



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: 12/1/2013 thru 12/31/2013

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,880	1,125	1,377	2,013	1,919	446
	Cancelled On Time	766	107	170	242	206	41
	Adjusted Total Responses	6,114	1,018	1,207	1,771	1,713	405
	Late Responses	597	105	125	161	165	41
	Unadjusted Compliance	90.24%	89.69%	89.64%	90.91%	90.37%	89.88%
	Exemptions Requested	164	31	36	49	36	12
	Exemptions Granted	163	31	36	48	36	12
	Adjusted Late Responses	434	74	89	113	129	29
	Extended Minutes	1,115:44	166:34	198:19	300:56	319:10	130:45
	Adjusted Compliance	92.90%	92.73%	92.63%	93.62%	92.47%	92.84%
	Response Time Liquidated Damages	\$191,000	\$31,500	\$33,500	\$47,750	\$51,250	\$27,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,582	569	534	641	722	116
	Cancelled On Time	425	84	103	117	95	26
	Adjusted Total Responses	2,157	485	431	524	627	90
	Late Responses	164	22	34	48	54	6
	Unadjusted Compliance	92.40%	95.46%	92.11%	90.84%	91.39%	93.33%
	Exemptions Requested	45	7	7	19	10	2
	Exemptions Granted	44	7	7	18	10	2
	Adjusted Late Responses	120	15	27	30	44	4
	Extended Minutes	429:11	46:47	121:53	101:47	136:41	22:03
	Adjusted Compliance	94.44%	96.91%	93.74%	94.27%	92.98%	95.56%
	Response Time Liquidated Damages	\$72,250	\$7,500	\$21,500	\$16,000	\$21,500	\$5,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,462	1,694	1,911	2,654	2,641	562
	Cancelled On Time	1,191	191	273	359	301	67
	Adjusted Total Responses	8,271	1,503	1,638	2,295	2,340	495
	Late Responses	761	127	159	209	219	47
	Exemptions Requested	209	38	43	68	46	14
	Exemptions Granted	207	38	43	66	46	14
	Adjusted Late Responses	554	89	116	143	173	33
	Extended Minutes	1,544:55	213:21	320:12	402:43	455:51	152:48
	Response Time Liquidated Damages	\$263,250	\$39,000	\$55,000	\$63,750	\$72,750	\$32,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$15,000					
Total Liquidated Damages	\$278,250						