



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by  
Rural/Metro  
Ambulance

## Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2016 thru 5/31/2016

<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	7,608	1,150	1,471	2,194	2,281	512
	Cancelled On Time	946	127	187	285	278	69
	Adjusted Total Responses	6,662	1,023	1,284	1,909	2,003	443
	Late Responses	555	104	111	169	143	28
	Unadjusted Compliance	91.67%	89.83%	91.36%	91.15%	92.86%	93.68%
	Exemptions Requested	6	0	2	1	0	3
	Exemptions Granted	3	0	2	0	0	1
	Time Corrections Requested	156	28	33	44	37	14
	On Time Time Corrections Approved	126	25	25	32	34	10
	On Time Cancel Corrections Approved	5	0	2	3	0	0
	Late Time Corrections Approved	17	1	4	7	1	4
	Time Corrections Denied	5	1	1	1	2	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	0	1	0
	Time Correction Exemption Denied	1	0	0	1	0	0
	<b>Adjusted Late Responses</b>	<b>423</b>	<b>78</b>	<b>83</b>	<b>137</b>	<b>108</b>	<b>17</b>
	Extended Minutes	1,035:26	141:08	207:31	330:01	266:07	90:39
	<b>Adjusted Compliance</b>	<b>93.65%</b>	<b>92.38%</b>	<b>93.54%</b>	<b>92.82%</b>	<b>94.61%</b>	<b>96.16%</b>
	Response Time Liquidated Damages	\$178,500	\$27,500	\$34,500	\$55,750	\$42,000	\$18,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,795	600	550	617	829	199
	Cancelled On Time	429	79	99	93	130	28
	Adjusted Total Responses	2,366	521	451	524	699	171
	Late Responses	169	24	34	36	61	14
	Unadjusted Compliance	92.86%	95.39%	92.46%	93.13%	91.27%	91.81%
	Exemptions Requested	1	1	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	55	14	12	12	13	4
	On Time Time Corrections Approved	47	13	10	10	10	4
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	8	1	2	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>122</b>	<b>11</b>	<b>24</b>	<b>26</b>	<b>51</b>	<b>10</b>
	Extended Minutes	1,698:09	36:13	1,322:54	113:56	154:54	70:12
	<b>Adjusted Compliance</b>	<b>94.84%</b>	<b>97.89%</b>	<b>94.68%</b>	<b>95.04%</b>	<b>92.70%</b>	<b>94.15%</b>
	Response Time Liquidated Damages	\$97,000	\$5,750	\$27,250	\$22,250	\$23,500	\$18,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	10,403	1,750	2,021	2,811	3,110	711
	Cancelled On Time	1,375	206	286	378	408	97
	Adjusted Total Responses	9,028	1,544	1,735	2,433	2,702	614
	Late Responses	724	128	145	205	204	42
	Exemptions Requested	7	1	2	1	0	3
	Exemptions Granted	3	0	2	0	0	1
	Time Corrections Requested	211	42	45	56	50	18
	On Time Time Corrections Approved	173	38	35	42	44	14
	On Time Cancel Corrections Approved	5	0	2	3	0	0
	Late Time Corrections Approved	25	2	6	9	4	4
	Time Corrections Denied	5	1	1	1	2	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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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	0	1	0
Time Correction Exemption Denied	1	0	0	1	0	0
<b>Adjusted Late Responses</b>	<b>545</b>	<b>89</b>	<b>107</b>	<b>163</b>	<b>159</b>	<b>27</b>
Extended Minutes	2,733:35	177:21	1,530:25	443:57	421:01	160:51
Response Time Liquidated Damages	\$275,500	\$33,250	\$61,750	\$78,000	\$65,500	\$37,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$5,000					
Total Liquidated Damages	\$280,500					