



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2012 thru 3/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,470	1,122	1,285	1,775	1,871	417
	Cancelled On Time	599	90	134	170	161	44
	Adjusted Total Responses	5,871	1,032	1,151	1,605	1,710	373
	Late Responses	480	102	94	108	140	36
	Unadjusted Compliance	91.82%	90.12%	91.83%	93.27%	91.81%	90.35%
	Exemptions Requested	107	17	18	32	32	8
	Exemptions Granted	107	17	18	32	32	8
	Adjusted Late Responses	373	85	76	76	108	28
	Extended Minutes	810:03	170:01	139:25	151:09	229:44	119:44
	Adjusted Compliance	93.65%	91.76%	93.40%	95.26%	93.68%	92.49%
	Response Time Liquidated Damages	\$150,250	\$33,750	\$24,750	\$29,000	\$39,750	\$23,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,312	549	556	496	589	122
	Cancelled On Time	280	57	88	51	60	24
	Adjusted Total Responses	2,032	492	468	445	529	98
	Late Responses	144	32	26	35	42	9
	Unadjusted Compliance	92.91%	93.50%	94.44%	92.13%	92.06%	90.82%
	Exemptions Requested	32	10	8	6	5	3
	Exemptions Granted	32	10	8	6	5	3
	Adjusted Late Responses	112	22	18	29	37	6
	Extended Minutes	333:39	63:02	53:36	86:28	115:40	14:53
	Adjusted Compliance	94.49%	95.53%	96.15%	93.48%	93.01%	93.88%
	Response Time Liquidated Damages	\$57,750	\$9,250	\$9,000	\$13,500	\$23,750	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,782	1,671	1,841	2,271	2,460	539
	Cancelled On Time	879	147	222	221	221	68
	Adjusted Total Responses	7,903	1,524	1,619	2,050	2,239	471
	Late Responses	624	134	120	143	182	45
	Exemptions Requested	139	27	26	38	37	11
	Exemptions Granted	139	27	26	38	37	11
	Adjusted Late Responses	485	107	94	105	145	34
	Extended Minutes	1,143:42	233:03	193:01	237:37	345:24	134:37
	Response Time Liquidated Damages	\$208,000	\$43,000	\$33,750	\$42,500	\$63,500	\$25,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$6,000					
	Total Liquidated Damages	\$214,000					