



## PatientCare EMS Compliance for July 2022

Priority 1 Compliance:	100%
Total Calls:	46
Total Late:	00
Priority 2 Compliance:	99.34%
Total Calls:	609
Total Late:	04
Priority 3 Compliance:	92.00%
Total Calls:	988
Total Late:	79
Priority 4 Compliance:	100%
Total Calls:	08
Total Late:	00
Priority 5 Compliance:	95.78%
Total Calls:	166
Total Late:	07

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

JULY 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	46	100.00%	605	99.34%	909	92.00%	8	100.00%	159	95.78%	1727	95.05%
late	0	0.00%	4	0.66%	79	8.00%	0	0.00%	7	4.22%	90	4.95%
Grand Total	46	100.00%	609	100.00%	988	100.00%	8	100.00%	166	100.00%	1817	100.00%

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

JULY 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload Total	P2	6
System Overload Total	P3	28
System Overload Total		34
Other (multiple road closures)	P2	1
Other (Zuercher Upgrade issues)	P3	3
Other (multiple road closures)	P3	4
Other Total		8
Grand Total		42

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.

JULY 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	04-Jul-22	00:33:40	\$750	
P3	06-Jul-22	00:31:49	\$750	
P3	09-Jul-22	00:43:46	\$750	
P3	11-Jul-22	01:06:28	\$750	
P3	11-Jul-22	00:43:46	\$750	
P3	11-Jul-22	00:35:15	\$750	
P3	12-Jul-22	00:32:06	\$750	
P3	20-Jul-22	00:45:44	\$750	
P3	30-Jul-22	00:32:02	\$750	
TOTAL			\$6,750	