



PatientCare EMS Compliance for May 2023

Priority 1 Compliance:	100%
Total Calls:	44
Total Late:	0
Priority 2 Compliance:	97.12%
Total Calls:	590
Total Late:	17
Priority 3 Compliance:	89.25%
Total Calls:	1135
Total Late:	122
Priority 4 Compliance:	100%
Total Calls:	28
Total Late:	0
Priority 5 Compliance:	95.31%
Total Calls:	213
Total Late:	10

Signature: _____

May-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	44	100.00%	573	97.12%	1013	89.25%	28	100.00%	203	95.31%	1861	92.59%
late	0	0.00%	17	2.88%	122	10.75%	0	0.00%	10	4.69%	149	7.41%
Grand Total	44	100.00%	590	100.00%	1135	100.00%	28	100.00%	213	100.00%	2010	100.00%

Compliance met for P1, P2, P4 and P5 for the month of May 2023 / JDC

MAY 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	8
System Overload	P3	69
System Overload	P4	1
System Overload	P5	2
System Overload Total		80
Grand Total		80

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	01-May-23	00:19:26	\$1,000	
P2	06-May-23	01:12:45	\$1,000	
P2	06-May-23	00:22:38	\$1,000	
P2	08-May-23	00:24:20	\$1,000	
P2	18-May-23	00:37:42	\$1,000	
P2	28-May-23	00:54:28	\$1,000	
P3	01-May-23	00:35:15	\$750	
P3	02-May-23	00:30:49	\$750	
P3	05-May-23	00:41:44	\$750	
P3	05-May-23	00:37:56	\$750	
P3	06-May-23	00:36:38	\$750	
P3	06-May-23	00:38:16	\$750	
P3	08-May-23	00:47:41	\$750	
P3	10-May-23	00:33:46	\$750	
P3	11-May-23	00:52:09	\$750	
P3	12-May-23	00:31:15	\$750	
P3	16-May-23	00:36:44	\$750	
P3	18-May-23	00:49:44	\$750	
P3	18-May-23	00:31:00	\$750	
P3	22-May-23	00:37:53	\$750	
P3	28-May-23	00:35:34	\$750	
P3	28-May-23	00:30:30	\$750	
TOTAL			\$18,000	

MAY 2023 RESPONSE TIME PENALTY

Final Priority	Compliance	Fine
P3	89.25%	\$5,000