixtures that are not attached to land, buildings or improvements.

Real Property – Land, land improvements, easement, building, building improvements, and improvements other than buildings. Fixtures attached to land, building, and improvements other than building in such a way that removal would alter the intended use of the facility.

Cost Acquisition Threshold – The value an individual asset has in order to be recorded as a fixed asset. The ESA capitalizes all infrastructure with a cost of \$500,000 or more and all other assets with a cost of \$5,000 or more (including all acquisition costs, including transportation, installation, and other costs associated with acquisition) with a useful life of one year or more. The ESA keeps additional records of assets that fall below the cost acquisition threshold for internal use.

Lots or groups of equipment or furniture that consist of multiple units of the same or similar product with a total value equal to or greater than \$5,000 and a useful life of more than one year may be capitalized.

DEPRECIATION

The ESA depreciates all fixed assets. Depreciation is computed on a straight-line basis over the life of the asset, which begins when an asset is purchased or completed.

DEPRECIABLE USEFUL LIVES

<u>Category</u>	<u>Useful Life (years)</u>
Buildings	40
Vehicles	5
Furniture and Fixtures	5
Computer equipment	5
Computer Software	3

Calculate and record depreciation for all depreciable capital assets using the straight-line method:

$$\text{Annual Depreciation} = (\text{Cost} - \text{Salvage Value}) / \text{Asset Useful Life}$$

DISPOSITIONS

An asset is disposed of when it no longer serves its intended purpose. This may result from technological advances, normal wear and tear, destruction, or theft. The ESA disposes of capitalized assets in one of three ways: sale, trade, and write-off.

Sale of an Asset – When an asset is sold, essentially the balance of the fixed asset account recorded by accounting will be reduced by the historic cost of the asset being sold and the related accumulated depreciation will be removed. The proceeds from the sale of the asset will be used in determining any gain or loss on the disposal of the fixed asset. No department may apply the revenue obtained from the sale of an old asset towards the purchase of a new asset unless formal budgetary authorization is obtained.

Trade of an Asset – Items which are traded against the purchase of a new asset requires the proper matching of the “trade-in allowance” to the new asset, as well as the removal of the traded item from the inventory records. To accomplish this, a photocopy of the Purchase Order for the new asset must be attached and submitted with the PDF involved.

Write-offs of Asset – If items are junked, parted-out, stolen, lost, or otherwise disposed of, the disposition must be reported. The PDF must include adequate information as to the reasons for requesting a “write-off” before the asset can be deleted from inventory.

When the accumulated depreciation equals the original cost, no further depreciation is accrued; however, both the balance of the capitalized cost and the accumulated depreciation remain on the books until the item is disposed. When the item is dismantled, demolished, sold, or otherwise disposed, the cost of the item and accumulated depreciation are removed from the ledger.

PHYSICAL INVENTORY

The ESA maintains an inventory of all its physical assets regardless of cost or expected useful life.



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
Dan Molner, LCSW, Secretary
T. Wayne Florek, Treasurer
Chief Tommy Smith
Councilmember Randy Purvis
(Alternate) Councilmember Tom Gallagher

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
Mark Watkins
John Scorsine
Commissioner Sallie Clark
(Alternate) Commissioner Dennis Hisey

October 22, 2010

Subject: Informal Request for Proposal (RFP) for 2010 Annual Financial Audit Services

The El Paso County Emergency Services Agency (ESA) requests proposals from interested individuals or firms to perform annual financial audit services. The selected firm will audit the ESA's 2010 financial statements, with an option to perform future year audits at the ESA's discretion. Details on the expectations are contained in this informal RFP.

Background:

The ESA was created by an intergovernmental agreement between the City of Colorado Springs and El Paso County to provide for ground emergency ambulance transport service in an exclusive service area that includes most of El Paso County. It does so through a five-year contract with American Medical Response of Colorado, Inc. that went into effect on January 1, 2009.

The ESA is governed by a 12-member appointed board that consists of elected officials, emergency medical services professionals, and citizens. It receives no tax revenues. Instead, the ESA's operating expenses are funded entirely by contract administration fees paid by the ESA's ground emergency ambulance contractor. The ESA also administers an EMS grant program that provides EMS training, equipment and supplies for EMS providers in El Paso County. Funding for the grant program come from assessments received from the contractor as liquidated damages for violations of response time and other performance standards included in the contract.

The ESA does not employ any staff directly; instead, it contracts with the City of Colorado Springs and El Paso County for employees to perform business administration and contract compliance services. The ESA's proposed 2011 budget is attached, and more information regarding the ESA can be found on its website at www.esaboard.org.

Scope of Work:

The scope of work that is included in this request for proposals is as follows:

- Conduct an annual financial audit pursuant to §5.5 of the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency.
- Deliver a written audit report that meets the requirements of the Local Government Audit Law (CRS §29-1-603).

Process:

The selection process for this contract will be conducted using a flexible and informal solicitation. The individual or firm will be selected by a small committee with representatives selected by the ESA Board of Directors.

If you choose to submit a proposal, you should do so in a thorough yet concise fashion. Proposals are to be prepared at your own expense. Your proposal should address, at a minimum, the following information:

- experience conducting financial audit services for local governments;
- price, including professional services and additional costs for travel, copies, or other variables; and
- estimated time requirements to conduct audit, based on information regarding the ESA's financial history.

If you or your firm is interested in responding to this invitation, please send your proposal to:

Eileen Gonzalez, Contract Business Administrator
El Paso County Emergency Services Agency
2880 International Circle, Suite L110
Colorado Springs, Colorado 80910
(719) 520-7654
egonzalez@springsgov.com

You may contact me to discuss this matter further and determine whether or not you wish to submit a proposal. After receiving proposals, the ESA may choose to have a meeting or conference call with a select number of proposers. The ESA then intends to select a firm or individual based on the ESA's best interest.

Please submit your proposal in a sealed envelope labeled “Annual Audit Services” to 2880 International Circle, Suite L110, Colorado Springs, CO 80910, Attention: Eileen Gonzalez. Proposals are due in our office no later than **November 19, 2010**, by the close of business. Please provide **four (4)** copies of your proposal.

Thank you for your interest in this project. I look forward to receiving your proposal.

Sincerely,



Eileen Lynch Gonzalez
Contract Business Administrator
Office (719) 520-7654
Cell (719) 310-2383
egonzalez@springsgov.com
www.esaboard.org

2011 BUDGET
EL PASO COUNTY EMERGENCY SERVICES AGENCY (ESA)

	2010 Budget	2011 Budget
<u>OPERATING REVENUES</u>		
Contract Administration (Per Agreement)		
ESA Administration	220,000	220,000
Operating Revenues Subtotal (Contract Administration)	220,000	220,000
Other Operational Revenue*		
Interest	5,159	4,500
Compliance Assessments (Allocated to Grants Fund)	43,295	40,000
Operating Revenues Subtotal (Other)	48,454	44,500
TOTAL OPERATING REVENUES (All Sources)	268,454	264,500
<u>OPERATING EXPENDITURES</u>		
Contract Administration (Per Agreement)		
City of Colorado Springs Business Administration	109,000	109,000
El Paso County Compliance Administration	53,197	51,000
Office Space	24,000	24,000
Legal Fees	20,000	20,000
Financial Audit / Accounting	6,500	7,000
Insurance	3,268	3,500
Office Expenses	3,000	3,000
Information Services	500	500
Staff Training / Skills Development	500	500
Operating Expenses Subtotal (Contractor Administration)	219,965	218,500
Other Operational Expenses*		
Grants (From Actual / Available Compliance Penalties Only)	48,454	44,500
Operating Expenses Subtotal (Other)	48,454	44,500
TOTAL OPERATING EXPENDITURES (All Sources)	268,419	263,000
<u>VARIANCE: REVENUES OVER EXPENDITURES</u> — <i>Surplus / (Deficit)</i>	35	1,500



Board of Directors

Commander Jim Reid, Chair
 Chief Carl Tatum, Vice-Chair
 Dan Molner, LCSW, Secretary
 T. Wayne Florek, Treasurer
 Chief Tommy Smith
 Councilmember Randy Purvis
 (Alternate) Councilmember Tom Gallagher

Marilyn Gifford, M.D.
 Jack Sharon, M.D.
 Mayor Jeri Howells
 Mark Watkins
 John Scorsine
 Commissioner Sallie Clark
 (Alternate) Commissioner Dennis Hisey

TO: ESA Board
FROM: Eileen Gonzalez, Business Administrator
DATE: December 1, 2010
RE: Severe Weather Exemptions – Level of Effort Model

Summary

During 2010, the Compliance Committee, ESA staff, and the contractor developed and implemented a new system for responses during severe weather events. The system involves the exemption of all calls from response time standards during an agreed-upon period of severe weather provided the contractor adds a certain number of ambulances to its system status plan for the duration of the event.

Background

Beginning in 1996, the ESA's contract with AMR for ground emergency ambulance service contained language similar to the following referring to circumstances meriting "Good Cause Exemptions:"

"Severe weather conditions which impair visibility, create significant unsafe driving conditions or that impair scene location such that response time compliance is either impossible or could be achieved only at a greater risk to the public than would result from a delayed response **as signified by the law enforcement jurisdiction going to a "cold reporting" system for motor vehicle crashes.**"

Beginning in 2007, and continuing into the current contract, the exemption reads as follows (Exhibit F, Section 6.F.1.):

"Inclement weather conditions which impair visibility.... **Inclement weather conditions may be determined by the ESA.**"

Despite this change in the 2007 contract, the contractor continued to use, and the ESA continued to accept, the Colorado Springs Police Department's "Accident Alert" status as the only indicator of inclement weather in the service area through the 2009-2010 inclement weather season. Since the "accident alert" periods may have included times when road conditions were, in fact, safe, this approach actually misstated the contractor's performance during the reporting period by exempting late responses that were not a direct result of severe weather.

Beginning with a severe weather event in mid-November 2010, ESA and contractor's staff has begun using a "level of effort" system on which to evaluate the contractor's performance during severe weather events. This system includes two important elements: the system by which a period of county-wide severe weather is declared, and the contractor's deployment of additional ambulances into the countywide system during such periods of severe weather.

P.O. Box 1575, MC 1370, Colorado Springs, CO 80901-1575
 2880 International Circle, Colorado Springs, CO 80910
 (719) 520-7654 www.esaboard.org

Declaring an Inclement Weather Event

Because the ESA’s service area is large and geographically diverse, weather conditions in one part of the area are often significantly different than that in other areas. However, because the system is dynamically dispatched, ambulances from one area of the county are constantly dispatched to other areas, and it is reasonable to exempt calls throughout the service area if weather is sufficiently severe in most of the area. Any specific exemptions that result from hyper-local weather events affecting only a very limited portion of the service area are requested by the contractor and addressed on a case-by-case basis.

When severe weather is forecast, the contractor’s and ESA’s staff works together closely to agree when an inclement weather event begins and ends, based on input from a variety of sources, including traffic cameras, ambulance crew reports, school and military closings, law enforcement and fire department dispatch information, online weather data, City and County road crew callouts and reports, and other sources as they may become available. This involves direct communication via phone or email between designated and authorized representatives of both parties during the actual inclement weather event to monitor conditions and to declare the beginning and end of periods of inclement weather. These agreements are also reported to the ESA as a part of the regular compliance report.

Level of Effort System

During the period of “inclement weather” as described above, all calls for service are exempted from response time standards and excluded from response time calculations **provided that** the contractor demonstrates that it has placed a certain number of additional resources (ambulances and crews) in service during the period.

The number of additional resources would vary depending on the number of units in the System Status Plan (see below). The System Status Plan specifies how many ambulances are deployed in the ESA system at any given time of the day and week, is maintained by the Contractor and updated in January, May and September. The current plan is attached, with numbers in black indicating periods during which the contractor must add one ambulance to the plan during declared periods of severe weather, and the numbers in red indicating periods during which the contractor must add two ambulances to the plan in order to meet the requirements of the level of effort system for inclement weather.

To help ensure the success of the level of effort system, the contractor has implemented a double-time pay policy for ambulance staff during declared periods of severe weather to ensure that staff are willing to take on extra work hours to cover the increased level of effort.

Level of Effort Inclement Weather Plan

	0:00	1:00	2:00	3:00	4:00	4:30	5:00	6:00	7:00	7:30	8:00	9:00	10:00	11:00
Sunday	10.0	10.0	10.0	10.0	9.0	8.0	9.0	11.5	10.0	11.0	12.0	13.0	13.0	14.0
M - F	11.0	11.0	11.0	11.0	10.0	9.0	10.0	11.5	11.0	12.0	13.0	14.0	14.0	15.0
Saturday	11.0	11.0	11.0	11.0	10.0	9.0	10.0	10.5	11.0	12.0	13.0	14.0	14.0	15.0

	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	19:30	20:00	21:00	22:00	23:00
Sunday	14.0	14.0	14.0	14.0	15.0	15.0	15.0	14.0	13.0	12.0	11.0	11.0	10.0
M - F	15.0	15.0	15.0	15.0	16.0	16.0	16.0	15.0	14.0	13.0	12.0	12.0	11.0
Saturday	15.0	15.0	15.0	15.0	16.0	16.0	16.0	14.0	14.0	13.0	12.0	12.0	11.0

Key:

Plus two ambulances

Plus one ambulance



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
Dan Molner, LCSW, Secretary
T. Wayne Florek, Treasurer
Chief Tommy Smith
Councilmember Randy Purvis
(Alternate) Councilmember Tom Gallagher

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
Mark Watkins
John Scorsine
Commissioner Sallie Clark
(Alternate) Commissioner Dennis Hisey

TO: ESA Board

FROM: Eileen Gonzalez, Contract Business Administrator

DATE: December 1, 2010

RE: 2011 Meeting Schedule

In April 2010, the ESA Board voted to amend its regular meeting schedule for the remainder of 2010 to every other month, rather than every month. As a result, the ESA Board met on the first Wednesday of June, August, October and December. Meetings are regularly held at 2PM in the second floor board room in the Pikes Peak Regional Development Center, 2880 International Circle in Colorado Springs

A similar every-other-month schedule for 2011 would result in the following Board meeting schedule:

February 2, 2011	August 3, 2011
April 6, 2011	October 5, 2011
June 1, 2011	December 7, 2011

For information, a return to an every-month schedule for 2011 would result in the following schedule:

January 5, 2011	July 6, 2011
February 2, 2011	August 3, 2011
March 2, 2011	September 7, 2011
April 6, 2011	October 5, 2011
May 4, 2011	November 2, 2011
June 1, 2011	December 7, 2011