



## PatientCare EMS Compliance for May 2022

Priority 1 Compliance:	100%
Total Calls:	39
Total Late:	00
Priority 2 Compliance:	98.96%
Total Calls:	674
Total Late:	07
Priority 3 Compliance:	93.29%
Total Calls:	820
Total Late:	55
Priority 4 Compliance:	100%
Total Calls:	01
Total Late:	00
Priority 5 Compliance:	97.16%
Total Calls:	176
Total Late:	05

Signature:  \_\_\_\_\_

MAY 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	39	100.00%	667	98.96%	765	93.29%	1	100.00%	171	97.16%	1643	96.08%
late	0	0.00%	7	1.04%	55	6.71%	0	0.00%	5	2.84%	67	3.92%
Grand Total	39	100.00%	674	100.00%	820	100.00%	1	100.00%	176	100.00%	1710	100.00%

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

MAY 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	9
System Overload	P3	28
System Overload	P5	2
System Overload Total		39
Other (storm damage delay)	P2	2
Other (Zuercher failure, storm damage)	P3	3
Other Total		5
Weather	P2	3
Weather	P3	5
Weather	P5	2
Weather Total		10
Grand Total		54

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.

MAY 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	03-May-22	00:19:49	\$1,000	
P2	09-May-22	00:28:58	\$1,000	
P2	13-May-22	00:21:57	\$1,000	
P3	01-May-22	00:36:22	\$750	
P3	03-May-22	00:32:52	\$750	
P3	10-May-22	00:31:23	\$750	
P3	18-May-22	00:39:08	\$750	
P3	25-May-22	00:33:03	\$750	
TOTAL			\$6,750	