



PatientCare EMS Compliance for May 2026

911 Emergent Call Compliance:	98.43%
Total Calls:	688
Total Late:	11

911 Non-Emergent Call Compliance:	97.41%
Total Calls:	1127
Total Late:	30

Transfer Non-Emergent Call Compliance:	97.29%
Total Calls:	287
Total Late:	8

Signature: Nicole Hammon

May-26

	911 Emergent		911 Non-Emergent		Non-Emergency Transfer		Total	
	Count	%	Count	%	Count	%	Count	Total %
LATE								
NO	688	98.43%	1127	97.41%	287	97.29%	2102	97.72%
YES	11	1.57%	30	2.59%	8	2.71%	49	2.28%
Grand Total	699	100.00%	1157	100.00%	295	100.00%	2151	100.00%

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

MAY 2026 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	6
System Overload	P3	17
System Overload Total		23
Grand Total		23

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.

MAY 2026 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	5/3/2026	0:18:14	\$1,000
P2	5/29/2026	0:20:11	\$1,000
P3	5/6/2026	0:34:00	\$750
P3	5/16/2026	0:35:47	\$750
TOTAL			\$3,500