



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2017 thru 10/31/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,881	1,183	1,517	2,287	2,374	520
	Cancelled On Time	852	100	173	246	290	43
	Adjusted Total Responses	7,029	1,083	1,344	2,041	2,084	477
	Late Responses	821	130	165	213	257	56
	Unadjusted Compliance	88.32%	88.00%	87.72%	89.56%	87.67%	88.26%
	Exemptions Requested	50	5	10	5	19	11
	Exemptions Granted	50	5	10	5	19	11
	Time Corrections Requested	260	42	54	59	87	18
	On Time Time Corrections Approved	200	30	39	43	75	13
	On Time Cancel Corrections Approved	12	4	0	4	4	0
	Late Time Corrections Approved	46	8	15	10	8	5
	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	1	0	0
	Adjusted Late Responses	571	95	116	165	163	32
	Extended Minutes	3,475:05	184:59	282:52	1,609:35	1,292:00	105:39
	Adjusted Compliance	91.88%	91.23%	91.37%	91.92%	92.18%	93.29%
	Response Time Liquidated Damages	\$251,500	\$30,750	\$50,750	\$75,000	\$79,500	\$15,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,967	693	662	627	762	223
	Cancelled On Time	474	95	124	102	116	37
	Adjusted Total Responses	2,493	598	538	525	646	186
	Late Responses	184	39	44	37	57	7
	Unadjusted Compliance	92.62%	93.48%	91.82%	92.95%	91.18%	96.24%
	Exemptions Requested	13	1	2	3	4	3
	Exemptions Granted	13	1	2	3	4	3
	Time Corrections Requested	51	7	8	16	20	0
	On Time Time Corrections Approved	38	5	6	12	15	0
	On Time Cancel Corrections Approved	4	0	1	2	1	0
	Late Time Corrections Approved	9	2	1	2	4	0
	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



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	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	133	33	36	22	38	4
	Extended Minutes	479:11	111:21	114:54	96:33	127:29	28:54
	Adjusted Compliance	94.67%	94.48%	93.31%	95.81%	94.12%	97.85%
	Response Time Liquidated Damages	\$87,750	\$17,750	\$18,000	\$22,500	\$23,000	\$6,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,848	1,876	2,179	2,914	3,136	743
	Cancelled On Time	1326	195	297	348	406	80
	Adjusted Total Responses	9,522	1,681	1,882	2,566	2,730	663
	Late Responses	1,005	169	209	250	314	63
	Exemptions Requested	63	6	12	8	23	14
	Exemptions Granted	63	6	12	8	23	14
	Time Corrections Requested	311	49	62	75	107	18
	On Time Time Corrections Approved	238	35	45	55	90	13
	On Time Cancel Corrections Approved	16	4	1	6	5	0
	Late Time Corrections Approved	55	10	16	12	12	5
	Time Corrections Denied	2	0	1	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	1	0	0
	Adjusted Late Responses	704	128	152	187	201	36
	Extended Minutes	3,954:16	296:20	397:46	1,706:08	1,419:29	134:33
	Response Time Liquidated Damages	\$339,250	\$48,500	\$68,750	\$97,500	\$102,500	\$22,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$16,000					
	Total Liquidated Damages	\$355,250					