

EL PASO COUNTY EMERGENCY SERVICES AGENCY

COLORADO SPRINGS, COLORADO

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December 30, 2005

El Paso County Emergency Services Agency
375 Printers Parkway
Colorado Springs, Colorado 80910

I. Pursuant to Sections IV.12.E and F of the Emergency Ambulance Services Agreement, I conducted a contract compliance conference on December 30, 2005 at the Contractor's local administrative office. The purpose of this conference was to review the Contractor's performance for the period of November 1, 2005 through November 30, 2005. The Contractor was cooperative and promptly produced all records and data as requested.

II. The Contractor requested that 19 calls be exempted from the data to determine compliance with performance standards under the Agreement. The ESA must determine if these specific calls should be exempted. It is recommended that the ESA exempt 19 calls from the data.

1. Calls 500783, 503116, 503154, 503109, 502993, 503158, 507234, 510209, 510228, 519162, 531858, 531938, 531961, and 534807.

Reason for exemption: Move up and cover

Recommendation: These calls should be exempted pursuant to Section IV.11.F., in accordance with Exhibit A, Section 3.I.

2. Calls 516087 and 516358

Reason for exemption: Severe weather condition

Recommendation: These calls should be exempted pursuant to Section IV.11.F.1. After further review of the calls, it was determined that a snowfall created adverse driving conditions.

3. Calls 497431, 529186 and 530311

Reason for exemption: Multiple unit responses.

Recommendation: This call should be exempted pursuant to Section IV.11.B.

III. The Contractor provided all performance reports required by the agreement. The recommended exemptions listed in the previous section were excluded from the calculations to determine compliance at the direction of the contract administrator. If the ESA board chooses to disallow any or all of the exemptions, the performance reports must be recalculated to yield more precise results. However, the

inclusion of exempted calls will not have a material effect on the Contractor's performance for this period.

1. The patient report summary showed the Contractor responded to 3,744 calls for service. There were 2,763 Priority 1 (emergent) responses and 981 Priority 2 (routine) responses. There were 2,408 patient transports.
2. The response time summary demonstrating compliance with response time standards showed the Contractor met or surpassed the performance standard in all zones.

In the urban zone, ninety-three percent (93%) of the emergency responses were completed within eight minutes, or less, from the time that the Contractor received the calls. Compliance was determined based on a total of 1,601 calls for service with 118 calls that did not meet contract standards due to posting plan modification approved by the ESA board on December 1, 2004.

In the suburban zone, ninety-three percent (93%) of the emergency responses were completed within twelve minutes, or less, from the time that the Contractor received the calls. This is based on a total of 915 calls for service with 66 calls that did not meet the contract standards.

In the rural zone, ninety-eight percent (98%) of the emergency responses were completed within twenty minutes, or less, from the time that the Contractor received the calls. Compliance was determined based on a total of 136 calls for service with 3 calls that did not meet contract standards.

In the Wilderness 25 zone, one hundred percent (100%) of the emergency responses were completed within twenty-five minutes, or less, from the time that the Contractor received the calls. Compliance was determined based on a total of 40 calls for service with zero call that did not meet contract standards.

In the Wilderness 35 zone, ninety-eight percent (98%) of the emergency responses were completed within thirty-five minutes, or less, from the time that the Contractor received the calls. Compliance was determined based on a total of 43 calls for service with 1 call that did not meet contract standards.

In the Wilderness 45 zone, ninety-three percent (93%) of the emergency responses were completed within forty-five minutes, or less, from the time that the Contractor received the calls. Compliance was determined based on a total of 28 calls for service with 2 calls that did not meet contract standards.

3. The Contractor reported no mission failure this period.
4. The Contractor reported four occasions of ambulance deferred responses for this period. The longest duration is 5 minutes with a median of 4 minutes and a total of 15 minutes of deferred response.

Event	Day	Date	Time	Duration	Units on Duty
1	Tuesday	11/01/05	1218	04 minutes	13 units
2	Monday	11/07/05	1333	05 minutes	13 units
3	Monday	11/14/05	1431	04 minutes	12 units
4	Monday	11/14/05	1427	02 minutes	12 units

5. A total of six calls were downgraded from Priority 1 (emergent) to Priority 2 (routine).
6. Dispatch was held on thirty-one Priority 2 (routine) calls. The delays ranged from one minute and one second (00:01:01) to five minutes and forty-five seconds (00:05:45). Dispatch delays were a result of the Contractor's decision to hold a call momentarily and assign it to a closer unit when it became available, or to reassign the call to another unit when the initial unit was closest to a higher priority

call.

7. The mutual aid agreement was activated on fifteen calls. All calls were released to the closest ambulance unit or agencies.

Call numbers 496829, 502744, 508508, 508958, 532146, 534326, and 536172 were located in Falcon Fire District and were released to Black Forest Ambulance Transport Unit.

Call numbers 508331, 510209, and 517426 were located in Peyton Fire Protection District and were released to Black Forest Ambulance Transport Unit.

Call number 526071 was located in Calhan Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call number 511975 was located in Wescott Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call number 500841 was located in Simla Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call numbers 505621 and 505785 were in Colorado Springs and were released to Colorado Springs Fire Unit S-6.

Recommend no further action.

8. A total of twenty-six calls exceeded the maximum time standard. Nineteen of the calls that exceeded the maximum time standard were in the city of Colorado Springs and seven calls were outside the city limit. The range of response times in excess of the maximum time standard excluding calls within the city limit were twelve seconds (00:00:12) to six minutes and fifty-two seconds (00:06:52).

IV. The Contractor reported calls that exceeded the maximum time standard outside the city limit in this period. Below are calls outside the city limit in excess of the maximum time standard. The average six months, maximum time standard, penalties within the city limit is \$813.00 as part of the condition to consolidate the Contractor's response effort with CSFD approved by the board on December 2004 meeting. The ESA board must determine if any penalties outside the city limit to include the average six months penalties within the city limit of \$813.00 will apply and assess them to the Contractor.

Recommendation: See attachment

V. For further information you may contact me at 520-7072 or email me at pauillastrella@elpasoco.com

Paul O. Lastrella, EMT, PA, MBA
Contract Administrator
Emergency Services Agency

Attachment A:

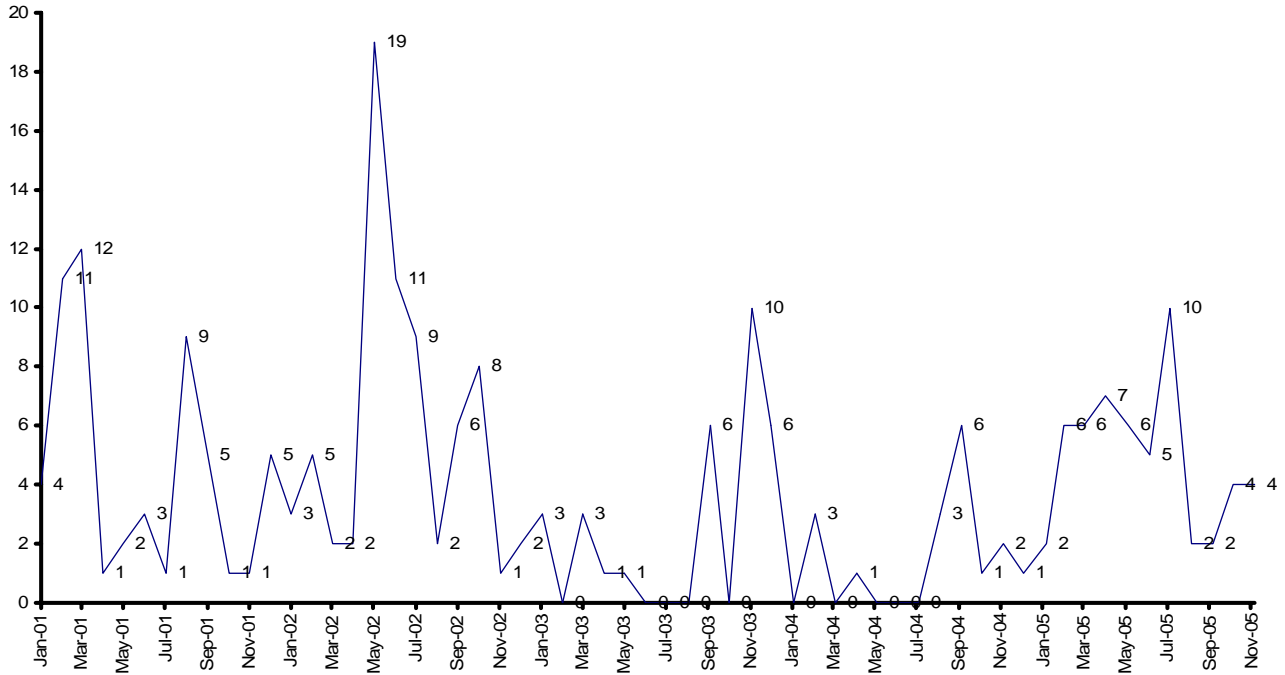
Recommended Penalties for Exceeding Maximum Time Standards
Nov-05

	Date	Call	Response Time	Maximum Standard	Response Time in Excess of Standard	Recommended Penalty
1	11/03/2005	500213	0:18:41	0:18:00	0:00:41	\$20.00
2	11/07/2005	505602	0:18:58	0:18:00	0:00:58	\$20.00
3	11/16/2005	517977	0:18:12	0:18:00	0:00:12	\$20.00
4	11/18/2005	522001	0:22:23	0:18:00	0:04:23	\$100.00
5	11/21/2005	525583	0:22:52	0:18:00	0:04:52	\$100.00
6	11/28/2005	534263	0:24:52	0:18:00	0:06:52	\$140.00
7	11/28/2005	534557	0:22:32	0:18:00	0:04:32	\$100.00
8						
9						
10						
11						
12						
13						
14						
15						

Subtotal	\$500.00
	\$
	813.00
Total	\$1,313.00

Six months average penalties

**Deferred Response - Number of Episodes
January 2001 - November 2005**



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