



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



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

Period: 9/1/2012 thru 9/30/2012

	<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	6,238	1,062	1,185	1,805	1,805	381
	Cancelled On Time	684	95	135	186	210	58
	Adjusted Total Responses	5,554	967	1,050	1,619	1,595	323
	Late Responses	582	119	134	139	171	19
	Unadjusted Compliance	89.52%	87.69%	87.24%	91.41%	89.28%	94.12%
	Exemptions Requested	169	27	34	55	45	8
	Exemptions Granted	169	27	34	55	45	8
	Adjusted Late Responses	413	92	100	84	126	11
	Extended Minutes	901:44	174:15	264:30	178:17	246:41	38:01
	<b>Adjusted Compliance</b>	<b>92.56%</b>	<b>90.49%</b>	<b>90.48%</b>	<b>94.81%</b>	<b>92.10%</b>	<b>96.59%</b>
	Response Time Liquidated Damages	\$154,250	\$30,000	\$43,500	\$31,250	\$43,750	\$5,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,339	559	518	561	586	115
	Cancelled On Time	346	83	98	77	72	16
	Adjusted Total Responses	1,993	476	420	484	514	99
	Late Responses	157	37	37	30	48	5
	Unadjusted Compliance	92.12%	92.23%	91.19%	93.80%	90.66%	94.95%
	Exemptions Requested	49	16	11	13	7	2
	Exemptions Granted	45	12	11	13	7	2
	Adjusted Late Responses	112	25	26	17	41	3
	Extended Minutes	330:17	64:21	102:16	30:53	121:35	11:12
	<b>Adjusted Compliance</b>	<b>94.38%</b>	<b>94.75%</b>	<b>93.81%</b>	<b>96.49%</b>	<b>92.02%</b>	<b>96.97%</b>
	Response Time Liquidated Damages	\$50,750	\$10,000	\$15,250	\$6,000	\$18,250	\$1,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,577	1,621	1,703	2,366	2,391	496
	Cancelled On Time	1030	178	233	263	282	74
	Adjusted Total Responses	7,547	1,443	1,470	2,103	2,109	422
	Late Responses	739	156	171	169	219	24
	Exemptions Requested	218	43	45	68	52	10
	Exemptions Granted	214	39	45	68	52	10
	Adjusted Late Responses	525	117	126	101	167	14
	Extended Minutes	1,232:01	238:36	366:46	209:10	368:16	49:13
	Response Time Liquidated Damages	\$205,000	\$40,000	\$58,750	\$37,250	\$62,000	\$7,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$222,000					