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**ESA Performance & Compliance Report  
November & December 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 November and December 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 no incidences of contract Level 0 during November and one incidence in December. The total recommended assessment for November and December 2010 is \$8,450.00.

| Potential & Recommended Assessment Summary              |                   |                   |                   |                   |
|---|-------------------|-------------------|-------------------|-------------------|
| Performance Standard                                    | November 2010     |                   | December 2010     |                   |
|   | Potential         | Recommended       | Potential         | Recommended       |
| Per Call Performance – Exceeding Maximum Response Times | \$3,380.00        | \$3,380.00        | \$4,082.00        | \$4,082.00        |
| Zone Standards (90%) – Urban, Suburban, Rural           | \$0.00            | \$0.00            | \$0.00            | \$0.00            |
| Zone Standards (90%) – Frontier, Wilderness (annual)    | \$0.00            | \$0.00            | \$0.00            | \$0.00            |
| 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)                   | \$0.00            | \$0.00            | \$988.00          | \$988.00          |
| Special Circumstances                                   | \$0.00            | \$0.00            | \$0.00            | \$0.00            |
| Exemptions  | \$780.00          | \$0.00            | \$390.00          | \$0.00            |
| <b>TOTAL:</b>   | <b>\$4,160.00</b> | <b>\$3,380.00</b> | <b>\$5,460.00</b> | <b>\$5,070.00</b> |

## II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

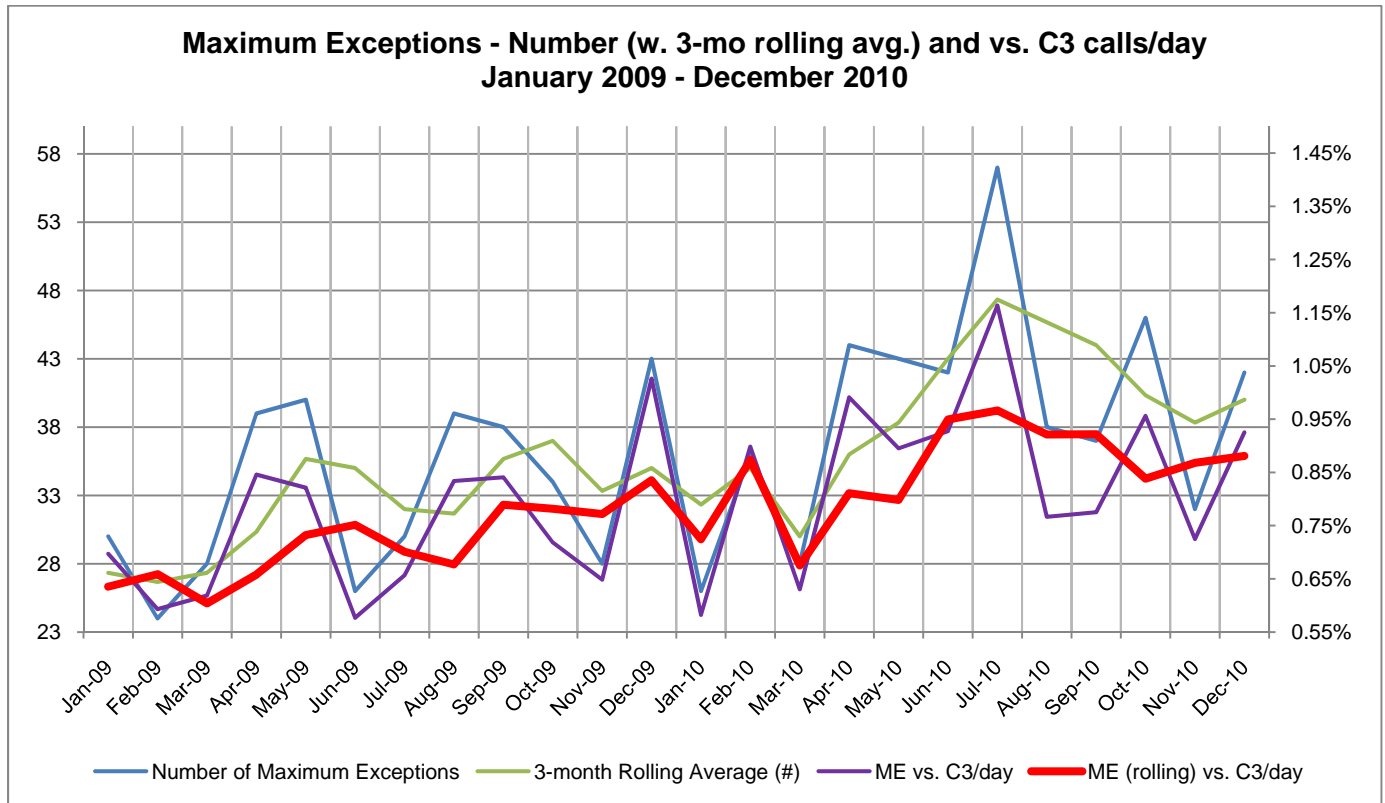
**A. Per Call Performance (F.1.C.1.)** – Following is a list of calls which exceeded the Maximum Response Time allowed in the contract. (Assessment amount F.3.D.)

For November 2010, there were 32 calls that exceeded the Maximum Response Time for their Zone, 31 (96.9%) of which were located within the City of Colorado Springs. The remaining call (3.1%) was located in Manitou Springs. For December 2010, there were 42 calls that exceeded the Maximum Response Time for their Zone, all of which were located within the City of Colorado Springs.

| November 2010 (32)       |                 |        |         |               |                  |                                      |  |
|--------------------------|-----------------|--------|---------|---------------|------------------|--------------------------------------|--|
| Zone                     | Date            | Call # | Maximum | Response Time | Amount in Excess | Potential Assessment (per agreement) | Recommended Assessment (per agreement) |
| Suburban 12              | 11/17/2010      | 142804 | 0:18:00 | 0:19:41       | 0:01:41          | \$52.00                              | \$52.00                                |
| Suburban 12              | 11/26/2010      | 146424 | 0:18:00 | 0:18:20       | 0:00:20          | \$26.00                              | \$26.00                                |
| Suburban 12              | 11/28/2010      | 147310 | 0:18:00 | 0:18:54       | 0:00:54          | \$26.00                              | \$26.00                                |
| <b>Total Suburban 12</b> | <b>3 (9.4%)</b> |        |         |               |                  |                                      |  |
| Urban North 8            | 11/01/2010      | 135824 | 0:12:00 | 0:14:18       | 0:02:18          | \$78.00                              | \$78.00                                |
| Urban Southeast 8        | 11/03/2010      | 137004 | 0:12:00 | 0:12:23       | 0:00:23          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 11/04/2010      | 137238 | 0:12:00 | 0:16:18       | 0:04:18          | \$130.00                             | \$130.00                               |
| Urban North 8            | 11/05/2010      | 137566 | 0:12:00 | 0:19:02       | 0:07:02          | \$208.00                             | \$208.00                               |
| Urban Southeast 8        | 11/06/2010      | 138049 | 0:12:00 | 0:12:32       | 0:00:32          | \$26.00                              | \$26.00                                |
| Urban Southeast 8        | 11/06/2010      | 138058 | 0:12:00 | 0:14:46       | 0:02:46          | \$78.00                              | \$78.00                                |
| Urban Southwest 8        | 11/07/2010      | 138415 | 0:12:00 | 0:15:15       | 0:03:15          | \$104.00                             | \$104.00                               |
| Urban Southeast 8        | 11/11/2010      | 140118 | 0:12:00 | 0:12:05       | 0:00:05          | \$26.00                              | \$26.00                                |
| Urban Southeast 8        | 11/11/2010      | 140297 | 0:12:00 | 0:13:52       | 0:01:52          | \$52.00                              | \$52.00                                |
| Urban Southwest 8        | 11/13/2010      | 140896 | 0:12:00 | 0:12:54       | 0:00:54          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 11/15/2010      | 141617 | 0:12:00 | 0:23:35       | 0:11:35          | \$312.00                             | \$312.00                               |
| Urban North 8            | 11/16/2010      | 142382 | 0:12:00 | 0:19:39       | 0:07:39          | \$208.00                             | \$208.00                               |
| Urban Southwest 8        | 11/16/2010      | 142426 | 0:12:00 | 0:20:13       | 0:08:13          | \$234.00                             | \$234.00                               |
| Urban Southwest 8        | 11/17/2010      | 142528 | 0:12:00 | 0:12:53       | 0:00:53          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 11/17/2010      | 142721 | 0:12:00 | 0:13:43       | 0:01:43          | \$52.00                              | \$52.00                                |
| Urban Southeast 8        | 11/17/2010      | 142821 | 0:12:00 | 0:12:17       | 0:00:17          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 11/18/2010      | 142955 | 0:12:00 | 0:12:43       | 0:00:43          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 11/18/2010      | 142962 | 0:12:00 | 0:12:28       | 0:00:28          | \$26.00                              | \$26.00                                |

| Zone                 | Date              | Call # | Maximum | Response Time | Amount in Excess | Potential Assessment (per agreement) | Recommended Assessment (per agreement) |
|----------------------|-------------------|--------|---------|---------------|------------------|--------------------------------------|--|
| Urban Southwest 8    | 11/18/2010        | 143217 | 0:12:00 | 0:19:49       | 0:07:49          | \$208.00                             | \$208.00                               |
| Urban Southeast 8    | 11/19/2010        | 143404 | 0:12:00 | 0:13:00       | 0:01:00          | \$26.00                              | \$26.00                                |
| Urban Southwest 8    | 11/19/2010        | 143747 | 0:12:00 | 0:12:30       | 0:00:30          | \$26.00                              | \$26.00                                |
| Urban Southwest 8    | 11/19/2010        | 143815 | 0:12:00 | 0:18:10       | 0:06:10          | \$182.00                             | \$182.00                               |
| Urban Southwest 8    | 11/19/2010        | 143822 | 0:12:00 | 0:16:54       | 0:04:54          | \$130.00                             | \$130.00                               |
| Urban Southeast 8    | 11/20/2010        | 143988 | 0:12:00 | 0:12:41       | 0:00:41          | \$26.00                              | \$26.00                                |
| Urban Southwest 8    | 11/20/2010        | 144207 | 0:12:00 | 0:13:34       | 0:01:34          | \$52.00                              | \$52.00                                |
| Urban North 8        | 11/25/2010        | 146247 | 0:12:00 | 0:21:15       | 0:09:15          | \$260.00                             | \$260.00                               |
| Urban Southwest 8    | 11/25/2010        | 146277 | 0:12:00 | 0:17:23       | 0:05:23          | \$156.00                             | \$156.00                               |
| Urban Southeast 8    | 11/25/2010        | 146280 | 0:12:00 | 0:28:25       | 0:16:25          | \$442.00                             | \$442.00                               |
| Urban Southeast 8    | 11/28/2010        | 147242 | 0:12:00 | 0:15:56       | 0:03:56          | \$104.00                             | \$104.00                               |
| <b>Total Urban 8</b> | <b>29 (90.6%)</b> |        |         |               |                  |                                      |  |
| <b>Assessments</b>   |                   |        |         |               |                  | <b>\$3,380.00</b>                    | <b>\$3,380.00</b>                      |

| December 2010 (42)       |                   |        |         |               |                  |                                      |  |
|--------------------------|-------------------|--------|---------|---------------|------------------|--------------------------------------|--|
| Zone                     | Date              | Call # | Maximum | Response Time | Amount in Excess | Potential Assessment (per agreement) | Recommended Assessment (per agreement) |
| Suburban 12              | 12/06/2010        | 150606 | 0:18:00 | 0:18:49       | 0:00:49          | \$26.00                              | \$26.00                                |
| Suburban 12              | 12/18/2010        | 155822 | 0:18:00 | 0:18:55       | 0:00:55          | \$26.00                              | \$26.00                                |
| Suburban 12              | 12/23/2010        | 158194 | 0:18:00 | 0:19:04       | 0:01:04          | \$52.00                              | \$52.00                                |
| Suburban 12              | 12/30/2010        | 160771 | 0:18:00 | 0:24:44       | 0:06:44          | \$182.00                             | \$182.00                               |
| Suburban 12              | 12/30/2010        | 160773 | 0:18:00 | 0:20:50       | 0:02:50          | \$78.00                              | \$78.00                                |
| Suburban 12              | 12/30/2010        | 160811 | 0:18:00 | 0:32:26       | 0:14:26          | \$390.00                             | \$390.00                               |
| <b>Total Suburban 12</b> | <b>6 (14.3%)</b>  |        |         |               |                  |                                      |  |
| Urban North 8            | 12/02/2010        | 148965 | 0:12:00 | 0:12:28       | 0:00:28          | \$26.00                              | \$26.00                                |
| Urban Southeast 8        | 12/02/2010        | 148982 | 0:12:00 | 0:13:15       | 0:01:15          | \$52.00                              | \$52.00                                |
| Urban Southwest 8        | 12/03/2010        | 149587 | 0:12:00 | 0:12:35       | 0:00:35          | \$26.00                              | \$26.00                                |
| Urban North 8            | 12/03/2010        | 149635 | 0:12:00 | 0:20:06       | 0:08:06          | \$234.00                             | \$234.00                               |
| Urban Southeast 8        | 12/03/2010        | 149687 | 0:12:00 | 0:13:03       | 0:01:03          | \$52.00                              | \$52.00                                |
| Urban Southeast 8        | 12/04/2010        | 149753 | 0:12:00 | 0:12:38       | 0:00:38          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 12/04/2010        | 149756 | 0:12:00 | 0:17:45       | 0:05:45          | \$156.00                             | \$156.00                               |
| Urban Southwest 8        | 12/06/2010        | 150592 | 0:12:00 | 0:15:24       | 0:03:24          | \$104.00                             | \$104.00                               |
| Urban Southwest 8        | 12/06/2010        | 150754 | 0:12:00 | 0:12:32       | 0:00:32          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 12/06/2010        | 150769 | 0:12:00 | 0:12:17       | 0:00:17          | \$26.00                              | \$26.00                                |
| Urban North 8            | 12/06/2010        | 150795 | 0:12:00 | 0:12:18       | 0:00:18          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 12/08/2010        | 151767 | 0:12:00 | 0:13:13       | 0:01:13          | \$52.00                              | \$52.00                                |
| Urban North 8            | 12/13/2010        | 153555 | 0:12:00 | 0:13:14       | 0:01:14          | \$52.00                              | \$52.00                                |
| Urban North 8            | 12/13/2010        | 153617 | 0:12:00 | 0:12:47       | 0:00:47          | \$26.00                              | \$26.00                                |
| Urban North 8            | 12/13/2010        | 153665 | 0:12:00 | 0:12:46       | 0:00:46          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 12/14/2010        | 154206 | 0:12:00 | 0:14:34       | 0:02:34          | \$78.00                              | \$78.00                                |
| Urban Southwest 8        | 12/14/2010        | 154207 | 0:12:00 | 0:13:28       | 0:01:28          | \$52.00                              | \$52.00                                |
| Urban North 8            | 12/15/2010        | 154340 | 0:12:00 | 0:18:17       | 0:06:17          | \$182.00                             | \$182.00                               |
| Urban North 8            | 12/15/2010        | 154642 | 0:12:00 | 0:18:09       | 0:06:09          | \$182.00                             | \$182.00                               |
| Urban North 8            | 12/16/2010        | 155128 | 0:12:00 | 0:13:44       | 0:01:44          | \$52.00                              | \$52.00                                |
| Urban North 8            | 12/17/2010        | 155611 | 0:12:00 | 0:12:09       | 0:00:09          | \$26.00                              | \$26.00                                |
| Urban North 8            | 12/17/2010        | 155613 | 0:12:00 | 0:20:41       | 0:08:41          | \$234.00                             | \$234.00                               |
| Urban Southwest 8        | 12/19/2010        | 156410 | 0:12:00 | 0:12:46       | 0:00:46          | \$26.00                              | \$26.00                                |
| Urban Southeast 8        | 12/25/2010        | 158577 | 0:12:00 | 0:15:37       | 0:03:37          | \$104.00                             | \$104.00                               |
| Urban Southwest 8        | 12/25/2010        | 158740 | 0:12:00 | 0:15:23       | 0:03:23          | \$104.00                             | \$104.00                               |
| Urban Southwest 8        | 12/26/2010        | 158864 | 0:12:00 | 0:14:19       | 0:02:19          | \$78.00                              | \$78.00                                |
| Urban Southeast 8        | 12/30/2010        | 160776 | 0:12:00 | 0:12:40       | 0:00:40          | \$26.00                              | \$26.00                                |
| Urban Southeast 8        | 12/30/2010        | 160780 | 0:12:00 | 0:12:07       | 0:00:07          | \$26.00                              | \$26.00                                |
| Urban Southwest 8        | 12/30/2010        | 160781 | 0:12:00 | 0:19:27       | 0:07:27          | \$208.00                             | \$208.00                               |
| Urban Southwest 8        | 12/30/2010        | 160787 | 0:12:00 | 0:21:49       | 0:09:49          | \$260.00                             | \$260.00                               |
| Urban Southeast 8        | 12/30/2010        | 160810 | 0:12:00 | 0:18:09       | 0:06:09          | \$182.00                             | \$182.00                               |
| Urban North 8            | 12/30/2010        | 160814 | 0:12:00 | 0:17:17       | 0:05:17          | \$156.00                             | \$156.00                               |
| Urban Southwest 8        | 12/30/2010        | 160818 | 0:12:00 | 0:18:21       | 0:06:21          | \$182.00                             | \$182.00                               |
| Urban Southwest 8        | 12/30/2010        | 160819 | 0:12:00 | 0:17:09       | 0:05:09          | \$156.00                             | \$156.00                               |
| Urban Southeast 8        | 12/31/2010        | 161038 | 0:12:00 | 0:13:08       | 0:01:08          | \$52.00                              | \$52.00                                |
| Urban Southeast 8        | 12/31/2010        | 161040 | 0:12:00 | 0:13:14       | 0:01:14          | \$52.00                              | \$52.00                                |
| <b>Total Urban 8</b>     | <b>36 (85.7%)</b> |        |         |               |                  |                                      |  |
| <b>Assessments</b>       |                   |        |         |               |                  | <b>\$4,082.00</b>                    | <b>\$4,082.00</b>                      |



**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                 | November 2010     |                                   |               | December 2010     |                                   |               |
|----------------------|-------------------|-----------------------------------|---------------|-------------------|-----------------------------------|---------------|
|                      | # of Code 3 Calls | # Exceeding Minimum Response Time | Compliance %  | # of Code 3 Calls | # Exceeding Minimum Response Time | Compliance %  |
| Urban 8              | 2,116             | 174                               | 91.78%        | 2,080             | 189                               | 90.91%        |
| Suburban 12          | 746               | 21                                | 97.18%        | 826               | 37                                | 95.52%        |
| Rural 20             | 149               | 1                                 | 99.33%        | 149               | 2                                 | 98.66%        |
| <b>Zone Standard</b> |                   |                                   | <b>90.00%</b> |                   |                                   | <b>90.00%</b> |

**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.)

Response time compliance for Code-3 calls within the Frontier or Wilderness zones is measured on an annual basis because there are not enough Code-3 calls within those zones to measure them on a monthly basis. Each year, Contractor must meet the Minimum Response Time standard for all Code-3 calls within the Frontier or Wilderness zones at least 90% of the time, provided that the Frontier or Wilderness zone has a minimum call volume of 100 calls annually. Response time data shows that the Contractor met the Minimum Response Time standards for Code-3 calls within each of the three Frontier zones during 2010. **Note: There were 49 calls in the Wilderness 45 zone during 2010, which does**

not meet the 100-call annual threshold under the contract; however, summary response time data for that zone is reported below for informational purposes.

|              | Frontier 25 |            |               | Frontier 35 |            |               |
|--------------|-------------|------------|---------------|-------------|------------|---------------|
|              | Calls       | Exceptions | Compliance %  | Calls       | Exceptions | Compliance %  |
| January      | 45          | 0          | 100.00%       | 43          | 2          | 95.35%        |
| February     | 42          | 0          | 100.00%       | 56          | 0          | 100.00%       |
| March        | 47          | 2          | 95.74%        | 63          | 0          | 100.00%       |
| April        | 61          | 0          | 100.00%       | 56          | 1          | 98.21%        |
| May          | 52          | 0          | 100.00%       | 67          | 2          | 97.01%        |
| June         | 41          | 1          | 97.56%        | 52          | 0          | 100.00%       |
| July         | 43          | 1          | 97.67%        | 66          | 3          | 95.45%        |
| August       | 49          | 1          | 97.96%        | 58          | 1          | 98.28%        |
| September    | 31          | 0          | 100.00%       | 58          | 1          | 98.28%        |
| October      | 46          | 1          | 97.83%        | 49          | 2          | 95.92%        |
| November     | 31          | 2          | 93.55%        | 35          | 1          | 97.14%        |
| December     | 44          | 2          | 95.45%        | 50          | 0          | 100.00%       |
| <b>Total</b> | <b>532</b>  | <b>10</b>  | <b>98.12%</b> | <b>653</b>  | <b>13</b>  | <b>98.01%</b> |

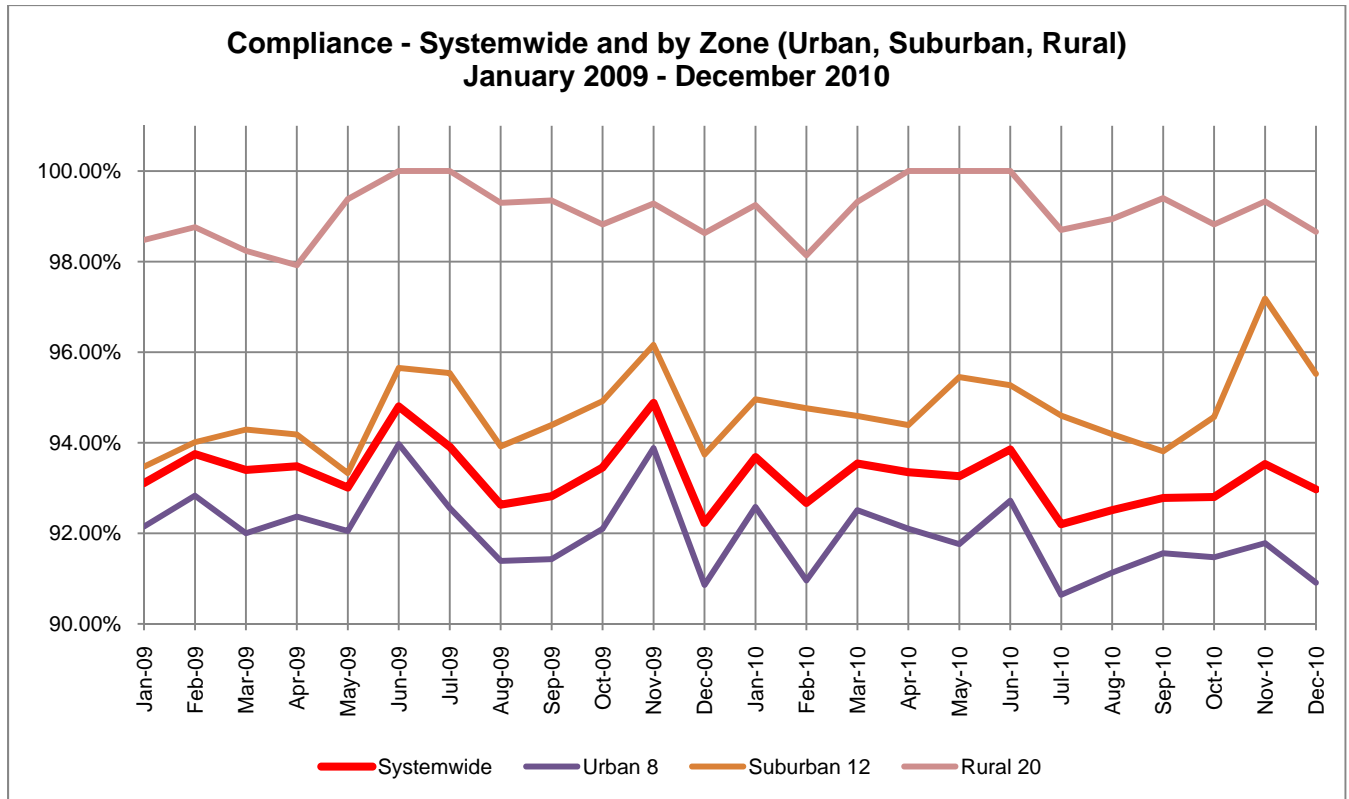
|              | Frontier 45 |            |               | Wilderness 45* (information only) |            |               |
|--------------|-------------|------------|---------------|-----------------------------------|------------|---------------|
|              | Calls       | Exceptions | Compliance %  | Calls                             | Exceptions | Compliance %  |
| January      | 25          | 0          | 100.00%       | 1                                 | 0          | 100.00%       |
| February     | 41          | 2          | 95.12%        | 1                                 | 0          | 100.00%       |
| March        | 27          | 2          | 92.59%        | 1                                 | 0          | 100.00%       |
| April        | 20          | 0          | 100.00%       | 1                                 | 0          | 100.00%       |
| May          | 21          | 0          | 100.00%       | 3                                 | 0          | 100.00%       |
| June         | 24          | 2          | 91.67%        | 13                                | 2          | 84.62%        |
| July         | 20          | 0          | 100.00%       | 9                                 | 0          | 100.00%       |
| August       | 28          | 3          | 89.28%        | 5                                 | 0          | 100.00%       |
| September    | 20          | 1          | 95.00%        | 7                                 | 1          | 85.71%        |
| October      | 24          | 0          | 100.00%       | 3                                 | 1          | 66.67%        |
| November     | 25          | 2          | 92.00%        | 3                                 | 0          | 100.00%       |
| December     | 30          | 0          | 100.00%       | 2                                 | 0          | 100.00%       |
| <b>Total</b> | <b>305</b>  | <b>12</b>  | <b>96.07%</b> | <b>49</b>                         | <b>4</b>   | <b>91.84%</b> |

\* There were 49 calls in the Wilderness 45 zone during 2010, which does not meet the 100-call annual threshold under the contract. Summary response time data for that zone is reported for informational purposes only.

**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                           | November 2010          | December 2010          |
|-----------------------------------|------------------------|------------------------|
| # of Code 3 Calls                 | 3,105 (3,214)          | 3,174 (3,482)          |
| # Exceeding Minimum Response Time | 201                    | 223                    |
| <b>System-wide Compliance %</b>   | <b>93.53% (93.75%)</b> | <b>92.97% (93.39%)</b> |

Note: The numbers in red in the table above are provided for comparison purposes. They are the numbers that would have been reported under the previous weather model, in which only exceptions are removed from the response time calculations, rather than all calls during a severe weather period.



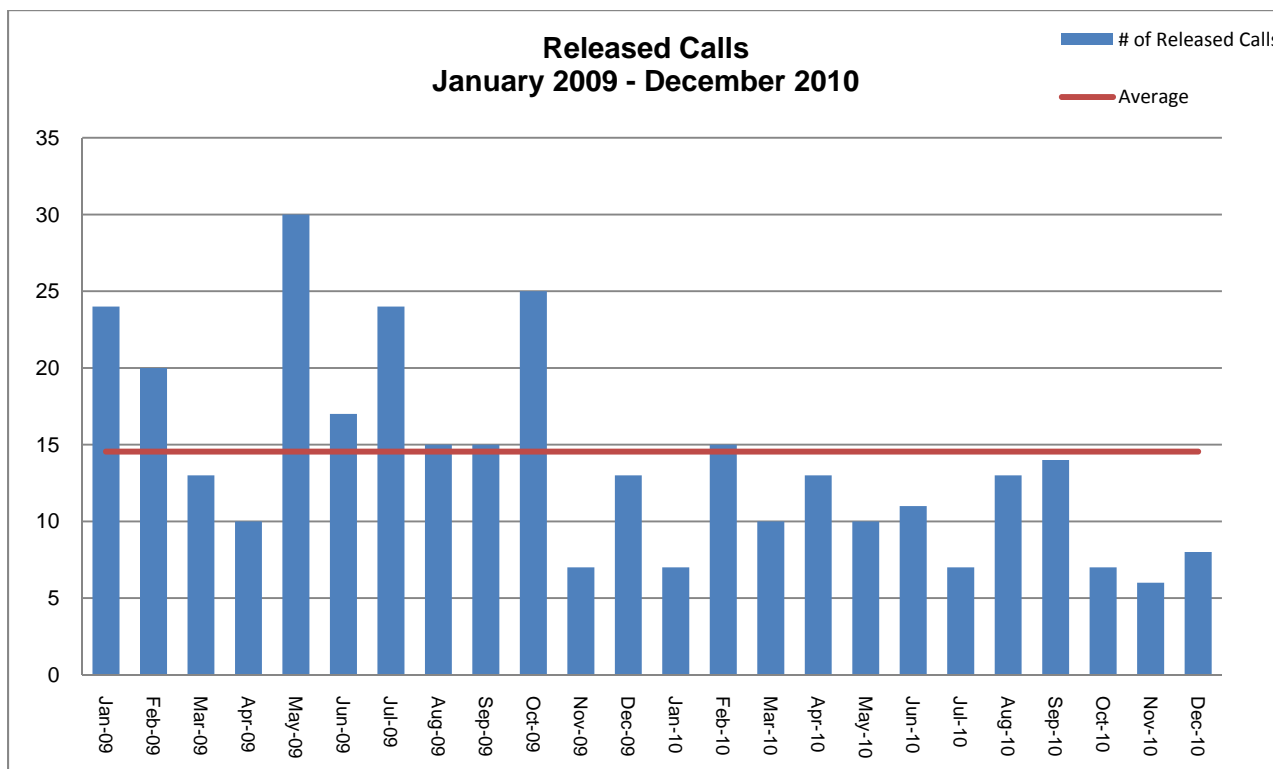
**E. Assessment for Call Referral (F.2.)** – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.)

The contractor referred 6 calls in November 2010 and 8 calls in December 2010, 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. There were no instances during November or December 2010 where a released call exceeded the maximum response time for the zone.

| November 2010 (6)                             |        |            |                          |               |                   |
|---|--------|------------|--------------------------|---------------|-------------------|
| Response Zone                                 | Call # | Date       | Referred To              | Response Time | Assessment        |
| Frontier 25                                   | 137022 | 11/03/2010 | Black Forest Fire/Rescue | 0:28:21       | \$0.00            |
| Rural 20                                      | 137618 | 11/05/2010 | Black Forest Fire/Rescue | 0:14:53       | \$0.00            |
| Urban North 8                                 | 137898 | 11/05/2010 | Black Forest Fire/Rescue | 0:18:52       | N/A (Code 2 call) |
| Suburban 12                                   | 137906 | 11/05/2010 | Black Forest Fire/Rescue | 0:08:56       | \$0.00            |
| Frontier 25                                   | 141365 | 11/14/2010 | Black Forest Fire/Rescue | 0:13:39       | \$0.00            |
| Frontier 25                                   | 146708 | 11/27/2010 | Black Forest Fire/Rescue | 0:15:16       | \$0.00            |
| <b>November 2010 - Recommended Assessment</b> |        |            |                          |               | <b>\$0.00</b>     |

| December 2010 (8)                             |        |            |                          |               |                   |
|---|--------|------------|--------------------------|---------------|-------------------|
| Response Zone                                 | Call # | Date       | Referred To              | Response Time | Assessment        |
| Frontier 25                                   | 148678 | 12/01/2010 | Black Forest Fire/Rescue | 0:16:58       | \$0.00            |
| Frontier 25                                   | 160143 | 12/29/2010 | Black Forest Fire/Rescue | 0:18:53       | \$0.00            |
| Rural 20                                      | 158488 | 12/24/2010 | Black Forest Fire/Rescue | 0:15:03       | \$0.00            |
| Rural 20                                      | 160849 | 12/30/2010 | Black Forest Fire/Rescue | 0:02:08       | \$0.00            |
| Suburban 12                                   | 150251 | 12/05/2010 | Black Forest Fire/Rescue | 0:06:58       | N/A (Code 2 call) |
| Suburban 12                                   | 151339 | 12/07/2010 | Black Forest Fire/Rescue | 0:15:06       | N/A (Code 2 call) |
| Suburban 12                                   | 156239 | 12/19/2010 | Black Forest Fire/Rescue | 0:11:29       | \$0.00            |
| Urban North 8                                 | 154652 | 12/15/2010 | Black Forest Fire/Rescue | 0:04:20       | \$0.00            |
| <b>December 2010 - Recommended Assessment</b> |        |            |                          |               | <b>\$0.00</b>     |



**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:

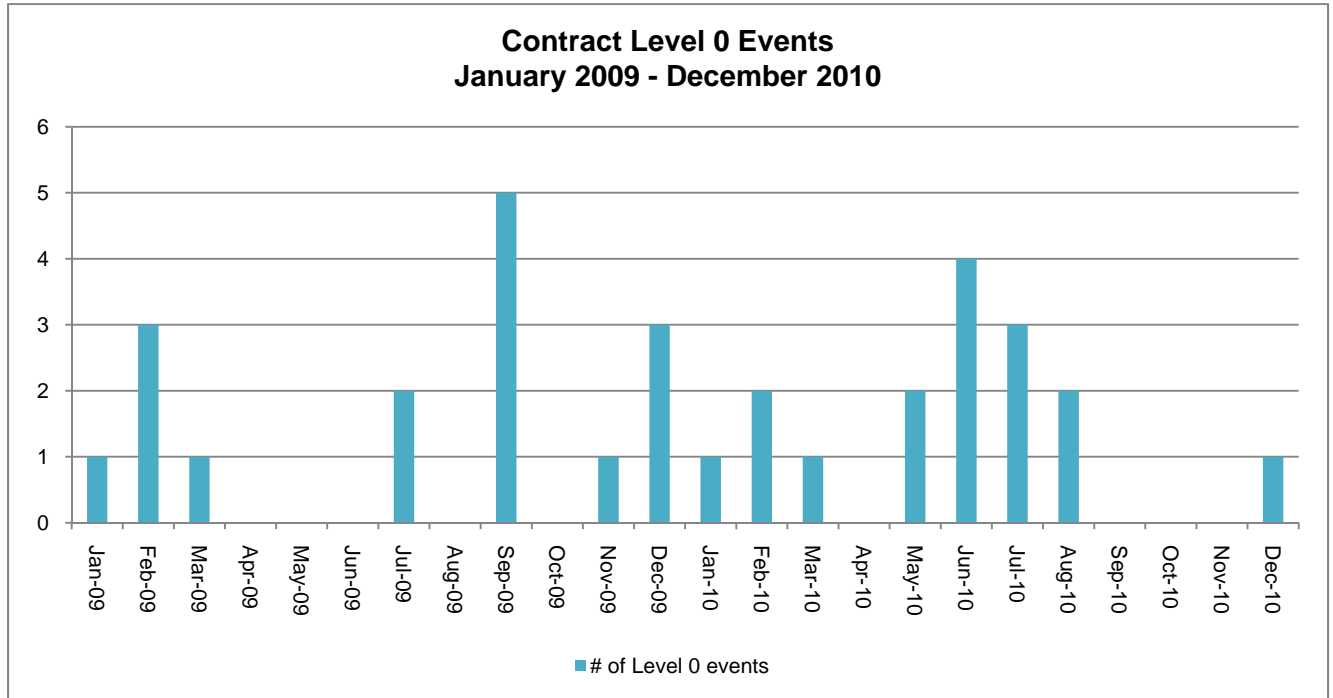
- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area)

**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 November 2010, there were no occurrences of Contractor Level 0 as defined in the contract. There was one instance of Contractor Level 0 during December 2010.

| December 2010 |           |             |             |          |                      |                               |                      |                        |
|---------------|-----------|-------------|-------------|----------|----------------------|-------------------------------|----------------------|------------------------|
| Event #       | Date      | Day of Week | Time of Day | Duration | # of Units Available | # Calls Received during event | Potential Assessment | Recommended Assessment |
| 1             | 12/4/2010 | Saturday    | 19:37       | 28:00    | 14                   | 6                             | \$988.00             | \$988.00               |
| <b>Total</b>  |           |             |             |          |                      |                               | <b>\$988.00</b>      | <b>\$988.00</b>        |



**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.)

Pursuant to the level of effort severe weather model proposed to be tracked during the 2010-2011 winter season, the contractor added resources (either one or two ambulances depending on the day of the week and time of day) during agreed-upon periods of severe weather. In consideration of the added resources, response time data for all calls (exceptions or not) have been removed from compliance calculations for the following periods, and the elimination of these calls is reflected in the response time calculations contained in other sections of this report.

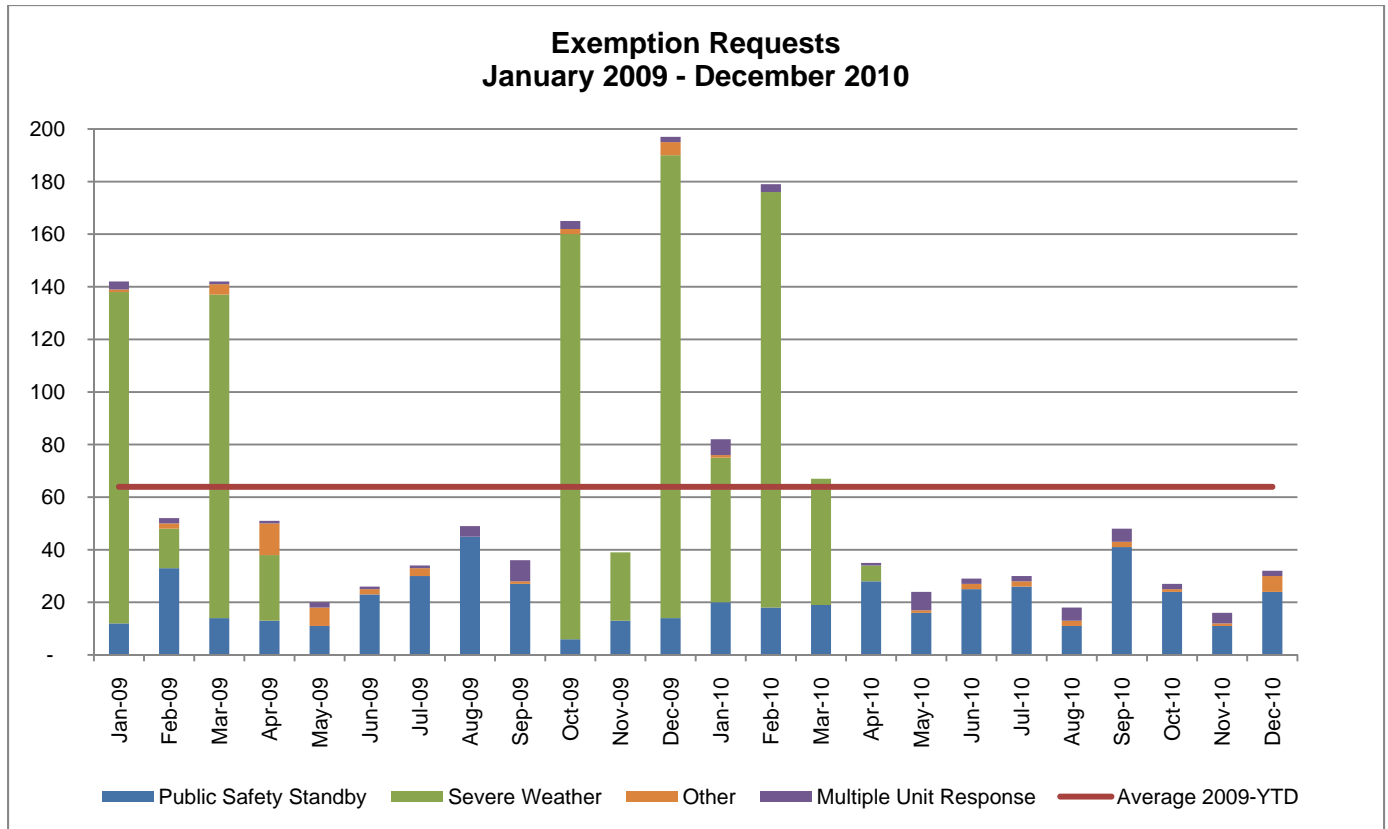
| Level of Effort Model<br>Severe Weather Periods |            |            |          |          |             |            |                   |
|---|------------|------------|----------|----------|-------------|------------|-------------------|
| Start Date                                      | Start Time | End Date   | End Time | Duration | Total Calls | Exceptions | On-time responses |
| <b>November 2010</b>                            |            |            |          |          |             |            |                   |
| 11/9/2010                                       | 19:10      | 11/10/2010 | 02:00    | 06:50    | 30          | 2          | 28                |
| 11/28/2010                                      | 21:52      | 11/29/2010 | 13:30    | 15:35    | 79          | 19         | 60                |
| <b>December 2010</b>                            |            |            |          |          |             |            |                   |
| 12/17/2010                                      | 02:30      | 12/17/2010 | 16:15    | 13:45    | 55          | 5          | 50                |
| 12/17/2010                                      | 20:15      | 12/18/2010 | 03:30    | 07:15    | 36          | 5          | 31                |
| 12/22/2010                                      | 19:00      | 12/23/2010 | 05:15    | 10:15    | 43          | 7          | 36                |
| 12/30/2010                                      | 16:00      | 12/31/2010 | 23:59    | 32:00    | 174         | 81         | 93                |

For the month of November 2010, the Contractor has requested that 16 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of December 2010, the Contractor has requested that 32 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.

| November 2010<br>Exempted Calls (16) |            |        |                       |                      |                     |                      |                        |
|--------------------------------------|------------|--------|-----------------------|----------------------|---------------------|----------------------|------------------------|
| Zone                                 | Date       | Call # | Maximum Response Time | Actual Response Time | Amount Over Maximum | Potential Assessment | Recommended Assessment |
| <b>Public Safety Standby (11)</b>    |            |        |                       |                      |                     |                      |                        |
| Suburban 12                          | 11/3/2010  | 136636 | 0:18:00               | 00:14.06             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                          | 11/4/2010  | 137527 | 0:18:00               | 00:14.47             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                        | 11/4/2010  | 137533 | 0:12:00               | 00:15.44             | 0:03:44             | \$104.00             | \$0.00                 |
| Suburban 12                          | 11/5/2010  | 137883 | 0:18:00               | 00:12.16             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                    | 11/5/2010  | 137887 | 0:12:00               | 00:20.03             | 0:08:03             | \$234.00             | \$0.00                 |
| Urban Southeast 8                    | 11/6/2010  | 138007 | 0:12:00               | 00:11.46             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                    | 11/9/2010  | 139303 | 0:12:00               | 00:08.54             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                          | 11/9/2010  | 139313 | 0:18:00               | 00:15.43             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                    | 11/10/2010 | 139727 | 0:12:00               | 00:14.59             | 0:02:59             | \$78.00              | \$0.00                 |
| Urban North 8                        | 11/10/2010 | 139728 | 0:12:00               | 00:09.39             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                        | 11/10/2010 | 139730 | 0:12:00               | 00:16.12             | 0:04:12             | \$130.00             | \$0.00                 |

| Zone  | Date       | Call # | Maximum Response Time | Actual Response Time | Amount Over Maximum | Potential Assessment | Recommended Assessment |
|---|------------|--------|-----------------------|----------------------|---------------------|----------------------|------------------------|
| <b>Multiple Responses to Incident (4)</b>   |            |        |                       |                      |                     |                      |                        |
| Suburban 12                                 | 11/12/2010 | 140708 | 0:18:00               | 00:22.08             | 0:04:08             | \$130.00             | \$0.00                 |
| Suburban 12                                 | 11/13/2010 | 141146 | 0:18:00               | 00:13.22             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                           | 11/15/2010 | 141657 | 0:12:00               | 00:09.33             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                           | 11/19/2010 | 143820 | 0:12:00               | 00:11.23             | 0:00:00             | \$0.00               | \$0.00                 |
| <b>Inaccurate Information from PSAP (1)</b> |            |        |                       |                      |                     |                      |                        |
| Urban Southwest 8                           | 11/20/2010 | 144206 | 0:12:00               | 00:15.13             | 0:03:13             | \$104.00             | \$0.00                 |
| <b>Total</b>                                |            |        |                       |                      |                     | <b>\$780.00</b>      | <b>\$0.00</b>          |

| <b>December 2010 Exempted Calls (32)</b>  |            |        |                       |                      |                     |                      |                        |
|---|------------|--------|-----------------------|----------------------|---------------------|----------------------|------------------------|
| Zone                                      | Date       | Call # | Maximum Response Time | Actual Response Time | Amount Over Maximum | Potential Assessment | Recommended Assessment |
| <b>Public Safety Standby (24)</b>         |            |        |                       |                      |                     |                      |                        |
| Urban North 8                             | 12/1/2010  | 148478 | 0:12:00               | 00:08.13             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/1/2010  | 148535 | 0:12:00               | 00:08.38             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/1/2010  | 148548 | 0:12:00               | 00:10.32             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/1/2010  | 148553 | 0:12:00               | 00:10.05             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                             | 12/1/2010  | 148593 | 0:12:00               | 00:10.10             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/4/2010  | 149774 | 0:12:00               | 00:12.38             | 0:00:38             | \$26.00              | \$0.00                 |
| Urban Southeast 8                         | 12/6/2010  | 150583 | 0:12:00               | 00:08.04             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/6/2010  | 150584 | 0:12:00               | 00:11.45             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                             | 12/9/2010  | 151987 | 0:12:00               | 00:09.12             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/9/2010  | 151988 | 0:12:00               | 00:08.03             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                         | 12/9/2010  | 151993 | 0:12:00               | 00:10.06             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                             | 12/9/2010  | 151995 | 0:12:00               | 00:10.45             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                         | 12/9/2010  | 152076 | 0:12:00               | 00:09.10             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                               | 12/9/2010  | 152082 | 0:18:00               | 00:17.30             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                             | 12/10/2010 | 152591 | 0:12:00               | 00:11.10             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/10/2010 | 152595 | 0:12:00               | 00:10.32             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                               | 12/10/2010 | 152604 | 0:18:00               | 00:21.53             | 00:03.53            | \$104.00             | \$0.00                 |
| Urban Southeast 8                         | 12/10/2010 | 152606 | 0:12:00               | 00:08.59             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                         | 12/10/2010 | 152612 | 0:12:00               | 00:15.36             | 00:03.36            | \$104.00             | \$0.00                 |
| Urban Southwest 8                         | 12/10/2010 | 152641 | 0:12:00               | 00:11.45             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/15/2010 | 154739 | 0:12:00               | 00:08.05             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/16/2010 | 154784 | 0:12:00               | 00:09.07             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                         | 12/23/2010 | 158109 | 0:12:00               | 00:13.03             | 00:01.03            | \$52.00              | \$0.00                 |
| Urban Southwest 8                         | 12/23/2010 | 158128 | 0:12:00               | 00:08.04             | 0:00:00             | \$0.00               | \$0.00                 |
| <b>Multiple Responses to Incident (2)</b> |            |        |                       |                      |                     |                      |                        |
| Suburban 12                               | 12/3/2010  | 149647 | 0:18:00               | 00:12.25             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                               | 12/15/2010 | 154554 | 0:18:00               | 00:13.23             | 0:00:00             | \$0.00               | \$0.00                 |
| <b>Mass Casualty Incident (6)</b>         |            |        |                       |                      |                     |                      |                        |
| Urban North 8                             | 12/22/2010 | 157514 | 0:12:00               | 00:08.38             | 0:00:00             | \$0.00               | \$0.00                 |
| Suburban 12                               | 12/22/2010 | 157517 | 0:18:00               | 00:16.01             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southeast 8                         | 12/22/2010 | 157521 | 0:12:00               | 00:15.45             | 00:03.45            | \$104.00             | \$0.00                 |
| Urban Southwest 8                         | 12/30/2010 | 160640 | 0:12:00               | 00:09.21             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban Southwest 8                         | 12/30/2010 | 160646 | 0:12:00               | 00:11.12             | 0:00:00             | \$0.00               | \$0.00                 |
| Urban North 8                             | 12/30/2010 | 160663 | 0:12:00               | 00:09.16             | 0:00:00             | \$0.00               | \$0.00                 |
| <b>Total</b>                              |            |        |                       |                      |                     | <b>\$390.00</b>      | <b>\$0.00</b>          |



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.

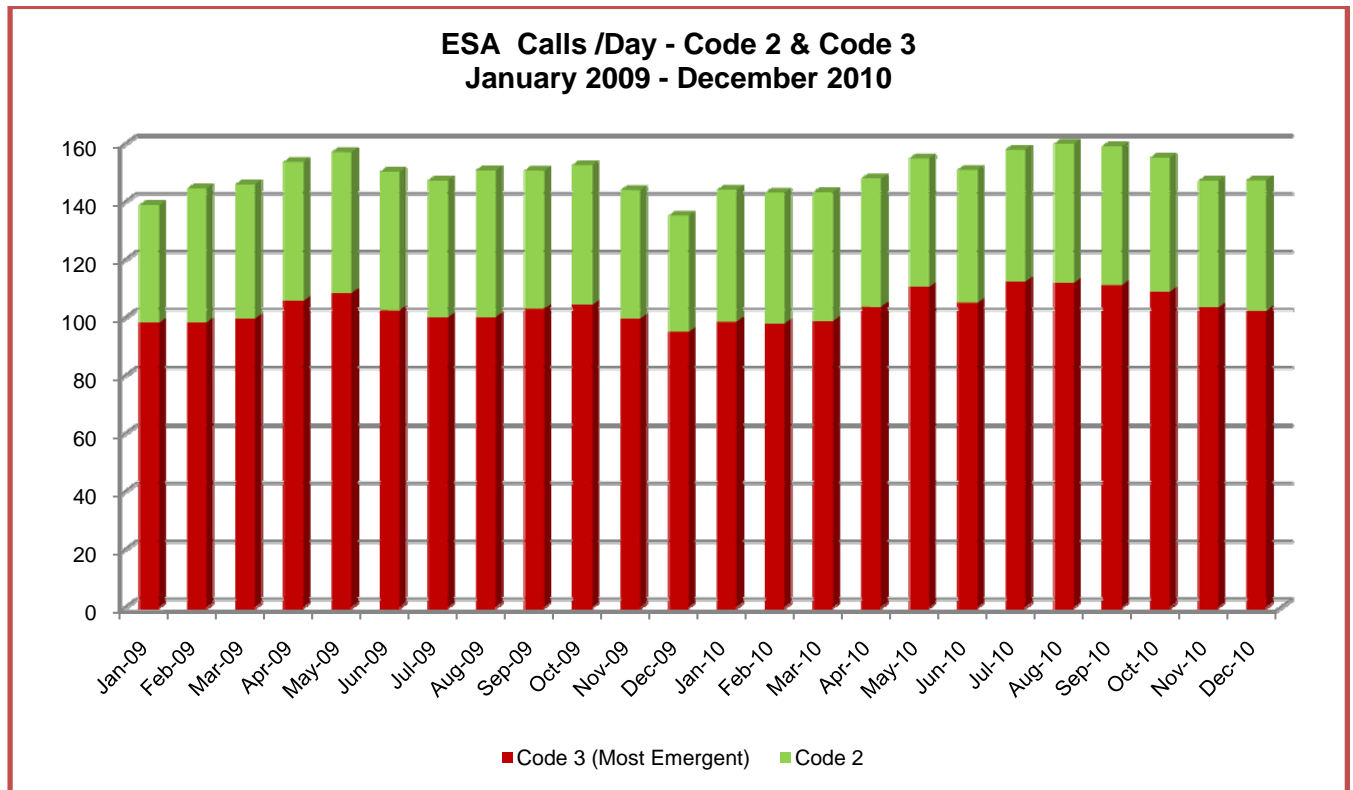
| Zone              | November 2010 |                                   |               | December 2010 |                                   |               | Performance Standard |
|-------------------|---------------|-----------------------------------|---------------|---------------|-----------------------------------|---------------|----------------------|
|                   | Code 3 Calls  | # Exceeding Minimum Response Time | Compliance %  | Code 3 Calls  | # Exceeding Minimum Response Time | Compliance %  |                      |
| Urban North 8     | 658           | 61                                | 90.73%        | 685           | 72                                | 89.49%        | 90.00%               |
| Urban Southeast 8 | 723           | 53                                | 92.67%        | 663           | 50                                | 92.46%        |                      |
| Urban Southwest 8 | 735           | 60                                | 91.84%        | 725           | 60                                | 91.72%        |                      |
| <b>TOTAL</b>      | <b>2,116</b>  | <b>174</b>                        | <b>91.78%</b> | <b>2,073</b>  | <b>18</b>                         | <b>91.22%</b> |                      |

J. **Code 2 Performance Summary**

| Zone         | November 2010     |                                   |               | December 2010     |                                   |               |
|--------------|-------------------|-----------------------------------|---------------|-------------------|-----------------------------------|---------------|
|              | # of Code 2 Calls | # Exceeding Maximum Response Time | Compliance %  | # of Code 2 Calls | # Exceeding Maximum Response Time | Compliance %  |
| Urban 8      | 1,005             | 180                               | 92.09%        | 1,080             | 219                               | 79.72%        |
| Suburban 12  | 255               | 22                                | 91.37%        | 262               | 38                                | 85.50%        |
| Rural 20     | 28                | 0                                 | 100.00%       | 29                | 2                                 | 93.10%        |
| Frontier 25  | 18                | 0                                 | 100.00%       | 17                | 0                                 | 100.00%       |
| Frontier 35  | 3                 | 0                                 | 100.00%       | 4                 | 0                                 | 100.00%       |
| Frontier 45  | 2                 | 0                                 | 100.00%       | 4                 | 0                                 | 100.00%       |
| <b>TOTAL</b> | <b>1,311</b>      | <b>202</b>                        | <b>84.59%</b> | <b>1,396</b>      | <b>259</b>                        | <b>81.45%</b> |

**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 % |
|----------------------|-------------|--------------|----------------|-------------------|--------------------|--------------|----------------|-------------------|--------------------|
| <b>November 2010</b> | 4,416       | 3,105        | 70.31%         | 2,035             | 65.54%             | 1,311        | 29.69%         | 888               | 67.73%             |
| <b>December 2010</b> | 4,562       | 3,174        | 69.57%         | 2,042             | 64.33%             | 1,388        | 30.42%         | 929               | 66.93%             |



**L. Major Condition/Complaint Summary**

| <b>November 2010<br/>MEDICAL CALLS/TRANSPORTS</b> |             |               |             |                 |            |               |            |                 |
|---|-------------|---------------|-------------|-----------------|------------|---------------|------------|-----------------|
|   | Code 3      |               |             |                 | Code 2     |               |            |                 |
|   | Calls       | % of Calls    | Transports  | % of Transports | Calls      | % of Calls    | Transports | % of Transports |
| Fainting/Unconscious/Unknown                      | 409         | 9.26%         | 252         | 8.62%           | 50         | 1.13%         | 27         | 0.92%           |
| Breathing Problems                                | 308         | 6.97%         | 229         | 7.83%           | 12         | 0.27%         | 7          | 0.24%           |
| Chest Pain  | 231         | 5.23%         | 202         | 6.91%           | 17         | 0.38%         | 13         | 0.44%           |
| Sick Person-Multiple Complaints                   | 171         | 3.87%         | 139         | 4.76%           | 201        | 4.55%         | 158        | 5.41%           |
| Convulsions-Seizures                              | 133         | 3.01%         | 102         | 3.49%           | 69         | 1.56%         | 46         | 1.57%           |
| Psychiatric-Suicide Attempt                       | 100         | 2.26%         | 77          | 2.63%           | 31         | 0.70%         | 23         | 0.79%           |
| Abdominal Pain                                    | 74          | 1.68%         | 67          | 2.29%           | 34         | 0.77%         | 27         | 0.92%           |
| Heart Problems                                    | 67          | 1.52%         | 62          | 2.12%           | 8          | 0.18%         | 7          | 0.24%           |
| Stroke  | 62          | 1.40%         | 49          | 1.68%           | 4          | 0.09%         | 4          | 0.14%           |
| Diabetic Problems                                 | 44          | 1.00%         | 24          | 0.82%           | 13         | 0.29%         | 8          | 0.27%           |
| Trans-Interfacility-Palliative                    | 34          | 0.77%         | 34          | 1.16%           | 59         | 1.34%         | 57         | 1.95%           |
| Allergies-Envenomations                           | 21          | 0.48%         | 16          | 0.55%           | 3          | 0.07%         | 2          | 0.07%           |
| Pregnancy   | 13          | 0.29%         | 11          | 0.38%           | 5          | 0.11%         | 5          | 0.17%           |
| Headache  | 6           | 0.14%         | 5           | 0.17%           | 18         | 0.41%         | 13         | 0.44%           |
| Back Pain   | 4           | 0.09%         | 4           | 0.14%           | 30         | 0.68%         | 28         | 0.96%           |
| <b>Total</b>                                      | <b>1677</b> | <b>37.98%</b> | <b>1273</b> | <b>43.55%</b>   | <b>554</b> | <b>12.55%</b> | <b>425</b> | <b>14.54%</b>   |

| November 2010<br>TRAUMA CALLS/TRANSPORTS |             |               |            |                 |            |              |            |                 |
|--|-------------|---------------|------------|-----------------|------------|--------------|------------|-----------------|
|  | Code 3      |               |            |                 | Code 2     |              |            |                 |
|  | Calls       | % of Calls    | Transports | % of Transports | Calls      | % of Calls   | Transports | % of Transports |
| Traffic Accident                         | 421         | 9.53%         | 176        | 6.02%           | 68         | 1.54%        | 42         | 1.44%           |
| Falls                                    | 273         | 6.18%         | 188        | 6.43%           | 143        | 3.24%        | 105        | 3.59%           |
| Overdose-Poisoning                       | 189         | 4.28%         | 123        | 4.21%           | 37         | 0.84%        | 29         | 0.99%           |
| Assault or Sexual Assault                | 136         | 3.08%         | 55         | 1.88%           | 12         | 0.27%        | 6          | 0.21%           |
| Hemorrhage-Lacerations                   | 91          | 2.06%         | 67         | 2.29%           | 9          | 0.20%        | 5          | 0.17%           |
| Cardiac/Respiratory Arrest               | 64          | 1.45%         | 24         | 0.82%           | 5          | 0.11%        | 1          | 0.03%           |
| Traumatic Injuries (NOS)                 | 57          | 1.29%         | 36         | 1.23%           | 23         | 0.52%        | 19         | 0.65%           |
| Carbon Monoxide-Hazmat                   | 46          | 1.04%         | 1          | 0.03%           | 16         | 0.36%        | 0          | 0.00%           |
| Choking                                  | 41          | 0.93%         | 35         | 1.20%           | 8          | 0.18%        | 1          | 0.03%           |
| Gunshot/Stabbing                         | 16          | 0.36%         | 8          | 0.27%           | 0          | 0.00%        | 0          | 0.00%           |
| Burns-Scalds                             | 7           | 0.16%         | 2          | 0.07%           | 2          | 0.05%        | 1          | 0.03%           |
| Heat-Cold Exposure                       | 6           | 0.14%         | 4          | 0.14%           | 0          | 0.00%        | 0          | 0.00%           |
| Animal Bites-Attacks                     | 4           | 0.09%         | 0          | 0.00%           | 0          | 0.00%        | 0          | 0.00%           |
| Eye Injuries                             | 3           | 0.07%         | 2          | 0.07%           | 5          | 0.11%        | 3          | 0.10%           |
| Electrocution/Lightning                  | 1           | 0.02%         | 0          | 0.00%           | 0          | 0.00%        | 0          | 0.00%           |
| <b>Total</b>                             | <b>1355</b> | <b>30.68%</b> | <b>721</b> | <b>24.67%</b>   | <b>328</b> | <b>7.43%</b> | <b>212</b> | <b>7.25%</b>    |

| November 2010<br>OTHER CALLS/TRANSPORTS |           |            |            |                 |            |            |            |                 |
|---|-----------|------------|------------|-----------------|------------|------------|------------|-----------------|
|   | Code 3    |            |            |                 | Code 2     |            |            |                 |
|   | Calls     | % of Calls | Transports | % of Transports | Calls      | % of Calls | Transports | % of Transports |
| Law Enforcement Request                 | 56        | 1.27%      | 34         | 1.16%           | 399        | 9.04%      | 247        | 8.45%           |
| Medical-Call Box Alarm                  | 12        | 0.27%      | 5          | 0.17%           | 1          | 0.02%      | 1          | 0.03%           |
| Standby-Public Safety                   | 5         | 0.11%      | 2          | 0.07%           | 26         | 0.59%      | 3          | 0.10%           |
| Standby-Dedicated                       | 0         | 0.00%      | 0          | 0.00%           | 3          | 0.07%      | 0          | 0.00%           |
| <b>Total</b>                            | <b>73</b> | <b>0</b>   | <b>41</b>  | <b>0</b>        | <b>429</b> | <b>0</b>   | <b>251</b> | <b>0</b>        |

| December 2010<br>MEDICAL CALLS/TRANSPORTS |             |               |             |                 |            |               |            |                 |
|---|-------------|---------------|-------------|-----------------|------------|---------------|------------|-----------------|
|   | Code 3      |               |             |                 | Code 2     |               |            |                 |
|   | Calls       | % of Calls    | Transports  | % of Transports | Calls      | % of Calls    | Transports | % of Transports |
| Fainting/Unconscious/Unknown              | 423         | 9.24%         | 253         | 8.50%           | 87         | 1.90%         | 44         | 1.48%           |
| Breathing Problems                        | 290         | 6.34%         | 222         | 7.45%           | 13         | 0.28%         | 10         | 0.34%           |
| Chest Pain                                | 250         | 5.46%         | 219         | 7.35%           | 29         | 0.63%         | 22         | 0.74%           |
| Sick Person-Multiple Complaints           | 210         | 4.59%         | 165         | 5.54%           | 229        | 5.00%         | 190        | 6.38%           |
| Convulsions-Seizures                      | 122         | 2.67%         | 91          | 3.06%           | 65         | 1.42%         | 52         | 1.75%           |
| Psychiatric-Suicide Attempt               | 108         | 2.36%         | 86          | 2.89%           | 30         | 0.66%         | 25         | 0.84%           |
| Abdominal Pain                            | 70          | 1.53%         | 60          | 2.01%           | 34         | 0.74%         | 29         | 0.97%           |
| Heart Problems                            | 68          | 1.49%         | 57          | 1.91%           | 4          | 0.09%         | 3          | 0.10%           |
| Diabetic Problems                         | 57          | 1.25%         | 24          | 0.81%           | 17         | 0.37%         | 7          | 0.24%           |
| Stroke                                    | 55          | 1.20%         | 47          | 1.58%           | 8          | 0.17%         | 8          | 0.27%           |
| Trans-Interfacility-Palliative            | 42          | 0.92%         | 42          | 1.41%           | 64         | 1.40%         | 62         | 2.08%           |
| Allergies-Envenomations                   | 26          | 0.57%         | 17          | 0.57%           | 6          | 0.13%         | 4          | 0.13%           |
| Pregnancy                                 | 25          | 0.55%         | 22          | 0.74%           | 4          | 0.09%         | 4          | 0.13%           |
| Back Pain                                 | 7           | 0.15%         | 5           | 0.17%           | 27         | 0.59%         | 25         | 0.84%           |
| Headache                                  | 7           | 0.15%         | 5           | 0.17%           | 17         | 0.37%         | 15         | 0.50%           |
| <b>Total</b>                              | <b>1760</b> | <b>38.46%</b> | <b>1315</b> | <b>44.16%</b>   | <b>634</b> | <b>13.85%</b> | <b>500</b> | <b>16.79%</b>   |

| December 2010<br>TRAUMA CALLS/TRANSPORTS |             |               |            |                 |            |              |            |                 |
|--|-------------|---------------|------------|-----------------|------------|--------------|------------|-----------------|
|  | Code 3      |               |            |                 | Code 2     |              |            |                 |
|  | Calls       | % of Calls    | Transports | % of Transports | Calls      | % of Calls   | Transports | % of Transports |
| Traffic Accident Total                   | 490         | 10.71%        | 195        | 6.55%           | 71         | 1.55%        | 43         | 1.44%           |
| Falls Total                              | 259         | 5.66%         | 167        | 5.61%           | 135        | 2.95%        | 91         | 3.06%           |
| Overdose-Poisoning Total                 | 162         | 3.54%         | 112        | 3.76%           | 33         | 0.72%        | 19         | 0.64%           |
| Assault or Sexual Assault Total          | 140         | 3.06%         | 69         | 2.32%           | 17         | 0.37%        | 7          | 0.24%           |
| Hemorrhage-Lacerations Total             | 105         | 2.29%         | 80         | 2.69%           | 4          | 0.09%        | 2          | 0.07%           |
| Cardiac/Respiratory Arrest Total         | 76          | 1.66%         | 21         | 0.71%           | 3          | 0.07%        | 0          | 0.00%           |
| Traumatic Injuries (NOS) Total           | 49          | 1.07%         | 29         | 0.97%           | 21         | 0.46%        | 14         | 0.47%           |
| Carbon Monoxide-Hazmat Total             | 45          | 0.98%         | 1          | 0.03%           | 14         | 0.31%        | 1          | 0.03%           |
| Choking Total                            | 18          | 0.39%         | 9          | 0.30%           | 5          | 0.11%        | 1          | 0.03%           |
| Gunshot/Stabbing Total                   | 15          | 0.33%         | 10         | 0.34%           | 1          | 0.02%        | 1          | 0.03%           |
| Burns-Scalds Total                       | 5           | 0.11%         | 4          | 0.13%           | 7          | 0.15%        | 5          | 0.17%           |
| Animal Bites-Attacks Total               | 3           | 0.07%         | 2          | 0.07%           | 0          | 0.00%        | 0          | 0.00%           |
| Heat-Cold Exposure Total                 | 2           | 0.04%         | 1          | 0.03%           | 2          | 0.04%        | 2          | 0.07%           |
| Electrocution/Lightning Total            | 1           | 0.02%         | 0          | 0.00%           | 0          | 0.00%        | 0          | 0.00%           |
| Eye Injuries Total                       | 1           | 0.02%         | 0          | 0.00%           | 4          | 0.09%        | 1          | 0.03%           |
| <b>Total</b>                             | <b>1371</b> | <b>29.96%</b> | <b>700</b> | <b>23.51%</b>   | <b>317</b> | <b>6.93%</b> | <b>187</b> | <b>6.28%</b>    |

| December 2010<br>OTHER CALLS/TRANSPORTS |           |              |            |                 |            |              |            |                 |
|---|-----------|--------------|------------|-----------------|------------|--------------|------------|-----------------|
|   | Code 3    |              |            |                 | Code 2     |              |            |                 |
|   | Calls     | % of Calls   | Transports | % of Transports | Calls      | % of Calls   | Transports | % of Transports |
| Law Enforcement Request                 | 37        | 0.81%        | 26         | 0.87%           | 402        | 8.78%        | 240        | 8.06%           |
| Medical-Call Box Alarm                  | 8         | 0.17%        | 1          | 0.03%           | 1          | 0.02%        | 1          | 0.03%           |
| Standby-Public Safety                   | 4         | 0.09%        | 0          | 0.00%           | 36         | 0.79%        | 6          | 0.20%           |
| Public-Unit Assist                      | 0         | 0.00%        | 0          | 0.00%           | 2          | 0.04%        | 2          | 0.07%           |
| Standby-Dedicated                       | 0         | 0.00%        | 0          | 0.00%           | 4          | 0.09%        | 0          | 0.00%           |
| <b>Total</b>                            | <b>49</b> | <b>1.07%</b> | <b>27</b>  | <b>0.91%</b>    | <b>445</b> | <b>9.72%</b> | <b>249</b> | <b>8.36%</b>    |

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

November 2010 — 34 calls were downgraded from Code 3 to Code 2.

December 2010 — 37 calls were downgraded from Code 3 to Code 2.


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

In November 2010, dispatch was held on 31 Code 2 calls. In December 2010, dispatch was held on 45 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 | Aspen Pointe | 911 Calls  | Total       |
|-------------------|----------------------|------------------------------------|--------------------------|---------------------------|--------------|------------|-------------|
| November          | 26                   | 2                                  | 40                       | 7                         | 0            | 18         | 93          |
| December          | 29                   | 2                                  | 54                       | 8                         | 0            | 18         | 111         |
| November          | 30                   | 6                                  | 53                       | 6                         | 1            | 12         | 108         |
| December          | 17                   | 4                                  | 55                       | 2                         | 0            | 14         | 92          |
| <b>2009 Total</b> | <b>102</b>           | <b>14</b>                          | <b>202</b>               | <b>23</b>                 | <b>1</b>     | <b>62</b>  | <b>404</b>  |
| 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         |
| <b>2010 Total</b> | <b>542</b>           | <b>100</b>                         | <b>1016</b>              | <b>94</b>                 | <b>6</b>     | <b>539</b> | <b>2297</b> |

**IV. QUESTIONS AND/OR ADDITIONAL INFORMATION**


  
 Eileen Lynch Gonzalez
   
 Emergency Services Agency (ESA) Business Administrator