



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2018 thru 2/28/2018

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,807	1,044	1,298	1,934	2,077	454
	Cancelled On Time	634	93	111	193	200	37
	Adjusted Total Responses	6,173	951	1,187	1,741	1,877	417
	Late Responses	622	105	108	177	198	34
	Unadjusted Compliance	89.92%	88.96%	90.90%	89.83%	89.45%	91.85%
	Exemptions Requested	24	2	2	9	10	1
	Exemptions Granted	15	1	0	5	8	1
	Time Corrections Requested	215	31	36	60	74	14
	On Time Time Corrections Approved	169	20	28	50	61	10
	On Time Cancel Corrections Approved	5	0	1	1	2	1
	Late Time Corrections Approved	33	9	5	9	8	2
	Time Corrections Denied	6	1	2	0	2	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	1	1	0	0	0	0
	Time Correction Exemption Denied	1	0	0	0	1	0
	Adjusted Late Responses	437	83	80	122	129	23
	Extended Minutes	3,132:42	202:49	1,149:29	270:46	1,428:50	80:48
	Adjusted Compliance	92.92%	91.27%	93.26%	92.99%	93.13%	94.48%
	Response Time Liquidated Damages	\$213,750	\$32,000	\$55,500	\$45,500	\$67,250	\$13,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,693	601	594	612	713	173
	Cancelled On Time	371	66	109	84	98	14
	Adjusted Total Responses	2,322	535	485	528	615	159
	Late Responses	176	36	37	44	54	5
	Unadjusted Compliance	92.42%	93.27%	92.37%	91.67%	91.22%	96.86%
	Exemptions Requested	6	1	3	0	2	0
	Exemptions Granted	2	0	1	0	1	0
	Time Corrections Requested	79	23	12	17	26	1
	On Time Time Corrections Approved	44	16	8	11	9	0
	On Time Cancel Corrections Approved	3	0	0	1	2	0
	Late Time Corrections Approved	32	7	4	5	15	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	20	28	33	44	5
	Extended Minutes	465:28	76:59	67:14	132:33	149:55	38:47
	Adjusted Compliance	94.40%	96.26%	94.23%	93.75%	92.85%	96.86%
	Response Time Liquidated Damages	\$81,000	\$11,500	\$10,250	\$19,000	\$29,000	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,500	1,645	1,892	2,546	2,790	627
	Cancelled On Time	1005	159	220	277	298	51
	Adjusted Total Responses	8,495	1,486	1,672	2,269	2,492	576
	Late Responses	798	141	145	221	252	39
	Exemptions Requested	30	3	5	9	12	1



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Exemptions Granted	17	1	1	5	9	1
Time Corrections Requested	294	54	48	77	100	15
On Time Time Corrections Approved	213	36	36	61	70	10
On Time Cancel Corrections Approved	8	0	1	2	4	1
Late Time Corrections Approved	65	16	9	14	23	3
Time Corrections Denied	6	1	2	0	2	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	1	1	0	0	0	0
Time Correction Exemption Denied	1	0	0	0	1	0
Adjusted Late Responses	567	103	108	155	173	28
Extended Minutes	3,598:10	279:48	1,216:43	403:19	1,578:45	119:35
Response Time Liquidated Damages	\$294,750	\$43,500	\$65,750	\$64,500	\$96,250	\$24,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$21,000					
Total Liquidated Damages	\$315,750					