



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



Operated by  
**Rural/Metro  
Ambulance**

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

Period: 4/1/2013 thru 4/30/2013

	<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	6,436	1,001	1,311	1,850	1,878	396
	Cancelled On Time	717	102	148	216	207	44
	Adjusted Total Responses	5,719	899	1,163	1,634	1,671	352
	Late Responses	604	104	143	151	164	42
	Unadjusted Compliance	89.44%	88.43%	87.70%	90.76%	90.19%	88.07%
	Exemptions Requested	195	45	40	48	48	14
	Exemptions Granted	192	45	39	46	48	14
	Adjusted Late Responses	412	59	104	105	116	28
	Extended Minutes	1,046:58	145:53	259:54	192:08	328:29	120:34
	<b>Adjusted Compliance</b>	<b>92.80%</b>	<b>93.44%</b>	<b>91.06%</b>	<b>93.57%</b>	<b>93.06%</b>	<b>92.05%</b>
	Response Time Liquidated Damages	\$174,250	\$23,250	\$46,000	\$34,750	\$50,500	\$19,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,509	536	543	634	709	87
	Cancelled On Time	411	78	109	102	106	16
	Adjusted Total Responses	2,098	458	434	532	603	71
	Late Responses	146	23	34	34	49	6
	Unadjusted Compliance	93.04%	94.98%	92.17%	93.61%	91.87%	91.55%
	Exemptions Requested	36	6	11	11	6	2
	Exemptions Granted	36	6	11	11	6	2
	Adjusted Late Responses	110	17	23	23	43	4
	Extended Minutes	383:38	42:45	75:16	86:13	131:46	47:38
	<b>Adjusted Compliance</b>	<b>94.76%</b>	<b>96.29%</b>	<b>94.70%</b>	<b>95.68%</b>	<b>92.87%</b>	<b>94.37%</b>
	Response Time Liquidated Damages	\$75,500	\$6,750	\$14,500	\$19,000	\$20,500	\$14,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,945	1,537	1,854	2,484	2,587	483
	Cancelled On Time	1,128	180	257	318	313	60
	Adjusted Total Responses	7,817	1,357	1,597	2,166	2,274	423
	Late Responses	750	127	177	185	213	48
	Exemptions Requested	231	51	51	59	54	16
	Exemptions Granted	228	51	50	57	54	16
	Adjusted Late Responses	522	76	127	128	159	32
	Extended Minutes	1,430:36	188:38	335:10	278:21	460:15	168:12
	Response Time Liquidated Damages	\$249,750	\$30,000	\$60,500	\$53,750	\$71,000	\$34,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$11,000					
	Total Liquidated Damages	\$260,750					