



## PatientCare EMS Compliance for March 2026

Priority 1 Compliance:	96.55%
Total Calls:	29
Total Late:	1
Priority 2 Compliance:	98.74%
Total Calls:	712
Total Late:	9
Priority 3 Compliance:	92.89%
Total Calls:	1195
Total Late:	85
Priority 4 Compliance:	100%
Total Calls:	30
Total Late:	0
Priority 5 Compliance:	95.86%
Total Calls:	266
Total Late:	11

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

Mar-26

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	28	96.55%	703	98.74%	1110	92.89%	30	100.00%	255	95.86%	2126	95.25%
late	1	3.45%	9	1.26%	85	7.11%	0	0.00%	11	4.14%	106	4.75%
Grand Total	29	100.00%	712	100.00%	1195	100.00%	30	100.00%	266	100.00%	2232	100.00%

Compliance met for all priorities for the month of MARCH 2026 / JDC

MARCH 2026 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	6
Overload	P3	22
Overload	P5	2
System Overload Total		30
Weather	P2	2
Weather	P3	16
Weather Total		18
Other	P3	1
Other Total		1
Grand Total		49

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.

MARCH 2026 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	3/25/2026	0:19:33	\$1,000
P3	3/3/2026	0:33:09	\$750
P3	3/4/2026	0:45:18	\$750
P3	3/4/2026	0:50:24	\$750
P3	3/4/2026	0:42:18	\$750
P3	3/4/2026	1:17:56	\$750
P3	3/4/2026	0:45:14	\$750
P3	3/4/2026	0:50:54	\$750
P3	3/4/2026	0:31:27	\$750
P3	3/5/2026	0:42:08	\$750
P3	3/7/2026	0:47:55	\$750
P3	3/7/2026	0:30:13	\$750
P3	3/8/2026	0:33:02	\$750
P3	3/8/2026	0:33:07	\$750
P3	3/12/2026	0:33:54	\$750
P3	3/20/2026	0:34:52	\$750
P3	3/23/2026	0:30:41	\$750
P3	3/26/2026	0:31:59	\$750
TOTAL			\$13,750