

## PatientCare EMS Compliance for April 2019

Priority 1 Compliance:	96.15%
Total Calls:	52
Total Late:	02
Priority 2 Compliance:	99.84%
Total Calls:	629
Total Late:	01
Priority 3 Compliance:	98.89%
Total Calls:	542
Total Late:	06
Priority 4 Compliance:	100%
Total Calls:	8
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	146
Total Late:	00



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

APRIL 2019 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	50	96.15%	628	99.84%	536	98.89%	8	100.00%	146	100.00%	1368	99.35%
late	2	3.85%	1	0.16%	6	1.11%	0	0.00%	0	0.00%	9	0.65%
Grand Total	52	100.00%	629	100.00%	542	100.00%	8	100.00%	146	100.00%	1377	100.00%

Compliance met for all priorities for the month of April 2019 / JDC

APRIL 2019 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	1
System Overload	P3	6
System Overload Total		7
Weather	P2	4
Weather	P3	1
Weather	P5	1
Weather Total		6
Grand Total		13

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.

April 2019 OUTLIER REPORT

Final Priority	RunNumber	Final RT	Fine	Notes
TOTAL			\$0	