

PatientCare EMS Compliance for July 2026

911 Emergent Call Compliance: 97.58%

Total Calls: 743

Total Late: 18

911 Non-Emergent Call Compliance: 93.56%

Total Calls: 1288

Total Late: 83

Transfer Non-Emergent Call Compliance: 92.73%

Total Calls: 344

Total Late: 25

Nicole Hannon

Sioux Falls Regional Director

Signature: Nicole Hannon

Date: 8/12/2026

Jul-26

LATE	911 Emergent		911 Non-Emergent		Non-Emergency Transfer		Total Count	Total %
	Count	%	Count	%	Count	%		
NO	725	97.58%	1205	93.56%	319	92.73%	2249	94.69%
YES	18	2.42%	83	6.44%	25	7.27%	126	5.31%
Grand Total	743	100.00%	1288	100.00%	344	100.00%	2375	100.00%

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

JULY 2026 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	6
System Overload	P3	34
System Overload	P5	6
System Overload Total		46
Other	P2	1
Other Total		1
Grand Total		47

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.

JULY 2026 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine
P2	7/14/2026	0:24:13	\$1,000
P3	7/2/2026	0:35:15	\$750
P3	7/2/2026	0:38:08	\$750
P3	7/2/2026	0:53:20	\$750
P3	7/6/2026	0:42:50	\$750
P3	7/7/2026	0:55:58	\$750
P3	7/7/2026	0:53:10	\$750
P3	7/8/2026	0:30:17	\$750
P3	7/8/2026	0:40:35	\$750
P3	7/8/2026	0:35:41	\$750
P3	7/8/2026	0:45:59	\$750
P3	7/11/2026	0:44:14	\$750
P3	7/11/2026	0:46:43	\$750
P3	7/11/2026	0:46:47	\$750
P3	7/11/2026	0:37:11	\$750
P3	7/11/2026	0:33:20	\$750
P3	7/13/2026	0:47:46	\$750
P3	7/14/2026	0:36:49	\$750
P3	7/14/2026	0:37:48	\$750
P3	7/17/2026	0:43:38	\$750
P3	7/21/2026	0:43:47	\$750
P3	7/23/2026	0:39:24	\$750
P3	7/23/2026	0:48:15	\$750
P3	7/23/2026	0:45:13	\$750
P3	7/23/2026	0:36:30	\$750
P3	7/27/2026	0:32:09	\$750
P3	7/27/2026	0:33:46	\$750
P3	7/30/2026	0:34:08	\$750
P3	7/30/2026	0:32:35	\$750
P3	7/30/2026	0:45:34	\$750
TOTAL			\$22,750