



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2017 thru 3/31/2017

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,725	1,115	1,561	2,211	2,325	513
	Cancelled On Time	790	90	179	227	241	53
	Adjusted Total Responses	6,935	1,025	1,382	1,984	2,084	460
	Late Responses	671	113	139	180	207	32
	Unadjusted Compliance	90.32%	88.98%	89.94%	90.93%	90.07%	93.04%
	Exemptions Requested	2	1	0	1	0	0
	Exemptions Granted	2	1	0	1	0	0
	Time Corrections Requested	228	37	48	56	75	12
	On Time Time Corrections Approved	193	30	38	47	68	10
	On Time Cancel Corrections Approved	5	2	1	0	2	0
	Late Time Corrections Approved	30	5	9	9	5	2
	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
	Adjusted Late Responses	476	82	101	132	139	22
	Extended Minutes	1,252:18	195:51	303:30	337:11	298:18	117:28
	Adjusted Compliance	93.14%	92.00%	92.69%	93.35%	93.33%	95.22%
	Response Time Liquidated Damages	\$216,000	\$33,250	\$54,000	\$54,250	\$48,750	\$25,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,895	624	617	662	791	201
	Cancelled On Time	418	71	127	87	106	27
	Adjusted Total Responses	2,477	553	490	575	685	174
	Late Responses	181	32	34	40	64	11
	Unadjusted Compliance	92.69%	94.21%	93.06%	93.04%	90.66%	93.68%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	39	6	7	8	13	5
	On Time Time Corrections Approved	31	6	5	6	11	3
	On Time Cancel Corrections Approved	1	0	0	0	1	0
	Late Time Corrections Approved	7	0	2	2	1	2
	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
	Adjusted Late Responses	150	26	29	34	53	8
	Extended Minutes	683:51	104:16	112:12	166:57	208:01	92:25
	Adjusted Compliance	93.94%	95.30%	94.08%	94.09%	92.26%	95.40%
	Response Time Liquidated Damages	\$126,500	\$14,750	\$17,750	\$29,750	\$33,000	\$31,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,620	1,739	2,178	2,873	3,116	714
	Cancelled On Time	1208	161	306	314	347	80
	Adjusted Total Responses	9,412	1,578	1,872	2,559	2,769	634
	Late Responses	852	145	173	220	271	43
	Exemptions Requested	2	1	0	1	0	0



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Exemptions Granted	2	1	0	1	0	0
Time Corrections Requested	267	43	55	64	88	17
On Time Time Corrections Approved	224	36	43	53	79	13
On Time Cancel Corrections Approved	6	2	1	0	3	0
Late Time Corrections Approved	37	5	11	11	6	4
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
Adjusted Late Responses	626	108	130	166	192	30
Extended Minutes	1,936:09	300:07	415:42	504:08	506:19	209:53
Response Time Liquidated Damages	\$342,500	\$48,000	\$71,750	\$84,000	\$81,750	\$57,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$16,000					
Total Liquidated Damages	\$358,500					