

## Paramedics Plus Compliance for November 2018

Priority 1 Compliance:	100%
Total Calls:	42
Total Late:	00
Priority 2 Compliance:	99.35%
Total Calls:	614
Total Late:	04
Priority 3 Compliance:	97.66 %
Total Calls:	598
Total Late:	14
Priority 4 Compliance:	100%
Total Calls:	18
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	130
Total Late:	00



Signature: \_\_\_\_\_

NOVEMBER 2018 Compliance Reconciliation

Row Labels	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	42	100.00%	610	99.35%	584	97.66%	18	100.00%	130	100.00%	1384	98.72%
late		0.00%	4	0.65%	14	2.34%		0.00%		0.00%	18	1.28%
Grand Total	42	100.00%	614	100.00%	598	100.00%	18	100.00%	130	100.00%	1402	100.00%

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

NOVEMBER 2018 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	5
System Overload	P3	13
System Overload Total		18
Weather	P3	1
Weather Total		1
Grand Total		19

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.

NOVEMBER 2018 OUTLIER REPORT

Final Priority	RunNumber	Final RT	Fine	Notes
P2		00:19:09	\$1,000	
P3		00:30:54	\$750	
TOTAL			\$1,750	