



PatientCare EMS Compliance for November 2023

Priority 1 Compliance:	97.56%
Total Calls:	41
Total Late:	1
Priority 2 Compliance:	97.66%
Total Calls:	598
Total Late:	14
Priority 3 Compliance:	91.09%
Total Calls:	965
Total Late:	86
Priority 4 Compliance:	95.65%
Total Calls:	23
Total Late:	1
Priority 5 Compliance:	94.04%
Total Calls:	218
Total Late:	13

Signature: _____

Nov-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	40	97.56%	584	97.66%	879	91.09%	22	95.65%	205	94.04%	1730	93.77%
late	1	2.44%	14	2.34%	86	8.91%	1	4.35%	13	5.96%	115	6.23%
Grand Total	41	100.00%	598	100.00%	965	100.00%	23	100.00%	218	100.00%	1845	100.00%

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

NOVEMBER 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P1	2
Overload	P2	6
Overload	P3	44
Overload	P5	1
System Overload Total		53
Other	P3	1
Other Total		1
Directions (caller)	P3	1
Directions (caller)		1
Grand Total		55

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	04-Nov-23	00:19:26	\$1,000
P3	02-Nov-23	00:39:08	\$750
P3	02-Nov-23	00:32:23	\$750
P3	03-Nov-23	00:38:47	\$750
P3	08-Nov-23	00:36:26	\$750
P3	09-Nov-23	00:32:04	\$750
P3	09-Nov-23	00:30:22	\$750
P3	12-Nov-23	00:32:32	\$750
P3	13-Nov-23	01:00:19	\$750
P3	22-Nov-23	00:44:50	\$750
P3	22-Nov-23	00:42:28	\$750
P3	22-Nov-23	0:30:17	\$750
P3	22-Nov-23	01:09:10	\$750
P3	22-Nov-23	00:37:26	\$750
P3	23-Nov-23	00:32:12	\$750
P3	25-Nov-23	00:30:21	\$750
P3	28-Nov-23	00:31:57	\$750
P3	30-Nov-23	00:35:54	\$750
P4	22-Nov-23	00:35:35	\$500
TOTAL			\$14,250