



Paramedics Plus Compliance for February 2018

Priority 1 Compliance:	100%
Total Calls:	41
Total Late:	00
Priority 2 Compliance:	99.48%
Total Calls:	581
Total Late:	03
Priority 3 Compliance:	97.94%
Total Calls:	534
Total Late:	11
Priority 4 Compliance:	100%
Total Calls:	17
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	121
Total Late:	00

Signature: _____

FEBRUARY 2018 Compliance Reconciliation

Row Labels	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	41	100.00%	578	99.48%	523	97.94%	17	100.00%	121	100.00%	1280	98.92%
late		0.00%	3	0.52%	11	2.06%		0.00%		0.00%	14	1.08%
Grand Total	41	100.00%	581	100.00%	534	100.00%	17	100.00%	121	100.00%	1294	100.00%

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

FEBRUARY 2018 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	2
System Overload	P3	13
System Overload Total		15
Weather	P2	2
Weather	P3	4
Weather Total		6
Directions (caller)	P2	1
Directions (caller)	P3	1
Directions (caller)		2
Other	P2	1
Other	P3	1
Other total		2
Grand Total		25

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.

FEBRUARY 2018 OUTLIER REPORT

Final Priority	RunNumber	Final RT	Fine	Notes
P3		00:31:21	\$750	
TOTAL			\$750	