



PatientCare EMS Compliance for JULY 2020

Priority 1 Compliance:	97.78%
Total Calls:	45
Total Late:	01
Priority 2 Compliance:	98.51%
Total Calls:	671
Total Late:	10
Priority 3 Compliance:	93.92%
Total Calls:	756
Total Late:	46
Priority 4 Compliance:	100%
Total Calls:	02
Total Late:	00
Priority 5 Compliance:	99.37%
Total Calls:	159
Total Late:	01

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Signature: _____

JULY 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	44	97.78%	661	98.51%	710	93.92%	2	100.00%	158	99.37%	1575	96.45%
late	1	2.22%	10	1.49%	46	6.08%	0	0.00%	1	0.63%	58	3.55%
Grand Total	45	100.00%	671	100.00%	756	100.00%	2	100.00%	159	100.00%	1633	100.00%

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

JULY 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	8
System Overload	P3	19
System Overload	P5	1
System Overload Total		28
Other	P2	1
Other Total		1
Grand Total		29

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 2020 OUTLIER REPORT

Final Priority	DATE	Fine	Notes
P3	03-Jul-20	\$750	
P3	03-Jul-20	\$750	
P3	10-Jul-20	\$750	
P3	18-Jul-20	\$750	
P3	24-Jul-20	\$750	
P2	06-Jul-20	\$1,000	
P2	20-Jul-20	\$1,000	
TOTAL		\$5,750	