



PatientCare EMS Compliance for August 2022

Priority 1 Compliance:	100%
Total Calls:	39
Total Late:	00
Priority 2 Compliance:	97.97%
Total Calls:	688
Total Late:	14
Priority 3 Compliance:	93.03%
Total Calls:	832
Total Late:	58
Priority 4 Compliance:	100%
Total Calls:	07
Total Late:	00
Priority 5 Compliance:	94.55%
Total Calls:	165
Total Late:	09

Signature:  _____

AUGUST 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	39	100.00%	674	97.97%	774	93.03%	7	100.00%	156	94.55%	1650	95.32%
late	0	0.00%	14	2.03%	58	6.97%	0	0.00%	9	5.45%	81	4.68%
Grand Total	39	100.00%	688	100.00%	832	100.00%	7	100.00%	165	100.00%	1731	100.00%

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

AUGUST 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	3
System Overload	P3	27
System Overload	P5	2
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System Overload Total		32
Other (Zuercher incorrect unit recommendation)	P2	1
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Other Total		1
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Grand Total		33

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 delay 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.

AUGUST 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	10-Aug-22	00:23:19	\$1,000	
P2	23-Aug-22	00:19:05	\$1,000	
P2	23-Aug-22	00:18:00	\$1,000	
P3	01-Aug-22	00:35:30	\$750	
P3	02-Aug-22	00:56:05	\$750	
P3	02-Aug-22	0:43:52	\$750	
P3	03-Aug-22	0:45:22	\$750	
P3	10-Aug-22	0:32:38	\$750	
P3	10-Aug-22	0:32:24	\$750	
P3	14-Aug-22	0:32:14	\$750	
P3	19-Aug-22	0:35:14	\$750	
P3	22-Aug-22	0:34:11	\$750	
TOTAL			\$9,750	