



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



Period: 4/1/2017 thru 4/30/2017

| Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Total Responses | 7,457 | 1,054 | 1,462 | 2,227 | 2,209 | 505 |
| Cancelled On Time | 747 | 115 | 160 | 214 | 210 | 48 |
| Adjusted Total Responses | 6,710 | 939 | 1,302 | 2,013 | 1,999 | 457 |
| Late Responses | 663 | 98 | 140 | 184 | 197 | 44 |
| Unadjusted Compliance | 90.12% | 89.56% | 89.25% | 90.86% | 90.15% | 90.37% |
| Exemptions Requested | 3 | 1 | 1 | 0 | 1 | 0 |
| Exemptions Granted | 2 | 0 | 1 | 0 | 1 | 0 |
| Time Corrections Requested | 198 | 30 | 44 | 56 | 52 | 16 |
| On Time Time Corrections Approved | 167 | 25 | 39 | 48 | 47 | 8 |
| On Time Cancel Corrections Approved | 3 | 1 | 1 | 0 | 1 | 0 |
| Late Time Corrections Approved | 26 | 4 | 3 | 7 | 4 | 8 |
| Time Corrections Denied | 1 | 0 | 1 | 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 | 493 | 73 | 100 | 135 | 149 | 36 |
| Extended Minutes | 1,336:34 | 191:23 | 244:30 | 470:24 | 279:10 | 151:07 |
| Adjusted Compliance | 92.65% | 92.23% | 92.32% | 93.29% | 92.55% | 92.12% |
| Response Time Liquidated Damages | \$220,250 | \$38,500 | \$45,000 | \$64,000 | \$49,250 | \$23,500 |
| Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | |
| Total Responses | 2,851 | 605 | 605 | 688 | 767 | 186 |
| Cancelled On Time | 430 | 90 | 103 | 104 | 111 | 22 |
| Adjusted Total Responses | 2,421 | 515 | 502 | 584 | 656 | 164 |
| Late Responses | 172 | 27 | 39 | 33 | 61 | 12 |
| Unadjusted Compliance | 92.90% | 94.76% | 92.23% | 94.35% | 90.70% | 92.68% |
| Exemptions Requested | 0 | 0 | 0 | 0 | 0 | 0 |
| Exemptions Granted | 0 | 0 | 0 | 0 | 0 | 0 |
| Time Corrections Requested | 50 | 7 | 13 | 9 | 17 | 4 |
| On Time Time Corrections Approved | 38 | 7 | 11 | 4 | 13 | 3 |
| On Time Cancel Corrections Approved | 1 | 0 | 0 | 0 | 1 | 0 |
| Late Time Corrections Approved | 10 | 0 | 2 | 4 | 3 | 1 |
| 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 | 134 | 20 | 28 | 29 | 48 | 9 |
| Extended Minutes | 450:09 | 80:48 | 80:22 | 83:47 | 163:32 | 41:40 |
| Adjusted Compliance | 94.47% | 96.12% | 94.42% | 95.03% | 92.68% | 94.51% |
| Response Time Liquidated Damages | \$68,000 | \$10,500 | \$13,500 | \$14,000 | \$23,750 | \$6,250 |
| Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | |
| Total Responses | 10,308 | 1,659 | 2,067 | 2,915 | 2,976 | 691 |
| Cancelled On Time | 1177 | 205 | 263 | 318 | 321 | 70 |
| Adjusted Total Responses | 9,131 | 1,454 | 1,804 | 2,597 | 2,655 | 621 |
| Late Responses | 835 | 125 | 179 | 217 | 258 | 56 |
| Exemptions Requested | 3 | 1 | 1 | 0 | 1 | 0 |



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| | | | | | | |
|-------------------------------------|------------|-----------|------------|------------|------------|-----------|
| Exemptions Granted | 2 | 0 | 1 | 0 | 1 | 0 |
| Time Corrections Requested | 248 | 37 | 57 | 65 | 69 | 20 |
| On Time Time Corrections Approved | 205 | 32 | 50 | 52 | 60 | 11 |
| On Time Cancel Corrections Approved | 4 | 1 | 1 | 0 | 2 | 0 |
| Late Time Corrections Approved | 36 | 4 | 5 | 11 | 7 | 9 |
| Time Corrections Denied | 2 | 0 | 1 | 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 | 1 | 0 | 0 | 1 | 0 | 0 |
| Time Correction Exemption Denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Adjusted Late Responses | 627 | 93 | 128 | 164 | 197 | 45 |
| Extended Minutes | 1,786:43 | 272:11 | 324:52 | 554:11 | 442:42 | 192:47 |
| Response Time Liquidated Damages | \$288,250 | \$49,000 | \$58,500 | \$78,000 | \$73,000 | \$29,750 |
| Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Other Liquidated Damages | \$23,000 | | | | | |
| Total Liquidated Damages | \$311,250 | | | | | |