



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2017 thru 1/31/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	8,116	1,236	1,548	2,340	2,447	545
	Cancelled On Time	835	95	184	255	244	57
	Adjusted Total Responses	7,281	1,141	1,364	2,085	2,203	488
	Late Responses	846	119	161	227	285	54
	Unadjusted Compliance	88.38%	89.57%	88.20%	89.11%	87.06%	88.93%
	Exemptions Requested	176	30	36	49	53	8
	Exemptions Granted	121	22	26	31	36	6
	Time Corrections Requested	203	22	35	57	72	17
	On Time Time Corrections Approved	168	20	32	42	63	11
	On Time Cancel Corrections Approved	10	0	0	6	3	1
	Late Time Corrections Approved	23	1	3	8	6	5
	Time Corrections Denied	6	2	1	2	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	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	556	77	103	153	186	37
	Extended Minutes	1,561:25	145:42	289:34	402:26	649:18	74:25
	Adjusted Compliance	92.36%	93.25%	92.45%	92.66%	91.56%	92.42%
	Response Time Liquidated Damages	\$256,750	\$27,500	\$55,500	\$62,750	\$97,500	\$13,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,056	692	637	735	807	185
	Cancelled On Time	474	94	142	101	118	19
	Adjusted Total Responses	2,582	598	495	634	689	166
	Late Responses	227	34	47	69	67	10
	Unadjusted Compliance	91.21%	94.31%	90.51%	89.12%	90.28%	93.98%
	Exemptions Requested	60	12	13	18	15	2
	Exemptions Granted	38	6	7	13	10	2
	Time Corrections Requested	38	8	7	9	9	5
	On Time Time Corrections Approved	32	6	5	9	7	5
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	5	1	2	0	2	0
	Time Corrections Denied	1	0	0	1	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
	Adjusted Late Responses	157	22	35	47	50	3
	Extended Minutes	539:37	70:25	144:57	166:55	151:12	6:08
	Adjusted Compliance	93.92%	96.32%	92.93%	92.59%	92.74%	98.19%
	Response Time Liquidated Damages	\$106,250	\$11,250	\$33,000	\$32,000	\$29,000	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	11,172	1,928	2,185	3,075	3,254	730
	Cancelled On Time	1309	189	326	356	362	76
	Adjusted Total Responses	9,863	1,739	1,859	2,719	2,892	654
	Late Responses	1,073	153	208	296	352	64
	Exemptions Requested	236	42	49	67	68	10



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2017 thru 1/31/2017

Exemptions Granted	159	28	33	44	46	8
Time Corrections Requested	241	30	42	66	81	22
On Time Time Corrections Approved	200	26	37	51	70	16
On Time Cancel Corrections Approved	11	1	0	6	3	1
Late Time Corrections Approved	28	2	5	8	8	5
Time Corrections Denied	7	2	1	3	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	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	713	99	138	200	236	40
Extended Minutes	2,101:02	216:07	434:31	569:21	800:30	80:33
Response Time Liquidated Damages	\$363,000	\$38,750	\$88,500	\$94,750	\$126,500	\$14,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$56,000					
Total Liquidated Damages	\$419,000					