



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: 1/1/2014 thru 1/31/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,986	1,214	1,402	2,011	1,959	400
	Cancelled On Time	744	95	187	225	192	45
	Adjusted Total Responses	6,242	1,119	1,215	1,786	1,767	355
	Late Responses	557	118	124	139	152	24
	Unadjusted Compliance	91.08%	89.45%	89.79%	92.22%	91.40%	93.24%
	Exemptions Requested	139	33	26	37	35	8
	Exemptions Granted	139	33	26	37	35	8
	Adjusted Late Responses	418	85	98	102	117	16
	Extended Minutes	991:05	187:52	246:19	199:56	308:30	48:28
	Adjusted Compliance	93.30%	92.40%	91.93%	94.29%	93.38%	95.49%
	Response Time Liquidated Damages	\$173,750	\$37,250	\$46,000	\$35,500	\$48,500	\$6,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,514	532	577	592	709	104
	Cancelled On Time	403	75	119	91	96	22
	Adjusted Total Responses	2,111	457	458	501	613	82
	Late Responses	147	22	30	44	45	6
	Unadjusted Compliance	93.04%	95.19%	93.45%	91.22%	92.66%	92.68%
	Exemptions Requested	33	9	6	11	7	0
	Exemptions Granted	33	9	6	11	7	0
	Adjusted Late Responses	114	13	24	33	38	6
	Extended Minutes	332:18	43:37	45:55	89:03	135:36	18:07
	Adjusted Compliance	94.60%	97.16%	94.76%	93.41%	93.80%	92.68%
	Response Time Liquidated Damages	\$54,000	\$6,250	\$7,250	\$17,500	\$20,000	\$3,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,500	1,746	1,979	2,603	2,668	504
	Cancelled On Time	1147	170	306	316	288	67
	Adjusted Total Responses	8,353	1,576	1,673	2,287	2,380	437
	Late Responses	704	140	154	183	197	30
	Exemptions Requested	172	42	32	48	42	8
	Exemptions Granted	172	42	32	48	42	8
	Adjusted Late Responses	532	98	122	135	155	22
	Extended Minutes	1,323:23	231:29	292:14	288:59	444:06	66:35
	Response Time Liquidated Damages	\$227,750	\$43,500	\$53,250	\$53,000	\$68,500	\$9,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$11,000					
Total Liquidated Damages	\$238,750						