



PatientCare EMS Compliance for December 2020

Priority 1 Compliance:	97.44%
Total Calls:	39
Total Late:	01
Priority 2 Compliance:	99.27%
Total Calls:	681
Total Late:	05
Priority 3 Compliance:	95.44%
Total Calls:	680
Total Late:	31
Priority 4 Compliance:	100%
Total Calls:	02
Total Late:	00
Priority 5 Compliance:	99.36%
Total Calls:	157
Total Late:	01

Signature: _____

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

DECEMBER 2020 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	38	97.44%	676	99.27%	649	95.44%	2	100.00%	156	99.36%	1521	97.56%
late	1	2.56%	5	0.73%	31	4.56%	0	0.00%	1	0.64%	38	2.44%
Grand Total	39	100.00%	681	100.00%	680	100.00%	2	100.00%	157	100.00%	1559	100.00%

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

DECEMBER 2020 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P1	1
System Overload	P2	11
System Overload	P3	22
System Overload	P5	1
System Overload Total		35
Other (train delay)		1
Other Total		1
Weather	P2	6
Weather	P3	4
Weather Total		10
Grand Total		46

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.

DECEMBER 2020 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	08-Dec-20	00:18:06	\$1,000	
P3	08-Dec-20	00:35:58	\$750	
P3	11-Dec-20	00:32:03	\$750	
P3	17-Dec-20	00:35:38	\$750	
P3	19-Dec-20	00:49:31	\$750	
P3	31-Dec-20	00:46:19	\$750	
TOTAL			\$4,750	