



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2015 thru 10/31/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,421	1,209	1,460	2,178	2,126	448
	Cancelled On Time	940	133	167	303	280	57
	Adjusted Total Responses	6,481	1,076	1,293	1,875	1,846	391
	Late Responses	640	117	132	149	203	39
	Unadjusted Compliance	90.12%	89.13%	89.79%	92.05%	89.00%	90.03%
	Exemptions Requested	5	0	0	1	3	1
	Exemptions Granted	4	0	0	1	2	1
	Time Corrections Requested	175	34	24	55	46	16
	On Time Time Corrections Approved	134	29	19	43	35	8
	On Time Cancel Corrections Approved	5	2	0	1	2	0
	Late Time Corrections Approved	29	3	4	9	5	8
	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	6	0	1	1	4	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	496	88	112	104	162	30
	Extended Minutes	1,298:56	169:03	307:13	281:55	432:04	108:41
	Adjusted Compliance	92.35%	91.82%	91.34%	94.45%	91.22%	92.33%
	Response Time Liquidated Damages	\$220,250	\$35,250	\$46,250	\$47,000	\$75,750	\$16,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,760	599	587	638	736	200
	Cancelled On Time	461	81	108	110	125	37
	Adjusted Total Responses	2,299	518	479	528	611	163
	Late Responses	167	38	28	32	63	6
	Unadjusted Compliance	92.74%	92.66%	94.15%	93.94%	89.69%	96.32%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	39	10	8	7	11	3
	On Time Time Corrections Approved	29	10	4	4	8	3
	On Time Cancel Corrections Approved	2	0	1	1	0	0
	Late Time Corrections Approved	6	0	3	0	3	0
	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	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	137	28	24	27	55	3
	Extended Minutes	404:38	79:30	79:08	87:37	154:22	4:01
	Adjusted Compliance	94.04%	94.59%	94.99%	94.89%	91.00%	98.16%
	Response Time Liquidated Damages	\$70,750	\$15,750	\$12,250	\$16,000	\$26,000	\$750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,181	1,808	2,047	2,816	2,862	648
	Cancelled On Time	1401	214	275	413	405	94
	Adjusted Total Responses	8,780	1,594	1,772	2,403	2,457	554
	Late Responses	807	155	160	181	266	45
	Exemptions Requested	5	0	0	1	3	1
	Exemptions Granted	4	0	0	1	2	1
	Time Corrections Requested	214	44	32	62	57	19
	On Time Time Corrections Approved	163	39	23	47	43	11
	On Time Cancel Corrections Approved	7	2	1	2	2	0
	Late Time Corrections Approved	35	3	7	9	8	8
	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



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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	7	0	1	2	4	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	633	116	136	131	217	33
Extended Minutes	1,703:34	248:33	386:21	369:32	586:26	112:42
Response Time Liquidated Damages	\$291,000	\$51,000	\$58,500	\$63,000	\$101,750	\$16,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$21,000					
Total Liquidated Damages	\$312,000					