



# 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



## Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2011 thru 9/30/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
<b>RLS</b>	Total Responses	6,267	1,019	1,150	1,719	1,929	450
	Cancelled On Time	666	90	137	153	225	61
	Adjusted Total Responses	5,601	929	1,013	1,566	1,704	389
	Late Responses	479	78	84	117	177	23
	Unadjusted Compliance	91%	92%	92%	93%	90%	94%
	Exemptions Requested	136	17	29	42	42	6
	Exemptions Granted	125	14	28	38	39	6
	Adjusted Late Responses	354	64	56	79	138	17
	Extended Minutes	764	111	132	159	312	50
	<b>Adjusted Compliance</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>95%</b>	<b>92%</b>	<b>96%</b>
	Response Time Liquidated Damages	\$132,000	\$22,250	\$22,750	\$27,500	\$51,250	\$8,250
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,207	514	489	493	611	100
	Cancelled On Time	310	66	82	60	86	16
	Adjusted Total Responses	1,897	448	407	433	525	84
	Late Responses	99	20	25	19	34	1
	Unadjusted Compliance	95%	96%	94%	96%	94%	99%
	Exemptions Requested	38	8	11	8	11	0
	Exemptions Granted	35	7	11	7	10	0
	Adjusted Late Responses	64	13	14	12	24	1
	Extended Minutes	176	36	36	39	65	0
	<b>Adjusted Compliance</b>	<b>97%</b>	<b>97%</b>	<b>97%</b>	<b>97%</b>	<b>95%</b>	<b>99%</b>
	Response Time Liquidated Damages	\$29,250	\$6,250	\$6,000	\$6,250	\$10,500	\$250
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,474	1,533	1,639	2,212	2,540	550
	Cancelled On Time	976	156	219	213	311	77
	Adjusted Total Responses	7,498	1,377	1,420	1,999	2,229	473
	Late Responses	578	98	109	136	211	24
	Exemptions Requested	174	25	40	50	53	6
	Exemptions Granted	160	21	39	45	49	6
	Adjusted Late Responses	418	77	70	91	162	18
	Extended Minutes	940	147	168	198	377	50
	Response Time Liquidated Damages	\$161,250	\$28,500	\$28,750	\$33,750	\$61,750	\$8,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages						
Total Liquidated Damages	\$161,250						