



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



Period: 6/1/2017 thru 6/30/2017

Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Total Responses	7,732	1,081	1,403	2,313	2,378	557
Cancelled On Time	848	90	150	263	274	71
Adjusted Total Responses	6,884	991	1,253	2,050	2,104	486
Late Responses	731	110	127	199	250	45
Unadjusted Compliance	89.38%	88.90%	89.86%	90.29%	88.12%	90.74%
Exemptions Requested	2	2	0	0	0	0
Exemptions Granted	1	1	0	0	0	0
Time Corrections Requested	242	32	37	63	96	14
On Time Time Corrections Approved	203	31	29	50	84	9
On Time Cancel Corrections Approved	12	0	2	5	4	1
Late Time Corrections Approved	26	1	6	8	7	4
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	527	78	98	149	166	36
Extended Minutes	1,204:54	173:18	232:44	306:37	322:20	169:55
Adjusted Compliance	92.34%	92.13%	92.18%	92.73%	92.11%	92.59%
Response Time Liquidated Damages	\$212,250	\$30,000	\$41,000	\$53,250	\$54,500	\$33,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Zone 1						
Total Responses	2,798	592	635	634	747	190
Cancelled On Time	457	77	125	108	112	35
Adjusted Total Responses	2,341	515	510	526	635	155
Late Responses	161	36	36	30	48	11
Unadjusted Compliance	93.12%	93.01%	92.94%	94.30%	92.44%	92.90%
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	51	15	9	13	10	4
On Time Time Corrections Approved	30	9	7	8	4	2
On Time Cancel Corrections Approved	1	0	0	0	1	0
Late Time Corrections Approved	20	6	2	5	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	131	27	29	22	44	9
Extended Minutes	1,406:40	1,113:11	87:03	62:04	102:42	41:40
Adjusted Compliance	94.40%	94.76%	94.31%	95.82%	93.07%	94.19%
Response Time Liquidated Damages	\$73,250	\$26,500	\$13,250	\$10,000	\$17,000	\$6,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Zone 2						
Total Responses	10,530	1,673	2,038	2,947	3,125	747
Cancelled On Time	1305	167	275	371	386	106
Adjusted Total Responses	9,225	1,506	1,763	2,576	2,739	641
Late Responses	892	146	163	229	298	56
Exemptions Requested	2	2	0	0	0	0



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



Operated by
**Rural/Metro
Ambulance**

Period: 6/1/2017 thru 6/30/2017

Exemptions Granted	1	1	0	0	0	0
Time Corrections Requested	293	47	46	76	106	18
On Time Time Corrections Approved	233	40	36	58	88	11
On Time Cancel Corrections Approved	13	0	2	5	5	1
Late Time Corrections Approved	46	7	8	13	12	6
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	658	105	127	171	210	45
Extended Minutes	2,611:34	1,286:29	319:47	368:41	425:02	211:35
Response Time Liquidated Damages	\$285,500	\$56,500	\$54,250	\$63,250	\$71,500	\$40,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$14,000					
Total Liquidated Damages	\$299,500					