



## PatientCare EMS Compliance for December 2021

Priority 1 Compliance:	97.30%
Total Calls:	37
Total Late:	01
Priority 2 Compliance:	97.50%
Total Calls:	801
Total Late:	20
Priority 3 Compliance:	91.42%
Total Calls:	781
Total Late:	67
Priority 4 Compliance:	100%
Total Calls:	8
Total Late:	00
Priority 5 Compliance:	97.21%
Total Calls:	179
Total Late:	05

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

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

DECEMBER 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	36	97.30%	781	97.50%	714	91.42%	8	100.00%	174	97.21%	1713	94.85%
late	1	2.70%	20	2.50%	67	8.58%	0	0.00%	5	2.79%	93	5.15%
Grand Total	37	100.00%	801	100.00%	781	100.00%	8	100.00%	179	100.00%	1806	100.00%

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

DECEMBER 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	5
System Overload	P3	23
System Overload	P5	2
System Overload Total		30
Directions (caller)	P3	1
Directions (caller) Total		1
Other - Accident	P2	1
Other - Unscheduled street closure	P3	1
Other - Technology	P3	1
Other Total		3
Weather	P2	8
Weather	P3	13
Weather Total		21
Grand Total		55

**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 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	14-Dec-21	00:24:31	\$1,000	
P2	14-Dec-21	00:22:50	\$1,000	
P2	19-Dec-21	00:23:35	\$1,000	
P2	27-Dec-21	00:19:46	\$1,000	
P2	27-Dec-21	00:32:25	\$1,000	
P2	27-Dec-21	00:24:49	\$1,000	
P3	03-Dec-21	00:31:23	\$750	
P3	10-Dec-21	0:43:40	\$750	
P3	14-Dec-21	0:43:58	\$750	
P3	16-Dec-21	0:34:16	\$750	
P3	17-Dec-21	0:50:50	\$750	
P3	18-Dec-21	0:32:32	\$750	
P3	19-Dec-21	0:30:33	\$750	
P3	19-Dec-21	0:37:57	\$750	
P3	20-Dec-21	0:56:03	\$750	
P3	20-Dec-21	0:37:19	\$750	
P3	23-Dec-21	0:44:58	\$750	
P3	29-Dec-21	0:32:25	\$750	
TOTAL			\$15,000	