



PatientCare EMS Compliance for June 2021

Priority 1 Compliance:	100%
Total Calls:	50
Total Late:	00
Priority 2 Compliance:	97.73%
Total Calls:	705
Total Late:	16
Priority 3 Compliance:	93.45%
Total Calls:	809
Total Late:	53
Priority 4 Compliance:	100%
Total Calls:	10
Total Late:	00
Priority 5 Compliance:	96.51%
Total Calls:	172
Total Late:	06

Signature: _____

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

JUNE 2021 Compliance Reconciliation

	P1	P1 %	P2	P2 %	P3	P3 %	P4	P4 %	P5	P5%	Total	Percent
not late	50	100.00%	689	97.73%	756	93.45%	10	100.00%	166	96.51%	1671	95.70%
late	0	0.00%	16	2.27%	53	6.55%	0	0.00%	6	3.49%	75	4.30%
Grand Total	50	100.00%	705	100.00%	809	100.00%	10	100.00%	172	100.00%	1746	100.00%

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

JUNE 2021 EXEMPTIONS APPROVED

Exemption Reason	Final Priority	Calls
System Overload	P2	7
System Overload	P3	28
System Overload	P5	1
System Overload Total		36
Other (ambulance collision)	P2	1
Other (train delay)	P3	1
Other Total		2
Grand Total		38

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.

JUNE 2021 OUTLIER REPORT

Final Priority	DATE	Final RT	Fine	Notes
P3	03-Jun-21	00:32:05	\$750	
P3	03-Jun-21	00:48:02	\$750	
P3	03-Jun-21	00:43:23	\$750	
P3	03-Jun-21	00:38:04	\$750	
P3	04-Jun-21	00:35:40	\$750	
P3	04-Jun-21	00:36:49	\$750	
P3	08-Jun-21	00:33:26	\$750	
P3	11-Jun-21	00:33:45	\$750	
P3	14-Jun-21	00:32:33	\$750	
P3	18-Jun-21	00:35:55	\$750	
P2	08-Jun-21	00:19:45	\$1,000	
P2	11-Jun-21	00:25:07	\$1,000	
P2	20-Jun-21	00:23:14	\$1,000	
P2	21-Jun-21	00:18:14	\$1,000	
TOTAL			\$11,500	