



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2014 thru 3/31/2014

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,992	1,176	1,307	1,990	2,024	495
	Cancelled On Time	831	115	166	279	219	52
	Adjusted Total Responses	6,161	1,061	1,141	1,711	1,805	443
	Late Responses	601	101	111	175	181	33
	Unadjusted Compliance	90.25%	90.48%	90.27%	89.77%	89.97%	92.55%
	Exemptions Requested	160	27	25	51	52	5
	Exemptions Granted	159	27	25	50	52	5
	Adjusted Late Responses	442	74	86	125	129	28
	Extended Minutes	1,091:18	147:06	217:29	285:24	326:27	114:52
	Adjusted Compliance	92.83%	93.03%	92.46%	92.69%	92.85%	93.68%
	Response Time Liquidated Damages	\$186,750	\$25,000	\$37,500	\$48,250	\$52,750	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,562	545	567	608	727	115
	Cancelled On Time	395	70	121	86	104	14
	Adjusted Total Responses	2,167	475	446	522	623	101
	Late Responses	162	35	43	33	49	2
	Unadjusted Compliance	92.52%	92.63%	90.36%	93.68%	92.13%	98.02%
	Exemptions Requested	45	11	15	7	10	2
	Exemptions Granted	45	11	15	7	10	2
	Adjusted Late Responses	117	24	28	26	39	0
	Extended Minutes	386:42	65:08	51:31	68:31	201:32	:00
	Adjusted Compliance	94.60%	94.95%	93.72%	95.02%	93.74%	100.00%
	Response Time Liquidated Damages	\$75,500	\$9,750	\$10,500	\$11,250	\$44,000	\$0
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,554	1,721	1,874	2,598	2,751	610
	Cancelled On Time	1,226	185	287	365	323	66
	Adjusted Total Responses	8,328	1,536	1,587	2,233	2,428	544
	Late Responses	763	136	154	208	230	35
	Exemptions Requested	205	38	40	58	62	7
	Exemptions Granted	204	38	40	57	62	7
	Adjusted Late Responses	559	98	114	151	168	28
	Extended Minutes	1,478:00	212:14	269:00	353:55	527:59	114:52
	Response Time Liquidated Damages	\$262,250	\$34,750	\$48,000	\$59,500	\$96,750	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$16,000					
Total Liquidated Damages	\$278,250						