



## PatientCare EMS Compliance for April 2021

Priority 1 Compliance:	98.44%
Total Calls:	64
Total Late:	01
Priority 2 Compliance:	99.01%
Total Calls:	707
Total Late:	07
Priority 3 Compliance:	93.62%
Total Calls:	690
Total Late:	44
Priority 4 Compliance:	100%
Total Calls:	12
Total Late:	00
Priority 5 Compliance:	99.53%
Total Calls:	211
Total Late:	01

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

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

APRIL 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	63	98.44%	700	99.01%	646	93.62%	12	100.00%	210	99.53%	1631	96.85%
late	1	1.56%	7	0.99%	44	6.38%	0	0.00%	1	0.47%	53	3.15%
Grand Total	64	100.00%	707	100.00%	690	100.00%	12	100.00%	211	100.00%	1684	100.00%

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

APRIL 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P3	21
System Overload	P2	18
System Overload Total		39
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Grand Total		39

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.

APRIL 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	24-Apr-21	00:34:53	\$750	
P3	25-Apr-21	00:31:13	\$750	
P2	27-Apr-21	00:19:53	\$1,000	
TOTAL				
			\$2,500	