



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2017 thru 2/28/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,978	1,027	1,304	2,093	2,102	452
	Cancelled On Time	717	72	146	246	214	39
	Adjusted Total Responses	6,261	955	1,158	1,847	1,888	413
	Late Responses	665	112	132	178	209	34
	Unadjusted Compliance	89.38%	88.27%	88.60%	90.36%	88.93%	91.77%
	Exemptions Requested	3	0	0	2	0	1
	Exemptions Granted	3	0	0	2	0	1
	Time Corrections Requested	191	26	37	59	62	7
	On Time Time Corrections Approved	152	22	33	45	47	5
	On Time Cancel Corrections Approved	11	1	0	5	5	0
	Late Time Corrections Approved	25	3	3	9	8	2
	Time Corrections Denied	3	0	1	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	1	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	508	90	98	131	161	28
	Extended Minutes	1,198:59	196:16	228:15	314:38	362:40	97:10
	Adjusted Compliance	91.89%	90.58%	91.54%	92.91%	91.47%	93.22%
	Response Time Liquidated Damages	\$203,250	\$34,500	\$38,000	\$52,500	\$62,750	\$15,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,572	585	528	572	703	184
	Cancelled On Time	355	77	72	75	103	28
	Adjusted Total Responses	2,217	508	456	497	600	156
	Late Responses	183	32	33	56	56	6
	Unadjusted Compliance	91.75%	93.70%	92.76%	88.73%	90.67%	96.15%
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	49	12	11	12	13	1
	On Time Time Corrections Approved	39	10	10	10	8	1
	On Time Cancel Corrections Approved	2	1	0	0	1	0
	Late Time Corrections Approved	7	1	0	2	4	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	1	0	1	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	143	22	23	45	48	5
	Extended Minutes	486:59	40:10	80:40	164:01	166:26	35:42
	Adjusted Compliance	93.55%	95.67%	94.96%	90.95%	92.00%	96.79%
	Response Time Liquidated Damages	\$87,500	\$7,000	\$17,500	\$29,750	\$25,500	\$7,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,550	1,612	1,832	2,665	2,805	636
	Cancelled On Time	1072	149	218	321	317	67
	Adjusted Total Responses	8,478	1,463	1,614	2,344	2,488	569
	Late Responses	848	144	165	234	265	40
	Exemptions Requested	4	0	0	3	0	1



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Exemptions Granted	4	0	0	3	0	1
Time Corrections Requested	240	38	48	71	75	8
On Time Time Corrections Approved	191	32	43	55	55	6
On Time Cancel Corrections Approved	13	2	0	5	6	0
Late Time Corrections Approved	32	4	3	11	12	2
Time Corrections Denied	4	0	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	1	0	1	0	0	0
Time Correction Exemption Approved	2	0	1	0	1	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	651	112	121	176	209	33
Extended Minutes	1,685:58	236:26	308:55	478:39	529:06	132:52
Response Time Liquidated Damages	\$290,750	\$41,500	\$55,500	\$82,250	\$88,250	\$23,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$20,000					
Total Liquidated Damages	\$310,750					