



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: 7/1/2011 thru 7/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	5,878	1,016	1,181	1,683	1,623	375
	Cancelled On Time	577	103	112	183	139	40
	Adjusted Total Responses	5,301	913	1,069	1,500	1,484	335
	Late Responses	685	178	145	140	188	34
	Unadjusted Compliance	87%	81%	86%	91%	87%	90%
	Exemptions Requested	188	33	48	41	52	14
	Exemptions Granted	167	27	42	41	44	13
	Adjusted Late Responses	518	151	103	99	144	21
	Extended Minutes	1,202	306	270	238	350	38
	Adjusted Compliance	90%	83%	90%	93%	90%	94%
	Response Time Liquidated Damages	\$194,500	\$52,500	\$42,000	\$37,500	\$55,500	\$7,000
	Zone Liquidated Damages		\$50,000	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,116	504	522	476	525	89
	Cancelled On Time	259	68	72	46	58	15
	Adjusted Total Responses	1,857	436	450	430	467	74
	Late Responses	146	32	42	31	39	2
	Unadjusted Compliance	92%	93%	91%	93%	92%	97%
	Exemptions Requested	43	8	12	7	14	2
	Exemptions Granted	35	7	10	5	11	2
	Adjusted Late Responses	111	25	32	26	28	0
	Extended Minutes	369	77	98	60	134	0
	Adjusted Compliance	94%	94%	93%	94%	94%	100%
	Response Time Liquidated Damages	\$67,000	\$11,000	\$18,500	\$10,000	\$27,500	\$0
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
Total	Total Responses	7,994	1,520	1,703	2,159	2,148	464
	Cancelled On Time	836	171	184	229	197	55
	Adjusted Total Responses	7,158	1,349	1,519	1,930	1,951	409
	Late Responses	831	210	187	171	227	36
	Exemptions Requested	231	41	60	48	66	16
	Exemptions Granted	202	34	52	46	55	15
	Adjusted Late Responses	629	176	135	125	172	21
	Extended Minutes	1,571	383	368	298	484	38
	Response Time Liquidated Damages	\$261,500	\$63,500	\$60,500	\$47,500	\$83,000	\$7,000
	Zone Liquidated Damages	\$50,000	\$50,000	\$0	\$0	\$0	\$0
	Other Liquidated Damages						
Total Liquidated Damages	\$311,500						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2011 thru 8/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,067	959	1,199	1,730	1,799	380
	Cancelled On Time	632	66	137	191	185	53
	Adjusted Total Responses	5,435	893	1,062	1,539	1,614	327
	Late Responses	488	93	79	116	177	23
	Unadjusted Compliance	91%	90%	93%	92%	89%	93%
	Exemptions Requested	190	24	34	71	47	14
	Exemptions Granted	176	23	33	64	43	13
	Adjusted Late Responses	312	70	46	52	134	10
	Extended Minutes	707	138	138	91	319	21
	Adjusted Compliance	94%	92%	96%	97%	92%	97%
	Response Time Liquidated Damages	\$122,500	\$25,250	\$22,750	\$17,000	\$53,750	\$3,750
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,219	501	480	515	620	103
	Cancelled On Time	311	63	80	61	92	15
	Adjusted Total Responses	1,908	438	400	454	528	88
	Late Responses	109	21	20	21	45	2
	Unadjusted Compliance	94%	95%	95%	95%	91%	98%
	Exemptions Requested	41	11	4	11	14	1
	Exemptions Granted	31	9	3	6	12	1
	Adjusted Late Responses	78	12	17	15	33	1
	Extended Minutes	215	31	43	40	99	2
	Adjusted Compliance	96%	97%	96%	97%	94%	99%
	Response Time Liquidated Damages	\$34,750	\$5,000	\$6,250	\$7,000	\$16,250	\$250
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,286	1,460	1,679	2,245	2,419	483
	Cancelled On Time	943	129	217	252	277	68
	Adjusted Total Responses	7,343	1,331	1,462	1,993	2,142	415
	Late Responses	597	114	99	137	222	25
	Exemptions Requested	231	35	38	82	61	15
	Exemptions Granted	207	32	36	70	55	14
	Adjusted Late Responses	390	82	63	67	167	11
	Extended Minutes	922	169	181	131	418	23
	Response Time Liquidated Damages	\$157,250	\$30,250	\$29,000	\$24,000	\$70,000	\$4,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages						
Total Liquidated Damages	\$157,250						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2011 thru 9/30/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,267	1,019	1,150	1,719	1,929	450
	Cancelled On Time	666	90	137	153	225	61
	Adjusted Total Responses	5,601	929	1,013	1,566	1,704	389
	Late Responses	479	78	84	117	177	23
	Unadjusted Compliance	91%	92%	92%	93%	90%	94%
	Exemptions Requested	136	17	29	42	42	6
	Exemptions Granted	125	14	28	38	39	6
	Adjusted Late Responses	354	64	56	79	138	17
	Extended Minutes	764	111	132	159	312	50
	Adjusted Compliance	94%	93%	94%	95%	92%	96%
	Response Time Liquidated Damages	\$132,000	\$22,250	\$22,750	\$27,500	\$51,250	\$8,250
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,207	514	489	493	611	100
	Cancelled On Time	310	66	82	60	86	16
	Adjusted Total Responses	1,897	448	407	433	525	84
	Late Responses	99	20	25	19	34	1
	Unadjusted Compliance	95%	96%	94%	96%	94%	99%
	Exemptions Requested	38	8	11	8	11	0
	Exemptions Granted	35	7	11	7	10	0
	Adjusted Late Responses	64	13	14	12	24	1
	Extended Minutes	176	36	36	39	65	0
	Adjusted Compliance	97%	97%	97%	97%	95%	99%
	Response Time Liquidated Damages	\$29,250	\$6,250	\$6,000	\$6,250	\$10,500	\$250
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,474	1,533	1,639	2,212	2,540	550
	Cancelled On Time	976	156	219	213	311	77
	Adjusted Total Responses	7,498	1,377	1,420	1,999	2,229	473
	Late Responses	578	98	109	136	211	24
	Exemptions Requested	174	25	40	50	53	6
	Exemptions Granted	160	21	39	45	49	6
	Adjusted Late Responses	418	77	70	91	162	18
	Extended Minutes	940	147	168	198	377	50
	Response Time Liquidated Damages	\$161,250	\$28,500	\$28,750	\$33,750	\$61,750	\$8,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages						
Total Liquidated Damages	\$161,250						



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Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2011 thru 10/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,225	1,040	1,223	1,742	1,803	417
	Cancelled On Time	627	97	125	182	179	44
	Adjusted Total Responses	5,598	943	1,098	1,560	1,624	373
	Late Responses	508	82	103	116	179	28
	Unadjusted Compliance	91%	91%	91%	93%	89%	92%
	Exemptions Requested	144	20	30	41	42	11
	Exemptions Granted	141	20	30	41	39	11
	Adjusted Late Responses	367	62	73	75	140	17
	Extended Minutes	828	93	197	165	313	60
	Adjusted Compliance	93%	93%	93%	95%	91%	95%
	Response Time Liquidated Damages	\$141,750	\$18,750	\$32,000	\$27,250	\$55,250	\$8,500
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,316	582	466	498	666	104
	Cancelled On Time	332	73	83	66	96	14
	Adjusted Total Responses	1,984	509	383	432	570	90
	Late Responses	155	29	33	26	62	5
	Unadjusted Compliance	92%	94%	91%	94%	89%	94%
	Exemptions Requested	47	8	13	11	14	1
	Exemptions Granted	44	8	12	10	14	0
	Adjusted Late Responses	111	21	21	16	48	5
	Extended Minutes	274	52	46	46	121	9
	Adjusted Compliance	94%	96%	95%	96%	92%	94%
	Response Time Liquidated Damages	\$44,750	\$8,500	\$8,250	\$6,750	\$19,750	\$1,500
	Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,541	1,622	1,689	2,240	2,469	521
	Cancelled On Time	959	170	208	248	275	58
	Adjusted Total Responses	7,582	1,452	1,481	1,992	2,194	463
	Late Responses	663	111	136	142	241	33
	Exemptions Requested	191	28	43	52	56	12
	Exemptions Granted	185	28	42	51	53	11
	Adjusted Late Responses	478	83	94	91	188	22
	Extended Minutes	1,102	145	243	211	434	69
	Response Time Liquidated Damages	\$186,500	\$27,250	\$40,250	\$34,000	\$75,000	\$10,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$190,500						



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	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	5,771	958	1,158	1,597	1,694	364
	Cancelled On Time	574	82	115	163	167	47
	Adjusted Total Responses	5,197	876	1,043	1,434	1,527	317
	Late Responses	458	75	100	123	141	19
	Unadjusted Compliance	91%	91%	90%	91%	91%	94%
	Exemptions Requested	141	18	38	47	29	9
	Exemptions Granted	136	18	35	46	28	9
	Adjusted Late Responses	322	57	65	77	113	10
	Extended Minutes	700:40	99:51	183:57	134:21	253:47	28:44
	Adjusted Compliance	94%	93%	94%	95%	93%	97%
	Response Time Liquidated Damages	\$131,250	\$17,000	\$39,750	\$24,750	\$45,500	\$4,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,173	504	456	516	596	101
	Cancelled On Time	288	60	68	69	75	16
	Adjusted Total Responses	1,885	444	388	447	521	85
	Late Responses	123	14	38	29	40	2
	Unadjusted Compliance	93%	97%	90%	94%	92%	98%
	Exemptions Requested	33	3	11	8	9	2
	Exemptions Granted	31	3	10	8	8	2
	Adjusted Late Responses	92	11	28	21	32	0
	Extended Minutes	251:37	45:11	63:14	61:54	81:18	:00
	Adjusted Compliance	95%	98%	93%	95%	94%	100%
	Response Time Liquidated Damages	\$41,500	\$7,250	\$10,250	\$9,500	\$14,500	\$0
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	7,944	1,462	1,614	2,113	2,290	465
	Cancelled On Time	862	142	183	232	242	63
	Adjusted Total Responses	7,082	1,320	1,431	1,881	2,048	402
	Late Responses	581	89	138	152	181	21
	Exemptions Requested	174	21	49	55	38	11
	Exemptions Granted	167	21	45	54	36	11
	Adjusted Late Responses	414	68	93	98	145	10
	Extended Minutes	952:17	145:02	247:11	196:15	335:05	28:44
	Response Time Liquidated Damages	\$172,750	\$24,250	\$50,000	\$34,250	\$60,000	\$4,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$173,750						



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Period: 12/1/2011 thru 12/31/2011

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,161	1,038	1,269	1,699	1,745	410
	Cancelled On Time	568	100	129	161	146	32
	Adjusted Total Responses	5,593	938	1,140	1,538	1,599	378
	Late Responses	434	99	85	86	139	25
	Unadjusted Compliance	92.24%	89.45%	92.54%	94.41%	91.31%	93.39%
	Exemptions Requested	122	22	27	26	37	10
	Exemptions Granted	120	21	27	26	36	10
	Adjusted Late Responses	314	78	58	60	103	15
	Extended Minutes	724:03	166:37	134:21	127:26	256:01	39:38
	Adjusted Compliance	94.39%	91.68%	94.91%	96.10%	93.56%	96.03%
	Response Time Liquidated Damages	\$125,500	\$28,250	\$24,750	\$21,750	\$44,500	\$6,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,280	542	545	503	602	88
	Cancelled On Time	306	62	96	54	80	14
	Adjusted Total Responses	1,974	480	449	449	522	74
	Late Responses	139	24	33	23	55	4
	Unadjusted Compliance	92.96%	95.00%	92.65%	94.88%	89.46%	94.59%
	Exemptions Requested	37	9	11	5	12	0
	Exemptions Granted	35	9	10	5	11	0
	Adjusted Late Responses	104	15	23	18	44	4
	Extended Minutes	460:35	246:47	67:32	46:35	89:00	10:41
	Adjusted Compliance	94.73%	96.88%	94.88%	95.99%	91.57%	94.59%
	Response Time Liquidated Damages	\$53,750	\$18,500	\$10,750	\$7,500	\$15,250	\$1,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	8,441	1,580	1,814	2,202	2,347	498
	Cancelled On Time	874	162	225	215	226	46
	Adjusted Total Responses	7,567	1,418	1,589	1,987	2,121	452
	Late Responses	573	123	118	109	194	29
	Exemptions Requested	159	31	38	31	49	10
	Exemptions Granted	155	30	37	31	47	10
	Adjusted Late Responses	418	93	81	78	147	19
	Extended Minutes	1,184:38	413:24	201:53	174:01	345:01	50:19
	Response Time Liquidated Damages	\$179,250	\$46,750	\$35,500	\$29,250	\$59,750	\$8,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$1,000					
Total Liquidated Damages	\$180,250						