



## PatientCare EMS Compliance for September 2022

Priority 1 Compliance:	100%
Total Calls:	33
Total Late:	00
Priority 2 Compliance:	98.48%
Total Calls:	656
Total Late:	10
Priority 3 Compliance:	95.00%
Total Calls:	860
Total Late:	43
Priority 4 Compliance:	100%
Total Calls:	06
Total Late:	00
Priority 5 Compliance:	96.79%
Total Calls:	156
Total Late:	05

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

SEPTEMBER 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	33	100.00%	646	98.48%	817	95.00%	6	100.00%	151	96.79%	1653	96.61%
late	0	0.00%	10	1.52%	43	5.00%	0	0.00%	5	3.21%	58	3.39%
Grand Total	33	100.00%	656	100.00%	860	100.00%	6	100.00%	156	100.00%	1711	100.00%

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

SEPTEMBER 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	5
Overload	P3	33
Overload	P5	4
System Overload Total		42
Other (diversion error and train delay)	P3	2
Other Total		2
Grand Total		44

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.

SEPTEMBER 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	08-Sep-22	00:35:03	\$750	
P3	15-Sep-22	00:34:11	\$750	
P3	22-Sep-22	0:35:04	\$750	
TOTAL			\$2,250	