



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2017 thru 9/30/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,610	1,065	1,472	2,230	2,321	522
	Cancelled On Time	838	92	151	279	253	63
	Adjusted Total Responses	6,772	973	1,321	1,951	2,068	459
	Late Responses	722	116	139	190	230	47
	Unadjusted Compliance	89.34%	88.08%	89.48%	90.26%	88.88%	89.76%
	Exemptions Requested	12	4	1	4	1	2
	Exemptions Granted	10	3	0	4	1	2
	Time Corrections Requested	229	39	51	50	77	12
	On Time Time Corrections Approved	196	33	44	43	66	10
	On Time Cancel Corrections Approved	9	1	0	4	4	0
	Late Time Corrections Approved	24	5	7	3	7	2
	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	516	80	95	143	163	35
	Extended Minutes	1,215:11	155:26	197:19	333:37	373:26	155:23
	Adjusted Compliance	92.38%	91.78%	92.81%	92.67%	92.12%	92.37%
	Response Time Liquidated Damages	\$210,500	\$26,500	\$34,250	\$60,750	\$61,500	\$27,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,813	629	600	664	710	210
	Cancelled On Time	407	92	105	83	106	21
	Adjusted Total Responses	2,406	537	495	581	604	189
	Late Responses	179	29	46	39	51	14
	Unadjusted Compliance	92.56%	94.60%	90.71%	93.29%	91.56%	92.59%
	Exemptions Requested	3	0	2	1	0	0
	Exemptions Granted	3	0	2	1	0	0
	Time Corrections Requested	62	9	13	12	22	6
	On Time Time Corrections Approved	35	3	9	6	13	4
	On Time Cancel Corrections Approved	3	1	1	0	1	0
	Late Time Corrections Approved	23	5	3	6	7	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	1	0	0	0	1	0
	Adjusted Late Responses	141	26	35	32	38	10
	Extended Minutes	475:56	72:38	128:46	79:10	147:17	48:05
	Adjusted Compliance	94.14%	95.16%	92.93%	94.49%	93.71%	94.71%
	Response Time Liquidated Damages	\$81,750	\$19,000	\$19,250	\$12,750	\$24,000	\$6,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,423	1,694	2,072	2,894	3,031	732
	Cancelled On Time	1245	184	256	362	359	84
	Adjusted Total Responses	9,178	1,510	1,816	2,532	2,672	648
	Late Responses	901	145	185	229	281	61



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Exemptions Requested	15	4	3	5	1	2
Exemptions Granted	13	3	2	5	1	2
Time Corrections Requested	291	48	64	62	99	18
On Time Time Corrections Approved	231	36	53	49	79	14
On Time Cancel Corrections Approved	12	2	1	4	5	0
Late Time Corrections Approved	47	10	10	9	14	4
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	1	0	0	0	1	0
Adjusted Late Responses	657	106	130	175	201	45
Extended Minutes	1,691:07	228:04	326:05	412:47	520:43	203:28
Response Time Liquidated Damages	\$292,250	\$45,500	\$53,500	\$73,500	\$85,500	\$34,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$12,000					
Total Liquidated Damages	\$304,250					