



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2014 thru 7/31/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,844	1,046	1,363	2,014	1,916	505
	Cancelled On Time	846	107	198	263	216	62
	Adjusted Total Responses	5,998	939	1,165	1,751	1,700	443
	Late Responses	587	101	124	140	177	45
	Unadjusted Compliance	90.21%	89.24%	89.36%	92.00%	89.59%	89.84%
	Exemptions Requested	147	27	25	46	38	11
	Exemptions Granted	147	27	25	46	38	11
	Adjusted Late Responses	440	74	99	94	139	34
	Extended Minutes	1,216:07	172:16	298:31	270:57	333:20	141:03
	Adjusted Compliance	92.66%	92.12%	91.50%	94.63%	91.82%	92.33%
	Response Time Liquidated Damages	\$210,500	\$27,750	\$57,500	\$46,750	\$56,000	\$22,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,551	575	608	549	711	108
	Cancelled On Time	410	98	116	82	101	13
	Adjusted Total Responses	2,141	477	492	467	610	95
	Late Responses	172	21	48	40	57	6
	Unadjusted Compliance	91.97%	95.60%	90.24%	91.43%	90.66%	93.68%
	Exemptions Requested	27	7	8	6	5	1
	Exemptions Granted	26	7	7	6	5	1
	Adjusted Late Responses	146	14	41	34	52	5
	Extended Minutes	540:05	46:00	138:44	108:36	190:19	56:26
	Adjusted Compliance	93.18%	97.06%	91.67%	92.72%	91.48%	94.74%
	Response Time Liquidated Damages	\$94,000	\$6,500	\$21,250	\$18,000	\$32,500	\$15,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,395	1,621	1,971	2,563	2,627	613
	Cancelled On Time	1256	205	314	345	317	75
	Adjusted Total Responses	8,139	1,416	1,657	2,218	2,310	538
	Late Responses	759	122	172	180	234	51
	Exemptions Requested	174	34	33	52	43	12
	Exemptions Granted	173	34	32	52	43	12
	Adjusted Late Responses	586	88	140	128	191	39
	Extended Minutes	1,756:12	218:16	437:15	379:33	523:39	197:29
	Response Time Liquidated Damages	\$304,500	\$34,250	\$78,750	\$64,750	\$88,500	\$38,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$26,000					
	Total Liquidated Damages	\$330,500					