



PatientCare EMS Compliance for November 2020

Priority 1 Compliance:	98.08%
Total Calls:	52
Total Late:	01
Priority 2 Compliance:	97.74%
Total Calls:	709
Total Late:	16
Priority 3 Compliance:	95.51%
Total Calls:	690
Total Late:	31
Priority 4 Compliance:	100%
Total Calls:	02
Total Late:	00
Priority 5 Compliance:	99.44%
Total Calls:	177
Total Late:	01

Signature: _____

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

NOVEMBER 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	51	98.08%	693	97.74%	659	95.51%	2	100.00%	176	99.44%	1581	96.99%
late	1	1.92%	16	2.26%	31	4.49%	0	0.00%	1	0.56%	49	3.01%
Grand Total	52	100.00%	709	100.00%	690	100.00%	2	100.00%	177	100.00%	1630	100.00%

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

NOVEMBER 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P1	2
System Overload	P2	16
System Overload	P3	29
System Overload	P5	1
System Overload Total		48
Other (Zuercher malfunction)	P3	1
Other Total		1
Weather	P2	5
Weather	P3	7
Weather	P5	3
Weather Total		15
Grand Total		64

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.

NOVEMBER 2020 OUTLIER REPORT

Final Priority	DATE	Fine	Notes
P3	04-Nov-20	\$750	
P3	10-Nov-20	\$750	
P3	27-Nov-20	\$750	
P2	06-Nov-20	\$1,000	
P2	12-Nov-20	\$1,000	
P2	13-Nov-20	\$1,000	
P2	18-Nov-20	\$1,000	
TOTAL		\$6,250	