



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2012 thru 5/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,459	999	1,242	1,908	1,878	432
	Cancelled On Time	633	84	113	210	167	59
	Adjusted Total Responses	5,826	915	1,129	1,698	1,711	373
	Late Responses	516	85	106	141	161	23
	Unadjusted Compliance	91.14%	90.71%	90.61%	91.70%	90.59%	93.83%
	Exemptions Requested	130	18	25	52	29	6
	Exemptions Granted	130	18	25	52	29	6
	Adjusted Late Responses	386	67	81	89	132	17
	Extended Minutes	856:42	105:05	202:46	162:29	310:44	75:38
	Adjusted Compliance	93.37%	92.68%	92.83%	94.76%	92.29%	95.44%
	Response Time Liquidated Damages	\$150,500	\$21,250	\$32,750	\$31,000	\$54,250	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,466	634	540	546	620	126
	Cancelled On Time	350	92	89	80	76	13
	Adjusted Total Responses	2,116	542	451	466	544	113
	Late Responses	136	29	25	26	51	5
	Unadjusted Compliance	93.57%	94.65%	94.46%	94.42%	90.63%	95.58%
	Exemptions Requested	30	4	7	10	8	1
	Exemptions Granted	30	4	7	10	8	1
	Adjusted Late Responses	106	25	18	16	43	4
	Extended Minutes	233:21	62:36	21:39	46:25	100:20	2:21
	Adjusted Compliance	94.99%	95.39%	96.01%	96.57%	92.10%	96.46%
	Response Time Liquidated Damages	\$43,750	\$11,000	\$5,500	\$8,000	\$18,250	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,925	1,633	1,782	2,454	2,498	558
	Cancelled On Time	983	176	202	290	243	72
	Adjusted Total Responses	7,942	1,457	1,580	2,164	2,255	486
	Late Responses	652	114	131	167	212	28
	Exemptions Requested	160	22	32	62	37	7
	Exemptions Granted	160	22	32	62	37	7
	Adjusted Late Responses	492	92	99	105	175	21
	Extended Minutes	1,090:03	167:41	224:25	208:54	411:04	77:59
	Response Time Liquidated Damages	\$194,250	\$32,250	\$38,250	\$39,000	\$72,500	\$12,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$211,250					