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**ESA Performance & Compliance Report
 January & February 2009**

I. ESA COMPLIANCE REVIEW SUMMARY

This is the first report relating to compliance under the ground emergency ambulance contract with AMR that became effective January 1, 2009. The reporting format has been amended to mirror the new contract's structure and content.

Pursuant to Section 14 of the Ground Emergency Ambulance Services Contract, the Contractor provided all required performance and compliance reports. A contract compliance conference was conducted on Thursday, March 5, to review the Contractor's performance during both January and February 2009. Contractor was cooperative and produced all records and data requested. A representative random 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 January and February 2009.

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 a total of four incidences of contractor Level 0. The total recommended assessment for January and February 2009 is \$8,200.00.

Potential & Recommended Assessment Summary				
Performance Standard	January 2009		February 2009	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$1,940.00	\$1,940.00	\$2,260.00	\$2,260.00
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	\$0.00	\$0.00	\$1,000.00	\$1000.00
Other Assessments (including Level 0)	\$1,000.00	\$0.00	\$4,000.00	\$3000.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$2,760.00	\$0.00	\$0.00	\$0.00
TOTAL:	\$6,700.00	\$1,940.00	\$7,260.00	\$6,260.00

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 January 2009, there were 30 calls that exceeded the Maximum Response Time for their Zone. Of these, 25 (83.3%) were located within the City of Colorado Springs, and 5 (16.7%) were located in El Paso County.

For February 2009, there were 24 calls that exceeded the Maximum Response Time for their Zone. Of these, 19 (79.2%) were located within the City of Colorado Springs, and 5 (20.8%) were located in El Paso County.

January 2009							
Zone	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	1/1/2009	98	0:18:00	00:18:24	0:00:24	\$20.00	\$20.00
Urban North 8	1/1/2009	141	0:12:00	00:13:01	0:01:01	\$40.00	\$40.00
Urban North 8	1/1/2009	134	0:12:00	00:18:39	0:06:39	\$140.00	\$140.00
Suburban 12	1/2/2009	695	0:18:00	00:27:18	0:09:18	\$200.00	\$200.00
Urban Southeast 8	1/2/2009	984	0:12:00	00:15:28	0:03:28	\$80.00	\$80.00
Urban Southwest 8	1/2/2009	713	0:12:00	00:13:12	0:01:12	\$40.00	\$40.00
Urban North 8	1/5/2009	2149	0:12:00	00:13:36	0:01:36	\$40.00	\$40.00
Suburban 12	1/6/2009	2841	0:18:00	00:18:20	0:00:20	\$20.00	\$20.00
Urban North 8	1/6/2009	2397	0:12:00	00:14:28	0:02:28	\$60.00	\$60.00
Urban Southwest 8	1/6/2009	2530	0:12:00	00:13:32	0:01:32	\$40.00	\$40.00
Urban Southwest 8	1/7/2009	3102	0:12:00	00:18:19	0:06:19	\$140.00	\$140.00
Urban North 8	1/8/2009	3487	0:12:00	00:16:48	0:04:48	\$100.00	\$100.00
Urban Southwest 8	1/8/2009	3374	0:12:00	00:12:05	0:00:05	\$20.00	\$20.00
Urban Southwest 8	1/8/2009	3389	0:12:00	00:12:15	0:00:15	\$20.00	\$20.00
Urban Southwest 8	1/8/2009	3416	0:12:00	00:12:21	0:00:21	\$20.00	\$20.00
Suburban 12	1/11/2009	5003	0:18:00	00:18:04	0:00:04	\$20.00	\$20.00
Urban Southwest 8	1/11/2009	5020	0:12:00	00:12:01	0:00:01	\$20.00	\$20.00
Urban North 8	1/14/2009	6132	0:12:00	00:12:38	0:00:38	\$20.00	\$20.00
Urban Southwest 8	1/14/2009	6137	0:12:00	00:14:30	0:02:30	\$60.00	\$60.00
Urban Southeast 8	1/15/2009	6907	0:12:00	00:19:13	0:07:13	\$160.00	\$160.00
Urban Southwest 8	1/15/2009	6584	0:12:00	00:16:03	0:04:03	\$100.00	\$100.00
Urban Southeast 8	1/16/2009	7232	0:12:00	00:12:17	0:00:17	\$20.00	\$20.00
Urban Southwest 8	1/16/2009	7085	0:12:00	00:14:38	0:02:38	\$60.00	\$60.00
Urban North 8	1/17/2009	7615	0:12:00	00:19:47	0:07:47	\$160.00	\$160.00
Urban Southwest 8	1/17/2009	7634	0:12:00	00:13:42	0:01:42	\$40.00	\$40.00
Urban Southwest 8	1/17/2009	7637	0:12:00	00:18:14	0:06:14	\$140.00	\$140.00
Urban Southeast 8	1/22/2009	9872	0:12:00	00:12:49	0:00:49	\$20.00	\$20.00
Suburban 12	1/23/2009	10815	0:18:00	00:20:27	0:02:27	\$60.00	\$60.00
Urban North 8	1/24/2009	11220	0:12:00	00:13:39	0:01:39	\$40.00	\$40.00
Urban North 8	1/29/2009	13211	0:12:00	00:12:15	0:00:15	\$20.00	\$20.00
Assessments						\$1,920.00	\$1,920.00

February 2009							
Zone	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southwest 8	2/4/2009	15904	0:12:00	00:12:30	0:00:30	\$20.00	\$20.00
Urban North 8	2/4/2009	15992	0:12:00	00:17:30	0:05:30	\$120.00	\$120.00
Urban North 8	2/4/2009	15995	0:12:00	00:21:29	0:09:29	\$200.00	\$200.00
Suburban 12	2/4/2009	15998	0:18:00	00:18:14	0:00:14	\$20.00	\$20.00
Urban North 8	2/4/2009	16003	0:12:00	00:20:36	0:08:36	\$180.00	\$180.00
Urban Southeast 8	2/4/2009	16019	0:12:00	00:16:48	0:04:48	\$100.00	\$100.00
Urban Southeast 8	2/5/2009	16850	0:12:00	00:12:03	0:00:03	\$20.00	\$20.00
Urban North 8	2/5/2009	16851	0:12:00	00:22:43	0:10:43	\$220.00	\$220.00
Urban Southeast 8	2/8/2009	17806	0:12:00	00:15:57	0:03:57	\$80.00	\$80.00
Urban North 8	2/8/2009	17843	0:12:00	00:13:21	0:01:21	\$40.00	\$40.00
Urban North 8	2/8/2009	17848	0:12:00	00:16:50	0:04:50	\$100.00	\$100.00
Suburban 12	2/9/2009	18227	0:18:00	00:22:57	0:04:57	\$100.00	\$100.00
Urban North 8	2/10/2009	18896	0:12:00	00:12:03	0:00:03	\$20.00	\$20.00
Suburban 12	2/12/2009	19891	0:18:00	00:34:26	0:16:26	\$340.00	\$340.00
Urban Southwest 8	2/12/2009	20128	0:12:00	00:13:39	0:01:39	\$40.00	\$40.00
Urban North 8	2/19/2009	22889	0:12:00	00:13:39	0:01:39	\$40.00	\$40.00
Suburban 12	2/21/2009	23943	0:18:00	00:18:29	0:00:29	\$20.00	\$20.00
Urban Southwest 8	2/22/2009	24331	0:12:00	00:13:19	0:01:19	\$40.00	\$40.00
Urban Southwest 8	2/22/2009	24362	0:12:00	00:23:02	0:11:02	\$240.00	\$240.00
Urban Southwest 8	2/22/2009	24510	0:12:00	00:17:15	0:05:15	\$120.00	\$120.00
Urban Southeast 8	2/22/2009	24511	0:12:00	00:15:06	0:03:06	\$80.00	\$80.00
Urban North 8	2/23/2009	24720	0:12:00	00:13:36	0:01:36	\$40.00	\$40.00
Suburban 12	2/24/2009	25224	0:18:00	00:18:16	0:00:16	\$20.00	\$20.00
Urban North 8	2/26/2009	26501	0:12:00	00:14:02	0:02:02	\$60.00	\$60.00
Assessments						\$2,260.00	\$2,260.00

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	January 2009			February 2009		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	1,809	142	92.15%	1,645	118	92.83%
Suburban 12	949	62	93.47%	852	51	94.01%
Rural 20	197	3	98.48%	161	2	98.76%
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 beginning with response data for January 2010.**

D. Systemwide 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 systemwide standard during both reporting periods.

Measure	January 2009	February 2009
# of Code 3 Calls	3,046	2,752
# Exceeding Minimum Response Time	210	172
Compliance %	93.11%	93.75%

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

In January 2009, the contractor referred 24 calls to other responders; 22 of those calls (91.7%) were referred to Black Forest Fire/Rescue, and 2 (8.3%) were referred to Fountain. In February 2009, the contractor referred 20 calls to other responders; 19 (95%) of those were referred to Black Forest Fire/Rescue, and 1 (5%) was referred to Colorado Springs Fire Department.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. During January 2009, there was one call referred to an approved responder that exceeded the maximum response time for the zone (see call highlighted in red below.) In February 2009, there were no referred calls which exceeded the maximum response time for the zone.

January 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	51	1/1/2009	Black Forest	0:20:07	\$0.00
Frontier 25	124	1/1/2009	Black Forest	0:25:01	\$0.00
Rural 20	2139	1/5/2009	Black Forest	0:09:52	\$0.00
Rural 20	2320	1/5/2009	Black Forest	0:17:13	\$0.00
Suburban 12	2735	1/6/2009	Fountain	0:12:05	\$0.00
Suburban 12	3568	1/8/2009	Black Forest	0:18:33	\$20.00
Suburban 12	3587	1/8/2009	Black Forest	0:08:15	\$0.00
Frontier 25	3940	1/9/2009	Black Forest	0:26:01	\$0.00
Rural 20	4032	1/9/2009	Black Forest	0:11:31	\$0.00
Suburban 12	5228	1/12/2009	Fountain	0:08:41	\$0.00
Rural 20	5509	1/12/2009	Black Forest	0:09:55	\$0.00
Suburban 12	5699	1/13/2009	Black Forest	0:14:25	\$0.00
Rural 20	5717	1/13/2009	Black Forest	0:09:24	\$0.00
Rural 20	5966	1/13/2009	Black Forest	0:19:08	\$0.00
Rural 20	6633	1/15/2009	Black Forest	0:10:15	\$0.00
Frontier 25	7292	1/16/2009	Black Forest	0:27:50	\$0.00
Suburban 12	7397	1/16/2009	Black Forest	0:09:35	\$0.00
Rural 20	8517	1/19/2009	Black Forest	0:16:19	\$0.00
Rural 20	11416	1/25/2009	Black Forest	0:14:25	\$0.00
Rural 20	12036	1/26/2009	Black Forest	0:16:26	\$0.00
Rural 20	12252	1/27/2009	Black Forest	0:10:40	\$0.00
Rural 20	12266	1/27/2009	Black Forest	0:08:34	\$0.00
Rural 20	13113	1/28/2009	Black Forest	0:13:49	\$0.00
Suburban 12	14371	1/31/2009	Black Forest	0:12:08	\$0.00
January 2009 - Recommended Assessment					\$20.00

February 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	15293	2/2/09	Black Forest	0:17:05	\$0.00
Frontier 25	15406	2/3/09	Black Forest	0:17:50	\$0.00
Urban 8	16857	2/5/09	CSFD Squad 7	0:06:08	\$0.00
Frontier 25	17762	2/7/09	Black Forest	0:29:00	\$0.00
Frontier 35	17394	2/7/09	Black Forest	0:03:25	\$0.00
Suburban 12	17778	2/7/09	Black Forest	0:14:00	\$0.00
Suburban 12	18412	2/9/09	Black Forest	0:11:39	\$0.00

Urban 8	19408	2/11/09	Black Forest	0:06:43	\$0.00
Suburban 12	21780	2/16/09	Black Forest	0:13:26	\$0.00
Frontier 25	22327	2/17/09	Black Forest	0:16:20	\$0.00
Frontier 25	23284	2/19/09	Black Forest	0:19:33	\$0.00
Rural 20	23392	2/20/09	Black Forest	0:16:25	\$0.00
Rural 20	23494	2/20/09	Black Forest	0:09:49	\$0.00
Frontier 25	24406	2/22/09	Black Forest	0:16:19	\$0.00
Suburban 12	24583	2/22/09	Black Forest	0:09:24	\$0.00
Frontier 25	24943	2/23/09	Black Forest	0:12:38	\$0.00
Urban 8	24835	2/23/09	Black Forest	0:06:19	\$0.00
Frontier 25	25971	2/25/09	Black Forest	0:23:01	\$0.00
Frontier 35	25812	2/25/09	Black Forest	0:06:26	\$0.00
Suburban 12	25893	2/25/09	Black Forest	0:10:38	\$0.00
February 2009 - Recommended Assessment					\$0.00

F. Other Assessments (F.4.):

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

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

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

AND

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

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

January 2009:

On January 1, 2009 at 1:08 AM, the Contractor received one call during a period when there were no ambulances available. However, one of the Contractor’s ambulances was on a public safety standby requested by Colorado Springs Fire Department for a wildland fire during the time that qualifies as a Level 0 event. There is currently no specific exemption under the contract for public safety standby; however, such calls have historically been exempted under the contract and have been reported under the category “move up and cover.” The Compliance Committee recommends exempting this call and amending Exhibit F of the contract to provide for exemptions for “public safety standby.”

January 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	1/1/09	Thursday	1:08AM	0:02:00	12	1	\$1,000.00	\$0.00
Total							\$1,000.00	\$0.00

February 2009

There were three occurrences of Contractor Level 0 during the reporting period. The number of calls received during each call is listed in the table below. All three events are subject to assessment under the current contract, for a total potential and recommended assessment of \$3,000.

February 2009								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	2/4/09	Monday	10:42PM	0:09:00	14	2	\$1,000	\$1,000
2	2/5/09	Tuesday	11:00PM	0:08:00	10	1	\$1,000	\$1,000
3	2/10/09	Tuesday	10:46PM	0:09:00	9	2	\$1,000	\$1,000
Total							\$3,000	\$3,000

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 January 2009, the Contractor has requested that 142 calls be exempted from the data to determine compliance with performance standards as required under the current

contract. For the month of February 2009, the Contractor has requested that 52 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; however, inclusion of exempted calls will not have a material effect on the Contractor's performance during the period indicated.

January 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount in Excess	Potential Assessment	Recommended Assessment
Severe Weather							
41 Calls	1/3/09 – 1/5/09	Various	Various	Various	Various	\$1,520.00	\$0.00
10 Calls	1/9/09 – 1/10/09	Various	Various	Various	Various	\$340.00	\$0.00
18 Calls	1/12/09	Various	Various	Various	Various	\$720.00	\$0.00
18 Calls	1/12/09 – 1/14/09	Various	Various	Various	Various	\$180.00	\$0.00
39 Calls	1/26/09 – 1/28/09	Various	Various	Various	Various	\$820.00	\$0.00
Public Safety Standby							
Urban North 8	1/1/2009	32	0:12:00	00:13.27	0:01:27	\$40.00	\$0.00
Suburban 12	1/1/2009	37	0:18:00	00:13.47	0:00:00	\$0.00	\$0.00
Urban Southwest 8	1/1/2009	38	0:12:00	00:09.29	0:00:00	\$0.00	\$0.00
Urban Southeast 8	1/6/2009	2420	0:12:00	00:10.14	0:00:00	\$0.00	\$0.00
Urban Southeast 8	1/7/2009	3216	0:12:00	00:08.03	0:00:00	\$0.00	\$0.00
Suburban 12	1/7/2009	3235	0:18:00	00:13.39	0:00:00	\$0.00	\$0.00
Urban North 8	1/7/2009	3302	0:12:00	00:08.35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	1/8/2009	3863	0:12:00	00:08.02	0:00:00	\$0.00	\$0.00
Urban North 8	1/8/2009	3873	0:12:00	00:08.48	0:00:00	\$0.00	\$0.00
Urban Southwest 8	1/8/2009	3875	0:12:00	00:10.48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	1/16/2009	7550	0:12:00	00:11.39	0:00:00	\$0.00	\$0.00
Urban North 8	1/21/2009	9651	0:12:00	00:13.05	0:01:05	\$40.00	\$0.00
Multiple Responses to Incident							
Suburban 12	1/1/2009	102	0:18:00	00:14.42	0:00:00	\$0.00	\$0.00
Suburban 12	1/1/2009	104	0:18:00	00:17.08	0:00:00	\$0.00	\$0.00
Urban North 8	1/25/2009	11658	0:12:00	00:15.23	0:03:23	\$80.00	\$0.00
Total						\$3,760.00	\$0.00

February 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount in Excess	Potential Assessment	Recommended Assessment
Severe Weather							
15 Calls	2/13/09 – 2/14/09	Various	Various	Various	0:00:00	\$0.00	\$0.00
Public Safety Standby							
Urban Southeast 8	2/3/2009	15548	0:12:00	00:08.51	0:00:00	\$0.00	\$0.00
Urban North 8	2/4/2009	16352	0:12:00	00:08.30	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/4/2009	16152	0:12:00	00:13.57	0:00:00	\$0.00	\$0.00
Suburban 12	2/6/2009	17346	0:18:00	00:12.25	0:00:00	\$0.00	\$0.00
Suburban 12	2/6/2009	17336	0:18:00	00:15.01	0:00:00	\$0.00	\$0.00
Suburban 12	2/7/2009	17651	0:18:00	00:12.11	0:00:00	\$0.00	\$0.00
Urban North 8	2/7/2009	17504	0:12:00	00:08.49	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/7/2009	17653	0:12:00	00:09.34	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2009	18044	0:12:00	00:09.57	0:00:00	\$0.00	\$0.00
Suburban 12	2/11/2009	19164	0:18:00	00:13.25	0:00:00	\$0.00	\$0.00
Suburban 12	2/11/2009	19519	0:18:00	00:16.37	0:00:00	\$0.00	\$0.00
Urban North 8	2/11/2009	19415	0:12:00	00:08.24	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/11/2009	19412	0:12:00	00:10.50	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/11/2009	19643	0:12:00	00:09.57	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/11/2009	19523	0:12:00	00:10.00	0:00:00	\$0.00	\$0.00
Urban North 8	2/12/2009	19744	0:12:00	00:12.14	0:00:00	\$0.00	\$0.00

Suburban 12	2/13/2009	20374	0:18:00	00:12.09	0:00:00	\$0.00	\$0.00
Urban North 8	2/13/2009	20406	0:12:00	00:08.20	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/13/2009	20375	0:12:00	00:14.08	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2009	23870	0:12:00	00:14.20	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2009	23975	0:12:00	00:08.32	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2009	23958	0:12:00	00:09.58	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/21/2009	23953	0:12:00	00:08.31	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/21/2009	23955	0:12:00	00:12.08	0:00:00	\$0.00	\$0.00
Suburban 12	2/23/2009	24950	0:18:00	00:21.18	0:00:00	\$0.00	\$0.00
Suburban 12	2/23/2009	24947	0:18:00	00:22.50	0:00:00	\$0.00	\$0.00
Urban North 8	2/23/2009	24892	0:12:00	00:13.04	0:00:00	\$0.00	\$0.00
Urban North 8	2/23/2009	24953	0:12:00	00:14.04	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/23/2009	24966	0:12:00	00:09.38	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/23/2009	24944	0:12:00	00:10.54	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/25/2009	26035	0:12:00	00:09.48	0:00:00	\$0.00	\$0.00
Suburban 12	2/27/2009	26832	0:18:00	00:14.37	0:00:00	\$0.00	\$0.00
Suburban 12	2/27/2009	26826	0:18:00	00:15.38	0:00:00	\$0.00	\$0.00
Delayed by Train							
Suburban 12	2/16/2009	21462	0:18:00	00:13.38	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident							
Urban Southeast 8	2/8/2009	17901	0:12:00	00:10.38	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/27/2009	26835	0:12:00	00:09.29	0:00:00	\$0.00	\$0.00
Total						\$0.00	\$0.00

I. **Urban Equity** – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in each of the Urban Zones. Note: The data below is reported for informational purposes only. Under the current contract, a Code 2 performance standard has not been established.

Zone	January 2009			February 2009			Performance Standard
	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	
Urban North 8	561	52	90.73%	542	49	90.96%	90.00%
Urban Southeast 8	652	36	92.67%	563	32	94.32%	
Urban Southwest 8	596	54	93.23%	540	37	93.15%	
TOTAL	1,809	142	92.15%	1,645	118	92.83%	

J. **Code 2 Performance Summary**

Zone	January 2009			February 2009		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	881	127	85.58%	941	133	85.87%
Suburban 12	316	27	91.46%	286	30	89.51%
Rural 20	45	0	100.00%	48	0	100.00%
Frontier 25	0	0	-	14	0	100.00%
Frontier 35	3	0	100.00%	1	0	100.00%
Frontier 45	3	0	100.00%	2	0	100.00%
Wilderness	0	0	-	0	0	-
TOTAL	1,248	154	87.73%	1,292	163	87.38%

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 %
January 2009	4,304	3,047	70.8%	2,086	68.5%	1,257	29.2%	827	65.8%
February 2009	4,052	2,756	68.0%	1,839	66.7%	1,296	32.0%	866	66.8%

L. MAJOR CONDITION/COMPLAINT SUMMARY

January 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/UnconsciousUnknown	429	14.08%	278	13.33%	85	6.76%	40	4.84%
Breathing Problems	414	13.59%	345	16.54%	12	0.95%	8	0.97%
Chest Pain	224	7.35%	198	9.49%	11	0.88%	8	0.97%
Convulsions-Seizures	131	4.30%	103	4.94%	54	4.30%	38	4.59%
Sick Person - Multiple Complaints	130	4.27%	113	5.42%	150	11.93%	117	14.15%
Psychiatric-Suicide Attempt	72	2.36%	60	2.88%	52	4.14%	42	5.08%
Heart Problems	67	2.20%	53	2.54%	16	1.27%	14	1.69%
Abdominal Pain	64	2.10%	60	2.88%	42	3.34%	39	4.72%
Diabetic Problems	62	2.03%	29	1.39%	19	1.51%	10	1.21%
Cardiac/Respiratory Arrest	53	1.74%	21	1.01%	1	0.08%	0	0.00%
Stroke	49	1.61%	43	2.06%	21	1.67%	16	1.93%
Pregnancyl	36	1.18%	33	1.58%	3	0.24%	3	0.36%
Allergies-Envenomations	22	0.72%	13	0.62%	11	0.88%	7	0.85%
Headache	16	0.53%	13	0.62%	9	0.72%	6	0.73%
Back Pain	8	0.26%	7	0.34%	34	2.70%	30	3.63%
Total	1777	58.32%	1369	65.63%	520	41.37%	378	45.71%

January 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	303	9.94%	118	5.66%	97	7.72%	43	5.20%
Falls	265	8.70%	194	9.30%	88	7.00%	68	8.22%
Overdose-Poisoning	153	5.02%	119	5.70%	26	2.07%	14	1.69%
Assault or Sexual Assault	130	4.27%	48	2.30%	29	2.31%	15	1.81%
Hemorrhage-Lacerations	95	3.12%	80	3.84%	14	1.11%	11	1.33%
Carbon Monoxide Inhalation	80	2.63%	5	0.24%	11	0.88%	0	0.00%
Traumatic Injuries (NOS)	52	1.71%	34	1.63%	38	3.02%	28	3.39%
Choking	26	0.85%	17	0.81%	12	0.95%	3	0.36%
Gunshots/Stabbing	18	0.59%	12	0.58%	2	0.16%	0	0.00%
Animal Bites-Attacks	7	0.23%	3	0.14%	2	0.16%	1	0.12%
Burns/Scalds	3	0.10%	2	0.10%	0	0.00%	0	0.00%
Electrocution-Lightning	2	0.07%	0	0.00%	0	0.00%	0	0.00%
Heat-Cold Exposure	2	0.07%	1	0.05%	2	0.16%	1	0.12%
Drowning/Diving	1	0.03%	0	0.00%	0	0.00%	0	0.00%
Eye Injuries	0	0.00%	0	0.00%	2	0.16%	1	0.12%
Inaccessible-Entrapment	0	0.00%	0	0.00%	1	0.08%	0	0.00%
Total	1137	37.32%	633	30.35%	324	25.78%	185	22.37%

January 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	57	1.87%	31	1.49%	310	24.66%	193	23.34%
Transfer-Palliative Care	33	1.08%	32	1.53%	65	5.17%	65	7.86%
Medical-Call Box Alarm	30	0.98%	18	0.86%	5	0.40%	2	0.24%
Standby-Public Safety	13	0.43%	3	0.14%	33	2.63%	4	0.48%
Total	133	4.36%	84	4.03%	413	32.86%	264	31.92%

February 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	419	15.20%	270	14.68%	91	7.02%	53	6.12%
Breathing Problems	328	11.90%	250	13.59%	14	1.08%	11	1.27%
Chest Pain	217	7.87%	190	10.33%	18	1.39%	13	1.50%
Sick Person-Multiple Complaints	156	5.66%	128	6.96%	202	15.59%	166	19.17%
Psychiatric-Suicide Attempt	99	3.59%	81	4.40%	51	3.94%	36	4.16%
Convulsions-Seizures	96	3.48%	75	4.08%	49	3.78%	37	4.27%
Cardiac/Respiratory Arrest	60	2.18%	21	1.14%	3	0.23%	1	0.12%
Heart Problems	60	2.18%	46	2.50%	12	0.93%	9	1.04%
Diabetic Problems	57	2.07%	35	1.90%	14	1.08%	8	0.92%
Abdominal Pain	56	2.03%	51	2.77%	36	2.78%	31	3.58%
Stroke-CVA	56	2.03%	48	2.61%	13	1.00%	13	1.50%
Pregnancy	29	1.05%	26	1.41%	6	0.46%	4	0.46%
Allergies-Envenomations	24	0.87%	18	0.98%	10	0.77%	8	0.92%
Headache	17	0.62%	15	0.82%	4	0.31%	4	0.46%
Back Pain	10	0.36%	9	0.49%	23	1.77%	22	2.54%
Ventilator	5	0.18%	1	0.05%	0	0.00%	0	0.00%
Total	1689	61.28%	1264	68.73%	546	42.13%	416	48.04%

February 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	269	9.76%	102	5.55%	82	6.33%	45	5.20%
Falls	216	7.84%	145	7.88%	137	10.57%	93	10.74%
Overdose-Poisoning	133	4.83%	98	5.33%	23	1.77%	18	2.08%
Assault or Sexual Assault	126	4.57%	39	2.12%	28	2.16%	8	0.92%
Hemorrhage-Lacerations	83	3.01%	63	3.43%	21	1.62%	12	1.39%
Carbon Monoxide-Hazmat	54	1.96%	4	0.22%	16	1.23%	0	0.00%
Traumatic Injuries (NOS)	37	1.34%	26	1.41%	35	2.70%	18	2.08%
Choking	29	1.05%	20	1.09%	12	0.93%	3	0.35%
Gunshot-Stabbing	10	0.36%	4	0.22%	5	0.39%	3	0.35%
Burns-Scalds-Explosion	6	0.22%	4	0.22%	3	0.23%	2	0.23%
Animal Bites-Attacks	4	0.15%	0	0.00%	2	0.15%	0	0.00%
Eye Problems-Injuries	2	0.07%	2	0.11%	2	0.15%	0	0.00%
Heat-Cold Exposure	2	0.07%	2	0.11%	0	0.00%	0	0.00%
Total	971	35.23%	509	27.68%	366	28.24%	202	23.33%

February 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	50	1.81%	29	1.58%	294	22.69%	184	21.25%
Interfacility Transfer	30	1.09%	30	1.63%	61	4.71%	59	6.81%
Medical-Call Box Alarm	12	0.44%	4	0.22%	1	0.08%	1	0.12%
Standby-Public Safety	4	0.15%	3	0.16%	27	2.08%	4	0.46%
Public-Unit Assist	0	0.00%	0	0.00%	1	0.08%	0	0.00%
Total	96	3.48%	66	3.59%	384	29.63%	248	28.64%

F. DETOX TRANSPORTS

Contractor will resume providing detox transport data when a new local detox facility begins operation.

G. CALL DOWNGRADES (CODE 3 - EMERGENT TO CODE 2- NON-EMERGENT / ROUTINE)

January 2009 — 14 calls were downgraded from Code 3 to Code 2.
February 2009 — 12 calls were downgraded from Code 3 to Code 2.

H. CODE 2 DISPATCH HOLDS / DELAYS

In January 2009, dispatch was held on 13 Code 2 calls. In February 2009, dispatch was held on 22 Code 2 calls. Dispatch delays were a result of the Contractor's decision to hold a call and assign it to a closer unit when it became available, or to reassign a call to another unit when the initial unit was closest to a higher priority call.

III. QUESTIONS AND/OR ADDITIONAL INFORMATION

 4/1/09
Eileen Lynch Gonzalez
Emergency Services Agency (ESA) Business Administrator