



# 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: 4/1/2014 thru 4/30/2014

	<b>Grand Totals All Zones</b>	<b>Total</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4</b>	<b>Zone 5</b>
<b>RLS</b>	Total Responses	6,686	1,062	1,292	1,977	1,893	462
	Cancelled On Time	899	122	191	255	255	76
	Adjusted Total Responses	5,787	940	1,101	1,722	1,638	386
	Late Responses	604	98	132	160	169	45
	Unadjusted Compliance	89.56%	89.57%	88.01%	90.71%	89.68%	88.34%
	Exemptions Requested	122	17	24	37	32	12
	Exemptions Granted	122	17	24	37	32	12
	Adjusted Late Responses	482	81	108	123	137	33
	Extended Minutes	1,039:04	133:22	227:01	285:47	293:15	99:39
	<b>Adjusted Compliance</b>	<b>91.67%</b>	<b>91.38%</b>	<b>90.19%</b>	<b>92.86%</b>	<b>91.64%</b>	<b>91.45%</b>
	Response Time Liquidated Damages	\$174,750	\$24,750	\$38,500	\$46,000	\$50,750	\$14,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	<b>NonRLS</b>	Total Responses	2,377	548	535	560	631
Cancelled On Time		400	89	108	93	92	18
Adjusted Total Responses		1,977	459	427	467	539	85
Late Responses		165	28	39	36	57	5
Unadjusted Compliance		91.65%	93.90%	90.87%	92.29%	89.42%	94.12%
Exemptions Requested		33	8	11	5	9	0
Exemptions Granted		33	8	11	5	9	0
Adjusted Late Responses		132	20	28	31	48	5
Extended Minutes		393:04	35:36	79:02	81:08	168:48	28:30
<b>Adjusted Compliance</b>		<b>93.32%</b>	<b>95.64%</b>	<b>93.44%</b>	<b>93.36%</b>	<b>91.09%</b>	<b>94.12%</b>
Response Time Liquidated Damages		\$64,250	\$6,000	\$11,750	\$13,250	\$26,500	\$6,750
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>		Total Responses	9,063	1,610	1,827	2,537	2,524
	Cancelled On Time	1,299	211	299	348	347	94
	Adjusted Total Responses	7,764	1,399	1,528	2,189	2,177	471
	Late Responses	769	126	171	196	226	50
	Exemptions Requested	155	25	35	42	41	12
	Exemptions Granted	155	25	35	42	41	12
	Adjusted Late Responses	614	101	136	154	185	38
	Extended Minutes	1,432:08	168:58	306:03	366:55	462:03	128:09
	Response Time Liquidated Damages	\$239,000	\$30,750	\$50,250	\$59,250	\$77,250	\$21,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$10,000					
	Total Liquidated Damages	\$249,000					