



## PatientCare EMS Compliance for September 2023

Priority 1 Compliance:	100%
Total Calls:	37
Total Late:	0
Priority 2 Compliance:	96.35%
Total Calls:	520
Total Late:	19
Priority 3 Compliance:	90.51%
Total Calls:	1148
Total Late:	109
Priority 4 Compliance:	95.83%
Total Calls:	24
Total Late:	1
Priority 5 Compliance:	95.73%
Total Calls:	234
Total Late:	10

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

Sep-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	37	100.00%	501	96.35%	1039	90.51%	23	95.83%	224	95.73%	1824	92.92%
late	0	0.00%	19	3.65%	109	9.49%	1	4.17%	10	4.27%	139	7.08%
Grand Total	37	100.00%	520	100.00%	1148	100.00%	24	100.00%	234	100.00%	1963	100.00%

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

SEPTEMBER 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	5
Overload	P3	49
Overload	P4	1
Overload	P5	5
System Overload Total		60
Other (unable to access on interstate)	P1	1
Other (train)	P3	1
Other Total		2
Grand Total		62

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	07-Sep-23	00:20:42	\$1,000	
P2	08-Sep-23	00:19:49	\$1,000	
P2	27-Sep-23	00:22:48	\$1,000	
P2	28-Sep-23	00:28:07	\$1,000	
P3	04-Sep-23	00:32:07	\$750	
P3	06-Sep-23	00:35:59	\$750	
P3	07-Sep-23	01:08:44	\$750	
P3	07-Sep-23	01:31:37	\$750	
P3	07-Sep-23	00:30:35	\$750	
P3	08-Sep-23	0:51:53	\$750	
P3	09-Sep-23	0:44:17	\$750	
P3	10-Sep-23	0:30:50	\$750	
P3	10-Sep-23	0:31:37	\$750	
P3	12-Sep-23	00:35:30	\$750	
P3	14-Sep-23	00:37:15	\$750	
P3	15-Sep-23	00:37:13	\$750	
P3	15-Sep-23	00:36:34	\$750	
P3	26-Sep-23	00:41:08	\$750	
P3	26-Sep-23	00:31:11	\$750	
P3	26-Sep-23	00:35:47	\$750	
P3	28-Sep-23	00:40:44	\$750	
P3	28-Sep-23	00:44:49	\$750	
P3	28-Sep-23	00:30:42	\$750	
P3	29-Sep-23	00:45:06	\$750	
P3	29-Sep-23	01:09:33	\$750	
P3	30-Sep-23	00:31:02	\$750	
P4	07-Sep-23	02:03:07	\$500	
TOTAL			\$21,000	