

Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2015 thru 3/31/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,329	1,153	1,372	2,060	2,223	521
	Cancelled On Time	813	116	129	270	247	51
	Adjusted Total Responses	6,516	1,037	1,243	1,790	1,976	470
	Late Responses	590	97	98	153	197	45
	Unadjusted Compliance	90.95%	90.65%	92.12%	91.45%	90.03%	90.43%
	Exemptions Requested	15	2	1	2	9	1
	Exemptions Granted	15	2	1	2	9	1
	Time Corrections Requested	197	34	35	52	60	16
	On Time Time Corrections Approved	156	28	28	37	51	12
	On Time Cancel Corrections Approved	8	2	2	3	1	0
	Late Time Corrections Approved	28	3	4	12	6	3
	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	5	1	1	0	2	1
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	411	65	67	111	136	32
	Extended Minutes	1,143:25	161:24	198:52	260:04	388:33	134:32
	Adjusted Compliance	93.69%	93.73%	94.61%	93.80%	93.12%	93.19%
	Response Time Liquidated Damages	\$190,500	\$29,000	\$38,750	\$42,250	\$60,000	\$20,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,679	631	551	667	708	122
	Cancelled On Time	349	68	86	93	88	14
	Adjusted Total Responses	2,330	563	465	574	620	108
	Late Responses	162	28	30	44	53	7
	Unadjusted Compliance	93.05%	95.03%	93.55%	92.33%	91.45%	93.52%
	Exemptions Requested	4	1	2	1	0	0
	Exemptions Granted	4	1	2	1	0	0
	Time Corrections Requested	62	11	8	19	23	1
	On Time Time Corrections Approved	44	9	4	15	15	1
	On Time Cancel Corrections Approved	1	0	0	1	0	0
	Late Time Corrections Approved	15	1	3	3	8	0
	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	2	1	1	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	113	18	24	27	38	6
	Extended Minutes	421:15	71:15	88:45	82:47	152:14	26:14
	Adjusted Compliance	95.15%	96.80%	94.84%	95.30%	93.87%	94.44%
	Response Time Liquidated Damages	\$67,500	\$11,000	\$15,500	\$13,000	\$24,750	\$3,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,008	1,784	1,923	2,727	2,931	643
	Cancelled On Time	1162	184	215	363	335	65
	Adjusted Total Responses	8,846	1,600	1,708	2,364	2,596	578
	Late Responses	752	125	128	197	250	52
	Exemptions Requested	19	3	3	3	9	1
	Exemptions Granted	19	3	3	3	9	1
	Time Corrections Requested	259	45	43	71	83	17
	On Time Time Corrections Approved	200	37	32	52	66	13
	On Time Cancel Corrections Approved	9	2	2	4	1	0
	Late Time Corrections Approved	43	4	7	15	14	3
	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



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



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Rural/Metro
Ambulance

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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	7	2	2	0	2	1
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	524	83	91	138	174	38
Extended Minutes	1,564:40	232:39	287:37	342:51	540:47	160:46
Response Time Liquidated Damages	\$258,000	\$40,000	\$54,250	\$55,250	\$84,750	\$23,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$24,000					
Total Liquidated Damages	\$282,000					