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**ESA Performance & Compliance Report
May & June 2010**

I. ESA COMPLIANCE REVIEW SUMMARY

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

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

A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for May and June 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 two incidences of contract Level 0 during May and four in June. The total recommended assessment for May and June 2010 is \$12,532.00.

Potential & Recommended Assessment Summary				
Performance Standard	May 2010		June 2010	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$3,094.00	\$3,094.00	\$3,484.00	\$3,484.00
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	\$26.00	\$26.00
Other Assessments (including Level 0)	\$1,976.00	\$1,976.00	\$3,952.00	\$3,952.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$182.00	\$0.00	\$702.00	\$0.00
TOTAL:	\$5,252.00	\$5,070.00	\$8,164.00	\$7,462.00

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 2010, there were 43 calls that exceeded the Maximum Response Time for their Zone, 43 (97.7%) of which were located within the City of Colorado Springs. The remaining call (2.3%) was located in Manitou Springs. For June 2010, there were 42 calls that exceeded the Maximum Response Time for their Zone. Of these, 41 (97.6%) were located within the City of Colorado Springs, and one (2.4%) was located in El Paso County.

May 2010 (43)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	05/04/2010	57072	0:18:00	0:18:15	0:00:15	\$26.00	\$26.00
Suburban 12	05/18/2010	63056	0:18:00	0:18:48	0:00:48	\$26.00	\$26.00
Suburban 12	05/20/2010	64121	0:18:00	00:23:07	00:05:07	\$156.00	\$156.00
Suburban 12	05/22/2010	65009	0:18:00	0:24:15	0:06:15	\$182.00	\$182.00
Suburban 12	05/26/2010	66628	0:18:00	0:21:37	0:03:37	\$104.00	\$104.00
Total Suburban 12	5 (11.6%)						
Urban Southeast 8	05/01/2010	55564	0:12:00	0:12:24	0:00:24	\$26.00	\$26.00
Urban Southwest 8	05/01/2010	55755	0:12:00	0:12:29	0:00:29	\$26.00	\$26.00
Urban North 8	05/01/2010	55756	0:12:00	0:12:04	0:00:04	\$26.00	\$26.00
Urban North 8	05/01/2010	55805	0:12:00	0:13:38	0:01:38	\$52.00	\$52.00
Urban Southwest 8	05/02/2010	55968	0:12:00	0:13:27	0:01:27	\$52.00	\$52.00
Urban Southwest 8	05/02/2010	56148	0:12:00	0:13:23	0:01:23	\$52.00	\$52.00
Urban Southwest 8	05/03/2010	56396	0:12:00	0:16:33	0:04:33	\$130.00	\$130.00
Urban Southeast 8	05/04/2010	56791	0:12:00	0:12:11	0:00:11	\$26.00	\$26.00
Urban North 8	05/04/2010	56796	0:12:00	0:12:33	0:00:33	\$26.00	\$26.00
Urban Southeast 8	05/04/2010	56914	0:12:00	0:14:48	0:02:48	\$78.00	\$78.00
Urban Southwest 8	05/04/2010	56990	0:12:00	0:27:03	0:15:03	\$416.00	\$416.00
Urban Southeast 8	05/04/2010	56995	0:12:00	0:12:45	0:00:45	\$26.00	\$26.00
Urban Southeast 8	05/04/2010	57005	0:12:00	0:18:31	0:06:31	\$182.00	\$182.00
Urban North 8	05/04/2010	57050	0:12:00	0:13:52	0:01:52	\$52.00	\$52.00
Urban Southwest 8	05/04/2010	57088	0:12:00	0:12:36	0:00:36	\$26.00	\$26.00
Urban North 8	05/05/2010	57202	0:12:00	0:13:19	0:01:19	\$52.00	\$52.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southeast 8	05/09/2010	59168	0:12:00	0:14:31	0:02:31	\$78.00	\$78.00
Urban Southwest 8	05/09/2010	59191	0:12:00	0:12:11	0:00:11	\$26.00	\$26.00
Urban Southwest 8	05/10/2010	59368	0:12:00	0:13:18	0:01:18	\$52.00	\$52.00
Urban Southwest 8	05/10/2010	59535	0:12:00	0:13:09	0:01:09	\$52.00	\$52.00
Urban Southeast 8	05/10/2010	59683	0:12:00	0:12:29	0:00:29	\$26.00	\$26.00
Urban Southwest 8	05/11/2010	59930	0:12:00	0:15:10	0:03:10	\$104.00	\$104.00
Urban Southwest 8	05/11/2010	59932	0:12:00	0:12:23	0:00:23	\$26.00	\$26.00
Urban North 8	05/12/2010	60233	0:12:00	0:13:06	0:01:06	\$52.00	\$52.00
Urban Southwest 8	05/14/2010	61406	0:12:00	0:12:06	0:00:06	\$26.00	\$26.00
Urban Southwest 8	05/16/2010	62393	0:12:00	0:17:04	0:05:04	\$156.00	\$156.00
Urban Southwest 8	05/17/2010	62419	0:12:00	0:14:55	0:02:55	\$78.00	\$78.00
Urban North 8	05/18/2010	63298	0:12:00	0:12:21	0:00:21	\$26.00	\$26.00
Urban North 8	05/20/2010	63836	0:12:00	0:12:33	0:00:33	\$26.00	\$26.00
Urban Southwest 8	05/20/2010	64069	0:12:00	00:10:36	00:00:00	\$0.00	\$0.00
Urban Southeast 8	05/20/2010	64090	0:12:00	00:13:07	00:01:07	\$52.00	\$52.00
Urban North 8	05/20/2010	64098	0:12:00	00:09:16	00:00:00	\$0.00	\$0.00
Urban Southwest 8	05/21/2010	64403	0:12:00	0:15:18	0:03:18	\$104.00	\$104.00
Urban Southeast 8	05/26/2010	66799	0:12:00	0:12:32	0:00:32	\$26.00	\$26.00
Urban North 8	05/26/2010	66805	0:12:00	0:15:33	0:03:33	\$104.00	\$104.00
Urban North 8	05/30/2010	68240	0:12:00	0:16:35	0:04:35	\$130.00	\$130.00
Urban North 8	05/30/2010	68498	0:12:00	0:17:23	0:05:23	\$156.00	\$156.00
Urban North 8	05/30/2010	68512	0:12:00	0:13:06	0:01:06	\$52.00	\$52.00
Total Urban 8	38 (88.4%)						
Assessments						\$3,094.00	\$3,094.00

June 2010 (42)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	06/25/2010	79805	0:18:00	0:18:38	0:00:38	\$26.00	\$26.00
Suburban 12	06/27/2010	80239	0:18:00	0:24:40	0:06:40	\$182.00	\$182.00
Suburban 12	06/27/2010	80242	0:18:00	0:19:34	0:01:34	\$52.00	\$52.00
Total Suburban 12	4 (9.5%)						
Urban North 8	06/02/2010	69399	0:12:00	0:14:01	0:02:01	\$78.00	\$78.00
Urban North 8	06/02/2010	69599	0:12:00	0:13:15	0:01:15	\$52.00	\$52.00
Urban Southwest 8	06/02/2010	69698	0:12:00	0:13:36	0:01:36	\$52.00	\$52.00
Urban Southwest 8	06/05/2010	70809	0:12:00	0:12:50	0:00:50	\$26.00	\$26.00
Urban Southwest 8	06/05/2010	71030	0:12:00	0:16:36	0:04:36	\$130.00	\$130.00
Urban North 8	06/07/2010	71976	0:12:00	0:13:43	0:01:43	\$52.00	\$52.00
Urban North 8	06/08/2010	72237	0:12:00	0:12:28	0:00:28	\$26.00	\$26.00
Urban Southeast 8	06/08/2010	72245	0:12:00	0:12:35	0:00:35	\$26.00	\$26.00
Urban Southwest 8	06/08/2010	72246	0:12:00	0:16:03	0:04:03	\$130.00	\$130.00
Urban North 8	06/08/2010	72250	0:12:00	0:13:33	0:01:33	\$52.00	\$52.00
Urban North 8	06/10/2010	73235	0:12:00	0:15:33	0:03:33	\$104.00	\$104.00
Urban Southwest 8	06/10/2010	73260	0:12:00	0:12:32	0:00:32	\$26.00	\$26.00
Urban Southwest 8	06/11/2010	73616	0:12:00	0:12:03	0:00:03	\$26.00	\$26.00
Urban Southeast 8	06/11/2010	73880	0:12:00	0:17:07	0:05:07	\$156.00	\$156.00
Urban North 8	06/11/2010	73918	0:12:00	0:15:48	0:03:48	\$104.00	\$104.00
Urban North 8	06/13/2010	74366	0:12:00	0:13:19	0:01:19	\$52.00	\$52.00
Urban North 8	06/13/2010	74492	0:12:00	0:15:10	0:03:10	\$104.00	\$104.00
Urban Southwest 8	06/15/2010	75443	0:12:00	0:19:45	0:07:45	\$208.00	\$208.00
Urban Southwest 8	06/15/2010	75444	0:12:00	0:19:42	0:07:42	\$208.00	\$208.00
Urban Southeast 8	06/17/2010	76146	0:12:00	0:12:49	0:00:49	\$26.00	\$26.00
Urban Southwest 8	06/17/2010	76155	0:12:00	0:12:24	0:00:24	\$26.00	\$26.00
Urban Southwest 8	06/18/2010	76464	0:12:00	0:12:33	0:00:33	\$26.00	\$26.00
Urban Southeast 8	06/20/2010	77228	0:12:00	0:18:25	0:06:25	\$182.00	\$182.00
Urban North 8	06/20/2010	77516	0:12:00	0:13:40	0:01:40	\$52.00	\$52.00
Urban North 8	06/20/2010	77522	0:12:00	0:19:05	0:07:05	\$208.00	\$208.00
Urban Southwest 8	06/21/2010	78006	0:12:00	0:16:15	0:04:15	\$130.00	\$130.00
Urban Southwest 8	06/21/2010	78007	0:12:00	0:21:11	0:09:11	\$260.00	\$260.00
Urban Southeast 8	06/22/2010	78255	0:12:00	0:12:31	0:00:31	\$26.00	\$26.00
Urban Southwest 8	06/22/2010	78397	0:12:00	0:15:13	0:03:13	\$104.00	\$104.00
Urban North 8	06/25/2010	79626	0:12:00	0:13:04	0:01:04	\$52.00	\$52.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southeast 8	06/25/2010	79644	0:12:00	0:17:39	0:05:39	\$156.00	\$156.00
Urban North 8	06/25/2010	79652	0:12:00	0:14:37	0:02:37	\$78.00	\$78.00
Urban Southwest 8	06/25/2010	79688	0:12:00	0:14:01	0:02:01	\$78.00	\$78.00
Urban Southwest 8	06/25/2010	79742	0:12:00	0:12:57	0:00:57	\$26.00	\$26.00
Urban Southeast 8	06/26/2010	79884	0:12:00	0:13:47	0:01:47	\$52.00	\$52.00
Urban Southwest 8	06/28/2010	80980	0:12:00	0:12:23	0:00:23	\$26.00	\$26.00
Urban North 8	06/28/2010	81030	0:12:00	0:14:10	0:02:10	\$78.00	\$78.00
Urban North 8	06/29/2010	81462	0:12:00	0:12:08	0:00:08	\$26.00	\$26.00
Total Urban 8	38 (90.5%)						
Assessments						\$3,484.00	\$3,484.00

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 2010			June 2010		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,343	193	91.76%	2,101	153	92.72%
Suburban 12	792	36	95.45%	803	38	95.27%
Rural 20	149	0	100.00%	130	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 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	May 2010	June 2010
# of Code 3 Calls	3,427	3,155
# Exceeding Minimum Response Time	231	194
System-wide Compliance %	93.26%	93.85%

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 10 calls in May 2010, all of which were referred to Black Forest Fire/Rescue. The contractor referred 11 calls in June 2010, all but one of which were 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 June 2010 where a call referred to an approved responder exceeded the maximum response time for the zone; that call is highlighted in **bold** below. There were no instances during May 2010 where a released call exceeded the maximum response time for the zone.

May 2010 (10)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 35	55813	05/01/2010	Black Forest Fire/Rescue	0:36:56	\$0.00
Frontier 25	56244	05/03/2010	Black Forest Fire/Rescue	0:10:41	\$0.00
Rural 20	58476	05/07/2010	Black Forest Fire/Rescue	0:13:20	\$0.00
Rural 20	62538	05/17/2010	Black Forest Fire/Rescue	0:11:47	\$0.00
Rural 20	64777	05/22/2010	Black Forest Fire/Rescue	0:11:50	\$0.00
Rural 20	65437	05/23/2010	Black Forest Fire/Rescue	0:16:26	\$0.00
Frontier 25	65448	05/23/2010	Black Forest Fire/Rescue	0:17:23	\$0.00
Frontier 25	66457	05/26/2010	Black Forest Fire/Rescue	0:09:55	\$0.00
Rural 20	67727	05/28/2010	Black Forest Fire/Rescue	0:02:40	\$0.00
Rural 20	68367	05/30/2010	Black Forest Fire/Rescue	0:03:08	\$0.00
May 2010 - Recommended Assessment					\$0.00

June 2010 (11)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 35	69835	06/02/2010	Black Forest Fire/Rescue	0:13:26	\$0.00
Frontier 35	69847	06/02/2010	Black Forest Fire/Rescue	0:34:47	\$0.00
Rural 20	70873	06/05/2010	Black Forest Fire/Rescue	0:07:14	\$0.00
Suburban 12	72165	06/08/2010	Black Forest Fire/Rescue	0:10:35	\$0.00
Frontier 35	73841	06/11/2010	Black Forest Fire/Rescue	0:12:25	\$0.00
Suburban 12	75831	06/16/2010	Black Forest Fire/Rescue	0:10:57	\$0.00
Suburban 12	77231	06/20/2010	Fountain Fire Dept.	0:18:20	\$26.00
Rural 20	77530	06/20/2010	Black Forest Fire/Rescue	0:16:20	\$0.00
Frontier 25	78265	06/22/2010	Black Forest Fire/Rescue	0:11:57	\$0.00
Urban North 8	78418	06/22/2010	Black Forest Fire/Rescue	0:11:51	\$0.00
Frontier 25	80356	06/27/2010	Black Forest Fire/Rescue	0:04:23	\$0.00
June 2010 - Recommended Assessment					\$26.00

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 May 2010, there were two occurrence of Contractor Level 0 as defined in the contract. During June 2010, there were four occurrences of Contractor Level 0.

May 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	5/2/10	Sunday	21:19	5:00	12	3	\$988.00	\$988.00
2	5/30/10	Sunday	21:39	19:00	11	5	\$988.00	\$988.00
Total							\$1,976.00	\$1,976.00

June 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	6/20/10	Sunday	04:48	5:00	9	2	\$988.00	\$988.00
2	6/22/10	Tuesday	19:11	8:00	12	1	\$988.00	\$988.00
3	6/25/10	Friday	14:59	9:00	13	2	\$988.00	\$988.00
4	6/27/10	Sunday	00:39	11:00	12	2	\$988.00	\$988.00
Total							\$3,952.00	\$3,952.00

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 May 2010, the Contractor has requested that 24 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of June 2010, the Contractor has requested that 35 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 2010 Exempted Calls (24)								
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment	
Public Safety Standby (16)								
Urban Southeast 8	5/2/2010	55878	0:12:00	00:10.11	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	5/2/2010	55879	0:12:00	00:08.16	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/6/2010	57947	0:18:00	00:12.39	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	5/7/2010	58298	0:12:00	00:08.46	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	5/7/2010	58301	0:12:00	00:09.19	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/7/2010	58338	0:12:00	00:09.35	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/9/2010	59015	0:18:00	00:12.47	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/9/2010	59054	0:18:00	00:16.06	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/12/2010	60461	0:12:00	00:09.33	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/12/2010	60466	0:12:00	00:08.21	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	5/14/2010	61419	0:12:00	00:08.34	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/14/2010	61426	0:18:00	00:18.09	00:00.09	\$26.00	\$0.00	\$0.00
Urban Southeast 8	5/14/2010	61428	0:12:00	00:14.28	00:02.28	\$78.00	\$0.00	\$0.00
Urban Southwest 8	5/17/2010	62687	0:12:00	00:10.17	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/17/2010	62728	0:12:00	00:08.29	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/24/2010	65768	0:18:00	00:12.46	00:00.00	\$0.00	\$0.00	\$0.00
Multiple Responses to Incident (7)								
Rural 20	5/2/2010	56155	0:30:00	00:24.03	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/3/2010	56233	0:12:00	00:11.53	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	5/4/2010	57000	0:12:00	00:11.28	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	5/4/2010	57066	0:12:00	00:09.44	00:00.00	\$0.00	\$0.00	\$0.00
Rural 20	5/23/2010	65449	0:30:00	00:20.10	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	5/28/2010	67641	0:12:00	00:08.11	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	5/28/2010	67689	0:18:00	00:13.05	00:00.00	\$0.00	\$0.00	\$0.00
Mass Casualty Incident (1)								
Urban Southeast 8	5/15/2010	61990	0:12:00	00:14.12	00:02.12	\$78.00	\$0.00	\$0.00
Total						\$182.00	\$0.00	\$0.00

June 2010 Exempted Calls (29)								
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment	
Multiple Responses to Incident (2)								
Suburban 12	6/27/2010	80254	0:18:00	00:12.21	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	6/27/2010	80568	0:12:00	00:10.03	00:00.00	\$0.00	\$0.00	\$0.00
Poor Road Conditions (1)								
Urban North 8	6/13/2010	74579	0:12:00	00:08.15	00:00.00	\$0.00	\$0.00	\$0.00
Public Safety Standby (25)								
Urban North 8	6/2/2010	69766	0:12:00	00:11.41	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/2/2010	69790	0:12:00	00:12.13	00:00.13	\$26.00	\$0.00	\$0.00
Urban North 8	6/2/2010	69832	0:12:00	00:16.17	00:04.17	\$130.00	\$0.00	\$0.00
Urban Southeast 8	6/7/2010	71845	0:12:00	00:10.07	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/7/2010	71851	0:12:00	00:09.23	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	6/7/2010	71852	0:12:00	00:12.20	00:00.20	\$26.00	\$0.00	\$0.00
Urban Southwest 8	6/9/2010	72684	0:12:00	00:09.00	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/11/2010	73819	0:12:00	00:08.26	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/18/2010	76526	0:12:00	00:09.36	00:00.00	\$0.00	\$0.00	\$0.00
Suburban 12	6/18/2010	76572	0:18:00	00:16.18	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	6/18/2010	76574	0:12:00	00:17.16	00:05.16	\$156.00	\$0.00	\$0.00
Urban Southwest 8	6/19/2010	76991	0:12:00	00:08.10	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	6/19/2010	77052	0:12:00	00:09.18	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	6/19/2010	77060	0:12:00	00:08.49	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/19/2010	77074	0:12:00	00:13.17	00:01.17	\$52.00	\$0.00	\$0.00
Urban North 8	6/19/2010	77079	0:12:00	00:11.05	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southwest 8	6/19/2010	77083	0:12:00	00:09.59	00:00.00	\$0.00	\$0.00	\$0.00
Urban Southeast 8	6/20/2010	77431	0:12:00	00:09.54	00:00.00	\$0.00	\$0.00	\$0.00
Urban North 8	6/20/2010	77437	0:12:00	00:08.15	00:00.00	\$0.00	\$0.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southeast 8	6/23/2010	78900	0:12:00	00:09.39	00:00.00	\$0.00	\$0.00
Urban Southwest 8	6/23/2010	78924	0:12:00	00:17.37	00:05.37	\$156.00	\$0.00
Urban Southeast 8	6/23/2010	78929	0:12:00	00:11.48	00:00.00	\$0.00	\$0.00
Urban Southwest 8	6/23/2010	78944	0:12:00	00:17.10	00:05.10	\$156.00	\$0.00
Urban North 8	6/30/2010	81886	0:12:00	00:08.40	00:00.00	\$0.00	\$0.00
Suburban 12	6/30/2010	81891	0:18:00	00:14.22	00:00.00	\$0.00	\$0.00
Road Construction (1)							
Suburban 12	6/22/2010	78070	0:18:00	00:12.33	00:00.00	\$0.00	\$0.00
Total						\$702.00	\$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	May 2010			June 2010			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	781	83	89.37%	647	67	89.64%	90.00%
Urban Southeast 8	761	59	92.25%	711	36	94.94%	
Urban Southwest 8	801	51	93.63%	743	50	93.72%	
TOTAL	2,343	193	91.76%	2,101	153	92.72%	

J. **Code 2 Performance Summary**

Zone	May 2010			June 2010		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1052	202	80.80%	1046	177	83.08%
Suburban 12	285	26	90.88%	277	38	86.28%
Rural 20	23	0	100.00%	29	0	100.00%
Frontier 25	17	0	100.00%	13	0	100.00%
Frontier 35	1	0	100.00%	6	0	100.00%
Frontier 45	0	0	N/A	3	0	100.00%
TOTAL	1,378	228	83.45%	1,374	215	84.35%

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 2010	4,803	3,427	71.3%	2,304	67.3%	1,376	28.6%	935	68.0%
June 2010	4,529	3155	69.7%	2066	65.5%	1,374	30.3	923	67.2%

L. Major Condition/Complaint Summary

May 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	523	10.90%	301	9.29%	77	1.60%	45	1.39%
Breathing Problems	342	7.13%	274	8.46%	16	0.33%	5	0.15%
Chest Pain	222	4.63%	194	5.99%	10	0.21%	9	0.28%
Sick Person-Multiple Complaints	192	4.00%	159	4.91%	216	4.50%	167	5.16%
Psychiatric-Suicide Attempt	125	2.60%	97	2.99%	62	1.29%	53	1.64%
Convulsions-Seizures	120	2.50%	98	3.03%	55	1.15%	42	1.30%
Diabetic Problems	84	1.75%	36	1.11%	23	0.48%	16	0.49%
Abdominal Pain	61	1.27%	55	1.70%	28	0.58%	22	0.68%
Stroke	61	1.27%	56	1.73%	4	0.08%	4	0.12%
Heart Problems	54	1.13%	45	1.39%	8	0.17%	5	0.15%
Trans-Interfacility-Palliative	44	0.92%	43	1.33%	93	1.94%	92	2.84%
Allergies-Envenomations	40	0.83%	28	0.86%	4	0.08%	1	0.03%
Pregnancy	27	0.56%	21	0.65%	1	0.02%	0	0.00%
Back Pain	13	0.27%	12	0.37%	33	0.69%	30	0.93%
Headache	10	0.21%	8	0.25%	27	0.56%	23	0.71%
Total	1918	39.97%	1427	44.06%	657	13.69%	514	15.87%

May 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	418	8.71%	193	5.96%	50	1.04%	33	1.02%
Falls	289	6.02%	203	6.27%	133	2.77%	83	2.56%
Overdose-Poisoning	185	3.85%	149	4.60%	34	0.71%	22	0.68%
Assault or Sexual Assault	169	3.52%	57	1.76%	14	0.29%	4	0.12%
Hemorrhage-Lacerations	116	2.42%	90	2.78%	11	0.23%	5	0.15%
Traumatic Injuries (NOS)	89	1.85%	61	1.88%	31	0.65%	19	0.59%
Choking	54	1.13%	44	1.36%	7	0.15%	1	0.03%
Cardiac/Respiratory Arrest	53	1.10%	19	0.59%	1	0.02%	0	0.00%
Carbon Monoxide-Hazmat	21	0.44%	1	0.03%	5	0.10%	1	0.03%
Gunshot/Stabbing	12	0.25%	7	0.22%	0	0.00%	0	0.00%
Animal Bites-Attacks	9	0.19%	1	0.03%	4	0.08%	1	0.03%
Burns-Scalds	5	0.10%	2	0.06%	2	0.04%	1	0.03%
Eye Injuries	1	0.02%	0	0.00%	3	0.06%	0	0.00%
Heat-Cold Exposure	0	0.00%	0	0.00%	2	0.04%	1	0.03%
Total	1421	29.61%	827	25.53%	297	6.19%	171	5.28%

May 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	72	1.50%	45	1.39%	392	8.17%	250	7.72%
Medical-Call Box Alarm	12	0.25%	5	0.15%	0	0.00%	0	0.00%
Standby-Dedicated	0	0.00%	0	0.00%	9	0.19%	0	0.00%
Standby-Public Safety	0	0.00%	0	0.00%	21	0.44%	0	0.00%
Total	84	1.75%	50	1.54%	422	8.79%	250	7.72%

June 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	493	10.89%	268	8.97%	111	2.45%	66	2.21%
Breathing Problems	287	6.34%	218	7.29%	17	0.38%	12	0.40%
Chest Pain	239	5.28%	211	7.06%	8	0.18%	7	0.23%
Sick Person-Multiple Complaints	183	4.04%	150	5.02%	196	4.33%	156	5.22%
Convulsions-Seizures	131	2.89%	98	3.28%	53	1.17%	39	1.30%
Psychiatric-Suicide Attempt	100	2.21%	81	2.71%	68	1.50%	48	1.61%
Diabetic Problems	71	1.57%	32	1.07%	10	0.22%	6	0.20%
Abdominal Pain	65	1.44%	56	1.87%	30	0.66%	26	0.87%
Stroke	65	1.44%	58	1.94%	10	0.22%	10	0.33%
Heart Problems	59	1.30%	47	1.57%	8	0.18%	4	0.13%
Trans-Interfacility-Palliative	32	0.71%	32	1.07%	81	1.79%	80	2.68%
Allergies-Envenomations	26	0.57%	24	0.80%	5	0.11%	2	0.07%
Pregnancy	16	0.35%	14	0.47%	3	0.07%	3	0.10%
Back Pain	4	0.09%	3	0.10%	22	0.49%	20	0.67%
Headache	4	0.09%	3	0.10%	16	0.35%	7	0.23%
Total	1775	39.19%	1295	43.33%	638	14.09%	486	16.26%

June 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	391	8.63%	165	5.52%	60	1.32%	38	1.27%
Falls	220	4.86%	157	5.25%	137	3.02%	100	3.35%
Assault or Sexual Assault	174	3.84%	57	1.91%	9	0.20%	4	0.13%
Overdose-Poisoning	172	3.80%	127	4.25%	30	0.66%	20	0.67%
Hemorrhage-Lacerations	113	2.50%	85	2.84%	10	0.22%	6	0.20%
Traumatic Injuries (NOS)	80	1.77%	53	1.77%	26	0.57%	17	0.57%
Cardiac/Respiratory Arrest	54	1.19%	20	0.67%	0	0.00%	0	0.00%
Choking	41	0.91%	34	1.14%	14	0.31%	2	0.07%
Carbon Monoxide-Hazmat	15	0.33%	2	0.07%	6	0.13%	2	0.07%
Gunshot/Stabbing	15	0.33%	12	0.40%	1	0.02%	0	0.00%
Animal Bites-Attacks	9	0.20%	3	0.10%	3	0.07%	0	0.00%
Burns-Scalds	5	0.11%	1	0.03%	2	0.04%	2	0.07%
Heat-Cold Exposure	5	0.11%	4	0.13%	4	0.09%	3	0.10%
Electrocution/Lightning	2	0.04%	1	0.03%	0	0.00%	0	0.00%
Drowning/Diving Accidents	0	0.00%	0	0.00%	1	0.02%	1	0.03%
Eye Injuries	0	0.00%	0	0.00%	7	0.15%	3	0.10%
Total	1296	28.62%	721	24.12%	310	6.84%	198	6.62%

June 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	69	1.52%	48	1.61%	405	8.94%	236	7.90%
Medical-Call Box Alarm	11	0.24%	0	0.00%	0	0.00%	0	0.00%
Standby-Public Safety	4	0.09%	2	0.07%	19	0.42%	3	0.10%
Standby-Dedicated	0	0.00%	0	0.00%	2	0.04%	0	0.00%
Total	84	1.85%	50	1.67%	426	9.41%	239	8.00%

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

May 2010 — 18 calls were downgraded from Code 3 to Code 2.
 June 2010 — 19 calls were downgraded from Code 3 to Code 2.

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

In May 2010, dispatch was held on 25 Code 2 calls. In June 2010, dispatch was held on 18 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	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
2010 Total	230	47	472	52	3	130	934

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION

Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator