



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



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

Period: 12/1/2017 thru 12/31/2017

<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	7,937	1,155	1,532	2,351	2,383	516
	Cancelled On Time	778	81	148	255	253	41
	Adjusted Total Responses	7,159	1,074	1,384	2,096	2,130	475
	Late Responses	818	117	162	252	245	42
	Unadjusted Compliance	88.57%	89.11%	88.29%	87.98%	88.50%	91.16%
	Exemptions Requested	24	0	7	12	3	2
	Exemptions Granted	20	0	5	12	3	0
	Time Corrections Requested	280	40	53	90	82	15
	On Time Time Corrections Approved	222	36	47	70	61	8
	On Time Cancel Corrections Approved	17	2	3	6	6	0
	Late Time Corrections Approved	39	2	3	13	15	6
	Time Corrections Denied	2	0	0	1	0	1
	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>576</b>	<b>81</b>	<b>110</b>	<b>170</b>	<b>181</b>	<b>34</b>
	Extended Minutes	1,354:39	165:38	225:58	398:14	431:07	133:42
	<b>Adjusted Compliance</b>	<b>91.95%</b>	<b>92.46%</b>	<b>92.05%</b>	<b>91.89%</b>	<b>91.50%</b>	<b>92.84%</b>
	Response Time Liquidated Damages	\$221,250	\$29,500	\$37,500	\$62,500	\$71,250	\$20,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	3,112	688	693	685	827	219
	Cancelled On Time	467	96	119	87	130	35
	Adjusted Total Responses	2,645	592	574	598	697	184
	Late Responses	200	32	40	47	70	11
	Unadjusted Compliance	92.44%	94.59%	93.03%	92.14%	89.96%	94.02%
	Exemptions Requested	10	1	4	2	2	1
	Exemptions Granted	8	0	4	1	2	1
	Time Corrections Requested	77	13	16	19	28	1
	On Time Time Corrections Approved	47	9	11	12	15	0
	On Time Cancel Corrections Approved	2	0	0	0	2	0
	Late Time Corrections Approved	27	4	5	7	11	0
	Time Corrections Denied	1	0	0	0	0	1
	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>145</b>	<b>23</b>	<b>25</b>	<b>34</b>	<b>53</b>	<b>10</b>
	Extended Minutes	503:14	74:23	69:00	148:38	176:59	34:14
	<b>Adjusted Compliance</b>	<b>94.52%</b>	<b>96.11%</b>	<b>95.64%</b>	<b>94.31%</b>	<b>92.40%</b>	<b>94.57%</b>
	Response Time Liquidated Damages	\$103,500	\$17,500	\$11,000	\$32,750	\$35,750	\$6,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	11,049	1,843	2,225	3,036	3,210	735
	Cancelled On Time	1245	177	267	342	383	76
	Adjusted Total Responses	9,804	1,666	1,958	2,694	2,827	659
	Late Responses	1,018	149	202	299	315	53
	Exemptions Requested	34	1	11	14	5	3



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

Period: 12/1/2017 thru 12/31/2017

Exemptions Granted	28	0	9	13	5	1
Time Corrections Requested	357	53	69	109	110	16
On Time Time Corrections Approved	269	45	58	82	76	8
On Time Cancel Corrections Approved	19	2	3	6	8	0
Late Time Corrections Approved	66	6	8	20	26	6
Time Corrections Denied	3	0	0	1	0	2
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>721</b>	<b>104</b>	<b>135</b>	<b>204</b>	<b>234</b>	<b>44</b>
Extended Minutes	1,857:53	240:01	294:58	546:52	608:06	167:56
Response Time Liquidated Damages	\$324,750	\$47,000	\$48,500	\$95,250	\$107,000	\$27,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$28,000					
Total Liquidated Damages	\$352,750					