



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2016 thru 3/31/2016

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,573	1,130	1,542	2,197	2,238	466
	Cancelled On Time	883	103	205	290	230	55
	Adjusted Total Responses	6,690	1,027	1,337	1,907	2,008	411
	Late Responses	575	99	101	162	173	40
	Unadjusted Compliance	91.41%	90.36%	92.45%	91.50%	91.38%	90.27%
	Exemptions Requested	3	0	2	1	0	0
	Exemptions Granted	3	0	2	1	0	0
	Time Corrections Requested	166	30	28	44	50	14
	On Time Time Corrections Approved	143	29	24	39	42	9
	On Time Cancel Corrections Approved	4	1	0	1	2	0
	Late Time Corrections Approved	14	0	4	3	3	4
	Time Corrections Denied	5	0	0	1	1	3
	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	2	0	0	0	2	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	427	70	75	122	129	31
	Extended Minutes	1,060:30	112:06	188:30	293:19	324:57	141:38
	Adjusted Compliance	93.62%	93.18%	94.39%	93.60%	93.58%	92.46%
	Response Time Liquidated Damages	\$180,000	\$20,750	\$31,000	\$49,000	\$59,500	\$19,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,930	596	642	693	819	180
	Cancelled On Time	451	69	117	121	119	25
	Adjusted Total Responses	2,479	527	525	572	700	155
	Late Responses	145	22	25	48	43	7
	Unadjusted Compliance	94.15%	95.83%	95.24%	91.61%	93.86%	95.48%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	32	6	5	9	11	1
	On Time Time Corrections Approved	26	5	5	7	8	1
	On Time Cancel Corrections Approved	2	1	0	1	0	0
	Late Time Corrections Approved	3	0	0	1	2	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	1	0	0	0	1	0
	Adjusted Late Responses	119	17	20	41	35	6
	Extended Minutes	428:27	51:34	67:41	127:44	154:29	26:59
	Adjusted Compliance	95.20%	96.77%	96.19%	92.83%	95.00%	96.13%
	Response Time Liquidated Damages	\$67,500	\$7,500	\$12,250	\$20,000	\$23,500	\$4,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,503	1,726	2,184	2,890	3,057	646
	Cancelled On Time	1,334	172	322	411	349	80
	Adjusted Total Responses	9,169	1,554	1,862	2,479	2,708	566
	Late Responses	720	121	126	210	216	47
	Exemptions Requested	3	0	2	1	0	0
	Exemptions Granted	3	0	2	1	0	0
	Time Corrections Requested	198	36	33	53	61	15
	On Time Time Corrections Approved	169	34	29	46	50	10
	On Time Cancel Corrections Approved	6	2	0	2	2	0
	Late Time Corrections Approved	17	0	4	4	5	4
	Time Corrections Denied	5	0	0	1	1	3
	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	2	0	0	0	2	0
Time Correction Exemption Denied	1	0	0	0	1	0
Adjusted Late Responses	546	87	95	163	164	37
Extended Minutes	1,488:57	163:40	256:11	421:03	479:26	168:37
Response Time Liquidated Damages	\$247,500	\$28,250	\$43,250	\$69,000	\$83,000	\$24,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$8,000					
Total Liquidated Damages	\$255,500					