



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: 12/1/2011 thru 12/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,161	1,038	1,269	1,699	1,745	410
	Cancelled On Time	568	100	129	161	146	32
	Adjusted Total Responses	5,593	938	1,140	1,538	1,599	378
	Late Responses	434	99	85	86	139	25
	Unadjusted Compliance	92.24%	89.45%	92.54%	94.41%	91.31%	93.39%
	Exemptions Requested	122	22	27	26	37	10
	Exemptions Granted	120	21	27	26	36	10
	Adjusted Late Responses	314	78	58	60	103	15
	Extended Minutes	724:03	166:37	134:21	127:26	256:01	39:38
	Adjusted Compliance	94.39%	91.68%	94.91%	96.10%	93.56%	96.03%
	Response Time Liquidated Damages	\$125,500	\$28,250	\$24,750	\$21,750	\$44,500	\$6,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,280	542	545	503	602	88
	Cancelled On Time	306	62	96	54	80	14
	Adjusted Total Responses	1,974	480	449	449	522	74
	Late Responses	139	24	33	23	55	4
	Unadjusted Compliance	92.96%	95.00%	92.65%	94.88%	89.46%	94.59%
	Exemptions Requested	37	9	11	5	12	0
	Exemptions Granted	35	9	10	5	11	0
	Adjusted Late Responses	104	15	23	18	44	4
	Extended Minutes	460:35	246:47	67:32	46:35	89:00	10:41
	Adjusted Compliance	94.73%	96.88%	94.88%	95.99%	91.57%	94.59%
	Response Time Liquidated Damages	\$53,750	\$18,500	\$10,750	\$7,500	\$15,250	\$1,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,441	1,580	1,814	2,202	2,347	498
	Cancelled On Time	874	162	225	215	226	46
	Adjusted Total Responses	7,567	1,418	1,589	1,987	2,121	452
	Late Responses	573	123	118	109	194	29
	Exemptions Requested	159	31	38	31	49	10
	Exemptions Granted	155	30	37	31	47	10
	Adjusted Late Responses	418	93	81	78	147	19
	Extended Minutes	1,184:38	413:24	201:53	174:01	345:01	50:19
	Response Time Liquidated Damages	\$179,250	\$46,750	\$35,500	\$29,250	\$59,750	\$8,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$180,250						