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**ESA Performance & Compliance Report
July & August 2011**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated January 21, 2010, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. (“Contractor”), which was effective January 1, 2009, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Exhibit F of the Contract. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor’s failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report. A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for July and August 2011.

A. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had 2 incidences of contract Level 0 during July and one in August. The total recommended assessment for July and August 2011 is \$11,751.00.

Potential & Recommended Assessment Summary				
Performance Standard	July 2011		August 2011	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$3,267.00	\$3,267.00	\$5,427.00	\$5,427.00
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	\$0.00	\$0.00
Other Assessments (including Level 0)	\$2,038.00	\$2,038.00	\$1,019.00	\$1,019.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$756.00	\$0.00	\$1,053.00	\$0.00
TOTAL:	\$6,061.00	\$5,305.00	\$7,499.00	\$6,446.00

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.)

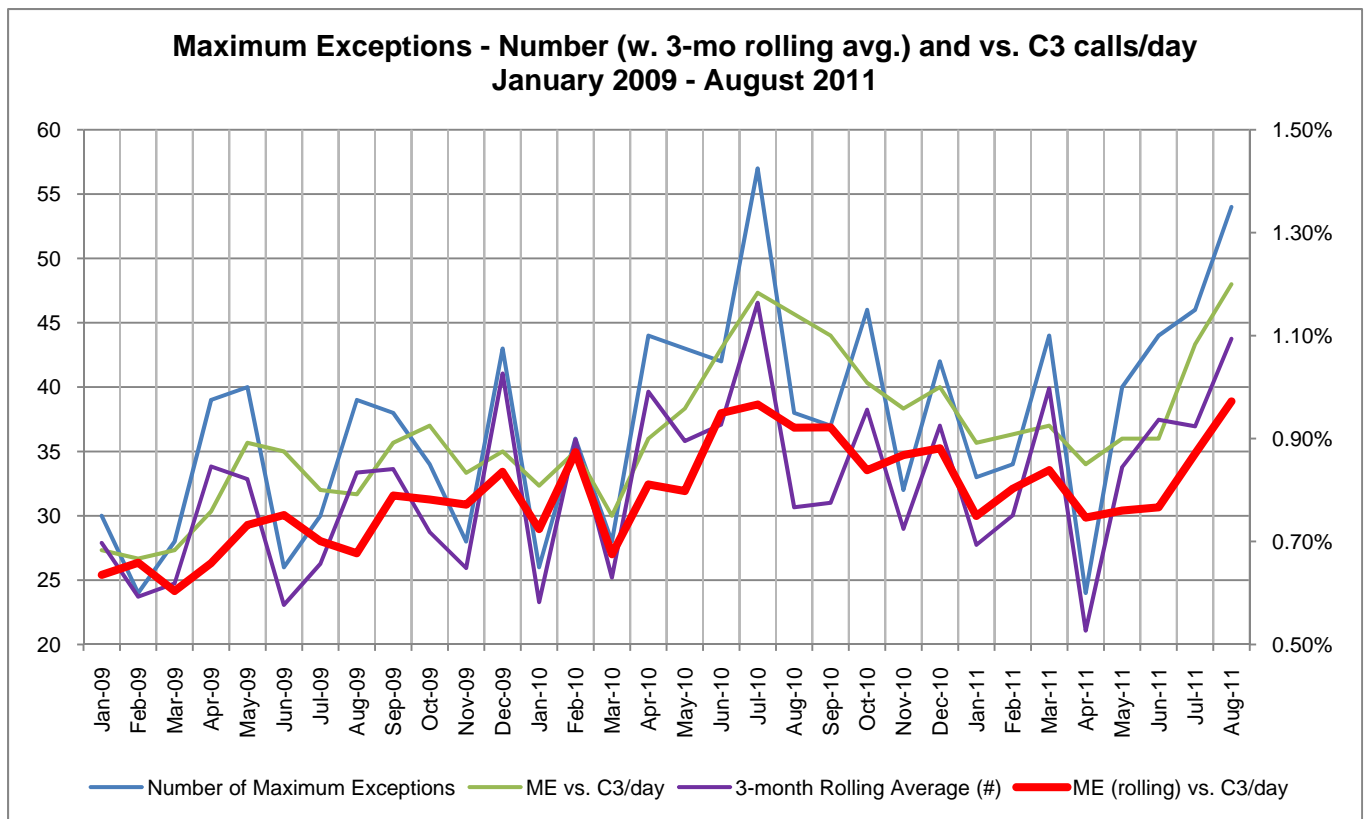
For July 2011, there were 46 calls that exceeded the Maximum Response Time for their Zone, 45 (97.8%) of which were located within the City of Colorado Springs. The remaining call (2.2%) was located in Manitou Springs. For August 2011, there were 54 calls that exceeded the Maximum Response Time for their Zone, 50 (92.6%) of which were located within the City of Colorado Springs. The remaining calls were located as follows: one (1.9%) in Yoder, one (1.9%) in unincorporated El Paso County, and two (3.7%) in Manitou Springs.

July 2011 (46)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	07/03/2011	84652	0:18:00	0:18:51	0:00:51	\$27.00	\$27.00
Suburban 12	07/09/2011	87261	0:18:00	0:18:13	0:00:13	\$27.00	\$27.00
Suburban 12	07/10/2011	87655	0:18:00	0:18:10	0:00:10	\$27.00	\$27.00
Suburban 12	07/26/2011	95198	0:18:00	0:18:41	0:00:41	\$27.00	\$27.00
Suburban 12	07/28/2011	96370	0:18:00	0:20:14	0:02:14	\$81.00	\$81.00
Total Suburban 12	5 (10.9%)						
Urban North 8	07/01/2011	83580	0:12:00	0:12:10	0:00:10	\$27.00	\$27.00
Urban North 8	07/03/2011	84637	0:12:00	0:13:32	0:01:32	\$54.00	\$54.00
Urban North 8	07/03/2011	84642	0:12:00	0:12:12	0:00:12	\$27.00	\$27.00
Urban Southwest 8	07/04/2011	84860	0:12:00	0:13:37	0:01:37	\$54.00	\$54.00
Urban North 8	07/07/2011	86306	0:12:00	0:12:17	0:00:17	\$27.00	\$27.00
Urban Southeast 8	07/07/2011	86583	0:12:00	0:12:31	0:00:31	\$27.00	\$27.00
Urban North 8	07/08/2011	87031	0:12:00	0:14:52	0:02:52	\$81.00	\$81.00
Urban Southeast 8	07/08/2011	87069	0:12:00	0:17:01	0:05:01	\$162.00	\$162.00
Urban Southeast 8	07/09/2011	87283	0:12:00	0:12:05	0:00:05	\$27.00	\$27.00
Urban Southwest 8	07/11/2011	88109	0:12:00	0:14:28	0:02:28	\$81.00	\$81.00
Urban North 8	07/11/2011	88118	0:12:00	0:13:19	0:01:19	\$54.00	\$54.00
Urban North 8	07/13/2011	89048	0:12:00	0:21:15	0:09:15	\$270.00	\$270.00
Urban North 8	07/14/2011	89621	0:12:00	0:12:58	0:00:58	\$27.00	\$27.00
Urban Southeast 8	07/15/2011	89978	0:12:00	0:14:08	0:02:08	\$81.00	\$81.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southeast 8	07/15/2011	90045	0:12:00	0:16:41	0:04:41	\$135.00	\$135.00
Urban Southwest 8	07/15/2011	90048	0:12:00	0:13:31	0:01:31	\$54.00	\$54.00
Urban North 8	07/16/2011	90485	0:12:00	0:14:21	0:02:21	\$81.00	\$81.00
Urban Southwest 8	07/16/2011	90662	0:12:00	0:12:03	0:00:03	\$27.00	\$27.00
Urban Southeast 8	07/17/2011	91032	0:12:00	0:15:45	0:03:45	\$108.00	\$108.00
Urban North 8	07/18/2011	91598	0:12:00	0:14:12	0:02:12	\$81.00	\$81.00
Urban Southwest 8	07/18/2011	91634	0:12:00	0:13:03	0:01:03	\$54.00	\$54.00
Urban North 8	07/18/2011	91644	0:12:00	0:13:08	0:01:08	\$54.00	\$54.00
Urban Southeast 8	07/19/2011	92078	0:12:00	0:13:10	0:01:10	\$54.00	\$54.00
Urban North 8	07/19/2011	92137	0:12:00	0:13:18	0:01:18	\$54.00	\$54.00
Urban North 8	07/19/2011	92318	0:12:00	0:13:31	0:01:31	\$54.00	\$54.00
Urban North 8	07/20/2011	92612	0:12:00	0:12:29	0:00:29	\$27.00	\$27.00
Urban Southeast 8	07/21/2011	93085	0:12:00	0:14:25	0:02:25	\$81.00	\$81.00
Urban Southwest 8	07/21/2011	93197	0:12:00	0:12:21	0:00:21	\$27.00	\$27.00
Urban Southwest 8	07/22/2011	93485	0:12:00	0:14:50	0:02:50	\$81.00	\$81.00
Urban Southeast 8	07/22/2011	93488	0:12:00	0:13:08	0:01:08	\$54.00	\$54.00
Urban Southeast 8	07/24/2011	94366	0:12:00	0:12:29	0:00:29	\$27.00	\$27.00
Urban Southwest 8	07/25/2011	95159	0:12:00	0:12:30	0:00:30	\$27.00	\$27.00
Urban Southeast 8	07/26/2011	95316	0:12:00	0:13:14	0:01:14	\$54.00	\$54.00
Urban North 8	07/27/2011	95817	0:12:00	0:14:54	0:02:54	\$81.00	\$81.00
Urban Southwest 8	07/27/2011	96117	0:12:00	0:21:49	0:09:49	\$270.00	\$270.00
Urban Southeast 8	07/28/2011	96237	0:12:00	0:15:16	0:03:16	\$108.00	\$108.00
Urban North 8	07/28/2011	96244	0:12:00	0:13:16	0:01:16	\$54.00	\$54.00
Urban Southwest 8	07/28/2011	96369	0:12:00	0:13:39	0:01:39	\$54.00	\$54.00
Urban North 8	07/29/2011	97167	0:12:00	0:20:04	0:08:04	\$243.00	\$243.00
Urban North 8	07/31/2011	97853	0:12:00	0:15:36	0:03:36	\$108.00	\$108.00
Total Urban 8	41 (89.1%)						
Assessments						\$3,267.00	\$3,267.00

August 2011 (54)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Frontier 45	08/19/2011	106849	0:55:00	1:12:08	0:17:08	\$486.00	\$486.00
Total Frontier 45	1 (1.9%)						
Rural 20	08/21/2011	107827	0:30:00	0:38:04	0:08:04	\$243.00	\$243.00
Total Rural 20	1 (1.9%)						
Suburban 12	08/01/2011	98029	0:18:00	0:21:57	0:03:57	\$108.00	\$108.00
Suburban 12	08/21/2011	107794	0:18:00	0:20:28	0:02:28	\$81.00	\$81.00
Suburban 12	08/22/2011	107999	0:18:00	0:19:44	0:01:44	\$54.00	\$54.00
Suburban 12	08/22/2011	108312	0:18:00	0:19:56	0:01:56	\$54.00	\$54.00
Suburban 12	08/28/2011	110955	0:18:00	0:21:19	0:03:19	\$108.00	\$108.00
Suburban 12	08/31/2011	112364	0:18:00	0:29:46	0:11:46	\$324.00	\$324.00
Total Suburban 12	6 (11.1%)						
Urban North 8	08/01/2011	98265	0:12:00	0:12:33	0:00:33	\$27.00	\$27.00
Urban North 8	08/02/2011	98554	0:12:00	0:15:35	0:03:35	\$108.00	\$108.00
Urban Southeast 8	08/02/2011	98953	0:12:00	0:16:55	0:04:55	\$135.00	\$135.00
Urban North 8	08/04/2011	99558	0:12:00	0:12:50	0:00:50	\$27.00	\$27.00
Urban Southwest 8	08/04/2011	99572	0:12:00	0:18:26	0:06:26	\$189.00	\$189.00
Urban Southeast 8	08/04/2011	99720	0:12:00	0:20:26	0:08:26	\$243.00	\$243.00
Urban North 8	08/04/2011	99853	0:12:00	0:18:00	0:06:00	\$162.00	\$162.00
Urban Southwest 8	08/04/2011	99945	0:12:00	0:16:36	0:04:36	\$135.00	\$135.00
Urban Southeast 8	08/05/2011	100449	0:12:00	0:13:20	0:01:20	\$54.00	\$54.00
Urban Southeast 8	08/06/2011	100634	0:12:00	0:19:07	0:07:07	\$216.00	\$216.00
Urban North 8	08/08/2011	101330	0:12:00	0:16:29	0:04:29	\$135.00	\$135.00
Urban Southeast 8	08/08/2011	101348	0:12:00	0:13:51	0:01:51	\$54.00	\$54.00
Urban North 8	08/08/2011	101587	0:12:00	0:12:20	0:00:20	\$27.00	\$27.00
Urban Southeast 8	08/08/2011	101592	0:12:00	0:21:00	0:09:00	\$243.00	\$243.00
Urban Southwest 8	08/08/2011	101640	0:12:00	0:12:48	0:00:48	\$27.00	\$27.00
Urban North 8	08/09/2011	101824	0:12:00	0:13:54	0:01:54	\$54.00	\$54.00
Urban Southwest 8	08/09/2011	101826	0:12:00	0:13:31	0:01:31	\$54.00	\$54.00
Urban Southeast 8	08/09/2011	101959	0:12:00	0:12:08	0:00:08	\$27.00	\$27.00
Urban North 8	08/09/2011	101967	0:12:00	0:21:23	0:09:23	\$270.00	\$270.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban North 8	08/09/2011	101974	0:12:00	0:12:57	0:00:57	\$27.00	\$27.00
Urban Southwest 8	08/09/2011	102047	0:12:00	0:14:09	0:02:09	\$81.00	\$81.00
Urban North 8	08/10/2011	102270	0:12:00	0:13:27	0:01:27	\$54.00	\$54.00
Urban North 8	08/10/2011	102487	0:12:00	0:12:51	0:00:51	\$27.00	\$27.00
Urban Southwest 8	08/11/2011	102723	0:12:00	0:14:22	0:02:22	\$81.00	\$81.00
Urban Southwest 8	08/11/2011	102725	0:12:00	0:17:17	0:05:17	\$162.00	\$162.00
Urban North 8	08/11/2011	103130	0:12:00	0:15:34	0:03:34	\$108.00	\$108.00
Urban North 8	08/11/2011	103169	0:12:00	0:12:41	0:00:41	\$27.00	\$27.00
Urban Southeast 8	08/13/2011	104117	0:12:00	0:12:05	0:00:05	\$27.00	\$27.00
Urban Southwest 8	08/14/2011	104184	0:12:00	0:13:07	0:01:07	\$54.00	\$54.00
Urban Southeast 8	08/15/2011	104844	0:12:00	0:15:17	0:03:17	\$108.00	\$108.00
Urban North 8	08/15/2011	104884	0:12:00	0:18:32	0:06:32	\$189.00	\$189.00
Urban North 8	08/15/2011	104932	0:12:00	0:12:24	0:00:24	\$27.00	\$27.00
Urban Southwest 8	08/20/2011	107511	0:12:00	0:13:48	0:01:48	\$54.00	\$54.00
Urban Southeast 8	08/20/2011	107528	0:12:00	0:16:39	0:04:39	\$135.00	\$135.00
Urban North 8	08/22/2011	107995	0:12:00	0:12:19	0:00:19	\$27.00	\$27.00
Urban North 8	08/24/2011	108985	0:12:00	0:13:15	0:01:15	\$54.00	\$54.00
Urban North 8	08/25/2011	109586	0:12:00	0:12:35	0:00:35	\$27.00	\$27.00
Urban Southwest 8	08/26/2011	110193	0:12:00	0:13:48	0:01:48	\$54.00	\$54.00
Urban Southeast 8	08/28/2011	110887	0:12:00	0:12:03	0:00:03	\$27.00	\$27.00
Urban North 8	08/28/2011	110889	0:12:00	0:13:38	0:01:38	\$54.00	\$54.00
Urban Southwest 8	08/28/2011	110913	0:12:00	0:12:23	0:00:23	\$27.00	\$27.00
Urban Southwest 8	08/28/2011	110916	0:12:00	0:12:16	0:00:16	\$27.00	\$27.00
Urban Southeast 8	08/30/2011	111989	0:12:00	0:12:55	0:00:55	\$27.00	\$27.00
Urban Southeast 8	08/31/2011	112362	0:12:00	0:15:06	0:03:06	\$108.00	\$108.00
Urban Southwest 8	08/31/2011	112459	0:12:00	0:13:15	0:01:15	\$54.00	\$54.00
Urban Southwest 8	08/31/2011	112477	0:12:00	0:16:41	0:04:41	\$135.00	\$135.00
Total Urban 8	46 (85.2%)						
Assessments						\$5,427.00	\$5,427.00



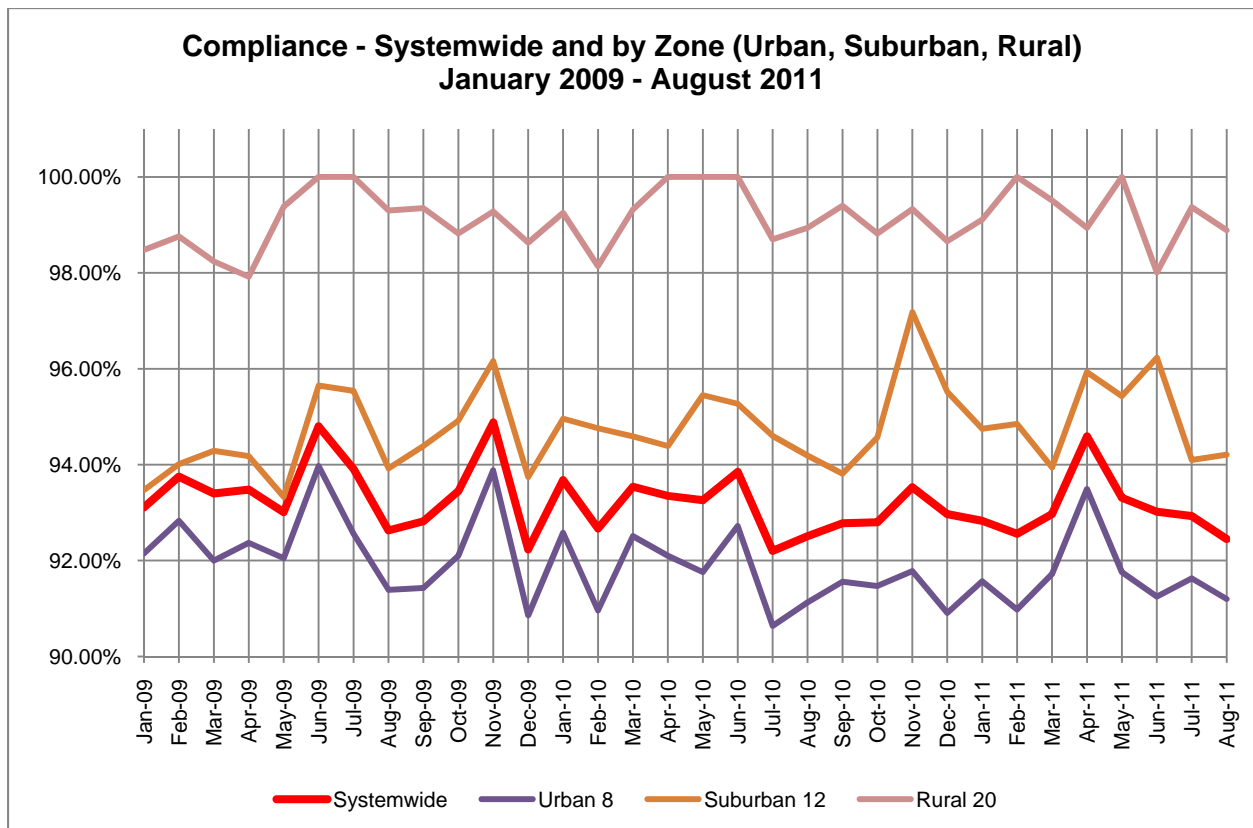
B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones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

Zone	July 2011			August 2011		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2485	208	91.63%	2478	218	91.20%
Suburban 12	865	51	94.10%	829	45	94.21%
Rural 20	158	1	99.37%	180	2	98.89%
Zone Standard			90.00%			90.00%

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

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

Measure	July 2011	August 2011
# of Code 3 Calls	3,677	3,591
# Exceeding Minimum Response Time	260	271
System-wide Compliance %	92.93%	92.19%

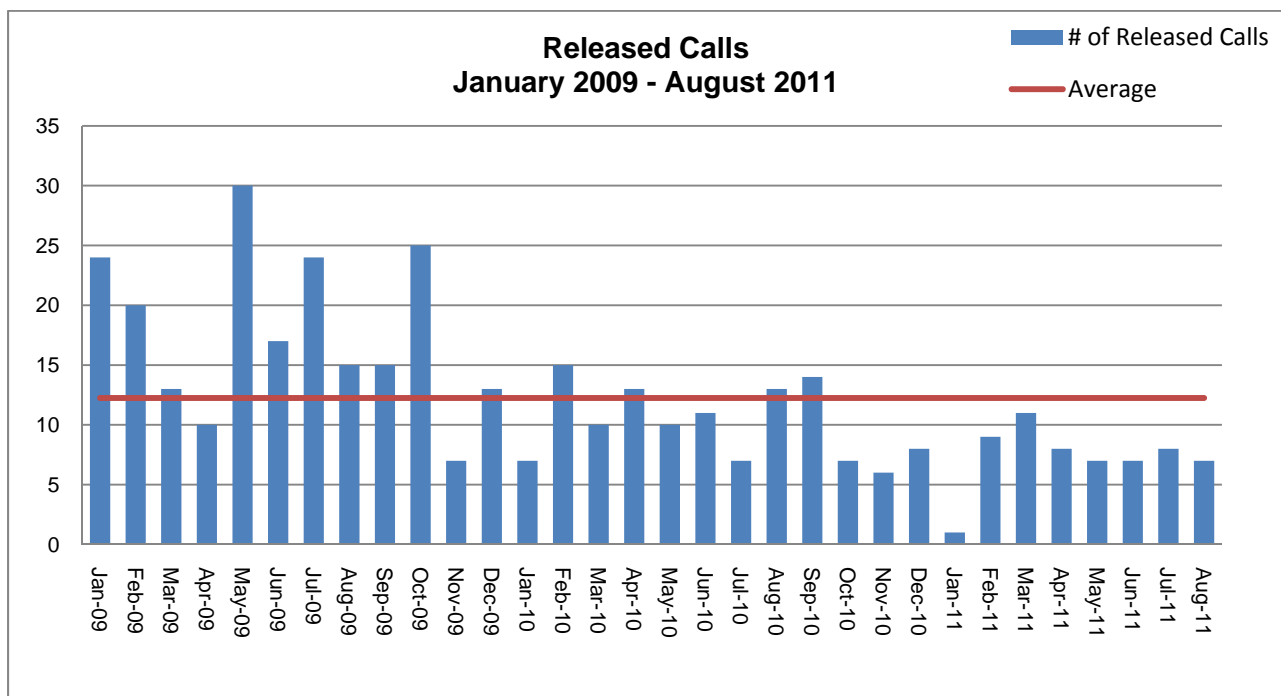


E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.)

The contractor referred 8 calls in July 2011, seven (87.5%) of which were referred to Black Forest Fire/Rescue. The remaining call (12.5%) was referred to Fountain Fire Department. The contractor referred 7 calls in August 2011, 6 (85.7%) of which were referred to Black Forest Fire/Rescue. The remaining call (14.3%) was referred to Fountain Fire Department. In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone.

July 2011 (8)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	84270	07/02/2011	Black Forest Fire/Rescue	0:18:22	\$0.00
Frontier 25	84356	07/02/2011	Black Forest Fire/Rescue	0:14:52	\$0.00
Frontier 25	87938	07/10/2011	Black Forest Fire/Rescue	0:18:53	\$0.00
Frontier 25	88188	07/11/2011	Black Forest Fire/Rescue	0:12:14	\$0.00
Urban Southeast 8	93164	07/21/2011	Fountain Fire Department	0:05:01	\$0.00
Frontier 25	93430	07/22/2011	Black Forest Fire/Rescue	0:23:28	\$0.00
Frontier 25	95858	07/27/2011	Black Forest Fire/Rescue	0:01:25	\$0.00
Frontier 25	96900	07/29/2011	Black Forest Fire/Rescue	0:18:27	\$0.00
July 2011 - Recommended Assessment					\$0.00

August 2011 (7)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	98154	08/01/2011	Black Forest Fire/Rescue	0:17:22	\$0.00
Frontier 35	99864	08/04/2011	Black Forest Fire/Rescue	0:18:08	\$0.00
Rural 20	99445	08/03/2011	Black Forest Fire/Rescue	0:13:16	\$0.00
Rural 20	99560	08/04/2011	Black Forest Fire/Rescue	0:12:00	\$0.00
Rural 20	110343	08/26/2011	Black Forest Fire/Rescue	0:06:25	\$0.00
Suburban 12	101978	08/09/2011	Black Forest Fire/Rescue	0:14:43	\$0.00
Suburban 12	111263	08/28/2011	Fountain Fire Department	0:13:48	\$0.00
August 2011 - Recommended Assessment					\$0.00



F. Other Assessments (F.4.):

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

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

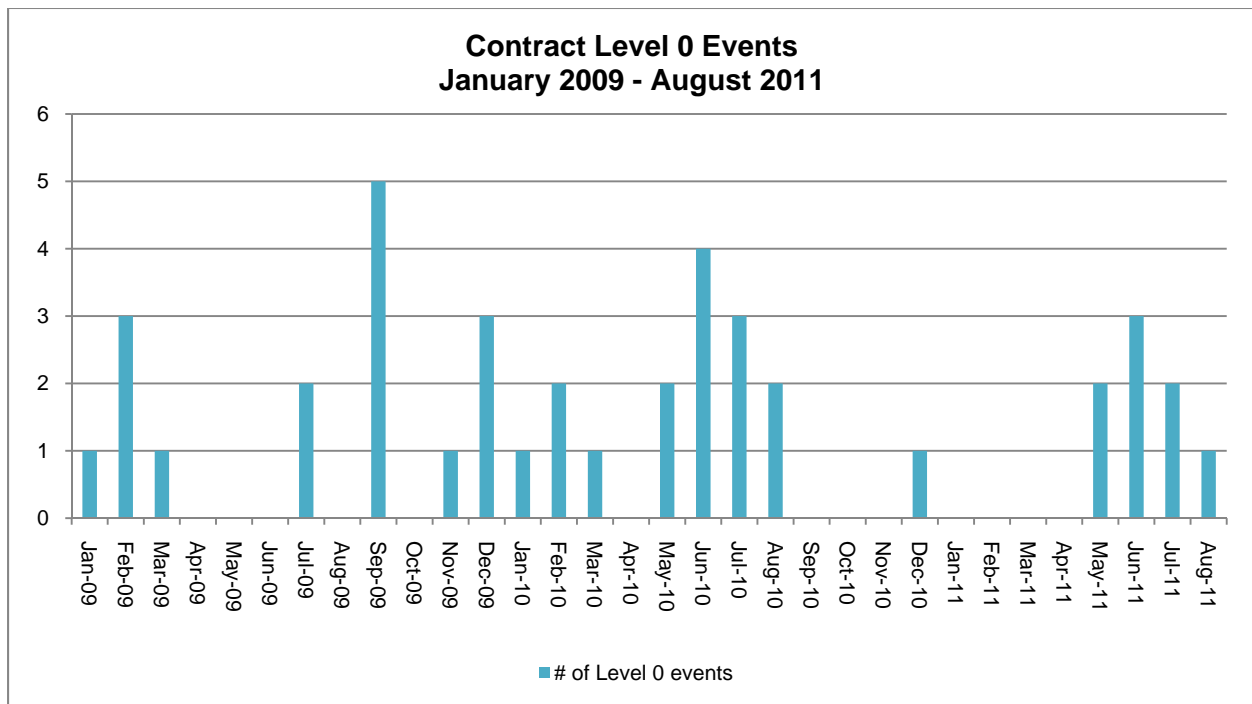
- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area)

AND

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

July 2011								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	7/3/11	Sunday	3:42 PM	00:08:00	11	3	\$1,019.00	\$1,019.00
2	7/21/11	Thursday	1:43 PM	00:08:00	14	0	\$1,019.00	\$1,019.00
Total							\$2,038.00	\$2,038.00

August 2011								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	8/6/11	Saturday	10:50AM	00:07:00	13	2	\$1,019.00	\$1,019.00
Total							\$1,019.00	\$1,019.00



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.)

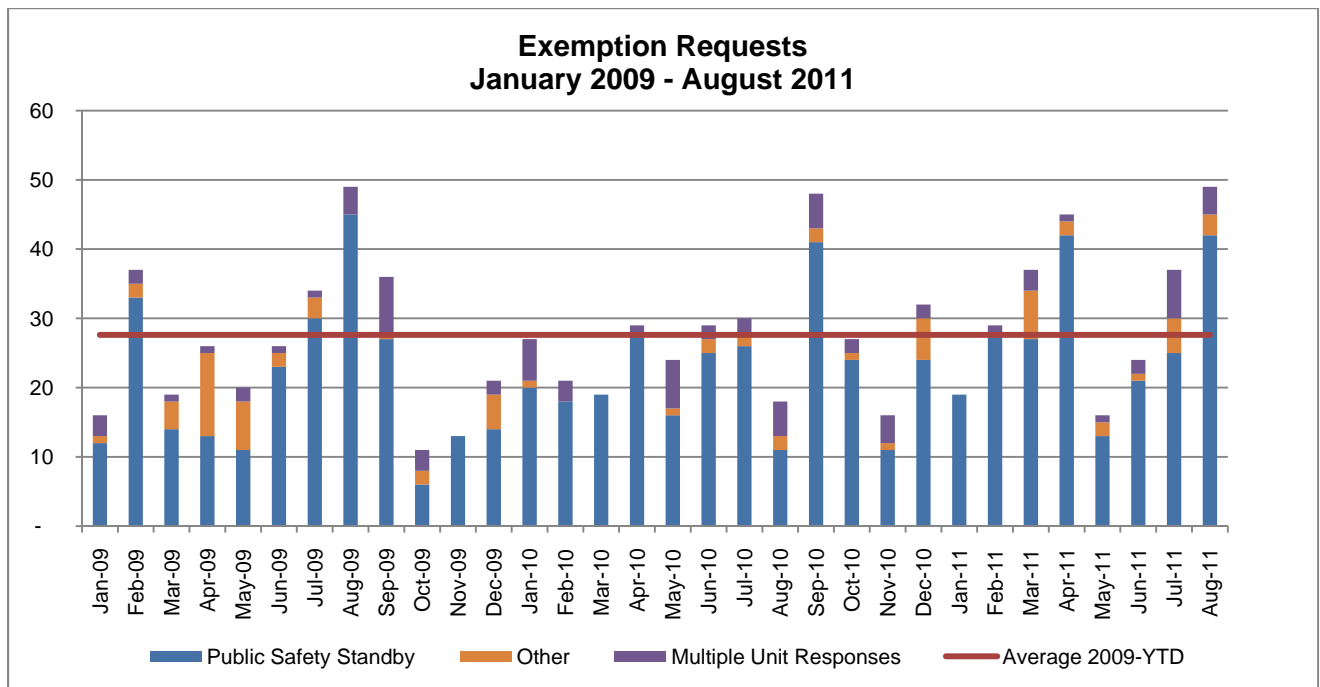
For the month of July 2011, the Contractor has requested that 37 Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of August 2011, the Contractor has requested that 49 Code 3 calls be exempted. The ESA must 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.

July 2011 Exempted Calls (37)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (25)							
Urban Southwest 8	7/4/2011	85061	0:12:00	00:08.06	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/4/2011	85087	0:12:00	00:11.28	0:00:00	\$0.00	\$0.00
Urban North 8	7/4/2011	85102	0:12:00	00:08.12	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/4/2011	85159	0:12:00	00:11.35	0:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Suburban 12	7/4/2011	85168	0:18:00	00:13.04	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/4/2011	85169	0:12:00	00:08.56	0:00:00	\$0.00	\$0.00
Urban North 8	7/4/2011	85174	0:12:00	00:11.52	0:00:00	\$0.00	\$0.00
Urban Southwest 8	7/4/2011	85176	0:12:00	00:08.57	0:00:00	\$0.00	\$0.00
Urban North 8	7/4/2011	85186	0:12:00	00:08.08	0:00:00	\$0.00	\$0.00
Urban North 8	7/6/2011	85771	0:12:00	00:11.24	0:00:00	\$0.00	\$0.00
Urban Southwest 8	7/7/2011	86456	0:12:00	00:18.09	0:06:09	\$189.00	\$0.00
Urban North 8	7/7/2011	86464	0:12:00	00:08.27	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/9/2011	87553	0:12:00	00:08.48	0:00:00	\$0.00	\$0.00
Urban Southwest 8	7/9/2011	87565	0:12:00	00:10.37	0:00:00	\$0.00	\$0.00
Suburban 12	7/12/2011	88689	0:18:00	00:12.29	0:00:00	\$0.00	\$0.00
Urban North 8	7/12/2011	88759	0:12:00	00:10.09	0:00:00	\$0.00	\$0.00
Urban North 8	7/21/2011	93139	0:12:00	00:08.29	0:00:00	\$0.00	\$0.00
Suburban 12	7/21/2011	93141	0:18:00	00:18.03	0:00:03	\$27.00	\$0.00
Urban North 8	7/21/2011	93146	0:12:00	00:10.07	0:00:00	\$0.00	\$0.00
Urban North 8	7/21/2011	93151	0:12:00	00:08.42	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/21/2011	93156	0:12:00	00:24.08	0:12:08	\$351.00	\$0.00
Urban Southeast 8	7/29/2011	97127	0:12:00	00:08.01	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/29/2011	97145	0:12:00	00:08.41	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/29/2011	97148	0:12:00	00:08.01	0:00:00	\$0.00	\$0.00
Urban North 8	7/30/2011	97412	0:12:00	00:09.04	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident (7)							
Urban Southeast 8	7/4/2011	84847	0:12:00	00:10.38	0:00:00	\$0.00	\$0.00
Urban North 8	7/9/2011	87493	0:12:00	00:09.13	0:00:00	\$0.00	\$0.00
Urban North 8	7/9/2011	87496	0:12:00	00:11.30	0:00:00	\$0.00	\$0.00
Suburban 12	7/10/2011	87827	0:18:00	00:12.12	0:00:00	\$0.00	\$0.00
Frontier 25	7/25/2011	94709	0:35:00	00:41.16	0:06:16	\$189.00	\$0.00
Urban Southwest 8	7/25/2011	94927	0:12:00	00:11.35	0:00:00	\$0.00	\$0.00
Urban North 8	7/27/2011	96095	0:12:00	00:08.36	0:00:00	\$0.00	\$0.00
Travel Restrictions and Road Closures (3)							
Urban Southwest 8	7/16/2011	90667	0:12:00	00:08.22	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/9/2011	87437	0:12:00	00:09.35	0:00:00	\$0.00	\$0.00
Urban Southeast 8	7/17/2011	91280	0:12:00	00:10.05	0:00:00	\$0.00	\$0.00
Responding Vehicle Collision (1)							
Urban North 8	7/8/2011	86979	0:12:00	00:08.17	0:00:00	\$0.00	\$0.00
Severe Weather (1)							
Suburban 12	7/13/2011	89362	0:18:00	00:14.49	0:00:00	\$0.00	\$0.00
Total						\$756.00	\$0.00

August 2011 Exempted Calls (49)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (42)							
Urban Southeast 8	8/1/2011	98208	0:12:00	00:10.20	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/2/2011	98522	0:12:00	00:09.23	00:00:00	\$0.00	\$0.00
Urban North 8	8/6/2011	100546	0:12:00	00:13.06	00:01.06	\$54.00	\$0.00
Urban Southeast 8	8/6/2011	100550	0:12:00	00:12.20	00:00.20	\$27.00	\$0.00
Urban Southeast 8	8/6/2011	100555	0:12:00	00:11.37	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/7/2011	100973	0:12:00	00:11.03	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/7/2011	100980	0:12:00	00:09.41	00:00:00	\$0.00	\$0.00
Urban North 8	8/7/2011	101064	0:12:00	00:08.04	00:00:00	\$0.00	\$0.00
Urban North 8	8/9/2011	102187	0:12:00	00:09.51	00:00:00	\$0.00	\$0.00
Urban North 8	8/9/2011	102190	0:12:00	00:08.11	00:00:00	\$0.00	\$0.00
Urban North 8	8/13/2011	103846	0:12:00	00:09.51	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/13/2011	103848	0:12:00	00:12.12	00:00.12	\$27.00	\$0.00
Urban Southeast 8	8/13/2011	103852	0:12:00	00:10.43	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/13/2011	103869	0:12:00	00:10.16	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/13/2011	103877	0:12:00	00:09.04	00:00:00	\$0.00	\$0.00
Urban North 8	8/17/2011	105921	0:12:00	00:14.25	00:02.25	\$81.00	\$0.00
Suburban 12	8/17/2011	105923	0:18:00	00:13.31	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/17/2011	105944	0:12:00	00:09.13	00:00:00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Suburban 12	8/19/2011	106874	0:18:00	00:13.21	00:00:00	\$0.00	\$0.00
Urban North 8	8/19/2011	106896	0:12:00	00:23.01	00:11.01	\$324.00	\$0.00
Urban Southwest 8	8/19/2011	106915	0:12:00	00:11.17	00:00:00	\$0.00	\$0.00
Urban North 8	8/19/2011	106924	0:12:00	00:09.45	00:00:00	\$0.00	\$0.00
Suburban 12	8/19/2011	106926	0:18:00	00:12.40	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/19/2011	106941	0:12:00	00:13.18	00:01.18	\$54.00	\$0.00
Urban Southwest 8	8/19/2011	106959	0:12:00	00:10.55	00:00:00	\$0.00	\$0.00
Suburban 12	8/19/2011	107041	0:18:00	00:14.31	00:00:00	\$0.00	\$0.00
Urban North 8	8/19/2011	107073	0:12:00	00:08.05	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/19/2011	107114	0:12:00	00:12.08	00:00.08	\$27.00	\$0.00
Urban North 8	8/20/2011	107118	0:12:00	00:08.42	00:00:00	\$0.00	\$0.00
Urban North 8	8/20/2011	107143	0:12:00	00:10.17	00:00:00	\$0.00	\$0.00
Urban North 8	8/20/2011	107167	0:12:00	00:13.09	00:01.09	\$54.00	\$0.00
Urban North 8	8/22/2011	108268	0:12:00	00:10.50	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/22/2011	108299	0:12:00	00:24.30	00:12.30	\$351.00	\$0.00
Urban Southeast 8	8/22/2011	108305	0:12:00	00:10.58	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/23/2011	108538	0:12:00	00:12.05	00:00.05	\$27.00	\$0.00
Urban Southwest 8	8/23/2011	108540	0:12:00	00:11.32	00:00:00	\$0.00	\$0.00
Urban North 8	8/23/2011	108541	0:12:00	00:09.17	00:00:00	\$0.00	\$0.00
Urban North 8	8/26/2011	110344	0:12:00	00:09.54	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/26/2011	110408	0:12:00	00:10.27	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/27/2011	110475	0:12:00	00:09.32	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/27/2011	110542	0:12:00	00:08.34	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/31/2011	112711	0:12:00	00:09.10	00:00:00	\$0.00	\$0.00
Multiple Responses to Incident (4)							
Suburban 12	8/8/2011	101483	0:18:00	00:12.13	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/11/2011	102933	0:12:00	00:08.28	00:00:00	\$0.00	\$0.00
Urban Southeast 8	8/21/2011	107696	0:12:00	00:10.48	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/24/2011	109026	0:12:00	00:08.01	00:00:00	\$0.00	\$0.00
Mass Casualty Incident (2)							
Suburban 12	8/1/2011	98323	0:18:00	00:13.15	00:00:00	\$0.00	\$0.00
Urban Southwest 8	8/1/2011	98326	0:12:00	00:10.30	00:00:00	\$0.00	\$0.00
Bad Address (1)							
Urban Southwest 8	8/4/2011	99686	0:12:00	00:12.46	00:00.46	\$27.00	\$0.00
Total						\$1,053.00	\$0.00



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

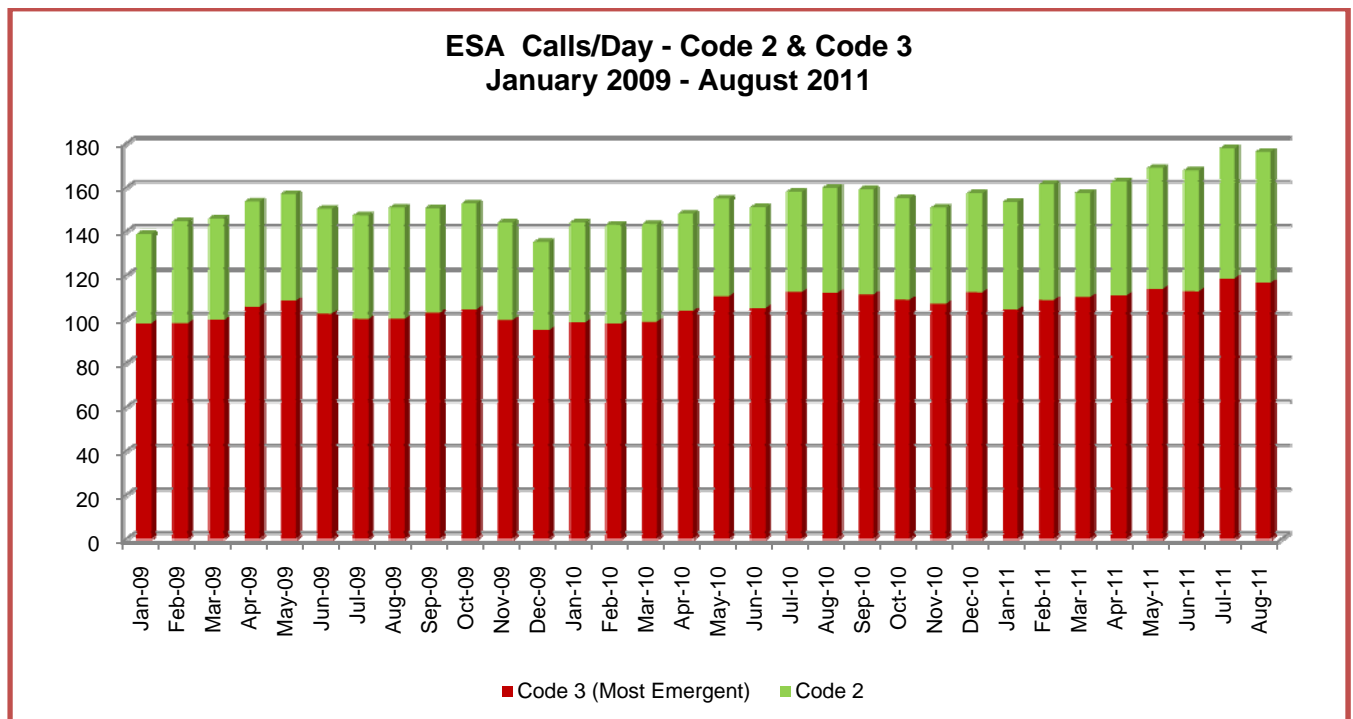
Zone	July 2011			August 2011			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	843	86	89.80%				90.00%
Urban Southeast 8	826	62	92.49%				
Urban Southwest 8	816	60	92.65%				
TOTAL	2,485	208	91.63%				

I. **Code 2 Performance Summary**

Zone	July 2011			August 2011		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1467	287	80.44%	1463	288	80.31%
Suburban 12	322	31	90.37%	334	43	87.13%
Rural 20	31	1	96.77%	35	0	100.00%
Frontier 25	8	0	100.00%	5	0	100.00%
Frontier 35	3	0	100.00%	5	0	100.00%
Frontier 45	1	0	100.00%	3	0	100.00%
TOTAL	1832	319	82.59%	1845	331	82.06%

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 %
July 2011	5,512	3,677	66.7%	2,288	62.2%	1,835	33.3%	1,178	64.2%
August 2011	5,466	3,615	66.1%	2,320	64.2%	1,851	33.9%	1,207	65.2%



L. Major Condition/Complaint Summary

July 2011 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	538	9.76%	288	8.31%	175	3.17%	86	2%
Breathing Problems	292	5.30%	224	6.46%	3	0.05%	2	0%
Chest Pain	263	4.77%	233	6.72%	24	0.44%	20	1%
Sick Person-Multiple Complaints	256	4.64%	198	5.71%	259	4.70%	205	6%
Convulsions-Seizures	148	2.69%	107	3.09%	62	1.12%	51	1%
Psychiatric-Suicide Attempt	123	2.23%	86	2.48%	53	0.96%	40	1%
Abdominal Pain	87	1.58%	75	2.16%	43	0.78%	40	1%
Diabetic Problems	74	1.34%	29	0.84%	17	0.31%	8	0%
Trans-Interfacility-Palliative	56	1.02%	56	1.62%	159	2.88%	158	5%
Heart Problems	46	0.83%	38	1.10%	7	0.13%	3	0%
Allergies-Envenomations	45	0.82%	28	0.81%	9	0.16%	6	0%
Stroke	41	0.74%	36	1.04%	5	0.09%	4	0%
Pregnancy	28	0.51%	22	0.63%	2	0.04%	2	0%
Headache	12	0.22%	11	0.32%	20	0.36%	15	0%
Back Pain	8	0.15%	7	0.20%	29	0.53%	25	1%
Total	2017	36.59%	1438	41.49%	867	15.73%	665	19%

July 2011 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	506	9.18%	187	5.40%	74	1.34%	33	1%
Falls	300	5.44%	207	5.97%	169	3.07%	109	3%
Overdose-Poisoning	239	4.34%	159	4.59%	50	0.91%	31	1%
Assault or Sexual Assault	213	3.86%	80	2.31%	40	0.73%	10	0%
Hemorrhage-Lacerations	107	1.94%	80	2.31%	11	0.20%	9	0%
Traumatic Injuries (NOS)	89	1.61%	54	1.56%	32	0.58%	22	1%
Cardiac/Respiratory Arrest	64	1.16%	20	0.58%	4	0.07%	0	0%
Gunshot/Stabbing	29	0.53%	15	0.43%	2	0.04%	2	0%
Carbon Monoxide-Hazmat	18	0.33%	1	0.03%	6	0.11%	0	0%
Heat-Cold Exposure	17	0.31%	8	0.23%	5	0.09%	3	0%
Choking	15	0.27%	5	0.14%	5	0.09%	0	0%
Animal Bites-Attacks	13	0.24%	4	0.12%	2	0.04%	1	0%
Electrocution/Lightning	5	0.09%	3	0.09%	0	0.00%	0	0%
Burns-Scalds	4	0.07%	2	0.06%	4	0.07%	1	0%
Eye Injuries	3	0.05%	0	0.00%	6	0.11%	1	0%
Drowning/Diving Accidents	1	0.02%	0	0.00%	0	0.00%	0	0%
Total	1623	29.44%	825	23.80%	410	7.44%	222	6%

July 2011 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	26	0.47%	23	0.66%	528	9.58%	288	8%
Medical-Call Box Alarm	9	0.16%	2	0.06%	0	0.00%	0	0%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	0	0%
Standby-Public Safety	2	0.04%	0	0.00%	29	0.53%	3	0%
Total	37	0.67%	25	0.72%	558	10.12%	291	8.40%

August 2011 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	526	9.62%	300	8.51%	171	3.13%	79	2.24%
Breathing Problems	322	5.89%	241	6.83%	11	0.20%	7	0.20%
Chest Pain	274	5.01%	234	6.63%	19	0.35%	12	0.34%
Sick Person-Multiple Complaints	219	4.01%	181	5.13%	252	4.61%	213	6.04%
Psychiatric-Suicide Attempt	148	2.71%	109	3.09%	50	0.91%	37	1.05%
Convulsions-Seizures	132	2.41%	102	2.89%	69	1.26%	51	1.45%
Abdominal Pain	94	1.72%	81	2.30%	49	0.90%	46	1.30%
Diabetic Problems	79	1.45%	40	1.13%	22	0.40%	14	0.40%
Trans-Interfacility-Palliative	59	1.08%	59	1.67%	189	3.46%	184	5.22%
Stroke	57	1.04%	45	1.28%	8	0.15%	5	0.14%
Allergies-Envenomations	32	0.59%	18	0.51%	4	0.07%	0	0.00%
Heart Problems	28	0.51%	25	0.71%	0	0.00%	0	0.00%
Pregnancy	25	0.46%	21	0.60%	1	0.02%	1	0.03%
Headache	9	0.16%	7	0.20%	21	0.38%	18	0.51%
Back Pain	6	0.11%	5	0.14%	31	0.57%	26	0.74%
Total	2010	36.77%	1468	41.62%	897	16.41%	693	19.65%

August 2011 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	500	9.15%	208	5.90%	78	1.43%	41	1.16%
Falls	335	6.13%	234	6.63%	164	3.00%	112	3.18%
Overdose-Poisoning	207	3.79%	138	3.91%	62	1.13%	38	1.08%
Assault or Sexual Assault	160	2.93%	51	1.45%	34	0.62%	8	0.23%
Hemorrhage-Lacerations	107	1.96%	82	2.32%	17	0.31%	13	0.37%
Traumatic Injuries (NOS)	89	1.63%	58	1.64%	31	0.57%	24	0.68%
Cardiac/Respiratory Arrest	69	1.26%	28	0.79%	10	0.18%	5	0.14%
Carbon Monoxide-Hazmat	24	0.44%	2	0.06%	7	0.13%	1	0.03%
Gunshot/Stabbing	22	0.40%	10	0.28%	1	0.02%	0	0.00%
Choking	17	0.31%	5	0.14%	17	0.31%	4	0.11%
Animal Bites-Attacks	7	0.13%	0	0.00%	1	0.02%	0	0.00%
Heat-Cold Exposure	5	0.09%	0	0.00%	1	0.02%	1	0.03%
Burns-Scalds	3	0.05%	3	0.09%	1	0.02%	0	0.00%
Electrocution/Lightning	3	0.05%	2	0.06%	0	0.00%	0	0.00%
Eye Injuries	3	0.05%	0	0.00%	1	0.02%	1	0.03%
Drowning/Diving Accidents	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Total	1552	28.39%	821	23.28%	425	7.78%	248	7.03%

August 2011 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	34	0.62%	24	0.68%	494	9.04%	264	7.49%
Medical-Call Box Alarm	14	0.26%	4	0.11%	0	0.00%	0	0.00%
Standby-Public Safety	5	0.09%	3	0.09%	34	0.62%	1	0.03%
Standby-Dedicated	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Total	53	0.97%	31	0.88%	529	9.68%	266	7.54%

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

July 2011 — 41 calls were downgraded from Code 3 to Code 2.

August 2011 — 41 calls were downgraded from Code 3 to Code 2.

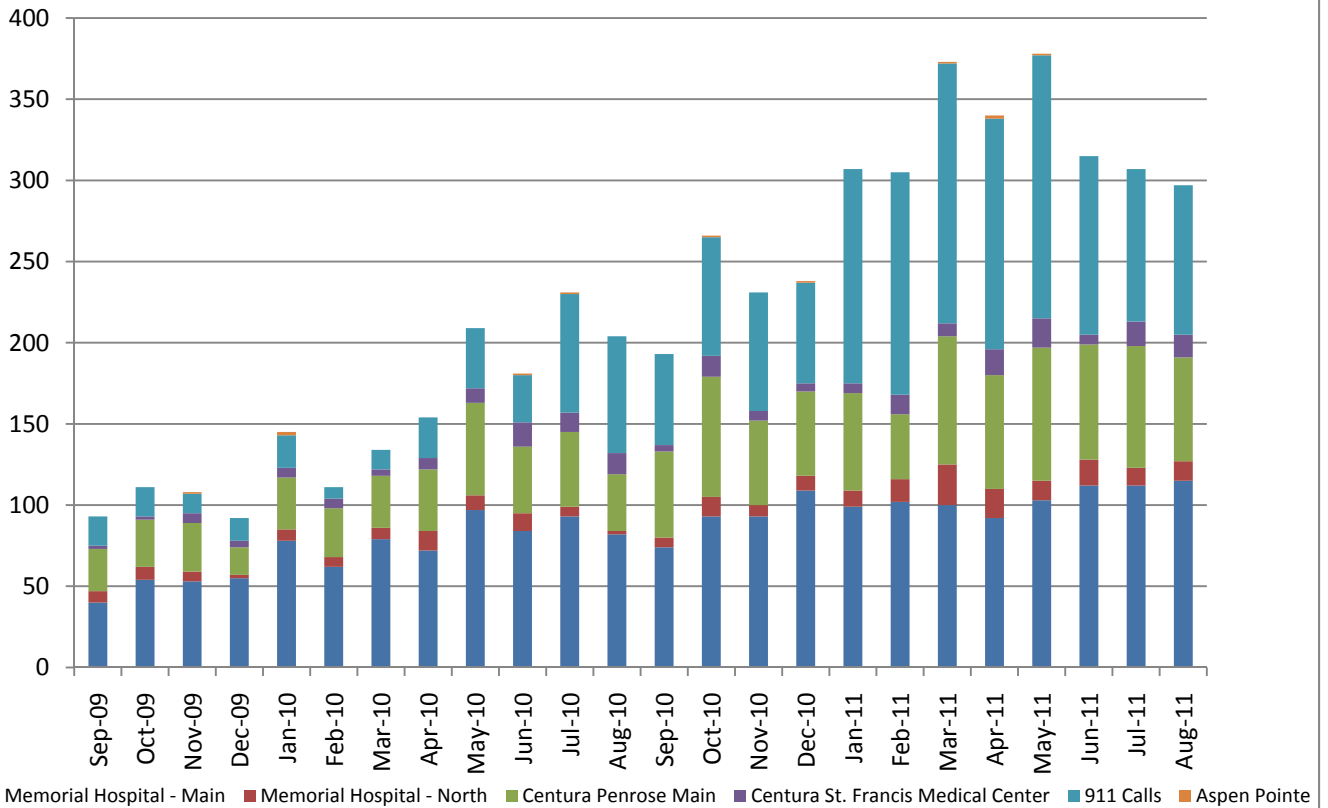
G. CODE 2 (EMERGENCY NON-LIFE THREAT) DISPATCH HOLDS / DELAYS

In July 2011, dispatch was held on 68 Code 2 calls. In August 2011, dispatch was held on 59 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.

I. DETOX TRANSPORTS

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Aspen Pointe	911 Calls	Total
September	26	2	40	7	0	18	93
October	29	2	54	8	0	18	111
November	30	6	53	6	1	12	108
December	17	4	55	2	0	14	92
2009 Total	102	14	202	23	1	62	404
January	32	6	78	7	2	20	145
February	30	6	62	6	0	7	111
March	32	4	79	7	0	12	134
April	38	7	72	12	0	25	154
May	57	9	97	9	0	37	209
June	41	15	84	11	1	29	181
July	46	12	93	6	1	73	231
August	35	13	82	2	0	72	204
September	53	4	74	6	0	56	193
October	74	13	93	12	1	73	266
November	52	6	93	7	0	73	231
December	52	5	109	9	1	62	238
2010 Total	542	100	1016	94	6	539	2297
January	60	6	99	10	0	132	307
February	40	12	102	14	0	137	305
March	79	8	100	25	1	160	373
April	70	16	92	18	2	142	340
May	82	18	103	12	1	162	378
June	71	6	112	16	0	110	315
July	75	15	112	11	0	94	307
August	64	14	115	12	0	92	297
2011 YTD Total	541	95	835	118	4	1029	2622

**AMR Transports to Detox
September 2009 - August 2011**



IV. QUESTIONS AND/OR ADDITIONAL INFORMATION

Eileen Lynch Gonzalez 10/5/11
 Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator