



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



**Rural Metro Santa Clara - Compliance Summary Report**

Period: 4/1/2015 thru 4/30/2015

| <b>Grand Totals All Zones</b> |                                     | <b>Total</b>  | <b>Zone 1</b> | <b>Zone 2</b> | <b>Zone 3</b> | <b>Zone 4</b> | <b>Zone 5</b> |
|-------------------------------|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>RLS</b>                    | Total Responses                     | 6,969         | 1,033         | 1,377         | 1,981         | 2,110         | 468           |
|                               | Cancelled On Time                   | 790           | 105           | 142           | 256           | 232           | 55            |
|                               | Adjusted Total Responses            | 6,179         | 928           | 1,235         | 1,725         | 1,878         | 413           |
|                               | Late Responses                      | 554           | 74            | 103           | 159           | 186           | 32            |
|                               | Unadjusted Compliance               | 91.03%        | 92.03%        | 91.66%        | 90.78%        | 90.10%        | 92.25%        |
|                               | Exemptions Requested                | 32            | 4             | 5             | 11            | 12            | 0             |
|                               | Exemptions Granted                  | 15            | 2             | 2             | 7             | 4             | 0             |
|                               | Time Corrections Requested          | 194           | 26            | 38            | 49            | 73            | 8             |
|                               | On Time Time Corrections Approved   | 132           | 20            | 24            | 33            | 50            | 5             |
|                               | On Time Cancel Corrections Approved | 2             | 0             | 1             | 0             | 1             | 0             |
|                               | Late Time Corrections Approved      | 35            | 2             | 8             | 8             | 14            | 3             |
|                               | Time Corrections Denied             | 2             | 1             | 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  | 7             | 1             | 2             | 4             | 0             | 0             |
|                               | Time Correction Exemption Denied    | 16            | 2             | 3             | 3             | 8             | 0             |
|                               | <b>Adjusted Late Responses</b>      | <b>405</b>    | <b>52</b>     | <b>76</b>     | <b>119</b>    | <b>131</b>    | <b>27</b>     |
|                               | Extended Minutes                    | 1,038:10      | 116:56        | 200:19        | 286:38        | 313:04        | 121:13        |
|                               | <b>Adjusted Compliance</b>          | <b>93.45%</b> | <b>94.40%</b> | <b>93.85%</b> | <b>93.10%</b> | <b>93.02%</b> | <b>93.46%</b> |
|                               | Response Time Liquidated Damages    | \$172,250     | \$19,000      | \$34,750      | \$46,500      | \$49,000      | \$23,000      |
|                               | Zone Liquidated Damages             | \$0           | \$0           | \$0           | \$0           | \$0           | \$0           |
|                               |                                     |               |               |               |               |               |               |
| <b>NonRLS</b>                 | Total Responses                     | 2,692         | 636           | 582           | 660           | 676           | 138           |
|                               | Cancelled On Time                   | 415           | 90            | 107           | 87            | 107           | 24            |
|                               | Adjusted Total Responses            | 2,277         | 546           | 475           | 573           | 569           | 114           |
|                               | Late Responses                      | 149           | 25            | 21            | 56            | 43            | 4             |
|                               | Unadjusted Compliance               | 93.46%        | 95.42%        | 95.58%        | 90.23%        | 92.44%        | 96.49%        |
|                               | Exemptions Requested                | 8             | 1             | 1             | 3             | 3             | 0             |
|                               | Exemptions Granted                  | 6             | 0             | 0             | 3             | 3             | 0             |
|                               | Time Corrections Requested          | 48            | 11            | 7             | 18            | 10            | 2             |
|                               | On Time Time Corrections Approved   | 31            | 8             | 5             | 10            | 7             | 1             |
|                               | On Time Cancel Corrections Approved | 0             | 0             | 0             | 0             | 0             | 0             |
|                               | Late Time Corrections Approved      | 12            | 2             | 1             | 5             | 3             | 1             |
|                               | Time Corrections Denied             | 2             | 0             | 0             | 2             | 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    | 2             | 1             | 1             | 0             | 0             | 0             |
|                               | <b>Adjusted Late Responses</b>      | <b>112</b>    | <b>17</b>     | <b>16</b>     | <b>43</b>     | <b>33</b>     | <b>3</b>      |
|                               | Extended Minutes                    | 394:04        | 48:34         | 65:46         | 128:15        | 137:10        | 14:19         |
|                               | <b>Adjusted Compliance</b>          | <b>95.08%</b> | <b>96.89%</b> | <b>96.63%</b> | <b>92.50%</b> | <b>94.20%</b> | <b>97.37%</b> |
|                               | Response Time Liquidated Damages    | \$63,750      | \$6,500       | \$15,250      | \$20,250      | \$20,000      | \$1,750       |
|                               | Zone Liquidated Damages             | \$0           | \$0           | \$0           | \$0           | \$0           | \$0           |
|                               |                                     |               |               |               |               |               |               |
| <b>Total</b>                  | Total Responses                     | 9,661         | 1,669         | 1,959         | 2,641         | 2,786         | 606           |
|                               | Cancelled On Time                   | 1,205         | 195           | 249           | 343           | 339           | 79            |
|                               | Adjusted Total Responses            | 8,456         | 1,474         | 1,710         | 2,298         | 2,447         | 527           |
|                               | Late Responses                      | 703           | 99            | 124           | 215           | 229           | 36            |
|                               | Exemptions Requested                | 40            | 5             | 6             | 14            | 15            | 0             |
|                               | Exemptions Granted                  | 21            | 2             | 2             | 10            | 7             | 0             |
|                               | Time Corrections Requested          | 242           | 37            | 45            | 67            | 83            | 10            |
|                               | On Time Time Corrections Approved   | 163           | 28            | 29            | 43            | 57            | 6             |
|                               | On Time Cancel Corrections Approved | 2             | 0             | 1             | 0             | 1             | 0             |
|                               | Late Time Corrections Approved      | 47            | 4             | 9             | 13            | 17            | 4             |
|                               | Time Corrections Denied             | 4             | 1             | 0             | 3             | 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 | 8          | 1         | 2         | 5          | 0          | 0         |
| Time Correction Exemption Denied   | 18         | 3         | 4         | 3          | 8          | 0         |
| <b>Adjusted Late Responses</b>     | <b>517</b> | <b>69</b> | <b>92</b> | <b>162</b> | <b>164</b> | <b>30</b> |
| Extended Minutes                   | 1,432:14   | 165:30    | 266:05    | 414:53     | 450:14     | 135:32    |
| Response Time Liquidated Damages   | \$236,000  | \$25,500  | \$50,000  | \$66,750   | \$69,000   | \$24,750  |
| Zone Liquidated Damages            | \$0        | \$0       | \$0       | \$0        | \$0        | \$0       |
| Other Liquidated Damages           | \$15,000   |           |           |            |            |           |
| Total Liquidated Damages           | \$251,000  |           |           |            |            |           |