



## PatientCare EMS Compliance for October 2020

Priority 1 Compliance:	100.00%
Total Calls:	46
Total Late:	00
Priority 2 Compliance:	96.81%
Total Calls:	689
Total Late:	09
Priority 3 Compliance:	92.24%
Total Calls:	696
Total Late:	54
Priority 4 Compliance:	100%
Total Calls:	04
Total Late:	00
Priority 5 Compliance:	98.01%
Total Calls:	151
Total Late:	03

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

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

OCTOBER 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	46	100.00%	667	96.81%	642	92.24%	4	100.00%	148	98.01%	1507	95.02%
late	0	0.00%	22	3.19%	54	7.76%	0	0.00%	3	1.99%	79	4.98%
Grand Total	46	100.00%	689	100.00%	696	100.00%	4	100.00%	151	100.00%	1586	100.00%

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

OCTOBER 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P1	1
System Overload	P2	9
System Overload	P3	22
System Overload Total		32
Other	P2	1
Other	P4	1
Other Total		2
Weather	P2	2
Weather	P3	2
Weather Total		4
<b>Grand Total</b>		<b>38</b>

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.

OCTOBER 2020 OUTLIER REPORT

Final Priority	DATE	Fine	Notes
P3	03-Oct-20	\$750	
P3	05-Oct-20	\$750	
P3	06-Oct-20	\$750	
P3	15-Oct-20	\$750	
P3	17-Oct-20	\$750	
P3	23-Oct-20	\$750	
P3	26-Oct-20	\$750	
P3	27-Oct-20	\$750	
P3	29-Oct-20	\$750	
P2	06-Oct-20	\$1,000	
P2	09-Oct-20	\$1,000	
P2	21-Oct-20	\$1,000	
P2	23-Oct-20	\$1,000	
P2	24-Oct-20	\$1,000	
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TOTAL		\$11,750	