



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2015 thru 11/30/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,934	1,093	1,278	2,040	2,039	484
	Cancelled On Time	771	109	135	264	210	53
	Adjusted Total Responses	6,163	984	1,143	1,776	1,829	431
	Late Responses	506	93	85	146	149	33
	Unadjusted Compliance	91.79%	90.55%	92.56%	91.78%	91.85%	92.34%
	Exemptions Requested	7	1	1	4	1	0
	Exemptions Granted	7	1	1	4	1	0
	Time Corrections Requested	129	18	23	41	35	12
	On Time Time Corrections Approved	109	17	16	35	30	11
	On Time Cancel Corrections Approved	3	0	1	1	1	0
	Late Time Corrections Approved	17	1	6	5	4	1
	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	390	75	68	107	118	22
	Extended Minutes	1,005:16	133:01	223:04	257:14	313:35	78:22
	Adjusted Compliance	93.67%	92.38%	94.05%	93.98%	93.55%	94.90%
	Response Time Liquidated Damages	\$174,500	\$24,750	\$42,500	\$42,750	\$51,000	\$13,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,664	544	552	619	758	191
	Cancelled On Time	443	71	111	91	132	38
	Adjusted Total Responses	2,221	473	441	528	626	153
	Late Responses	143	30	30	41	41	1
	Unadjusted Compliance	93.56%	93.66%	93.20%	92.23%	93.45%	99.35%
	Exemptions Requested	1	1	0	0	0	0
	Exemptions Granted	1	1	0	0	0	0
	Time Corrections Requested	39	7	10	9	13	0
	On Time Time Corrections Approved	31	7	7	8	9	0
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	7	0	3	1	3	0
	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	111	22	23	33	32	1
	Extended Minutes	361:24	61:29	69:12	114:10	113:35	2:58
	Adjusted Compliance	95.00%	95.35%	94.78%	93.75%	94.89%	99.35%
	Response Time Liquidated Damages	\$59,250	\$9,500	\$10,250	\$18,250	\$21,000	\$250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,598	1,637	1,830	2,659	2,797	675
	Cancelled On Time	1214	180	246	355	342	91
	Adjusted Total Responses	8,384	1,457	1,584	2,304	2,455	584
	Late Responses	649	123	115	187	190	34
	Exemptions Requested	8	2	1	4	1	0
	Exemptions Granted	8	2	1	4	1	0
	Time Corrections Requested	168	25	33	50	48	12
	On Time Time Corrections Approved	140	24	23	43	39	11
	On Time Cancel Corrections Approved	3	0	1	1	1	0
	Late Time Corrections Approved	24	1	9	6	7	1
	Time Corrections Denied	2	0	0	0	2	0
	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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Operated by
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	0	0	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	501	97	91	140	150	23
Extended Minutes	1,366:40	194:30	292:16	371:24	427:10	81:20
Response Time Liquidated Damages	\$233,750	\$34,250	\$52,750	\$61,000	\$72,000	\$13,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$23,000					
Total Liquidated Damages	\$256,750					