



## PatientCare EMS Compliance for September 2020

Priority 1 Compliance:	100.00%
Total Calls:	50
Total Late:	00
Priority 2 Compliance:	98.60%
Total Calls:	633
Total Late:	09
Priority 3 Compliance:	92.43%
Total Calls:	647
Total Late:	53
Priority 4 Compliance:	100%
Total Calls:	04
Total Late:	00
Priority 5 Compliance:	96.88%
Total Calls:	155
Total Late:	05

Signature: \_\_\_\_\_

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

SEPTEMBER 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	50	100.00%	633	98.60%	647	92.43%	4	100.00%	155	96.88%	1489	95.69%
late	0	0.00%	9	1.40%	53	7.57%	0	0.00%	5	3.13%	67	4.31%
Grand Total	50	100.00%	642	100.00%	700	100.00%	4	100.00%	160	100.00%	1556	100.00%

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

SEPTEMBER 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	11
System Overload	P3	27
System Overload	P5	4
System Overload Total		42
Other (road closure)	P2	1
Other (road closure)	P3	1
Other Total		2
Grand Total		44

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.

SEPTEMBER 2020 OUTLIER REPORT

Final Priority	DATE	RunNumber	Fine
P3	02-Sep-20		\$750
P3	09-Sep-20		\$750
P3	10-Sep-20		\$750
P3	11-Sep-20		\$750
P3	11-Sep-20		\$750
P3	12-Sep-20		\$750
P3	23-Sep-20		\$750
P3	23-Sep-20		\$750
P2	05-Sep-20		\$1,000
P2	28-Sep-20		\$1,000
TOTAL			\$8,000