



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2014 thru 9/30/2014

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,662	1,041	1,254	2,030	1,869	468
	Cancelled On Time	826	86	168	278	237	57
	Adjusted Total Responses	5,836	955	1,086	1,752	1,632	411
	Late Responses	682	121	128	213	186	34
	Unadjusted Compliance	88.31%	87.33%	88.21%	87.84%	88.60%	91.73%
	Exemptions Requested	227	41	35	80	65	6
	Exemptions Granted	225	40	35	79	65	6
	Adjusted Late Responses	457	81	93	134	121	28
	Extended Minutes	1,315:09	184:56	228:43	429:11	338:30	133:49
	Adjusted Compliance	92.17%	91.52%	91.44%	92.35%	92.59%	93.19%
	Response Time Liquidated Damages	\$232,000	\$34,750	\$36,250	\$76,750	\$56,000	\$28,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,536	515	558	619	726	118
	Cancelled On Time	447	86	113	95	140	13
	Adjusted Total Responses	2,089	429	445	524	586	105
	Late Responses	196	35	51	51	54	5
	Unadjusted Compliance	90.62%	91.84%	88.54%	90.27%	90.78%	95.24%
	Exemptions Requested	54	8	16	19	10	1
	Exemptions Granted	52	8	15	18	10	1
	Adjusted Late Responses	144	27	36	33	44	4
	Extended Minutes	510:14	85:57	126:48	115:44	152:29	29:16
	Adjusted Compliance	93.11%	93.71%	91.91%	93.70%	92.49%	96.19%
	Response Time Liquidated Damages	\$82,000	\$13,000	\$18,750	\$18,500	\$22,000	\$9,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,198	1,556	1,812	2,649	2,595	586
	Cancelled On Time	1273	172	281	373	377	70
	Adjusted Total Responses	7,925	1,384	1,531	2,276	2,218	516
	Late Responses	878	156	179	264	240	39
	Exemptions Requested	281	49	51	99	75	7
	Exemptions Granted	277	48	50	97	75	7
	Adjusted Late Responses	601	108	129	167	165	32
	Extended Minutes	1,825:23	270:53	355:31	544:55	490:59	163:05
	Response Time Liquidated Damages	\$314,000	\$47,750	\$55,000	\$95,250	\$78,000	\$38,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$35,000					
	Total Liquidated Damages	\$349,000					