



## PatientCare EMS Compliance for February 2021

Priority 1 Compliance:	97.92%
Total Calls:	48
Total Late:	01
Priority 2 Compliance:	98.86%
Total Calls:	613
Total Late:	07
Priority 3 Compliance:	96.62%
Total Calls:	680
Total Late:	23
Priority 4 Compliance:	100%
Total Calls:	02
Total Late:	00
Priority 5 Compliance:	97.79%
Total Calls:	136
Total Late:	03

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

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

FEBRUARY 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	47	97.92%	606	98.86%	657	96.62%	2	100.00%	133	97.79%	1445	97.70%
late	1	2.08%	7	1.14%	23	3.38%	0	0.00%	3	2.21%	34	2.30%
Grand Total	48	100.00%	613	100.00%	680	100.00%	2	100.00%	136	100.00%	1479	100.00%

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

FEBRUARY 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	2
System Overload	P3	24
System Overload	P5	2
System Overload Total		28
Other (Train delay)	P2	2
Other Total		2
Weather	P3	1
Weather Total		1
Grand Total		31

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.

## FEBRUARY 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P2	09-Feb-21	00:19:05	\$1,000	
P2	10-Feb-21	00:28:17	\$1,000	
P2	16-Feb-21	00:21:39	\$1,000	
P3	10-Feb-21	00:35:34	\$750	
TOTAL			\$3,750	