



911 Paramedic and Emergency Ambulance Services
Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2014 thru 12/31/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,074	1,053	1,398	2,063	2,091	469
	Cancelled On Time	869	99	185	266	262	57
	Adjusted Total Responses	6,205	954	1,213	1,797	1,829	412
	Late Responses	664	116	96	191	221	40
	Unadjusted Compliance	89.30%	87.84%	92.09%	89.37%	87.92%	90.29%
	Exemptions Requested	189	35	25	65	52	12
	Exemptions Granted	189	35	25	65	52	12
	Adjusted Late Responses	475	81	71	126	169	28
	Extended Minutes	2,649:21	192:59	197:58	1,585:31	547:37	125:16
	Adjusted Compliance	92.34%	91.51%	94.15%	92.99%	90.76%	93.20%
	Response Time Liquidated Damages	\$261,000	\$33,750	\$39,750	\$78,750	\$86,500	\$22,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,671	506	660	654	733	118
	Cancelled On Time	481	73	129	132	134	13
	Adjusted Total Responses	2,190	433	531	522	599	105
	Late Responses	189	28	41	59	57	4
	Unadjusted Compliance	91.37%	93.53%	92.28%	88.70%	90.48%	96.19%
	Exemptions Requested	53	9	14	16	14	0
	Exemptions Granted	52	9	14	16	13	0
	Adjusted Late Responses	137	19	27	43	44	4
	Extended Minutes	565:08	82:39	114:09	173:56	177:53	16:31
	Adjusted Compliance	93.74%	95.61%	94.92%	91.76%	92.65%	96.19%
	Response Time Liquidated Damages	\$90,500	\$12,500	\$19,000	\$24,500	\$32,000	\$2,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,745	1,559	2,058	2,717	2,824	587
	Cancelled On Time	1350	172	314	398	396	70
	Adjusted Total Responses	8,395	1,387	1,744	2,319	2,428	517
	Late Responses	853	144	137	250	278	44
	Exemptions Requested	242	44	39	81	66	12
	Exemptions Granted	241	44	39	81	65	12
	Adjusted Late Responses	612	100	98	169	213	32
	Extended Minutes	3,214:29	275:38	312:07	1,759:27	725:30	141:47
	Response Time Liquidated Damages	\$351,500	\$46,250	\$58,750	\$103,250	\$118,500	\$24,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$24,000					
Total Liquidated Damages	\$375,500						