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**ESA Performance & Compliance Report
January & February 2010**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated July 14, 2009, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. (“Contractor”), which was effective January 1, 2009, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Exhibit F of the Contract. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor’s failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report.

A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for January and February 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 one incidence of contractor Level 0 during January and two in February. The total recommended assessment for January and February 2010 is \$6,006.00.

Potential & Recommended Assessment Summary				
Performance Standard	January 2010		February 2010	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$1,846.00	\$1,846.00	\$3,016.00	\$3,016.00
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	\$156.00	\$156.00
Other Assessments (including Level 0)	\$988.00	\$988.00	\$1,976.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$6,526.00	\$0.00	\$7,306.00	\$0.00
TOTAL:	\$9,360.00	\$2,834.00	\$12,454.00	\$3,172.00

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 2010, there were 26 calls that exceeded the Maximum Response Time for their Zone. 23 (88.5%) of those calls were located within the City of Colorado Springs; and 3 (11.5%) were in El Paso County. For February 2010, there were 36 calls that exceeded the Maximum Response Time for their Zone. Of these, all (100.0%) were located within the City of Colorado Springs.

January 2010 (26)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	01/03/2010	900	0:18:00	0:18:22	0:00:22	\$26.00	\$26.00
Suburban 12	01/12/2010	5421	0:18:00	0:25:48	0:07:48	\$208.00	\$208.00
Suburban 12	01/30/2010	14285	0:18:00	0:27:17	0:09:17	\$260.00	\$260.00
Total Suburban 12	3 (11.5%)						
Urban Southeast 8	01/01/2010	34	0:12:00	0:12:49	0:00:49	\$26.00	\$26.00
Urban Southeast 8	01/01/2010	88	0:12:00	0:12:22	0:00:22	\$26.00	\$26.00
Urban Southeast 8	01/02/2010	860	0:12:00	0:12:13	0:00:13	\$26.00	\$26.00
Urban Southwest 8	01/03/2010	931	0:12:00	0:12:29	0:00:29	\$26.00	\$26.00
Urban North 8	01/03/2010	939	0:12:00	0:12:52	0:00:52	\$26.00	\$26.00
Urban North 8	01/03/2010	1227	0:12:00	0:14:47	0:02:47	\$78.00	\$78.00
Urban Southeast 8	01/03/2010	1251	0:12:00	0:14:27	0:02:27	\$78.00	\$78.00
Urban Southwest 8	01/07/2010	2789	0:12:00	0:12:34	0:00:34	\$26.00	\$26.00
Urban Southeast 8	01/09/2010	4211	0:12:00	0:13:34	0:01:34	\$52.00	\$52.00
Urban Southwest 8	01/10/2010	4279	0:12:00	0:13:54	0:01:54	\$52.00	\$52.00
Urban Southwest 8	01/11/2010	4719	0:12:00	0:12:15	0:00:15	\$26.00	\$26.00
Urban North 8	01/12/2010	5395	0:12:00	0:15:56	0:03:56	\$104.00	\$104.00
Urban Southwest 8	01/12/2010	5595	0:12:00	0:12:49	0:00:49	\$26.00	\$26.00
Urban Southwest 8	01/12/2010	5596	0:12:00	0:17:32	0:05:32	\$156.00	\$156.00
Urban Southwest 8	01/16/2010	7224	0:12:00	0:12:15	0:00:15	\$26.00	\$26.00
Urban North 8	01/16/2010	7227	0:12:00	0:15:10	0:03:10	\$104.00	\$104.00
Urban North 8	01/16/2010	7471	0:12:00	0:13:08	0:01:08	\$52.00	\$52.00
Urban Southwest 8	01/21/2010	9866	0:12:00	0:17:16	0:05:16	\$156.00	\$156.00

Urban Southeast 8	01/21/2010	9869	0:12:00	0:12:40	0:00:40	\$26.00	\$26.00
Urban North 8	01/27/2010	12678	0:12:00	0:13:01	0:01:01	\$52.00	\$52.00
Urban North 8	01/29/2010	13779	0:12:00	0:12:24	0:00:24	\$26.00	\$26.00
Urban North 8	01/30/2010	14333	0:12:00	0:13:45	0:01:45	\$52.00	\$52.00
Urban North 8	01/31/2010	14376	0:12:00	0:16:02	0:04:02	\$130.00	\$130.00
Total Urban 8	23 (88.5%)						
Assessments						\$1,846.00	\$1,846.00

February 2010 (36)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	02/18/2010	23461	0:18:00	0:23:23	0:05:23	\$156	\$156
Total Suburban 12	1 (2.8%)						
Urban Southwest 8	02/01/2010	15198	0:12:00	0:12:28	0:00:28	\$26	\$26
Urban Southwest 8	02/03/2010	15925	0:12:00	0:12:43	0:00:43	\$26	\$26
Urban Southwest 8	02/03/2010	16118	0:12:00	0:12:03	0:00:03	\$26	\$26
Urban Southwest 8	02/03/2010	16127	0:12:00	0:13:43	0:01:43	\$52	\$52
Urban Southwest 8	02/04/2010	16630	0:12:00	0:17:12	0:05:12	\$156	\$156
Urban North 8	02/04/2010	16631	0:12:00	0:17:40	0:05:40	\$156	\$156
Urban North 8	02/05/2010	17131	0:12:00	0:17:40	0:05:40	\$156	\$156
Urban North 8	02/07/2010	17734	0:12:00	0:15:59	0:03:59	\$104	\$104
Urban Southwest 8	02/10/2010	19582	0:12:00	0:14:08	0:02:08	\$78	\$78
Urban Southeast 8	02/11/2010	19998	0:12:00	0:12:07	0:00:07	\$26	\$26
Urban Southeast 8	02/12/2010	20597	0:12:00	0:14:48	0:02:48	\$78	\$78
Urban North 8	02/13/2010	20696	0:12:00	0:13:56	0:01:56	\$52	\$52
Urban North 8	02/13/2010	20720	0:12:00	0:13:54	0:01:54	\$52	\$52
Urban Southwest 8	02/14/2010	21181	0:12:00	0:16:22	0:04:22	\$130	\$130
Urban Southwest 8	02/15/2010	21566	0:12:00	0:16:12	0:04:12	\$130	\$130
Urban North 8	02/16/2010	22471	0:12:00	0:12:18	0:00:18	\$26	\$26
Urban Southeast 8	02/18/2010	23049	0:12:00	0:17:08	0:05:08	\$156	\$156
Urban North 8	02/18/2010	23085	0:12:00	0:15:08	0:03:08	\$104	\$104
Urban North 8	02/19/2010	23561	0:12:00	0:19:49	0:07:49	\$208	\$208
Urban Southwest 8	02/22/2010	25040	0:12:00	0:12:42	0:00:42	\$26	\$26
Urban North 8	02/22/2010	25139	0:12:00	0:12:12	0:00:12	\$26	\$26
Urban North 8	02/22/2010	25260	0:12:00	0:12:59	0:00:59	\$26	\$26
Urban Southeast 8	02/22/2010	25291	0:12:00	0:16:49	0:04:49	\$130	\$130
Urban Southeast 8	02/23/2010	25743	0:12:00	0:13:25	0:01:25	\$52	\$52
Urban Southwest 8	02/24/2010	25967	0:12:00	0:14:37	0:02:37	\$78	\$78
Urban North 8	02/26/2010	27003	0:12:00	0:12:25	0:00:25	\$26	\$26
Urban North 8	02/26/2010	27020	0:12:00	0:12:49	0:00:49	\$26	\$26
Urban North 8	02/26/2010	27024	0:12:00	0:24:40	0:12:40	\$338	\$338
Urban Southwest 8	02/26/2010	27379	0:12:00	0:15:53	0:03:53	\$104	\$104
Urban North 8	02/26/2010	27384	0:12:00	0:12:13	0:00:13	\$26	\$26
Urban Southeast 8	02/26/2010	27386	0:12:00	0:13:54	0:01:54	\$52	\$52
Urban Southwest 8	02/26/2010	27412	0:12:00	0:13:46	0:01:46	\$52	\$52
Urban North 8	02/26/2010	27415	0:12:00	0:13:23	0:01:23	\$52	\$52
Urban Southwest 8	02/27/2010	27507	0:12:00	0:13:58	0:01:58	\$52	\$52
Urban North 8	02/27/2010	27573	0:12:00	0:13:40	0:01:40	\$52	\$52
Total Urban 8	35 (97.2%)						
Assessments						\$3,016.00	\$3,016.00

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 2010			February 2010		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,034	151	92.58%	1,793	162	90.96%
Suburban 12	774	39	94.96%	649	34	94.76%
Rural 20	133	1	99.25%	161	3	98.14%
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	January 2010	February 2010
# of Code 3 Calls	3,055	2,743
# Exceeding Minimum Response Time	193	201
System-wide Compliance %	93.68%	92.67%

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

The contractor referred 7 calls in January 2010, all of which were referred to Black Forest Fire/Rescue. The contractor referred 15 calls in February 2010, all but one of which was referred to Black Forest Fire/Rescue. The remaining call was referred to the City of Fountain Fire Department.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There was one instance during February 2010 where a call referred to an approved responder exceeded the maximum response time for the zone; that call is highlighted in red below. There were no instances during January 2010 where a released call exceeded the maximum response time for the zone.

January 2010 (7)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	3784	01/08/2010	Black Forest Fire/Rescue	0:17:45	\$0.00
Rural 20	7486	01/16/2010	Black Forest Fire/Rescue	0:16:16	\$0.00
Frontier 25	9790	01/21/2010	Black Forest Fire/Rescue	0:16:12	\$0.00
Rural 20	10364	01/22/2010	Black Forest Fire/Rescue	0:16:40	N/A*
Suburban 12	10784	01/23/2010	Black Forest Fire/Rescue	0:05:07	\$0.00
Frontier 25	13457	01/29/2010	Black Forest Fire/Rescue	0:13:05	\$0.00
Rural 20	13555	01/29/2010	Black Forest Fire/Rescue	0:10:43	\$0.00
January 2010 - Recommended Assessment					\$0.00

* Code 2 call not subject to assessment for response time.

February 2010 (15)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	14889	02/01/2010	Black Forest Fire/Rescue	0:12:18	\$0.00
Frontier 25	15409	02/02/2010	Black Forest Fire/Rescue	0:21:40	\$0.00
Rural 20	15924	02/03/2010	Fountain Fire Department	0:04:20	\$0.00
Urban Southwest 8	16339	02/04/2010	Black Forest Fire/Rescue	0:10:42	\$0.00
Rural 20	16350	02/04/2010	Black Forest Fire/Rescue	0:14:56	\$0.00
Rural 20	16585	02/04/2010	Black Forest Fire/Rescue	0:06:32	\$0.00
Urban North 8	16631	02/04/2010	Black Forest Fire/Rescue	0:17:40	\$156.00
Frontier 25	17484	02/06/2010	Black Forest Fire/Rescue	0:12:34	\$0.00
Frontier 25	18540	02/08/2010	Black Forest Fire/Rescue	0:15:44	\$0.00
Frontier 35	20104	02/11/2010	Black Forest Fire/Rescue	0:15:39	\$0.00
Frontier 25	20159	02/11/2010	Black Forest Fire/Rescue	0:12:23	\$0.00
Frontier 45	24193	02/20/2010	Black Forest Fire/Rescue	0:19:54	\$0.00
Frontier 45	24210	02/20/2010	Black Forest Fire/Rescue	0:34:15	\$0.00
Suburban 12	24357	02/20/2010	Black Forest Fire/Rescue	0:06:30	\$0.00
Frontier 25	25835	02/23/2010	Black Forest Fire/Rescue	0:16:13	\$0.00
February 2010 - Recommended Assessment					\$156.00

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 January 2010, there was one occurrence of Contractor Level 0 as defined in the contract. During February 2010, there were 2 occurrences of Contractor Level 0. However, both of these occurrences are recommended to be exempt from assessment because the exceptions that caused it to be considered a contractual Level 0 was exempt due to severe weather.

January 2010:

January 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	1/9/10	Saturday	2:20 PM	0:14:00	15	1	\$988.00	\$988.00
Total							\$988.00	\$988.00

February 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	2/8/10	Monday	11:34 AM	0:05:00	13	1	\$988.00	\$0.00
2	2/20/10	Saturday	6:20 PM	0:25:00	15	5	\$988.00	\$0.00
Total							\$1,976.00	\$0.00

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 2010, the Contractor has requested that 82 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of February 2010, the Contractor has requested that 179 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.

January 2010 Exempted Calls (82)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Severe Weather (55)							
Suburban 12	01/27/2010	12765	0:18:00	0:14:56	0:00:00	\$0.00	\$0.00
Urban North 8	01/27/2010	12768	0:12:00	0:13:39	0:01:39	\$52.00	\$0.00
Frontier 25	01/28/2010	12826	0:35:00	0:35:07	0:00:07	\$26.00	\$0.00
Urban North 8	01/28/2010	12837	0:12:00	0:09:46	0:00:00	\$0.00	\$0.00
Urban North 8	01/28/2010	12849	0:12:00	0:15:33	0:03:33	\$104.00	\$0.00
Suburban 12	01/28/2010	12853	0:18:00	0:12:53	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	12878	0:18:00	0:14:14	0:00:00	\$0.00	\$0.00

Suburban 12	01/28/2010	12891	0:18:00	0:13:29	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/28/2010	12892	0:12:00	0:11:13	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	12905	0:18:00	0:16:39	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	12908	0:18:00	0:29:40	0:11:40	\$312.00	\$0.00
Urban North 8	01/28/2010	12919	0:12:00	0:10:38	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/28/2010	12923	0:12:00	0:10:33	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	12924	0:18:00	0:10:33	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/28/2010	12934	0:12:00	0:09:26	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	12944	0:18:00	0:12:56	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	13043	0:18:00	0:13:45	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/28/2010	13101	0:12:00	0:13:10	0:01:10	\$52.00	\$0.00
Urban Southwest 8	01/28/2010	13128	0:12:00	0:10:30	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/28/2010	13132	0:12:00	0:09:40	0:00:00	\$0.00	\$0.00
Urban North 8	01/28/2010	13158	0:12:00	0:08:16	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	13162	0:18:00	0:14:47	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	13163	0:18:00	0:12:09	0:00:00	\$0.00	\$0.00
Urban North 8	01/28/2010	13164	0:12:00	0:13:04	0:01:04	\$52.00	\$0.00
Suburban 12	01/28/2010	13174	0:18:00	0:18:10	0:00:10	\$26.00	\$0.00
Suburban 12	01/28/2010	13193	0:18:00	0:14:05	0:00:00	\$0.00	\$0.00
Rural 20	01/28/2010	13210	0:30:00	0:00:00	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/28/2010	13214	0:12:00	0:16:19	0:04:19	\$130.00	\$0.00
Urban Southeast 8	01/28/2010	13215	0:12:00	0:18:43	0:06:43	\$182.00	\$0.00
Urban Southwest 8	01/28/2010	13219	0:12:00	0:22:57	0:10:57	\$286.00	\$0.00
Suburban 12	01/28/2010	13220	0:18:00	0:19:14	0:01:14	\$52.00	\$0.00
Suburban 12	01/28/2010	13231	0:18:00	0:18:41	0:00:41	\$26.00	\$0.00
Urban Southwest 8	01/28/2010	13287	0:12:00	0:12:56	0:00:56	\$26.00	\$0.00
Urban Southwest 8	01/28/2010	13288	0:12:00	0:13:10	0:01:10	\$52.00	\$0.00
Suburban 12	01/28/2010	13292	0:18:00	0:17:35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/28/2010	13295	0:12:00	0:10:58	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	13299	0:18:00	0:26:43	0:08:43	\$234.00	\$0.00
Urban Southwest 8	01/28/2010	13300	0:12:00	0:08:40	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/28/2010	13301	0:12:00	0:14:34	0:02:34	\$78.00	\$0.00
Urban Southeast 8	01/28/2010	13308	0:12:00	0:16:23	0:04:23	\$130.00	\$0.00
Suburban 12	01/28/2010	13309	0:18:00	0:21:12	0:03:12	\$104.00	\$0.00
Urban North 8	01/28/2010	13312	0:12:00	0:15:40	0:03:40	\$104.00	\$0.00
Urban Southeast 8	01/28/2010	13315	0:12:00	0:10:40	0:00:00	\$0.00	\$0.00
Suburban 12	01/28/2010	13322	0:18:00	0:16:39	0:00:00	\$0.00	\$0.00
Suburban 12	01/29/2010	13404	0:18:00	0:12:50	0:00:00	\$0.00	\$0.00
Urban North 8	01/29/2010	13407	0:12:00	0:15:24	0:03:24	\$104.00	\$0.00
Urban Southwest 8	01/29/2010	13424	0:12:00	0:23:20	0:11:20	\$312.00	\$0.00
Urban North 8	01/29/2010	13435	0:12:00	0:10:31	0:00:00	\$0.00	\$0.00
Urban North 8	01/29/2010	13436	0:12:00	0:11:40	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/29/2010	13438	0:12:00	0:12:43	0:00:43	\$26.00	\$0.00
Urban Southeast 8	01/29/2010	13451	0:12:00	0:20:54	0:08:54	\$234.00	\$0.00
Urban Southwest 8	01/29/2010	13455	0:12:00	0:14:23	0:02:23	\$78.00	\$0.00
Urban North 8	01/29/2010	13552	0:12:00	0:08:12	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/29/2010	13568	0:12:00	0:08:20	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/29/2010	13641	0:12:00	0:13:15	0:01:15	\$52.00	\$0.00
Poor Road Conditions (1)							
Frontier 45	01/03/2010	891	0:55:00	0:46:17	0:00:00	\$0.00	\$0.00
Public Safety Standby (20)							
Suburban 12	01/05/2010	2027	0:18:00	0:12:10	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/08/2010	3629	0:12:00	0:10:51	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/08/2010	3657	0:12:00	0:13:45	0:01:45	\$52.00	\$0.00
Suburban 12	01/08/2010	3666	0:18:00	0:17:27	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/09/2010	4080	0:12:00	0:09:32	0:00:00	\$0.00	\$0.00
Suburban 12	01/10/2010	4450	0:18:00	0:12:11	0:00:00	\$0.00	\$0.00
Suburban 12	01/10/2010	4451	0:18:00	0:12:01	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/12/2010	5443	0:12:00	0:10:16	0:00:00	\$0.00	\$0.00
Urban North 8	01/13/2010	5875	0:12:00	0:10:41	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/20/2010	9389	0:12:00	0:10:25	0:00:00	\$0.00	\$0.00
Suburban 12	01/20/2010	9396	0:18:00	0:15:57	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/20/2010	9400	0:12:00	0:13:53	0:01:53	\$52.00	\$0.00
Urban Southwest 8	01/21/2010	9879	0:12:00	0:09:56	0:00:00	\$0.00	\$0.00
Urban Southwest 8	01/22/2010	10028	0:12:00	0:10:17	0:00:00	\$0.00	\$0.00
Urban Southeast 8	01/22/2010	10274	0:12:00	0:14:28	0:02:28	\$78.00	\$0.00

Urban North 8	01/22/2010	10285	0:12:00	0:10:29	0:00:00	\$0.00	\$0.00
Urban North 8	01/22/2010	10360	0:12:00	0:11:42	0:00:00	\$0.00	\$0.00
Suburban 12	01/22/2010	10407	0:18:00	0:14:29	0:00:00	\$0.00	\$0.00
Urban North 8	01/24/2010	11295	0:12:00	0:11:33	0:00:00	\$0.00	\$0.00
Urban North 8	01/26/2010	11849	0:12:00	0:13:04	0:01:04	\$52.00	\$0.00
Multiple Responses to Incident (6)							
Urban North 8	01/01/2010	52	0:12:00	0:30:14	0:18:14	\$494.00	\$0.00
Urban Southeast 8	01/09/2010	4033	0:12:00	0:14:59	0:02:59	\$78.00	\$0.00
Suburban 12	01/29/2010	13787	0:18:00	0:36:44	0:18:44	\$494.00	\$0.00
Suburban 12	01/29/2010	13796	0:18:00	1:01:18	0:43:18	\$1,144.00	\$0.00
Suburban 12	01/29/2010	13801	0:18:00	1:03:45	0:45:45	\$1,196.00	\$0.00
Suburban 12	01/31/2010	14662	0:18:00	0:19:24	0:01:24	\$52.00	\$0.00
Total						\$6,526.00	\$0.00

February 2010 Exempted Calls (179)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (18)							
Urban Southeast 8	2/2/2010	15485	0:12:00	00:10.54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/2/2010	15593	0:12:00	00:08.18	0:00:00	\$0.00	\$0.00
Suburban 12	2/2/2010	15607	0:18:00	00:18.07	0:00:07	\$26.00	\$0.00
Urban Southeast 8	2/2/2010	15610	0:12:00	00:10.55	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/2/2010	15650	0:12:00	00:13.02	0:01:02	\$52.00	\$0.00
Urban Southwest 8	2/3/2010	16156	0:12:00	00:12.39	0:00:39	\$26.00	\$0.00
Urban North 8	2/3/2010	16162	0:12:00	00:10.56	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/3/2010	16170	0:12:00	00:11.17	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/8/2010	18513	0:12:00	00:16.45	0:04:45	\$130.00	\$0.00
Urban Southwest 8	2/8/2010	18517	0:12:00	00:11.08	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18526	0:12:00	00:16.44	0:04:44	\$130.00	\$0.00
Urban Southeast 8	2/8/2010	18532	0:12:00	00:09.13	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18534	0:12:00	00:09.07	0:00:00	\$0.00	\$0.00
Suburban 12	2/17/2010	22671	0:18:00	00:13.22	0:00:00	\$0.00	\$0.00
Suburban 12	2/19/2010	23630	0:18:00	00:17.59	0:00:00	\$0.00	\$0.00
Suburban 12	2/19/2010	23654	0:18:00	00:16.34	0:00:00	\$0.00	\$0.00
Suburban 12	2/21/2010	24531	0:18:00	00:18.24	0:00:24	\$26.00	\$0.00
Urban Southeast 8	2/25/2010	26790	0:12:00	00:11.51	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident (3)							
Suburban 12	2/5/2010	17133	0:18:00	00:18.31	0:00:31	\$26.00	\$0.00
Urban Southeast 8	2/13/2010	20698	0:12:00	00:22.40	0:10:40	\$286.00	\$0.00
Urban Southeast 8	2/14/2010	21171	0:12:00	00:13.35	0:01:35	\$52.00	\$0.00
Severe Weather (158)							
Suburban 12	2/4/2010	16185	0:18:00	00:13.48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/4/2010	16188	0:12:00	00:11.57	0:00:00	\$0.00	\$0.00
Urban North 8	2/4/2010	16201	0:12:00	00:10.01	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/4/2010	16202	0:12:00	00:08.29	0:00:00	\$0.00	\$0.00
Suburban 12	2/4/2010	16232	0:18:00	00:18.45	0:00:45	\$26.00	\$0.00
Rural 20	2/4/2010	16242	0:30:00	00:34.21	0:04:21	\$130.00	\$0.00
Urban North 8	2/4/2010	16248	0:12:00	00:15.00	0:03:00	\$78.00	\$0.00
Urban North 8	2/4/2010	16272	0:12:00	00:10.35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/4/2010	16326	0:12:00	00:13.35	0:01:35	\$52.00	\$0.00
Urban North 8	2/4/2010	16327	0:12:00	00:11.22	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/4/2010	16340	0:12:00	00:08.28	0:00:00	\$0.00	\$0.00
Suburban 12	2/4/2010	16359	0:18:00	00:12.44	0:00:00	\$0.00	\$0.00
Suburban 12	2/4/2010	16364	0:18:00	00:14.15	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/4/2010	16370	0:12:00	00:13.54	0:01:54	\$52.00	\$0.00
Frontier 35	2/6/2010	17241	0:45:00	00:37.10	0:00:00	\$0.00	\$0.00
Suburban 12	2/6/2010	17276	0:18:00	00:13.58	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/7/2010	17977	0:12:00	00:11.48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/7/2010	18023	0:12:00	00:11.49	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/7/2010	18033	0:12:00	00:16.53	0:04:53	\$130.00	\$0.00
Urban Southeast 8	2/7/2010	18034	0:12:00	00:15.20	0:03:20	\$104.00	\$0.00
Suburban 12	2/7/2010	18036	0:18:00	00:18.55	0:00:55	\$26.00	\$0.00
Urban Southwest 8	2/7/2010	18037	0:12:00	00:09.37	0:00:00	\$0.00	\$0.00

Suburban 12	2/7/2010	18054	0:18:00	00:16.01	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/7/2010	18056	0:12:00	00:09.26	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/7/2010	18058	0:12:00	00:17.34	0:05:34	\$156.00	\$0.00
Urban Southwest 8	2/7/2010	18059	0:12:00	00:11.32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/7/2010	18081	0:12:00	00:10.01	0:00:00	\$0.00	\$0.00
Suburban 12	2/7/2010	18094	0:18:00	00:20.11	0:02:11	\$78.00	\$0.00
Suburban 12	2/7/2010	18095	0:18:00	00:30.55	0:12:55	\$338.00	\$0.00
Urban Southwest 8	2/7/2010	18097	0:12:00	00:15.42	0:03:42	\$104.00	\$0.00
Suburban 12	2/7/2010	18099	0:18:00	00:18.00	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18108	0:12:00	00:12.33	0:00:33	\$26.00	\$0.00
Suburban 12	2/8/2010	18121	0:18:00	00:14.17	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18123	0:12:00	00:09.08	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18128	0:12:00	00:13.13	0:01:13	\$52.00	\$0.00
Urban North 8	2/8/2010	18145	0:12:00	00:13.08	0:01:08	\$52.00	\$0.00
Urban North 8	2/8/2010	18150	0:12:00	00:11.54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/8/2010	18156	0:12:00	00:24.49	0:12:49	\$338.00	\$0.00
Urban North 8	2/8/2010	18157	0:12:00	00:15.04	0:03:04	\$104.00	\$0.00
Urban Southwest 8	2/8/2010	18158	0:12:00	00:15.36	0:03:36	\$104.00	\$0.00
Suburban 12	2/8/2010	18161	0:18:00	00:20.15	0:02:15	\$78.00	\$0.00
Suburban 12	2/8/2010	18178	0:18:00	00:13.36	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18213	0:12:00	00:09.41	0:00:00	\$0.00	\$0.00
Suburban 12	2/8/2010	18216	0:18:00	00:12.25	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18225	0:12:00	00:15.59	0:03:59	\$104.00	\$0.00
Suburban 12	2/8/2010	18242	0:18:00	00:17.01	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18265	0:12:00	00:09.16	0:00:00	\$0.00	\$0.00
Suburban 12	2/8/2010	18268	0:18:00	00:17.39	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18313	0:12:00	00:14.01	0:02:01	\$78.00	\$0.00
Suburban 12	2/8/2010	18315	0:18:00	00:16.11	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18319	0:12:00	00:27.05	0:15:05	\$416.00	\$0.00
Urban North 8	2/8/2010	18336	0:12:00	00:10.05	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18348	0:12:00	00:12.32	0:00:32	\$26.00	\$0.00
Urban North 8	2/8/2010	18355	0:12:00	00:08.25	0:00:00	\$0.00	\$0.00
Suburban 12	2/8/2010	18364	0:18:00	00:14.48	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18378	0:12:00	00:09.29	0:00:00	\$0.00	\$0.00
Urban North 8	2/8/2010	18400	0:12:00	00:08.57	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18459	0:12:00	00:10.20	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/8/2010	18548	0:12:00	00:10.54	0:00:00	\$0.00	\$0.00
Frontier 25	2/8/2010	18573	0:35:00	00:28.18	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/8/2010	18584	0:12:00	00:10.59	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/8/2010	18593	0:12:00	00:08.41	0:00:00	\$0.00	\$0.00
Suburban 12	2/8/2010	18598	0:18:00	00:21.45	0:03:45	\$104.00	\$0.00
Urban Southwest 8	2/8/2010	18633	0:12:00	00:09.16	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/9/2010	18651	0:12:00	00:11.37	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/9/2010	18654	0:12:00	00:15.43	0:03:43	\$104.00	\$0.00
Urban Southeast 8	2/9/2010	18656	0:12:00	00:10.50	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/9/2010	18681	0:12:00	00:09.48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/9/2010	18688	0:12:00	00:10.50	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/9/2010	18709	0:12:00	00:08.21	0:00:00	\$0.00	\$0.00
Suburban 12	2/9/2010	18730	0:18:00	00:13.21	0:00:00	\$0.00	\$0.00
Suburban 12	2/9/2010	18903	0:18:00	00:13.59	0:00:00	\$0.00	\$0.00
Urban North 8	2/9/2010	19011	0:12:00	00:08.58	0:00:00	\$0.00	\$0.00
Urban North 8	2/19/2010	23570	0:12:00	00:28.30	0:16:30	\$442.00	\$0.00
Urban North 8	2/19/2010	23574	0:12:00	00:12.36	0:00:36	\$26.00	\$0.00
Suburban 12	2/19/2010	23582	0:18:00	00:14.13	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/19/2010	23933	0:12:00	00:11.41	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/19/2010	23956	0:12:00	00:08.29	0:00:00	\$0.00	\$0.00
Rural 20	2/19/2010	23963	0:30:00	00:20.39	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/19/2010	23968	0:12:00	00:12.59	0:00:59	\$26.00	\$0.00
Suburban 12	2/19/2010	24007	0:18:00	00:12.33	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24038	0:12:00	00:08.04	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24042	0:18:00	00:17.40	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24061	0:12:00	00:12.06	0:00:06	\$26.00	\$0.00
Urban Southeast 8	2/20/2010	24076	0:12:00	00:10.24	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24085	0:12:00	00:13.22	0:01:22	\$52.00	\$0.00
Urban Southeast 8	2/20/2010	24106	0:12:00	00:09.59	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24188	0:12:00	00:17.44	0:05:44	\$156.00	\$0.00

Urban Southeast 8	2/20/2010	24191	0:12:00	00:11.10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24197	0:12:00	00:12.20	0:00:20	\$26.00	\$0.00
Urban Southeast 8	2/20/2010	24198	0:12:00	00:08.54	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/20/2010	24208	0:12:00	00:19.38	0:07:38	\$208.00	\$0.00
Rural 20	2/20/2010	24209	0:30:00	00:22.55	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/20/2010	24250	0:12:00	00:14.53	0:02:53	\$78.00	\$0.00
Urban North 8	2/20/2010	24251	0:12:00	00:13.51	0:01:51	\$52.00	\$0.00
Urban North 8	2/20/2010	24256	0:12:00	00:09.44	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24264	0:12:00	00:13.27	0:01:27	\$52.00	\$0.00
Urban Southwest 8	2/20/2010	24306	0:12:00	00:10.25	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24310	0:12:00	00:11.11	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/20/2010	24319	0:12:00	00:11.45	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24320	0:12:00	00:12.20	0:00:20	\$26.00	\$0.00
Rural 20	2/20/2010	24341	0:30:00	00:37.02	0:07:02	\$208.00	\$0.00
Frontier 45	2/20/2010	24343	0:55:00	01:01.26	0:06:26	\$182.00	\$0.00
Urban Southeast 8	2/20/2010	24355	0:12:00	00:11.00	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24359	0:18:00	00:15.23	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24363	0:12:00	00:10.23	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24367	0:12:00	00:12.45	0:00:45	\$26.00	\$0.00
Urban North 8	2/20/2010	24373	0:12:00	00:00.00	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24374	0:18:00	00:21.21	0:03:21	\$104.00	\$0.00
Suburban 12	2/20/2010	24380	0:18:00	00:20.53	0:02:53	\$78.00	\$0.00
Urban Southeast 8	2/20/2010	24387	0:12:00	00:09.50	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24391	0:18:00	00:25.20	0:07:20	\$208.00	\$0.00
Urban Southeast 8	2/20/2010	24398	0:12:00	00:12.58	0:00:58	\$26.00	\$0.00
Urban North 8	2/20/2010	24403	0:12:00	00:09.38	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24410	0:12:00	00:10.49	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24425	0:12:00	00:11.02	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24430	0:18:00	00:18.09	0:00:09	\$26.00	\$0.00
Suburban 12	2/20/2010	24434	0:18:00	00:13.01	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24436	0:12:00	00:17.07	0:05:07	\$156.00	\$0.00
Urban North 8	2/20/2010	24444	0:12:00	00:10.43	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24451	0:12:00	00:11.45	0:00:00	\$0.00	\$0.00
Suburban 12	2/20/2010	24454	0:18:00	00:19.56	0:01:56	\$52.00	\$0.00
Urban Southeast 8	2/20/2010	24455	0:12:00	00:13.06	0:01:06	\$52.00	\$0.00
Urban North 8	2/20/2010	24464	0:12:00	00:14.02	0:02:02	\$78.00	\$0.00
Urban North 8	2/20/2010	24467	0:12:00	00:10.18	0:00:00	\$0.00	\$0.00
Urban North 8	2/20/2010	24480	0:12:00	00:14.31	0:02:31	\$78.00	\$0.00
Urban North 8	2/20/2010	24481	0:12:00	00:14.20	0:02:20	\$78.00	\$0.00
Urban Southwest 8	2/20/2010	24483	0:12:00	00:10.18	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/20/2010	24487	0:12:00	00:09.23	0:00:00	\$0.00	\$0.00
Suburban 12	2/21/2010	24497	0:18:00	00:14.46	0:00:00	\$0.00	\$0.00
Suburban 12	2/21/2010	24504	0:18:00	00:13.15	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2010	24508	0:12:00	00:08.24	0:00:00	\$0.00	\$0.00
Suburban 12	2/21/2010	24562	0:18:00	00:14.32	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/21/2010	24578	0:12:00	00:09.18	0:00:00	\$0.00	\$0.00
Frontier 45	2/21/2010	24625	0:55:00	00:47.17	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2010	24648	0:12:00	00:09.32	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/21/2010	24767	0:12:00	00:08.10	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2010	24780	0:12:00	00:14.32	0:02:32	\$78.00	\$0.00
Suburban 12	2/21/2010	24781	0:18:00	00:23.52	0:05:52	\$156.00	\$0.00
Urban Southeast 8	2/21/2010	24796	0:12:00	00:08.43	0:00:00	\$0.00	\$0.00
Urban North 8	2/21/2010	24804	0:12:00	00:13.03	0:01:03	\$52.00	\$0.00
Urban North 8	2/21/2010	24810	0:12:00	00:08.56	0:00:00	\$0.00	\$0.00
Frontier 35	2/21/2010	24836	0:45:00	01:01.47	0:16:47	\$442.00	\$0.00
Urban Southeast 8	2/21/2010	24856	0:12:00	00:13.52	0:01:52	\$52.00	\$0.00
Suburban 12	2/21/2010	24857	0:18:00	00:17.18	0:00:00	\$0.00	\$0.00
Suburban 12	2/21/2010	24858	0:18:00	00:17.54	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/21/2010	24875	0:12:00	00:10.53	0:00:00	\$0.00	\$0.00
Frontier 35	2/22/2010	24884	0:45:00	00:38.16	0:00:00	\$0.00	\$0.00
Rural 20	2/22/2010	24893	0:30:00	00:24.19	0:00:00	\$0.00	\$0.00
Suburban 12	2/22/2010	24914	0:18:00	00:13.02	0:00:00	\$0.00	\$0.00
Urban North 8	2/22/2010	24918	0:12:00	00:16.05	0:04:05	\$130.00	\$0.00
Urban North 8	2/22/2010	24940	0:12:00	00:14.16	0:02:16	\$78.00	\$0.00
Urban North 8	2/22/2010	24957	0:12:00	00:13.39	0:01:39	\$52.00	\$0.00
Urban Southwest 8	2/22/2010	24963	0:12:00	00:16.12	0:04:12	\$130.00	\$0.00

Urban Southwest 8	2/26/2010	26995	0:12:00	00:11.13	0:00:00	\$0.00	\$0.00
Urban Southeast 8	2/26/2010	26999	0:12:00	00:10.43	0:00:00	\$0.00	\$0.00
Urban Southwest 8	2/26/2010	27009	0:12:00	00:11.03	0:00:00	\$0.00	\$0.00
Suburban 12	2/26/2010	27028	0:18:00	00:14.11	0:00:00	\$0.00	\$0.00
Total						\$7,306.00	\$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	January 2010			February 2010			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	697	68	90.24%	614	72	88.27%	90.00%
Urban Southeast 8	707	37	94.77%	587	36	93.87%	
Urban Southwest 8	630	46	92.70%	592	54	90.88%	
TOTAL	2,033	150	92.58%	1,793	162	90.96%	

J. **Code 2 Performance Summary**

Zone	January 2010			February 2010		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,106	187	83.09%	987	184	81.36%
Suburban 12	248	27	89.11%	235	30	87.23%
Rural 20	45	0	100.00%	27	0	100.00%
Frontier 25	5	0	100.00%	7	0	100.00%
Frontier 35	3	0	100.00%	3	0	100.00%
Frontier 45	2	0	100.00%	5	0	100.00%
TOTAL	1,409	214	84.81%	1,264	214	83.07%

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 2010	4,465	3,056	68.4%	2,054	67.2%	1,409	31.6%	954	67.7%
February 2010	4,007	2,743	68.5%	1,821	66.4%	1,264	31.5%	852	67.4%

L. **Major Condition/Complaint Summary**

January 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	434	9.72%	277	9.21%	103	2.31%	60	1.99%
Breathing Problems	339	7.59%	258	8.58%	16	0.36%	12	0.40%
Chest Pain	221	4.95%	192	6.38%	19	0.43%	13	0.43%
Sick Person-Multiple Complaints	165	3.70%	135	4.49%	206	4.61%	169	5.62%
Convulsions-Seizures	118	2.64%	90	2.99%	69	1.55%	54	1.80%
Psychiatric-Suicide Attempt	101	2.26%	79	2.63%	58	1.30%	48	1.60%
Stroke	69	1.55%	59	1.96%	4	0.09%	4	0.13%
Diabetic Problems	63	1.41%	27	0.90%	10	0.22%	6	0.20%
Heart Problems	61	1.37%	46	1.53%	5	0.11%	4	0.13%
Abdominal Pain	56	1.25%	51	1.70%	26	0.58%	21	0.70%
Abdominal Pain	56	1.25%	51	1.70%	26	0.58%	21	0.70%
Trans-Interfacility-Palliative	47	1.05%	46	1.53%	88	1.97%	85	2.83%

Pregnancy	32	0.72%	31	1.03%	2	0.04%	1	0.03%
Allergies-Envenomations	30	0.67%	23	0.76%	11	0.25%	9	0.30%
Back Pain	5	0.11%	4	0.13%	34	0.76%	29	0.96%
Headache	4	0.09%	4	0.13%	19	0.43%	16	0.53%
Total	1801	40.33%	1373	45.65%	696	15.59%	552	18.35%

January 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	331	7.41%	131	4.36%	45	1.01%	28	0.93%
Falls	223	4.99%	152	5.05%	121	2.71%	84	2.79%
Assault or Sexual Assault	171	3.83%	69	2.29%	16	0.36%	11	0.37%
Overdose-Poisoning	154	3.45%	122	4.06%	21	0.47%	16	0.53%
Hemorrhage-Lacerations	121	2.71%	102	3.39%	13	0.29%	10	0.33%
Carbon Monoxide-Hazmat	52	1.16%	5	0.17%	9	0.20%	2	0.07%
Cardiac/Respiratory Arrest	50	1.12%	16	0.53%	2	0.04%	0	0.00%
Traumatic Injuries (NOS)	47	1.05%	31	1.03%	10	0.22%	7	0.23%
Choking	43	0.96%	36	1.20%	13	0.29%	3	0.10%
Gunshot/Stabbing	17	0.38%	10	0.33%	1	0.02%	0	0.00%
Heat-Cold Exposure	8	0.18%	2	0.07%	7	0.16%	5	0.17%
Animal Bites-Attacks	5	0.11%	0	0.00%	2	0.04%	0	0.00%
Burns-Scalds	4	0.09%	2	0.07%	0	0.00%	0	0.00%
Eye Injuries	1	0.02%	1	0.03%	6	0.13%	3	0.10%
Total	1227	27.46%	679	22.58%	266	5.94%	169	5.62%

January 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request Total	68	1.52%	47	1.56%	435	9.74%	253	8.41%
Medical-Call Box Alarm Total	9	0.20%	3	0.10%	1	0.02%	0	0.00%
Standby-Dedicated Total	0	0.00%	0	0.00%	5	0.11%	0	0.00%
Standby-Public Safety Total	7	0.16%	3	0.10%	32	0.72%	1	0.03%
Total	84	1.88%	53	1.76%	473	10.59%	254	8.44%

February 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	365	9.11%	233	8.72%	110	2.75%	61	2.28%
Breathing Problems	289	7.21%	241	9.02%	6	0.15%	5	0.19%
Chest Pain	224	5.59%	188	7.03%	26	0.65%	14	0.52%
Sick Person-Multiple Complaints	157	3.92%	134	5.01%	178	4.44%	147	5.50%
Convulsions-Seizures	122	3.04%	91	3.40%	62	1.55%	47	1.76%
Psychiatric-Suicide Attempt	81	2.02%	59	2.21%	41	1.02%	31	1.16%
Abdominal Pain	57	1.42%	52	1.95%	34	0.85%	29	1.08%
Stroke	54	1.35%	44	1.65%	5	0.12%	4	0.15%
Diabetic Problems	53	1.32%	19	0.71%	15	0.37%	7	0.26%
Heart Problems	53	1.32%	44	1.65%	11	0.27%	8	0.30%
Trans-Interfacility-Palliative	44	1.10%	43	1.61%	106	2.65%	106	3.97%
Allergies-Envenomations	35	0.87%	25	0.94%	3	0.07%	3	0.11%
Pregnancy	23	0.57%	20	0.75%	1	0.02%	1	0.04%
Headache	7	0.17%	6	0.22%	15	0.37%	11	0.41%
Back Pain	4	0.10%	3	0.11%	19	0.47%	18	0.67%
Total	1568	39.11%	1202	44.98%	632	15.75%	492	18.40%

February 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	369	9.21%	151	5.65%	40	1.00%	16	0.60%
Falls	209	5.22%	135	5.05%	136	3.39%	107	4.00%
Overdose-Poisoning	138	3.44%	103	3.85%	10	0.25%	4	0.15%
Hemorrhage-Lacerations	101	2.52%	74	2.77%	11	0.27%	7	0.26%
Assault or Sexual Assault	97	2.42%	25	0.94%	12	0.30%	4	0.15%
Cardiac/Respiratory Arrest	52	1.30%	19	0.71%	0	0.00%	0	0.00%
Traumatic Injuries (NOS)	51	1.27%	30	1.12%	22	0.55%	16	0.60%
Carbon Monoxide-Hazmat	39	0.97%	2	0.07%	18	0.45%	2	0.07%
Choking	23	0.57%	17	0.64%	13	0.32%	3	0.11%
Gunshot/Stabbing	15	0.37%	11	0.41%	1	0.02%	1	0.04%
Burns-Scalds	5	0.12%	2	0.07%	0	0.00%	0	0.00%
Animal Bites-Attacks	3	0.07%	1	0.04%	1	0.02%	0	0.00%
Heat-Cold Exposure	2	0.05%	2	0.07%	4	0.10%	1	0.04%
Eye Injuries	1	0.02%	0	0.00%	3	0.07%	1	0.04%
Total	1105	27.55%	572	21.39%	271	6.74%	162	6.06%

February 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	56	1.40%	42	1.57%	339	8.46%	197	7.37%
Medical-Call Box Alarm	12	0.30%	4	0.15%	0	0.00%	0	0.00%
Standby-Public Safety	2	0.05%	1	0.04%	22	0.55%	1	0.04%
Total	70	1.75%	47	1.76%	361	9.01%	198	7.41%

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

January 2010 — 15 calls were downgraded from Code 3 to Code 2.
 February 2010 — 31 calls were downgraded from Code 3 to Code 2.


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

In January 2010, dispatch was held on 16 Code 2 calls. In February 2010, dispatch was held on 22 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	Pikes Peak Mental Health	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	1	62	6	0	7	111
2010 Total	62	7	140	13	3	27	256

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION


 3/31/10
 Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator