



PatientCare EMS Compliance for April 2020

Priority 1 Compliance:	100%
Total Calls:	55
Total Late:	00
Priority 2 Compliance:	99.57%
Total Calls:	693
Total Late:	03
Priority 3 Compliance:	98.68%
Total Calls:	681
Total Late:	09
Priority 4 Compliance:	100%
Total Calls:	03
Total Late:	00
Priority 5 Compliance:	100%
Total Calls:	88
Total Late:	00

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Signature: _____

APRIL 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	55	100.00%	690	99.57%	672	98.68%	3	100.00%	88	100.00%	1508	99.21%
late	0	0.00%	3	0.43%	9	1.32%	0	0.00%	0	0.00%	12	0.79%
Grand Total	55	100.00%	693	100.00%	681	100.00%	3	100.00%	88	100.00%	1520	100.00%

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

APRIL 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	7
System Overload	P3	6
System Overload Total		13
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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 2020 OUTLIER REPORT

Final Priority	DATE	RunNumber	Fine	Notes
P2	07-Apr-20		\$1,000	
P3	20-Apr-20		\$750	
TOTAL			\$1,750	