



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2013 thru 11/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,589	1,029	1,347	1,956	1,892	365
	Cancelled On Time	774	92	203	216	218	45
	Adjusted Total Responses	5,815	937	1,144	1,740	1,674	320
	Late Responses	542	104	105	141	161	31
	Unadjusted Compliance	90.68%	88.90%	90.82%	91.90%	90.38%	90.31%
	Exemptions Requested	151	27	33	42	41	8
	Exemptions Granted	150	27	33	41	41	8
	Adjusted Late Responses	392	77	72	100	120	23
	Extended Minutes	977:33	195:27	161:02	229:52	271:29	119:43
	Adjusted Compliance	93.26%	91.78%	93.71%	94.25%	92.83%	92.81%
	Response Time Liquidated Damages	\$178,750	\$42,500	\$25,750	\$43,000	\$44,250	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,346	529	508	579	632
Cancelled On Time		406	72	117	100	105	12
Adjusted Total Responses		1,940	457	391	479	527	86
Late Responses		145	22	30	36	53	4
Unadjusted Compliance		92.53%	95.19%	92.33%	92.48%	89.94%	95.35%
Exemptions Requested		37	6	5	10	14	2
Exemptions Granted		37	6	5	10	14	2
Adjusted Late Responses		108	16	25	26	39	2
Extended Minutes		476:09	48:03	89:53	164:01	172:27	1:45
Adjusted Compliance		94.43%	96.50%	93.61%	94.57%	92.60%	97.67%
Response Time Liquidated Damages		\$92,000	\$7,000	\$13,500	\$39,750	\$31,250	\$500
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	8,935	1,558	1,855	2,535	2,524
	Cancelled On Time	1,180	164	320	316	323	57
	Adjusted Total Responses	7,755	1,394	1,535	2,219	2,201	406
	Late Responses	687	126	135	177	214	35
	Exemptions Requested	188	33	38	52	55	10
	Exemptions Granted	187	33	38	51	55	10
	Adjusted Late Responses	500	93	97	126	159	25
	Extended Minutes	1,453:42	243:30	250:55	393:53	443:56	121:28
	Response Time Liquidated Damages	\$270,750	\$49,500	\$39,250	\$82,750	\$75,500	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$271,750						