



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



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

Period: 1/1/2016 thru 1/31/2016

<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	7,421	1,225	1,433	2,140	2,135	488
	Cancelled On Time	815	110	152	268	238	47
	Adjusted Total Responses	6,606	1,115	1,281	1,872	1,897	441
	Late Responses	584	107	119	144	175	39
	Unadjusted Compliance	91.16%	90.40%	90.71%	92.31%	90.77%	91.16%
	Exemptions Requested	2	0	0	1	1	0
	Exemptions Granted	1	0	0	0	1	0
	Time Corrections Requested	141	21	31	41	36	12
	On Time Time Corrections Approved	120	20	26	33	32	9
	On Time Cancel Corrections Approved	1	0	0	1	0	0
	Late Time Corrections Approved	18	1	5	5	4	3
	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>463</b>	<b>87</b>	<b>93</b>	<b>111</b>	<b>142</b>	<b>30</b>
	Extended Minutes	1,176:12	145:31	279:06	259:43	373:32	118:20
	<b>Adjusted Compliance</b>	<b>92.99%</b>	<b>92.20%</b>	<b>92.74%</b>	<b>94.07%</b>	<b>92.51%</b>	<b>93.20%</b>
	Response Time Liquidated Damages	\$205,000	\$27,500	\$48,000	\$45,000	\$61,750	\$22,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,783	625	579	666	734	179
	Cancelled On Time	460	83	111	120	122	24
	Adjusted Total Responses	2,323	542	468	546	612	155
	Late Responses	149	40	27	42	39	1
	Unadjusted Compliance	93.59%	92.62%	94.23%	92.31%	93.63%	99.35%
	Exemptions Requested	2	0	0	2	0	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	40	8	9	16	6	1
	On Time Time Corrections Approved	34	7	9	13	4	1
	On Time Cancel Corrections Approved	3	0	0	1	2	0
	Late Time Corrections Approved	3	1	0	2	0	0
	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
	<b>Adjusted Late Responses</b>	<b>114</b>	<b>33</b>	<b>18</b>	<b>28</b>	<b>35</b>	<b>0</b>
	Extended Minutes	334:31	83:11	54:14	79:10	117:56	:00
	<b>Adjusted Compliance</b>	<b>95.09%</b>	<b>93.91%</b>	<b>96.15%</b>	<b>94.87%</b>	<b>94.28%</b>	<b>100.00%</b>
	Response Time Liquidated Damages	\$55,000	\$14,750	\$8,750	\$13,500	\$18,000	\$0
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	10,204	1,850	2,012	2,806	2,869	667
	Cancelled On Time	1,275	193	263	388	360	71
	Adjusted Total Responses	8,929	1,657	1,749	2,418	2,509	596
	Late Responses	733	147	146	186	214	40
	Exemptions Requested	4	0	0	3	1	0
	Exemptions Granted	2	0	0	1	1	0
	Time Corrections Requested	181	29	40	57	42	13
	On Time Time Corrections Approved	154	27	35	46	36	10
	On Time Cancel Corrections Approved	4	0	0	2	2	0
	Late Time Corrections Approved	21	2	5	7	4	3
	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



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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	0	0	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
<b>Adjusted Late Responses</b>	<b>577</b>	<b>120</b>	<b>111</b>	<b>139</b>	<b>177</b>	<b>30</b>
Extended Minutes	1,510:43	228:42	333:20	338:53	491:28	118:20
Response Time Liquidated Damages	\$260,000	\$42,250	\$56,750	\$58,500	\$79,750	\$22,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$8,000					
Total Liquidated Damages	\$268,000					