

- (3) There are five response time compliance zones for this RFP (Enclosure 6). These zones may contain a mix of urban, suburban, rural and wilderness areas. Proposals must evidence an ability to maintain response times with at least 90% compliance in each of these five zones based on area type (i.e. urban, suburban, rural and wilderness). A measurement period is defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 250 or a twelve-month period whichever is first. Response time compliance for suburban and rural responses, within each of the five (5) response zones, shall be calculated in a rolled-up manner for the purposes of calculating monthly penalties and/or for the purposes of breach of contract. Contractor shall be required to report the performance for suburban and rural separately for the purpose of data collection and system improvement. Measurement will be calculated separately for Code Two and Code Three calls. Zones will be reevaluated every 10 years based on current US Census population data.

B. Compliance Incentives

- (1) Financial penalties provide incentive for maintaining excellent response time performance. Fines are levied for late responses for both Code 3 and Code 2 calls. For the anticipated fine schedule, see Enclosure.

C. Response Time Exemptions

- (1) In some cases, late responses will be excused from financial penalty is and from response time compliance reports. Examples of current exemptions include:
- (a) Multiple units to the same scene.
 - (b) Inclement weather conditions which impair visibility or create other unsafe driving conditions;
 - (c) Documented dispatch errors;
 - (d) Wrong address provided by the requesting party;
 - (e) Unavoidable delay caused by road construction
 - (f) Restricted roadway access
 - (g) Delays in transferring care to a hospital emergency department;
 - (f) All other exemption requests shall be for good cause only, as determined by the Agency. Exemptions shall be considered on a case-by-case basis. The burden of proof that there is good cause for an exemption shall rest with the Contractor, and the Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time.

6.4 AMBULANCE DEPLOYMENT AND SYSTEM STATUS PLAN

A. Requirements

- (1) Ambulance System Status and Deployment Plans will be approved by MVEMSA. The plan will describe:
- (a) Proposed locations of ambulances and numbers of vehicles to be deployed during each hour of the day and day of the week.
 - (b) 24-hour and system status management strategies.
 - (c) Mechanisms to meet the demand for emergency ambulance response during peak periods or unexpected periods of unusually high call volume including disasters and other surge events, such as high flu season. Include a process that identifies how additional ambulance hours will be added by the Contractor if the response time performance standard is not met.
 - (d) Include a map identifying proposed ambulance station(s) and/or post locations within