



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



Rural Metro Santa Clara - Compliance Summary Report

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

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,835	1,100	1,302	1,987	2,018	428
	Cancelled On Time	838	110	185	271	224	48
	Adjusted Total Responses	5,997	990	1,117	1,716	1,794	380
	Late Responses	679	123	137	189	193	37
	Unadjusted Compliance	88.68%	87.58%	87.74%	88.99%	89.24%	90.26%
	Exemptions Requested	164	29	38	39	49	9
	Exemptions Granted	160	29	37	38	48	8
	Adjusted Late Responses	519	94	100	151	145	29
	Extended Minutes	1,306:07	168:15	288:24	387:41	338:21	123:26
	Adjusted Compliance	91.35%	90.51%	91.05%	91.20%	91.92%	92.37%
	Response Time Liquidated Damages	\$220,500	\$29,750	\$46,250	\$66,500	\$57,750	\$20,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,639	601	584	648	700	106
	Cancelled On Time	453	98	120	110	107	18
	Adjusted Total Responses	2,186	503	464	538	593	88
	Late Responses	191	31	56	37	59	8
	Unadjusted Compliance	91.26%	93.84%	87.93%	93.12%	90.05%	90.91%
	Exemptions Requested	47	10	15	10	9	3
	Exemptions Granted	46	9	15	10	9	3
	Adjusted Late Responses	145	22	41	27	50	5
	Extended Minutes	480:15	66:09	118:31	82:54	181:28	31:13
	Adjusted Compliance	93.37%	95.63%	91.16%	94.98%	91.57%	94.32%
	Response Time Liquidated Damages	\$80,000	\$11,750	\$19,500	\$13,750	\$29,750	\$5,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,474	1,701	1,886	2,635	2,718	534
	Cancelled On Time	1291	208	305	381	331	66
	Adjusted Total Responses	8,183	1,493	1,581	2,254	2,387	468
	Late Responses	870	154	193	226	252	45
	Exemptions Requested	211	39	53	49	58	12
	Exemptions Granted	206	38	52	48	57	11
	Adjusted Late Responses	664	116	141	178	195	34
	Extended Minutes	1,786:22	234:24	406:55	470:35	519:49	154:39
	Response Time Liquidated Damages	\$300,500	\$41,500	\$65,750	\$80,250	\$87,500	\$25,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$5,000					
	Total Liquidated Damages	\$305,500					



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

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	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
	Adjusted Compliance	91.44%	91.89%	90.91%	91.43%	91.37%	92.38%
	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
NonRLS	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
	Adjusted Compliance	93.77%	95.58%	93.46%	93.63%	92.08%	96.77%
	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
Total	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					



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2013 thru 3/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,672	1,078	1,316	1,869	1,993	416
	Cancelled On Time	763	110	171	219	218	45
	Adjusted Total Responses	5,909	968	1,145	1,650	1,775	371
	Late Responses	546	102	104	161	161	18
	Unadjusted Compliance	90.76%	89.46%	90.92%	90.24%	90.93%	95.15%
	Exemptions Requested	160	26	30	52	44	8
	Exemptions Granted	158	26	30	52	43	7
	Adjusted Late Responses	388	76	74	109	118	11
	Extended Minutes	948:30	170:42	170:40	262:52	289:06	55:10
	Adjusted Compliance	93.43%	92.15%	93.54%	93.39%	93.35%	97.04%
	Response Time Liquidated Damages	\$158,000	\$27,250	\$28,750	\$41,750	\$51,250	\$9,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,337	521	526	538	671	81
	Cancelled On Time	341	68	101	78	90	4
	Adjusted Total Responses	1,996	453	425	460	581	77
	Late Responses	119	21	20	31	42	5
	Unadjusted Compliance	94.04%	95.36%	95.29%	93.26%	92.77%	93.51%
	Exemptions Requested	33	6	6	8	12	1
	Exemptions Granted	33	6	6	8	12	1
	Adjusted Late Responses	86	15	14	23	30	4
	Extended Minutes	224:57	33:47	37:14	58:43	86:17	8:56
	Adjusted Compliance	95.69%	96.69%	96.71%	95.00%	94.84%	94.81%
	Response Time Liquidated Damages	\$36,250	\$5,500	\$6,500	\$10,250	\$13,000	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,009	1,599	1,842	2,407	2,664	497
	Cancelled On Time	1104	178	272	297	308	49
	Adjusted Total Responses	7,905	1,421	1,570	2,110	2,356	448
	Late Responses	665	123	124	192	203	23
	Exemptions Requested	193	32	36	60	56	9
	Exemptions Granted	191	32	36	60	55	8
	Adjusted Late Responses	474	91	88	132	148	15
	Extended Minutes	1,173:27	204:29	207:54	321:35	375:23	64:06
	Response Time Liquidated Damages	\$194,250	\$32,750	\$35,250	\$52,000	\$64,250	\$10,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$8,000					
Total Liquidated Damages	\$202,250						



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

Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2013 thru 4/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,436	1,001	1,311	1,850	1,878	396
	Cancelled On Time	717	102	148	216	207	44
	Adjusted Total Responses	5,719	899	1,163	1,634	1,671	352
	Late Responses	604	104	143	151	164	42
	Unadjusted Compliance	89.44%	88.43%	87.70%	90.76%	90.19%	88.07%
	Exemptions Requested	195	45	40	48	48	14
	Exemptions Granted	192	45	39	46	48	14
	Adjusted Late Responses	412	59	104	105	116	28
	Extended Minutes	1,046:58	145:53	259:54	192:08	328:29	120:34
	Adjusted Compliance	92.80%	93.44%	91.06%	93.57%	93.06%	92.05%
	Response Time Liquidated Damages	\$174,250	\$23,250	\$46,000	\$34,750	\$50,500	\$19,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,509	536	543	634	709	87
	Cancelled On Time	411	78	109	102	106	16
	Adjusted Total Responses	2,098	458	434	532	603	71
	Late Responses	146	23	34	34	49	6
	Unadjusted Compliance	93.04%	94.98%	92.17%	93.61%	91.87%	91.55%
	Exemptions Requested	36	6	11	11	6	2
	Exemptions Granted	36	6	11	11	6	2
	Adjusted Late Responses	110	17	23	23	43	4
	Extended Minutes	383:38	42:45	75:16	86:13	131:46	47:38
	Adjusted Compliance	94.76%	96.29%	94.70%	95.68%	92.87%	94.37%
	Response Time Liquidated Damages	\$75,500	\$6,750	\$14,500	\$19,000	\$20,500	\$14,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,945	1,537	1,854	2,484	2,587	483
	Cancelled On Time	1,128	180	257	318	313	60
	Adjusted Total Responses	7,817	1,357	1,597	2,166	2,274	423
	Late Responses	750	127	177	185	213	48
	Exemptions Requested	231	51	51	59	54	16
	Exemptions Granted	228	51	50	57	54	16
	Adjusted Late Responses	522	76	127	128	159	32
	Extended Minutes	1,430:36	188:38	335:10	278:21	460:15	168:12
	Response Time Liquidated Damages	\$249,750	\$30,000	\$60,500	\$53,750	\$71,000	\$34,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$11,000					
	Total Liquidated Damages	\$260,750					



911 Paramedic and Emergency Ambulance Services

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Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2013 thru 5/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,941	1,170	1,349	1,962	2,010	450
	Cancelled On Time	890	136	189	269	245	51
	Adjusted Total Responses	6,051	1,034	1,160	1,693	1,765	399
	Late Responses	553	96	112	139	167	39
	Unadjusted Compliance	90.86%	90.72%	90.34%	91.79%	90.54%	90.23%
	Exemptions Requested	168	32	31	37	56	12
	Exemptions Granted	164	31	30	36	55	12
	Adjusted Late Responses	389	65	82	103	112	27
	Extended Minutes	1,027:26	134:06	199:05	282:09	281:22	130:44
	Adjusted Compliance	93.57%	93.71%	92.93%	93.92%	93.65%	93.23%
	Response Time Liquidated Damages	\$194,750	\$24,000	\$33,750	\$63,500	\$45,000	\$28,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,508	516	599	622	656	115
	Cancelled On Time	428	83	117	120	92	16
	Adjusted Total Responses	2,080	433	482	502	564	99
	Late Responses	149	33	33	41	39	3
	Unadjusted Compliance	92.84%	92.38%	93.15%	91.83%	93.09%	96.97%
	Exemptions Requested	27	8	5	9	5	0
	Exemptions Granted	25	8	4	9	4	0
	Adjusted Late Responses	124	25	29	32	35	3
	Extended Minutes	454:39	61:57	87:14	179:33	115:18	10:37
	Adjusted Compliance	94.04%	94.23%	93.98%	93.63%	93.79%	96.97%
	Response Time Liquidated Damages	\$70,750	\$9,000	\$12,750	\$29,750	\$17,750	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,449	1,686	1,948	2,584	2,666	565
	Cancelled On Time	1318	219	306	389	337	67
	Adjusted Total Responses	8,131	1,467	1,642	2,195	2,329	498
	Late Responses	702	129	145	180	206	42
	Exemptions Requested	195	40	36	46	61	12
	Exemptions Granted	189	39	34	45	59	12
	Adjusted Late Responses	513	90	111	135	147	30
	Extended Minutes	1,482:05	196:03	286:19	461:42	396:40	141:21
	Response Time Liquidated Damages	\$265,500	\$33,000	\$46,500	\$93,250	\$62,750	\$30,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$269,500						



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

Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2013 thru 6/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,444	1,078	1,236	1,875	1,848	407
	Cancelled On Time	794	112	182	223	231	46
	Adjusted Total Responses	5,650	966	1,054	1,652	1,617	361
	Late Responses	486	95	105	132	118	36
	Unadjusted Compliance	91.40%	90.17%	90.04%	92.01%	92.70%	90.03%
	Exemptions Requested	160	30	40	48	29	13
	Exemptions Granted	159	30	40	47	29	13
	Adjusted Late Responses	327	65	65	85	89	23
	Extended Minutes	769:13	128:38	130:43	156:15	276:06	77:31
	Adjusted Compliance	94.21%	93.27%	93.83%	94.85%	94.50%	93.63%
	Response Time Liquidated Damages	\$134,250	\$26,500	\$22,500	\$28,250	\$45,750	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,480	564	546	536	725	109
	Cancelled On Time	396	80	123	78	97	18
	Adjusted Total Responses	2,084	484	423	458	628	91
	Late Responses	112	24	19	32	35	2
	Unadjusted Compliance	94.63%	95.04%	95.51%	93.01%	94.43%	97.80%
	Exemptions Requested	39	10	10	9	10	0
	Exemptions Granted	38	10	9	9	10	0
	Adjusted Late Responses	74	14	10	23	25	2
	Extended Minutes	216:03	42:25	28:27	79:54	61:57	3:20
	Adjusted Compliance	96.45%	97.11%	97.64%	94.98%	96.02%	97.80%
	Response Time Liquidated Damages	\$39,000	\$9,500	\$5,000	\$14,000	\$10,000	\$500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,924	1,642	1,782	2,411	2,573	516
	Cancelled On Time	1,190	192	305	301	328	64
	Adjusted Total Responses	7,734	1,450	1,477	2,110	2,245	452
	Late Responses	598	119	124	164	153	38
	Exemptions Requested	199	40	50	57	39	13
	Exemptions Granted	197	40	49	56	39	13
	Adjusted Late Responses	401	79	75	108	114	25
	Extended Minutes	985:16	171:03	159:10	236:09	338:03	80:51
	Response Time Liquidated Damages	\$173,250	\$36,000	\$27,500	\$42,250	\$55,750	\$11,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$3,000					
Total Liquidated Damages	\$176,250						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2013 thru 7/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,483	1,029	1,239	1,900	1,865	450
	Cancelled On Time	708	91	163	225	188	41
	Adjusted Total Responses	5,775	938	1,076	1,675	1,677	409
	Late Responses	492	98	110	111	133	40
	Unadjusted Compliance	91.48%	89.55%	89.78%	93.37%	92.07%	90.22%
	Exemptions Requested	158	31	32	40	44	11
	Exemptions Granted	154	29	32	39	43	11
	Adjusted Late Responses	338	69	78	72	90	29
	Extended Minutes	733:29	120:29	169:03	143:17	168:28	132:12
	Adjusted Compliance	94.15%	92.64%	92.75%	95.70%	94.63%	92.91%
	Response Time Liquidated Damages	\$133,750	\$23,000	\$29,750	\$22,750	\$37,750	\$20,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,480	566	563	555	673	123
	Cancelled On Time	383	83	114	91	77	18
	Adjusted Total Responses	2,097	483	449	464	596	105
	Late Responses	120	28	26	25	37	4
	Unadjusted Compliance	94.28%	94.20%	94.21%	94.61%	93.79%	96.19%
	Exemptions Requested	27	12	7	5	3	0
	Exemptions Granted	27	12	7	5	3	0
	Adjusted Late Responses	93	16	19	20	34	4
	Extended Minutes	278:52	56:57	37:49	57:23	95:24	31:19
	Adjusted Compliance	95.57%	96.69%	95.77%	95.69%	94.30%	96.19%
	Response Time Liquidated Damages	\$45,250	\$8,500	\$7,250	\$8,750	\$15,750	\$5,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,963	1,595	1,802	2,455	2,538	573
	Cancelled On Time	1091	174	277	316	265	59
	Adjusted Total Responses	7,872	1,421	1,525	2,139	2,273	514
	Late Responses	612	126	136	136	170	44
	Exemptions Requested	185	43	39	45	47	11
	Exemptions Granted	181	41	39	44	46	11
	Adjusted Late Responses	431	85	97	92	124	33
	Extended Minutes	1,012:21	177:26	206:52	200:40	263:52	163:31
	Response Time Liquidated Damages	\$179,000	\$31,500	\$37,000	\$31,500	\$53,500	\$25,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$183,000						



911 Paramedic and Emergency Ambulance Services
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Period: 8/1/2013 thru 8/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	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
	Adjusted Compliance	94.26%	92.62%	92.90%	95.28%	94.59%	96.00%
	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
NonRLS	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
	Adjusted Compliance	95.27%	97.41%	94.72%	95.29%	93.88%	96.74%
	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
Total	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						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2013 thru 9/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,544	1,001	1,294	1,885	1,879	485
	Cancelled On Time	812	95	186	246	211	74
	Adjusted Total Responses	5,732	906	1,108	1,639	1,668	411
	Late Responses	558	94	120	140	163	41
	Unadjusted Compliance	90.27%	89.62%	89.17%	91.46%	90.23%	90.02%
	Exemptions Requested	161	25	31	46	53	6
	Exemptions Granted	159	25	31	45	52	6
	Adjusted Late Responses	399	69	89	95	111	35
	Extended Minutes	945:41	110:50	243:17	193:05	269:10	129:19
	Adjusted Compliance	93.04%	92.38%	91.97%	94.20%	93.35%	91.48%
	Response Time Liquidated Damages	\$161,000	\$20,750	\$41,500	\$34,250	\$42,250	\$22,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,417	515	527	564	711	100
	Cancelled On Time	403	80	122	88	100	13
	Adjusted Total Responses	2,014	435	405	476	611	87
	Late Responses	141	27	29	40	42	3
	Unadjusted Compliance	93.00%	93.79%	92.84%	91.60%	93.13%	96.55%
	Exemptions Requested	43	10	9	8	15	1
	Exemptions Granted	43	10	9	8	15	1
	Adjusted Late Responses	98	17	20	32	27	2
	Extended Minutes	282:56	56:03	44:10	97:52	77:28	7:23
	Adjusted Compliance	95.13%	96.09%	95.06%	93.28%	95.58%	97.70%
	Response Time Liquidated Damages	\$47,750	\$9,500	\$7,000	\$18,500	\$11,750	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,961	1,516	1,821	2,449	2,590	585
	Cancelled On Time	1215	175	308	334	311	87
	Adjusted Total Responses	7,746	1,341	1,513	2,115	2,279	498
	Late Responses	699	121	149	180	205	44
	Exemptions Requested	204	35	40	54	68	7
	Exemptions Granted	202	35	40	53	67	7
	Adjusted Late Responses	497	86	109	127	138	37
	Extended Minutes	1,228:37	166:53	287:27	290:57	346:38	136:42
	Response Time Liquidated Damages	\$208,750	\$30,250	\$48,500	\$52,750	\$54,000	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$9,000					
Total Liquidated Damages	\$217,750						



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



Operated by
**Rural/Metro
Ambulance**

Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2013 thru 10/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,793	1,110	1,382	1,912	1,989	400
	Cancelled On Time	860	105	205	253	245	52
	Adjusted Total Responses	5,933	1,005	1,177	1,659	1,744	348
	Late Responses	582	119	127	166	152	18
	Unadjusted Compliance	90.19%	88.16%	89.21%	89.99%	91.28%	94.83%
	Exemptions Requested	148	33	25	51	34	5
	Exemptions Granted	147	33	24	51	34	5
	Adjusted Late Responses	435	86	103	115	118	13
	Extended Minutes	1,084:18	181:28	305:14	253:17	317:35	26:44
	Adjusted Compliance	92.67%	91.44%	91.25%	93.07%	93.23%	96.26%
	Response Time Liquidated Damages	\$191,250	\$30,750	\$56,250	\$49,000	\$50,750	\$4,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,552	538	567	581	756
Cancelled On Time		414	79	125	77	112	21
Adjusted Total Responses		2,138	459	442	504	644	89
Late Responses		152	33	38	25	48	8
Unadjusted Compliance		92.89%	92.81%	91.40%	95.04%	92.55%	91.01%
Exemptions Requested		41	10	8	12	10	1
Exemptions Granted		41	10	8	12	10	1
Adjusted Late Responses		111	23	30	13	38	7
Extended Minutes		380:48	109:11	71:05	40:59	135:59	23:34
Adjusted Compliance		94.81%	94.99%	93.21%	97.42%	94.10%	92.13%
Response Time Liquidated Damages		\$72,250	\$25,250	\$11,500	\$6,250	\$25,750	\$3,500
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	9,345	1,648	1,949	2,493	2,745
	Cancelled On Time	1274	184	330	330	357	73
	Adjusted Total Responses	8,071	1,464	1,619	2,163	2,388	437
	Late Responses	734	152	165	191	200	26
	Exemptions Requested	189	43	33	63	44	6
	Exemptions Granted	188	43	32	63	44	6
	Adjusted Late Responses	546	109	133	128	156	20
	Extended Minutes	1,465:06	290:39	376:19	294:16	453:34	50:18
	Response Time Liquidated Damages	\$263,500	\$56,000	\$67,750	\$55,250	\$76,500	\$8,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$9,000					
Total Liquidated Damages	\$272,500						



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2013 thru 11/30/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,589	1,029	1,347	1,956	1,892	365
	Cancelled On Time	774	92	203	216	218	45
	Adjusted Total Responses	5,815	937	1,144	1,740	1,674	320
	Late Responses	542	104	105	141	161	31
	Unadjusted Compliance	90.68%	88.90%	90.82%	91.90%	90.38%	90.31%
	Exemptions Requested	151	27	33	42	41	8
	Exemptions Granted	150	27	33	41	41	8
	Adjusted Late Responses	392	77	72	100	120	23
	Extended Minutes	977:33	195:27	161:02	229:52	271:29	119:43
	Adjusted Compliance	93.26%	91.78%	93.71%	94.25%	92.83%	92.81%
	Response Time Liquidated Damages	\$178,750	\$42,500	\$25,750	\$43,000	\$44,250	\$23,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,346	529	508	579	632
Cancelled On Time		406	72	117	100	105	12
Adjusted Total Responses		1,940	457	391	479	527	86
Late Responses		145	22	30	36	53	4
Unadjusted Compliance		92.53%	95.19%	92.33%	92.48%	89.94%	95.35%
Exemptions Requested		37	6	5	10	14	2
Exemptions Granted		37	6	5	10	14	2
Adjusted Late Responses		108	16	25	26	39	2
Extended Minutes		476:09	48:03	89:53	164:01	172:27	1:45
Adjusted Compliance		94.43%	96.50%	93.61%	94.57%	92.60%	97.67%
Response Time Liquidated Damages		\$92,000	\$7,000	\$13,500	\$39,750	\$31,250	\$500
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	8,935	1,558	1,855	2,535	2,524
	Cancelled On Time	1,180	164	320	316	323	57
	Adjusted Total Responses	7,755	1,394	1,535	2,219	2,201	406
	Late Responses	687	126	135	177	214	35
	Exemptions Requested	188	33	38	52	55	10
	Exemptions Granted	187	33	38	51	55	10
	Adjusted Late Responses	500	93	97	126	159	25
	Extended Minutes	1,453:42	243:30	250:55	393:53	443:56	121:28
	Response Time Liquidated Damages	\$270,750	\$49,500	\$39,250	\$82,750	\$75,500	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$271,750						



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2013 thru 12/31/2013

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,880	1,125	1,377	2,013	1,919	446
	Cancelled On Time	766	107	170	242	206	41
	Adjusted Total Responses	6,114	1,018	1,207	1,771	1,713	405
	Late Responses	597	105	125	161	165	41
	Unadjusted Compliance	90.24%	89.69%	89.64%	90.91%	90.37%	89.88%
	Exemptions Requested	164	31	36	49	36	12
	Exemptions Granted	163	31	36	48	36	12
	Adjusted Late Responses	434	74	89	113	129	29
	Extended Minutes	1,115:44	166:34	198:19	300:56	319:10	130:45
	Adjusted Compliance	92.90%	92.73%	92.63%	93.62%	92.47%	92.84%
	Response Time Liquidated Damages	\$191,000	\$31,500	\$33,500	\$47,750	\$51,250	\$27,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	NonRLS	Total Responses	2,582	569	534	641	722
Cancelled On Time		425	84	103	117	95	26
Adjusted Total Responses		2,157	485	431	524	627	90
Late Responses		164	22	34	48	54	6
Unadjusted Compliance		92.40%	95.46%	92.11%	90.84%	91.39%	93.33%
Exemptions Requested		45	7	7	19	10	2
Exemptions Granted		44	7	7	18	10	2
Adjusted Late Responses		120	15	27	30	44	4
Extended Minutes		429:11	46:47	121:53	101:47	136:41	22:03
Adjusted Compliance		94.44%	96.91%	93.74%	94.27%	92.98%	95.56%
Response Time Liquidated Damages		\$72,250	\$7,500	\$21,500	\$16,000	\$21,500	\$5,750
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0
Total		Total Responses	9,462	1,694	1,911	2,654	2,641
	Cancelled On Time	1,191	191	273	359	301	67
	Adjusted Total Responses	8,271	1,503	1,638	2,295	2,340	495
	Late Responses	761	127	159	209	219	47
	Exemptions Requested	209	38	43	68	46	14
	Exemptions Granted	207	38	43	66	46	14
	Adjusted Late Responses	554	89	116	143	173	33
	Extended Minutes	1,544:55	213:21	320:12	402:43	455:51	152:48
	Response Time Liquidated Damages	\$263,250	\$39,000	\$55,000	\$63,750	\$72,750	\$32,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$15,000					
Total Liquidated Damages	\$278,250						