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**ESA Performance & Compliance Report
May & June 2009**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to Section 14 of the current Ground Emergency Ambulance Services Contract, the Contractor provided all required performance and compliance reports. The contractor provided reports in a timely manner for May 2009 and the Business Administrator retrieved most of the required reports for June 2009, with the contractor's staff providing the rest via email. A contract compliance conference was conducted on Tuesday, July 28 to resolve minor discrepancies. The Contractor has reviewed and concurs with the contents of this report.

This is the first compliance report since the removal of Security Fire Protection District (SFPD) from the ESA on May 27, 2009. Thus, June 2009 is the first full month for which compliance data has been reported since that district's removal. Section II. B. of this report (page 4) contains Zone Standard results for the Suburban 12 district, in which SFPD was formerly included. In June 2009, there were 758 Code 3 calls in the Suburban 12 district, compared with 1,080 Code 3 calls in May 2009 and an average of 972 per month during the period between January 2007 and May 2009.

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 May and June 2009.

A. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had no incidences of contractor Level 0 during either month. The total recommended assessment for May and June 2009 is \$4,680.00.

Potential & Recommended Assessment Summary				
Performance Standard	May 2009		June 2009	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$2,140.00	\$2,140.00	\$2,500.00	\$2,500.00
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	\$40.00	\$40.00	\$0.00	\$0.00
Other Assessments (including Level 0)	\$0.00	\$0.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$280.00	\$0.00	\$180.00	\$0.00
TOTAL:	\$2,460.00	\$2,180.00	\$2,680.00	\$2,500.00

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 May 2009, there were 40 calls that exceeded the Maximum Response Time for their Zone. Of these, 36 (90.0%) were located within the City of Colorado Springs, 1 (2.5%) in Fountain, 1 (2.5%) in Manitou Springs, and 2 (5.0%) in El Paso County. For June 2009, there were 26 calls that exceeded the Maximum Response Time for their Zone. Of these, 25 (96.2%) were located within the City of Colorado Springs, and 1 (3.8%) in El Paso County.

May 2009							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	05/04/2009	57966	0:18:00	00:20:53	0:02:53	\$60.00	\$60.00
Suburban 12	05/09/2009	60418	0:18:00	00:21:03	0:03:03	\$80.00	\$80.00
Suburban 12	05/15/2009	63208	0:18:00	00:18:59	0:00:59	\$20.00	\$20.00
Suburban 12	05/16/2009	63653	0:18:00	00:22:28	0:04:28	\$100.00	\$100.00
Total Suburban 12	4 (10%)						
Urban North 8	05/04/2009	57562	0:12:00	00:12:58	0:00:58	\$20.00	\$20.00
Urban Southeast 8	05/04/2009	57732	0:12:00	00:12:11	0:00:11	\$20.00	\$20.00
Urban Southwest 8	05/05/2009	58092	0:12:00	00:16:16	0:04:16	\$100.00	\$100.00
Urban Southwest 8	05/05/2009	58095	0:12:00	00:13:59	0:01:59	\$40.00	\$40.00
Urban Southwest 8	05/05/2009	58098	0:12:00	00:14:53	0:02:53	\$60.00	\$60.00
Urban Southwest 8	05/06/2009	58676	0:12:00	00:12:57	0:00:57	\$20.00	\$20.00
Urban Southeast 8	05/06/2009	58741	0:12:00	00:12:41	0:00:41	\$20.00	\$20.00
Urban North 8	05/06/2009	58856	0:12:00	00:13:34	0:01:34	\$40.00	\$40.00
Urban Southeast 8	05/07/2009	59464	0:12:00	00:18:07	0:06:07	\$140.00	\$140.00
Urban Southwest 8	05/07/2009	59505	0:12:00	00:13:53	0:01:53	\$40.00	\$40.00
Urban Southwest 8	05/08/2009	59536	0:12:00	00:13:03	0:01:03	\$40.00	\$40.00
Urban Southeast 8	05/12/2009	61341	0:12:00	00:12:33	0:00:33	\$20.00	\$20.00
Urban North 8	05/12/2009	61342	0:12:00	00:12:16	0:00:16	\$20.00	\$20.00
Urban North 8	05/12/2009	61585	0:12:00	00:24:52	0:12:52	\$260.00	\$260.00
Urban North 8	05/12/2009	61733	0:12:00	00:13:05	0:01:05	\$40.00	\$40.00
Urban Southeast 8	05/13/2009	61852	0:12:00	00:13:11	0:01:11	\$40.00	\$40.00

Urban North 8	05/15/2009	62802	0:12:00	00:21:53	0:09:53	\$200.00	\$200.00
Urban North 8	05/16/2009	63680	0:12:00	00:15:45	0:03:45	\$80.00	\$80.00
Urban North 8	05/16/2009	63685	0:12:00	00:12:10	0:00:10	\$20.00	\$20.00
Urban Southwest 8	05/17/2009	63802	0:12:00	00:13:46	0:01:46	\$40.00	\$40.00
Urban North 8	05/17/2009	63842	0:12:00	00:12:40	0:00:40	\$20.00	\$20.00
Urban Southeast 8	05/18/2009	64210	0:12:00	00:13:29	0:01:29	\$40.00	\$40.00
Urban Southeast 8	05/18/2009	64228	0:12:00	00:13:57	0:01:57	\$40.00	\$40.00
Urban North 8	05/18/2009	64301	0:12:00	00:13:27	0:01:27	\$40.00	\$40.00
Urban Southeast 8	05/18/2009	64484	0:12:00	00:16:50	0:04:50	\$100.00	\$100.00
Urban North 8	05/18/2009	64676	0:12:00	00:14:11	0:02:11	\$60.00	\$60.00
Urban North 8	05/21/2009	65909	0:12:00	00:12:52	0:00:52	\$20.00	\$20.00
Urban Southwest 8	05/21/2009	66058	0:12:00	00:12:39	0:00:39	\$20.00	\$20.00
Urban Southeast 8	05/22/2009	66447	0:12:00	00:12:07	0:00:07	\$20.00	\$20.00
Urban North 8	05/22/2009	66702	0:12:00	00:13:18	0:01:18	\$40.00	\$40.00
Urban North 8	05/23/2009	66770	0:12:00	00:12:40	0:00:40	\$20.00	\$20.00
Urban Southwest 8	05/24/2009	67176	0:12:00	00:13:09	0:01:09	\$40.00	\$40.00
Urban North 8	05/26/2009	68214	0:12:00	00:14:03	0:02:03	\$60.00	\$60.00
Urban North 8	05/26/2009	68295	0:12:00	00:13:09	0:01:09	\$40.00	\$40.00
Urban Southeast 8	05/27/2009	68647	0:12:00	00:13:55	0:01:55	\$40.00	\$40.00
Urban North 8	05/29/2009	69590	0:12:00	00:12:23	0:00:23	\$20.00	\$20.00
Total Urban 8	36 (90%)						
Assessments						\$2,140.00	\$2,140.00

June 2009							
Zone	Date	Call #	Response Standard	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Frontier 35	06/30/2009	84566	0:45:00	00:52:24	0:07:24	\$160.00	\$160.00
Total Frontier 35	1 (3.8%)						
Suburban 12	06/13/2009	76240	0:18:00	00:18:17	0:00:17	\$20.00	\$20.00
Suburban 12	06/18/2009	78863	0:18:00	00:18:33	0:00:33	\$20.00	\$20.00
Suburban 12	06/24/2009	81710	0:18:00	00:19:25	0:01:25	\$40.00	\$40.00
Suburban 12	06/25/2009	81982	0:18:00	00:30:34	0:12:34	\$260.00	\$260.00
Total Suburban 12	4 (15.4%)						
Urban North 8	06/03/2009	71582	0:12:00	00:12:31	0:00:31	\$20.00	\$20.00
Urban North 8	06/04/2009	72399	0:12:00	00:14:02	0:02:02	\$60.00	\$60.00
Urban North 8	06/05/2009	72549	0:12:00	00:12:29	0:00:29	\$20.00	\$20.00
Urban Southwest 8	06/06/2009	73064	0:12:00	00:13:01	0:01:01	\$40.00	\$40.00
Urban North 8	06/08/2009	74157	0:12:00	00:21:16	0:09:16	\$200.00	\$200.00
Urban Southeast 8	06/09/2009	74689	0:12:00	00:13:37	0:01:37	\$40.00	\$40.00
Urban Southwest 8	06/10/2009	74801	0:12:00	00:14:05	0:02:05	\$60.00	\$60.00
Urban North 8	06/10/2009	74812	0:12:00	00:12:16	0:00:16	\$20.00	\$20.00
Urban North 8	06/11/2009	75342	0:12:00	00:12:25	0:00:25	\$20.00	\$20.00
Urban Southwest 8	06/11/2009	75682	0:12:00	00:13:54	0:01:54	\$40.00	\$40.00
Urban Southeast 8	06/12/2009	76129	0:12:00	00:24:30	0:12:30	\$260.00	\$260.00
Urban North 8	06/14/2009	76680	0:12:00	00:13:28	0:01:28	\$40.00	\$40.00
Urban Southwest 8	06/17/2009	78352	0:12:00	00:16:06	0:04:06	\$100.00	\$100.00
Urban Southeast 8	06/17/2009	78379	0:12:00	00:17:08	0:05:08	\$120.00	\$120.00
Urban Southeast 8	06/23/2009	80794	0:12:00	00:15:28	0:03:28	\$80.00	\$80.00
Urban Southwest 8	06/23/2009	81047	0:12:00	00:14:28	0:02:28	\$60.00	\$60.00
Urban Southwest 8	06/24/2009	81808	0:12:00	00:37:18	0:25:18	\$520.00	\$520.00
Urban Southwest 8	06/25/2009	82272	0:12:00	00:12:52	0:00:52	\$20.00	\$20.00
Urban North 8	06/29/2009	83940	0:12:00	00:21:48	0:09:48	\$200.00	\$200.00
Urban North 8	06/29/2009	84127	0:12:00	00:13:05	0:01:05	\$40.00	\$40.00
Urban North 8	06/30/2009	84380	0:12:00	00:13:28	0:01:28	\$40.00	\$40.00
Total Urban 8	21 (80.8%)						
Assessments						\$2,500.00	\$2,500.00

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	May 2009			June 2009		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,013	160	92.05%	2,057	124	93.97%
Suburban 12	1,080	72	93.33%	758	33	95.65%
Rural 20	161	1	99.38%	143	0	100.00%
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. 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	May 2009	June 2009
# of Code 3 Calls	3,362	3,075
# Exceeding Minimum Response Time	235	160
System-wide Compliance %	93.01%	94.80%

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 May 2009, the contractor referred 30 calls to other responders; 29 of those calls (96.7%) were referred to Black Forest Fire/Rescue, and 1 (3.3%) was referred to Fountain. In June 2009, the contractor referred 17 calls to other responders, all of which were referred to Black Forest Fire/Rescue.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. During May 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 June 2009, there were no referred calls which exceeded the maximum response time for the zone.

May 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	56643	05/01/2009	Black Forest Fire/Rescue	0:13:49	\$0.00
Frontier 25	56841	05/02/2009	Black Forest Fire/Rescue	0:23:32	\$0.00
Frontier 25	57075	05/02/2009	Black Forest Fire/Rescue	0:15:50	\$0.00
Rural 20	57126	05/03/2009	Black Forest Fire/Rescue	0:15:37	\$0.00
Rural 20	57551	05/04/2009	Black Forest Fire/Rescue	0:18:12	\$0.00
Suburban 12	57669	05/04/2009	Black Forest Fire/Rescue	0:09:39	\$0.00
Suburban 12	58193	05/05/2009	Black Forest Fire/Rescue	0:14:44	\$0.00
Rural 20	58592	05/06/2009	Black Forest Fire/Rescue	0:12:18	\$0.00
Frontier 25	59478	05/07/2009	Black Forest Fire/Rescue	0:21:05	\$0.00

Rural 20	59642	05/08/2009	Black Forest Fire/Rescue	0:13:07	\$0.00
Frontier 25	59883	05/08/2009	Black Forest Fire/Rescue	0:18:53	\$0.00
Rural 20	60764	05/10/2009	Black Forest Fire/Rescue	0:13:14	\$0.00
Frontier 35	61436	05/12/2009	Black Forest Fire/Rescue	0:28:02	\$0.00
Frontier 25	62201	05/13/2009	Black Forest Fire/Rescue	0:19:07	\$0.00
Frontier 35	62265	05/13/2009	Black Forest Fire/Rescue	0:12:38	\$0.00
Frontier 35	62666	05/14/2009	Black Forest Fire/Rescue	0:20:45	\$0.00
Rural 20	63914	05/17/2009	Black Forest Fire/Rescue	0:12:56	\$0.00
Suburban 12	63953	05/17/2009	Black Forest Fire/Rescue	0:00:06	\$0.00
Suburban 12	64506	05/18/2009	Black Forest Fire/Rescue	0:19:55	\$40.00
Rural 20	64880	05/19/2009	Black Forest Fire/Rescue	0:14:03	\$0.00
Rural 20	65026	05/19/2009	Black Forest Fire/Rescue	0:04:50	\$0.00
Suburban 12	66413	05/22/2009	Black Forest Fire/Rescue	0:03:06	\$0.00
Suburban 12	66682	05/22/2009	Black Forest Fire/Rescue	0:10:23	\$0.00
Frontier 25	68275	05/26/2009	Black Forest Fire/Rescue	0:20:18	\$0.00
Suburban 12	68303	05/26/2009	Fountain	0:08:57	\$0.00
Rural 20	68615	05/27/2009	Black Forest Fire/Rescue	0:08:57	\$0.00
Rural 20	69566	05/29/2009	Black Forest Fire/Rescue	0:13:03	\$0.00
Suburban 12	69622	05/29/2009	Black Forest Fire/Rescue	0:05:13	\$0.00
Rural 20	70445	05/31/2009	Black Forest Fire/Rescue	0:09:28	\$0.00
Rural 20	70522	05/31/2009	Black Forest Fire/Rescue	0:04:37	\$0.00
May 2009 - Recommended Assessment					\$40.00

June 2009					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Rural 20	70885	06/01/2009	Black Forest Fire/Rescue	0:08:57	\$0.00
Frontier 25	71428	06/02/2009	Black Forest Fire/Rescue	0:13:12	\$0.00
Rural 20	72668	06/05/2009	Black Forest Fire/Rescue	0:13:55	\$0.00
Frontier 35	74508	06/09/2009	Black Forest Fire/Rescue	0:21:20	\$0.00
Frontier 25	75279	06/11/2009	Black Forest Fire/Rescue	0:24:29	\$0.00
Frontier 25	75283	06/11/2009	Black Forest Fire/Rescue	0:14:53	\$0.00
Frontier 25	76560	06/13/2009	Black Forest Fire/Rescue	0:08:31	\$0.00
Rural 20	78360	06/17/2009	Black Forest Fire/Rescue	0:11:07	\$0.00
Suburban 12	78458	06/18/2009	Black Forest Fire/Rescue	0:11:54	\$0.00
Frontier 25	80865	06/23/2009	Black Forest Fire/Rescue	0:19:22	\$0.00
Frontier 25	82821	06/26/2009	Black Forest Fire/Rescue	0:13:34	\$0.00
Frontier 25	82838	06/26/2009	Black Forest Fire/Rescue	0:17:53	\$0.00
Suburban 12	82877	06/26/2009	Black Forest Fire/Rescue	0:12:16	\$0.00
Frontier 25	83766	06/28/2009	Black Forest Fire/Rescue	0:13:06	\$0.00
Suburban 12	84538	06/30/2009	Black Forest Fire/Rescue	0:10:57	\$0.00
Rural 20	84714	06/30/2009	Black Forest Fire/Rescue	0:05:56	\$0.00
Rural 20	84735	06/30/2009	Black Forest Fire/Rescue	0:05:59	\$0.00
June 2009 - 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.

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. **There were no instances of contractor Level 0 during either of the reporting periods.**

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 May 2009, the Contractor has requested that 40 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of June 2009, the Contractor has requested that 26 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.

May 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby							
Suburban 12	05/12/2009	61758	0:18:00	0:14:01	0:00:00	\$0.00	\$0.00
Urban North 8	05/12/2009	61762	0:12:00	0:12:21	0:00:21	\$20.00	\$0.00
Frontier 35	05/12/2009	61768	0:45:00	0:36:20	0:00:00	\$0.00	\$0.00
Urban Southwest 8	05/20/2009	65632	0:12:00	0:08:41	0:00:00	\$0.00	\$0.00
Urban Southeast 8	05/22/2009	66673	0:12:00	0:12:20	0:00:20	\$20.00	\$0.00
Suburban 12	05/22/2009	66675	0:18:00	0:14:48	0:00:00	\$0.00	\$0.00
Suburban 12	05/22/2009	66678	0:18:00	0:18:10	0:00:10	\$20.00	\$0.00
Suburban 12	05/28/2009	69191	0:18:00	0:13:58	0:00:00	\$0.00	\$0.00
Urban Southwest 8	05/28/2009	69208	0:12:00	0:09:41	0:00:00	\$0.00	\$0.00
Urban Southeast 8	05/28/2009	69247	0:12:00	0:08:05	0:00:00	\$0.00	\$0.00
Urban North 8	05/28/2009	69250	0:12:00	0:08:05	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident							
Urban North 8	05/03/2009	57182	0:12:00	0:14:38	0:02:38	\$60.00	\$0.00
Urban North 8	05/19/2009	64726	0:12:00	0:09:54	0:00:00	\$0.00	\$0.00
Poor Road Conditions							
Frontier 45	05/02/2009	56955	0:55:00	1:02:14	0:07:14	\$160.00	\$0.00
Urban North 8	05/11/2009	60830	0:12:00	0:11:38	0:00:00	\$0.00	\$0.00
Suburban 12	05/22/2009	66233	0:18:00	0:12:48	0:00:00	\$0.00	\$0.00
Road Construction							
Suburban 12	05/06/2009	58686	0:18:00	0:13:43	0:00:00	\$0.00	\$0.00
Suburban 12	05/17/2009	63903	0:18:00	0:14:21	0:00:00	\$0.00	\$0.00
Suburban 12	05/26/2009	68309	0:18:00	0:13:18	0:00:00	\$0.00	\$0.00
Suburban 12	05/27/2009	68719	0:18:00	0:12:40	0:00:00	\$0.00	\$0.00
Total						\$280.00	\$0.00

June 2009 Exempted Calls							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount in Excess	Potential Assessment	Recommended Assessment
Public Safety Standby							
Urban Southwest 8	06/11/2009	75618	0:12:00	0:13:47	0:01:47	\$40.00	\$0.00
Suburban 12	06/11/2009	75619	0:18:00	0:14:56	0:00:00	\$0.00	\$0.00
Urban Southeast 8	06/11/2009	75622	0:12:00	0:09:37	0:00:00	\$0.00	\$0.00
Suburban 12	06/11/2009	75633	0:18:00	0:13:50	0:00:00	\$0.00	\$0.00
Urban Southeast 8	06/11/2009	75637	0:12:00	0:08:08	0:00:00	\$0.00	\$0.00
Urban Southeast 8	06/11/2009	75652	0:12:00	0:09:13	0:00:00	\$0.00	\$0.00
Urban Southwest 8	06/11/2009	75653	0:12:00	0:09:29	0:00:00	\$0.00	\$0.00
Urban North 8	06/15/2009	77195	0:12:00	0:14:46	0:02:46	\$60.00	\$0.00
Urban North 8	06/15/2009	77226	0:12:00	0:09:14	0:00:00	\$0.00	\$0.00
Suburban 12	06/15/2009	77259	0:18:00	0:13:17	0:00:00	\$0.00	\$0.00
Urban Southeast 8	06/15/2009	77304	0:12:00	0:08:05	0:00:00	\$0.00	\$0.00
Urban North 8	06/15/2009	77396	0:12:00	0:13:04	0:01:04	\$40.00	\$0.00
Urban North 8	06/15/2009	77418	0:12:00	0:08:10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	06/16/2009	77754	0:12:00	0:09:50	0:00:00	\$0.00	\$0.00
Urban North 8	06/16/2009	77772	0:12:00	0:08:55	0:00:00	\$0.00	\$0.00
Urban North 8	06/22/2009	80447	0:12:00	0:10:58	0:00:00	\$0.00	\$0.00
Urban North 8	06/23/2009	81105	0:12:00	0:13:47	0:01:47	\$40.00	\$0.00
Urban North 8	06/23/2009	81106	0:12:00	0:08:26	0:00:00	\$0.00	\$0.00
Suburban 12	06/25/2009	82323	0:18:00	0:16:11	0:00:00	\$0.00	\$0.00
Suburban 12	06/25/2009	82339	0:18:00	0:13:27	0:00:00	\$0.00	\$0.00
Urban Southwest 8	06/27/2009	83116	0:12:00	0:10:21	0:00:00	\$0.00	\$0.00
Suburban 12	06/27/2009	83118	0:18:00	0:13:36	0:00:00	\$0.00	\$0.00

Multiple Responses to Incident							
Urban Southeast 8	06/14/2009	76683	0:12:00	0:09:51	0:00:00	\$0.00	\$0.00
Poor Road Conditions							
Urban North 8	06/03/2009	71579	0:12:00	0:11:54	0:00:00	\$0.00	\$0.00
Road Construction							
Urban Southeast 8	06/03/2009	71964	0:12:00	0:08:53	0:00:00	\$0.00	\$0.00
Total						\$180.00	\$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 except for the Urban North 8 sub-zone in May 2009. 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	May 2009			June 2009			Performance Standard
	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	Code 3 Calls	# Exceeding Maximum Response Time	Compliance %	
Urban North 8	587	60	89.78%	673	47	93.02%	90.00%
Urban Southeast 8	713	58	91.87%	652	34	94.79%	
Urban Southwest 8	712	42	94.10%	733	44	94.00%	
TOTAL	2,012	160	92.05%	2,054	129	93.93%	

J. **Code 2 Performance Summary** – The Code 2 Performance Summary for March and April 2009 was not included in the compliance report for those months due to the corruption of a report following a change in maps in the Contractor’s dispatch system. The report has since been repaired and the data is included below.

Zone	March 2009			April 2009		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,019	150	85.28%	1,021	145	85.80%
Suburban 12	348	37	89.37%	348	44	87.36%
Rural 20	52	1	98.08%	49	0	100.00%
Frontier 25	15	0	100.00%	17	0	100.00%
Frontier 35	1	0	100.00%	0	0	N/A
Frontier 45	1	0	100.00%	1	0	100.00%
Wilderness	0	0	N/A	0	0	N/A
TOTAL	1,436	188	86.91%	1,436	189	86.84%

Zone	May 2009			June 2009		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,122	151	86.54%	1,107	148	86.63%
Suburban 12	340	33	90.29%	268	21	92.16%
Rural 20	30	1	96.67%	37	0	100.00%
Frontier 25	9	0	100.00%	19	0	100.00%
Frontier 35	4	0	100.00%	1	0	100.00%
Frontier 45	5	0	100.00%	0	0	N/A
Wilderness	0	0	N/A	0	0	N/A
TOTAL	1,510	185	87.75%	1,432	169	88.20%

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 %
May 2009	4,870	3,361	69.01%	2,186	65.04%	1,509	30.99%	1,036	68.65%
June 2009	4,508	3,075	68.21%	2,058	66.93%	1,433	31.79%	943	65.81%

L. Major Condition/Complaint Summary

May 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Breathing Problems	386	7.93%	302	8.99%	16	0.33%	13	0.86%
Headache	278	5.71%	203	6.04%	50	1.03%	24	1.59%
Pregnancy	237	4.87%	91	2.71%	78	1.60%	49	3.25%
Chest Pain	223	4.58%	196	5.83%	13	0.27%	11	0.73%
Trans-Interfacility-Palliative	186	3.82%	150	4.46%	127	2.61%	100	6.63%
Convulsions-Seizures	138	2.83%	105	3.12%	42	0.86%	34	2.25%
Sick Person-Multiple Complaints	124	2.55%	98	2.92%	93	1.91%	76	5.04%
Diabetic Problems	88	1.81%	41	1.22%	16	0.33%	7	0.46%
Psychiatric-Suicide Attempt	79	1.62%	65	1.93%	13	0.27%	10	0.66%
Fainting/Unconscious/Unknown	67	1.38%	65	1.93%	119	2.44%	116	7.69%
Abdominal Pain	62	1.27%	56	1.64%	36	0.74%	32	2.12%
Stroke	36	0.74%	28	0.83%	51	1.05%	38	2.52%
Heart Problems	29	0.60%	23	0.68%	0	0.00%	0	0.00%
Allergies-Envenomations	25	0.51%	15	0.45%	3	0.06%	1	0.07%
Back Pain	10	0.21%	8	0.24%	46	0.94%	43	2.85%
Ventilator	0	0.00%	0	0.00%	1	0.02%	0	0.00%
Total	1968	40.41%	1446	42.99%	704	14.46%	554	36.71%

May 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Animal Bites-Attacks	10	0.21%	2	0.06%	6	0.12%	1	0.07%
Assault or Sexual Assault	169	3.47%	58	1.73%	42	0.86%	11	0.73%
Burns-Scalds	2	0.04%	1	0.03%	1	0.02%	1	0.07%
Carbon Monoxide-Hazmat	23	0.47%	3	0.09%	8	0.16%	1	0.07%
Cardiac/Respiratory Arrest	64	1.31%	21	0.62%	2	0.04%	0	0.00%
Choking	19	0.39%	13	0.39%	12	0.25%	1	0.07%
Eye Injuries	1	0.02%	0	0.00%	1	0.02%	0	0.00%
Falls	255	5.24%	164	4.88%	118	2.42%	94	6.23%
Heat-Cold Exposure	1	0.02%	0	0.00%	1	0.02%	1	0.07%
Hemorrhage-Lacerations	109	2.24%	83	2.47%	22	0.45%	11	0.73%
Overdose-Poisoning	167	3.43%	130	3.87%	17	0.35%	12	0.80%
Gunshot/Stabbing	23	0.47%	15	0.45%	1	0.02%	0	0.00%
Traffic Accident	394	8.09%	153	4.55%	87	1.79%	40	2.65%
Traumatic Injuries (NOS)	69	1.42%	48	1.43%	44	0.90%	30	1.99%
Total	1306	26.82%	691	20.56%	362	7.43%	203	13.45%

May 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	70	1.44%	45	1.34%	418	8.58%	274	18.16%
Medical-Call Box Alarm	11	0.23%	3	0.09%	0	0.00%	0	0.00%
Standby-Public Safety	4	0.08%	0	0.00%	21	0.43%	3	0.20%
Standby-Dedicated	2	0.04%	1	0.03%	4	0.08%	2	0.13%
Total	87	1.79%	49	1.46%	443	9.10%	279	18.49%

June 2009 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	508	11.27%	282	9.17%	106	2.35%	63	4.40%
Breathing Problems	285	6.32%	240	7.80%	16	0.35%	12	0.84%
Chest Pain	226	5.01%	191	6.21%	17	0.38%	12	0.84%
Sick Person-Multiple Complaints	149	3.31%	130	4.23%	186	4.13%	155	10.82%
Convulsions-Seizures	118	2.62%	91	2.96%	53	1.18%	44	3.07%
Psychiatric-Suicide Attempt	102	2.26%	81	2.63%	54	1.20%	47	3.28%
Diabetic Problems	75	1.66%	41	1.33%	12	0.27%	7	0.49%
Heart Problems	62	1.38%	52	1.69%	10	0.22%	8	0.56%
Stroke	59	1.31%	51	1.66%	7	0.16%	7	0.49%
Abdominal Pain	57	1.26%	52	1.69%	37	0.82%	37	2.58%
Trans-Interfacility-Palliative	49	1.09%	47	1.53%	93	2.06%	89	6.21%
Pregnancy	25	0.55%	21	0.68%	2	0.04%	2	0.14%
Allergies-Envenomations	24	0.53%	16	0.52%	3	0.07%	2	0.14%
Headache	14	0.31%	14	0.46%	2	0.04%	2	0.14%
Back Pain	8	0.18%	7	0.23%	30	0.67%	28	1.95%
Ventilator	1	0.02%	1	0.03%	0	0.00%	0	0.00%
Total	1762	39.09%	1317	42.83%	628	13.93%	515	35.94%

June 2009 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	360	7.99%	158	5.14%	95	2.11%	49	3.42%
Falls	231	5.12%	159	5.17%	142	3.15%	100	6.98%
Overdose-Poisoning	173	3.84%	129	4.20%	19	0.42%	11	0.77%
Assault or Sexual Assault	161	3.57%	63	2.05%	37	0.82%	16	1.12%
Hemorrhage-Lacerations	95	2.11%	80	2.60%	22	0.49%	12	0.84%
Cardiac/Respiratory Arrest	68	1.51%	23	0.75%	2	0.04%	0	0.00%
Traumatic Injuries (NOS)	52	1.15%	36	1.17%	47	1.04%	28	1.95%
Choking	26	0.58%	17	0.55%	15	0.33%	2	0.14%
Carbon Monoxide-Hazmat	19	0.42%	2	0.07%	4	0.09%	0	0.00%
Gunshot/Stabbing	13	0.29%	8	0.26%	0	0.00%	0	0.00%
Animal Bites-Attacks	11	0.24%	5	0.16%	2	0.04%	0	0.00%
Burns-Scalds	2	0.04%	2	0.07%	2	0.04%	0	0.00%
Eye Injuries	2	0.04%	0	0.00%	2	0.04%	1	0.07%
Heat-Cold Exposure	2	0.04%	1	0.03%	2	0.04%	1	0.07%
Total	1215	26.95%	683	22.21%	391	8.67%	220	15.35%

June 2009 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	76	1.69%	55	1.79%	386	8.56%	206	14.38%
Medical-Call Box Alarm	18	0.40%	1	0.03%	1	0.02%	1	0.07%
Standby-Public Safety	4	0.09%	2	0.07%	27	0.60%	1	0.07%
Total	98	2.17%	58	1.89%	414	9.18%	208	14.52%

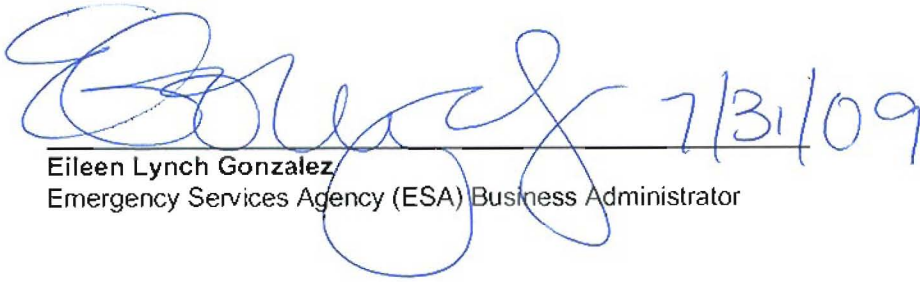
F. CALL DOWNGRADES (CODE 3 - EMERGENT TO CODE 2- NON-EMERGENT / ROUTINE)

May 2009 — 13 calls were downgraded from Code 3 to Code 2.
 June 2009 — 21 calls were downgraded from Code 3 to Code 2.

G. CODE 2 DISPATCH HOLDS / DELAYS

In May 2009, dispatch was held on 9 Code 2 calls. In June 2009, dispatch was held on 30 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

A handwritten signature in blue ink, which appears to be "Eileen Lynch Gonzalez", is written over a horizontal line. To the right of the signature, the date "7/31/09" is written in the same ink.

Eileen Lynch Gonzalez
Emergency Services Agency (ESA) Business Administrator