



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



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

Period: 2/1/2013 thru 2/28/2013

	<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	6,291	1,001	1,230	1,809	1,878	373
	Cancelled On Time	775	113	163	246	221	32
	Adjusted Total Responses	5,516	888	1,067	1,563	1,657	341
	Late Responses	640	102	131	184	187	36
	Unadjusted Compliance	88.40%	88.51%	87.72%	88.23%	88.71%	89.44%
	Exemptions Requested	206	37	44	63	51	11
	Exemptions Granted	168	30	34	50	44	10
	Adjusted Late Responses	472	72	97	134	143	26
	Extended Minutes	1,136:53	159:52	224:25	316:41	367:26	68:29
	<b>Adjusted Compliance</b>	<b>91.44%</b>	<b>91.89%</b>	<b>90.91%</b>	<b>91.43%</b>	<b>91.37%</b>	<b>92.38%</b>
	Response Time Liquidated Damages	\$204,750	\$30,750	\$39,500	\$52,500	\$64,500	\$17,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,368	531	548	554	631	104
	Cancelled On Time	394	79	120	83	101	11
	Adjusted Total Responses	1,974	452	428	471	530	93
	Late Responses	165	26	35	42	55	7
	Unadjusted Compliance	91.64%	94.25%	91.82%	91.08%	89.62%	92.47%
	Exemptions Requested	50	7	9	15	15	4
	Exemptions Granted	42	6	7	12	13	4
	Adjusted Late Responses	123	20	28	30	42	3
	Extended Minutes	391:26	37:23	85:43	80:37	166:41	21:02
	<b>Adjusted Compliance</b>	<b>93.77%</b>	<b>95.58%</b>	<b>93.46%</b>	<b>93.63%</b>	<b>92.08%</b>	<b>96.77%</b>
	Response Time Liquidated Damages	\$59,750	\$6,500	\$13,500	\$13,250	\$23,250	\$3,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	8,659	1,532	1,778	2,363	2,509	477
	Cancelled On Time	1,169	192	283	329	322	43
	Adjusted Total Responses	7,490	1,340	1,495	2,034	2,187	434
	Late Responses	805	128	166	226	242	43
	Exemptions Requested	256	44	53	78	66	15
	Exemptions Granted	210	36	41	62	57	14
	Adjusted Late Responses	595	92	125	164	185	29
	Extended Minutes	1,528:19	197:15	310:08	397:18	534:07	89:31
	Response Time Liquidated Damages	\$264,500	\$37,250	\$53,000	\$65,750	\$87,750	\$20,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$15,000					
	Total Liquidated Damages	\$279,500					