



PatientCare EMS Compliance for July 2023

Priority 1 Compliance:	100%
Total Calls:	26
Total Late:	0
Priority 2 Compliance:	97.72%
Total Calls:	526
Total Late:	12
Priority 3 Compliance:	91.58%
Total Calls:	1116
Total Late:	94
Priority 4 Compliance:	100%
Total Calls:	11
Total Late:	0
Priority 5 Compliance:	94.23%
Total Calls:	208
Total Late:	12

Signature: _____

Jul-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	26	100.00%	514	97.72%	1022	91.58%	11	100.00%	196	94.23%	1769	93.75%
late	0	0.00%	12	2.28%	94	8.42%	0	0.00%	12	5.77%	118	6.25%
Grand Total	26	100.00%	526	100.00%	1116	100.00%	11	100.00%	208	100.00%	1887	100.00%

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

JULY 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P1	1
Overload	P2	3
Overload	P3	26
System Overload Total		30
Other (tied up on mutual aid)	P3	2
Other Total		2
Grand Total		32

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	02-Jul-23	00:18:45	\$1,000	
P2	05-Jul-23	00:23:02	\$1,000	
P2	19-Jul-23	00:18:19	\$1,000	
P3	07-Jul-23	00:58:13	\$750	
P3	09-Jul-23	00:44:06	\$750	
P3	09-Jul-23	00:44:59	\$750	
P3	09-Jul-23	00:42:07	\$750	
P3	09-Jul-23	00:50:14	\$750	
P3	10-Jul-23	00:42:45	\$750	
P3	19-Jul-23	00:30:55	\$750	
P3	21-Jul-23	00:49:43	\$750	
P3	25-Jul-23	00:38:17	\$750	
P3	28-Jul-23	00:34:51	\$750	
TOTAL			\$10,500	