



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
Rural/Metro
Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2015 thru 5/31/2015

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,358	1,162	1,363	2,080	2,213	540
	Cancelled On Time	835	124	141	268	247	55
	Adjusted Total Responses	6,523	1,038	1,222	1,812	1,966	485
	Late Responses	568	99	95	165	166	43
	Unadjusted Compliance	91.29%	90.46%	92.23%	90.89%	91.56%	91.13%
	Exemptions Requested	2	0	2	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	215	38	38	59	67	13
	On Time Time Corrections Approved	177	29	33	49	57	9
	On Time Cancel Corrections Approved	5	3	1	1	0	0
	Late Time Corrections Approved	32	6	3	9	10	4
	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	0	0	0	0	0	0
	Time Correction Exemption Denied	1	0	1	0	0	0
	Adjusted Late Responses	385	67	60	115	109	34
	Extended Minutes	1,067:24	177:57	206:23	277:13	265:18	140:33
	Adjusted Compliance	94.10%	93.55%	95.09%	93.65%	94.46%	92.99%
	Response Time Liquidated Damages	\$177,250	\$28,500	\$29,750	\$49,750	\$42,250	\$27,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,738	630	599	625	739	145
	Cancelled On Time	444	94	102	100	120	28
	Adjusted Total Responses	2,294	536	497	525	619	117
	Late Responses	139	25	35	30	39	10
	Unadjusted Compliance	93.94%	95.34%	92.96%	94.29%	93.70%	91.45%
	Exemptions Requested	2	0	2	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	58	14	11	14	15	4
	On Time Time Corrections Approved	39	10	7	10	10	2
	On Time Cancel Corrections Approved	3	2	1	0	0	0
	Late Time Corrections Approved	16	2	3	4	5	2
	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	96	13	26	20	29	8
	Extended Minutes	349:23	37:58	89:17	57:07	112:46	52:15
	Adjusted Compliance	95.82%	97.57%	94.77%	96.19%	95.32%	93.16%
	Response Time Liquidated Damages	\$55,250	\$6,250	\$14,000	\$8,500	\$19,750	\$6,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,096	1,792	1,962	2,705	2,952	685
	Cancelled On Time	1,279	218	243	368	367	83
	Adjusted Total Responses	8,817	1,574	1,719	2,337	2,585	602
	Late Responses	707	124	130	195	205	53
	Exemptions Requested	4	0	4	0	0	0
	Exemptions Granted	2	0	2	0	0	0
	Time Corrections Requested	273	52	49	73	82	17
	On Time Time Corrections Approved	216	39	40	59	67	11
	On Time Cancel Corrections Approved	8	5	2	1	0	0
	Late Time Corrections Approved	48	8	6	13	15	6
	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



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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	1	0	1	0	0	0
Adjusted Late Responses	481	80	86	135	138	42
Extended Minutes	1,416:47	215:55	295:40	334:20	378:04	192:48
Response Time Liquidated Damages	\$232,500	\$34,750	\$43,750	\$58,250	\$62,000	\$33,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$239,500					