



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2015 thru 1/31/2015

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,308	1,091	1,409	2,173	2,135	500
	Cancelled On Time	820	113	157	287	226	37
	Adjusted Total Responses	6,488	978	1,252	1,886	1,909	463
	Late Responses	716	104	142	210	225	35
	Unadjusted Compliance	88.96%	89.37%	88.66%	88.87%	88.21%	92.44%
	Exemptions Requested	177	35	35	50	51	6
	Exemptions Granted	177	35	35	50	51	6
	Adjusted Late Responses	539	69	107	160	174	29
	Extended Minutes	1,621:18	142:22	290:07	569:28	487:19	132:02
	Adjusted Compliance	91.69%	92.94%	91.45%	91.52%	90.89%	93.74%
	Response Time Liquidated Damages	\$287,500	\$22,750	\$53,250	\$106,500	\$81,500	\$23,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,826	636	606	704	750	130
	Cancelled On Time	492	104	125	119	128	16
	Adjusted Total Responses	2,334	532	481	585	622	114
	Late Responses	184	34	33	49	63	5
	Unadjusted Compliance	92.12%	93.61%	93.14%	91.62%	89.87%	95.61%
	Exemptions Requested	47	13	9	9	16	0
	Exemptions Granted	46	13	9	9	15	0
	Adjusted Late Responses	138	21	24	40	48	5
	Extended Minutes	549:11	54:58	81:26	179:50	212:20	20:37
	Adjusted Compliance	94.09%	96.05%	95.01%	93.16%	92.28%	95.61%
	Response Time Liquidated Damages	\$87,250	\$7,500	\$12,000	\$33,500	\$31,500	\$2,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,134	1,727	2,015	2,877	2,885	630
	Cancelled On Time	1312	217	282	406	354	53
	Adjusted Total Responses	8,822	1,510	1,733	2,471	2,531	577
	Late Responses	900	138	175	259	288	40
	Exemptions Requested	224	48	44	59	67	6
	Exemptions Granted	223	48	44	59	66	6
	Adjusted Late Responses	677	90	131	200	222	34
	Extended Minutes	2,170:29	197:20	371:33	749:18	699:39	152:39
	Response Time Liquidated Damages	\$374,750	\$30,250	\$65,250	\$140,000	\$113,000	\$26,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$30,000					
Total Liquidated Damages	\$404,750						



911 Paramedic and Emergency Ambulance Services
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Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2015 thru 2/28/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,655	1,033	1,262	1,907	1,979	474
	Cancelled On Time	769	97	144	259	225	44
	Adjusted Total Responses	5,886	936	1,118	1,648	1,754	430
	Late Responses	551	91	88	161	178	33
	Unadjusted Compliance	90.64%	90.28%	92.13%	90.23%	89.85%	92.33%
	Exemptions Requested	151	25	30	46	45	5
	Exemptions Granted	149	24	30	45	45	5
	Adjusted Late Responses	402	67	58	116	133	28
	Extended Minutes	1,004:51	139:11	126:00	280:01	367:54	91:45
	Adjusted Compliance	93.17%	92.84%	94.81%	92.96%	92.42%	93.49%
	Response Time Liquidated Damages	\$166,000	\$26,000	\$21,250	\$45,500	\$59,250	\$14,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,453	518	548	591	680	116
	Cancelled On Time	425	79	120	98	113	15
	Adjusted Total Responses	2,028	439	428	493	567	101
	Late Responses	157	22	20	50	58	7
	Unadjusted Compliance	92.26%	94.99%	95.33%	89.86%	89.77%	93.07%
	Exemptions Requested	45	6	7	10	17	5
	Exemptions Granted	44	6	7	10	17	4
	Adjusted Late Responses	113	16	13	40	41	3
	Extended Minutes	387:22	48:34	43:17	156:45	122:50	15:56
	Adjusted Compliance	94.43%	96.36%	96.96%	91.89%	92.77%	97.03%
	Response Time Liquidated Damages	\$62,250	\$7,250	\$6,250	\$28,000	\$18,500	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,108	1,551	1,810	2,498	2,659	590
	Cancelled On Time	1,194	176	264	357	338	59
	Adjusted Total Responses	7,914	1,375	1,546	2,141	2,321	531
	Late Responses	708	113	108	211	236	40
	Exemptions Requested	196	31	37	56	62	10
	Exemptions Granted	193	30	37	55	62	9
	Adjusted Late Responses	515	83	71	156	174	31
	Extended Minutes	1,392:13	187:45	169:17	436:46	490:44	107:41
	Response Time Liquidated Damages	\$228,250	\$33,250	\$27,500	\$73,500	\$77,750	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$19,000					
Total Liquidated Damages	\$247,250						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2015 thru 3/31/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,329	1,153	1,372	2,060	2,223	521
	Cancelled On Time	805	114	127	267	246	51
	Adjusted Total Responses	6,524	1,039	1,245	1,793	1,977	470
	Late Responses	590	97	98	153	197	45
	Unadjusted Compliance	90.96%	90.66%	92.13%	91.47%	90.04%	90.43%
	Exemptions Requested	12	2	1	2	7	0
	Exemptions Granted	12	2	1	2	7	0
	Adjusted Late Responses	578	95	97	151	190	45
	Extended Minutes	3,433:39	236:05	295:02	1,429:18	538:00	935:14
	Adjusted Compliance	91.14%	90.86%	92.21%	91.58%	90.39%	90.43%
	Response Time Liquidated Damages	\$315,000	\$41,250	\$59,500	\$74,000	\$88,500	\$51,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,679	631	551	667	708	122
	Cancelled On Time	348	68	86	92	88	14
	Adjusted Total Responses	2,331	563	465	575	620	108
	Late Responses	162	28	30	44	53	7
	Unadjusted Compliance	93.05%	95.03%	93.55%	92.35%	91.45%	93.52%
	Exemptions Requested	3	1	1	1	0	0
	Exemptions Granted	3	1	1	1	0	0
	Adjusted Late Responses	159	27	29	43	53	7
	Extended Minutes	487:50	90:02	100:49	105:40	164:58	26:21
	Adjusted Compliance	93.18%	95.20%	93.76%	92.52%	91.45%	93.52%
	Response Time Liquidated Damages	\$81,250	\$14,500	\$16,750	\$18,000	\$28,500	\$3,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,008	1,784	1,923	2,727	2,931	643
	Cancelled On Time	1,153	182	213	359	334	65
	Adjusted Total Responses	8,855	1,602	1,710	2,368	2,597	578
	Late Responses	752	125	128	197	250	52
	Exemptions Requested	15	3	2	3	7	0
	Exemptions Granted	15	3	2	3	7	0
	Adjusted Late Responses	737	122	126	194	243	52
	Extended Minutes	3,921:29	326:07	395:51	1,534:58	702:58	961:35
	Response Time Liquidated Damages	\$396,250	\$55,750	\$76,250	\$92,000	\$117,000	\$55,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$24,000					
Total Liquidated Damages	\$420,250						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2015 thru 4/30/2015

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,969	1,033	1,377	1,981	2,110	468
	Cancelled On Time	787	105	140	256	231	55
	Adjusted Total Responses	6,182	928	1,237	1,725	1,879	413
	Late Responses	554	74	103	159	186	32
	Unadjusted Compliance	91.04%	92.03%	91.67%	90.78%	90.10%	92.25%
	Exemptions Requested	8	1	0	3	4	0
	Exemptions Granted	8	1	0	3	4	0
	Adjusted Late Responses	546	73	103	156	182	32
	Extended Minutes	2,832:16	175:02	1,646:56	409:55	478:58	121:25
	Adjusted Compliance	91.17%	92.13%	91.67%	90.96%	90.31%	92.25%
	Response Time Liquidated Damages	\$265,250	\$29,250	\$61,250	\$72,750	\$78,000	\$24,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,692	636	582	660	676	138
	Cancelled On Time	414	90	107	86	107	24
	Adjusted Total Responses	2,278	546	475	574	569	114
	Late Responses	149	25	21	56	43	4
	Unadjusted Compliance	93.46%	95.42%	95.58%	90.24%	92.44%	96.49%
	Exemptions Requested	5	0	0	2	3	0
	Exemptions Granted	5	0	0	2	3	0
	Adjusted Late Responses	144	25	21	54	40	4
	Extended Minutes	460:30	61:56	76:29	163:14	143:00	15:51
	Adjusted Compliance	93.68%	95.42%	95.58%	90.59%	92.97%	96.49%
	Response Time Liquidated Damages	\$76,250	\$9,000	\$17,000	\$26,500	\$21,750	\$2,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,661	1,669	1,959	2,641	2,786	606
	Cancelled On Time	1201	195	247	342	338	79
	Adjusted Total Responses	8,460	1,474	1,712	2,299	2,448	527
	Late Responses	703	99	124	215	229	36
	Exemptions Requested	13	1	0	5	7	0
	Exemptions Granted	13	1	0	5	7	0
	Adjusted Late Responses	690	98	124	210	222	36
	Extended Minutes	3,292:46	236:58	1,723:25	573:09	621:58	137:16
	Response Time Liquidated Damages	\$341,500	\$38,250	\$78,250	\$99,250	\$99,750	\$26,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$15,000					
Total Liquidated Damages	\$356,500						



911 Paramedic and Emergency Ambulance Services

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Operated by
Rural/Metro
Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2015 thru 5/31/2015

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,358	1,162	1,363	2,080	2,213	540
	Cancelled On Time	835	124	141	268	247	55
	Adjusted Total Responses	6,523	1,038	1,222	1,812	1,966	485
	Late Responses	568	99	95	165	166	43
	Unadjusted Compliance	91.29%	90.46%	92.23%	90.89%	91.56%	91.13%
	Exemptions Requested	2	0	2	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	215	38	38	59	67	13
	On Time Time Corrections Approved	177	29	33	49	57	9
	On Time Cancel Corrections Approved	5	3	1	1	0	0
	Late Time Corrections Approved	32	6	3	9	10	4
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	1	0	1	0	0	0
	Adjusted Late Responses	385	67	60	115	109	34
	Extended Minutes	1,067:24	177:57	206:23	277:13	265:18	140:33
	Adjusted Compliance	94.10%	93.55%	95.09%	93.65%	94.46%	92.99%
	Response Time Liquidated Damages	\$177,250	\$28,500	\$29,750	\$49,750	\$42,250	\$27,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,738	630	599	625	739	145
	Cancelled On Time	444	94	102	100	120	28
	Adjusted Total Responses	2,294	536	497	525	619	117
	Late Responses	139	25	35	30	39	10
	Unadjusted Compliance	93.94%	95.34%	92.96%	94.29%	93.70%	91.45%
	Exemptions Requested	2	0	2	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	58	14	11	14	15	4
	On Time Time Corrections Approved	39	10	7	10	10	2
	On Time Cancel Corrections Approved	3	2	1	0	0	0
	Late Time Corrections Approved	16	2	3	4	5	2
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	96	13	26	20	29	8
	Extended Minutes	349:23	37:58	89:17	57:07	112:46	52:15
	Adjusted Compliance	95.82%	97.57%	94.77%	96.19%	95.32%	93.16%
	Response Time Liquidated Damages	\$55,250	\$6,250	\$14,000	\$8,500	\$19,750	\$6,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,096	1,792	1,962	2,705	2,952	685
	Cancelled On Time	1,279	218	243	368	367	83
	Adjusted Total Responses	8,817	1,574	1,719	2,337	2,585	602
	Late Responses	707	124	130	195	205	53
	Exemptions Requested	4	0	4	0	0	0
	Exemptions Granted	2	0	2	0	0	0
	Time Corrections Requested	273	52	49	73	82	17
	On Time Time Corrections Approved	216	39	40	59	67	11
	On Time Cancel Corrections Approved	8	5	2	1	0	0
	Late Time Corrections Approved	48	8	6	13	15	6
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0



911 Paramedic and Emergency Ambulance Services
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Operated by
**Rural/Metro
 Ambulance**

Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2015 thru 5/31/2015

Late Time Corrections Pending	0	0	0	0	0	0
No Exemption Requested	0	0	0	0	0	0
Time Correction Exemption Approved	0	0	0	0	0	0
Time Correction Exemption Denied	1	0	1	0	0	0
Adjusted Late Responses	481	80	86	135	138	42
Extended Minutes	1,416:47	215:55	295:40	334:20	378:04	192:48
Response Time Liquidated Damages	\$232,500	\$34,750	\$43,750	\$58,250	\$62,000	\$33,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$239,500					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2015 thru 6/30/2015

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,197	1,148	1,344	2,170	2,029	506
	Cancelled On Time	831	111	134	271	270	45
	Adjusted Total Responses	6,366	1,037	1,210	1,899	1,759	461
	Late Responses	575	92	103	175	173	32
	Unadjusted Compliance	90.97%	91.13%	91.49%	90.78%	90.16%	93.06%
	Exemptions Requested	7	1	2	3	1	0
	Exemptions Granted	5	1	2	2	0	0
	Time Corrections Requested	166	20	31	50	57	8
	On Time Time Corrections Approved	138	18	26	40	48	6
	On Time Cancel Corrections Approved	2	0	0	1	0	1
	Late Time Corrections Approved	18	1	3	6	7	1
	Time Corrections Denied	4	0	2	1	1	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	3	1	1	1	0	0
	Time Correction Exemption Denied	2	0	0	1	1	0
	Adjusted Late Responses	430	73	75	132	125	25
	Extended Minutes	997:56	149:51	203:40	265:03	292:43	86:39
	Adjusted Compliance	93.25%	92.96%	93.80%	93.05%	92.89%	94.58%
	Response Time Liquidated Damages	\$169,250	\$26,250	\$33,250	\$46,750	\$48,000	\$15,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,632	602	547	663	690	130
	Cancelled On Time	438	80	106	115	122	15
	Adjusted Total Responses	2,194	522	441	548	568	115
	Late Responses	130	21	23	38	42	6
	Unadjusted Compliance	94.07%	95.98%	94.78%	93.07%	92.61%	94.78%
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	38	8	5	11	12	2
	On Time Time Corrections Approved	29	5	5	8	10	1
	On Time Cancel Corrections Approved	3	2	0	1	0	0
	Late Time Corrections Approved	5	1	0	1	2	1
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	97	14	18	28	32	5
	Extended Minutes	351:43	71:02	57:52	95:57	113:36	13:16
	Adjusted Compliance	95.58%	97.32%	95.92%	94.89%	94.37%	95.65%
	Response Time Liquidated Damages	\$64,500	\$17,750	\$10,000	\$15,000	\$19,500	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,829	1,750	1,891	2,833	2,719	636
	Cancelled On Time	1,269	191	240	386	392	60
	Adjusted Total Responses	8,560	1,559	1,651	2,447	2,327	576
	Late Responses	705	113	126	213	215	38
	Exemptions Requested	8	1	2	4	1	0
	Exemptions Granted	6	1	2	3	0	0
	Time Corrections Requested	204	28	36	61	69	10
	On Time Time Corrections Approved	167	23	31	48	58	7
	On Time Cancel Corrections Approved	5	2	0	2	0	1
	Late Time Corrections Approved	23	2	3	7	9	2
	Time Corrections Denied	4	0	2	1	1	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0



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Late Time Corrections Pending	0	0	0	0	0	0
No Exemption Requested	0	0	0	0	0	0
Time Correction Exemption Approved	4	1	1	2	0	0
Time Correction Exemption Denied	2	0	0	1	1	0
Adjusted Late Responses	527	87	93	160	157	30
Extended Minutes	1,349:39	220:53	261:32	361:00	406:19	99:55
Response Time Liquidated Damages	\$233,750	\$44,000	\$43,250	\$61,750	\$67,500	\$17,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$240,750					