



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2016 thru 11/30/2016

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,825	1,057	1,290	1,954	2,072	452
	Cancelled On Time	712	96	124	219	232	41
	Adjusted Total Responses	6,113	961	1,166	1,735	1,840	411
	Late Responses	526	83	90	144	176	33
	Unadjusted Compliance	91.40%	91.36%	92.28%	91.70%	90.43%	91.97%
	Exemptions Requested	1	0	0	0	1	0
	Exemptions Granted	1	0	0	0	1	0
	Time Corrections Requested	138	22	25	42	43	6
	On Time Time Corrections Approved	112	20	18	34	34	6
	On Time Cancel Corrections Approved	4	0	2	1	1	0
	Late Time Corrections Approved	14	0	3	5	6	0
	Time Corrections Denied	3	1	1	0	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	4	1	1	2	0	0
	Time Correction Exemption Denied	1	0	0	0	1	0
	Adjusted Late Responses	409	62	71	108	141	27
	Extended Minutes	968:30	125:47	168:42	280:01	310:29	83:31
	Adjusted Compliance	93.31%	93.55%	93.91%	93.78%	92.34%	93.43%
	Response Time Liquidated Damages	\$174,000	\$22,500	\$30,000	\$51,000	\$58,750	\$11,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,710	583	543	607	768	209
	Cancelled On Time	405	72	109	84	113	27
	Adjusted Total Responses	2,305	511	434	523	655	182
	Late Responses	174	36	40	43	46	9
	Unadjusted Compliance	92.45%	92.95%	90.78%	91.78%	92.98%	95.05%
	Exemptions Requested	1	0	0	0	1	0
	Exemptions Granted	1	0	0	0	1	0
	Time Corrections Requested	35	4	9	13	9	0
	On Time Time Corrections Approved	30	2	9	11	8	0
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	4	2	0	1	1	0
	Time Corrections Denied	1	1	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
	Adjusted Late Responses	142	34	31	31	37	9
	Extended Minutes	515:40	106:53	132:14	121:54	103:13	51:26
	Adjusted Compliance	93.84%	93.35%	92.86%	94.07%	94.35%	95.05%
	Response Time Liquidated Damages	\$90,000	\$20,250	\$25,250	\$21,750	\$16,000	\$6,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,535	1,640	1,833	2,561	2,840	661
	Cancelled On Time	1117	168	233	303	345	68
	Adjusted Total Responses	8,418	1,472	1,600	2,258	2,495	593
	Late Responses	700	119	130	187	222	42
	Exemptions Requested	2	0	0	0	2	0



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Exemptions Granted	2	0	0	0	2	0
Time Corrections Requested	173	26	34	55	52	6
On Time Time Corrections Approved	142	22	27	45	42	6
On Time Cancel Corrections Approved	4	0	2	1	1	0
Late Time Corrections Approved	18	2	3	6	7	0
Time Corrections Denied	4	2	1	0	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	5	1	1	3	0	0
Time Correction Exemption Denied	1	0	0	0	1	0
Adjusted Late Responses	551	96	102	139	178	36
Extended Minutes	1,484:10	232:40	300:56	401:55	413:42	134:57
Response Time Liquidated Damages	\$264,000	\$42,750	\$55,250	\$72,750	\$74,750	\$18,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$271,000					