



JOHN W. HICKENLOOPER
MAYOR

CITY AND COUNTY OF DENVER

MAYOR'S OFFICE

CITY AND COUNTY BUILDING
1437 BANNOCK STREET
ROOM 350
DENVER, COLORADO 80202
PHONE: (720) 865-9000
FAX: (720) 865-8787

January 5, 2009

Mr. Robert Petre
President IAFF Local #3634
Denver Paramedics
Via Email: petreden@yahoo.com

Dear Mr. Petre,

I have been asked to respond to your letter of December 29, 2008 on behalf of the Mayor's Office. Thank you for your thoughtful review of the auditor's report, the Mayor's Office response and the response of Denver Health and Hospital Authority (DHHA).

As I have stated in both our written and oral responses to the Auditor's report, we agree with the Auditor that there are no national or regional standard for measuring response times. For that reason, both the City, through its 911 Communications Center and Fire Department, and DHHA are working to establish a NFPA equivalent standard that measures both response time and patient outcomes in a manner that accurately reflects Denver's unique demographics. The auditor's report, as you have read, agreed that response time cannot singularly be used to measure effectiveness.

The Denver City Council has set the NFPA or equivalent standard as the measure of performance for emergency medical response times. DHHA is working closely with its EMR partners to meet that standard. Our update report at the end of January 2009 and the final report in March of 2009 will provide to the City Council the methods by which the continuum from call answered to unit arrival will be measured. Because of the efforts of all three offices, we believe that we will be able to report to the Mayor and the Denver City Council measureable improvements to response times.

The installation of new equipment at the 911 Communications Center as well as other important steps that DHHA and the Fire Department have taken to improve information gathering from callers will enable call takers and dispatchers to better assess the types of calls they are receiving as well as more quickly dispatch responders to the scenes. The new equipment will also provide response time measurement for all three EMR partners. This equipment, along with the steps already taken to establish common terminology, are important steps toward accurate and complete measurement of the entire response time.

Finally, the Denver Fire Department, the 911 Communications Center and DHHA are working closely together to improve emergency medical services to Denver citizens. The monitoring group established by the Mayor's Office is designed to bring together those offices that are

responsible for those services as well as representatives from the Denver City Council and the Mayor's Office to ensure that we are meeting the standards set by ordinance. We feel confident that this group will work together to ensure that EMR services are the best that can be provided.

Once again, thank you for your continued interest in this matter.

Sincerely,



Katherine Archuleta
Senior Advisor