



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2019 thru 1/31/2019

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,729	1,147	1,519	2,264	2,293	506
	Cancelled On Time	704	84	133	227	223	37
	Adjusted Total Responses	7,025	1,063	1,386	2,037	2,070	469
	Late Responses	631	103	132	155	197	44
	Unadjusted Compliance	91.02%	90.31%	90.48%	92.39%	90.48%	90.62%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	177	34	32	46	53	12
	On Time Time Corrections Approved	161	32	31	41	47	10
	On Time Cancel Corrections Approved	7	1	0	4	2	0
	Late Time Corrections Approved	5	0	1	0	2	2
	Time Corrections Denied	3	1	0	1	1	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	1	0	0	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	469	71	101	114	149	34
	Extended Minutes	1,099:38	125:36	245:43	288:03	320:40	119:36
	Adjusted Compliance	93.32%	93.32%	92.71%	94.40%	92.80%	92.75%
	Response Time Liquidated Damages	\$198,250	\$23,000	\$41,250	\$46,250	\$61,750	\$26,000



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: 1/1/2019 thru 1/31/2019

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,958	718	645	635	766	194
	Cancelled On Time	404	79	122	82	105	16
	Adjusted Total Responses	2,554	639	523	553	661	178
	Late Responses	184	27	43	50	59	5
	Unadjusted Compliance	92.80%	95.77%	91.78%	90.96%	91.07%	97.19%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	43	9	14	8	11	1
	On Time Time Corrections Approved	41	9	13	7	11	1
	On Time Cancel Corrections Approved	1	0	0	1	0	0
	Late Time Corrections Approved	1	0	1	0	0	0
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	143	18	30	43	48	4
	Extended Minutes	493:08	81:04	110:32	142:14	141:06	18:12
	Adjusted Compliance	94.40%	97.18%	94.26%	92.22%	92.74%	97.75%
	Response Time Liquidated Damages	\$77,000	\$12,500	\$16,500	\$21,750	\$23,500	\$2,750



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: 1/1/2019 thru 1/31/2019

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
---------------	-------------------------	-----	-----	-----	-----	-----	-----



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: 1/1/2019 thru 1/31/2019

NonRLS							
Total	Total Responses	10,687	1,865	2,164	2,899	3,059	700
	Cancelled On Time	1108	163	255	309	328	53
	Adjusted Total Responses	9,579	1,702	1,909	2,590	2,731	647
	Late Responses	815	130	175	205	256	49
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	220	43	46	54	64	13
	On Time Time Corrections Approved	202	41	44	48	58	11
	On Time Cancel Corrections Approved	8	1	0	5	2	0
	Late Time Corrections Approved	6	0	2	0	2	2
	Time Corrections Denied	3	1	0	1	1	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	1	0	0	0	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	612	89	131	157	197	38
	Extended Minutes	1,592:46	206:40	356:15	430:17	461:46	137:48
	Response Time Liquidated Damages	\$275,250	\$35,500	\$57,750	\$68,000	\$85,250	\$28,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$14,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2019 thru 1/31/2019

Total Liquidated Damages	\$289,250						
--------------------------	-----------	--	--	--	--	--	--



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



Operated by
**Rural/Metro
 Ambulance**

Rural Metro Santa Clara Daily Transports

Incident Date 01/01/2019 to 01/31/2019

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
01/01/2019	248	248	0	27	91
01/02/2019	232	234	1	25	81
01/03/2019	264	264	4	39	68
01/04/2019	247	247	2	23	85
01/05/2019	248	248	4	24	96
01/06/2019	213	218	2	31	75
01/07/2019	276	281	1	41	70
01/08/2019	248	249	1	38	66
01/09/2019	231	230	2	42	79
01/10/2019	230	230	2	44	68
01/11/2019	218	219	2	31	78
01/12/2019	254	255	2	31	90
01/13/2019	214	216	1	31	66
01/14/2019	239	237	1	34	80
01/15/2019	263	265	3	37	61
01/16/2019	237	241	1	46	70
01/17/2019	250	250	1	37	65
01/18/2019	229	230	1	40	96
01/19/2019	214	215	2	24	75
01/20/2019	224	226	0	30	76
01/21/2019	207	210	0	22	71
01/22/2019	242	243	0	27	79
01/23/2019	244	243	0	31	75
01/24/2019	230	231	1	34	78
01/25/2019	214	216	4	37	76
01/26/2019	187	188	5	42	90
01/27/2019	238	238	1	28	83
01/28/2019	227	228	0	26	92
01/29/2019	250	253	1	29	63
01/30/2019	231	234	1	32	94
01/31/2019	202	202	1	37	77
Grand Total	7,251	7,289	47	1,020	2,414



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
*Rural/Metro
Ambulance*

Rural Metro Santa Clara Unit Hour Summary Report Period: 01/1/2019 thru 01/31/2019

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit	5,193	5,114	5,192	5,214	2,298	23,010



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2019 thru 2/28/2019

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,172	1,077	1,403	2,067	2,157	468
	Cancelled On Time	652	80	140	188	205	39
	Adjusted Total Responses	6,520	997	1,263	1,879	1,952	429
	Late Responses	638	114	117	165	205	37
	Unadjusted Compliance	90.21%	88.57%	90.74%	91.22%	89.50%	91.38%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	155	31	28	33	56	7
	On Time Time Corrections Approved	137	26	23	30	53	5
	On Time Cancel Corrections Approved	4	0	1	1	1	1
	Late Time Corrections Approved	11	4	2	2	2	1
	Time Corrections Denied	2	0	2	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	1	1	0	0	0	0
	Adjusted Late Responses	501	88	94	135	152	32
	Extended Minutes	1,423:11	365:08	265:39	312:43	333:26	146:15
Adjusted Compliance	92.32%	91.17%	92.56%	92.82%	92.21%	92.54%	
Response Time Liquidated Damages	\$236,750	\$52,000	\$44,250	\$60,500	\$56,750	\$23,250	



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: 2/1/2019 thru 2/28/2019

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,676	647	564	609	653	203
	Cancelled On Time	386	94	104	75	93	20
	Adjusted Total Responses	2,290	553	460	534	560	183
	Late Responses	160	33	48	28	41	10
	Unadjusted Compliance	93.01%	94.03%	89.57%	94.76%	92.68%	94.54%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	48	15	13	8	8	4
	On Time Time Corrections Approved	42	13	13	5	7	4
	On Time Cancel Corrections Approved	2	1	0	1	0	0
	Late Time Corrections Approved	4	1	0	2	1	0
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	118	20	35	23	34	6
	Extended Minutes	437:32	99:20	130:34	79:16	98:43	29:39
	Adjusted Compliance	94.85%	96.38%	92.39%	95.69%	93.93%	96.72%
	Response Time Liquidated Damages	\$81,750	\$24,250	\$25,500	\$11,500	\$16,000	\$4,500



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2019 thru 2/28/2019

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
---------------	-------------------------	-----	-----	-----	-----	-----	-----



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2019 thru 2/28/2019

NonRLS							
Total	Total Responses	9,848	1,724	1,967	2,676	2,810	671
	Cancelled On Time	1038	174	244	263	298	59
	Adjusted Total Responses	8,810	1,550	1,723	2,413	2,512	612
	Late Responses	798	147	165	193	246	47
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	203	46	41	41	64	11
	On Time Time Corrections Approved	179	39	36	35	60	9
	On Time Cancel Corrections Approved	6	1	1	2	1	1
	Late Time Corrections Approved	15	5	2	4	3	1
	Time Corrections Denied	2	0	2	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	1	1	0	0	0	0
	Adjusted Late Responses	619	108	129	158	186	38
	Extended Minutes	1,860:43	464:28	396:13	391:59	432:09	175:54
	Response Time Liquidated Damages	\$318,500	\$76,250	\$69,750	\$72,000	\$72,750	\$27,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$17,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2019 thru 2/28/2019

Total Liquidated Damages	\$335,500						
--------------------------	-----------	--	--	--	--	--	--



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



Rural Metro Santa Clara Daily Transports

Incident Date 02/01/2019 to 02/28/2019

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
02/01/2019	195	194	2	42	84
02/02/2019	232	236	2	43	107
02/03/2019	238	239	4	39	82
02/04/2019	241	242	0	40	82
02/05/2019	228	234	2	42	79
02/06/2019	232	233	1	32	72
02/07/2019	233	233	2	30	97
02/08/2019	219	219	0	29	86
02/09/2019	212	213	4	27	88
02/10/2019	233	235	0	33	99
02/11/2019	219	221	1	35	82
02/12/2019	249	250	3	39	94
02/13/2019	240	241	0	40	97
02/14/2019	259	262	2	42	99
02/15/2019	229	230	0	33	91
02/16/2019	210	210	3	29	83
02/17/2019	224	226	2	26	81
02/18/2019	219	221	1	29	81
02/19/2019	249	251	1	46	73
02/20/2019	230	229	0	32	81
02/21/2019	249	253	3	25	70
02/22/2019	240	242	0	37	93
02/23/2019	235	235	2	30	87
02/24/2019	223	226	0	28	75
02/25/2019	222	223	1	36	83
02/26/2019	263	264	1	26	71
02/27/2019	241	241	1	35	71
02/28/2019	236	237	1	24	96
Grand Total	6,500	6,540	39	949	2,384



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
*Rural/Metro
Ambulance*

Rural Metro Santa Clara Unit Hour Summary Report Period: 02/1/2019 thru 02/28/2019

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit	5,192	5,219	5,182	5,273	0	20,865



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: 3/1/2019 thru 3/31/2019

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,971	1,190	1,534	2,398	2,362	487
	Cancelled On Time	720	81	152	236	200	51
	Adjusted Total Responses	7,251	1,109	1,382	2,162	2,162	436
	Late Responses	767	140	138	225	223	41
	Unadjusted Compliance	89.42%	87.38%	90.01%	89.59%	89.69%	90.60%
	Exemptions Requested	3	0	0	1	2	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	181	35	34	46	56	10
	On Time Time Corrections Approved	157	31	30	39	50	7
	On Time Cancel Corrections Approved	7	1	1	2	2	1
	Late Time Corrections Approved	17	3	3	5	4	2
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	610	109	108	186	173	34
	Extended Minutes	1,459:43	221:03	222:54	487:16	410:50	117:40
	Adjusted Compliance	91.59%	90.17%	92.19%	91.40%	92.00%	92.20%
	Response Time Liquidated Damages	\$250,500	\$38,250	\$41,750	\$80,750	\$66,500	\$23,250



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2019 thru 3/31/2019

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,962	667	657	711	733	194
	Cancelled On Time	412	90	111	95	92	24
	Adjusted Total Responses	2,550	577	546	616	641	170
	Late Responses	187	32	46	50	52	7
	Unadjusted Compliance	92.67%	94.45%	91.58%	91.88%	91.89%	95.88%
	Exemptions Requested	2	0	2	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	53	12	10	18	12	1
	On Time Time Corrections Approved	44	11	6	16	10	1
	On Time Cancel Corrections Approved	1	0	1	0	0	0
	Late Time Corrections Approved	8	1	3	2	2	0
	Time Corrections Denied	1	0	1	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	142	21	39	34	42	6
	Extended Minutes	445:06	40:59	173:50	105:25	111:33	13:19
	Adjusted Compliance	94.43%	96.36%	92.86%	94.48%	93.45%	96.47%
	Response Time Liquidated Damages	\$81,500	\$7,000	\$35,750	\$19,250	\$17,500	\$2,000



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: 3/1/2019 thru 3/31/2019

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,933	1,857	2,191	3,109	3,095	681
	Cancelled On Time	1132	171	263	331	292	75
	Adjusted Total Responses	9,801	1,686	1,928	2,778	2,803	606
	Late Responses	954	172	184	275	275	48
	Exemptions Requested	5	0	2	1	2	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	234	47	44	64	68	11
	On Time Time Corrections Approved	201	42	36	55	60	8
	On Time Cancel Corrections Approved	8	1	2	2	2	1
	Late Time Corrections Approved	25	4	6	7	6	2
	Time Corrections Denied	1	0	1	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	752	130	147	220	215	40
	Extended Minutes	1,904:49	262:02	396:44	592:41	522:23	130:59
	Response Time Liquidated Damages	\$332,000	\$45,250	\$77,500	\$100,000	\$84,000	\$25,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2019 thru 3/31/2019

Total	Other Liquidated Damages	\$10,000					
	Total Liquidated Damages	\$342,000					



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



Rural Metro Santa Clara Daily Transports

Incident Date 03/01/2019 to 03/31/2019

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
03/01/2019	209	209	2	21	74
03/02/2019	240	241	3	55	99
03/03/2019	244	244	3	30	80
03/04/2019	233	233	0	35	95
03/05/2019	242	242	2	36	71
03/06/2019	243	245	1	33	78
03/07/2019	244	248	1	32	86
03/08/2019	255	257	0	31	65
03/09/2019	231	231	2	25	76
03/10/2019	177	179	1	29	50
03/11/2019	266	271	0	41	81
03/12/2019	206	209	1	34	82
03/13/2019	227	227	3	27	90
03/14/2019	257	256	0	44	103
03/15/2019	258	259	0	51	87
03/16/2019	207	208	2	30	80
03/17/2019	246	247	2	23	77
03/18/2019	248	248	1	44	78
03/19/2019	268	268	0	38	66
03/20/2019	244	244	1	29	71
03/21/2019	230	235	1	36	76
03/22/2019	242	244	2	30	86
03/23/2019	256	257	5	25	74
03/24/2019	243	243	0	40	72
03/25/2019	243	245	2	41	73
03/26/2019	250	255	2	38	88
03/27/2019	219	219	0	24	86
03/28/2019	237	237	0	17	87
03/29/2019	251	251	1	28	70

03/30/2019	240	243	1	33	98
03/31/2019	244	249	1	37	96
Grand Total	7,400	7,444	40	1,037	2,495



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
*Rural/Metro
Ambulance*

Rural Metro Santa Clara Unit Hour Summary Report Period: 03/1/2019 thru 03/31/2019

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit	5,248	5,192	5,179	5,089	2,156	22,863



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2019 thru 4/30/2019

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,378	1,130	1,427	2,123	2,200	498
	Cancelled On Time	669	79	121	210	219	40
	Adjusted Total Responses	6,709	1,051	1,306	1,913	1,981	458
	Late Responses	534	88	107	145	153	41
	Unadjusted Compliance	92.04%	91.63%	91.81%	92.42%	92.28%	91.05%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	138	19	30	32	45	12
	On Time Time Corrections Approved	117	17	25	28	37	10
	On Time Cancel Corrections Approved	11	1	4	2	3	1
	Late Time Corrections Approved	10	1	1	2	5	1
	Time Corrections Denied	0	0	0	0	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	417	71	82	117	116	31
	Extended Minutes	920:14	185:11	187:46	231:53	192:37	122:47
	Adjusted Compliance	93.78%	93.24%	93.72%	93.88%	94.14%	93.23%
	Response Time Liquidated Damages	\$165,000	\$29,750	\$33,000	\$41,750	\$38,500	\$22,000



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2019 thru 4/30/2019

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,874	706	611	625	739	193
	Cancelled On Time	399	110	106	85	81	17
	Adjusted Total Responses	2,475	596	505	540	658	176
	Late Responses	140	25	34	38	41	2
	Unadjusted Compliance	94.34%	95.81%	93.27%	92.96%	93.77%	98.86%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	45	11	8	13	11	2
	On Time Time Corrections Approved	36	9	8	9	8	2
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	8	1	0	4	3	0
	Time Corrections Denied	1	0	0	1	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	104	16	26	29	33	0
	Extended Minutes	293:05	36:39	98:22	65:11	92:53	:00
	Adjusted Compliance	95.80%	97.32%	94.85%	94.63%	94.98%	100.00%
	Response Time Liquidated Damages	\$47,250	\$5,750	\$14,750	\$11,250	\$15,500	\$0



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2019 thru 4/30/2019

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
---------------	-------------------------	-----	-----	-----	-----	-----	-----



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: 4/1/2019 thru 4/30/2019

NonRLS							
Total	Total Responses	10,252	1,836	2,038	2,748	2,939	691
	Cancelled On Time	1068	189	227	295	300	57
	Adjusted Total Responses	9,184	1,647	1,811	2,453	2,639	634
	Late Responses	674	113	141	183	194	43
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	183	30	38	45	56	14
	On Time Time Corrections Approved	153	26	33	37	45	12
	On Time Cancel Corrections Approved	12	2	4	2	3	1
	Late Time Corrections Approved	18	2	1	6	8	1
	Time Corrections Denied	1	0	0	1	0	0
	On Time Corrections Pending	0	0	0	0	0	0
	On Time Cancel Corrections Pending	0	0	0	0	0	0
	Late Time Corrections Pending	0	0	0	0	0	0
	No Exemption Requested	0	0	0	0	0	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	521	87	108	146	149	31
	Extended Minutes	1,213:19	221:50	286:08	297:04	285:30	122:47
	Response Time Liquidated Damages	\$212,250	\$35,500	\$47,750	\$53,000	\$54,000	\$22,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$8,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2019 thru 4/30/2019

Total Liquidated Damages	\$220,250						
--------------------------	-----------	--	--	--	--	--	--



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



Rural Metro Santa Clara Daily Transports

Incident Date 04/01/2019 to 04/30/2019

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
04/01/2019	243	243	2	31	80
04/02/2019	236	237	1	35	66
04/03/2019	236	236	1	26	83
04/04/2019	202	205	0	33	72
04/05/2019	216	219	1	28	88
04/06/2019	217	218	2	33	85
04/07/2019	231	234	2	32	83
04/08/2019	244	243	2	32	86
04/09/2019	207	208	1	26	85
04/10/2019	234	237	4	38	84
04/11/2019	217	217	1	27	66
04/12/2019	234	236	2	23	83
04/13/2019	228	231	4	28	88
04/14/2019	206	208	2	32	76
04/15/2019	211	214	1	25	81
04/16/2019	229	231	2	28	75
04/17/2019	236	236	1	44	68
04/18/2019	219	220	2	49	106
04/19/2019	216	218	0	37	93
04/20/2019	216	216	1	33	85
04/21/2019	230	230	3	32	51
04/22/2019	235	236	3	29	77
04/23/2019	235	237	3	39	89
04/24/2019	234	234	2	46	84
04/25/2019	206	206	4	30	84
04/26/2019	244	249	2	46	74
04/27/2019	231	238	5	38	84
04/28/2019	246	248	3	29	68
04/29/2019	243	243	0	30	75

04/30/2019	234	240	3	38	86
Grand Total	6,816	6,868	60	997	2,405



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
*Rural/Metro
Ambulance*

Rural Metro Santa Clara Unit Hour Summary Report Period: 04/1/2019 thru 04/30/2019

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit	5,227	5,028	5,213	5,217	1,491	22,175