



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: 2/1/2014 thru 2/28/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,333	1,021	1,171	1,890	1,821	430
	Cancelled On Time	760	101	150	237	215	57
	Adjusted Total Responses	5,573	920	1,021	1,653	1,606	373
	Late Responses	538	96	116	145	140	41
	Unadjusted Compliance	90.35%	89.57%	88.64%	91.23%	91.28%	89.01%
	Exemptions Requested	128	23	30	36	33	6
	Exemptions Granted	128	23	30	36	33	6
	Adjusted Late Responses	410	73	86	109	107	35
	Extended Minutes	1,111:11	199:33	211:26	236:04	344:53	119:15
	Adjusted Compliance	92.64%	92.07%	91.58%	93.41%	93.34%	90.62%
	Response Time Liquidated Damages	\$195,500	\$33,500	\$34,500	\$42,000	\$58,750	\$26,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,292	533	523	532	608	96
	Cancelled On Time	333	61	102	76	82	12
	Adjusted Total Responses	1,959	472	421	456	526	84
	Late Responses	173	28	39	46	55	5
	Unadjusted Compliance	91.17%	94.07%	90.74%	89.91%	89.54%	94.05%
	Exemptions Requested	30	6	8	4	11	1
	Exemptions Granted	30	6	8	4	11	1
	Adjusted Late Responses	143	22	31	42	44	4
	Extended Minutes	435:12	61:19	80:49	113:22	150:44	28:58
	Adjusted Compliance	92.70%	95.34%	92.64%	90.79%	91.63%	95.24%
	Response Time Liquidated Damages	\$70,500	\$10,500	\$14,250	\$19,250	\$22,500	\$4,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,625	1,554	1,694	2,422	2,429	526
	Cancelled On Time	1093	162	252	313	297	69
	Adjusted Total Responses	7,532	1,392	1,442	2,109	2,132	457
	Late Responses	711	124	155	191	195	46
	Exemptions Requested	158	29	38	40	44	7
	Exemptions Granted	158	29	38	40	44	7
	Adjusted Late Responses	553	95	117	151	151	39
	Extended Minutes	1,546:23	260:52	292:15	349:26	495:37	148:13
	Response Time Liquidated Damages	\$266,000	\$44,000	\$48,750	\$61,250	\$81,250	\$30,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$15,000					
	Total Liquidated Damages	\$281,000					