

EL PASO COUNTY EMERGENCY SERVICES AGENCY

COLORADO SPRINGS, COLORADO

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January 26, 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 January 19, 2005 at the Contractor's local administrative office. The purpose of this conference was to review the Contractor's performance for the period of December 1, 2005 through December 31, 2005. The Contractor was cooperative and promptly produced all records and data as requested.

II. The Contractor requested that 161 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 161 calls from the data.

1. Calls 542956, 541902, 542029, 542804, 542467, 541970, 542791, 542708, 541877, 542835, 542827, 542860, 542731, 542472, 542913, 542915, 542160, 542519, 541832, 542837, 542648, 542418, 541821, 541915, 541972, 542393, 542794, 541912, 542510, 542583, 542184, 541989, 542918, 542030, 543030, 542464, 541909, 542426, 542698, 542898, 542345, 542844, 542654, 542820, 542831, 542788, 542451, 542372, 542981, 541939, 542805, 542504, 542421, 542625, 542630, 542813, 542600, 542620, 542489, 542705, 542827, 543153, 543583, 543173, 543614, 543284, 543293, 544016, 543245, 543510, 543984, 543870, 543462, 543226, 546788, 546660, 546497, 546623, 546973, 546815, 547044, 546611, 546825, 546621, 546899, 546539, 547190, 547830, 548402, 548399, 548174, 549286, 549743, 549356, 548677, 548758, 549304, 549572, 549159, 549282, 549140, 549506, 550002, 549327, 548804, 548953, 550005, 549106, 549292, 549580, 549834, 550040, 549508, 562694, 562402, 562608, 562422, 562409, 563735, 563206, 563281, 563693, 563375, 563306, 563286, 563197, 562950, 563248, 563021, 563089, 563710, 563317, 563783, 563045, 563625, 563744, 563800, 563732, 563011, 563158, 563746, 563194, 563599, 563190, 563795, 563534, 563964, 563964, and 563908.

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 on 12/03/2005 through 12/08/2005 and 12/17/2005 through 12/19/2005 a snowfall created adverse driving conditions.

2. Calls 545194, 545352, 544484, 544384, 545078, 545384, 545331, 545329, 545410 555269 and 555232.

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.

3. Calls 551634

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 2,910 Priority 1 (emergent) responses and 1015 Priority 2 (routine) responses. There were 2,539 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-two percent (92%) 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 1,737 calls for service with 139 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-four percent (94%) 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 934 calls for service with 54 calls that did not meet the contract standards.

In the rural zone, ninety-nine percent (99%) 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 138 calls for service with 2 calls that did not meet contract standards.

In the Wilderness 25 zone, ninety-eight percent (98%) 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 42 calls for service with 1 call that did not meet contract standards.

In the Wilderness 35 zone, one hundred percent (100%) 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 36 calls for service with zero call that did not meet contract standards.

In the Wilderness 45 zone, ninety-six percent (96%) 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 23 calls for service with 1 call that did not meet contract standards.

3. The Contractor reported two mission failures this period.

a. Crew stated that when they pulled 723 out of the Falcon Fire Department bay to respond to a 911

emergent call they noticed a large puddle of oil under the vehicle. They immediately contacted dispatch and reported the incident and declared the vehicle out of service. The call was turned over to a Black Forest Fire Rescue. Mr. George Burke, AMR lead mechanic stated that the bypass filter was not sealed properly using the Teflon paste Mr. Burke switched from Teflon paste to Teflon tape to seal the bypass filter, using the Teflon tape instead of the paste stop the oil leak.

b. Unit 702 was involved in a minor vehicle accident without injuries on 12/28/2005 en route to a code 2 call. Another unit was called to respond.

4. The Contractor reported two occasions of ambulance deferred responses for this period. The longest duration was 3 minutes with a median of 2 minutes and a total of 4 minutes of deferred responses.

Event	Day	Date	Time	Duration	Units on Duty
1	Saturday	12/03/05	1418	03 minutes	12 units
2	Saturday	12/10/05	2203	01 minute	12 units
3					
4					

5. A total of fifteen calls were downgraded from Priority 1 (emergent) to Priority 2 (routine).
6. Dispatch was held on twenty-five Priority 2 (routine) calls. The delays ranged from one minute and three seconds (00:01:03) to nine minutes and fifty-eight seconds (00:09:58). 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 thirty calls. All calls were released to the closest ambulance unit or agencies.

Call numbers 538989, 542231, 542281, 543260, 551171, 555309, 1443-A, 558930, 561502, 561735, 563260, 570765, 573230, 580292, and 573404 were located in Falcon Fire District and were released to Black Forest Ambulance Transport Unit.

Call numbers 562931 was located in Peyton Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call number 541235, 554296, and 564567 were located in Calhan Fire Protection District and were released to Black Forest Ambulance Transport Unit.

Call number 556859, 557169, and 567756 were located in Gleneagle Fire Protection District and were released to Black Forest Ambulance Transport Unit.

Call number 563283 was located in Ellicott Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call number 561620 was located in Cimarron Hills Fire Protection District and was released to Black Forest Ambulance Transport Unit.

Call number 543505, 545287, 563735, 566383, and 546654 were located in Colorado Springs and were released to Black Forest Ambulance Transport Unit.

Call numbers 542499 was located in Colorado Springs and was released to Colorado Springs Fire Unit TS7.

Recommend no further action.

8. A total of twenty-four calls exceeded the maximum time standard. All twenty-four of the calls that exceeded the maximum time standard were in the city of Colorado Springs.

IV. The Contractor reported no calls that exceeded the maximum time standard outside the city limit in this period. 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 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 paullastrella@elpasoco.com

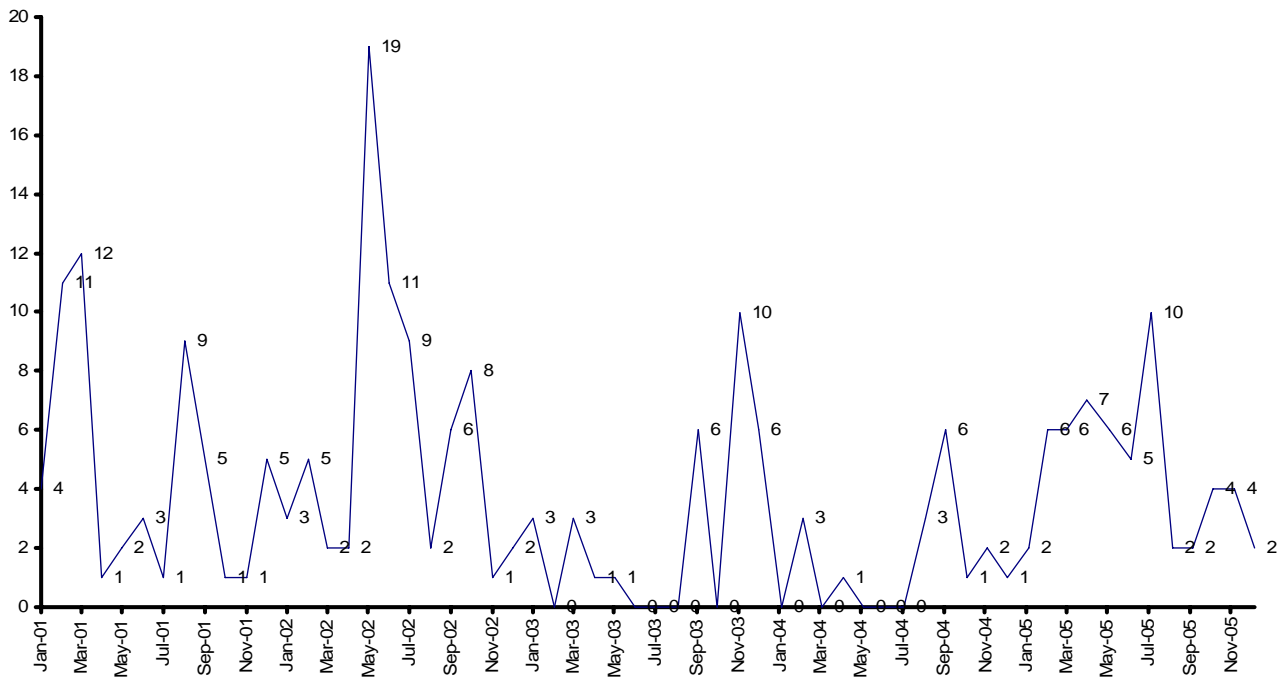
Paul O. Lastrella, EMT, PA, MBA
Contract Administrator
Emergency Services Agency

Attachment A:

Recommended Penalties for Exceeding Maximum Time Standards
Dec-05

Date	Call	Response Time	Maximum Standard	Response Time in Excess of Standard	Recommended Penalty
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
Subtotal					\$0.00
Six months average penalties					\$ 813.00
Total					\$813.00

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



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