



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2015 thru 6/30/2015

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,197	1,148	1,344	2,170	2,029	506
	Cancelled On Time	831	111	134	271	270	45
	Adjusted Total Responses	6,366	1,037	1,210	1,899	1,759	461
	Late Responses	575	92	103	175	173	32
	Unadjusted Compliance	90.97%	91.13%	91.49%	90.78%	90.16%	93.06%
	Exemptions Requested	7	1	2	3	1	0
	Exemptions Granted	5	1	2	2	0	0
	Time Corrections Requested	166	20	31	50	57	8
	On Time Time Corrections Approved	138	18	26	40	48	6
	On Time Cancel Corrections Approved	2	0	0	1	0	1
	Late Time Corrections Approved	18	1	3	6	7	1
	Time Corrections Denied	4	0	2	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	3	1	1	1	0	0
	Time Correction Exemption Denied	2	0	0	1	1	0
	Adjusted Late Responses	430	73	75	132	125	25
	Extended Minutes	997:56	149:51	203:40	265:03	292:43	86:39
	Adjusted Compliance	93.25%	92.96%	93.80%	93.05%	92.89%	94.58%
	Response Time Liquidated Damages	\$169,250	\$26,250	\$33,250	\$46,750	\$48,000	\$15,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,632	602	547	663	690	130
	Cancelled On Time	438	80	106	115	122	15
	Adjusted Total Responses	2,194	522	441	548	568	115
	Late Responses	130	21	23	38	42	6
	Unadjusted Compliance	94.07%	95.98%	94.78%	93.07%	92.61%	94.78%
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	38	8	5	11	12	2
	On Time Time Corrections Approved	29	5	5	8	10	1
	On Time Cancel Corrections Approved	3	2	0	1	0	0
	Late Time Corrections Approved	5	1	0	1	2	1
	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	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	97	14	18	28	32	5
	Extended Minutes	351:43	71:02	57:52	95:57	113:36	13:16
	Adjusted Compliance	95.58%	97.32%	95.92%	94.89%	94.37%	95.65%
	Response Time Liquidated Damages	\$64,500	\$17,750	\$10,000	\$15,000	\$19,500	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,829	1,750	1,891	2,833	2,719	636
	Cancelled On Time	1,269	191	240	386	392	60
	Adjusted Total Responses	8,560	1,559	1,651	2,447	2,327	576
	Late Responses	705	113	126	213	215	38
	Exemptions Requested	8	1	2	4	1	0
	Exemptions Granted	6	1	2	3	0	0
	Time Corrections Requested	204	28	36	61	69	10
	On Time Time Corrections Approved	167	23	31	48	58	7
	On Time Cancel Corrections Approved	5	2	0	2	0	1
	Late Time Corrections Approved	23	2	3	7	9	2
	Time Corrections Denied	4	0	2	1	1	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	4	1	1	2	0	0
Time Correction Exemption Denied	2	0	0	1	1	0
Adjusted Late Responses	527	87	93	160	157	30
Extended Minutes	1,349:39	220:53	261:32	361:00	406:19	99:55
Response Time Liquidated Damages	\$233,750	\$44,000	\$43,250	\$61,750	\$67,500	\$17,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$240,750					