



## PatientCare EMS Compliance for June 2023

Priority 1 Compliance:	96.43%
Total Calls:	28
Total Late:	1
Priority 2 Compliance:	96.23%
Total Calls:	557
Total Late:	21
Priority 3 Compliance:	90.09%
Total Calls:	1110
Total Late:	110
Priority 4 Compliance:	96.00%
Total Calls:	25
Total Late:	1
Priority 5 Compliance:	93.59%
Total Calls:	234
Total Late:	15

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

Jun-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	27	96.43%	536	96.23%	1000	90.09%	24	96.00%	219	93.59%	1806	92.43%
late	1	3.57%	21	3.77%	110	9.91%	1	4.00%	15	6.41%	148	7.57%
Grand Total	28	100.00%	557	100.00%	1110	100.00%	25	100.00%	234	100.00%	1954	100.00%

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

JUNE 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P1	1
Overload	P2	6
Overload	P3	51
Overload	P4	1
Overload	P5	5
<b>System Overload Total</b>		<b>64</b>
Other (CAD downtime, no data available)	P1	1
Other (duplicate; traffic backup due to accident - no other route available)	P3	2
<b>Other Total</b>		<b>3</b>
<b>Grand Total</b>		<b>67</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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	14-Jun-23	00:46:16	\$1,000	
P2	15-Jun-23	00:21:06	\$1,000	
P2	16-Jun-23	00:21:40	\$1,000	
P2	18-Jun-23	00:23:21	\$1,000	
P2	27-Jun-23	00:19:22	\$1,000	
P2	28-Jun-23	00:28:31	\$1,000	
P2	29-Jun-23	00:19:05	\$1,000	
P2	29-Jun-23	00:22:48	\$1,000	
P2	29-Jun-23	00:18:31	\$1,000	
P2	29-Jun-23	00:39:02	\$1,000	
P3	01-Jun-23	00:50:24	\$750	
P3	01-Jun-23	00:32:48	\$750	
P3	01-Jun-23	00:31:22	\$750	
P3	02-Jun-23	00:36:06	\$750	
P3	05-Jun-23	00:43:53	\$750	
P3	05-Jun-23	0:31:39	\$750	
P3	05-Jun-23	0:49:09	\$750	
P3	05-Jun-23	0:52:22	\$750	
P3	05-Jun-23	1:03:06	\$750	
P3	05-Jun-23	0:50:03	\$750	
P3	07-Jun-23	0:35:44	\$750	
P3	13-Jun-23	0:41:21	\$750	
P3	14-Jun-23	0:33:49	\$750	
P3	15-Jun-23	0:35:32	\$750	
P3	16-Jun-23	0:33:28	\$750	
P3	16-Jun-23	0:30:05	\$750	
P3	17-Jun-23	0:41:57	\$750	
P3	19-Jun-23	0:40:26	\$750	
P3	22-Jun-23	0:32:11	\$750	
P3	24-Jun-23	0:34:46	\$750	
P3	29-Jun-23	1:09:38	\$750	
P3	29-Jun-23	0:56:43	\$750	
P3	29-Jun-23	1:07:20	\$750	
P4	07-Jun-23	01:42:02	\$500	
TOTAL			\$27,750	