



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2013 thru 10/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,793	1,110	1,382	1,912	1,989	400
	Cancelled On Time	860	105	205	253	245	52
	Adjusted Total Responses	5,933	1,005	1,177	1,659	1,744	348
	Late Responses	582	119	127	166	152	18
	Unadjusted Compliance	90.19%	88.16%	89.21%	89.99%	91.28%	94.83%
	Exemptions Requested	148	33	25	51	34	5
	Exemptions Granted	147	33	24	51	34	5
	Adjusted Late Responses	435	86	103	115	118	13
	Extended Minutes	1,084:18	181:28	305:14	253:17	317:35	26:44
	Adjusted Compliance	92.67%	91.44%	91.25%	93.07%	93.23%	96.26%
	Response Time Liquidated Damages	\$191,250	\$30,750	\$56,250	\$49,000	\$50,750	\$4,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,552	538	567	581	756
Cancelled On Time		414	79	125	77	112	21
Adjusted Total Responses		2,138	459	442	504	644	89
Late Responses		152	33	38	25	48	8
Unadjusted Compliance		92.89%	92.81%	91.40%	95.04%	92.55%	91.01%
Exemptions Requested		41	10	8	12	10	1
Exemptions Granted		41	10	8	12	10	1
Adjusted Late Responses		111	23	30	13	38	7
Extended Minutes		380:48	109:11	71:05	40:59	135:59	23:34
Adjusted Compliance		94.81%	94.99%	93.21%	97.42%	94.10%	92.13%
Response Time Liquidated Damages		\$72,250	\$25,250	\$11,500	\$6,250	\$25,750	\$3,500
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	9,345	1,648	1,949	2,493	2,745
	Cancelled On Time	1274	184	330	330	357	73
	Adjusted Total Responses	8,071	1,464	1,619	2,163	2,388	437
	Late Responses	734	152	165	191	200	26
	Exemptions Requested	189	43	33	63	44	6
	Exemptions Granted	188	43	32	63	44	6
	Adjusted Late Responses	546	109	133	128	156	20
	Extended Minutes	1,465:06	290:39	376:19	294:16	453:34	50:18
	Response Time Liquidated Damages	\$263,500	\$56,000	\$67,750	\$55,250	\$76,500	\$8,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$9,000					
Total Liquidated Damages	\$272,500						