



## PatientCare EMS Compliance for February 2024

Priority 1 Compliance:	97.22%
Total Calls:	36
Total Late:	1
Priority 2 Compliance:	96.08%
Total Calls:	586
Total Late:	23
Priority 3 Compliance:	90.30%
Total Calls:	1082
Total Late:	105
Priority 4 Compliance:	92.86%
Total Calls:	28
Total Late:	2
Priority 5 Compliance:	93.69%
Total Calls:	222
Total Late:	14

Signature:  \_\_\_\_\_

Feb-24

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	35	97.22%	563	96.08%	977	90.30%	26	92.86%	208	93.69%	1809	92.58%
late	1	2.78%	23	3.92%	105	9.70%	2	7.14%	14	6.31%	145	7.42%
Grand Total	36	100.00%	586	100.00%	1082	100.00%	28	100.00%	222	100.00%	1954	100.00%

Compliance met for all priorities for the month of February 2024 / JDC

FEBRUARY 2024 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	4
Overload	P3	32
Overload	P4	2
Overload	P5	5
System Overload Total		43
Weather	P2	2
Weather	P3	8
Weather	P5	1
Weather Total		11
Other (Train delay)	P3	1
Other Total		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.

FEBRUARY 2024 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	05-Feb-24	00:23:05	\$1,000
P2	05-Feb-24	00:24:56	\$1,000
P2	05-Feb-24	00:23:37	\$1,000
P2	21-Feb-24	00:25:32	\$1,000
P2	21-Feb-24	00:25:32	\$1,000
P2	24-Feb-24	0:24:14	\$1,000
P3	02-Feb-24	00:31:45	\$750
P3	03-Feb-24	00:40:29	\$750
P3	03-Feb-24	00:35:08	\$750
P3	05-Feb-24	00:44:13	\$750
P3	05-Feb-24	00:39:53	\$750
P3	05-Feb-24	00:42:33	\$750
P3	07-Feb-24	00:32:54	\$750
P3	07-Feb-24	00:39:05	\$750
P3	12-Feb-24	00:36:05	\$750
P3	16-Feb-24	00:43:03	\$750
P3	16-Feb-24	00:52:04	\$750
P3	20-Feb-24	00:36:48	\$750
P3	20-Feb-24	00:31:17	\$750
P3	20-Feb-24	00:33:29	\$750
P3	21-Feb-24	00:42:40	\$750
P3	21-Feb-24	00:45:27	\$750
P3	21-Feb-24	00:38:17	\$750
P3	23-Feb-24	00:33:22	\$750
P3	23-Feb-24	00:54:05	\$750
P3	23-Feb-24	00:32:10	\$750
P3	29-Feb-24	00:35:28	\$750
P4	15-Feb-24	01:45:21	\$500
P4	22-Feb-24	01:20:51	\$500
TOTAL			\$22,750