



PatientCare EMS Compliance for February 2023

Priority 1 Compliance:	100.00%
Total Calls:	32
Total Late:	00
Priority 2 Compliance:	98.64%
Total Calls:	590
Total Late:	08
Priority 3 Compliance:	92.63%
Total Calls:	855
Total Late:	63
Priority 4 Compliance:	100.00%
Total Calls:	13
Total Late:	00
Priority 5 Compliance:	98.18%
Total Calls:	165
Total Late:	03

Signature:  _____

Feb-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	32	100.00%	582	98.64%	792	92.63%	13	100.00%	162	98.18%	1581	95.53%
late	0	0.00%	8	1.36%	63	7.37%	0	0.00%	3	1.82%	74	4.47%
Grand Total	32	100.00%	590	100.00%	855	100.00%	13	100.00%	165	100.00%	1655	100.00%

Compliance met for all priorities for the month of February 2023 / JDC

FEBRUARY 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Other (train delay)	P3	1
Other total		1
Weather	P2	1
Weather	P3	25
Weather Total		26
Overload	P2	7
Overload	P3	19
System Overload Total		26
Directions (caller)	P1	1
Directions (caller)	P3	1
Directions (caller) Total		2
Grand Total		55

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	03-Feb-23	00:22:20	\$1,000	
P2	04-Feb-23	00:18:52	\$1,000	
P2	11-Feb-23	00:29:43	\$1,000	
P3	07-Feb-23	00:57:48	\$750	
P3	08-Feb-23	00:37:26	\$750	
P3	08-Feb-23	01:01:46	\$750	
P3	10-Feb-23	00:34:17	\$750	
P3	14-Feb-23	00:54:39	\$750	
P3	18-Feb-23	00:34:23	\$750	
P3	20-Feb-23	00:33:44	\$750	
P3	27-Feb-23	0:36:34	\$750	
P3	27-Feb-23	0:38:06	\$750	
TOTAL			\$9,750	