



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
Rural/Metro
Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2015 thru 8/31/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,365	1,154	1,361	2,171	2,182	497
	Cancelled On Time	899	144	145	292	260	58
	Adjusted Total Responses	6,466	1,010	1,216	1,879	1,922	439
	Late Responses	601	102	104	173	190	32
	Unadjusted Compliance	90.71%	89.90%	91.45%	90.79%	90.11%	92.71%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	178	25	35	48	59	11
	On Time Time Corrections Approved	148	23	29	39	51	6
	On Time Cancel Corrections Approved	5	0	0	4	0	1
	Late Time Corrections Approved	17	0	6	3	6	2
	Time Corrections Denied	1	0	0	1	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	6	2	0	1	2	1
	Time Correction Exemption Denied	1	0	0	0	0	1
	Adjusted Late Responses	447	77	75	133	137	25
	Extended Minutes	1,114:34	130:36	185:41	337:57	372:37	87:43
	Adjusted Compliance	93.09%	92.38%	93.83%	92.92%	92.87%	94.31%
	Response Time Liquidated Damages	\$203,750	\$24,500	\$36,000	\$64,500	\$63,500	\$15,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,784	583	617	647	762	175
	Cancelled On Time	439	80	116	96	118	29
	Adjusted Total Responses	2,345	503	501	551	644	146
	Late Responses	154	25	24	53	50	2
	Unadjusted Compliance	93.43%	95.03%	95.21%	90.38%	92.24%	98.63%
	Exemptions Requested	1	0	0	0	1	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	34	11	1	14	6	2
	On Time Time Corrections Approved	26	7	1	11	6	1
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	6	3	0	2	0	1
	Time Corrections Denied	1	1	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	127	18	23	41	44	1
	Extended Minutes	392:56	39:01	79:17	123:05	148:43	2:50
	Adjusted Compliance	94.58%	96.42%	95.41%	92.56%	93.17%	99.32%
	Response Time Liquidated Damages	\$64,500	\$5,750	\$12,000	\$23,750	\$22,750	\$250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,149	1,737	1,978	2,818	2,944	672
	Cancelled On Time	1,338	224	261	388	378	87
	Adjusted Total Responses	8,811	1,513	1,717	2,430	2,566	585
	Late Responses	755	127	128	226	240	34
	Exemptions Requested	1	0	0	0	1	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	212	36	36	62	65	13
	On Time Time Corrections Approved	174	30	30	50	57	7
	On Time Cancel Corrections Approved	5	0	0	4	0	1
	Late Time Corrections Approved	23	3	6	5	6	3
	Time Corrections Denied	2	1	0	1	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0



911 Paramedic and Emergency Ambulance Services
Serving the Santa Clara County Exclusive Operating Area



Operated by
Rural/Metro
Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2015 thru 8/31/2015

Late Time Corrections Pending	0	0	0	0	0	0
No Exemption Requested	0	0	0	0	0	0
Time Correction Exemption Approved	7	2	0	2	2	1
Time Correction Exemption Denied	1	0	0	0	0	1
Adjusted Late Responses	574	95	98	174	181	26
Extended Minutes	1,507:30	169:37	264:58	461:02	521:20	90:33
Response Time Liquidated Damages	\$268,250	\$30,250	\$48,000	\$88,250	\$86,250	\$15,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$11,000					
Total Liquidated Damages	\$279,250					