



**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: 11/1/2011 thru 11/30/2011

	<b>Grand Totals All Zones</b>	<b>Total</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4</b>	<b>Zone 5</b>
<b>RLS</b>	Total Responses	5,771	958	1,158	1,597	1,694	364
	Cancelled On Time	574	82	115	163	167	47
	Adjusted Total Responses	5,197	876	1,043	1,434	1,527	317
	Late Responses	458	75	100	123	141	19
	Unadjusted Compliance	91%	91%	90%	91%	91%	94%
	Exemptions Requested	141	18	38	47	29	9
	Exemptions Granted	136	18	35	46	28	9
	Adjusted Late Responses	322	57	65	77	113	10
	Extended Minutes	700:40	99:51	183:57	134:21	253:47	28:44
	<b>Adjusted Compliance</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>95%</b>	<b>93%</b>	<b>97%</b>
	Response Time Liquidated Damages	\$131,250	\$17,000	\$39,750	\$24,750	\$45,500	\$4,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,173	504	456	516	596	101
	Cancelled On Time	288	60	68	69	75	16
	Adjusted Total Responses	1,885	444	388	447	521	85
	Late Responses	123	14	38	29	40	2
	Unadjusted Compliance	93%	97%	90%	94%	92%	98%
	Exemptions Requested	33	3	11	8	9	2
	Exemptions Granted	31	3	10	8	8	2
	Adjusted Late Responses	92	11	28	21	32	0
	Extended Minutes	251:37	45:11	63:14	61:54	81:18	:00
	<b>Adjusted Compliance</b>	<b>95%</b>	<b>98%</b>	<b>93%</b>	<b>95%</b>	<b>94%</b>	<b>100%</b>
	Response Time Liquidated Damages	\$41,500	\$7,250	\$10,250	\$9,500	\$14,500	\$0
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	7,944	1,462	1,614	2,113	2,290	465
	Cancelled On Time	862	142	183	232	242	63
	Adjusted Total Responses	7,082	1,320	1,431	1,881	2,048	402
	Late Responses	581	89	138	152	181	21
	Exemptions Requested	174	21	49	55	38	11
	Exemptions Granted	167	21	45	54	36	11
	Adjusted Late Responses	414	68	93	98	145	10
	Extended Minutes	952:17	145:02	247:11	196:15	335:05	28:44
	Response Time Liquidated Damages	\$172,750	\$24,250	\$50,000	\$34,250	\$60,000	\$4,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$173,750						