



Paramedics Plus Compliance for January 2018

Priority 1 Compliance:	100%
Total Calls:	36
Total Late:	00
Priority 2 Compliance:	99.83%
Total Calls:	590
Total Late:	01
Priority 3 Compliance:	96.98%
Total Calls:	596
Total Late:	18
Priority 4 Compliance:	91.67%
Total Calls:	12
Total Late:	01
Priority 5 Compliance:	99.33%
Total Calls:	150
Total Late:	01

Signature: _____

JANUARY 2018 Compliance Reconciliation

Row Labels	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	36	100.00%	589	99.83%	578	96.98%	11	91.67%	149	99.33%	1363	98.48%
late		0.00%	1	0.17%	18	3.02%	1	8.33%	1	0.67%	21	1.52%
Grand Total	36	100.00%	590	100.00%	596	100.00%	12	100.00%	150	100.00%	1384	100.00%

Compliance met for all priorities for the month of JANUARY 2018 / JDC

JANUARY 2018 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
Other - Dispatcher Discretion	P2	1
Other - Dispatcher Discretion	P3	1
Other - Dispatcher Discretion		2
System Overload	P2	3
System Overload	P3	11
System Overload Total		14
Weather	P3	2
Weather Total		2
Grand Total		18

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.

JANUARY 2018 OUTLIER REPORT

Final Priority	RunNumber	Final RT	Fine	Notes
TOTAL			\$0	