



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2012 thru 7/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,129	1,009	1,189	1,776	1,716	439
	Cancelled On Time	662	125	130	196	157	54
	Adjusted Total Responses	5,467	884	1,059	1,580	1,559	385
	Late Responses	454	98	81	114	125	36
	Unadjusted Compliance	91.70%	88.91%	92.35%	92.78%	91.98%	90.65%
	Exemptions Requested	167	28	19	63	44	13
	Exemptions Granted	161	28	18	61	41	13
	Adjusted Late Responses	293	70	63	53	84	23
	Extended Minutes	746:12	146:58	181:51	127:15	185:19	104:49
	Adjusted Compliance	94.64%	92.08%	94.05%	96.65%	94.61%	94.03%
	Response Time Liquidated Damages	\$143,000	\$25,250	\$35,250	\$26,750	\$32,250	\$23,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,296	525	506	545	598	122
	Cancelled On Time	314	96	73	65	61	19
	Adjusted Total Responses	1,982	429	433	480	537	103
	Late Responses	118	30	25	32	30	1
	Unadjusted Compliance	94.05%	93.01%	94.23%	93.33%	94.41%	99.03%
	Exemptions Requested	41	12	9	12	8	0
	Exemptions Granted	39	10	9	12	8	0
	Adjusted Late Responses	79	20	16	20	22	1
	Extended Minutes	228:34	61:38	38:26	77:39	50:37	:14
	Adjusted Compliance	96.01%	95.34%	96.30%	95.83%	95.90%	99.03%
	Response Time Liquidated Damages	\$34,250	\$9,000	\$6,250	\$11,250	\$7,500	\$250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,425	1,534	1,695	2,321	2,314	561
	Cancelled On Time	976	221	203	261	218	73
	Adjusted Total Responses	7,449	1,313	1,492	2,060	2,096	488
	Late Responses	572	128	106	146	155	37
	Exemptions Requested	208	40	28	75	52	13
	Exemptions Granted	200	38	27	73	49	13
	Adjusted Late Responses	372	90	79	73	106	24
	Extended Minutes	974:46	208:36	220:17	204:54	235:56	105:03
	Response Time Liquidated Damages	\$177,250	\$34,250	\$41,500	\$38,000	\$39,750	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$21,000					
	Total Liquidated Damages	\$198,250					