



PatientCare EMS Compliance for June 2026

911 Emergent Call Compliance:	97.77%
Total Calls:	702
Total Late:	16

911 Non-Emergent Call Compliance:	94.95%
Total Calls:	1091
Total Late:	58

Transfer Non-Emergent Call Compliance:	97.00%
Total Calls:	291
Total Late:	9

Signature: Nicole Hannon

Jun-26

LATE	911 Emergent		911 Non-Emergent		Non-Emergency Transfer		Total Count	Total %
	Count	%	Count	%	Count	%		
NO	702	97.77%	1091	94.95%	291	97.00%	2084	96.17%
YES	16	2.23%	58	5.05%	9	3.00%	83	3.83%
Grand Total	718	100.00%	1149	100.00%	300	100.00%	2167	100.00%

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

JUNE 2026 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	7
System Overload	P3	26
System Overload	P5	4
System Overload Total		37
Grand Total		37

Exemption (exception) language from Agreement
25-4251 City of SF - PCMS Ambulance Franchise page 27:

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 Franchisee 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 the City's designated PSAP, 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.

JUNE 2026 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	6/14/2026	0:21:29	\$1,000
P2	6/23/2026	0:20:48	\$1,000
P3	6/1/2026	0:58:33	\$750
P3	6/1/2026	0:35:32	\$750
P3	6/1/2026	0:37:35	\$750
P3	6/2/2026	1:01:44	\$750
P3	6/3/2026	0:38:19	\$750
P3	6/4/2026	0:54:18	\$750
P3	6/6/2026	0:36:06	\$750
P3	6/7/2026	0:33:27	\$750
P3	6/8/2026	0:51:55	\$750
P3	6/8/2026	0:38:09	\$750
P3	6/12/2026	0:46:43	\$750
P3	6/15/2026	1:02:54	\$750
P3	6/15/2026	0:32:54	\$750
P3	6/15/2026	0:30:17	\$750
P3	6/16/2026	0:43:16	\$750
P3	6/17/2026	0:34:25	\$750
P3	6/18/2026	0:41:11	\$750
P3	6/18/2026	0:40:14	\$750
P3	6/22/2026	0:35:00	\$750
P3	6/23/2026	0:51:48	\$750
P3	6/23/2026	0:50:37	\$750
P3	6/25/2026	0:31:05	\$750
P3	6/25/2026	0:41:45	\$750
P3	6/25/2026	0:54:06	\$750
P3	6/29/2026	0:44:03	\$750
TOTAL			\$20,750