



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: 7/1/2011 thru 7/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	5,878	1,016	1,181	1,683	1,623	375
	Cancelled On Time	577	103	112	183	139	40
	Adjusted Total Responses	5,301	913	1,069	1,500	1,484	335
	Late Responses	685	178	145	140	188	34
	Unadjusted Compliance	87%	81%	86%	91%	87%	90%
	Exemptions Requested	188	33	48	41	52	14
	Exemptions Granted	167	27	42	41	44	13
	Adjusted Late Responses	518	151	103	99	144	21
	Extended Minutes	1,202	306	270	238	350	38
	Adjusted Compliance	90%	83%	90%	93%	90%	94%
	Response Time Liquidated Damages	\$194,500	\$52,500	\$42,000	\$37,500	\$55,500	\$7,000
	Zone Liquidated Damages		\$50,000	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,116	504	522	476	525	89
	Cancelled On Time	259	68	72	46	58	15
	Adjusted Total Responses	1,857	436	450	430	467	74
	Late Responses	146	32	42	31	39	2
	Unadjusted Compliance	92%	93%	91%	93%	92%	97%
	Exemptions Requested	43	8	12	7	14	2
	Exemptions Granted	35	7	10	5	11	2
	Adjusted Late Responses	111	25	32	26	28	0
	Extended Minutes	369	77	98	60	134	0
	Adjusted Compliance	94%	94%	93%	94%	94%	100%
	Response Time Liquidated Damages	\$67,000	\$11,000	\$18,500	\$10,000	\$27,500	\$0
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
Total	Total Responses	7,994	1,520	1,703	2,159	2,148	464
	Cancelled On Time	836	171	184	229	197	55
	Adjusted Total Responses	7,158	1,349	1,519	1,930	1,951	409
	Late Responses	831	210	187	171	227	36
	Exemptions Requested	231	41	60	48	66	16
	Exemptions Granted	202	34	52	46	55	15
	Adjusted Late Responses	629	176	135	125	172	21
	Extended Minutes	1,571	383	368	298	484	38
	Response Time Liquidated Damages	\$261,500	\$63,500	\$60,500	\$47,500	\$83,000	\$7,000
	Zone Liquidated Damages	\$50,000	\$50,000	\$0	\$0	\$0	\$0
	Other Liquidated Damages						
Total Liquidated Damages	\$311,500						