

3.11 RESPONSE AND DAMAGES

3.11.1 Failure of the Contractor to meet response time requirements over the course of a calendar month may result in a charge of penalty fees based on the following:

Damages per monthly period, per area:

ALS Responses = \$2,500 penalty

Penalties are only assessed if response times exceed response time requirements on a monthly average.

Division 1 (North):

- Areas Designated Urban less than 12 minutes
- Areas Designated Rural less than 18 minutes

Division 2 (South):

- Areas Designated Urban less than 12 minutes
- Areas Designated Rural less than 18 minutes

EXAMPLE: Division 1 Urban has a 14 minute average response time
 Division 1 Rural has a 17 minute average response time
 Division 2 Urban has an 11 minute average response time
 Division 2 Rural has a 20 minute average response time

There are two areas where the provider failed to meet the require response time (Division 1 Urban and Division 2 Rural), resulting in a penalty totaling \$5,000.00

Any penalty assessed is considered a breach of contract and is subject to contract termination.