



PatientCare EMS Compliance for August 2020

Priority 1 Compliance:	97.73%
Total Calls:	43
Total Late:	01
Priority 2 Compliance:	98.40%
Total Calls:	737
Total Late:	12
Priority 3 Compliance:	93.02%
Total Calls:	773
Total Late:	58
Priority 4 Compliance:	100%
Total Calls:	08
Total Late:	00
Priority 5 Compliance:	93.55%
Total Calls:	145
Total Late:	10

Signature: _____

A handwritten signature in blue ink, appearing to be "D. G. H.", written over a horizontal line.

AUGUST 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	43	97.73%	737	98.40%	773	93.02%	8	100.00%	145	93.55%	1706	95.47%
late	1	2.27%	12	1.60%	58	6.98%	0	0.00%	10	6.45%	81	4.53%
Grand Total	44	100.00%	749	100.00%	831	100.00%	8	100.00%	155	100.00%	1787	100.00%

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

AUGUST 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	23
System Overload	P3	24
System Overload	P5	3
System Overload Total		50
Grand Total		50

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.

AUGUST 2020 OUTLIER REPORT

Final Priority	DATE	Fine	Notes
P3	03-Aug-20	\$750	
P3	04-Aug-20	\$750	
P3	05-Aug-20	\$750	
P3	15-Aug-20	\$750	
P3	15-Aug-20	\$750	
P3	16-Aug-20	\$750	
P3	18-Aug-20	\$750	
P3	20-Aug-20	\$750	
P3	20-Aug-20	\$750	
P3	20-Aug-20	\$750	
P3	20-Aug-20	\$750	
P3	22-Aug-20	\$750	
P3	26-Aug-20	\$750	
P3	28-Aug-20	\$750	
P2	15-Aug-20	\$1,000	
P2	15-Aug-20	\$1,000	
P2	21-Aug-20	\$1,000	
TOTAL		\$13,500	