



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



## Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2016 thru 2/29/2016

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,201	1,073	1,388	2,173	2,116	451
	Cancelled On Time	818	110	184	258	218	48
	Adjusted Total Responses	6,383	963	1,204	1,915	1,898	403
	Late Responses	559	95	107	138	178	41
	Unadjusted Compliance	91.24%	90.13%	91.11%	92.79%	90.62%	89.83%
	Exemptions Requested	4	1	1	1	1	0
	Exemptions Granted	4	1	1	1	1	0
	Time Corrections Requested	146	20	22	45	45	14
	On Time Time Corrections Approved	127	19	16	40	42	10
	On Time Cancel Corrections Approved	2	0	0	0	1	1
	Late Time Corrections Approved	15	1	6	4	2	2
	Time Corrections Denied	1	0	0	0	0	1
	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
	<b>Adjusted Late Responses</b>	<b>427</b>	<b>75</b>	<b>90</b>	<b>96</b>	<b>135</b>	<b>31</b>
	Extended Minutes	1,050:32	134:52	218:41	220:47	338:46	137:26
	<b>Adjusted Compliance</b>	<b>93.31%</b>	<b>92.21%</b>	<b>92.52%</b>	<b>94.99%</b>	<b>92.89%</b>	<b>92.31%</b>
	Response Time Liquidated Damages	\$181,500	\$25,250	\$37,500	\$37,250	\$54,750	\$26,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,763	570	608	655	745	185
	Cancelled On Time	456	79	126	113	105	33
	Adjusted Total Responses	2,307	491	482	542	640	152
	Late Responses	153	24	36	42	46	5
	Unadjusted Compliance	93.37%	95.11%	92.53%	92.25%	92.81%	96.71%
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	38	6	8	9	12	3
	On Time Time Corrections Approved	26	4	5	6	8	3
	On Time Cancel Corrections Approved	3	0	2	0	1	0
	Late Time Corrections Approved	8	2	1	2	3	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	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>125</b>	<b>20</b>	<b>30</b>	<b>35</b>	<b>38</b>	<b>2</b>
	Extended Minutes	357:17	50:46	69:40	126:01	85:07	25:43
	<b>Adjusted Compliance</b>	<b>94.58%</b>	<b>95.93%</b>	<b>93.78%</b>	<b>93.54%</b>	<b>94.06%</b>	<b>98.68%</b>
	Response Time Liquidated Damages	\$59,250	\$8,750	\$11,000	\$21,250	\$14,250	\$4,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,964	1,643	1,996	2,828	2,861	636
	Cancelled On Time	1,274	189	310	371	323	81
	Adjusted Total Responses	8,690	1,454	1,686	2,457	2,538	555
	Late Responses	712	119	143	180	224	46
	Exemptions Requested	5	1	2	1	1	0
	Exemptions Granted	5	1	2	1	1	0
	Time Corrections Requested	184	26	30	54	57	17
	On Time Time Corrections Approved	153	23	21	46	50	13
	On Time Cancel Corrections Approved	5	0	2	0	2	1
	Late Time Corrections Approved	23	3	7	6	5	2
	Time Corrections Denied	1	0	0	0	0	1
	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	2	0	0	2	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
<b>Adjusted Late Responses</b>	<b>552</b>	<b>95</b>	<b>120</b>	<b>131</b>	<b>173</b>	<b>33</b>
Extended Minutes	1,407:49	185:38	288:21	346:48	423:53	163:09
Response Time Liquidated Damages	\$240,750	\$34,000	\$48,500	\$58,500	\$69,000	\$30,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$12,000					
Total Liquidated Damages	\$252,750					