



PatientCare EMS Compliance for November 2021

Priority 1 Compliance:	97.92%
Total Calls:	48
Total Late:	01
Priority 2 Compliance:	98.57%
Total Calls:	771
Total Late:	11
Priority 3 Compliance:	92.55%
Total Calls:	805
Total Late:	60
Priority 4 Compliance:	100%
Total Calls:	4
Total Late:	00
Priority 5 Compliance:	95.78%
Total Calls:	166
Total Late:	07

Signature: _____

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

NOVEMBER 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	47	97.92%	760	98.57%	745	92.55%	4	100.00%	159	95.78%	1715	95.60%
late	1	2.08%	11	1.43%	60	7.45%	0	0.00%	7	4.22%	79	4.40%
Grand Total	48	100.00%	771	100.00%	805	100.00%	4	100.00%	166	100.00%	1794	100.00%

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

NOVEMBER 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	10
System Overload	P3	24
System Overload	P5	6
System Overload Total		<hr/> 40
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Grand Total		40

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.

Final Priority	DATE	Final RT	Fine	Notes
P2	01-Nov-21	00:23:16	\$1,000	
P2	15-Nov-21	0:21:16	\$1,000	
P2	16-Nov-21	0:19:59	\$1,000	
P2	23-Nov-21	0:19:19	\$1,000	
P3	01-Nov-21	0:34:33	\$750	
P3	01-Nov-21	01:11:07	\$750	
P3	13-Nov-21	00:40:02	\$750	
P3	21-Nov-21	0:48:35	\$750	
P3	29-Nov-21	0:48:32	\$750	
P3	29-Nov-21	0:35:24	\$750	
P3	30-Nov-21	0:35:27	\$750	
TOTAL			\$9,250	