

## PatientCare EMS Compliance for July 2019

Priority 1 Compliance:	100%
Total Calls:	47
Total Late:	00
Priority 2 Compliance:	99.11%
Total Calls:	673
Total Late:	06
Priority 3 Compliance:	97.55%
Total Calls:	654
Total Late:	16
Priority 4 Compliance:	100%
Total Calls:	03
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	171
Total Late:	00



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

JULY 2019 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	47	100.00%	667	99.11%	638	97.55%	3	100.00%	171	100.00%	1526	98.58%
late	0	0.00%	6	0.89%	16	2.45%	0	0.00%	0	0.00%	22	1.42%
Grand Total	47	100.00%	673	100.00%	654	100.00%	3	100.00%	171	100.00%	1548	100.00%

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

JULY 2019 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	3
System Overload	P3	11
System Overload	P5	1
System Overload Total		15

  

Grand Total	15
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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.

July 2019 OUTLIER REPORT

Final Priority	DATE	RunNumber	Final RT	Fine	Notes
P3	7/21/2019		00:31:07	\$750	
P2	7/21/2019		00:23:09	\$1,000	
P2	7/21/2019		00:25:54	\$1,000	
P2	7/26/2019		00:20:09	\$1,000	
TOTAL				\$3,750	