



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



**Rural Metro Santa Clara - Compliance Summary Report**

Period: 2/1/2012 thru 2/29/2012

	<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	5,830	965	1,139	1,654	1,691	381
	Cancelled On Time	620	103	125	190	159	43
	Adjusted Total Responses	5,210	862	1,014	1,464	1,532	338
	Late Responses	486	101	96	118	148	23
	Unadjusted Compliance	90.67%	88.28%	90.53%	91.94%	90.34%	93.20%
	Exemptions Requested	108	15	30	36	23	4
	Exemptions Granted	107	15	30	35	23	4
	Adjusted Late Responses	379	86	66	83	125	19
	Extended Minutes	957:37	155:44	176:59	212:24	320:05	92:25
	<b>Adjusted Compliance</b>	<b>92.73%</b>	<b>90.02%</b>	<b>93.49%</b>	<b>94.33%</b>	<b>91.84%</b>	<b>94.38%</b>
	Response Time Liquidated Damages	\$174,750	\$28,250	\$29,000	\$44,500	\$56,750	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,123	491	477	460	577	118
	Cancelled On Time	296	71	71	49	86	19
	Adjusted Total Responses	1,827	420	406	411	491	99
	Late Responses	138	32	33	22	47	4
	Unadjusted Compliance	92.45%	92.38%	91.87%	94.65%	90.43%	95.96%
	Exemptions Requested	34	10	8	8	7	1
	Exemptions Granted	34	10	8	8	7	1
	Adjusted Late Responses	104	22	25	14	40	3
	Extended Minutes	346:08	64:40	73:18	43:24	132:36	32:10
	<b>Adjusted Compliance</b>	<b>94.31%</b>	<b>94.76%</b>	<b>93.84%</b>	<b>96.59%</b>	<b>91.85%</b>	<b>96.97%</b>
	Response Time Liquidated Damages	\$65,000	\$11,000	\$14,000	\$6,750	\$22,000	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	7,953	1,456	1,616	2,114	2,268	499
	Cancelled On Time	916	174	196	239	245	62
	Adjusted Total Responses	7,037	1,282	1,420	1,875	2,023	437
	Late Responses	624	133	129	140	195	27
	Exemptions Requested	142	25	38	44	30	5
	Exemptions Granted	141	25	38	43	30	5
	Adjusted Late Responses	483	108	91	97	165	22
	Extended Minutes	1,303:45	220:24	250:17	255:48	452:41	124:35
	Response Time Liquidated Damages	\$239,750	\$39,250	\$43,000	\$51,250	\$78,750	\$27,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$256,750					