



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: 7/1/2015 thru 7/31/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,943	1,013	1,322	2,142	1,962	504
	Cancelled On Time	790	91	142	284	233	40
	Adjusted Total Responses	6,153	922	1,180	1,858	1,729	464
	Late Responses	562	102	100	166	155	39
	Unadjusted Compliance	90.87%	88.94%	91.53%	91.07%	91.04%	91.59%
	Exemptions Requested	4	0	0	2	0	2
	Exemptions Granted	4	0	0	2	0	2
	Time Corrections Requested	136	23	24	53	27	9
	On Time Time Corrections Approved	95	17	17	36	21	4
	On Time Cancel Corrections Approved	9	1	1	4	2	1
	Late Time Corrections Approved	23	3	4	11	4	1
	Time Corrections Denied	5	2	2	0	0	1
	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	4	0	0	2	0	2
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	454	84	82	124	132	32
	Extended Minutes	1,177:02	209:20	208:41	324:21	318:45	115:55
	Adjusted Compliance	92.62%	90.89%	93.05%	93.33%	92.37%	93.10%
	Response Time Liquidated Damages	\$205,750	\$36,750	\$37,500	\$59,250	\$54,500	\$17,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,527	571	555	641	640	120
	Cancelled On Time	373	79	97	97	79	21
	Adjusted Total Responses	2,154	492	458	544	561	99
	Late Responses	147	23	26	47	46	5
	Unadjusted Compliance	93.18%	95.33%	94.32%	91.36%	91.80%	94.95%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	44	8	6	13	14	3
	On Time Time Corrections Approved	33	8	4	12	8	1
	On Time Cancel Corrections Approved	1	0	0	0	1	0
	Late Time Corrections Approved	9	0	2	1	4	2
	Time Corrections Denied	1	0	0	0	1	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	0	0	0	0	0	0
	Adjusted Late Responses	113	15	22	35	37	4
	Extended Minutes	350:28	30:32	96:27	81:22	110:03	32:04
	Adjusted Compliance	94.75%	96.95%	95.20%	93.57%	93.40%	95.96%
	Response Time Liquidated Damages	\$62,000	\$4,500	\$19,500	\$14,250	\$17,000	\$6,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,470	1,584	1,877	2,783	2,602	624
	Cancelled On Time	1,163	170	239	381	312	61
	Adjusted Total Responses	8,307	1,414	1,638	2,402	2,290	563
	Late Responses	709	125	126	213	201	44
	Exemptions Requested	4	0	0	2	0	2
	Exemptions Granted	4	0	0	2	0	2
	Time Corrections Requested	180	31	30	66	41	12
	On Time Time Corrections Approved	128	25	21	48	29	5
	On Time Cancel Corrections Approved	10	1	1	4	3	1
	Late Time Corrections Approved	32	3	6	12	8	3
	Time Corrections Denied	6	2	2	0	1	1
	On Time Corrections Pending	0	0	0	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	4	0	0	2	0	2
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	567	99	104	159	169	36
Extended Minutes	1,527:30	239:52	305:08	405:43	428:48	147:59
Response Time Liquidated Damages	\$267,750	\$41,250	\$57,000	\$73,500	\$71,500	\$24,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$12,000					
Total Liquidated Damages	\$279,750					