



PatientCare EMS Compliance for April 2023

Priority 1 Compliance:	94.74%
Total Calls:	38
Total Late:	2
Priority 2 Compliance:	99.04%
Total Calls:	625
Total Late:	6
Priority 3 Compliance:	90.54%
Total Calls:	962
Total Late:	91
Priority 4 Compliance:	96.43%
Total Calls:	28
Total Late:	1
Priority 5 Compliance:	97.65%
Total Calls:	170
Total Late:	4

Signature: _____ 

Apr-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	36	94.74%	619	99.04%	871	90.54%	27	96.43%	166	97.65%	1719	94.30%
late	2	5.26%	6	0.96%	91	9.46%	1	3.57%	4	2.35%	104	5.70%
Grand Total	38	100.00%	625	100.00%	962	100.00%	28	100.00%	170	100.00%	1823	100.00%

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

APRIL 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	6
Overload	P3	27
Overload	P5	1
System Overload Total		34
Grand Total		34

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.

APRIL 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	01-Apr-23	00:33:02	\$750	
P3	02-Apr-23	00:32:06	\$750	
P3	06-Apr-23	00:33:37	\$750	
P3	06-Apr-23	00:37:11	\$750	
P3	13-Apr-23	00:30:09	\$750	
P3	16-Apr-23	00:40:59	\$750	
P3	17-Apr-23	00:42:18	\$750	
P3	17-Apr-23	00:50:24	\$750	
P3	17-Apr-23	00:31:42	\$750	
P3	18-Apr-23	00:35:52	\$750	
P3	24-Apr-23	00:32:48	\$750	
P3	26-Apr-23	00:36:34	\$750	
P3	28-Apr-23	00:31:28	\$750	
P3	28-Apr-23	00:32:45	\$750	
P4	06-Apr-23	01:54:19	\$500	
TOTAL			\$11,000	