



Board of Directors

Commander Jim Reid, Chair
Chief Carl Tatum, Vice-Chair
John Scorsine, Secretary
T. Wayne Florek, Treasurer
Deputy Chief Tommy Smith
Councilmember Merv Bennett
Councilmember William B. (Bernie) Herpin, Jr. (Alternate)

Marilyn Gifford, M.D.
Jack Sharon, M.D.
Mayor Jeri Howells
William Normile

Commissioner Sallie Clark
Commissioner Peggy Littleton (Alternate)

**ESA Performance & Compliance Report
September & October 2011**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated October 25, 2011, 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 September and October 2011.

A. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had no incidences of contract Level 0 during either September or October. The total recommended assessment for September and October 2011 is \$7,722.00.

Potential & Recommended Assessment Summary				
Performance Standard	September 2011		October 2011	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$4,617.00	\$4,617.00	\$3,105.00	\$3,105.00
Zone Standards (90%) – Urban, Suburban, Rural	\$0.00	\$0.00	\$0.00	\$0.00
Zone Standards (90%) – Frontier, Wilderness (annual)	N/A	N/A	N/A	N/A
Systemwide Standard (92%)	\$0.00	\$0.00	\$0.00	\$0.00
Call Referrals	\$0.00	\$0.00	\$0.00	\$0.00
Other Assessments (including Level 0)	\$0.00	\$0.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$1,431.00	\$0.00	\$648.00	\$0.00
TOTAL:	\$6,048.00	\$4,617.00	\$3,753.00	\$3,105.00

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.)

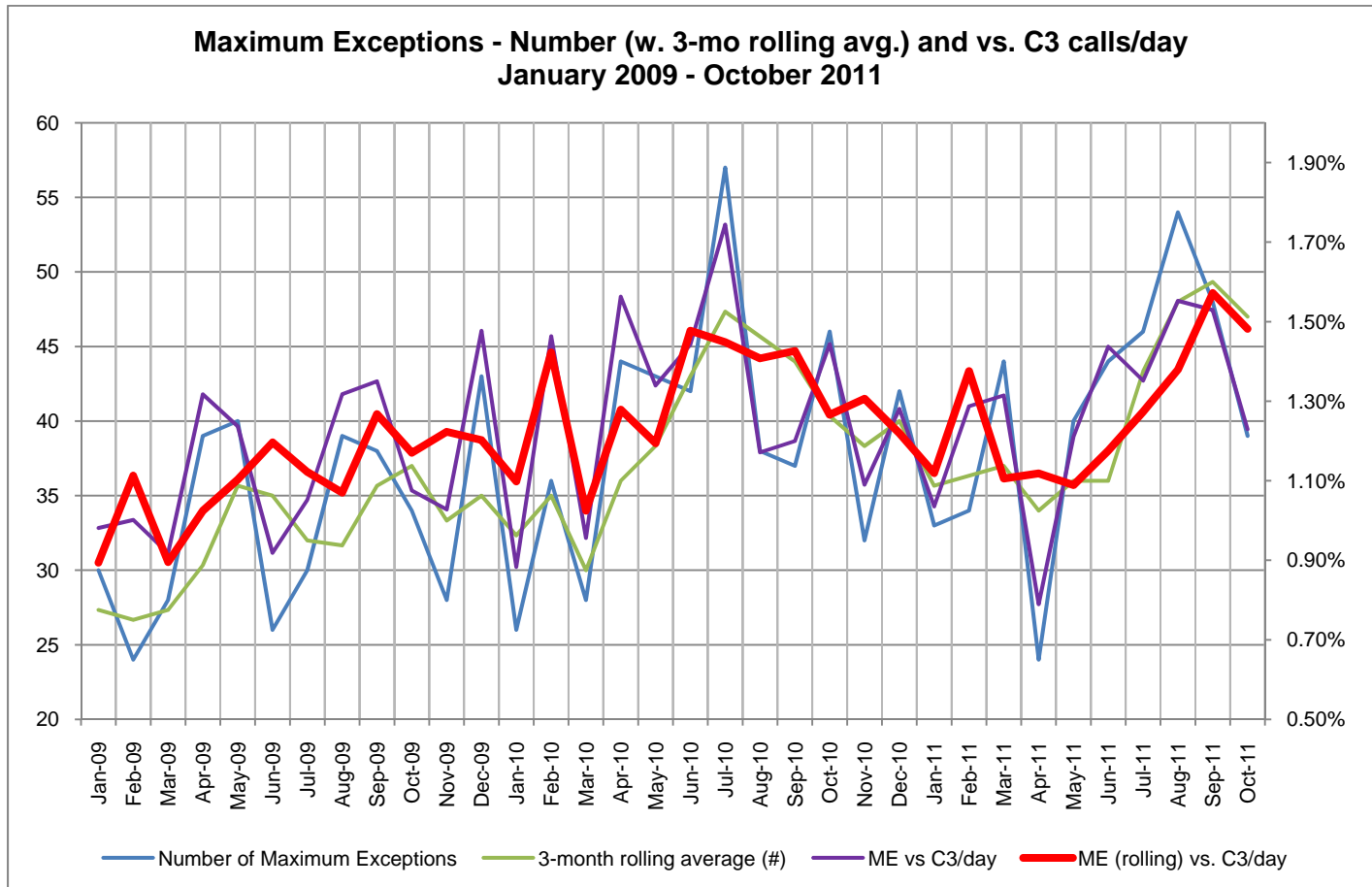
For September 2011, there were 48 calls that exceeded the Maximum Response Time for their Zone, 45 (93.8%) of which were located within the City of Colorado Springs. Of the remaining calls, two (4.2%) were located in Manitou Springs, and one (2.1%) was located in El Paso County. For October 2011, there were 39 calls that exceeded the Maximum Response Time for their Zone, 35 (89.7%) of which were located within the City of Colorado Springs. The remaining calls were located as follows: two (5.1%) in Manitou Springs and two (5.1%) in El Paso County.

September 2011 (48)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Rural 20	09/19/2011	121190	0:30:00	0:30:23	0:00:23	\$27.00	\$27.00
Total Rural 20	1 (2.1%)						
Suburban 12	09/01/2011	112847	0:18:00	0:34:44	0:16:44	\$459.00	\$459.00
Suburban 12	09/03/2011	113862	0:18:00	0:18:56	0:00:56	\$27.00	\$27.00
Suburban 12	09/04/2011	114532	0:18:00	0:28:22	0:10:22	\$297.00	\$297.00
Suburban 12	09/15/2011	119775	0:18:00	0:22:53	0:04:53	\$135.00	\$135.00
Suburban 12	09/18/2011	120959	0:18:00	0:21:04	0:03:04	\$108.00	\$108.00
Total Suburban 12	5 (10.4%)						
Urban North 8	09/01/2011	112852	0:12:00	0:13:27	0:01:27	\$54.00	\$54.00
Urban North 8	09/01/2011	112857	0:12:00	0:12:48	0:00:48	\$27.00	\$27.00
Urban North 8	09/01/2011	112860	0:12:00	0:19:39	0:07:39	\$216.00	\$216.00
Urban North 8	09/01/2011	113032	0:12:00	0:15:43	0:03:43	\$108.00	\$108.00
Urban North 8	09/01/2011	113068	0:12:00	0:15:23	0:03:23	\$108.00	\$108.00
Urban North 8	09/01/2011	113114	0:12:00	0:12:49	0:00:49	\$27.00	\$27.00
Urban North 8	09/02/2011	113366	0:12:00	0:15:31	0:03:31	\$108.00	\$108.00
Urban Southwest 8	09/03/2011	114158	0:12:00	0:12:09	0:00:09	\$27.00	\$27.00
Urban Southeast 8	09/03/2011	114161	0:12:00	0:19:23	0:07:23	\$216.00	\$216.00
Urban North 8	09/04/2011	114504	0:12:00	0:12:49	0:00:49	\$27.00	\$27.00
Urban Southeast 8	09/05/2011	114731	0:12:00	0:12:40	0:00:40	\$27.00	\$27.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban North 8	09/07/2011	115656	0:12:00	0:14:30	0:02:30	\$81.00	\$81.00
Urban North 8	09/07/2011	115667	0:12:00	0:12:57	0:00:57	\$27.00	\$27.00
Urban North 8	09/08/2011	116527	0:12:00	0:16:54	0:04:54	\$135.00	\$135.00
Urban North 8	09/08/2011	116530	0:12:00	0:13:58	0:01:58	\$54.00	\$54.00
Urban Southwest 8	09/09/2011	116818	0:12:00	0:16:32	0:04:32	\$135.00	\$135.00
Urban Southeast 8	09/09/2011	117074	0:12:00	0:13:23	0:01:23	\$54.00	\$54.00
Urban Southwest 8	09/10/2011	117079	0:12:00	0:12:51	0:00:51	\$27.00	\$27.00
Urban North 8	09/11/2011	117771	0:12:00	0:14:51	0:02:51	\$81.00	\$81.00
Urban North 8	09/12/2011	117887	0:12:00	0:12:38	0:00:38	\$27.00	\$27.00
Urban Southwest 8	09/12/2011	117953	0:12:00	0:12:24	0:00:24	\$27.00	\$27.00
Urban North 8	09/12/2011	118104	0:12:00	0:17:04	0:05:04	\$162.00	\$162.00
Urban North 8	09/12/2011	118107	0:12:00	0:14:43	0:02:43	\$81.00	\$81.00
Urban Southwest 8	09/12/2011	118148	0:12:00	0:12:49	0:00:49	\$27.00	\$27.00
Urban North 8	09/13/2011	118723	0:12:00	0:12:05	0:00:05	\$27.00	\$27.00
Urban Southeast 8	09/13/2011	118727	0:12:00	0:13:45	0:01:45	\$54.00	\$54.00
Urban Southwest 8	09/13/2011	118736	0:12:00	0:12:28	0:00:28	\$27.00	\$27.00
Urban North 8	09/14/2011	119221	0:12:00	0:18:25	0:06:25	\$189.00	\$189.00
Urban North 8	09/15/2011	119776	0:12:00	0:31:52	0:19:52	\$540.00	\$540.00
Urban Southwest 8	09/15/2011	119781	0:12:00	0:12:07	0:00:07	\$27.00	\$27.00
Urban Southwest 8	09/15/2011	119797	0:12:00	0:12:32	0:00:32	\$27.00	\$27.00
Urban North 8	09/16/2011	119893	0:12:00	0:14:52	0:02:52	\$81.00	\$81.00
Urban Southwest 8	09/17/2011	120424	0:12:00	0:15:39	0:03:39	\$108.00	\$108.00
Urban Southeast 8	09/18/2011	120826	0:12:00	0:14:40	0:02:40	\$81.00	\$81.00
Urban North 8	09/18/2011	120995	0:12:00	0:12:54	0:00:54	\$27.00	\$27.00
Urban North 8	09/19/2011	121202	0:12:00	0:12:04	0:00:04	\$27.00	\$27.00
Urban North 8	09/19/2011	121483	0:12:00	0:15:59	0:03:59	\$108.00	\$108.00
Urban Southeast 8	09/21/2011	122552	0:12:00	0:15:15	0:03:15	\$108.00	\$108.00
Urban North 8	09/23/2011	123477	0:12:00	0:12:39	0:00:39	\$27.00	\$27.00
Urban Southeast 8	09/24/2011	123777	0:12:00	0:17:44	0:05:44	\$162.00	\$162.00
Urban Southwest 8	09/27/2011	124988	0:12:00	0:12:50	0:00:50	\$27.00	\$27.00
Urban Southwest 8	09/29/2011	126232	0:12:00	0:13:07	0:01:07	\$54.00	\$54.00
Total Urban 8	41 (85.4%)						
Assessments						\$4,617.00	\$4,617.00

October 2011 (39)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Rural 20	10/22/2011	136810	0:30:00	0:33:28	0:03:28	\$108.00	\$108.00
Total Rural 20	1 (2.6%)						
Suburban 12	10/01/2011	126922	0:18:00	0:22:22	0:04:22	\$135.00	\$135.00
Suburban 12	10/08/2011	130142	0:18:00	0:22:20	0:04:20	\$135.00	\$135.00
Suburban 12	10/27/2011	138971	0:18:00	0:18:31	0:00:31	\$27.00	\$27.00
Suburban 12	10/30/2011	140043	0:18:00	0:18:33	0:00:33	\$27.00	\$27.00
Suburban 12	10/31/2011	140580	0:18:00	0:18:06	0:00:06	\$27.00	\$27.00
Total Suburban 12	6 (15.4%)						
Urban Southeast 8	10/01/2011	126911	0:12:00	0:14:57	0:02:57	\$81.00	\$81.00
Urban North 8	10/01/2011	126918	0:12:00	0:16:24	0:04:24	\$135.00	\$135.00
Urban Southeast 8	10/01/2011	127257	0:12:00	0:12:27	0:00:27	\$27.00	\$27.00
Urban Southwest 8	10/02/2011	127329	0:12:00	0:15:07	0:03:07	\$108.00	\$108.00
Urban Southeast 8	10/03/2011	127712	0:12:00	0:12:34	0:00:34	\$27.00	\$27.00
Urban North 8	10/04/2011	128174	0:12:00	0:15:21	0:03:21	\$108.00	\$108.00
Urban North 8	10/04/2011	128388	0:12:00	0:12:25	0:00:25	\$27.00	\$27.00
Urban North 8	10/06/2011	129147	0:12:00	0:15:02	0:03:02	\$108.00	\$108.00
Urban North 8	10/06/2011	129148	0:12:00	0:14:29	0:02:29	\$81.00	\$81.00
Urban Southwest 8	10/06/2011	129408	0:12:00	0:17:16	0:05:16	\$162.00	\$162.00
Urban Southeast 8	10/07/2011	129777	0:12:00	0:13:15	0:01:15	\$54.00	\$54.00
Urban North 8	10/08/2011	130146	0:12:00	0:15:19	0:03:19	\$108.00	\$108.00
Urban Southwest 8	10/10/2011	131329	0:12:00	0:14:35	0:02:35	\$81.00	\$81.00
Urban North 8	10/11/2011	131336	0:12:00	0:15:11	0:03:11	\$108.00	\$108.00
Urban Southwest 8	10/12/2011	131850	0:12:00	0:19:34	0:07:34	\$216.00	\$216.00
Urban Southeast 8	10/12/2011	131862	0:12:00	0:13:46	0:01:46	\$54.00	\$54.00
Urban Southeast 8	10/12/2011	131863	0:12:00	0:23:54	0:11:54	\$324.00	\$324.00

Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Urban Southeast 8	10/12/2011	132270	0:12:00	0:13:00	0:01:00	\$27.00	\$27.00
Urban Southeast 8	10/13/2011	132641	0:12:00	0:12:42	0:00:42	\$27.00	\$27.00
Urban Southeast 8	10/15/2011	133375	0:12:00	0:16:45	0:04:45	\$135.00	\$135.00
Urban North 8	10/17/2011	134250	0:12:00	0:12:15	0:00:15	\$27.00	\$27.00
Urban North 8	10/17/2011	134254	0:12:00	0:12:58	0:00:58	\$27.00	\$27.00
Urban North 8	10/18/2011	135004	0:12:00	0:12:16	0:00:16	\$27.00	\$27.00
Urban North 8	10/20/2011	135644	0:12:00	0:12:27	0:00:27	\$27.00	\$27.00
Urban Southwest 8	10/21/2011	136015	0:12:00	0:16:06	0:04:06	\$135.00	\$135.00
Urban Southeast 8	10/21/2011	136018	0:12:00	0:13:50	0:01:50	\$54.00	\$54.00
Urban Southeast 8	10/21/2011	136079	0:12:00	0:15:50	0:03:50	\$108.00	\$108.00
Urban Southeast 8	10/21/2011	136080	0:12:00	0:12:34	0:00:34	\$27.00	\$27.00
Urban North 8	10/24/2011	137324	0:12:00	0:14:02	0:02:02	\$81.00	\$81.00
Urban Southwest 8	10/24/2011	137421	0:12:00	0:12:39	0:00:39	\$27.00	\$27.00
Urban North 8	10/24/2011	137459	0:12:00	0:13:00	0:01:00	\$27.00	\$27.00
Urban Southwest 8	10/28/2011	139543	0:12:00	0:12:01	0:00:01	\$27.00	\$27.00
Urban Southwest 8	10/30/2011	140039	0:12:00	0:13:29	0:01:29	\$54.00	\$54.00
Total Urban 8	32 (82.1%)						
Assessments						\$3,105.00	\$3,105.00



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.

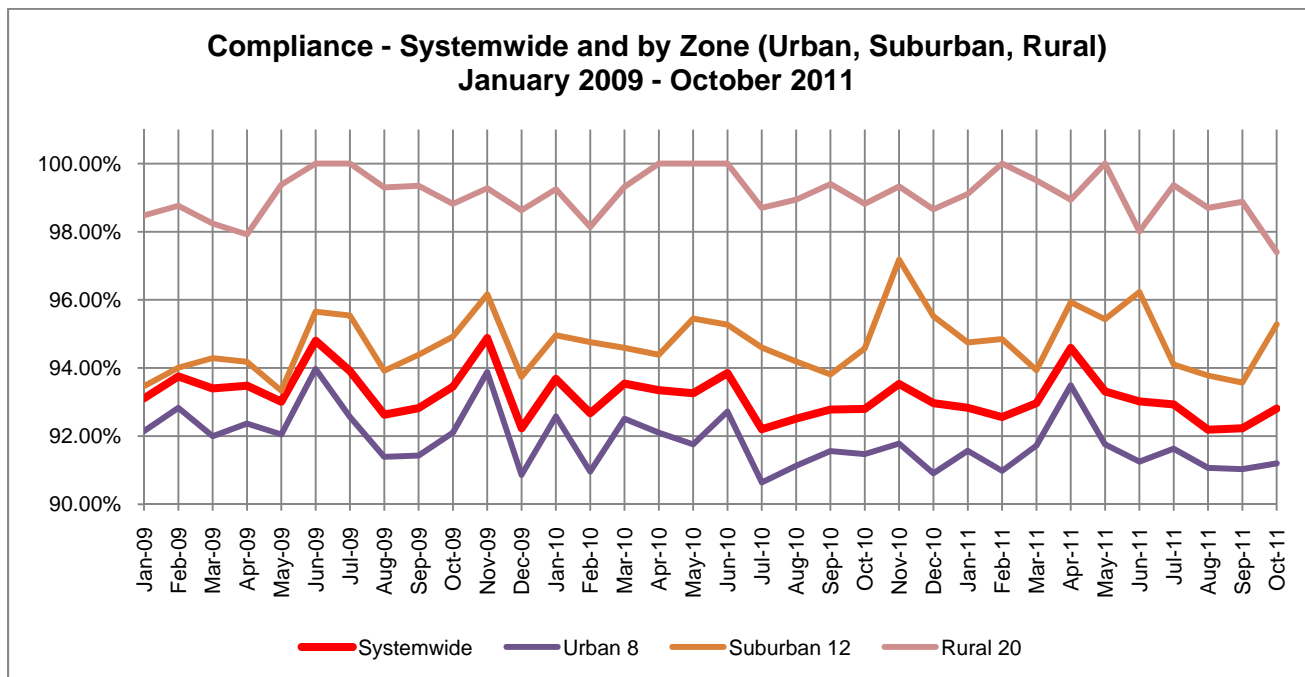
Zone	September 2011			October 2011		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,207	198	91.03%	2,024	180	91.11%
Suburban 12	747	48	93.57%	764	38	95.03%
Rural 20	179	2	98.88%	154	4	97.40%
Zone Standard			90.00%			90.00%

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

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

Measure	September 2011	October 2011
# of Code 3 Calls	3,216	3,035 (3,140)
# Exceeding Minimum Response Time	250	222 (239)
System-wide Compliance %	92.23%	92.69% (92.39%)

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.

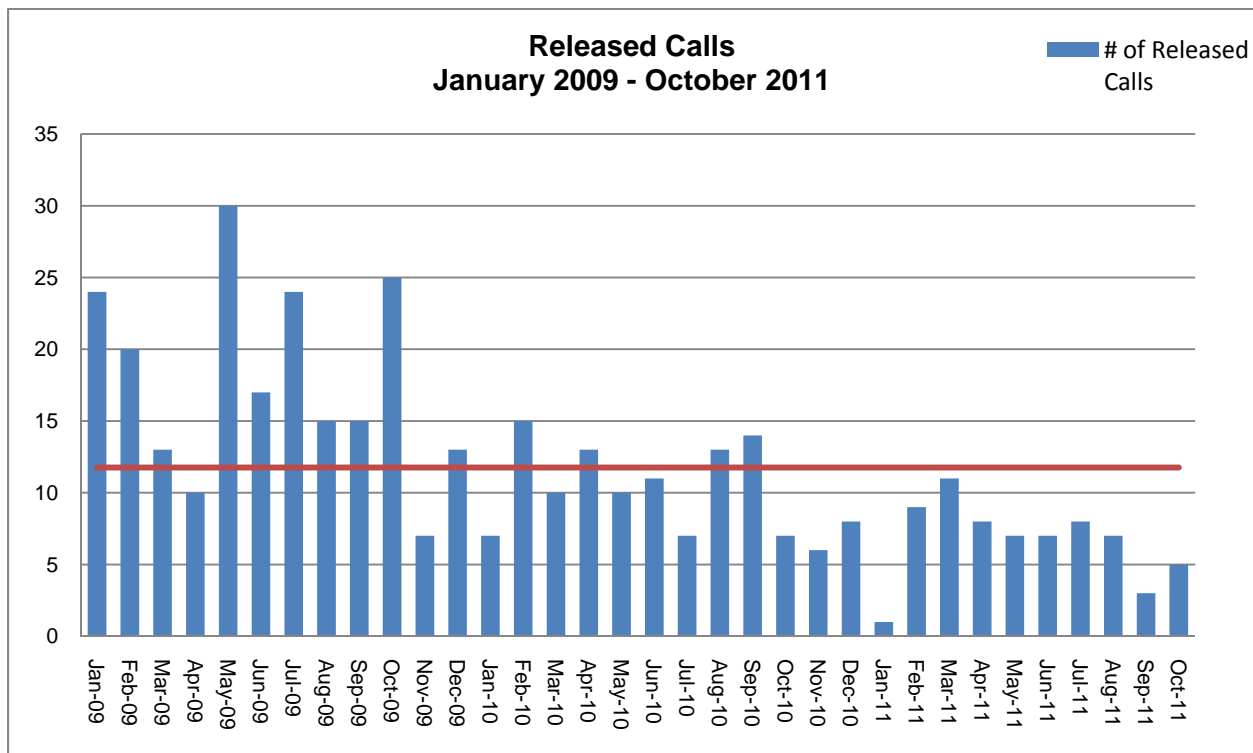


E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.)

The contractor referred 3 calls in September 2011, two (66.7%) of which were referred to Black Forest Fire/Rescue. The remaining call (33.3%) was referred to Fountain Fire Department. The contractor referred 5 calls in October 2011, 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; the on such incident that occurred during the reporting period (highlighted in red below) occurred during a period when the contractor’s resources were reduced by a public safety standby; thus, the call is recommended to be exempted from assessment.

September 2011 (3)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	119197	09/14/2011	Black Forest Fire/Rescue	0:18:27	\$0.00
Rural 20	122484	09/21/2011	Black Forest Fire/Rescue	0:24:21	\$0.00
Urban Southeast 8	123973	09/24/2011	Fountain Fire Department	0:06:41	\$0.00
September 2011 - Recommended Assessment					\$0.00

October 2011 (5)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	128410	10/04/2011	Black Forest Fire/Rescue	0:24:36	\$0.00
Frontier 25	128478	10/04/2011	Black Forest Fire/Rescue	0:24:38	\$0.00
Frontier 25	129071	10/05/2011	Black Forest Fire/Rescue	0:13:27	\$0.00
Frontier 25	131747	10/11/2011	Black Forest Fire/Rescue	0:21:33	\$0.00
Urban Southeast 8	137642	10/24/2011	City of Fountain	0:14:21	\$0.00
October 2011 - Recommended Assessment					\$0.00



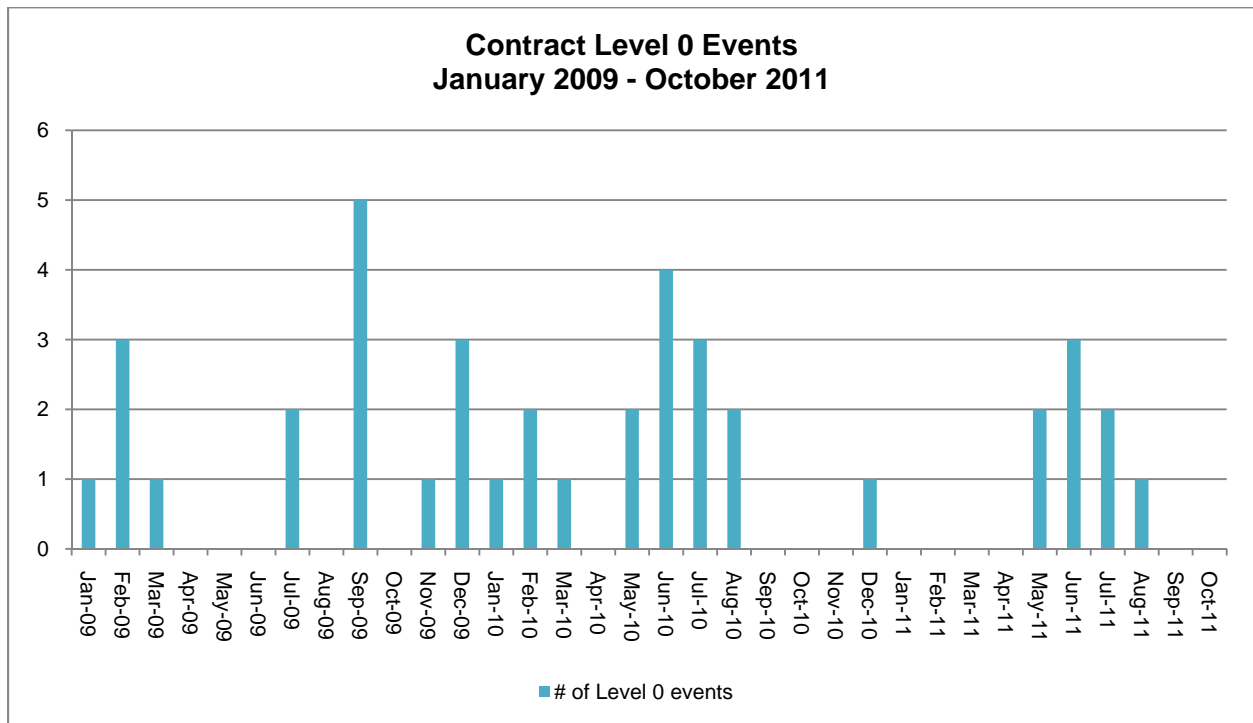
F. Other Assessments (F.4.):

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

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

- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area)
- AND**
- Contractor exceeds the response time standard in any response zone for any call received during the time contractor has no available ambulances, even if contractor is no longer at Level Zero when the ambulance arrives at the scene.

There were no incidences of Contractor Level 0 during either September or October 2011.



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, 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 - Severe Weather Periods							
October 2011							
Start Date	Start Time	End Date	End Time	Duration	Total Calls	Exceptions	On-time responses
10/26/11	15:00	10/27/11	09:00	18:00	105	17	83.81%

For the month of September 2011, the Contractor has requested that 27 Code 3 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of October 2011, the Contractor has requested that 24 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.

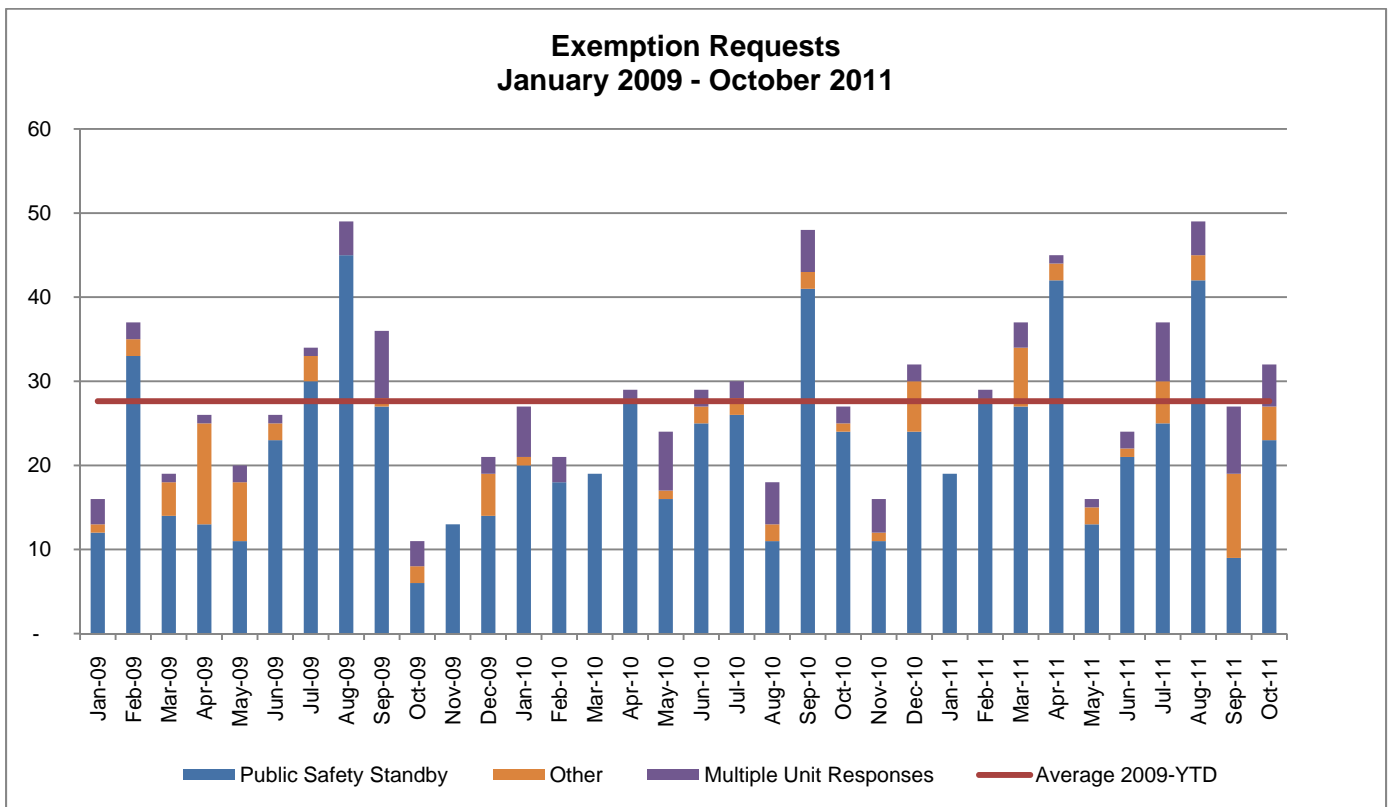
**September 2011
Exempted Calls (27)**

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (9)							
Urban Southwest 8	09/07/2011	115886	0:12:00	0:10:51	0:00:00	\$0.00	\$0.00
Urban North 8	09/10/2011	117336	0:12:00	0:16:52	0:04:52	\$135.00	\$0.00
Urban Southwest 8	09/10/2011	117364	0:12:00	0:11:11	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/14/2011	119077	0:12:00	0:08:59	0:00:00	\$0.00	\$0.00
Urban North 8	09/14/2011	119118	0:12:00	0:21:28	0:09:28	\$270.00	\$0.00
Urban North 8	09/15/2011	119339	0:12:00	0:14:44	0:02:44	\$81.00	\$0.00
Urban North 8	09/15/2011	119340	0:12:00	0:16:05	0:04:05	\$135.00	\$0.00
Urban Southwest 8	09/16/2011	120285	0:12:00	0:09:23	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/20/2011	121774	0:12:00	0:09:46	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident (8)							
Urban North 8	09/12/2011	118226	0:12:00	0:08:58	0:00:00	\$0.00	\$0.00
Urban North 8	09/13/2011	118437	0:12:00	0:10:13	0:00:00	\$0.00	\$0.00
Urban North 8	09/13/2011	118438	0:12:00	0:11:05	0:00:00	\$0.00	\$0.00
Suburban 12	09/13/2011	118440	0:18:00	0:14:35	0:00:00	\$0.00	\$0.00
Urban North 8	09/13/2011	118441	0:12:00	0:00:00	0:00:00	\$0.00	\$0.00
Urban North 8	09/18/2011	121112	0:12:00	0:08:33	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/22/2011	122603	0:12:00	0:08:29	0:00:00	\$0.00	\$0.00
Urban Southwest 8	09/24/2011	123941	0:12:00	0:16:33	0:04:33	\$135.00	\$0.00
Road Construction (2)							
Rural 20	09/17/2011	120712	0:30:00	0:23:28	0:00:00	\$0.00	\$0.00
Urban Southeast 8	09/25/2011	124426	0:12:00	0:16:33	0:04:33	\$135.00	\$0.00
Severe Weather (8)							
Urban North 8	09/15/2011	119495	0:12:00	0:17:03	0:05:03	\$162.00	\$0.00
Urban North 8	09/15/2011	119519	0:12:00	0:12:50	0:00:50	\$27.00	\$0.00
Urban Southwest 8	09/15/2011	119523	0:12:00	0:10:57	0:00:00	\$0.00	\$0.00
Suburban 12	09/15/2011	119597	0:18:00	0:16:09	0:00:00	\$0.00	\$0.00
Urban North 8	09/15/2011	119602	0:12:00	0:13:35	0:01:35	\$54.00	\$0.00
Urban North 8	09/15/2011	119628	0:12:00	0:15:48	0:03:48	\$108.00	\$0.00
Suburban 12	09/15/2011	119790	0:18:00	0:13:58	0:00:00	\$0.00	\$0.00
Suburban 12	09/17/2011	120407	0:18:00	0:24:52	0:06:52	\$189.00	\$0.00
Total						\$1,431.00	\$0.00

**October 2011
Exempted Calls (32)**

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (23)							
Suburban 12	10/02/2011	127624	0:18:00	0:12:28	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/02/2011	127631	0:12:00	0:09:39	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/05/2011	128829	0:12:00	0:12:03	0:00:03	\$27.00	\$0.00
Urban Southwest 8	10/05/2011	128844	0:12:00	0:11:15	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/05/2011	128845	0:12:00	0:08:22	0:00:00	\$0.00	\$0.00
Suburban 12	10/07/2011	129631	0:18:00	0:12:14	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/07/2011	129642	0:12:00	0:13:36	0:01:36	\$54.00	\$0.00
Urban North 8	10/08/2011	130480	0:12:00	0:10:02	0:00:00	\$0.00	\$0.00
Urban North 8	10/10/2011	130929	0:12:00	0:10:27	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/10/2011	130939	0:12:00	0:10:08	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/11/2011	131498	0:12:00	0:09:39	0:00:00	\$0.00	\$0.00
Suburban 12	10/13/2011	132690	0:18:00	0:14:28	0:00:00	\$0.00	\$0.00
Suburban 12	10/13/2011	132701	0:18:00	0:13:36	0:00:00	\$0.00	\$0.00
Suburban 12	10/16/2011	133880	0:18:00	0:16:06	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/16/2011	133907	0:12:00	0:08:06	0:00:00	\$0.00	\$0.00
Rural 20	10/18/2011	134909	0:30:00	0:20:40	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/24/2011	137637	0:12:00	0:09:18	0:00:00	\$0.00	\$0.00
Urban Southeast 8	10/24/2011	137641	0:12:00	0:22:20	0:10:20	\$297.00	\$0.00
Urban Southeast 8	10/24/2011	137642	0:12:00	0:14:21	0:02:21	\$81.00	\$0.00
Urban North 8	10/24/2011	137648	0:12:00	0:15:32	0:03:32	\$108.00	\$0.00

Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Urban Southwest 8	10/27/2011	139012	0:12:00	0:08:19	0:00:00	\$0.00	\$0.00
Suburban 12	10/28/2011	139415	0:18:00	0:14:16	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/30/2011	139985	0:12:00	0:11:39	0:00:00	\$0.00	\$0.00
Multiple Responses to Incident (5)							
Urban North 8	10/07/2011	130086	0:12:00	0:11:12	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/08/2011	130474	0:12:00	0:08:37	0:00:00	\$0.00	\$0.00
Urban North 8	10/21/2011	136004	0:12:00	0:11:09	0:00:00	\$0.00	\$0.00
Urban Southwest 8	10/24/2011	137231	0:12:00	0:11:52	0:00:00	\$0.00	\$0.00
Urban North 8	10/31/2011	140584	0:12:00	0:13:31	0:01:31	\$54.00	\$0.00
Road Construction (4)							
Urban North 8	10/04/2011	128332	0:12:00	0:08:49	0:00:00	\$0.00	\$0.00
Urban North 8	10/04/2011	128494	0:12:00	0:12:18	0:00:18	\$27.00	\$0.00
Urban Southeast 8	10/23/2011	136990	0:12:00	0:09:05	0:00:00	\$0.00	\$0.00
Urban North 8	10/24/2011	137184	0:12:00	0:09:44	0:00:00	\$0.00	\$0.00
Total						\$648.00	\$0.00



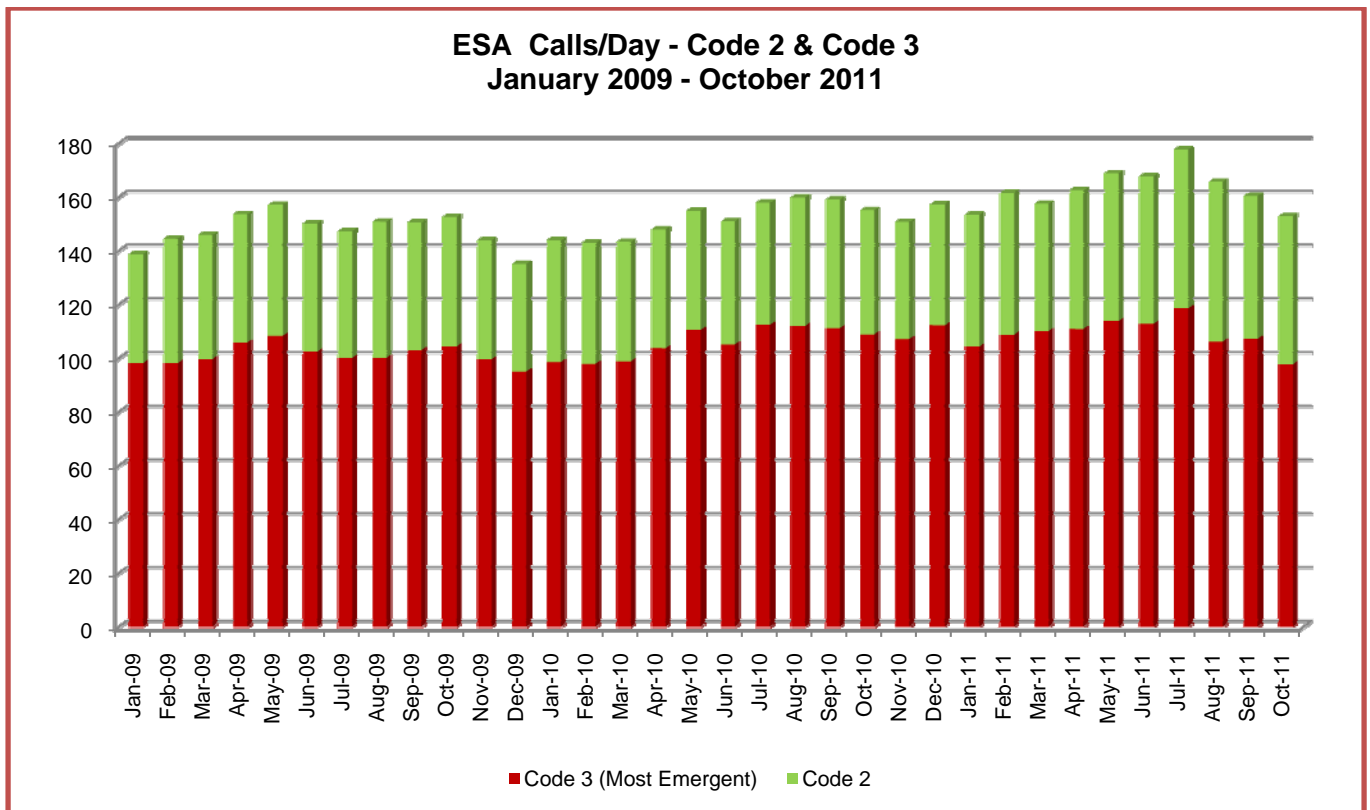
- I. **Urban Equity** – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in all but one of the Urban Zones during one reporting period. Note: The data below are reported for informational purposes only. Under the current contract, a performance standard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

Zone	August 2011			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	755	82	89.14%	90.00%
Urban Southeast 8	772	63	91.84%	
Urban Southwest 8	750	56	92.53%	
TOTAL	2277	201	91.17%	

Zone	September 2011			October 2011			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	766	91	88.12%	699	81	88.41%	90.00%
Urban Southeast 8	684	44	93.57%	657	56	91.48%	
Urban Southwest 8	757	63	91.68%	623	39	93.74%	
TOTAL	2207	198	91.03%	1979	176	91.11%	

J. Code 2 Performance Summary

Zone	September 2011			October 2011		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1285	268	79.14%	1210	220	81.82%
Suburban 12	282	33	88.30%	307	41	86.64%
Rural 20	20	0	100.00%	26	0	100.00%
Frontier 25	2	0	100.00%	1	0	100.00%
Frontier 35	6	0	100.00%	2	0	100.00%
Frontier 45	1	0	100.00%	1	0	100.00%
TOTAL	1596	319	81.14%	1547	331	83.13%



K. Calls vs. Transports (separated by Code 3/Code 2)–

L. Major Condition/Complaint Summary

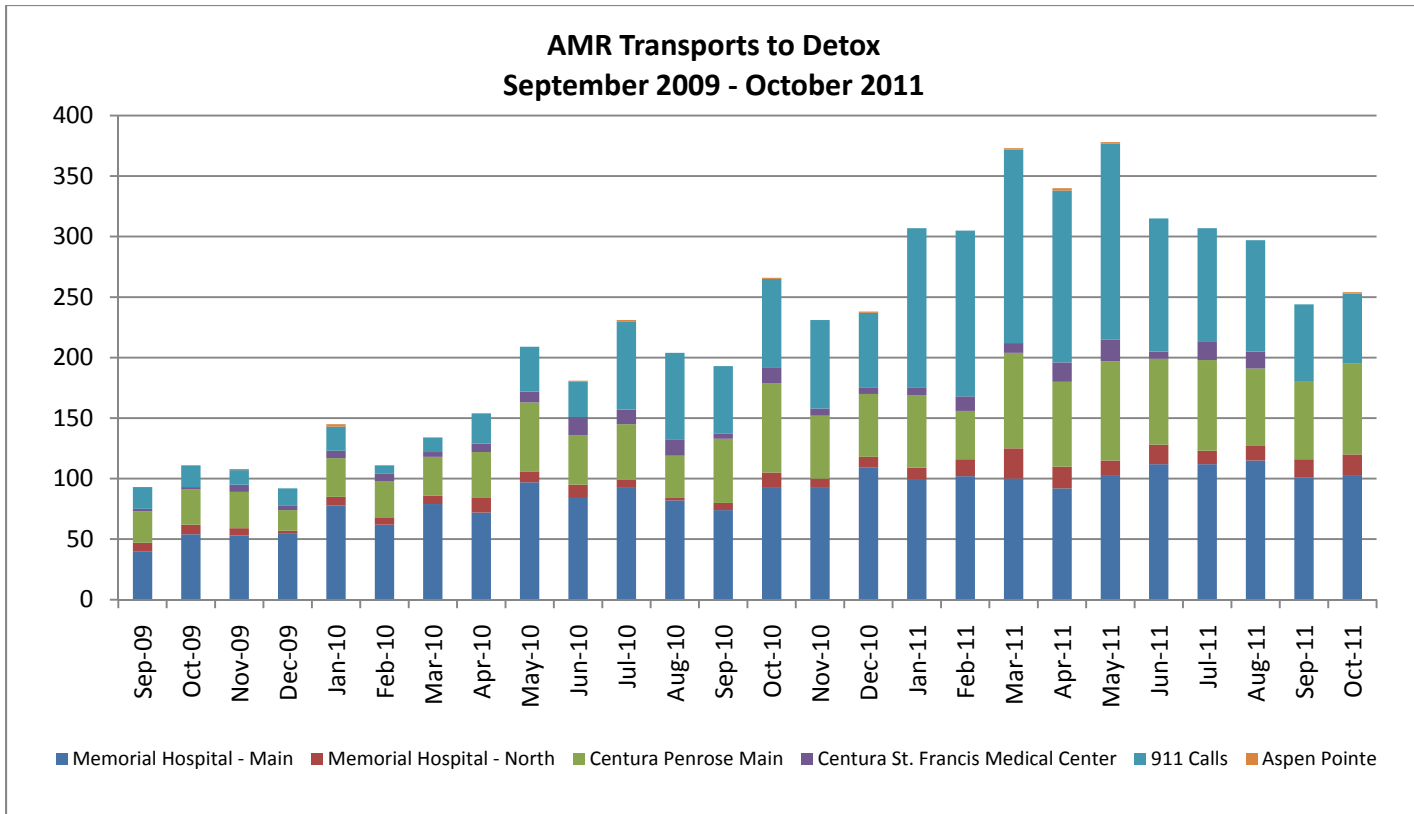
M. Call Downgrades (Code 3 to Code 2)

N. Code 2 Dispatch Holds / Delays

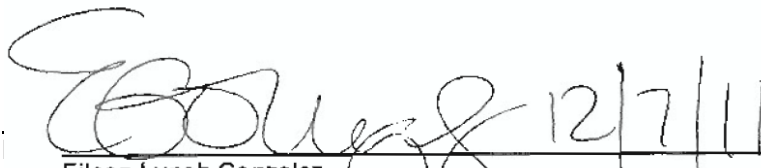
Due to changes in CAD reports relating to Major Conditions & Complaints, Call Downgrades, and Code 2 Dispatch Delays, and transports, the analysis required to produce the regular reports that appear in this section were not completed as of publication. They will be included in the next compliance report.

H. Detox Transports

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Aspen Pointe	911 Calls	Total
September	26	2	40	7	0	18	93
October	29	2	54	8	0	18	111
November	30	6	53	6	1	12	108
December	17	4	55	2	0	14	92
2009 Total	102	14	202	23	1	62	404
January	32	6	78	7	2	20	145
February	30	6	62	6	0	7	111
March	32	4	79	7	0	12	134
April	38	7	72	12	0	25	154
May	57	9	97	9	0	37	209
June	41	15	84	11	1	29	181
July	46	12	93	6	1	73	231
August	35	13	82	2	0	72	204
September	53	4	74	6	0	56	193
October	74	13	93	12	1	73	266
November	52	6	93	7	0	73	231
December	52	5	109	9	1	62	238
2010 Total	542	100	1016	94	6	539	2297
January	60	6	99	10	0	132	307
February	40	12	102	14	0	137	305
March	79	8	100	25	1	160	373
April	70	16	92	18	2	142	340
May	82	18	103	12	1	162	378
June	71	6	112	16	0	110	315
July	75	15	112	11	0	94	307
August	64	14	115	12	0	92	297
September	64	15	101	15	0	64	259
October	75	21	103	17	1	58	275
2011 YTD Total	680	131	1,039	150	5	1,151	3156



IV. QUESTIONS AND/OR ADDITIONAL INFORMATION


 Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator