



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2012 thru 11/30/2012

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,145	973	1,244	1,786	1,737	405
	Cancelled On Time	655	91	145	193	185	41
	Adjusted Total Responses	5,490	882	1,099	1,593	1,552	364
	Late Responses	607	111	137	133	187	39
	Unadjusted Compliance	88.94%	87.41%	87.53%	91.65%	87.95%	89.29%
	Exemptions Requested	149	23	31	45	41	9
	Exemptions Granted	148	23	30	45	41	9
	Adjusted Late Responses	459	88	107	88	146	30
	Extended Minutes	1,152:20	169:42	264:01	244:23	354:56	119:18
	Adjusted Compliance	91.64%	90.02%	90.26%	94.48%	90.59%	91.76%
	Response Time Liquidated Damages	\$202,250	\$31,000	\$49,500	\$41,500	\$59,000	\$21,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,390	538	523	551	667	111
	Cancelled On Time	373	74	106	83	95	15
	Adjusted Total Responses	2,017	464	417	468	572	96
	Late Responses	149	27	33	34	50	5
	Unadjusted Compliance	92.61%	94.18%	92.09%	92.74%	91.26%	94.79%
	Exemptions Requested	39	10	8	10	9	2
	Exemptions Granted	38	10	8	10	8	2
	Adjusted Late Responses	111	17	25	24	42	3
	Extended Minutes	404:07	78:15	109:50	72:35	132:17	11:10
	Adjusted Compliance	94.50%	96.34%	94.00%	94.87%	92.66%	96.88%
	Response Time Liquidated Damages	\$71,750	\$11,000	\$21,500	\$11,750	\$26,000	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,535	1,511	1,767	2,337	2,404	516
	Cancelled On Time	1028	165	251	276	280	56
	Adjusted Total Responses	7,507	1,346	1,516	2,061	2,124	460
	Late Responses	756	138	170	167	237	44
	Exemptions Requested	188	33	39	55	50	11
	Exemptions Granted	186	33	38	55	49	11
	Adjusted Late Responses	570	105	132	112	188	33
	Extended Minutes	1,556:27	247:57	373:51	316:58	487:13	130:28
	Response Time Liquidated Damages	\$274,000	\$42,000	\$71,000	\$53,250	\$85,000	\$22,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$10,000					
	Total Liquidated Damages	\$284,000					