

PatientCare EMS Compliance for January 2020

Priority 1 Compliance:	100%
Total Calls:	38
Total Late:	00
Priority 2 Compliance:	99.40%
Total Calls:	671
Total Late:	04
Priority 3 Compliance:	98.12%
Total Calls:	690
Total Late:	13
Priority 4 Compliance:	100%
Total Calls:	07
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	144
Total Late:	00



Signature: _____

JANUARY 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	38	100.00%	667	99.40%	677	98.12%	7	100.00%	144	100.00%	1533	98.90%
late	0	0.00%	4	0.60%	13	1.88%	0	0.00%	0	0.00%	17	1.10%
Grand Total	38	100.00%	671	100.00%	690	100.00%	7	100.00%	144	100.00%	1550	100.00%

Compliance met for all priorities for the month of January 2020 / JDC

JANUARY 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	4
System Overload	P3	17
System Overload Total		21
Weather	P2	7
Weather	P3	9
Weather	P5	1
Weather Total		17
Grand Total		38

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.

JANUARY 2020 OUTLIER REPORT

Final Priority	DATE	RunNumber	Fine	Notes
TOTAL			\$0	