

Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2016 thru 4/30/2016

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,200	1,114	1,372	2,112	2,154	448
	Cancelled On Time	838	107	153	273	259	46
	Adjusted Total Responses	6,362	1,007	1,219	1,839	1,895	402
	Late Responses	558	99	112	147	162	38
	Unadjusted Compliance	91.23%	90.17%	90.81%	92.01%	91.45%	90.55%
	Exemptions Requested	5	1	3	1	0	0
	Exemptions Granted	5	1	3	1	0	0
	Time Corrections Requested	151	29	31	38	37	16
	On Time Time Corrections Approved	123	22	27	31	31	12
	On Time Cancel Corrections Approved	6	2	2	1	1	0
	Late Time Corrections Approved	18	4	2	4	4	4
	Time Corrections Denied	4	1	0	2	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	1	0	0	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	429	76	82	115	130	26
	Extended Minutes	973:23	123:21	144:13	247:59	296:54	160:56
	Adjusted Compliance	93.26%	92.45%	93.27%	93.75%	93.14%	93.53%
	Response Time Liquidated Damages	\$170,250	\$24,000	\$25,000	\$43,000	\$49,000	\$29,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,825	588	616	655	777	189
	Cancelled On Time	484	78	114	121	145	26
	Adjusted Total Responses	2,341	510	502	534	632	163
	Late Responses	149	32	29	37	46	5
	Unadjusted Compliance	93.64%	93.73%	94.22%	93.07%	92.72%	96.93%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	39	6	11	3	19	0
	On Time Time Corrections Approved	32	6	7	3	16	0
	On Time Cancel Corrections Approved	1	0	0	0	1	0
	Late Time Corrections Approved	3	0	3	0	0	0
	Time Corrections Denied	3	0	1	1	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	1	0	0	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	116	26	22	34	29	5
	Extended Minutes	372:00	93:06	66:43	88:28	108:27	15:16
	Adjusted Compliance	95.04%	94.90%	95.62%	93.63%	95.41%	96.93%
	Response Time Liquidated Damages	\$63,750	\$19,250	\$10,500	\$13,750	\$18,000	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,025	1,702	1,988	2,767	2,931	637
	Cancelled On Time	1322	185	267	394	404	72
	Adjusted Total Responses	8,703	1,517	1,721	2,373	2,527	565
	Late Responses	707	131	141	184	208	43
	Exemptions Requested	5	1	3	1	0	0
	Exemptions Granted	5	1	3	1	0	0
	Time Corrections Requested	190	35	42	41	56	16
	On Time Time Corrections Approved	155	28	34	34	47	12
	On Time Cancel Corrections Approved	7	2	2	1	2	0
	Late Time Corrections Approved	21	4	5	4	4	4
	Time Corrections Denied	7	1	1	3	2	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



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	2	0	0	0	2	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	545	102	104	149	159	31
Extended Minutes	1,345:23	216:27	210:56	336:27	405:21	176:12
Response Time Liquidated Damages	\$234,000	\$43,250	\$35,500	\$56,750	\$67,000	\$31,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$5,000					
Total Liquidated Damages	\$239,000					