



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: 1/1/2014 thru 1/31/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|--------------------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,986 | 1,214 | 1,402 | 2,011 | 1,959 | 400 |
| | Cancelled On Time | 744 | 95 | 187 | 225 | 192 | 45 |
| | Adjusted Total Responses | 6,242 | 1,119 | 1,215 | 1,786 | 1,767 | 355 |
| | Late Responses | 557 | 118 | 124 | 139 | 152 | 24 |
| | Unadjusted Compliance | 91.08% | 89.45% | 89.79% | 92.22% | 91.40% | 93.24% |
| | Exemptions Requested | 139 | 33 | 26 | 37 | 35 | 8 |
| | Exemptions Granted | 139 | 33 | 26 | 37 | 35 | 8 |
| | Adjusted Late Responses | 418 | 85 | 98 | 102 | 117 | 16 |
| | Extended Minutes | 991:05 | 187:52 | 246:19 | 199:56 | 308:30 | 48:28 |
| | Adjusted Compliance | 93.30% | 92.40% | 91.93% | 94.29% | 93.38% | 95.49% |
| | Response Time Liquidated Damages | \$173,750 | \$37,250 | \$46,000 | \$35,500 | \$48,500 | \$6,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,514 | 532 | 577 | 592 | 709 | 104 |
| | Cancelled On Time | 403 | 75 | 119 | 91 | 96 | 22 |
| | Adjusted Total Responses | 2,111 | 457 | 458 | 501 | 613 | 82 |
| | Late Responses | 147 | 22 | 30 | 44 | 45 | 6 |
| | Unadjusted Compliance | 93.04% | 95.19% | 93.45% | 91.22% | 92.66% | 92.68% |
| | Exemptions Requested | 33 | 9 | 6 | 11 | 7 | 0 |
| | Exemptions Granted | 33 | 9 | 6 | 11 | 7 | 0 |
| | Adjusted Late Responses | 114 | 13 | 24 | 33 | 38 | 6 |
| | Extended Minutes | 332:18 | 43:37 | 45:55 | 89:03 | 135:36 | 18:07 |
| | Adjusted Compliance | 94.60% | 97.16% | 94.76% | 93.41% | 93.80% | 92.68% |
| | Response Time Liquidated Damages | \$54,000 | \$6,250 | \$7,250 | \$17,500 | \$20,000 | \$3,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,500 | 1,746 | 1,979 | 2,603 | 2,668 | 504 |
| | Cancelled On Time | 1147 | 170 | 306 | 316 | 288 | 67 |
| | Adjusted Total Responses | 8,353 | 1,576 | 1,673 | 2,287 | 2,380 | 437 |
| | Late Responses | 704 | 140 | 154 | 183 | 197 | 30 |
| | Exemptions Requested | 172 | 42 | 32 | 48 | 42 | 8 |
| | Exemptions Granted | 172 | 42 | 32 | 48 | 42 | 8 |
| | Adjusted Late Responses | 532 | 98 | 122 | 135 | 155 | 22 |
| | Extended Minutes | 1,323:23 | 231:29 | 292:14 | 288:59 | 444:06 | 66:35 |
| | Response Time Liquidated Damages | \$227,750 | \$43,500 | \$53,250 | \$53,000 | \$68,500 | \$9,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$11,000 | | | | | |
| Total Liquidated Damages | \$238,750 | | | | | | |



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2014 thru 2/28/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|--------------------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,333 | 1,021 | 1,171 | 1,890 | 1,821 | 430 |
| | Cancelled On Time | 760 | 101 | 150 | 237 | 215 | 57 |
| | Adjusted Total Responses | 5,573 | 920 | 1,021 | 1,653 | 1,606 | 373 |
| | Late Responses | 538 | 96 | 116 | 145 | 140 | 41 |
| | Unadjusted Compliance | 90.35% | 89.57% | 88.64% | 91.23% | 91.28% | 89.01% |
| | Exemptions Requested | 128 | 23 | 30 | 36 | 33 | 6 |
| | Exemptions Granted | 128 | 23 | 30 | 36 | 33 | 6 |
| | Adjusted Late Responses | 410 | 73 | 86 | 109 | 107 | 35 |
| | Extended Minutes | 1,111:11 | 199:33 | 211:26 | 236:04 | 344:53 | 119:15 |
| | Adjusted Compliance | 92.64% | 92.07% | 91.58% | 93.41% | 93.34% | 90.62% |
| | Response Time Liquidated Damages | \$195,500 | \$33,500 | \$34,500 | \$42,000 | \$58,750 | \$26,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,292 | 533 | 523 | 532 | 608 | 96 |
| | Cancelled On Time | 333 | 61 | 102 | 76 | 82 | 12 |
| | Adjusted Total Responses | 1,959 | 472 | 421 | 456 | 526 | 84 |
| | Late Responses | 173 | 28 | 39 | 46 | 55 | 5 |
| | Unadjusted Compliance | 91.17% | 94.07% | 90.74% | 89.91% | 89.54% | 94.05% |
| | Exemptions Requested | 30 | 6 | 8 | 4 | 11 | 1 |
| | Exemptions Granted | 30 | 6 | 8 | 4 | 11 | 1 |
| | Adjusted Late Responses | 143 | 22 | 31 | 42 | 44 | 4 |
| | Extended Minutes | 435:12 | 61:19 | 80:49 | 113:22 | 150:44 | 28:58 |
| | Adjusted Compliance | 92.70% | 95.34% | 92.64% | 90.79% | 91.63% | 95.24% |
| | Response Time Liquidated Damages | \$70,500 | \$10,500 | \$14,250 | \$19,250 | \$22,500 | \$4,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 8,625 | 1,554 | 1,694 | 2,422 | 2,429 | 526 |
| | Cancelled On Time | 1093 | 162 | 252 | 313 | 297 | 69 |
| | Adjusted Total Responses | 7,532 | 1,392 | 1,442 | 2,109 | 2,132 | 457 |
| | Late Responses | 711 | 124 | 155 | 191 | 195 | 46 |
| | Exemptions Requested | 158 | 29 | 38 | 40 | 44 | 7 |
| | Exemptions Granted | 158 | 29 | 38 | 40 | 44 | 7 |
| | Adjusted Late Responses | 553 | 95 | 117 | 151 | 151 | 39 |
| | Extended Minutes | 1,546:23 | 260:52 | 292:15 | 349:26 | 495:37 | 148:13 |
| | Response Time Liquidated Damages | \$266,000 | \$44,000 | \$48,750 | \$61,250 | \$81,250 | \$30,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$15,000 | | | | | |
| Total Liquidated Damages | \$281,000 | | | | | | |



911 Paramedic and Emergency Ambulance Services

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Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2014 thru 3/31/2014

| Grand Totals All Zones | | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|-------------------------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|
| RLS | Total Responses | 6,992 | 1,176 | 1,307 | 1,990 | 2,024 | 495 |
| | Cancelled On Time | 831 | 115 | 166 | 279 | 219 | 52 |
| | Adjusted Total Responses | 6,161 | 1,061 | 1,141 | 1,711 | 1,805 | 443 |
| | Late Responses | 601 | 101 | 111 | 175 | 181 | 33 |
| | Unadjusted Compliance | 90.25% | 90.48% | 90.27% | 89.77% | 89.97% | 92.55% |
| | Exemptions Requested | 160 | 27 | 25 | 51 | 52 | 5 |
| | Exemptions Granted | 159 | 27 | 25 | 50 | 52 | 5 |
| | Adjusted Late Responses | 442 | 74 | 86 | 125 | 129 | 28 |
| | Extended Minutes | 1,091:18 | 147:06 | 217:29 | 285:24 | 326:27 | 114:52 |
| | Adjusted Compliance | 92.83% | 93.03% | 92.46% | 92.69% | 92.85% | 93.68% |
| | Response Time Liquidated Damages | \$186,750 | \$25,000 | \$37,500 | \$48,250 | \$52,750 | \$23,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,562 | 545 | 567 | 608 | 727 | 115 |
| | Cancelled On Time | 395 | 70 | 121 | 86 | 104 | 14 |
| | Adjusted Total Responses | 2,167 | 475 | 446 | 522 | 623 | 101 |
| | Late Responses | 162 | 35 | 43 | 33 | 49 | 2 |
| | Unadjusted Compliance | 92.52% | 92.63% | 90.36% | 93.68% | 92.13% | 98.02% |
| | Exemptions Requested | 45 | 11 | 15 | 7 | 10 | 2 |
| | Exemptions Granted | 45 | 11 | 15 | 7 | 10 | 2 |
| | Adjusted Late Responses | 117 | 24 | 28 | 26 | 39 | 0 |
| | Extended Minutes | 386:42 | 65:08 | 51:31 | 68:31 | 201:32 | :00 |
| | Adjusted Compliance | 94.60% | 94.95% | 93.72% | 95.02% | 93.74% | 100.00% |
| | Response Time Liquidated Damages | \$75,500 | \$9,750 | \$10,500 | \$11,250 | \$44,000 | \$0 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,554 | 1,721 | 1,874 | 2,598 | 2,751 | 610 |
| | Cancelled On Time | 1,226 | 185 | 287 | 365 | 323 | 66 |
| | Adjusted Total Responses | 8,328 | 1,536 | 1,587 | 2,233 | 2,428 | 544 |
| | Late Responses | 763 | 136 | 154 | 208 | 230 | 35 |
| | Exemptions Requested | 205 | 38 | 40 | 58 | 62 | 7 |
| | Exemptions Granted | 204 | 38 | 40 | 57 | 62 | 7 |
| | Adjusted Late Responses | 559 | 98 | 114 | 151 | 168 | 28 |
| | Extended Minutes | 1,478:00 | 212:14 | 269:00 | 353:55 | 527:59 | 114:52 |
| | Response Time Liquidated Damages | \$262,250 | \$34,750 | \$48,000 | \$59,500 | \$96,750 | \$23,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$16,000 | | | | | |
| Total Liquidated Damages | \$278,250 | | | | | | |



911 Paramedic and Emergency Ambulance Services

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Rural/Metro
Ambulance

Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2014 thru 4/30/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,686 | 1,062 | 1,292 | 1,977 | 1,893 | 462 |
| | Cancelled On Time | 899 | 122 | 191 | 255 | 255 | 76 |
| | Adjusted Total Responses | 5,787 | 940 | 1,101 | 1,722 | 1,638 | 386 |
| | Late Responses | 604 | 98 | 132 | 160 | 169 | 45 |
| | Unadjusted Compliance | 89.56% | 89.57% | 88.01% | 90.71% | 89.68% | 88.34% |
| | Exemptions Requested | 122 | 17 | 24 | 37 | 32 | 12 |
| | Exemptions Granted | 122 | 17 | 24 | 37 | 32 | 12 |
| | Adjusted Late Responses | 482 | 81 | 108 | 123 | 137 | 33 |
| | Extended Minutes | 1,039:04 | 133:22 | 227:01 | 285:47 | 293:15 | 99:39 |
| | Adjusted Compliance | 91.67% | 91.38% | 90.19% | 92.86% | 91.64% | 91.45% |
| | Response Time Liquidated Damages | \$174,750 | \$24,750 | \$38,500 | \$46,000 | \$50,750 | \$14,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,377 | 548 | 535 | 560 | 631 | 103 |
| | Cancelled On Time | 400 | 89 | 108 | 93 | 92 | 18 |
| | Adjusted Total Responses | 1,977 | 459 | 427 | 467 | 539 | 85 |
| | Late Responses | 165 | 28 | 39 | 36 | 57 | 5 |
| | Unadjusted Compliance | 91.65% | 93.90% | 90.87% | 92.29% | 89.42% | 94.12% |
| | Exemptions Requested | 33 | 8 | 11 | 5 | 9 | 0 |
| | Exemptions Granted | 33 | 8 | 11 | 5 | 9 | 0 |
| | Adjusted Late Responses | 132 | 20 | 28 | 31 | 48 | 5 |
| | Extended Minutes | 393:04 | 35:36 | 79:02 | 81:08 | 168:48 | 28:30 |
| | Adjusted Compliance | 93.32% | 95.64% | 93.44% | 93.36% | 91.09% | 94.12% |
| | Response Time Liquidated Damages | \$64,250 | \$6,000 | \$11,750 | \$13,250 | \$26,500 | \$6,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,063 | 1,610 | 1,827 | 2,537 | 2,524 | 565 |
| | Cancelled On Time | 1,299 | 211 | 299 | 348 | 347 | 94 |
| | Adjusted Total Responses | 7,764 | 1,399 | 1,528 | 2,189 | 2,177 | 471 |
| | Late Responses | 769 | 126 | 171 | 196 | 226 | 50 |
| | Exemptions Requested | 155 | 25 | 35 | 42 | 41 | 12 |
| | Exemptions Granted | 155 | 25 | 35 | 42 | 41 | 12 |
| | Adjusted Late Responses | 614 | 101 | 136 | 154 | 185 | 38 |
| | Extended Minutes | 1,432:08 | 168:58 | 306:03 | 366:55 | 462:03 | 128:09 |
| | Response Time Liquidated Damages | \$239,000 | \$30,750 | \$50,250 | \$59,250 | \$77,250 | \$21,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$10,000 | | | | | |
| | Total Liquidated Damages | \$249,000 | | | | | |



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: 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 | | | | | |



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: 6/1/2014 thru 6/30/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,540 | 1,021 | 1,292 | 1,921 | 1,857 | 449 |
| | Cancelled On Time | 833 | 103 | 192 | 236 | 235 | 67 |
| | Adjusted Total Responses | 5,707 | 918 | 1,100 | 1,685 | 1,622 | 382 |
| | Late Responses | 467 | 81 | 98 | 141 | 130 | 17 |
| | Unadjusted Compliance | 91.82% | 91.18% | 91.09% | 91.63% | 91.99% | 95.55% |
| | Exemptions Requested | 124 | 22 | 26 | 40 | 30 | 6 |
| | Exemptions Granted | 123 | 21 | 26 | 40 | 30 | 6 |
| | Adjusted Late Responses | 344 | 60 | 72 | 101 | 100 | 11 |
| | Extended Minutes | 841:57 | 127:06 | 167:42 | 238:32 | 270:58 | 37:39 |
| | Adjusted Compliance | 93.97% | 93.46% | 93.45% | 94.01% | 93.83% | 97.12% |
| | Response Time Liquidated Damages | \$162,000 | \$27,750 | \$33,500 | \$42,750 | \$50,000 | \$8,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,354 | 509 | 512 | 540 | 664 | 129 |
| | Cancelled On Time | 415 | 62 | 123 | 108 | 106 | 16 |
| | Adjusted Total Responses | 1,939 | 447 | 389 | 432 | 558 | 113 |
| | Late Responses | 108 | 20 | 20 | 22 | 42 | 4 |
| | Unadjusted Compliance | 94.43% | 95.53% | 94.86% | 94.91% | 92.47% | 96.46% |
| | Exemptions Requested | 23 | 6 | 4 | 6 | 6 | 1 |
| | Exemptions Granted | 23 | 6 | 4 | 6 | 6 | 1 |
| | Adjusted Late Responses | 85 | 14 | 16 | 16 | 36 | 3 |
| | Extended Minutes | 232:02 | 40:02 | 43:54 | 48:47 | 96:19 | 3:00 |
| | Adjusted Compliance | 95.62% | 96.87% | 95.89% | 96.30% | 93.55% | 97.35% |
| | Response Time Liquidated Damages | \$37,750 | \$6,250 | \$7,500 | \$7,250 | \$16,000 | \$750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 8,894 | 1,530 | 1,804 | 2,461 | 2,521 | 578 |
| | Cancelled On Time | 1,248 | 165 | 315 | 344 | 341 | 83 |
| | Adjusted Total Responses | 7,646 | 1,365 | 1,489 | 2,117 | 2,180 | 495 |
| | Late Responses | 575 | 101 | 118 | 163 | 172 | 21 |
| | Exemptions Requested | 147 | 28 | 30 | 46 | 36 | 7 |
| | Exemptions Granted | 146 | 27 | 30 | 46 | 36 | 7 |
| | Adjusted Late Responses | 429 | 74 | 88 | 117 | 136 | 14 |
| | Extended Minutes | 1,073:59 | 167:08 | 211:36 | 287:19 | 367:17 | 40:39 |
| | Response Time Liquidated Damages | \$199,750 | \$34,000 | \$41,000 | \$50,000 | \$66,000 | \$8,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$7,000 | | | | | |
| | Total Liquidated Damages | \$206,750 | | | | | |



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2014 thru 7/31/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,844 | 1,046 | 1,363 | 2,014 | 1,916 | 505 |
| | Cancelled On Time | 846 | 107 | 198 | 263 | 216 | 62 |
| | Adjusted Total Responses | 5,998 | 939 | 1,165 | 1,751 | 1,700 | 443 |
| | Late Responses | 587 | 101 | 124 | 140 | 177 | 45 |
| | Unadjusted Compliance | 90.21% | 89.24% | 89.36% | 92.00% | 89.59% | 89.84% |
| | Exemptions Requested | 147 | 27 | 25 | 46 | 38 | 11 |
| | Exemptions Granted | 147 | 27 | 25 | 46 | 38 | 11 |
| | Adjusted Late Responses | 440 | 74 | 99 | 94 | 139 | 34 |
| | Extended Minutes | 1,216:07 | 172:16 | 298:31 | 270:57 | 333:20 | 141:03 |
| | Adjusted Compliance | 92.66% | 92.12% | 91.50% | 94.63% | 91.82% | 92.33% |
| | Response Time Liquidated Damages | \$210,500 | \$27,750 | \$57,500 | \$46,750 | \$56,000 | \$22,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,551 | 575 | 608 | 549 | 711 | 108 |
| | Cancelled On Time | 410 | 98 | 116 | 82 | 101 | 13 |
| | Adjusted Total Responses | 2,141 | 477 | 492 | 467 | 610 | 95 |
| | Late Responses | 172 | 21 | 48 | 40 | 57 | 6 |
| | Unadjusted Compliance | 91.97% | 95.60% | 90.24% | 91.43% | 90.66% | 93.68% |
| | Exemptions Requested | 27 | 7 | 8 | 6 | 5 | 1 |
| | Exemptions Granted | 26 | 7 | 7 | 6 | 5 | 1 |
| | Adjusted Late Responses | 146 | 14 | 41 | 34 | 52 | 5 |
| | Extended Minutes | 540:05 | 46:00 | 138:44 | 108:36 | 190:19 | 56:26 |
| | Adjusted Compliance | 93.18% | 97.06% | 91.67% | 92.72% | 91.48% | 94.74% |
| | Response Time Liquidated Damages | \$94,000 | \$6,500 | \$21,250 | \$18,000 | \$32,500 | \$15,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,395 | 1,621 | 1,971 | 2,563 | 2,627 | 613 |
| | Cancelled On Time | 1256 | 205 | 314 | 345 | 317 | 75 |
| | Adjusted Total Responses | 8,139 | 1,416 | 1,657 | 2,218 | 2,310 | 538 |
| | Late Responses | 759 | 122 | 172 | 180 | 234 | 51 |
| | Exemptions Requested | 174 | 34 | 33 | 52 | 43 | 12 |
| | Exemptions Granted | 173 | 34 | 32 | 52 | 43 | 12 |
| | Adjusted Late Responses | 586 | 88 | 140 | 128 | 191 | 39 |
| | Extended Minutes | 1,756:12 | 218:16 | 437:15 | 379:33 | 523:39 | 197:29 |
| | Response Time Liquidated Damages | \$304,500 | \$34,250 | \$78,750 | \$64,750 | \$88,500 | \$38,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$26,000 | | | | | |
| | Total Liquidated Damages | \$330,500 | | | | | |



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2014 thru 8/31/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,732 | 1,032 | 1,320 | 2,006 | 1,859 | 515 |
| | Cancelled On Time | 777 | 107 | 154 | 243 | 205 | 68 |
| | Adjusted Total Responses | 5,955 | 925 | 1,166 | 1,763 | 1,654 | 447 |
| | Late Responses | 625 | 106 | 124 | 171 | 177 | 47 |
| | Unadjusted Compliance | 89.50% | 88.54% | 89.37% | 90.30% | 89.30% | 89.49% |
| | Exemptions Requested | 186 | 38 | 27 | 62 | 45 | 14 |
| | Exemptions Granted | 183 | 38 | 26 | 60 | 45 | 14 |
| | Adjusted Late Responses | 442 | 68 | 98 | 111 | 132 | 33 |
| | Extended Minutes | 1,474:28 | 170:21 | 280:49 | 586:48 | 326:26 | 110:04 |
| | Adjusted Compliance | 92.58% | 92.65% | 91.60% | 93.70% | 92.02% | 92.62% |
| | Response Time Liquidated Damages | \$235,250 | \$29,750 | \$44,000 | \$86,750 | \$59,000 | \$15,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,505 | 546 | 554 | 612 | 678 | 115 |
| | Cancelled On Time | 408 | 66 | 113 | 107 | 103 | 19 |
| | Adjusted Total Responses | 2,097 | 480 | 441 | 505 | 575 | 96 |
| | Late Responses | 170 | 34 | 39 | 50 | 41 | 6 |
| | Unadjusted Compliance | 91.89% | 92.92% | 91.16% | 90.10% | 92.87% | 93.75% |
| | Exemptions Requested | 49 | 14 | 9 | 13 | 11 | 2 |
| | Exemptions Granted | 49 | 14 | 9 | 13 | 11 | 2 |
| | Adjusted Late Responses | 121 | 20 | 30 | 37 | 30 | 4 |
| | Extended Minutes | 362:40 | 60:35 | 98:43 | 100:52 | 75:17 | 27:13 |
| | Adjusted Compliance | 94.23% | 95.83% | 93.20% | 92.67% | 94.78% | 95.83% |
| | Response Time Liquidated Damages | \$64,250 | \$10,250 | \$16,500 | \$16,500 | \$11,750 | \$9,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,237 | 1,578 | 1,874 | 2,618 | 2,537 | 630 |
| | Cancelled On Time | 1185 | 173 | 267 | 350 | 308 | 87 |
| | Adjusted Total Responses | 8,052 | 1,405 | 1,607 | 2,268 | 2,229 | 543 |
| | Late Responses | 795 | 140 | 163 | 221 | 218 | 53 |
| | Exemptions Requested | 235 | 52 | 36 | 75 | 56 | 16 |
| | Exemptions Granted | 232 | 52 | 35 | 73 | 56 | 16 |
| | Adjusted Late Responses | 563 | 88 | 128 | 148 | 162 | 37 |
| | Extended Minutes | 1,837:08 | 230:56 | 379:32 | 687:40 | 401:43 | 137:17 |
| | Response Time Liquidated Damages | \$299,500 | \$40,000 | \$60,500 | \$103,250 | \$70,750 | \$25,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$24,000 | | | | | |
| | Total Liquidated Damages | \$323,500 | | | | | |



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2014 thru 9/30/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,662 | 1,041 | 1,254 | 2,030 | 1,869 | 468 |
| | Cancelled On Time | 826 | 86 | 168 | 278 | 237 | 57 |
| | Adjusted Total Responses | 5,836 | 955 | 1,086 | 1,752 | 1,632 | 411 |
| | Late Responses | 682 | 121 | 128 | 213 | 186 | 34 |
| | Unadjusted Compliance | 88.31% | 87.33% | 88.21% | 87.84% | 88.60% | 91.73% |
| | Exemptions Requested | 227 | 41 | 35 | 80 | 65 | 6 |
| | Exemptions Granted | 225 | 40 | 35 | 79 | 65 | 6 |
| | Adjusted Late Responses | 457 | 81 | 93 | 134 | 121 | 28 |
| | Extended Minutes | 1,315:09 | 184:56 | 228:43 | 429:11 | 338:30 | 133:49 |
| | Adjusted Compliance | 92.17% | 91.52% | 91.44% | 92.35% | 92.59% | 93.19% |
| | Response Time Liquidated Damages | \$232,000 | \$34,750 | \$36,250 | \$76,750 | \$56,000 | \$28,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,536 | 515 | 558 | 619 | 726 | 118 |
| | Cancelled On Time | 447 | 86 | 113 | 95 | 140 | 13 |
| | Adjusted Total Responses | 2,089 | 429 | 445 | 524 | 586 | 105 |
| | Late Responses | 196 | 35 | 51 | 51 | 54 | 5 |
| | Unadjusted Compliance | 90.62% | 91.84% | 88.54% | 90.27% | 90.78% | 95.24% |
| | Exemptions Requested | 54 | 8 | 16 | 19 | 10 | 1 |
| | Exemptions Granted | 52 | 8 | 15 | 18 | 10 | 1 |
| | Adjusted Late Responses | 144 | 27 | 36 | 33 | 44 | 4 |
| | Extended Minutes | 510:14 | 85:57 | 126:48 | 115:44 | 152:29 | 29:16 |
| | Adjusted Compliance | 93.11% | 93.71% | 91.91% | 93.70% | 92.49% | 96.19% |
| | Response Time Liquidated Damages | \$82,000 | \$13,000 | \$18,750 | \$18,500 | \$22,000 | \$9,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,198 | 1,556 | 1,812 | 2,649 | 2,595 | 586 |
| | Cancelled On Time | 1273 | 172 | 281 | 373 | 377 | 70 |
| | Adjusted Total Responses | 7,925 | 1,384 | 1,531 | 2,276 | 2,218 | 516 |
| | Late Responses | 878 | 156 | 179 | 264 | 240 | 39 |
| | Exemptions Requested | 281 | 49 | 51 | 99 | 75 | 7 |
| | Exemptions Granted | 277 | 48 | 50 | 97 | 75 | 7 |
| | Adjusted Late Responses | 601 | 108 | 129 | 167 | 165 | 32 |
| | Extended Minutes | 1,825:23 | 270:53 | 355:31 | 544:55 | 490:59 | 163:05 |
| | Response Time Liquidated Damages | \$314,000 | \$47,750 | \$55,000 | \$95,250 | \$78,000 | \$38,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$35,000 | | | | | |
| | Total Liquidated Damages | \$349,000 | | | | | |



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: 10/1/2014 thru 10/31/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 7,208 | 1,147 | 1,431 | 2,051 | 2,084 | 495 |
| | Cancelled On Time | 1001 | 146 | 213 | 315 | 262 | 65 |
| | Adjusted Total Responses | 6,207 | 1,001 | 1,218 | 1,736 | 1,822 | 430 |
| | Late Responses | 734 | 146 | 140 | 209 | 205 | 34 |
| | Unadjusted Compliance | 88.17% | 85.41% | 88.51% | 87.96% | 88.75% | 92.09% |
| | Exemptions Requested | 265 | 59 | 45 | 88 | 59 | 14 |
| | Exemptions Granted | 265 | 59 | 45 | 88 | 59 | 14 |
| | Adjusted Late Responses | 469 | 87 | 95 | 121 | 146 | 20 |
| | Extended Minutes | 1,248:10 | 167:49 | 253:11 | 302:38 | 438:49 | 85:43 |
| | Adjusted Compliance | 92.44% | 91.31% | 92.20% | 93.03% | 91.99% | 95.35% |
| | Response Time Liquidated Damages | \$198,750 | \$25,750 | \$44,750 | \$49,250 | \$67,000 | \$12,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,791 | 620 | 591 | 648 | 793 | 139 |
| | Cancelled On Time | 507 | 105 | 123 | 118 | 145 | 16 |
| | Adjusted Total Responses | 2,284 | 515 | 468 | 530 | 648 | 123 |
| | Late Responses | 213 | 32 | 47 | 48 | 80 | 6 |
| | Unadjusted Compliance | 90.67% | 93.79% | 89.96% | 90.94% | 87.65% | 95.12% |
| | Exemptions Requested | 68 | 10 | 19 | 15 | 22 | 2 |
| | Exemptions Granted | 67 | 10 | 19 | 15 | 21 | 2 |
| | Adjusted Late Responses | 146 | 22 | 28 | 33 | 59 | 4 |
| | Extended Minutes | 496:18 | 83:51 | 68:57 | 120:40 | 210:50 | 12:00 |
| | Adjusted Compliance | 93.61% | 95.73% | 94.02% | 93.77% | 90.90% | 96.75% |
| | Response Time Liquidated Damages | \$86,750 | \$12,000 | \$17,000 | \$19,000 | \$37,000 | \$1,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,999 | 1,767 | 2,022 | 2,699 | 2,877 | 634 |
| | Cancelled On Time | 1508 | 251 | 336 | 433 | 407 | 81 |
| | Adjusted Total Responses | 8,491 | 1,516 | 1,686 | 2,266 | 2,470 | 553 |
| | Late Responses | 947 | 178 | 187 | 257 | 285 | 40 |
| | Exemptions Requested | 333 | 69 | 64 | 103 | 81 | 16 |
| | Exemptions Granted | 332 | 69 | 64 | 103 | 80 | 16 |
| | Adjusted Late Responses | 615 | 109 | 123 | 154 | 205 | 24 |
| | Extended Minutes | 1,744:28 | 251:40 | 322:08 | 423:18 | 649:39 | 97:43 |
| | Response Time Liquidated Damages | \$285,500 | \$37,750 | \$61,750 | \$68,250 | \$104,000 | \$13,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$40,000 | | | | | |
| | Total Liquidated Damages | \$325,500 | | | | | |



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: 11/1/2014 thru 11/30/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,634 | 1,033 | 1,325 | 1,872 | 1,977 | 427 |
| | Cancelled On Time | 773 | 111 | 158 | 232 | 229 | 43 |
| | Adjusted Total Responses | 5,861 | 922 | 1,167 | 1,640 | 1,748 | 384 |
| | Late Responses | 619 | 124 | 111 | 154 | 202 | 28 |
| | Unadjusted Compliance | 89.44% | 86.55% | 90.49% | 90.61% | 88.44% | 92.71% |
| | Exemptions Requested | 221 | 43 | 41 | 57 | 72 | 8 |
| | Exemptions Granted | 220 | 43 | 41 | 56 | 72 | 8 |
| | Adjusted Late Responses | 399 | 81 | 70 | 98 | 130 | 20 |
| | Extended Minutes | 1,208:22 | 225:36 | 218:53 | 301:11 | 356:23 | 106:19 |
| | Adjusted Compliance | 93.19% | 91.21% | 94.00% | 94.02% | 92.56% | 94.79% |
| | Response Time Liquidated Damages | \$193,750 | \$35,750 | \$36,750 | \$49,000 | \$57,250 | \$15,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,546 | 587 | 532 | 635 | 676 | 116 |
| | Cancelled On Time | 481 | 103 | 95 | 142 | 129 | 12 |
| | Adjusted Total Responses | 2,065 | 484 | 437 | 493 | 547 | 104 |
| | Late Responses | 193 | 44 | 35 | 52 | 56 | 6 |
| | Unadjusted Compliance | 90.65% | 90.91% | 91.99% | 89.45% | 89.76% | 94.23% |
| | Exemptions Requested | 72 | 18 | 16 | 16 | 21 | 1 |
| | Exemptions Granted | 71 | 18 | 16 | 15 | 21 | 1 |
| | Adjusted Late Responses | 122 | 26 | 19 | 37 | 35 | 5 |
| | Extended Minutes | 584:02 | 104:40 | 88:54 | 211:47 | 166:15 | 12:26 |
| | Adjusted Compliance | 94.09% | 94.63% | 95.65% | 92.49% | 93.60% | 95.19% |
| | Response Time Liquidated Damages | \$99,750 | \$20,750 | \$12,500 | \$39,500 | \$25,500 | \$1,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,180 | 1,620 | 1,857 | 2,507 | 2,653 | 543 |
| | Cancelled On Time | 1254 | 214 | 253 | 374 | 358 | 55 |
| | Adjusted Total Responses | 7,926 | 1,406 | 1,604 | 2,133 | 2,295 | 488 |
| | Late Responses | 812 | 168 | 146 | 206 | 258 | 34 |
| | Exemptions Requested | 293 | 61 | 57 | 73 | 93 | 9 |
| | Exemptions Granted | 291 | 61 | 57 | 71 | 93 | 9 |
| | Adjusted Late Responses | 521 | 107 | 89 | 135 | 165 | 25 |
| | Extended Minutes | 1,792:24 | 330:16 | 307:47 | 512:58 | 522:38 | 118:45 |
| | Response Time Liquidated Damages | \$293,500 | \$56,500 | \$49,250 | \$88,500 | \$82,750 | \$16,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$57,000 | | | | | |
| | Total Liquidated Damages | \$350,500 | | | | | |



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2014 thru 12/31/2014

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|--------------------------|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 7,074 | 1,053 | 1,398 | 2,063 | 2,091 | 469 |
| | Cancelled On Time | 869 | 99 | 185 | 266 | 262 | 57 |
| | Adjusted Total Responses | 6,205 | 954 | 1,213 | 1,797 | 1,829 | 412 |
| | Late Responses | 664 | 116 | 96 | 191 | 221 | 40 |
| | Unadjusted Compliance | 89.30% | 87.84% | 92.09% | 89.37% | 87.92% | 90.29% |
| | Exemptions Requested | 189 | 35 | 25 | 65 | 52 | 12 |
| | Exemptions Granted | 189 | 35 | 25 | 65 | 52 | 12 |
| | Adjusted Late Responses | 475 | 81 | 71 | 126 | 169 | 28 |
| | Extended Minutes | 2,649:21 | 192:59 | 197:58 | 1,585:31 | 547:37 | 125:16 |
| | Adjusted Compliance | 92.34% | 91.51% | 94.15% | 92.99% | 90.76% | 93.20% |
| | Response Time Liquidated Damages | \$261,000 | \$33,750 | \$39,750 | \$78,750 | \$86,500 | \$22,250 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,671 | 506 | 660 | 654 | 733 | 118 |
| | Cancelled On Time | 481 | 73 | 129 | 132 | 134 | 13 |
| | Adjusted Total Responses | 2,190 | 433 | 531 | 522 | 599 | 105 |
| | Late Responses | 189 | 28 | 41 | 59 | 57 | 4 |
| | Unadjusted Compliance | 91.37% | 93.53% | 92.28% | 88.70% | 90.48% | 96.19% |
| | Exemptions Requested | 53 | 9 | 14 | 16 | 14 | 0 |
| | Exemptions Granted | 52 | 9 | 14 | 16 | 13 | 0 |
| | Adjusted Late Responses | 137 | 19 | 27 | 43 | 44 | 4 |
| | Extended Minutes | 565:08 | 82:39 | 114:09 | 173:56 | 177:53 | 16:31 |
| | Adjusted Compliance | 93.74% | 95.61% | 94.92% | 91.76% | 92.65% | 96.19% |
| | Response Time Liquidated Damages | \$90,500 | \$12,500 | \$19,000 | \$24,500 | \$32,000 | \$2,500 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 9,745 | 1,559 | 2,058 | 2,717 | 2,824 | 587 |
| | Cancelled On Time | 1350 | 172 | 314 | 398 | 396 | 70 |
| | Adjusted Total Responses | 8,395 | 1,387 | 1,744 | 2,319 | 2,428 | 517 |
| | Late Responses | 853 | 144 | 137 | 250 | 278 | 44 |
| | Exemptions Requested | 242 | 44 | 39 | 81 | 66 | 12 |
| | Exemptions Granted | 241 | 44 | 39 | 81 | 65 | 12 |
| | Adjusted Late Responses | 612 | 100 | 98 | 169 | 213 | 32 |
| | Extended Minutes | 3,214:29 | 275:38 | 312:07 | 1,759:27 | 725:30 | 141:47 |
| | Response Time Liquidated Damages | \$351,500 | \$46,250 | \$58,750 | \$103,250 | \$118,500 | \$24,750 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$24,000 | | | | | |
| Total Liquidated Damages | \$375,500 | | | | | | |