



PatientCare EMS Compliance for February 2022

Priority 1 Compliance:	97.73%
Total Calls:	44
Total Late:	01
Priority 2 Compliance:	97.42%
Total Calls:	619
Total Late:	16
Priority 3 Compliance:	92.24%
Total Calls:	722
Total Late:	56
Priority 4 Compliance:	100%
Total Calls:	06
Total Late:	00
Priority 5 Compliance:	97.32%
Total Calls:	149
Total Late:	04

Signature: _____

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

FEBRUARY 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	43	97.73%	603	97.42%	666	92.24%	6	100.00%	145	97.32%	1463	95.00%
late	1	2.27%	16	2.58%	56	7.76%	0	0.00%	4	2.68%	77	5.00%
Grand Total	44	100.00%	619	100.00%	722	100.00%	6	100.00%	149	100.00%	1540	100.00%

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

FEBRUARY 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	12
System Overload	P3	16
System Overload	P5	3
System Overload Total		31
Weather	P2	1
Weather	P3	5
Weather	P5	2
Weather Total		8
Grand Total		39

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.

FEBRUARY 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	12-Feb-22	00:21:45	\$1,000	
P2	18-Feb-22	00:18:48	\$1,000	
P2	20-Feb-22	00:19:35	\$1,000	
P2	25-Feb-22	00:28:38	\$1,000	
P3	01-Feb-22	00:30:50	\$750	
P3	02-Feb-22	00:39:29	\$750	
P3	07-Feb-22	00:32:10	\$750	
P3	09-Feb-22	0:54:14	\$750	
P3	15-Feb-22	0:39:35	\$750	
P3	18-Feb-22	0:47:12	\$750	
P3	25-Feb-22	00:42:32	\$750	
TOTAL			\$9,250	