



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



## Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2013 thru 6/30/2013

	<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	6,444	1,078	1,236	1,875	1,848	407
	Cancelled On Time	794	112	182	223	231	46
	Adjusted Total Responses	5,650	966	1,054	1,652	1,617	361
	Late Responses	486	95	105	132	118	36
	Unadjusted Compliance	91.40%	90.17%	90.04%	92.01%	92.70%	90.03%
	Exemptions Requested	160	30	40	48	29	13
	Exemptions Granted	159	30	40	47	29	13
	Adjusted Late Responses	327	65	65	85	89	23
	Extended Minutes	769:13	128:38	130:43	156:15	276:06	77:31
	<b>Adjusted Compliance</b>	<b>94.21%</b>	<b>93.27%</b>	<b>93.83%</b>	<b>94.85%</b>	<b>94.50%</b>	<b>93.63%</b>
	Response Time Liquidated Damages	\$134,250	\$26,500	\$22,500	\$28,250	\$45,750	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,480	564	546	536	725	109
	Cancelled On Time	396	80	123	78	97	18
	Adjusted Total Responses	2,084	484	423	458	628	91
	Late Responses	112	24	19	32	35	2
	Unadjusted Compliance	94.63%	95.04%	95.51%	93.01%	94.43%	97.80%
	Exemptions Requested	39	10	10	9	10	0
	Exemptions Granted	38	10	9	9	10	0
	Adjusted Late Responses	74	14	10	23	25	2
	Extended Minutes	216:03	42:25	28:27	79:54	61:57	3:20
	<b>Adjusted Compliance</b>	<b>96.45%</b>	<b>97.11%</b>	<b>97.64%</b>	<b>94.98%</b>	<b>96.02%</b>	<b>97.80%</b>
	Response Time Liquidated Damages	\$39,000	\$9,500	\$5,000	\$14,000	\$10,000	\$500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,924	1,642	1,782	2,411	2,573	516
	Cancelled On Time	1,190	192	305	301	328	64
	Adjusted Total Responses	7,734	1,450	1,477	2,110	2,245	452
	Late Responses	598	119	124	164	153	38
	Exemptions Requested	199	40	50	57	39	13
	Exemptions Granted	197	40	49	56	39	13
	Adjusted Late Responses	401	79	75	108	114	25
	Extended Minutes	985:16	171:03	159:10	236:09	338:03	80:51
	Response Time Liquidated Damages	\$173,250	\$36,000	\$27,500	\$42,250	\$55,750	\$11,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$3,000					
Total Liquidated Damages	\$176,250						