



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



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

Period: 4/1/2012 thru 4/30/2012

	<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	6,098	1,006	1,191	1,783	1,757	361
	Cancelled On Time	633	97	135	197	161	43
	Adjusted Total Responses	5,465	909	1,056	1,586	1,596	318
	Late Responses	498	104	106	100	165	23
	Unadjusted Compliance	90.89%	88.56%	89.96%	93.69%	89.66%	92.77%
	Exemptions Requested	133	29	23	33	40	8
	Exemptions Granted	131	29	23	32	39	8
	Adjusted Late Responses	367	75	83	68	126	15
	Extended Minutes	928:36	163:39	234:38	155:26	297:01	77:52
	<b>Adjusted Compliance</b>	<b>93.28%</b>	<b>91.75%</b>	<b>92.14%</b>	<b>95.71%</b>	<b>92.11%</b>	<b>95.28%</b>
	Response Time Liquidated Damages	\$173,250	\$29,250	\$51,500	\$26,750	\$51,500	\$14,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,299	558	530	531	590	90
	Cancelled On Time	323	78	105	69	57	14
	Adjusted Total Responses	1,976	480	425	462	533	76
	Late Responses	119	18	31	35	32	3
	Unadjusted Compliance	93.98%	96.25%	92.71%	92.42%	94.00%	96.05%
	Exemptions Requested	32	5	7	14	5	1
	Exemptions Granted	32	5	7	14	5	1
	Adjusted Late Responses	87	13	24	21	27	2
	Extended Minutes	206:29	37:49	51:12	40:49	59:41	16:58
	<b>Adjusted Compliance</b>	<b>95.60%</b>	<b>97.29%</b>	<b>94.35%</b>	<b>95.45%</b>	<b>94.93%</b>	<b>97.37%</b>
	Response Time Liquidated Damages	\$34,750	\$6,500	\$8,750	\$6,750	\$10,750	\$2,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,397	1,564	1,721	2,314	2,347	451
	Cancelled On Time	956	175	240	266	218	57
	Adjusted Total Responses	7,441	1,389	1,481	2,048	2,129	394
	Late Responses	617	122	137	135	197	26
	Exemptions Requested	165	34	30	47	45	9
	Exemptions Granted	163	34	30	46	44	9
	Adjusted Late Responses	454	88	107	89	153	17
	Extended Minutes	1,135:05	201:28	285:50	196:15	356:42	94:50
	Response Time Liquidated Damages	\$208,000	\$35,750	\$60,250	\$33,500	\$62,250	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$12,000					
	Total Liquidated Damages	\$220,000					