



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



**Rural Metro Santa Clara - Compliance Summary Report**

Period: 7/1/2017 thru 7/31/2017

	<b>Grand Totals All Zones</b>	<b>Total</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4</b>	<b>Zone 5</b>
<b>RLS</b>	Total Responses	7,554	1,158	1,455	2,179	2,234	528
	Cancelled On Time	790	109	158	234	232	57
	Adjusted Total Responses	6,764	1,049	1,297	1,945	2,002	471
	Late Responses	653	118	140	173	166	56
	Unadjusted Compliance	90.35%	88.75%	89.21%	91.11%	91.71%	88.11%
	Exemptions Requested	7	1	4	1	0	1
	Exemptions Granted	5	1	3	0	0	1
	Time Corrections Requested	211	37	42	52	58	22
	On Time Time Corrections Approved	162	31	34	40	47	10
	On Time Cancel Corrections Approved	8	1	1	2	3	1
	Late Time Corrections Approved	39	5	7	8	8	11
	Time Corrections Denied	2	0	0	1	0	1
	On Time Corrections Pending	1	0	0	1	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
	<b>Adjusted Late Responses</b>	<b>486</b>	<b>86</b>	<b>103</b>	<b>133</b>	<b>119</b>	<b>45</b>
	Extended Minutes	1,218:44	241:19	269:22	267:43	235:33	204:47
	<b>Adjusted Compliance</b>	<b>92.81%</b>	<b>91.80%</b>	<b>92.06%</b>	<b>93.16%</b>	<b>94.06%</b>	<b>90.45%</b>
	Response Time Liquidated Damages	\$207,750	\$37,750	\$47,500	\$46,750	\$39,000	\$36,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,727	576	600	674	675	202
	Cancelled On Time	410	91	100	107	78	34
	Adjusted Total Responses	2,317	485	500	567	597	168
	Late Responses	162	31	31	55	37	8
	Unadjusted Compliance	93.01%	93.61%	93.80%	90.30%	93.80%	95.24%
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	53	11	7	18	15	2
	On Time Time Corrections Approved	30	6	5	10	9	0
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	23	5	2	8	6	2
	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	<b>Adjusted Late Responses</b>	<b>131</b>	<b>25</b>	<b>25</b>	<b>45</b>	<b>28</b>	<b>8</b>
	Extended Minutes	459:48	105:04	51:53	188:42	60:42	53:27
	<b>Adjusted Compliance</b>	<b>94.35%</b>	<b>94.85%</b>	<b>95.00%</b>	<b>92.06%</b>	<b>95.31%</b>	<b>95.24%</b>
	Response Time Liquidated Damages	\$85,250	\$16,250	\$8,000	\$36,750	\$10,250	\$14,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	10,281	1,734	2,055	2,853	2,909	730
	Cancelled On Time	1200	200	258	341	310	91
	Adjusted Total Responses	9,081	1,534	1,797	2,512	2,599	639
	Late Responses	815	149	171	228	203	64
	Exemptions Requested	8	1	5	1	0	1



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Exemptions Granted	6	1	4	0	0	1
Time Corrections Requested	264	48	49	70	73	24
On Time Time Corrections Approved	192	37	39	50	56	10
On Time Cancel Corrections Approved	8	1	1	2	3	1
Late Time Corrections Approved	62	10	9	16	14	13
Time Corrections Denied	3	0	1	1	0	1
On Time Corrections Pending	1	0	0	1	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
<b>Adjusted Late Responses</b>	<b>617</b>	<b>111</b>	<b>128</b>	<b>178</b>	<b>147</b>	<b>53</b>
Extended Minutes	1,678:32	346:23	321:15	456:25	296:15	258:14
Response Time Liquidated Damages	\$293,000	\$54,000	\$55,500	\$83,500	\$49,250	\$50,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$15,000					
Total Liquidated Damages	\$308,000					