



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



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

Period: 8/1/2013 thru 8/31/2013

	<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	6,694	1,049	1,279	2,055	1,892	419
	Cancelled On Time	790	100	180	255	211	44
	Adjusted Total Responses	5,904	949	1,099	1,800	1,681	375
	Late Responses	468	95	100	128	122	23
	Unadjusted Compliance	92.07%	89.99%	90.90%	92.89%	92.74%	93.87%
	Exemptions Requested	140	25	24	45	38	8
	Exemptions Granted	129	25	22	43	31	8
	Adjusted Late Responses	339	70	78	85	91	15
	Extended Minutes	787:17	150:51	154:23	148:44	218:26	114:53
	<b>Adjusted Compliance</b>	<b>94.26%</b>	<b>92.62%</b>	<b>92.90%</b>	<b>95.28%</b>	<b>94.59%</b>	<b>96.00%</b>
	Response Time Liquidated Damages	\$156,750	\$30,000	\$30,750	\$28,750	\$36,750	\$30,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,433	549	518	521	742	103
	Cancelled On Time	382	86	101	96	88	11
	Adjusted Total Responses	2,051	463	417	425	654	92
	Late Responses	135	22	29	26	54	4
	Unadjusted Compliance	93.42%	95.25%	93.05%	93.88%	91.74%	95.65%
	Exemptions Requested	40	10	9	6	14	1
	Exemptions Granted	38	10	7	6	14	1
	Adjusted Late Responses	97	12	22	20	40	3
	Extended Minutes	267:09	36:13	57:33	40:36	123:18	9:29
	<b>Adjusted Compliance</b>	<b>95.27%</b>	<b>97.41%</b>	<b>94.72%</b>	<b>95.29%</b>	<b>93.88%</b>	<b>96.74%</b>
	Response Time Liquidated Damages	\$44,500	\$6,250	\$10,250	\$7,250	\$19,750	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	9,127	1,598	1,797	2,576	2,634	522
	Cancelled On Time	1172	186	281	351	299	55
	Adjusted Total Responses	7,955	1,412	1,516	2,225	2,335	467
	Late Responses	603	117	129	154	176	27
	Exemptions Requested	180	35	33	51	52	9
	Exemptions Granted	167	35	29	49	45	9
	Adjusted Late Responses	436	82	100	105	131	18
	Extended Minutes	1,054:26	187:04	211:56	189:20	341:44	124:22
	Response Time Liquidated Damages	\$201,250	\$36,250	\$41,000	\$36,000	\$56,500	\$31,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$8,000					
	Total Liquidated Damages	\$209,250					