



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: 9/1/2013 thru 9/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,544	1,001	1,294	1,885	1,879	485
	Cancelled On Time	812	95	186	246	211	74
	Adjusted Total Responses	5,732	906	1,108	1,639	1,668	411
	Late Responses	558	94	120	140	163	41
	Unadjusted Compliance	90.27%	89.62%	89.17%	91.46%	90.23%	90.02%
	Exemptions Requested	161	25	31	46	53	6
	Exemptions Granted	159	25	31	45	52	6
	Adjusted Late Responses	399	69	89	95	111	35
	Extended Minutes	945:41	110:50	243:17	193:05	269:10	129:19
	Adjusted Compliance	93.04%	92.38%	91.97%	94.20%	93.35%	91.48%
	Response Time Liquidated Damages	\$161,000	\$20,750	\$41,500	\$34,250	\$42,250	\$22,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,417	515	527	564	711	100
	Cancelled On Time	403	80	122	88	100	13
	Adjusted Total Responses	2,014	435	405	476	611	87
	Late Responses	141	27	29	40	42	3
	Unadjusted Compliance	93.00%	93.79%	92.84%	91.60%	93.13%	96.55%
	Exemptions Requested	43	10	9	8	15	1
	Exemptions Granted	43	10	9	8	15	1
	Adjusted Late Responses	98	17	20	32	27	2
	Extended Minutes	282:56	56:03	44:10	97:52	77:28	7:23
	Adjusted Compliance	95.13%	96.09%	95.06%	93.28%	95.58%	97.70%
	Response Time Liquidated Damages	\$47,750	\$9,500	\$7,000	\$18,500	\$11,750	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,961	1,516	1,821	2,449	2,590	585
	Cancelled On Time	1215	175	308	334	311	87
	Adjusted Total Responses	7,746	1,341	1,513	2,115	2,279	498
	Late Responses	699	121	149	180	205	44
	Exemptions Requested	204	35	40	54	68	7
	Exemptions Granted	202	35	40	53	67	7
	Adjusted Late Responses	497	86	109	127	138	37
	Extended Minutes	1,228:37	166:53	287:27	290:57	346:38	136:42
	Response Time Liquidated Damages	\$208,750	\$30,250	\$48,500	\$52,750	\$54,000	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$9,000					
Total Liquidated Damages	\$217,750						