



PatientCare EMS Compliance for March 2022

Priority 1 Compliance:	98.04%
Total Calls:	51
Total Late:	01
Priority 2 Compliance:	98.54%
Total Calls:	685
Total Late:	10
Priority 3 Compliance:	93.52%
Total Calls:	849
Total Late:	55
Priority 4 Compliance:	100%
Total Calls:	05
Total Late:	00
Priority 5 Compliance:	97.50%
Total Calls:	160
Total Late:	04

Signature: _____

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

MARCH 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	50	98.04%	675	98.54%	794	93.52%	5	100.00%	156	97.50%	1680	96.00%
late	1	1.96%	10	1.46%	55	6.48%	0	0.00%	4	2.50%	70	4.00%
Grand Total	51	100.00%	685	100.00%	849	100.00%	5	100.00%	160	100.00%	1750	100.00%

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

MARCH 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	3
System Overload	P3	14
System Overload	P5	2
System Overload Total		19
Weather	P3	5
Weather Total		5
Grand Total		24

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.

MARCH 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	08-Mar-22	00:26:32	\$1,000	
P2	30-Mar-22	00:37:36	\$1,000	
P3	03-Mar-22	00:35:31	\$750	
P3	03-Mar-22	00:33:34	\$750	
P3	03-Mar-22	00:50:35	\$750	
P3	08-Mar-22	00:39:12	\$750	
P3	10-Mar-22	00:34:10	\$750	
P3	14-Mar-22	00:31:28	\$750	
P3	18-Mar-22	00:37:07	\$750	
P3	19-Mar-22	01:01:31	\$750	
P3	20-Mar-22	00:37:52	\$750	
P3	22-Mar-22	00:38:53	\$750	
P3	28-Mar-22	00:45:14	\$750	
TOTAL			\$10,250	