



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2017 thru 8/31/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,679	1,038	1,402	2,332	2,430	477
	Cancelled On Time	873	83	159	332	263	36
	Adjusted Total Responses	6,806	955	1,243	2,000	2,167	441
	Late Responses	695	106	129	185	237	38
	Unadjusted Compliance	89.79%	88.90%	89.62%	90.75%	89.06%	91.38%
	Exemptions Requested	2	0	1	0	0	1
	Exemptions Granted	2	0	1	0	0	1
	Time Corrections Requested	252	39	55	64	77	17
	On Time Time Corrections Approved	198	32	45	47	65	9
	On Time Cancel Corrections Approved	12	1	1	6	3	1
	Late Time Corrections Approved	40	5	9	10	9	7
	Time Corrections Denied	2	1	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	495	74	83	138	172	28
	Extended Minutes	1,295:29	172:31	233:45	264:44	432:05	192:24
	Adjusted Compliance	92.73%	92.25%	93.32%	93.10%	92.06%	93.65%
	Response Time Liquidated Damages	\$219,250	\$31,500	\$40,500	\$45,500	\$73,000	\$28,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,868	600	621	632	815	200
	Cancelled On Time	444	96	115	95	110	28
	Adjusted Total Responses	2,424	504	506	537	705	172
	Late Responses	180	29	32	48	57	14
	Unadjusted Compliance	92.57%	94.25%	93.68%	91.06%	91.91%	91.86%
	Exemptions Requested	1	0	0	0	0	1
	Exemptions Granted	1	0	0	0	0	1
	Time Corrections Requested	59	17	8	15	17	2
	On Time Time Corrections Approved	35	12	6	9	7	1
	On Time Cancel Corrections Approved	2	0	1	1	0	0
	Late Time Corrections Approved	22	5	1	5	10	1
	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	144	17	26	39	50	12
	Extended Minutes	474:41	44:54	109:44	131:21	139:01	49:41
	Adjusted Compliance	94.06%	96.63%	94.86%	92.74%	92.91%	93.02%
	Response Time Liquidated Damages	\$86,000	\$6,750	\$21,000	\$26,250	\$21,750	\$10,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,547	1,638	2,023	2,964	3,245	677
	Cancelled On Time	1317	179	274	427	373	64
	Adjusted Total Responses	9,230	1,459	1,749	2,537	2,872	613
	Late Responses	875	135	161	233	294	52
	Exemptions Requested	3	0	1	0	0	2



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Exemptions Granted	3	0	1	0	0	2
Time Corrections Requested	311	56	63	79	94	19
On Time Time Corrections Approved	233	44	51	56	72	10
On Time Cancel Corrections Approved	14	1	2	7	3	1
Late Time Corrections Approved	62	10	10	15	19	8
Time Corrections Denied	2	1	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	639	91	109	177	222	40
Extended Minutes	1,770:10	217:25	343:29	396:05	571:06	242:05
Response Time Liquidated Damages	\$305,250	\$38,250	\$61,500	\$71,750	\$94,750	\$39,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$9,000					
Total Liquidated Damages	\$314,250					