



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



Rural Metro Santa Clara - Compliance Summary Report

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

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	8,116	1,236	1,548	2,340	2,447	545
	Cancelled On Time	835	95	184	255	244	57
	Adjusted Total Responses	7,281	1,141	1,364	2,085	2,203	488
	Late Responses	846	119	161	227	285	54
	Unadjusted Compliance	88.38%	89.57%	88.20%	89.11%	87.06%	88.93%
	Exemptions Requested	176	30	36	49	53	8
	Exemptions Granted	121	22	26	31	36	6
	Time Corrections Requested	203	22	35	57	72	17
	On Time Time Corrections Approved	168	20	32	42	63	11
	On Time Cancel Corrections Approved	10	0	0	6	3	1
	Late Time Corrections Approved	23	1	3	8	6	5
	Time Corrections Denied	6	2	1	2	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	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	556	77	103	153	186	37
	Extended Minutes	1,561:25	145:42	289:34	402:26	649:18	74:25
	Adjusted Compliance	92.36%	93.25%	92.45%	92.66%	91.56%	92.42%
	Response Time Liquidated Damages	\$256,750	\$27,500	\$55,500	\$62,750	\$97,500	\$13,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,056	692	637	735	807	185
	Cancelled On Time	474	94	142	101	118	19
	Adjusted Total Responses	2,582	598	495	634	689	166
	Late Responses	227	34	47	69	67	10
	Unadjusted Compliance	91.21%	94.31%	90.51%	89.12%	90.28%	93.98%
	Exemptions Requested	60	12	13	18	15	2
	Exemptions Granted	38	6	7	13	10	2
	Time Corrections Requested	38	8	7	9	9	5
	On Time Time Corrections Approved	32	6	5	9	7	5
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	5	1	2	0	2	0
	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	157	22	35	47	50	3
	Extended Minutes	539:37	70:25	144:57	166:55	151:12	6:08
	Adjusted Compliance	93.92%	96.32%	92.93%	92.59%	92.74%	98.19%
	Response Time Liquidated Damages	\$106,250	\$11,250	\$33,000	\$32,000	\$29,000	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	11,172	1,928	2,185	3,075	3,254	730
	Cancelled On Time	1309	189	326	356	362	76
	Adjusted Total Responses	9,863	1,739	1,859	2,719	2,892	654
	Late Responses	1,073	153	208	296	352	64
	Exemptions Requested	236	42	49	67	68	10



Rural Metro Santa Clara - Compliance Summary Report

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

Exemptions Granted	159	28	33	44	46	8
Time Corrections Requested	241	30	42	66	81	22
On Time Time Corrections Approved	200	26	37	51	70	16
On Time Cancel Corrections Approved	11	1	0	6	3	1
Late Time Corrections Approved	28	2	5	8	8	5
Time Corrections Denied	7	2	1	3	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	1	0	0	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	713	99	138	200	236	40
Extended Minutes	2,101:02	216:07	434:31	569:21	800:30	80:33
Response Time Liquidated Damages	\$363,000	\$38,750	\$88,500	\$94,750	\$126,500	\$14,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$56,000					
Total Liquidated Damages	\$419,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2017 thru 2/28/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
RLS	Total Responses	6,978	1,027	1,304	2,093	2,102	452	
	Cancelled On Time	717	72	146	246	214	39	
	Adjusted Total Responses	6,261	955	1,158	1,847	1,888	413	
	Late Responses	665	112	132	178	209	34	
	Unadjusted Compliance	89.38%	88.27%	88.60%	90.36%	88.93%	91.77%	
	Exemptions Requested	3	0	0	2	0	1	
	Exemptions Granted	3	0	0	2	0	1	
	Time Corrections Requested	191	26	37	59	62	7	
	On Time Time Corrections Approved	152	22	33	45	47	5	
	On Time Cancel Corrections Approved	11	1	0	5	5	0	
	Late Time Corrections Approved	25	3	3	9	8	2	
	Time Corrections Denied	3	0	1	1	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	2	0	1	0	1	0	
	Time Correction Exemption Denied	0	0	0	0	0	0	
	Adjusted Late Responses	508	90	98	131	161	28	
	Extended Minutes	1,198:59	196:16	228:15	314:38	362:40	97:10	
	Adjusted Compliance	91.89%	90.58%	91.54%	92.91%	91.47%	93.22%	
	Response Time Liquidated Damages	\$203,250	\$34,500	\$38,000	\$52,500	\$62,750	\$15,500	
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0	
	NonRLS	Total Responses	2,572	585	528	572	703	184
		Cancelled On Time	355	77	72	75	103	28
Adjusted Total Responses		2,217	508	456	497	600	156	
Late Responses		183	32	33	56	56	6	
Unadjusted Compliance		91.75%	93.70%	92.76%	88.73%	90.67%	96.15%	
Exemptions Requested		1	0	0	1	0	0	
Exemptions Granted		1	0	0	1	0	0	
Time Corrections Requested		49	12	11	12	13	1	
On Time Time Corrections Approved		39	10	10	10	8	1	
On Time Cancel Corrections Approved		2	1	0	0	1	0	
Late Time Corrections Approved		7	1	0	2	4	0	
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		1	0	1	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		143	22	23	45	48	5	
Extended Minutes		486:59	40:10	80:40	164:01	166:26	35:42	
Adjusted Compliance		93.55%	95.67%	94.96%	90.95%	92.00%	96.79%	
Response Time Liquidated Damages		\$87,500	\$7,000	\$17,500	\$29,750	\$25,500	\$7,750	
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0	
Total		Total Responses	9,550	1,612	1,832	2,665	2,805	636
		Cancelled On Time	1072	149	218	321	317	67
	Adjusted Total Responses	8,478	1,463	1,614	2,344	2,488	569	
	Late Responses	848	144	165	234	265	40	
	Exemptions Requested	4	0	0	3	0	1	



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Period: 2/1/2017 thru 2/28/2017

Exemptions Granted	4	0	0	3	0	1
Time Corrections Requested	240	38	48	71	75	8
On Time Time Corrections Approved	191	32	43	55	55	6
On Time Cancel Corrections Approved	13	2	0	5	6	0
Late Time Corrections Approved	32	4	3	11	12	2
Time Corrections Denied	4	0	1	2	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	1	0	1	0	0	0
Time Correction Exemption Approved	2	0	1	0	1	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	651	112	121	176	209	33
Extended Minutes	1,685:58	236:26	308:55	478:39	529:06	132:52
Response Time Liquidated Damages	\$290,750	\$41,500	\$55,500	\$82,250	\$88,250	\$23,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$20,000					
Total Liquidated Damages	\$310,750					



911 Paramedic and Emergency Ambulance Services
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Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2017 thru 3/31/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,725	1,115	1,561	2,211	2,325	513
	Cancelled On Time	790	90	179	227	241	53
	Adjusted Total Responses	6,935	1,025	1,382	1,984	2,084	460
	Late Responses	671	113	139	180	207	32
	Unadjusted Compliance	90.32%	88.98%	89.94%	90.93%	90.07%	93.04%
	Exemptions Requested	2	1	0	1	0	0
	Exemptions Granted	2	1	0	1	0	0
	Time Corrections Requested	228	37	48	56	75	12
	On Time Time Corrections Approved	193	30	38	47	68	10
	On Time Cancel Corrections Approved	5	2	1	0	2	0
	Late Time Corrections Approved	30	5	9	9	5	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	0	0	0	0	0	0
	Adjusted Late Responses	476	82	101	132	139	22
	Extended Minutes	1,252:18	195:51	303:30	337:11	298:18	117:28
	Adjusted Compliance	93.14%	92.00%	92.69%	93.35%	93.33%	95.22%
	Response Time Liquidated Damages	\$216,000	\$33,250	\$54,000	\$54,250	\$48,750	\$25,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,895	624	617	662	791	201
	Cancelled On Time	418	71	127	87	106	27
	Adjusted Total Responses	2,477	553	490	575	685	174
	Late Responses	181	32	34	40	64	11
	Unadjusted Compliance	92.69%	94.21%	93.06%	93.04%	90.66%	93.68%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	39	6	7	8	13	5
	On Time Time Corrections Approved	31	6	5	6	11	3
	On Time Cancel Corrections Approved	1	0	0	0	1	0
	Late Time Corrections Approved	7	0	2	2	1	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	0	0	0	0	0	0
	Adjusted Late Responses	150	26	29	34	53	8
	Extended Minutes	683:51	104:16	112:12	166:57	208:01	92:25
	Adjusted Compliance	93.94%	95.30%	94.08%	94.09%	92.26%	95.40%
	Response Time Liquidated Damages	\$126,500	\$14,750	\$17,750	\$29,750	\$33,000	\$31,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,620	1,739	2,178	2,873	3,116	714
	Cancelled On Time	1208	161	306	314	347	80
	Adjusted Total Responses	9,412	1,578	1,872	2,559	2,769	634
	Late Responses	852	145	173	220	271	43
	Exemptions Requested	2	1	0	1	0	0



911 Paramedic and Emergency Ambulance Services
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Period: 4/1/2017 thru 4/30/2017

Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Total Responses	7,457	1,054	1,462	2,227	2,209	505
Cancelled On Time	747	115	160	214	210	48
Adjusted Total Responses	6,710	939	1,302	2,013	1,999	457
Late Responses	663	98	140	184	197	44
Unadjusted Compliance	90.12%	89.56%	89.25%	90.86%	90.15%	90.37%
Exemptions Requested	3	1	1	0	1	0
Exemptions Granted	2	0	1	0	1	0
Time Corrections Requested	198	30	44	56	52	16
On Time Time Corrections Approved	167	25	39	48	47	8
On Time Cancel Corrections Approved	3	1	1	0	1	0
Late Time Corrections Approved	26	4	3	7	4	8
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
Late Time Corrections Pending	0	0	0	0	0	0
No Exemption Requested	0	0	0	0	0	0
Time Correction Exemption Approved	1	0	0	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	493	73	100	135	149	36
Extended Minutes	1,336:34	191:23	244:30	470:24	279:10	151:07
Adjusted Compliance	92.65%	92.23%	92.32%	93.29%	92.55%	92.12%
Response Time Liquidated Damages	\$220,250	\$38,500	\$45,000	\$64,000	\$49,250	\$23,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	2,851	605	605	688	767	186
Cancelled On Time	430	90	103	104	111	22
Adjusted Total Responses	2,421	515	502	584	656	164
Late Responses	172	27	39	33	61	12
Unadjusted Compliance	92.90%	94.76%	92.23%	94.35%	90.70%	92.68%
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	50	7	13	9	17	4
On Time Time Corrections Approved	38	7	11	4	13	3
On Time Cancel Corrections Approved	1	0	0	0	1	0
Late Time Corrections Approved	10	0	2	4	3	1
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	134	20	28	29	48	9
Extended Minutes	450:09	80:48	80:22	83:47	163:32	41:40
Adjusted Compliance	94.47%	96.12%	94.42%	95.03%	92.68%	94.51%
Response Time Liquidated Damages	\$68,000	\$10,500	\$13,500	\$14,000	\$23,750	\$6,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	10,308	1,659	2,067	2,915	2,976	691
Cancelled On Time	1177	205	263	318	321	70
Adjusted Total Responses	9,131	1,454	1,804	2,597	2,655	621
Late Responses	835	125	179	217	258	56
Exemptions Requested	3	1	1	0	1	0



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



Period: 4/1/2017 thru 4/30/2017

Exemptions Granted	2	0	1	0	1	0
Time Corrections Requested	248	37	57	65	69	20
On Time Time Corrections Approved	205	32	50	52	60	11
On Time Cancel Corrections Approved	4	1	1	0	2	0
Late Time Corrections Approved	36	4	5	11	7	9
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	1	0	0	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	627	93	128	164	197	45
Extended Minutes	1,786:43	272:11	324:52	554:11	442:42	192:47
Response Time Liquidated Damages	\$288,250	\$49,000	\$58,500	\$78,000	\$73,000	\$29,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$23,000					
Total Liquidated Damages	\$311,250					



911 Paramedic and Emergency Ambulance Services
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Period: 5/1/2017 thru 5/31/2017

Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Total Responses	7,814	1,086	1,464	2,396	2,378	490
Cancelled On Time	900	65	196	300	290	49
Adjusted Total Responses	6,914	1,021	1,268	2,096	2,088	441
Late Responses	680	101	140	188	207	44
Unadjusted Compliance	90.16%	90.11%	88.96%	91.03%	90.09%	90.02%
Exemptions Requested	1	0	0	1	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	195	30	49	41	61	14
On Time Time Corrections Approved	171	29	39	34	56	13
On Time Cancel Corrections Approved	3	0	0	2	0	1
Late Time Corrections Approved	21	1	10	5	5	0
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	509	72	101	154	151	31
Extended Minutes	1,295:55	163:52	258:33	374:25	362:43	136:22
Adjusted Compliance	92.64%	92.95%	92.03%	92.65%	92.77%	92.97%
Response Time Liquidated Damages	\$214,750	\$25,250	\$42,750	\$60,500	\$61,500	\$24,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	2,973	686	659	640	778	210
Cancelled On Time	488	92	136	112	122	26
Adjusted Total Responses	2,485	594	523	528	656	184
Late Responses	195	32	40	51	61	11
Unadjusted Compliance	92.15%	94.61%	92.35%	90.34%	90.70%	94.02%
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	68	14	14	16	21	3
On Time Time Corrections Approved	47	8	10	13	14	2
On Time Cancel Corrections Approved	3	1	1	0	1	0
Late Time Corrections Approved	16	4	3	3	5	1
Time Corrections Denied	2	1	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	1	1	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	147	23	30	38	47	9
Extended Minutes	562:48	80:05	97:01	138:53	201:15	45:34
Adjusted Compliance	94.08%	96.13%	94.26%	92.80%	92.84%	95.11%
Response Time Liquidated Damages	\$103,250	\$11,000	\$21,750	\$27,250	\$33,750	\$9,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total Responses	10,787	1,772	2,123	3,036	3,156	700
Cancelled On Time	1388	157	332	412	412	75
Adjusted Total Responses	9,399	1,615	1,791	2,624	2,744	625
Late Responses	875	133	180	239	268	55
Exemptions Requested	1	0	0	1	0	0



911 Paramedic and Emergency Ambulance Services
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Operated by
**Rural/Metro
 Ambulance**

Period: 5/1/2017 thru 5/31/2017

Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	263	44	63	57	82	17
On Time Time Corrections Approved	218	37	49	47	70	15
On Time Cancel Corrections Approved	6	1	1	2	1	1
Late Time Corrections Approved	37	5	13	8	10	1
Time Corrections Denied	3	1	0	0	2	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	1	1	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	656	95	131	192	198	40
Extended Minutes	1,858:43	243:57	355:34	513:18	563:58	181:56
Response Time Liquidated Damages	\$318,000	\$36,250	\$64,500	\$87,750	\$95,250	\$34,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$18,000					
Total Liquidated Damages	\$336,000					



911 Paramedic and Emergency Ambulance Services
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Period: 6/1/2017 thru 6/30/2017

Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Total Responses	7,732	1,081	1,403	2,313	2,378	557
Cancelled On Time	848	90	150	263	274	71
Adjusted Total Responses	6,884	991	1,253	2,050	2,104	486
Late Responses	731	110	127	199	250	45
Unadjusted Compliance	89.38%	88.90%	89.86%	90.29%	88.12%	90.74%
Exemptions Requested	2	2	0	0	0	0
Exemptions Granted	1	1	0	0	0	0
Time Corrections Requested	242	32	37	63	96	14
On Time Time Corrections Approved	203	31	29	50	84	9
On Time Cancel Corrections Approved	12	0	2	5	4	1
Late Time Corrections Approved	26	1	6	8	7	4
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	527	78	98	149	166	36
Extended Minutes	1,204:54	173:18	232:44	306:37	322:20	169:55
Adjusted Compliance	92.34%	92.13%	92.18%	92.73%	92.11%	92.59%
Response Time Liquidated Damages	\$212,250	\$30,000	\$41,000	\$53,250	\$54,500	\$33,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Zone 1						
Total Responses	2,798	592	635	634	747	190
Cancelled On Time	457	77	125	108	112	35
Adjusted Total Responses	2,341	515	510	526	635	155
Late Responses	161	36	36	30	48	11
Unadjusted Compliance	93.12%	93.01%	92.94%	94.30%	92.44%	92.90%
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	51	15	9	13	10	4
On Time Time Corrections Approved	30	9	7	8	4	2
On Time Cancel Corrections Approved	1	0	0	0	1	0
Late Time Corrections Approved	20	6	2	5	5	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	0	0	0	0	0	0
Adjusted Late Responses	131	27	29	22	44	9
Extended Minutes	1,406:40	1,113:11	87:03	62:04	102:42	41:40
Adjusted Compliance	94.40%	94.76%	94.31%	95.82%	93.07%	94.19%
Response Time Liquidated Damages	\$73,250	\$26,500	\$13,250	\$10,000	\$17,000	\$6,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Zone 2						
Total Responses	10,530	1,673	2,038	2,947	3,125	747
Cancelled On Time	1305	167	275	371	386	106
Adjusted Total Responses	9,225	1,506	1,763	2,576	2,739	641
Late Responses	892	146	163	229	298	56
Exemptions Requested	2	2	0	0	0	0



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



Period: 6/1/2017 thru 6/30/2017

Exemptions Granted	1	1	0	0	0	0
Time Corrections Requested	293	47	46	76	106	18
On Time Time Corrections Approved	233	40	36	58	88	11
On Time Cancel Corrections Approved	13	0	2	5	5	1
Late Time Corrections Approved	46	7	8	13	12	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	658	105	127	171	210	45
Extended Minutes	2,611:34	1,286:29	319:47	368:41	425:02	211:35
Response Time Liquidated Damages	\$285,500	\$56,500	\$54,250	\$63,250	\$71,500	\$40,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$14,000					
Total Liquidated Damages	\$299,500					