



PatientCare EMS Compliance for September 2021

Priority 1 Compliance:	100%
Total Calls:	52
Total Late:	00
Priority 2 Compliance:	98.39%
Total Calls:	684
Total Late:	11
Priority 3 Compliance:	93.87%
Total Calls:	816
Total Late:	50
Priority 4 Compliance:	100%
Total Calls:	10
Total Late:	00
Priority 5 Compliance:	97.41%
Total Calls:	193
Total Late:	05

Signature: _____

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

SEPTEMBER 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	52	100.00%	673	98.39%	766	93.87%	10	100.00%	188	97.41%	1689	96.24%
late	0	0.00%	11	1.61%	50	6.13%	0	0.00%	5	2.59%	66	3.76%
Grand Total	52	100.00%	684	100.00%	816	100.00%	10	100.00%	193	100.00%	1755	100.00%

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

SEPTEMBER 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	6
System Overload	P3	32
System Overload	P5	3
System Overload Total		41
Grand Total		41

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.

SEPTEMBER 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	03-Sep-21	00:18:28	\$1,000	
P2	22-Sep-21	00:21:59	\$1,000	
P3	03-Sep-21	00:33:13	\$750	
P3	03-Sep-21	00:36:22	\$750	
P3	07-Sep-21	0:35:27	\$750	
P3	15-Sep-21	0:39:38	\$750	
P3	28-Sep-21	0:34:52	\$750	
P3	28-Sep-21	0:34:37	\$750	
P3	29-Sep-21	0:34:13	\$750	
TOTAL			\$7,250	