



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2012 thru 1/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,370	1,128	1,224	1,780	1,803	435
	Cancelled On Time	562	106	103	163	154	36
	Adjusted Total Responses	5,808	1,022	1,121	1,617	1,649	399
	Late Responses	444	102	94	97	125	26
	Unadjusted Compliance	92.36%	90.02%	91.61%	94.00%	92.42%	93.48%
	Exemptions Requested	124	27	26	33	33	5
	Exemptions Granted	123	27	25	33	33	5
	Adjusted Late Responses	321	75	69	64	92	21
	Extended Minutes	701:38	115:59	131:24	152:12	220:46	81:17
	Adjusted Compliance	94.47%	92.66%	93.84%	96.04%	94.42%	94.74%
	Response Time Liquidated Damages	\$123,250	\$23,000	\$23,500	\$26,500	\$37,000	\$13,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,343	575	506	541	629	92
	Cancelled On Time	295	77	77	68	58	15
	Adjusted Total Responses	2,048	498	429	473	571	77
	Late Responses	125	27	29	21	46	2
	Unadjusted Compliance	93.90%	94.58%	93.24%	95.56%	91.94%	97.40%
	Exemptions Requested	33	5	8	9	10	1
	Exemptions Granted	33	5	8	9	10	1
	Adjusted Late Responses	92	22	21	12	36	1
	Extended Minutes	254:04	49:30	91:06	19:52	89:50	3:46
	Adjusted Compliance	95.51%	95.58%	95.10%	97.46%	93.70%	98.70%
	Response Time Liquidated Damages	\$46,000	\$8,500	\$19,000	\$3,500	\$14,500	\$500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,713	1,703	1,730	2,321	2,432	527
	Cancelled On Time	857	183	180	231	212	51
	Adjusted Total Responses	7,856	1,520	1,550	2,090	2,220	476
	Late Responses	569	129	123	118	171	28
	Exemptions Requested	157	32	34	42	43	6
	Exemptions Granted	156	32	33	42	43	6
	Adjusted Late Responses	413	97	90	76	128	22
	Extended Minutes	955:42	165:29	222:30	172:04	310:36	85:03
	Response Time Liquidated Damages	\$169,250	\$31,500	\$42,500	\$30,000	\$51,500	\$13,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
	Total Liquidated Damages	\$170,250					