



PatientCare EMS Compliance for June 2025

Priority 1 Compliance:	100%
Total Calls:	37
Total Late:	0
Priority 2 Compliance:	98.87%
Total Calls:	618
Total Late:	7
Priority 3 Compliance:	95.15%
Total Calls:	1258
Total Late:	61
Priority 4 Compliance:	100%
Total Calls:	20
Total Late:	0
Priority 5 Compliance:	98.66%
Total Calls:	224
Total Late:	3

Signature: _____


Jun-25

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	37	100.00%	611	98.87%	1197	95.15%	20	100.00%	221	98.66%	2086	96.71%
late	0	0.00%	7	1.13%	61	4.85%	0	0.00%	3	1.34%	71	3.29%
Grand Total	37	100.00%	618	100.00%	1258	100.00%	20	100.00%	224	100.00%	2157	100.00%

Compliance met for all priorities for the month of JUNE 2025 / JDC

JUNE 2025 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	3
Overload	P3	21
Overload	P4	1
System Overload Total		25
Other	P3	1
Other Total		1
Grand Total		26

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.

JUNE 2025 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P3	6/5/2025	0:47:04	\$750
P3	6/20/2025	0:39:53	\$750
P3	6/20/2025	0:32:06	\$750
P3	6/20/2025	0:31:33	\$750
P3	6/24/2025	0:41:24	\$750
TOTAL			\$3,750