



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



Period: 5/1/2017 thru 5/31/2017

Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Total Responses	7,814	1,086	1,464	2,396	2,378	490
Cancelled On Time	900	65	196	300	290	49
Adjusted Total Responses	6,914	1,021	1,268	2,096	2,088	441
Late Responses	680	101	140	188	207	44
Unadjusted Compliance	90.16%	90.11%	88.96%	91.03%	90.09%	90.02%
Exemptions Requested	1	0	0	1	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	195	30	49	41	61	14
On Time Time Corrections Approved	171	29	39	34	56	13
On Time Cancel Corrections Approved	3	0	0	2	0	1
Late Time Corrections Approved	21	1	10	5	5	0
Time Corrections Denied	1	0	0	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	0	0	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	509	72	101	154	151	31
Extended Minutes	1,295:55	163:52	258:33	374:25	362:43	136:22
Adjusted Compliance	92.64%	92.95%	92.03%	92.65%	92.77%	92.97%
Response Time Liquidated Damages	\$214,750	\$25,250	\$42,750	\$60,500	\$61,500	\$24,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	2,973	686	659	640	778	210
Cancelled On Time	488	92	136	112	122	26
Adjusted Total Responses	2,485	594	523	528	656	184
Late Responses	195	32	40	51	61	11
Unadjusted Compliance	92.15%	94.61%	92.35%	90.34%	90.70%	94.02%
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	68	14	14	16	21	3
On Time Time Corrections Approved	47	8	10	13	14	2
On Time Cancel Corrections Approved	3	1	1	0	1	0
Late Time Corrections Approved	16	4	3	3	5	1
Time Corrections Denied	2	1	0	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	1	1	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	147	23	30	38	47	9
Extended Minutes	562:48	80:05	97:01	138:53	201:15	45:34
Adjusted Compliance	94.08%	96.13%	94.26%	92.80%	92.84%	95.11%
Response Time Liquidated Damages	\$103,250	\$11,000	\$21,750	\$27,250	\$33,750	\$9,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	10,787	1,772	2,123	3,036	3,156	700
Cancelled On Time	1388	157	332	412	412	75
Adjusted Total Responses	9,399	1,615	1,791	2,624	2,744	625
Late Responses	875	133	180	239	268	55
Exemptions Requested	1	0	0	1	0	0



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Operated by
**Rural/Metro
 Ambulance**

Period: 5/1/2017 thru 5/31/2017

Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	263	44	63	57	82	17
On Time Time Corrections Approved	218	37	49	47	70	15
On Time Cancel Corrections Approved	6	1	1	2	1	1
Late Time Corrections Approved	37	5	13	8	10	1
Time Corrections Denied	3	1	0	0	2	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	1	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	656	95	131	192	198	40
Extended Minutes	1,858:43	243:57	355:34	513:18	563:58	181:56
Response Time Liquidated Damages	\$318,000	\$36,250	\$64,500	\$87,750	\$95,250	\$34,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$18,000					
Total Liquidated Damages	\$336,000					