



PatientCare EMS Compliance for April 2026

Priority 1 Compliance:	100%
Total Calls:	37
Total Late:	0
Priority 2 Compliance:	99.00%
Total Calls:	699
Total Late:	7
Priority 3 Compliance:	94.52%
Total Calls:	1150
Total Late:	63
Priority 4 Compliance:	100%
Total Calls:	20
Total Late:	0
Priority 5 Compliance:	95.41%
Total Calls:	283
Total Late:	13

Signature:  _____

Apr-26

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	37	100.00%	692	99.00%	1087	94.52%	20	100.00%	270	95.41%	2106	96.21%
late	0	0.00%	7	1.00%	63	5.48%	0	0.00%	13	4.59%	83	3.79%
Grand Total	37	100.00%	699	100.00%	1150	100.00%	20	100.00%	283	100.00%	2189	100.00%

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

APRIL 2026 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Overload	P2	9
Overload	P3	28
Overload	P5	2
System Overload Total		39
Other	P3	1
Other Total		1
Grand Total		40

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.

APRIL 2026 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	4/23/2026	0:22:26	\$1,000
P2	4/29/2026	0:22:06	\$1,000
P3	4/1/2026	0:39:23	\$750
P3	4/5/2026	0:32:27	\$750
P3	4/10/2026	0:34:17	\$750
P3	4/16/2026	0:33:20	\$750
P3	4/21/2026	0:51:43	\$750
P3	4/25/2026	0:39:34	\$750
P3	4/28/2026	0:30:39	\$750
TOTAL			\$7,250