



## PatientCare EMS Compliance for June 2022

Priority 1 Compliance:	100%
Total Calls:	35
Total Late:	00
Priority 2 Compliance:	98.81%
Total Calls:	670
Total Late:	08
Priority 3 Compliance:	93.34%
Total Calls:	856
Total Late:	57
Priority 4 Compliance:	100%
Total Calls:	01
Total Late:	00
Priority 5 Compliance:	98.80%
Total Calls:	166
Total Late:	02

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

## JUNE 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	35	100.00%	662	98.81%	799	93.34%	1	100.00%	164	98.80%	1661	96.12%
late	0	0.00%	8	1.19%	57	6.66%	0	0.00%	2	1.20%	67	3.88%
Grand Total	35	100.00%	670	100.00%	856	100.00%	1	100.00%	166	100.00%	1728	100.00%

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

JUNE 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	4
System Overload	P3	31
System Overload	P5	1
System Overload Total		<u>36</u>
Other (Incorrect unit rec)	P1	1
Other (street closures and unit recs)	P3	4
Other Total		<u>5</u>
<b>Grand Total</b>		<b>41</b>

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.

## JUNE 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	13-Jun-22	00:20:37	\$1,000	
P3	01-Jun-22	00:34:19	\$750	
P3	01-Jun-22	00:36:23	\$750	
P3	02-Jun-22	00:31:06	\$750	
P3	03-Jun-22	00:33:08	\$750	
P3	05-Jun-22	00:37:56	\$750	
P3	08-Jun-22	00:31:10	\$750	
P3	20-Jun-22	00:30:35	\$750	
TOTAL			\$6,250	