

Private Ambulance Service Provider Report September 2020 - August 2021

MFD Direct Dispatch (numbers retrieved from MFD AIM report)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Bell	1,102	1,071	1,086	1,201	1270	1176	1,228					
Curtis	692	691	664	657	668	522	705					
Paratech	931	864	779	921	750	582	624					

Totals
8,134
4,599
5,451
18,184

MFD on Scene (numbers retrieved from MFD AIM report)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Bell	1,525	1,583	1,926	1,590	1852	2170	1,986					
Curtis	1,075	1,277	1,627	1,216	1397	1662	1,545					
Paratech	1,279	1,351	1,647	1,404	1485	1642	1,476					

Totals
12,632
9,799
10,284
32,715

Total Monthly Calls (Primary) - Direct and MFD on Scene (reported by Private ambulance provider)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Bell	1824	1881	1833	1846	1913	1825	1877					
Curtis	1500	1558	1545	1481	1529	1235						
Paratech	1852	1878	1963	2000	1836	1750						

Totals
12,999
8,848
11,279
33,126

Note: Meda-Care terminated service contract in July 2020

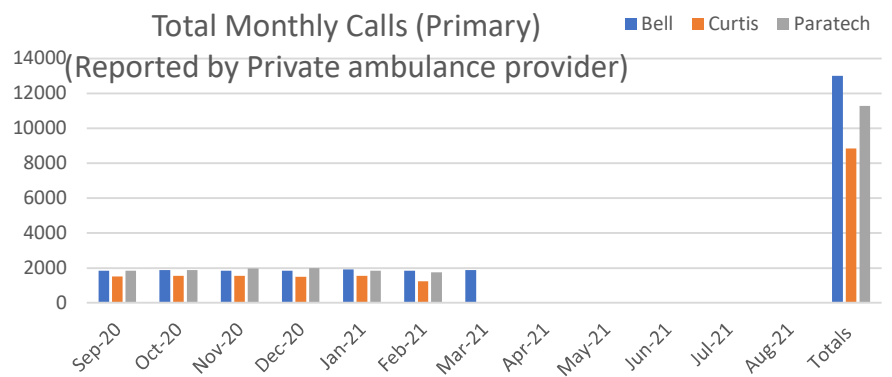
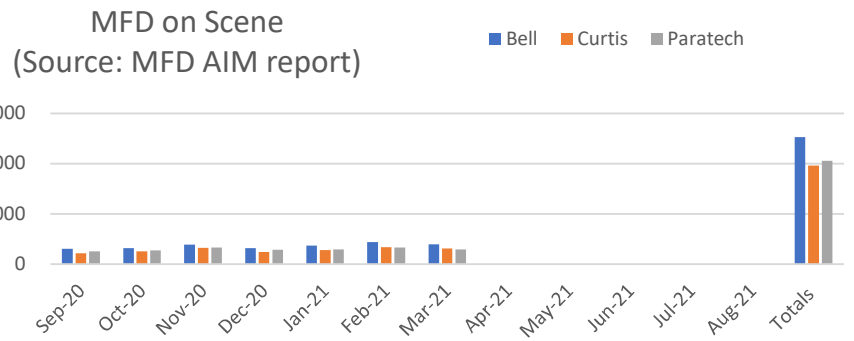
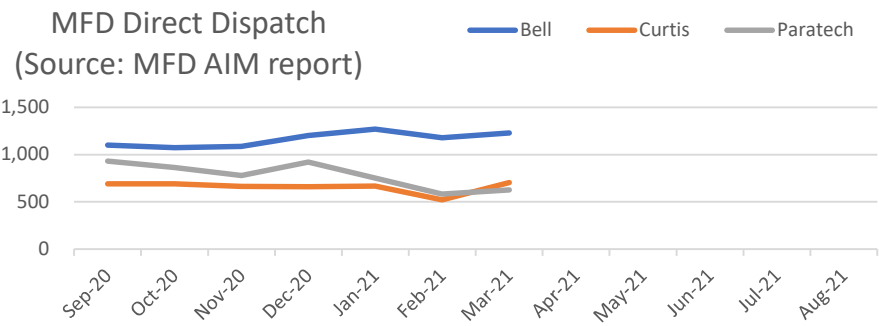
Total Calls Taken by Providers		
Company	Total Calls	% Totals
Bell	12,999	39.24%
Curtis	8,848	26.71%
Paratech	11,279	34.05%
Total Calls	33,126	100%

Fleet Vehicles
Totals
0

Primary Provider Turn-back Standard		
	UTH<4%	% Total
Bell	355	2.48%
Curtis	2,142	21.58%
Paratech	6,074	43.16%
Totals	8,571	

Response Time Standards %			
Target	90%	99%	90%
Time	8:59 min	12:59 min	14:59 min
Bell	70.9%	93.9%	85.9%
Curtis	84.8%	93.8%	89.0%
Paratech	50.4%	83.2%	72.2%

Outside of Standard



Private Ambulance Service Provider Report
Turn-back Standard
September 2019 - August 2020

Number of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 2% / MFD AIM numbers used for Turn Back.)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	44	91	137	24	25	23	5	6	0	0	0	0	355
Curtis	271	224	313	262	327	406	268	71	0	0	0	0	2142
Paratech	549	560	858	722	880	1122	1052	331	0	0	0	0	6074
													8571

Number of requests Unable to Handle (UTH) as primary responder (Self-reported by Private Provider)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	39	82	127	25	23	21	4						321
Curtis	288	235	323	278	336	414							1874
Paratech	588	573	887	742	898	1146							4834
													7029

Total backup incidents dispatched by MFD (Self-reported by Private Provider)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	744	724	1126	903	1147	1519	1294						7457
Curtis	265	413	744	394	549	952							3317
Paratech	291	270	403	259	335	415							1973
													12747

Number of requests unable to handle as backup provider (Self-reported by Private Provider)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	0	0	0	0	0	1186	1096						2282
Curtis	206	310	628	352	531	933							2960
Paratech	189	159	267	172	257	332							1376
													6618

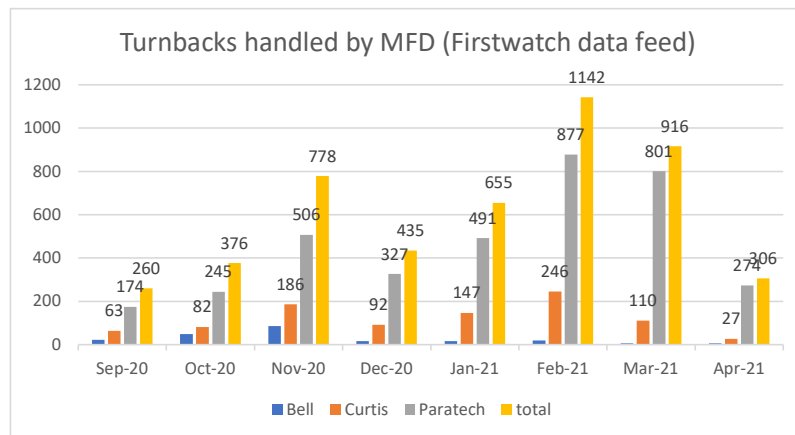
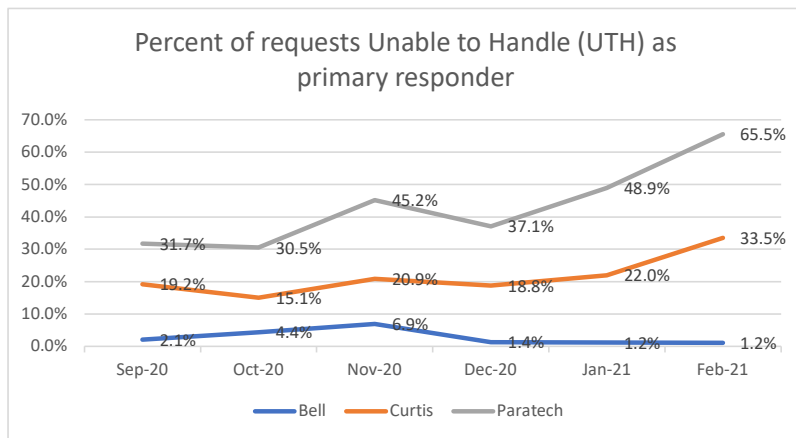
Percent of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 4% / MFD AIM numbers used for Turn Back.)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	2.1%	4.4%	6.9%	1.4%	1.2%	1.2%	0.2%						2.48%
Curtis	19.2%	15.1%	20.9%	18.8%	22.0%	33.5%							21.58%
Paratech	31.7%	30.5%	45.2%	37.1%	48.9%	65.5%							43.16%

Turnbacks handled by MFD (Firstwatch data feed)

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Bell	23	49	86	16	17	19	5	5				
Curtis	63	82	186	92	147	246	110	27				
Paratech	174	245	506	327	491	877	801	274				
total	260	376	778	435	655	1142	916	306				

Outside of Standard



Private Ambulance Service Provider Report

Response Time Standards

September 2020 - August 2021

Emergency mode responses: 90% in 8:59 minutes or less, 99% in 12:59 or less. Non-emergency mode responses: 90% in 14:59 minutes or less.

Private Provider monthly report numbers used for Response Times.

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Monthly Average Meeting Standard
Bell													
90% - 8:59 or less	76	69	67	66	71	70	77						70.86%
99% - 12:59 or less	96	94	92	90	95	93	97						93.86%
90% - 14:59 or less	91	89	86	85	85	80	85						85.86%
Curtis													
90% - 8:59 or less	86	85	81	86	84	87							84.83%
99% - 12:59 or less	94	93	95	94	92	95							93.83%
90% - 14:59 or less	90	88	88	92	89	87							89.00%
Paratech													
90% - 8:59 or less	50	52	60	47	43								50.40%
99% - 12:59 or less	79	84	88	85	80								83.20%
90% - 14:59 or less	74	73	72	74	68								72.20%

Outside of Standard