



PatientCare EMS Compliance for January 2022

Priority 1 Compliance:	100%
Total Calls:	29
Total Late:	00
Priority 2 Compliance:	97.3%
Total Calls:	778
Total Late:	21
Priority 3 Compliance:	90.35%
Total Calls:	839
Total Late:	81
Priority 4 Compliance:	100%
Total Calls:	13
Total Late:	00
Priority 5 Compliance:	96.25%
Total Calls:	160
Total Late:	06

Signature: _____

A handwritten signature in blue ink, appearing to be "D. G. A.", written over a horizontal line.

JANUARY 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	29	100.00%	757	97.30%	758	90.35%	13	100.00%	154	96.25%	1711	94.06%
late	0	0.00%	21	2.70%	81	9.65%	0	0.00%	6	3.75%	108	5.94%
Grand Total	29	100.00%	778	100.00%	839	100.00%	13	100.00%	160	100.00%	1819	100.00%

Compliance met for all priorities for the month of January 2022 / JDC

JANUARY 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	16
System Overload	P3	29
System Overload	P5	4
System Overload Total		49
Other (technology failure)	P3	1
Other Total		1
Weather	P1	2
Weather	P2	5
Weather	P3	6
Weather Total		13
Grand Total		63

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.

JANUARY 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	06-Jan-22	00:18:53	\$1,000	
P2	07-Jan-22	00:28:46	\$1,000	
P2	09-Jan-22	00:24:49	\$1,000	
P2	13-Jan-22	00:18:27	\$1,000	
P2	22-Jan-22	00:26:09	\$1,000	
P2	23-Jan-22	00:18:40	\$1,000	
P2	31-Jan-22	00:21:40	\$1,000	
P3	05-Jan-22	00:31:36	\$750	
P3	07-Jan-22	00:42:01	\$750	
P3	08-Jan-22	00:36:52	\$750	
P3	08-Jan-22	00:36:58	\$750	
P3	08-Jan-22	00:33:44	\$750	
P3	11-Jan-22	0:31:21	\$750	
P3	13-Jan-22	0:51:55	\$750	
P3	13-Jan-22	0:37:04	\$750	
P3	16-Jan-22	0:34:40	\$750	
P3	18-Jan-22	0:47:36	\$750	
P3	21-Jan-22	0:31:54	\$750	
P3	21-Jan-22	0:35:34	\$750	
P3	24-Jan-22	1:05:05	\$750	
P3	31-Jan-22	0:45:30	\$750	
P3	31-Jan-22	0:32:53	\$750	
TOTAL			\$18,250	