



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



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

Period: 12/1/2012 thru 12/31/2012

	<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	6,683	1,079	1,321	1,907	1,978	398
	Cancelled On Time	757	105	175	222	217	38
	Adjusted Total Responses	5,926	974	1,146	1,685	1,761	360
	Late Responses	677	125	137	154	229	32
	Unadjusted Compliance	88.58%	87.17%	88.05%	90.86%	87.00%	91.11%
	Exemptions Requested	176	34	32	49	48	13
	Exemptions Granted	174	34	31	49	47	13
	Adjusted Late Responses	503	91	106	105	182	19
	Extended Minutes	1,141:41	150:57	248:02	201:50	454:18	86:34
	<b>Adjusted Compliance</b>	<b>91.51%</b>	<b>90.66%</b>	<b>90.75%</b>	<b>93.77%</b>	<b>89.66%</b>	<b>94.72%</b>
	Response Time Liquidated Damages	\$213,750	\$31,250	\$43,750	\$35,500	\$82,250	\$21,000
	Zone Liquidated Damages	\$10,000	\$0	\$0	\$0	\$10,000	\$0
<b>NonRLS</b>	Total Responses	2,309	519	542	539	611	98
	Cancelled On Time	353	68	95	92	84	14
	Adjusted Total Responses	1,956	451	447	447	527	84
	Late Responses	141	23	37	37	39	5
	Unadjusted Compliance	92.79%	94.90%	91.72%	91.72%	92.60%	94.05%
	Exemptions Requested	36	11	8	5	9	3
	Exemptions Granted	36	11	8	5	9	3
	Adjusted Late Responses	105	12	29	32	30	2
	Extended Minutes	311:40	57:26	84:17	88:43	75:11	6:03
	<b>Adjusted Compliance</b>	<b>94.63%</b>	<b>97.34%</b>	<b>93.51%</b>	<b>92.84%</b>	<b>94.31%</b>	<b>97.62%</b>
	Response Time Liquidated Damages	\$46,500	\$7,750	\$11,750	\$13,500	\$12,250	\$1,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,992	1,598	1,863	2,446	2,589	496
	Cancelled On Time	1110	173	270	314	301	52
	Adjusted Total Responses	7,882	1,425	1,593	2,132	2,288	444
	Late Responses	818	148	174	191	268	37
	Exemptions Requested	212	45	40	54	57	16
	Exemptions Granted	210	45	39	54	56	16
	Adjusted Late Responses	608	103	135	137	212	21
	Extended Minutes	1,453:21	208:23	332:19	290:33	529:29	92:37
	Response Time Liquidated Damages	\$260,250	\$39,000	\$55,500	\$49,000	\$94,500	\$22,250
	Zone Liquidated Damages	\$10,000	\$0	\$0	\$0	\$10,000	\$0
	Other Liquidated Damages	\$11,000					
	Total Liquidated Damages	\$281,250					