



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: 6/1/2014 thru 6/30/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,540	1,021	1,292	1,921	1,857	449
	Cancelled On Time	833	103	192	236	235	67
	Adjusted Total Responses	5,707	918	1,100	1,685	1,622	382
	Late Responses	467	81	98	141	130	17
	Unadjusted Compliance	91.82%	91.18%	91.09%	91.63%	91.99%	95.55%
	Exemptions Requested	124	22	26	40	30	6
	Exemptions Granted	123	21	26	40	30	6
	Adjusted Late Responses	344	60	72	101	100	11
	Extended Minutes	841:57	127:06	167:42	238:32	270:58	37:39
	Adjusted Compliance	93.97%	93.46%	93.45%	94.01%	93.83%	97.12%
	Response Time Liquidated Damages	\$162,000	\$27,750	\$33,500	\$42,750	\$50,000	\$8,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,354	509	512	540	664
Cancelled On Time		415	62	123	108	106	16
Adjusted Total Responses		1,939	447	389	432	558	113
Late Responses		108	20	20	22	42	4
Unadjusted Compliance		94.43%	95.53%	94.86%	94.91%	92.47%	96.46%
Exemptions Requested		23	6	4	6	6	1
Exemptions Granted		23	6	4	6	6	1
Adjusted Late Responses		85	14	16	16	36	3
Extended Minutes		232:02	40:02	43:54	48:47	96:19	3:00
Adjusted Compliance		95.62%	96.87%	95.89%	96.30%	93.55%	97.35%
Response Time Liquidated Damages		\$37,750	\$6,250	\$7,500	\$7,250	\$16,000	\$750
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	8,894	1,530	1,804	2,461	2,521
	Cancelled On Time	1,248	165	315	344	341	83
	Adjusted Total Responses	7,646	1,365	1,489	2,117	2,180	495
	Late Responses	575	101	118	163	172	21
	Exemptions Requested	147	28	30	46	36	7
	Exemptions Granted	146	27	30	46	36	7
	Adjusted Late Responses	429	74	88	117	136	14
	Extended Minutes	1,073:59	167:08	211:36	287:19	367:17	40:39
	Response Time Liquidated Damages	\$199,750	\$34,000	\$41,000	\$50,000	\$66,000	\$8,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$7,000					
	Total Liquidated Damages	\$206,750					