



**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: 7/1/2013 thru 7/31/2013

	<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	6,483	1,029	1,239	1,900	1,865	450
	Cancelled On Time	708	91	163	225	188	41
	Adjusted Total Responses	5,775	938	1,076	1,675	1,677	409
	Late Responses	492	98	110	111	133	40
	Unadjusted Compliance	91.48%	89.55%	89.78%	93.37%	92.07%	90.22%
	Exemptions Requested	158	31	32	40	44	11
	Exemptions Granted	154	29	32	39	43	11
	Adjusted Late Responses	338	69	78	72	90	29
	Extended Minutes	733:29	120:29	169:03	143:17	168:28	132:12
	<b>Adjusted Compliance</b>	<b>94.15%</b>	<b>92.64%</b>	<b>92.75%</b>	<b>95.70%</b>	<b>94.63%</b>	<b>92.91%</b>
	Response Time Liquidated Damages	\$133,750	\$23,000	\$29,750	\$22,750	\$37,750	\$20,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,480	566	563	555	673	123
	Cancelled On Time	383	83	114	91	77	18
	Adjusted Total Responses	2,097	483	449	464	596	105
	Late Responses	120	28	26	25	37	4
	Unadjusted Compliance	94.28%	94.20%	94.21%	94.61%	93.79%	96.19%
	Exemptions Requested	27	12	7	5	3	0
	Exemptions Granted	27	12	7	5	3	0
	Adjusted Late Responses	93	16	19	20	34	4
	Extended Minutes	278:52	56:57	37:49	57:23	95:24	31:19
	<b>Adjusted Compliance</b>	<b>95.57%</b>	<b>96.69%</b>	<b>95.77%</b>	<b>95.69%</b>	<b>94.30%</b>	<b>96.19%</b>
	Response Time Liquidated Damages	\$45,250	\$8,500	\$7,250	\$8,750	\$15,750	\$5,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,963	1,595	1,802	2,455	2,538	573
	Cancelled On Time	1091	174	277	316	265	59
	Adjusted Total Responses	7,872	1,421	1,525	2,139	2,273	514
	Late Responses	612	126	136	136	170	44
	Exemptions Requested	185	43	39	45	47	11
	Exemptions Granted	181	41	39	44	46	11
	Adjusted Late Responses	431	85	97	92	124	33
	Extended Minutes	1,012:21	177:26	206:52	200:40	263:52	163:31
	Response Time Liquidated Damages	\$179,000	\$31,500	\$37,000	\$31,500	\$53,500	\$25,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$183,000						