

PatientCare EMS Compliance for October 2019

Priority 1 Compliance:	100.00%
Total Calls:	54
Total Late:	00
Priority 2 Compliance:	99.40%
Total Calls:	662
Total Late:	04
Priority 3 Compliance:	97.21%
Total Calls:	574
Total Late:	16
Priority 4 Compliance:	100%
Total Calls:	06
Total Late:	00
Priority 5 Compliance:	100.00%
Total Calls:	135
Total Late:	00



Signature: _____

OCTOBER 2019 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	54	100.00%	658	99.40%	558	97.21%	6	100.00%	135	100.00%	1411	98.60%
late	0	0.00%	4	0.60%	16	2.79%	0	0.00%	0	0.00%	20	1.40%
Grand Total	54	100.00%	662	100.00%	574	100.00%	6	100.00%	135	100.00%	1431	100.00%

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

OCTOBER 2019 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P1	2
System Overload	P2	4
System Overload	P3	12
System Overload	P4	1
System Overload	P5	1
System Overload Total		20

Grand Total	20
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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) of 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.

OCTOBER 2019 OUTLIER REPORT

Final Priority	DATE	RunNumber	Fine	Notes
P2	08-Oct-19		\$1,000	
TOTAL			\$1,000	