



PatientCare EMS Compliance for JUNE 2020

Priority 1 Compliance:	100%
Total Calls:	42
Total Late:	0
Priority 2 Compliance:	99.17%
Total Calls:	723
Total Late:	06
Priority 3 Compliance:	96.29%
Total Calls:	754
Total Late:	28
Priority 4 Compliance:	100%
Total Calls:	03
Total Late:	00
Priority 5 Compliance:	99.34%
Total Calls:	151
Total Late:	01

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Signature: _____

JUNE 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	42	100.00%	717	99.17%	726	96.29%	3	100.00%	150	99.34%	1638	97.91%
late	0	0.00%	6	0.83%	28	3.71%	0	0.00%	1	0.66%	35	2.09%
Grand Total	42	100.00%	723	100.00%	754	100.00%	3	100.00%	151	100.00%	1673	100.00%

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

JUNE 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	12
System Overload	P3	30
System Overload	P4	1
System Overload	P5	1
System Overload Total		44
Other	P3	3
Other Total		3
Grand Total		47

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.

JUNE 2020 OUTLIER REPORT

Final Priority	DATE	RunNumber	Fine	Notes
P3	05-Jun-20		\$750	
P3	22-Jun-20		\$750	
P3	29-Jun-20		\$750	
P2	05-Jun-20		\$1,000	
P2	19-Jun-20		\$1,000	
TOTAL			\$4,250	