



PatientCare EMS Compliance for December 2023

Priority 1 Compliance:	100%
Total Calls:	39
Total Late:	0
Priority 2 Compliance:	98.64%
Total Calls:	590
Total Late:	8
Priority 3 Compliance:	90.60%
Total Calls:	1128
Total Late:	106
Priority 4 Compliance:	100%
Total Calls:	18
Total Late:	0
Priority 5 Compliance:	97.55%
Total Calls:	245
Total Late:	6

Signature: _____

Dec-23

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	39	100.00%	582	98.64%	1022	90.60%	18	100.00%	239	97.55%	1900	94.06%
late	0	0.00%	8	1.36%	106	9.40%	0	0.00%	6	2.45%	120	5.94%
Grand Total	39	100.00%	590	100.00%	1128	100.00%	18	100.00%	245	100.00%	2020	100.00%

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

DECEMBER 2023 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	3
System Overload	P3	40
System Overload	P5	3
System Overload Total		46
Grand Total		46

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 2023 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P3	07-Dec-23	00:39:39	\$750
P3	08-Dec-23	00:31:59	\$750
P3	15-Dec-23	00:33:42	\$750
P3	16-Dec-23	00:38:40	\$750
P3	19-Dec-23	00:40:33	\$750
P3	19-Dec-23	00:45:24	\$750
P3	20-Dec-23	00:42:22	\$750
P3	20-Dec-23	00:34:33	\$750
P3	24-Dec-23	00:32:04	\$750
P3	26-Dec-23	00:43:30	\$750
P3	26-Dec-23	00:50:21	\$750
P3	26-Dec-23	00:48:18	\$750
P3	26-Dec-23	00:31:49	\$750
P3	27-Dec-23	00:32:40	\$750
P3	27-Dec-23	00:34:30	\$750
P3	27-Dec-23	00:32:33	\$750
P3	29-Dec-23	00:40:50	\$750
P3	30-Dec-23	00:31:18	\$750
TOTAL			\$13,500