



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2018 thru 1/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	8,228	1,247	1,569	2,318	2,519	575
	Cancelled On Time	829	99	155	271	249	55
	Adjusted Total Responses	7,399	1,148	1,414	2,047	2,270	520
	Late Responses	812	137	160	216	241	58
	Unadjusted Compliance	89.03%	88.07%	88.68%	89.45%	89.38%	88.85%
	Exemptions Requested	29	3	7	9	10	0
	Exemptions Granted	9	0	5	2	2	0
	Time Corrections Requested	245	39	40	71	72	23
	On Time Time Corrections Approved	192	35	28	58	56	15
	On Time Cancel Corrections Approved	13	0	3	5	3	2
	Late Time Corrections Approved	40	4	9	8	13	6
	Time Corrections Denied	1	0	0	0	1	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	611	102	127	156	183	43
	Extended Minutes	1,532:29	230:28	300:34	390:25	445:46	165:16
	Adjusted Compliance	91.74%	91.11%	91.02%	92.38%	91.94%	91.73%
	Response Time Liquidated Damages	\$254,500	\$38,750	\$49,000	\$64,250	\$75,250	\$27,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,071	694	664	692	819	202
	Cancelled On Time	448	103	98	117	104	26
	Adjusted Total Responses	2,623	591	566	575	715	176
	Late Responses	169	31	30	48	49	11
	Unadjusted Compliance	93.56%	94.75%	94.70%	91.65%	93.15%	93.75%
	Exemptions Requested	5	0	0	1	3	1
	Exemptions Granted	2	0	0	0	2	0
	Time Corrections Requested	66	12	11	22	19	2
	On Time Time Corrections Approved	37	4	7	14	12	0
	On Time Cancel Corrections Approved	2	0	0	1	0	1
	Late Time Corrections Approved	27	8	4	7	7	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	130	27	23	34	35	11
	Extended Minutes	391:33	76:28	71:08	105:38	84:42	53:37
	Adjusted Compliance	95.04%	95.43%	95.94%	94.09%	95.10%	93.75%
	Response Time Liquidated Damages	\$71,250	\$11,250	\$17,500	\$18,500	\$13,250	\$10,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	11,299	1,941	2,233	3,010	3,338	777
	Cancelled On Time	1277	202	253	388	353	81
	Adjusted Total Responses	10,022	1,739	1,980	2,622	2,985	696
	Late Responses	981	168	190	264	290	69



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Exemptions Requested	34	3	7	10	13	1
Exemptions Granted	11	0	5	2	4	0
Time Corrections Requested	311	51	51	93	91	25
On Time Time Corrections Approved	229	39	35	72	68	15
On Time Cancel Corrections Approved	15	0	3	6	3	3
Late Time Corrections Approved	67	12	13	15	20	7
Time Corrections Denied	1	0	0	0	1	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	741	129	150	190	218	54
Extended Minutes	1,924:02	306:56	371:42	496:03	530:28	218:53
Response Time Liquidated Damages	\$325,750	\$50,000	\$66,500	\$82,750	\$88,500	\$38,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$22,000					
Total Liquidated Damages	\$347,750					