



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2014 thru 5/31/2014

|        | Grand Totals All Zones           | Total     | Zone 1   | Zone 2   | Zone 3   | Zone 4   | Zone 5  |
|--------|----------------------------------|-----------|----------|----------|----------|----------|---------|
| RLS    | Total Responses                  | 6,785     | 1,044    | 1,344    | 1,936    | 1,936    | 525     |
|        | Cancelled On Time                | 825       | 115      | 193      | 236      | 210      | 71      |
|        | Adjusted Total Responses         | 5,960     | 929      | 1,151    | 1,700    | 1,726    | 454     |
|        | Late Responses                   | 500       | 77       | 103      | 139      | 151      | 30      |
|        | Unadjusted Compliance            | 91.61%    | 91.71%   | 91.05%   | 91.82%   | 91.25%   | 93.39%  |
|        | Exemptions Requested             | 144       | 23       | 35       | 38       | 37       | 11      |
|        | Exemptions Granted               | 144       | 23       | 35       | 38       | 37       | 11      |
|        | Adjusted Late Responses          | 356       | 54       | 68       | 101      | 114      | 19      |
|        | Extended Minutes                 | 766:38    | 100:36   | 164:47   | 203:48   | 259:00   | 38:27   |
|        | Adjusted Compliance              | 94.03%    | 94.19%   | 94.09%   | 94.06%   | 93.40%   | 95.81%  |
|        | Response Time Liquidated Damages | \$134,000 | \$19,250 | \$29,250 | \$35,000 | \$43,250 | \$7,250 |
|        | Zone Liquidated Damages          | \$0       | \$0      | \$0      | \$0      | \$0      | \$0     |
|        |                                  |           |          |          |          |          |         |
| NonRLS | Total Responses                  | 2,460     | 563      | 544      | 573      | 660      | 120     |
|        | Cancelled On Time                | 408       | 94       | 115      | 80       | 101      | 18      |
|        | Adjusted Total Responses         | 2,052     | 469      | 429      | 493      | 559      | 102     |
|        | Late Responses                   | 144       | 26       | 20       | 41       | 51       | 6       |
|        | Unadjusted Compliance            | 92.98%    | 94.46%   | 95.34%   | 91.68%   | 90.88%   | 94.12%  |
|        | Exemptions Requested             | 39        | 7        | 4        | 15       | 9        | 4       |
|        | Exemptions Granted               | 37        | 7        | 4        | 15       | 7        | 4       |
|        | Adjusted Late Responses          | 107       | 19       | 16       | 26       | 44       | 2       |
|        | Extended Minutes                 | 286:46    | 27:08    | 50:21    | 80:32    | 122:42   | 6:03    |
|        | Adjusted Compliance              | 94.79%    | 95.95%   | 96.27%   | 94.73%   | 92.13%   | 98.04%  |
|        | Response Time Liquidated Damages | \$46,500  | \$5,750  | \$8,500  | \$12,250 | \$19,250 | \$750   |
|        | Zone Liquidated Damages          | \$0       | \$0      | \$0      | \$0      | \$0      | \$0     |
|        |                                  |           |          |          |          |          |         |
| Total  | Total Responses                  | 9,245     | 1,607    | 1,888    | 2,509    | 2,596    | 645     |
|        | Cancelled On Time                | 1233      | 209      | 308      | 316      | 311      | 89      |
|        | Adjusted Total Responses         | 8,012     | 1,398    | 1,580    | 2,193    | 2,285    | 556     |
|        | Late Responses                   | 644       | 103      | 123      | 180      | 202      | 36      |
|        | Exemptions Requested             | 183       | 30       | 39       | 53       | 46       | 15      |
|        | Exemptions Granted               | 181       | 30       | 39       | 53       | 44       | 15      |
|        | Adjusted Late Responses          | 463       | 73       | 84       | 127      | 158      | 21      |
|        | Extended Minutes                 | 1,053:24  | 127:44   | 215:08   | 284:20   | 381:42   | 44:30   |
|        | Response Time Liquidated Damages | \$180,500 | \$25,000 | \$37,750 | \$47,250 | \$62,500 | \$8,000 |
|        | Zone Liquidated Damages          | \$0       | \$0      | \$0      | \$0      | \$0      | \$0     |
|        | Other Liquidated Damages         | \$2,000   |          |          |          |          |         |
|        | Total Liquidated Damages         | \$182,500 |          |          |          |          |         |