



PatientCare EMS Compliance for August 2023

| | |
|------------------------|--------|
| Priority 1 Compliance: | 100% |
| Total Calls: | 24 |
| Total Late: | 0 |
| Priority 2 Compliance: | 98.21% |
| Total Calls: | 558 |
| Total Late: | 10 |
| Priority 3 Compliance: | 91.45% |
| Total Calls: | 1111 |
| Total Late: | 95 |
| Priority 4 Compliance: | 100% |
| Total Calls: | 20 |
| Total Late: | 0 |
| Priority 5 Compliance: | 96.59% |
| Total Calls: | 205 |
| Total Late: | 7 |

Signature: _____

Aug-23

| | P1 | P1 % | P2 | P2 % | P3 | P3 % | P4 | P4 % | P5 | P5% | Total | Percent |
|-------------|----|---------|-----|---------|------|---------|----|---------|-----|---------|-------|---------|
| not late | 24 | 100.00% | 548 | 98.21% | 1016 | 91.45% | 20 | 100.00% | 198 | 96.59% | 1806 | 94.16% |
| late | 0 | 0.00% | 10 | 1.79% | 95 | 8.55% | 0 | 0.00% | 7 | 3.41% | 112 | 5.84% |
| Grand Total | 24 | 100.00% | 558 | 100.00% | 1111 | 100.00% | 20 | 100.00% | 205 | 100.00% | 1918 | 100.00% |

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

AUGUST 2023 EXEMPTIONS APPROVED

| Exemption Reason | Final Priority | Calls |
|-------------------------------------|----------------|-------|
| Overload | P1 | 1 |
| Overload | P2 | 11 |
| Overload | P3 | 41 |
| Overload | P4 | 1 |
| Overload | P5 | 2 |
| System Overload Total | | 56 |
| Other (miscommunication with Metro) | | 1 |
| Other Total | | 1 |
| Grand Total | | 57 |

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.

AUGUST 2023 OUTLIER REPORT

| Final Priority | DATE | Final RT | Fine | Notes |
|----------------|-----------|----------|----------|-------|
| P2 | 13-Aug-23 | 00:20:36 | \$1,000 | |
| P2 | 24-Aug-23 | 00:21:46 | \$1,000 | |
| P2 | 30-Aug-23 | 00:18:24 | \$1,000 | |
| P2 | 31-Aug-23 | 00:21:38 | \$1,000 | |
| P3 | 02-Aug-23 | 00:37:57 | \$750 | |
| P3 | 06-Aug-23 | 00:32:30 | \$750 | |
| P3 | 09-Aug-23 | 00:57:21 | \$750 | |
| P3 | 09-Aug-23 | 00:53:07 | \$750 | |
| P3 | 11-Aug-23 | 00:42:13 | \$750 | |
| P3 | 14-Aug-23 | 00:30:17 | \$750 | |
| P3 | 14-Aug-23 | 00:41:01 | \$750 | |
| P3 | 14-Aug-23 | 00:39:17 | \$750 | |
| P3 | 15-Aug-23 | 00:49:51 | \$750 | |
| P3 | 15-Aug-23 | 00:41:43 | \$750 | |
| P3 | 15-Aug-23 | 00:30:22 | \$750 | |
| P3 | 15-Aug-23 | 00:38:40 | \$750 | |
| P3 | 16-Aug-23 | 00:39:39 | \$750 | |
| P3 | 16-Aug-23 | 00:39:02 | \$750 | |
| P3 | 18-Aug-23 | 00:36:48 | \$750 | |
| P3 | 23-Aug-23 | 00:38:21 | \$750 | |
| P3 | 23-Aug-23 | 00:41:01 | \$750 | |
| P3 | 24-Aug-23 | 00:33:51 | \$750 | |
| P3 | 27-Aug-23 | 00:30:26 | \$750 | |
| P3 | 27-Aug-23 | 00:30:05 | \$750 | |
| P3 | 28-Aug-23 | 00:31:55 | \$750 | |
| P3 | 30-Aug-23 | 00:35:45 | \$750 | |
| P3 | 31-Aug-23 | 00:33:18 | \$750 | |
| P3 | 31-Aug-23 | 00:54:03 | \$750 | |
| TOTAL | | | \$22,000 | |