



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2012 thru 10/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,497	1,051	1,235	1,916	1,866	429
	Cancelled On Time	741	111	157	206	217	50
	Adjusted Total Responses	5,756	940	1,078	1,710	1,649	379
	Late Responses	631	118	120	154	203	36
	Unadjusted Compliance	89.04%	87.45%	88.87%	90.99%	87.69%	90.50%
	Exemptions Requested	173	22	33	56	51	11
	Exemptions Granted	167	20	30	56	50	11
	Adjusted Late Responses	464	98	90	98	153	25
	Extended Minutes	1,102:31	203:47	209:09	240:06	341:12	108:17
	Adjusted Compliance	91.94%	89.57%	91.65%	94.27%	90.72%	93.40%
	Response Time Liquidated Damages	\$188,000	\$35,250	\$33,750	\$41,000	\$57,000	\$21,000
	Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,423	589	506	575	656	97
	Cancelled On Time	368	91	84	80	95	18
	Adjusted Total Responses	2,055	498	422	495	561	79
	Late Responses	193	33	43	52	58	7
	Unadjusted Compliance	90.61%	93.37%	89.81%	89.49%	89.66%	91.14%
	Exemptions Requested	58	8	17	14	14	5
	Exemptions Granted	57	8	17	14	14	4
	Adjusted Late Responses	136	25	26	38	44	3
	Extended Minutes	442:41	90:01	59:57	136:54	135:25	20:24
	Adjusted Compliance	93.38%	94.98%	93.84%	92.32%	92.16%	96.20%
	Response Time Liquidated Damages	\$78,750	\$14,500	\$10,000	\$27,750	\$24,000	\$2,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,920	1,640	1,741	2,491	2,522	526
	Cancelled On Time	1,109	202	241	286	312	68
	Adjusted Total Responses	7,811	1,438	1,500	2,205	2,210	458
	Late Responses	824	151	163	206	261	43
	Exemptions Requested	231	30	50	70	65	16
	Exemptions Granted	224	28	47	70	64	15
	Adjusted Late Responses	600	123	116	136	197	28
	Extended Minutes	1,545:12	293:48	269:06	377:00	476:37	128:41
	Response Time Liquidated Damages	\$266,750	\$49,750	\$43,750	\$68,750	\$81,000	\$23,500
	Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$21,000					
	Total Liquidated Damages	\$297,750					