



# 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: 12/1/2015 thru 12/31/2015

|        | Grand Totals All Zones              | Total     | Zone 1   | Zone 2   | Zone 3   | Zone 4   | Zone 5   |
|--------|-------------------------------------|-----------|----------|----------|----------|----------|----------|
| RLS    | Total Responses                     | 7,445     | 1,125    | 1,421    | 2,162    | 2,165    | 572      |
|        | Cancelled On Time                   | 798       | 103      | 146      | 261      | 208      | 80       |
|        | Adjusted Total Responses            | 6,647     | 1,022    | 1,275    | 1,901    | 1,957    | 492      |
|        | Late Responses                      | 579       | 95       | 99       | 155      | 187      | 43       |
|        | Unadjusted Compliance               | 91.29%    | 90.70%   | 92.24%   | 91.85%   | 90.44%   | 91.26%   |
|        | Exemptions Requested                | 2         | 2        | 0        | 0        | 0        | 0        |
|        | Exemptions Granted                  | 2         | 2        | 0        | 0        | 0        | 0        |
|        | Time Corrections Requested          | 169       | 25       | 29       | 48       | 53       | 14       |
|        | On Time Time Corrections Approved   | 145       | 24       | 25       | 40       | 48       | 8        |
|        | On Time Cancel Corrections Approved | 5         | 0        | 3        | 1        | 1        | 0        |
|        | Late Time Corrections Approved      | 16        | 0        | 1        | 5        | 4        | 6        |
|        | Time Corrections Denied             | 0         | 0        | 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  | 0         | 0        | 0        | 0        | 0        | 0        |
|        | Time Correction Exemption Denied    | 3         | 1        | 0        | 2        | 0        | 0        |
|        | Adjusted Late Responses             | 432       | 69       | 74       | 115      | 139      | 35       |
|        | Extended Minutes                    | 1,100:27  | 166:00   | 166:08   | 274:15   | 355:37   | 138:27   |
|        | Adjusted Compliance                 | 93.50%    | 93.25%   | 94.20%   | 93.95%   | 92.90%   | 92.89%   |
|        | Response Time Liquidated Damages    | \$188,250 | \$26,250 | \$26,500 | \$48,500 | \$58,750 | \$28,250 |
|        | Zone Liquidated Damages             | \$0       | \$0      | \$0      | \$0      | \$0      | \$0      |
|        |                                     |           |          |          |          |          |          |
| NonRLS | Total Responses                     | 2,801     | 592      | 596      | 661      | 759      | 193      |
|        | Cancelled On Time                   | 432       | 98       | 95       | 99       | 111      | 29       |
|        | Adjusted Total Responses            | 2,369     | 494      | 501      | 562      | 648      | 164      |
|        | Late Responses                      | 142       | 27       | 28       | 33       | 49       | 5        |
|        | Unadjusted Compliance               | 94.01%    | 94.53%   | 94.41%   | 94.13%   | 92.44%   | 96.95%   |
|        | Exemptions Requested                | 0         | 0        | 0        | 0        | 0        | 0        |
|        | Exemptions Granted                  | 0         | 0        | 0        | 0        | 0        | 0        |
|        | Time Corrections Requested          | 39        | 8        | 7        | 9        | 14       | 1        |
|        | On Time Time Corrections Approved   | 33        | 7        | 4        | 9        | 13       | 0        |
|        | On Time Cancel Corrections Approved | 1         | 1        | 0        | 0        | 0        | 0        |
|        | Late Time Corrections Approved      | 4         | 0        | 2        | 0        | 1        | 1        |
|        | Time Corrections Denied             | 0         | 0        | 0        | 0        | 0        | 0        |
|        | On Time Corrections Pending         | 1         | 0        | 1        | 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  | 0         | 0        | 0        | 0        | 0        | 0        |
|        | Time Correction Exemption Denied    | 0         | 0        | 0        | 0        | 0        | 0        |
|        | Adjusted Late Responses             | 109       | 20       | 24       | 24       | 36       | 5        |
|        | Extended Minutes                    | 330:34    | 58:17    | 85:19    | 79:57    | 87:12    | 19:49    |
|        | Adjusted Compliance                 | 95.40%    | 95.95%   | 95.21%   | 95.73%   | 94.44%   | 96.95%   |
|        | Response Time Liquidated Damages    | \$55,000  | \$8,750  | \$13,250 | \$15,750 | \$14,500 | \$2,750  |
|        | Zone Liquidated Damages             | \$0       | \$0      | \$0      | \$0      | \$0      | \$0      |
|        |                                     |           |          |          |          |          |          |
| Total  | Total Responses                     | 10,246    | 1,717    | 2,017    | 2,823    | 2,924    | 765      |
|        | Cancelled On Time                   | 1230      | 201      | 241      | 360      | 319      | 109      |
|        | Adjusted Total Responses            | 9,016     | 1,516    | 1,776    | 2,463    | 2,605    | 656      |
|        | Late Responses                      | 721       | 122      | 127      | 188      | 236      | 48       |
|        | Exemptions Requested                | 2         | 2        | 0        | 0        | 0        | 0        |
|        | Exemptions Granted                  | 2         | 2        | 0        | 0        | 0        | 0        |
|        | Time Corrections Requested          | 208       | 33       | 36       | 57       | 67       | 15       |
|        | On Time Time Corrections Approved   | 178       | 31       | 29       | 49       | 61       | 8        |
|        | On Time Cancel Corrections Approved | 6         | 1        | 3        | 1        | 1        | 0        |
|        | Late Time Corrections Approved      | 20        | 0        | 3        | 5        | 5        | 7        |
|        | Time Corrections Denied             | 0         | 0        | 0        | 0        | 0        | 0        |
|        | On Time Corrections Pending         | 1         | 0        | 1        | 0        | 0        | 0        |
|        | On Time Cancel Corrections Pending  | 0         | 0        | 0        | 0        | 0        | 0        |



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|                                    |           |          |          |          |          |          |
|------------------------------------|-----------|----------|----------|----------|----------|----------|
| Late Time Corrections Pending      | 0         | 0        | 0        | 0        | 0        | 0        |
| No Exemption Requested             | 0         | 0        | 0        | 0        | 0        | 0        |
| Time Correction Exemption Approved | 0         | 0        | 0        | 0        | 0        | 0        |
| Time Correction Exemption Denied   | 3         | 1        | 0        | 2        | 0        | 0        |
| Adjusted Late Responses            | 541       | 89       | 98       | 139      | 175      | 40       |
| Extended Minutes                   | 1,431:01  | 224:17   | 251:27   | 354:12   | 442:49   | 158:16   |
| Response Time Liquidated Damages   | \$243,250 | \$35,000 | \$39,750 | \$64,250 | \$73,250 | \$31,000 |
| Zone Liquidated Damages            | \$0       | \$0      | \$0      | \$0      | \$0      | \$0      |
| Other Liquidated Damages           | \$3,000   |          |          |          |          |          |
| Total Liquidated Damages           | \$246,250 |          |          |          |          |          |