



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



Rural Metro Santa Clara - Compliance Summary Report

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

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,370	1,128	1,224	1,780	1,803	435
	Cancelled On Time	562	106	103	163	154	36
	Adjusted Total Responses	5,808	1,022	1,121	1,617	1,649	399
	Late Responses	444	102	94	97	125	26
	Unadjusted Compliance	92.36%	90.02%	91.61%	94.00%	92.42%	93.48%
	Exemptions Requested	124	27	26	33	33	5
	Exemptions Granted	123	27	25	33	33	5
	Adjusted Late Responses	321	75	69	64	92	21
	Extended Minutes	701:38	115:59	131:24	152:12	220:46	81:17
	Adjusted Compliance	94.47%	92.66%	93.84%	96.04%	94.42%	94.74%
	Response Time Liquidated Damages	\$123,250	\$23,000	\$23,500	\$26,500	\$37,000	\$13,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,343	575	506	541	629	92
	Cancelled On Time	295	77	77	68	58	15
	Adjusted Total Responses	2,048	498	429	473	571	77
	Late Responses	125	27	29	21	46	2
	Unadjusted Compliance	93.90%	94.58%	93.24%	95.56%	91.94%	97.40%
	Exemptions Requested	33	5	8	9	10	1
	Exemptions Granted	33	5	8	9	10	1
	Adjusted Late Responses	92	22	21	12	36	1
	Extended Minutes	254:04	49:30	91:06	19:52	89:50	3:46
	Adjusted Compliance	95.51%	95.58%	95.10%	97.46%	93.70%	98.70%
	Response Time Liquidated Damages	\$46,000	\$8,500	\$19,000	\$3,500	\$14,500	\$500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,713	1,703	1,730	2,321	2,432	527
	Cancelled On Time	857	183	180	231	212	51
	Adjusted Total Responses	7,856	1,520	1,550	2,090	2,220	476
	Late Responses	569	129	123	118	171	28
	Exemptions Requested	157	32	34	42	43	6
	Exemptions Granted	156	32	33	42	43	6
	Adjusted Late Responses	413	97	90	76	128	22
	Extended Minutes	955:42	165:29	222:30	172:04	310:36	85:03
	Response Time Liquidated Damages	\$169,250	\$31,500	\$42,500	\$30,000	\$51,500	\$13,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
	Total Liquidated Damages	\$170,250					



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

Period: 2/1/2012 thru 2/29/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	5,830	965	1,139	1,654	1,691	381
	Cancelled On Time	620	103	125	190	159	43
	Adjusted Total Responses	5,210	862	1,014	1,464	1,532	338
	Late Responses	486	101	96	118	148	23
	Unadjusted Compliance	90.67%	88.28%	90.53%	91.94%	90.34%	93.20%
	Exemptions Requested	108	15	30	36	23	4
	Exemptions Granted	107	15	30	35	23	4
	Adjusted Late Responses	379	86	66	83	125	19
	Extended Minutes	957:37	155:44	176:59	212:24	320:05	92:25
	Adjusted Compliance	92.73%	90.02%	93.49%	94.33%	91.84%	94.38%
	Response Time Liquidated Damages	\$174,750	\$28,250	\$29,000	\$44,500	\$56,750	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,123	491	477	460	577	118
	Cancelled On Time	296	71	71	49	86	19
	Adjusted Total Responses	1,827	420	406	411	491	99
	Late Responses	138	32	33	22	47	4
	Unadjusted Compliance	92.45%	92.38%	91.87%	94.65%	90.43%	95.96%
	Exemptions Requested	34	10	8	8	7	1
	Exemptions Granted	34	10	8	8	7	1
	Adjusted Late Responses	104	22	25	14	40	3
	Extended Minutes	346:08	64:40	73:18	43:24	132:36	32:10
	Adjusted Compliance	94.31%	94.76%	93.84%	96.59%	91.85%	96.97%
	Response Time Liquidated Damages	\$65,000	\$11,000	\$14,000	\$6,750	\$22,000	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	7,953	1,456	1,616	2,114	2,268	499
	Cancelled On Time	916	174	196	239	245	62
	Adjusted Total Responses	7,037	1,282	1,420	1,875	2,023	437
	Late Responses	624	133	129	140	195	27
	Exemptions Requested	142	25	38	44	30	5
	Exemptions Granted	141	25	38	43	30	5
	Adjusted Late Responses	483	108	91	97	165	22
	Extended Minutes	1,303:45	220:24	250:17	255:48	452:41	124:35
	Response Time Liquidated Damages	\$239,750	\$39,250	\$43,000	\$51,250	\$78,750	\$27,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$256,750					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2012 thru 3/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,470	1,122	1,285	1,775	1,871	417
	Cancelled On Time	599	90	134	170	161	44
	Adjusted Total Responses	5,871	1,032	1,151	1,605	1,710	373
	Late Responses	480	102	94	108	140	36
	Unadjusted Compliance	91.82%	90.12%	91.83%	93.27%	91.81%	90.35%
	Exemptions Requested	107	17	18	32	32	8
	Exemptions Granted	107	17	18	32	32	8
	Adjusted Late Responses	373	85	76	76	108	28
	Extended Minutes	810:03	170:01	139:25	151:09	229:44	119:44
	Adjusted Compliance	93.65%	91.76%	93.40%	95.26%	93.68%	92.49%
	Response Time Liquidated Damages	\$150,250	\$33,750	\$24,750	\$29,000	\$39,750	\$23,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,312	549	556	496	589	122
	Cancelled On Time	280	57	88	51	60	24
	Adjusted Total Responses	2,032	492	468	445	529	98
	Late Responses	144	32	26	35	42	9
	Unadjusted Compliance	92.91%	93.50%	94.44%	92.13%	92.06%	90.82%
	Exemptions Requested	32	10	8	6	5	3
	Exemptions Granted	32	10	8	6	5	3
	Adjusted Late Responses	112	22	18	29	37	6
	Extended Minutes	333:39	63:02	53:36	86:28	115:40	14:53
	Adjusted Compliance	94.49%	95.53%	96.15%	93.48%	93.01%	93.88%
	Response Time Liquidated Damages	\$57,750	\$9,250	\$9,000	\$13,500	\$23,750	\$2,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,782	1,671	1,841	2,271	2,460	539
	Cancelled On Time	879	147	222	221	221	68
	Adjusted Total Responses	7,903	1,524	1,619	2,050	2,239	471
	Late Responses	624	134	120	143	182	45
	Exemptions Requested	139	27	26	38	37	11
	Exemptions Granted	139	27	26	38	37	11
	Adjusted Late Responses	485	107	94	105	145	34
	Extended Minutes	1,143:42	233:03	193:01	237:37	345:24	134:37
	Response Time Liquidated Damages	\$208,000	\$43,000	\$33,750	\$42,500	\$63,500	\$25,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$6,000					
	Total Liquidated Damages	\$214,000					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2012 thru 4/30/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,098	1,006	1,191	1,783	1,757	361
	Cancelled On Time	633	97	135	197	161	43
	Adjusted Total Responses	5,465	909	1,056	1,586	1,596	318
	Late Responses	498	104	106	100	165	23
	Unadjusted Compliance	90.89%	88.56%	89.96%	93.69%	89.66%	92.77%
	Exemptions Requested	133	29	23	33	40	8
	Exemptions Granted	131	29	23	32	39	8
	Adjusted Late Responses	367	75	83	68	126	15
	Extended Minutes	928:36	163:39	234:38	155:26	297:01	77:52
	Adjusted Compliance	93.28%	91.75%	92.14%	95.71%	92.11%	95.28%
	Response Time Liquidated Damages	\$173,250	\$29,250	\$51,500	\$26,750	\$51,500	\$14,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,299	558	530	531	590	90
	Cancelled On Time	323	78	105	69	57	14
	Adjusted Total Responses	1,976	480	425	462	533	76
	Late Responses	119	18	31	35	32	3
	Unadjusted Compliance	93.98%	96.25%	92.71%	92.42%	94.00%	96.05%
	Exemptions Requested	32	5	7	14	5	1
	Exemptions Granted	32	5	7	14	5	1
	Adjusted Late Responses	87	13	24	21	27	2
	Extended Minutes	206:29	37:49	51:12	40:49	59:41	16:58
	Adjusted Compliance	95.60%	97.29%	94.35%	95.45%	94.93%	97.37%
	Response Time Liquidated Damages	\$34,750	\$6,500	\$8,750	\$6,750	\$10,750	\$2,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,397	1,564	1,721	2,314	2,347	451
	Cancelled On Time	956	175	240	266	218	57
	Adjusted Total Responses	7,441	1,389	1,481	2,048	2,129	394
	Late Responses	617	122	137	135	197	26
	Exemptions Requested	165	34	30	47	45	9
	Exemptions Granted	163	34	30	46	44	9
	Adjusted Late Responses	454	88	107	89	153	17
	Extended Minutes	1,135:05	201:28	285:50	196:15	356:42	94:50
	Response Time Liquidated Damages	\$208,000	\$35,750	\$60,250	\$33,500	\$62,250	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$12,000					
	Total Liquidated Damages	\$220,000					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2012 thru 5/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,459	999	1,242	1,908	1,878	432
	Cancelled On Time	633	84	113	210	167	59
	Adjusted Total Responses	5,826	915	1,129	1,698	1,711	373
	Late Responses	516	85	106	141	161	23
	Unadjusted Compliance	91.14%	90.71%	90.61%	91.70%	90.59%	93.83%
	Exemptions Requested	130	18	25	52	29	6
	Exemptions Granted	130	18	25	52	29	6
	Adjusted Late Responses	386	67	81	89	132	17
	Extended Minutes	856:42	105:05	202:46	162:29	310:44	75:38
	Adjusted Compliance	93.37%	92.68%	92.83%	94.76%	92.29%	95.44%
	Response Time Liquidated Damages	\$150,500	\$21,250	\$32,750	\$31,000	\$54,250	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,466	634	540	546	620	126
	Cancelled On Time	350	92	89	80	76	13
	Adjusted Total Responses	2,116	542	451	466	544	113
	Late Responses	136	29	25	26	51	5
	Unadjusted Compliance	93.57%	94.65%	94.46%	94.42%	90.63%	95.58%
	Exemptions Requested	30	4	7	10	8	1
	Exemptions Granted	30	4	7	10	8	1
	Adjusted Late Responses	106	25	18	16	43	4
	Extended Minutes	233:21	62:36	21:39	46:25	100:20	2:21
	Adjusted Compliance	94.99%	95.39%	96.01%	96.57%	92.10%	96.46%
	Response Time Liquidated Damages	\$43,750	\$11,000	\$5,500	\$8,000	\$18,250	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,925	1,633	1,782	2,454	2,498	558
	Cancelled On Time	983	176	202	290	243	72
	Adjusted Total Responses	7,942	1,457	1,580	2,164	2,255	486
	Late Responses	652	114	131	167	212	28
	Exemptions Requested	160	22	32	62	37	7
	Exemptions Granted	160	22	32	62	37	7
	Adjusted Late Responses	492	92	99	105	175	21
	Extended Minutes	1,090:03	167:41	224:25	208:54	411:04	77:59
	Response Time Liquidated Damages	\$194,250	\$32,250	\$38,250	\$39,000	\$72,500	\$12,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$211,250					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2012 thru 6/30/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,208	1,067	1,192	1,745	1,793	411
	Cancelled On Time	695	108	145	184	212	46
	Adjusted Total Responses	5,513	959	1,047	1,561	1,581	365
	Late Responses	531	111	110	110	154	46
	Unadjusted Compliance	90.37%	88.43%	89.49%	92.95%	90.26%	87.40%
	Exemptions Requested	173	33	31	45	51	13
	Exemptions Granted	165	31	30	45	48	11
	Adjusted Late Responses	366	80	80	65	106	35
	Extended Minutes	894:32	150:26	203:21	125:55	231:40	183:10
	Adjusted Compliance	93.36%	91.66%	92.36%	95.84%	93.30%	90.41%
	Response Time Liquidated Damages	\$165,750	\$31,250	\$37,250	\$23,750	\$43,000	\$30,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,355	564	527	516	625	123
	Cancelled On Time	317	88	75	64	72	18
	Adjusted Total Responses	2,038	476	452	452	553	105
	Late Responses	162	33	40	31	53	5
	Unadjusted Compliance	92.05%	93.07%	91.15%	93.14%	90.42%	95.24%
	Exemptions Requested	44	12	10	11	11	0
	Exemptions Granted	42	11	10	11	10	0
	Adjusted Late Responses	120	22	30	20	43	5
	Extended Minutes	292:01	42:49	86:11	32:27	100:38	29:56
	Adjusted Compliance	94.11%	95.38%	93.36%	95.58%	92.22%	95.24%
	Response Time Liquidated Damages	\$48,750	\$8,250	\$13,500	\$5,500	\$17,000	\$4,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,563	1,631	1,719	2,261	2,418	534
	Cancelled On Time	1012	196	220	248	284	64
	Adjusted Total Responses	7,551	1,435	1,499	2,013	2,134	470
	Late Responses	693	144	150	141	207	51
	Exemptions Requested	217	45	41	56	62	13
	Exemptions Granted	207	42	40	56	58	11
	Adjusted Late Responses	486	102	110	85	149	40
	Extended Minutes	1,186:33	193:15	289:32	158:22	332:18	213:06
	Response Time Liquidated Damages	\$214,500	\$39,500	\$50,750	\$29,250	\$60,000	\$35,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$231,500					



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Period: 7/1/2012 thru 7/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,129	1,009	1,189	1,776	1,716	439
	Cancelled On Time	662	125	130	196	157	54
	Adjusted Total Responses	5,467	884	1,059	1,580	1,559	385
	Late Responses	454	98	81	114	125	36
	Unadjusted Compliance	91.70%	88.91%	92.35%	92.78%	91.98%	90.65%
	Exemptions Requested	167	28	19	63	44	13
	Exemptions Granted	161	28	18	61	41	13
	Adjusted Late Responses	293	70	63	53	84	23
	Extended Minutes	746:12	146:58	181:51	127:15	185:19	104:49
	Adjusted Compliance	94.64%	92.08%	94.05%	96.65%	94.61%	94.03%
	Response Time Liquidated Damages	\$143,000	\$25,250	\$35,250	\$26,750	\$32,250	\$23,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,296	525	506	545	598	122
	Cancelled On Time	314	96	73	65	61	19
	Adjusted Total Responses	1,982	429	433	480	537	103
	Late Responses	118	30	25	32	30	1
	Unadjusted Compliance	94.05%	93.01%	94.23%	93.33%	94.41%	99.03%
	Exemptions Requested	41	12	9	12	8	0
	Exemptions Granted	39	10	9	12	8	0
	Adjusted Late Responses	79	20	16	20	22	1
	Extended Minutes	228:34	61:38	38:26	77:39	50:37	:14
	Adjusted Compliance	96.01%	95.34%	96.30%	95.83%	95.90%	99.03%
	Response Time Liquidated Damages	\$34,250	\$9,000	\$6,250	\$11,250	\$7,500	\$250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,425	1,534	1,695	2,321	2,314	561
	Cancelled On Time	976	221	203	261	218	73
	Adjusted Total Responses	7,449	1,313	1,492	2,060	2,096	488
	Late Responses	572	128	106	146	155	37
	Exemptions Requested	208	40	28	75	52	13
	Exemptions Granted	200	38	27	73	49	13
	Adjusted Late Responses	372	90	79	73	106	24
	Extended Minutes	974:46	208:36	220:17	204:54	235:56	105:03
	Response Time Liquidated Damages	\$177,250	\$34,250	\$41,500	\$38,000	\$39,750	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$21,000					
	Total Liquidated Damages	\$198,250					



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Period: 8/1/2012 thru 8/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,375	1,023	1,216	1,890	1,840	406
	Cancelled On Time	706	105	134	228	206	33
	Adjusted Total Responses	5,669	918	1,082	1,662	1,634	373
	Late Responses	561	111	118	135	161	36
	Unadjusted Compliance	90.10%	87.91%	89.09%	91.88%	90.15%	90.35%
	Exemptions Requested	178	34	31	51	52	10
	Exemptions Granted	176	34	29	51	52	10
	Adjusted Late Responses	385	77	89	84	109	26
	Extended Minutes	917:51	141:44	210:21	162:00	303:34	100:12
	Adjusted Compliance	93.21%	91.61%	91.77%	94.95%	93.33%	93.03%
	Response Time Liquidated Damages	\$167,500	\$26,500	\$38,250	\$29,250	\$55,750	\$17,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,467	584	549	559	650	125
	Cancelled On Time	391	87	97	80	103	24
	Adjusted Total Responses	2,076	497	452	479	547	101
	Late Responses	169	47	43	31	40	8
	Unadjusted Compliance	91.86%	90.54%	90.49%	93.53%	92.69%	92.08%
	Exemptions Requested	59	14	15	10	17	3
	Exemptions Granted	57	14	14	10	16	3
	Adjusted Late Responses	112	33	29	21	24	5
	Extended Minutes	294:19	83:03	54:33	47:27	89:19	19:57
	Adjusted Compliance	94.61%	93.36%	93.58%	95.62%	95.61%	95.05%
	Response Time Liquidated Damages	\$50,250	\$14,000	\$10,500	\$8,250	\$14,750	\$2,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,842	1,607	1,765	2,449	2,490	531
	Cancelled On Time	1097	192	231	308	309	57
	Adjusted Total Responses	7,745	1,415	1,534	2,141	2,181	474
	Late Responses	730	158	161	166	201	44
	Exemptions Requested	237	48	46	61	69	13
	Exemptions Granted	233	48	43	61	68	13
	Adjusted Late Responses	497	110	118	105	133	31
	Extended Minutes	1,212:10	224:47	264:54	209:27	392:53	120:09
	Response Time Liquidated Damages	\$217,750	\$40,500	\$48,750	\$37,500	\$70,500	\$20,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$18,000					
	Total Liquidated Damages	\$235,750					



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Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2012 thru 9/30/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,238	1,062	1,185	1,805	1,805	381
	Cancelled On Time	684	95	135	186	210	58
	Adjusted Total Responses	5,554	967	1,050	1,619	1,595	323
	Late Responses	582	119	134	139	171	19
	Unadjusted Compliance	89.52%	87.69%	87.24%	91.41%	89.28%	94.12%
	Exemptions Requested	169	27	34	55	45	8
	Exemptions Granted	169	27	34	55	45	8
	Adjusted Late Responses	413	92	100	84	126	11
	Extended Minutes	901:44	174:15	264:30	178:17	246:41	38:01
	Adjusted Compliance	92.56%	90.49%	90.48%	94.81%	92.10%	96.59%
	Response Time Liquidated Damages	\$154,250	\$30,000	\$43,500	\$31,250	\$43,750	\$5,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,339	559	518	561	586	115
	Cancelled On Time	346	83	98	77	72	16
	Adjusted Total Responses	1,993	476	420	484	514	99
	Late Responses	157	37	37	30	48	5
	Unadjusted Compliance	92.12%	92.23%	91.19%	93.80%	90.66%	94.95%
	Exemptions Requested	49	16	11	13	7	2
	Exemptions Granted	45	12	11	13	7	2
	Adjusted Late Responses	112	25	26	17	41	3
	Extended Minutes	330:17	64:21	102:16	30:53	121:35	11:12
	Adjusted Compliance	94.38%	94.75%	93.81%	96.49%	92.02%	96.97%
	Response Time Liquidated Damages	\$50,750	\$10,000	\$15,250	\$6,000	\$18,250	\$1,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,577	1,621	1,703	2,366	2,391	496
	Cancelled On Time	1030	178	233	263	282	74
	Adjusted Total Responses	7,547	1,443	1,470	2,103	2,109	422
	Late Responses	739	156	171	169	219	24
	Exemptions Requested	218	43	45	68	52	10
	Exemptions Granted	214	39	45	68	52	10
	Adjusted Late Responses	525	117	126	101	167	14
	Extended Minutes	1,232:01	238:36	366:46	209:10	368:16	49:13
	Response Time Liquidated Damages	\$205,000	\$40,000	\$58,750	\$37,250	\$62,000	\$7,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					
	Total Liquidated Damages	\$222,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2012 thru 10/31/2012

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,497	1,051	1,235	1,916	1,866	429
	Cancelled On Time	741	111	157	206	217	50
	Adjusted Total Responses	5,756	940	1,078	1,710	1,649	379
	Late Responses	631	118	120	154	203	36
	Unadjusted Compliance	89.04%	87.45%	88.87%	90.99%	87.69%	90.50%
	Exemptions Requested	173	22	33	56	51	11
	Exemptions Granted	167	20	30	56	50	11
	Adjusted Late Responses	464	98	90	98	153	25
	Extended Minutes	1,102:31	203:47	209:09	240:06	341:12	108:17
	Adjusted Compliance	91.94%	89.57%	91.65%	94.27%	90.72%	93.40%
	Response Time Liquidated Damages	\$188,000	\$35,250	\$33,750	\$41,000	\$57,000	\$21,000
	Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,423	589	506	575	656	97
	Cancelled On Time	368	91	84	80	95	18
	Adjusted Total Responses	2,055	498	422	495	561	79
	Late Responses	193	33	43	52	58	7
	Unadjusted Compliance	90.61%	93.37%	89.81%	89.49%	89.66%	91.14%
	Exemptions Requested	58	8	17	14	14	5
	Exemptions Granted	57	8	17	14	14	4
	Adjusted Late Responses	136	25	26	38	44	3
	Extended Minutes	442:41	90:01	59:57	136:54	135:25	20:24
	Adjusted Compliance	93.38%	94.98%	93.84%	92.32%	92.16%	96.20%
	Response Time Liquidated Damages	\$78,750	\$14,500	\$10,000	\$27,750	\$24,000	\$2,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,920	1,640	1,741	2,491	2,522	526
	Cancelled On Time	1,109	202	241	286	312	68
	Adjusted Total Responses	7,811	1,438	1,500	2,205	2,210	458
	Late Responses	824	151	163	206	261	43
	Exemptions Requested	231	30	50	70	65	16
	Exemptions Granted	224	28	47	70	64	15
	Adjusted Late Responses	600	123	116	136	197	28
	Extended Minutes	1,545:12	293:48	269:06	377:00	476:37	128:41
	Response Time Liquidated Damages	\$266,750	\$49,750	\$43,750	\$68,750	\$81,000	\$23,500
	Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$21,000					
	Total Liquidated Damages	\$297,750					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2012 thru 11/30/2012

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,145	973	1,244	1,786	1,737	405
	Cancelled On Time	655	91	145	193	185	41
	Adjusted Total Responses	5,490	882	1,099	1,593	1,552	364
	Late Responses	607	111	137	133	187	39
	Unadjusted Compliance	88.94%	87.41%	87.53%	91.65%	87.95%	89.29%
	Exemptions Requested	149	23	31	45	41	9
	Exemptions Granted	148	23	30	45	41	9
	Adjusted Late Responses	459	88	107	88	146	30
	Extended Minutes	1,152:20	169:42	264:01	244:23	354:56	119:18
	Adjusted Compliance	91.64%	90.02%	90.26%	94.48%	90.59%	91.76%
	Response Time Liquidated Damages	\$202,250	\$31,000	\$49,500	\$41,500	\$59,000	\$21,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,390	538	523	551	667	111
	Cancelled On Time	373	74	106	83	95	15
	Adjusted Total Responses	2,017	464	417	468	572	96
	Late Responses	149	27	33	34	50	5
	Unadjusted Compliance	92.61%	94.18%	92.09%	92.74%	91.26%	94.79%
	Exemptions Requested	39	10	8	10	9	2
	Exemptions Granted	38	10	8	10	8	2
	Adjusted Late Responses	111	17	25	24	42	3
	Extended Minutes	404:07	78:15	109:50	72:35	132:17	11:10
	Adjusted Compliance	94.50%	96.34%	94.00%	94.87%	92.66%	96.88%
	Response Time Liquidated Damages	\$71,750	\$11,000	\$21,500	\$11,750	\$26,000	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,535	1,511	1,767	2,337	2,404	516
	Cancelled On Time	1028	165	251	276	280	56
	Adjusted Total Responses	7,507	1,346	1,516	2,061	2,124	460
	Late Responses	756	138	170	167	237	44
	Exemptions Requested	188	33	39	55	50	11
	Exemptions Granted	186	33	38	55	49	11
	Adjusted Late Responses	570	105	132	112	188	33
	Extended Minutes	1,556:27	247:57	373:51	316:58	487:13	130:28
	Response Time Liquidated Damages	\$274,000	\$42,000	\$71,000	\$53,250	\$85,000	\$22,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$10,000					
	Total Liquidated Damages	\$284,000					



Rural Metro Santa Clara - Compliance Summary Report

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

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	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
	Adjusted Compliance	91.51%	90.66%	90.75%	93.77%	89.66%	94.72%
	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
NonRLS	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
	Adjusted Compliance	94.63%	97.34%	93.51%	92.84%	94.31%	97.62%
	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
Total	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					