



PatientCare EMS Compliance for November 2022

Priority 1 Compliance:	97.92%
Total Calls:	48
Total Late:	01
Priority 2 Compliance:	99.05%
Total Calls:	634
Total Late:	06
Priority 3 Compliance:	93.68%
Total Calls:	791
Total Late:	50
Priority 4 Compliance:	100%
Total Calls:	19
Total Late:	00
Priority 5 Compliance:	98.77%
Total Calls:	163
Total Late:	02

Signature:  _____

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	47	97.92%	628	99.05%	741	93.68%	19	100.00%	161	98.77%	1596	96.44%
late	1	2.08%	6	0.95%	50	6.32%	0	0.00%	2	1.23%	59	3.56%
Grand Total	48	100.00%	634	100.00%	791	100.00%	19	100.00%	163	100.00%	1655	100.00%

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

NOVEMBER 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	5
System Overload	P3	15
System Overload	P5	2
System Overload Total		22
Other (train)	P2	1
Other (weather, mutal aid, order)	P3	3
Other (not an amb call)	P5	1
Other Total		5
Weather	P2	2
Weather	P3	7
Weather	P5	1
Weather Total		10
Grand Total		37

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.

NOVEMBER 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	22-Nov-22	00:25:24	\$1,000	
P3	06-Nov-22	00:45:41	\$750	
P3	19-Nov-22	00:40:28	\$750	
P3	19-Nov-22	00:40:23	\$750	
P3	25-Nov-22	00:32:00	\$750	
TOTAL			\$4,000	