



PatientCare EMS Compliance for December 2022

Priority 1 Compliance:	100.00%
Total Calls:	40
Total Late:	00
Priority 2 Compliance:	98.96%
Total Calls:	670
Total Late:	07
Priority 3 Compliance:	94.03%
Total Calls:	971
Total Late:	58
Priority 4 Compliance:	100.00%
Total Calls:	10
Total Late:	00
Priority 5 Compliance:	96.00%
Total Calls:	175
Total Late:	07

Signature:  _____

DECEMBER 2022 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	40	100.00%	663	98.96%	913	94.03%	10	100.00%	168	96.00%	1794	96.14%
late	0	0.00%	7	1.04%	58	5.97%	0	0.00%	7	4.00%	72	3.86%
Grand Total	40	100.00%	670	100.00%	971	100.00%	10	100.00%	175	100.00%	1866	100.00%

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

DECEMBER 2022 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	12
System Overload	P3	39
System Overload	P5	3
System Overload Total		54
Other (late due to tied up on mutual aid)		1
Other Total		1
Weather	P1	3
Weather	P2	27
Weather	P3	66
Weather	P5	3
Weather Total		99
Grand Total		154

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.

DECEMBER 2022 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	10-Dec-22	00:21:12	\$1,000	
P2	20-Dec-22	00:20:34	\$1,000	
P3	05-Dec-22	00:33:08	\$750	
P3	10-Dec-22	00:59:04	\$750	
P3	10-Dec-22	00:33:50	\$750	
P3	10-Dec-22	00:39:47	\$750	
P3	10-Dec-22	00:50:42	\$750	
P3	19-Dec-22	00:39:38	\$750	
P3	19-Dec-22	00:43:58	\$750	
P3	19-Dec-22	00:31:12	\$750	
P3	19-Dec-22	00:50:12	\$750	
P3	30-Dec-22	00:33:01	\$750	
P3	30-Dec-22	0:32:01	\$750	
TOTAL			\$10,250	