



PatientCare EMS Compliance for October 2023

Priority 1 Compliance:	100%
Total Calls:	33
Total Late:	0
Priority 2 Compliance:	96.28%
Total Calls:	592
Total Late:	22
Priority 3 Compliance:	91.27%
Total Calls:	1008
Total Late:	88
Priority 4 Compliance:	93.10%
Total Calls:	29
Total Late:	2
Priority 5 Compliance:	95.18%
Total Calls:	228
Total Late:	11

Signature: _____

Oct-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	33	100.00%	570	96.28%	920	91.27%	27	93.10%	217	95.18%	1767	93.49%
late	0	0.00%	22	3.72%	88	8.73%	2	6.90%	11	4.82%	123	6.51%
Grand Total	33	100.00%	592	100.00%	1008	100.00%	29	100.00%	228	100.00%	1890	100.00%

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

OCTOBER 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	7
Overload	P3	35
Overload	P4	1
Overload	P5	5
System Overload Total		48
Other (train, unavidable traffic)	P3	2
Other Total		2
Grand Total		50

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.

OCTOBER 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	03-Oct-23	00:24:49	\$1,000	
P2	07-Oct-23	00:20:26	\$1,000	
P2	09-Oct-23	00:19:13	\$1,000	
P2	09-Oct-23	00:32:32	\$1,000	
P2	09-Oct-23	0:35:16	\$1,000	
P2	17-Oct-23	00:24:37	\$1,000	
P2	28-Oct-23	00:24:39	\$1,000	
P3	08-Oct-23	00:38:42	\$750	
P3	09-Oct-23	00:33:05	\$750	
P3	09-Oct-23	01:02:47	\$750	
P3	09-Oct-23	00:56:55	\$750	
P3	09-Oct-23	00:50:00	\$750	
P3	09-Oct-23	00:32:12	\$750	
P3	10-Oct-23	0:32:40	\$750	
P3	10-Oct-23	0:43:28	\$750	
P3	13-Oct-23	0:45:04	\$750	
P3	16-Oct-23	0:36:49	\$750	
P3	16-Oct-23	0:31:58	\$750	
P3	20-Oct-23	0:31:08	\$750	
P3	20-Oct-23	0:33:53	\$750	
P3	20-Oct-23	0:40:32	\$750	
P3	21-Oct-23	0:42:34	\$750	
P3	27-Oct-23	0:38:24	\$750	
P3	28-Oct-23	0:37:50	\$750	
TOTAL			\$19,750	