



## PatientCare EMS Compliance for January 2021

Priority 1 Compliance:	100%
Total Calls:	41
Total Late:	00
Priority 2 Compliance:	99.85%
Total Calls:	686
Total Late:	01
Priority 3 Compliance:	97.22%
Total Calls:	720
Total Late:	20
Priority 4 Compliance:	100%
Total Calls:	00
Total Late:	00
Priority 5 Compliance:	98.61%
Total Calls:	144
Total Late:	02

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

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

JANUARY 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P5	P5%	Total	Percent
not late	41	100.00%	685	99.85%	700	97.22%	142	98.61%	1568	98.55%
late	0	0.00%	1	0.15%	20	2.78%	2	1.39%	23	1.45%
<b>Grand Total</b>	<b>41</b>	<b>100.00%</b>	<b>686</b>	<b>100.00%</b>	<b>720</b>	<b>100.00%</b>	<b>144</b>	<b>100.00%</b>	<b>1591</b>	<b>100.00%</b>

Compliance met for all priorities for the month of January 2021 / JDC

JANUARY 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	4
System Overload	P3	15
System Overload	P5	1
System Overload Total		20
Weather	P3	1
Weather Total		1
Grand Total		21

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.

JANUARY 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	07-Jan-21	00:33:13	\$750	
P3	27-Jan-21	00:31:28	\$750	
P3	28-Jan-21	00:33:19	\$750	
TOTAL			\$2,250	