



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2016 thru 9/30/2016

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,139	1,018	1,335	2,095	2,188	503
	Cancelled On Time	804	85	179	232	244	64
	Adjusted Total Responses	6,335	933	1,156	1,863	1,944	439
	Late Responses	574	100	99	178	158	39
	Unadjusted Compliance	90.94%	89.28%	91.44%	90.45%	91.87%	91.12%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	149	32	26	41	40	10
	On Time Time Corrections Approved	135	29	26	37	37	6
	On Time Cancel Corrections Approved	3	1	0	0	1	1
	Late Time Corrections Approved	8	2	0	3	0	3
	Time Corrections Denied	2	0	0	1	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	1	0	0	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	438	71	73	141	120	33
	Extended Minutes	963:26	123:28	180:59	313:58	253:48	91:13
	Adjusted Compliance	93.09%	92.39%	93.69%	92.43%	93.83%	92.48%
	Response Time Liquidated Damages	\$174,750	\$23,500	\$36,500	\$53,500	\$46,500	\$14,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,734	584	581	645	705	219
	Cancelled On Time	450	88	128	91	106	37
	Adjusted Total Responses	2,284	496	453	554	599	182
	Late Responses	164	32	39	44	43	6
	Unadjusted Compliance	92.82%	93.55%	91.39%	92.06%	92.82%	96.70%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	32	4	7	9	11	1
	On Time Time Corrections Approved	28	4	7	7	9	1
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	3	0	0	2	1	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	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	135	28	32	37	33	5
	Extended Minutes	435:52	87:34	113:46	104:44	107:02	22:46
	Adjusted Compliance	94.09%	94.35%	92.94%	93.32%	94.49%	97.25%
	Response Time Liquidated Damages	\$83,750	\$20,250	\$21,750	\$16,250	\$19,500	\$6,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,873	1,602	1,916	2,740	2,893	722
	Cancelled On Time	1254	173	307	323	350	101
	Adjusted Total Responses	8,619	1,429	1,609	2,417	2,543	621
	Late Responses	738	132	138	222	201	45
	Exemptions Requested	0	0	0	0	0	0



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Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	181	36	33	50	51	11
On Time Time Corrections Approved	163	33	33	44	46	7
On Time Cancel Corrections Approved	3	1	0	0	1	1
Late Time Corrections Approved	11	2	0	5	1	3
Time Corrections Denied	2	0	0	1	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	2	0	0	0	2	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	573	99	105	178	153	38
Extended Minutes	1,399:18	211:02	294:45	418:42	360:50	113:59
Response Time Liquidated Damages	\$258,500	\$43,750	\$58,250	\$69,750	\$66,000	\$20,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$12,000					
Total Liquidated Damages	\$270,500					