



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: 5/1/2013 thru 5/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,941	1,170	1,349	1,962	2,010	450
	Cancelled On Time	890	136	189	269	245	51
	Adjusted Total Responses	6,051	1,034	1,160	1,693	1,765	399
	Late Responses	553	96	112	139	167	39
	Unadjusted Compliance	90.86%	90.72%	90.34%	91.79%	90.54%	90.23%
	Exemptions Requested	168	32	31	37	56	12
	Exemptions Granted	164	31	30	36	55	12
	Adjusted Late Responses	389	65	82	103	112	27
	Extended Minutes	1,027:26	134:06	199:05	282:09	281:22	130:44
	Adjusted Compliance	93.57%	93.71%	92.93%	93.92%	93.65%	93.23%
	Response Time Liquidated Damages	\$194,750	\$24,000	\$33,750	\$63,500	\$45,000	\$28,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,508	516	599	622	656	115
	Cancelled On Time	428	83	117	120	92	16
	Adjusted Total Responses	2,080	433	482	502	564	99
	Late Responses	149	33	33	41	39	3
	Unadjusted Compliance	92.84%	92.38%	93.15%	91.83%	93.09%	96.97%
	Exemptions Requested	27	8	5	9	5	0
	Exemptions Granted	25	8	4	9	4	0
	Adjusted Late Responses	124	25	29	32	35	3
	Extended Minutes	454:39	61:57	87:14	179:33	115:18	10:37
	Adjusted Compliance	94.04%	94.23%	93.98%	93.63%	93.79%	96.97%
	Response Time Liquidated Damages	\$70,750	\$9,000	\$12,750	\$29,750	\$17,750	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,449	1,686	1,948	2,584	2,666	565
	Cancelled On Time	1318	219	306	389	337	67
	Adjusted Total Responses	8,131	1,467	1,642	2,195	2,329	498
	Late Responses	702	129	145	180	206	42
	Exemptions Requested	195	40	36	46	61	12
	Exemptions Granted	189	39	34	45	59	12
	Adjusted Late Responses	513	90	111	135	147	30
	Extended Minutes	1,482:05	196:03	286:19	461:42	396:40	141:21
	Response Time Liquidated Damages	\$265,500	\$33,000	\$46,500	\$93,250	\$62,750	\$30,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$269,500						