



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



## Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2013 thru 1/31/2013

	<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	6,835	1,100	1,302	1,987	2,018	428
	Cancelled On Time	838	110	185	271	224	48
	Adjusted Total Responses	5,997	990	1,117	1,716	1,794	380
	Late Responses	679	123	137	189	193	37
	Unadjusted Compliance	88.68%	87.58%	87.74%	88.99%	89.24%	90.26%
	Exemptions Requested	164	29	38	39	49	9
	Exemptions Granted	160	29	37	38	48	8
	Adjusted Late Responses	519	94	100	151	145	29
	Extended Minutes	1,306:07	168:15	288:24	387:41	338:21	123:26
	<b>Adjusted Compliance</b>	<b>91.35%</b>	<b>90.51%</b>	<b>91.05%</b>	<b>91.20%</b>	<b>91.92%</b>	<b>92.37%</b>
	Response Time Liquidated Damages	\$220,500	\$29,750	\$46,250	\$66,500	\$57,750	\$20,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	<b>NonRLS</b>	Total Responses	2,639	601	584	648	700
Cancelled On Time		453	98	120	110	107	18
Adjusted Total Responses		2,186	503	464	538	593	88
Late Responses		191	31	56	37	59	8
Unadjusted Compliance		91.26%	93.84%	87.93%	93.12%	90.05%	90.91%
Exemptions Requested		47	10	15	10	9	3
Exemptions Granted		46	9	15	10	9	3
Adjusted Late Responses		145	22	41	27	50	5
Extended Minutes		480:15	66:09	118:31	82:54	181:28	31:13
<b>Adjusted Compliance</b>		<b>93.37%</b>	<b>95.63%</b>	<b>91.16%</b>	<b>94.98%</b>	<b>91.57%</b>	<b>94.32%</b>
Response Time Liquidated Damages		\$80,000	\$11,750	\$19,500	\$13,750	\$29,750	\$5,250
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>		Total Responses	9,474	1,701	1,886	2,635	2,718
	Cancelled On Time	1291	208	305	381	331	66
	Adjusted Total Responses	8,183	1,493	1,581	2,254	2,387	468
	Late Responses	870	154	193	226	252	45
	Exemptions Requested	211	39	53	49	58	12
	Exemptions Granted	206	38	52	48	57	11
	Adjusted Late Responses	664	116	141	178	195	34
	Extended Minutes	1,786:22	234:24	406:55	470:35	519:49	154:39
	Response Time Liquidated Damages	\$300,500	\$41,500	\$65,750	\$80,250	\$87,500	\$25,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$5,000					
	Total Liquidated Damages	\$305,500					