



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2011 thru 8/31/2011

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|--------------------------|----------------------------------|--------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,067 | 959 | 1,199 | 1,730 | 1,799 | 380 |
| | Cancelled On Time | 632 | 66 | 137 | 191 | 185 | 53 |
| | Adjusted Total Responses | 5,435 | 893 | 1,062 | 1,539 | 1,614 | 327 |
| | Late Responses | 488 | 93 | 79 | 116 | 177 | 23 |
| | Unadjusted Compliance | 91% | 90% | 93% | 92% | 89% | 93% |
| | Exemptions Requested | 190 | 24 | 34 | 71 | 47 | 14 |
| | Exemptions Granted | 176 | 23 | 33 | 64 | 43 | 13 |
| | Adjusted Late Responses | 312 | 70 | 46 | 52 | 134 | 10 |
| | Extended Minutes | 707 | 138 | 138 | 91 | 319 | 21 |
| | Adjusted Compliance | 94% | 92% | 96% | 97% | 92% | 97% |
| | Response Time Liquidated Damages | \$122,500 | \$25,250 | \$22,750 | \$17,000 | \$53,750 | \$3,750 |
| | Zone Liquidated Damages | | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,219 | 501 | 480 | 515 | 620 | 103 |
| | Cancelled On Time | 311 | 63 | 80 | 61 | 92 | 15 |
| | Adjusted Total Responses | 1,908 | 438 | 400 | 454 | 528 | 88 |
| | Late Responses | 109 | 21 | 20 | 21 | 45 | 2 |
| | Unadjusted Compliance | 94% | 95% | 95% | 95% | 91% | 98% |
| | Exemptions Requested | 41 | 11 | 4 | 11 | 14 | 1 |
| | Exemptions Granted | 31 | 9 | 3 | 6 | 12 | 1 |
| | Adjusted Late Responses | 78 | 12 | 17 | 15 | 33 | 1 |
| | Extended Minutes | 215 | 31 | 43 | 40 | 99 | 2 |
| | Adjusted Compliance | 96% | 97% | 96% | 97% | 94% | 99% |
| | Response Time Liquidated Damages | \$34,750 | \$5,000 | \$6,250 | \$7,000 | \$16,250 | \$250 |
| | Zone Liquidated Damages | | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 8,286 | 1,460 | 1,679 | 2,245 | 2,419 | 483 |
| | Cancelled On Time | 943 | 129 | 217 | 252 | 277 | 68 |
| | Adjusted Total Responses | 7,343 | 1,331 | 1,462 | 1,993 | 2,142 | 415 |
| | Late Responses | 597 | 114 | 99 | 137 | 222 | 25 |
| | Exemptions Requested | 231 | 35 | 38 | 82 | 61 | 15 |
| | Exemptions Granted | 207 | 32 | 36 | 70 | 55 | 14 |
| | Adjusted Late Responses | 390 | 82 | 63 | 67 | 167 | 11 |
| | Extended Minutes | 922 | 169 | 181 | 131 | 418 | 23 |
| | Response Time Liquidated Damages | \$157,250 | \$30,250 | \$29,000 | \$24,000 | \$70,000 | \$4,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | | | | | | |
| Total Liquidated Damages | \$157,250 | | | | | | |