



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



## Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2015 thru 9/30/2015

<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	7,178	1,137	1,407	2,118	2,048	468
	Cancelled On Time	863	127	151	300	241	44
	Adjusted Total Responses	6,315	1,010	1,256	1,818	1,807	424
	Late Responses	600	107	101	173	187	32
	Unadjusted Compliance	90.50%	89.41%	91.96%	90.48%	89.65%	92.45%
	Exemptions Requested	2	1	0	0	1	0
	Exemptions Granted	2	1	0	0	1	0
	Time Corrections Requested	163	26	25	52	49	11
	On Time Time Corrections Approved	122	21	19	38	37	7
	On Time Cancel Corrections Approved	9	1	1	4	3	0
	Late Time Corrections Approved	25	3	3	9	9	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	6	1	2	1	0	2
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>470</b>	<b>84</b>	<b>80</b>	<b>134</b>	<b>149</b>	<b>23</b>
	Extended Minutes	1,110:47	124:12	218:07	309:23	369:19	89:46
	<b>Adjusted Compliance</b>	<b>92.56%</b>	<b>91.68%</b>	<b>93.63%</b>	<b>92.63%</b>	<b>91.75%</b>	<b>94.58%</b>
	Response Time Liquidated Damages	\$191,250	\$23,750	\$35,750	\$52,750	\$62,500	\$16,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,685	596	593	604	690	202
	Cancelled On Time	469	94	120	117	105	33
	Adjusted Total Responses	2,216	502	473	487	585	169
	Late Responses	172	23	43	47	54	5
	Unadjusted Compliance	92.24%	95.42%	90.91%	90.35%	90.77%	97.04%
	Exemptions Requested	2	0	0	2	0	0
	Exemptions Granted	2	0	0	2	0	0
	Time Corrections Requested	37	8	9	8	12	0
	On Time Time Corrections Approved	26	3	7	7	9	0
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	9	4	2	1	2	0
	Time Corrections Denied	1	0	0	0	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>144</b>	<b>20</b>	<b>36</b>	<b>38</b>	<b>45</b>	<b>5</b>
	Extended Minutes	543:29	52:30	104:06	169:31	170:03	47:19
	<b>Adjusted Compliance</b>	<b>93.50%</b>	<b>96.02%</b>	<b>92.39%</b>	<b>92.20%</b>	<b>92.31%</b>	<b>97.04%</b>
	Response Time Liquidated Damages	\$96,750	\$7,750	\$15,250	\$31,500	\$30,750	\$11,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	9,863	1,733	2,000	2,722	2,738	670
	Cancelled On Time	1,332	221	271	417	346	77
	Adjusted Total Responses	8,531	1,512	1,729	2,305	2,392	593
	Late Responses	772	130	144	220	241	37
	Exemptions Requested	4	1	0	2	1	0
	Exemptions Granted	4	1	0	2	1	0
	Time Corrections Requested	200	34	34	60	61	11
	On Time Time Corrections Approved	148	24	26	45	46	7
	On Time Cancel Corrections Approved	9	1	1	4	3	0
	Late Time Corrections Approved	34	7	5	10	11	1
	Time Corrections Denied	1	0	0	0	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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Period: 9/1/2015 thru 9/30/2015

Late Time Corrections Pending	0	0	0	0	0	0
No Exemption Requested	0	0	0	0	0	0
Time Correction Exemption Approved	6	1	2	1	0	2
Time Correction Exemption Denied	0	0	0	0	0	0
<b>Adjusted Late Responses</b>	<b>614</b>	<b>104</b>	<b>116</b>	<b>172</b>	<b>194</b>	<b>28</b>
Extended Minutes	1,654:16	176:42	322:13	478:54	539:22	137:05
Response Time Liquidated Damages	\$288,000	\$31,500	\$51,000	\$84,250	\$93,250	\$28,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$5,000					
Total Liquidated Damages	\$293,000					