



PatientCare EMS Compliance for July 2025

Priority 1 Compliance:	100%
Total Calls:	30
Total Late:	0
Priority 2 Compliance:	99.35%
Total Calls:	620
Total Late:	4
Priority 3 Compliance:	96.22%
Total Calls:	1192
Total Late:	45
Priority 4 Compliance:	100%
Total Calls:	27
Total Late:	0
Priority 5 Compliance:	98.81%
Total Calls:	253
Total Late:	3

Signature: 

Jul-25

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	30	100.00%	616	99.35%	1147	96.22%	27	100.00%	250	98.81%	2070	97.55%
late	0	0.00%	4	0.65%	45	3.78%	0	0.00%	3	1.19%	52	2.45%
Grand Total	30	100.00%	620	100.00%	1192	100.00%	27	100.00%	253	100.00%	2122	100.00%

Compliance met for all priorities for the month of JULY 2025 / JDC

JULY 2025 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	2
Overload	P3	16
System Overload Total		18
Weather	P3	1
Weather Total		1
Other	P2	1
Other	P3	3
Other Total		4
Grand Total		23

Exemption (exception) language from the contract (RFP page 30):

b) Good Cause

The Contract Administrator may allow exceptions to the Response Time Standards for good cause as determined at his or her sole discretion. At a minimum, the asserted ground(s) for exception must have been a substantial factor in producing a particular excess response time and Contractor must have demonstrated a good faith effort to respond to the call(s). Good cause for an exception may include, but is not limited to incorrect or inaccurate dispatch information received from City designated medical dispatch center, disrupted voice or data radio transmission; mobile data terminal failure; material change in dispatch location; inability to locate scene due to non-existent address; or unusually severe weather conditions such that response time is either impossible or could only be achieved at a greater risk to EMS personnel and the public than would result from delayed response; unavoidable delays caused by parked trains; or periods of unusual system overload.

Unusual system overload is defined as 200 percent of the average demand for the day of the week and hour of day. The average demand for each day and hour is to be calculated on an annual basis using the prior calendar year's actual run volume.

JULY 2025 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
TOTAL			\$0