



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



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Operated by
**Rural/Metro
Ambulance**

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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



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



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Rural Metro Santa Clara - Compliance Summary Report

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

Total Liquidated Damages	\$289,250						
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911 Paramedic and Emergency Ambulance Services
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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



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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



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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
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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					



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Rural Metro Santa Clara - Compliance Summary Report

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

Total Liquidated Damages	\$335,500						
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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



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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



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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



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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					



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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



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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



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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
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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					



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Rural Metro Santa Clara - Compliance Summary Report

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

Total Liquidated Damages	\$220,250						
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911 Paramedic and Emergency Ambulance Services
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Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2019 thru 5/31/2019

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,594	1,136	1,470	2,221	2,242	525
	Cancelled On Time	681	91	139	219	197	35
	Adjusted Total Responses	6,913	1,045	1,331	2,002	2,045	490
	Late Responses	635	102	126	192	184	31
	Unadjusted Compliance	90.81%	90.24%	90.53%	90.41%	91.00%	93.67%
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	155	23	27	43	57	5
	On Time Time Corrections Approved	144	21	23	42	53	5
	On Time Cancel Corrections Approved	7	1	2	1	3	0
	Late Time Corrections Approved	4	1	2	0	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	490	81	102	150	131	26
	Extended Minutes	1,194:25	135:22	305:22	378:30	252:12	122:59
	Adjusted Compliance	92.91%	92.25%	92.34%	92.51%	93.59%	94.69%
	Response Time Liquidated Damages	\$217,500	\$26,000	\$51,000	\$72,500	\$44,250	\$23,750



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: 5/1/2019 thru 5/31/2019

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,001	692	614	675	803	217
	Cancelled On Time	446	101	111	93	120	21
	Adjusted Total Responses	2,555	591	503	582	683	196
	Late Responses	158	36	31	31	52	8
	Unadjusted Compliance	93.82%	93.91%	93.84%	94.67%	92.39%	95.92%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	50	13	8	11	16	2
	On Time Time Corrections Approved	34	9	6	8	9	2
	On Time Cancel Corrections Approved	2	1	0	0	1	0
	Late Time Corrections Approved	13	3	2	2	6	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	1	0	0	1	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	124	27	25	23	43	6
	Extended Minutes	395:13	79:53	87:51	55:13	144:49	27:27
	Adjusted Compliance	95.15%	95.43%	95.03%	96.05%	93.70%	96.94%
	Response Time Liquidated Damages	\$67,250	\$14,000	\$14,500	\$9,500	\$22,250	\$7,000



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2019 thru 5/31/2019

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
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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: 5/1/2019 thru 5/31/2019

NonRLS							
Total	Total Responses	10,595	1,828	2,084	2,896	3,045	742
	Cancelled On Time	1127	192	250	312	317	56
	Adjusted Total Responses	9,468	1,636	1,834	2,584	2,728	686
	Late Responses	793	138	157	223	236	39
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	205	36	35	54	73	7
	On Time Time Corrections Approved	178	30	29	50	62	7
	On Time Cancel Corrections Approved	9	2	2	1	4	0
	Late Time Corrections Approved	17	4	4	2	7	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	1	0	0	1	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	614	108	127	173	174	32
	Extended Minutes	1,589:38	215:15	393:13	433:43	397:01	150:26
	Response Time Liquidated Damages	\$284,750	\$40,000	\$65,500	\$82,000	\$66,500	\$30,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$2,000					



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2019 thru 5/31/2019

Total Liquidated Damages	\$286,750						
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911 Paramedic and Emergency Ambulance Services
Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2019 thru 6/30/2019

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,637	1,125	1,391	2,260	2,342	519
	Cancelled On Time	755	88	119	260	244	44
	Adjusted Total Responses	6,882	1,037	1,272	2,000	2,098	475
	Late Responses	704	123	126	195	227	33
	Unadjusted Compliance	89.77%	88.14%	90.09%	90.25%	89.18%	93.05%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	191	25	36	56	67	7
	On Time Time Corrections Approved	164	21	32	46	61	4
	On Time Cancel Corrections Approved	8	0	1	4	3	0
	Late Time Corrections Approved	16	3	3	4	3	3
	Time Corrections Denied	3	1	0	2	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	540	102	94	149	166	29
	Extended Minutes	1,436:12	191:48	289:05	451:55	384:39	118:45
	Adjusted Compliance	92.15%	90.16%	92.61%	92.55%	92.09%	93.89%
	Response Time Liquidated Damages	\$282,500	\$38,250	\$65,500	\$90,750	\$63,750	\$24,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Non RLS	Total Responses	2,870	718	587	622	723	220
	Cancelled On Time	389	94	110	70	95	20
	Adjusted Total Responses	2,481	624	477	552	628	200
	Late Responses	144	33	31	43	23	14
	Unadjusted Compliance	94.20%	94.71%	93.50%	92.21%	96.34%	93.00%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	49	15	8	18	5	3
	On Time Time Corrections Approved	33	9	5	11	5	3
	On Time Cancel Corrections Approved	1	0	1	0	0	0
	Late Time Corrections Approved	14	5	2	7	0	0
	Time Corrections Denied	1	1	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	111	24	26	32	18	11
	Extended Minutes	427:25	90:31	70:45	136:36	49:48	79:45
	Adjusted Compliance	95.53%	96.15%	94.55%	94.20%	97.13%	94.50%
	Response Time Liquidated Damages	\$76,500	\$14,500	\$15,000	\$21,250	\$8,500	\$17,250
	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: 6/1/2019 thru 6/30/2019

Total	Total Responses	10,507	1,843	1,978	2,882	3,065	739
	Cancelled On Time	1144	182	229	330	339	64
	Adjusted Total Responses	9,363	1,661	1,749	2,552	2,726	675
	Late Responses	848	156	157	238	250	47
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	240	40	44	74	72	10
	On Time Time Corrections Approved	197	30	37	57	66	7
	On Time Cancel Corrections Approved	9	0	2	4	3	0
	Late Time Corrections Approved	30	8	5	11	3	3
	Time Corrections Denied	4	2	0	2	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	651	126	120	181	184	40
	Extended Minutes	1,863:37	282:19	359:50	588:31	434:27	198:30
	Response Time Liquidated Damages	\$359,000	\$52,750	\$80,500	\$112,000	\$72,250	\$41,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$16,000					
	Total Liquidated Damages	\$375,000					



Rural Metro Santa Clara 911
Response Compliance and Penalty Report - July 2019

STATUS: FINAL

Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved
Code 2	Zone 1	654	45	699	0	699	45	0	0	11
	Zone 2	566	38	604	0	604	38	0	0	5
	Zone 3	564	53	617	0	617	53	0	0	14
	Zone 4	711	41	752	0	752	41	0	0	14
	Zone 5	202	8	210	0	210	8	0	0	2
	Code 2 Total		2697	185	2882	0	2882	185	0	0
Code 3	Zone 1	1020	106	1126	0	1126	106	0	0	25
	Zone 2	1208	100	1308	0	1308	100	0	0	21
	Zone 3	1980	197	2177	0	2177	197	0	0	36
	Zone 4	1988	174	2162	0	2162	174	0	0	38
	Zone 5	486	47	533	0	533	47	0	0	9
	Code 3 Total		6682	624	7306	0	7306	624	0	0

Priority	Zone	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	699	34	34	95.14%	\$0	\$0		\$0
	Zone 2	604	33	33	94.54%	\$0	\$0		\$0
	Zone 3	617	39	37	93.68%	\$0	\$0		\$0
	Zone 4	752	27	27	96.41%	\$0	\$0		\$0
	Zone 5	210	6	6	97.14%	\$0	\$0		\$0
	Code 2 Total		2882	139	137	95.18%			\$0
Code 3	Zone 1	1126	81	81	92.81%	\$0	\$0		\$0
	Zone 2	1308	79	78	93.96%	\$0	\$0		\$0
	Zone 3	2177	161	160	92.60%	\$0	\$0		\$0
	Zone 4	2162	136	135	93.71%	\$0	\$0		\$0
	Zone 5	533	38	37	92.87%	\$0	\$0		\$0
	Code 3 Total		7306	495	491	93.22%			\$0
									\$0



Rural Metro Santa Clara 911
Response Compliance and Penalty

Period: Aug 01 2019 to Aug 31 2019

Report Status: FINAL

Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved
Code 2	Zone 1	637	55	692	0	692	55	0	0	10
	Zone 2	583	49	632	0	632	49	0	0	9
	Zone 3	612	55	667	0	667	55	0	0	9
	Zone 4	630	64	694	0	694	64	0	0	7
	Zone 5	251	17	268	0	268	17	0	0	5
	Code 2 Total	2713	240	2953	0	2953	240	0	0	40
Code 3	Zone 1	961	133	1094	0	1094	133	0	0	24
	Zone 2	1326	163	1489	0	1489	163	0	0	26
	Zone 3	1995	221	2216	0	2216	221	0	0	44
	Zone 4	1990	281	2271	0	2271	281	0	0	44
	Zone 5	433	49	482	0	482	49	0	0	9
	Code 3 Total	6705	847	7552	0	7552	847	0	0	147

Priority	Zone	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	692	45	45	93.50%	93.50%	\$0	\$0		\$0
	Zone 2	632	40	40	93.67%	93.67%	\$0	\$0		\$0
	Zone 3	667	46	46	93.10%	93.10%	\$0	\$0		\$0
	Zone 4	694	57	57	91.79%	91.79%	\$0	\$0		\$0
	Zone 5	268	12	12	95.52%	95.52%	\$0	\$0		\$0
	Code 2 Total	2953	200	200	93.23%	93.23%			\$0	\$0
Code 3	Zone 1	1094	109	108	90.04%	90.13%	\$0	\$0		\$0
	Zone 2	1489	137	136	90.80%	90.87%	\$0	\$0		\$0
	Zone 3	2216	177	177	92.01%	92.01%	\$0	\$0		\$0
	Zone 4	2271	237	236	89.56%	89.61%	\$10,000	\$10,000		\$10,000
	Zone 5	482	40	40	91.70%	91.70%	\$0	\$0		\$0
	Code 3 Total	7552	700	697	90.73%	90.77%			\$37,760	\$37,760
										\$47,760



Report Status: FINAL

Compliance Reporting 2019/09/01 - 2019/09/30										
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved
Code 2	Zone 1	630	63	693	0	693	63	0	0	10
	Zone 2	548	44	592	0	592	44	0	0	8
	Zone 3	615	62	677	0	677	62	0	0	5
	Zone 4	684	68	752	0	752	68	0	0	14
	Zone 5	188	17	205	0	205	17	0	0	6
	Code 2 Total		2665	254	2919	0	2919	254	0	0
Code 3	Zone 1	960	140	1100	0	1100	140	0	0	15
	Zone 2	1143	155	1298	0	1298	155	0	0	18
	Zone 3	1802	248	2050	0	2050	248	0	0	32
	Zone 4	1790	209	1999	0	1999	209	0	0	36
	Zone 5	490	55	545	0	545	55	0	0	12
	Code 3 Total		6185	807	6992	0	6992	807	0	0
Total		8850	1061	9911	0	9911	1061	0	0	156

Priority	Zone	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	693	53	53	92.35%	92.35%	\$0	\$0	\$0	\$0
	Zone 2	592	36	36	93.92%	93.92%	\$0	\$0		\$0
	Zone 3	677	57	57	91.58%	91.58%	\$0	\$0		\$0
	Zone 4	752	54	54	92.82%	92.82%	\$0	\$0		\$0
	Zone 5	205	11	11	94.63%	94.63%	\$0	\$0		\$0
	Code 2 Total		2919	211	211	92.77%	92.77%			
Code 3	Zone 1	1100	125	125	88.64%	88.64%	\$20,000	\$20,000	\$34,960	\$20,000
	Zone 2	1298	137	135	89.45%	89.60%	\$10,000	\$10,000		\$10,000
	Zone 3	2050	216	216	89.46%	89.46%	\$10,000	\$10,000		\$10,000
	Zone 4	1999	173	173	91.35%	91.35%	\$0	\$0		\$0
	Zone 5	545	43	43	92.11%	92.11%	\$0	\$0		\$0
	Code 3 Total		6992	694	692	90.07%	90.10%			
Total		9911	905	903	90.87%	90.89%				\$74,960



Compliance Reporting 2019/10/01 - 2019/10/31												
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late
Code 2	Zone 1	686	61	747	0	747	61	0	0	11	747	50
	Zone 2	529	49	578	0	578	49	0	0	7	578	42
	Zone 3	572	73	645	0	645	73	0	0	8	645	65
	Zone 4	685	78	763	0	763	78	0	0	8	763	70
	Zone 5	214	17	231	0	231	17	0	0	5	231	12
	Code 2 Total		2686	278	2964	0	2964	278	0	0	39	2964
Code 3	Zone 1	983	159	1142	0	1142	159	0	0	21	1142	138
	Zone 2	1233	162	1395	0	1395	162	0	0	31	1395	131
	Zone 3	2039	277	2316	0	2316	277	0	0	45	2316	232
	Zone 4	1939	265	2204	0	2204	265	0	0	45	2204	220
	Zone 5	448	57	505	0	505	57	0	0	10	505	47
	Code 3 Total		6642	920	7562	0	7562	920	0	0	152	7562
Total		9328	1198	10526	0	10526	1198	0	0	191	10526	1007

Outlier Reporting 2019/10/01 - 2019/10/31								
Priority	Zone	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	50	93.31%	93.31%	\$0	\$0		\$0
	Zone 2	42	92.73%	92.73%	\$0	\$0		\$0
	Zone 3	65	89.92%	89.92%	\$10,000	\$10,000		\$10,000
	Zone 4	70	90.83%	90.83%	\$0	\$0		\$0
	Zone 5	12	94.81%	94.81%	\$0	\$0		\$0
	Code 2 Total		239	91.94%	91.94%			\$7,410
Code 3	Zone 1	138	87.92%	87.92%	\$30,000	\$30,000		\$30,000
	Zone 2	131	90.61%	90.61%	\$0	\$0		\$0
	Zone 3	232	89.98%	89.98%	\$10,000	\$10,000		\$10,000
	Zone 4	220	90.02%	90.02%	\$0	\$0		\$0
	Zone 5	47	90.69%	90.69%	\$0	\$0		\$0
	Code 3 Total		768	89.84%	89.84%			\$56,715
Total		1007	90.43%	90.43%				\$114,125



Rural Metro Santa Clara 911
Response Compliance and Penalty (DRAFT)

Period: Nov 2019 to Nov 2019

Report Status: FINAL

		Compliance Reporting 2019/11/01 - 2019/11/30															Outlier Reporting 2019/11/01 - 2019/11/30		
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	656	56	712	0	712	56	1	1	6	712	49	49	93.12%	93.12%	\$0	\$0		\$0
	Zone 2	588	52	640	0	640	52	1	1	7	640	44	44	93.13%	93.13%	\$0	\$0		\$0
	Zone 3	528	69	597	0	597	69	2	2	5	597	62	62	89.61%	89.61%	\$10,000	\$10,000		\$10,000
	Zone 4	657	55	712	0	712	55	2	2	11	712	42	42	94.10%	94.10%	\$0	\$0		\$0
	Zone 5	207	15	222	0	222	15	0	0	2	222	13	13	94.14%	94.14%	\$0	\$0		\$0
	Code 2 Total		2636	247	2883	0	2883	247	6	6	31	2883	210	210	92.72%	92.72%			\$0
Code 3	Zone 1	916	141	1057	0	1057	141	6	6	19	1057	116	116	89.03%	89.03%	\$10,000	\$20,000		\$10,000
	Zone 2	1181	168	1349	0	1349	168	15	15	28	1349	125	125	90.73%	90.73%	\$0	\$0		\$0
	Zone 3	1873	223	2096	0	2096	223	3	3	26	2096	194	194	90.74%	90.74%	\$0	\$0		\$0
	Zone 4	1800	248	2048	0	2048	248	5	5	42	2048	201	201	90.19%	90.19%	\$0	\$0		\$0
	Zone 5	498	49	547	0	547	49	2	2	7	547	40	40	92.69%	92.69%	\$0	\$0		\$0
	Code 3 Total		6268	829	7097	0	7097	829	31	31	122	7097	676	676	90.47%	90.47%			\$35,485
Total		8904	1076	9980	0	9980	1076	37	37	153	9980	886	886	91.12%	91.09%				\$55,485



Rural Metro Santa Clara 911
Response Compliance and Penalty

Period: Dec 2019 to Dec 2019

		Compliance Reporting 2019/12/01 - 2019/12/31														Outlier Reporting 2019/12/01 - 2019/12/31			
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	616	34	650	0	650	34	1	0	9	650	25	25	96.15%	96.15%	\$0	\$0		\$0
	Zone 2	567	61	628	0	628	61	8	0	9	628	52	52	91.72%	91.72%	\$0	\$0		\$0
	Zone 3	594	65	659	0	659	65	8	0	12	659	53	53	91.96%	91.96%	\$0	\$0		\$0
	Zone 4	665	71	736	0	736	71	10	0	11	736	60	60	91.85%	91.85%	\$0	\$0		\$0
	Zone 5	237	16	253	0	253	16	3	0	2	253	14	14	94.47%	94.47%	\$0	\$0		\$0
	Code 2 Total		2679	247	2926	0	2926	247	30	0	43	2926	204	204	93.03%	93.03%			
Code 3	Zone 1	1017	139	1156	0	1156	139	8	0	29	1156	110	110	90.48%	90.48%	\$0	\$0		\$0
	Zone 2	1209	196	1405	0	1405	196	13	0	24	1405	172	172	87.76%	87.76%	\$30,000	\$30,000		\$30,000
	Zone 3	1957	262	2219	0	2219	262	27	2	40	2219	220	220	90.09%	90.09%	\$0	\$0		\$0
	Zone 4	1932	301	2233	0	2233	301	19	1	44	2233	256	256	88.54%	88.54%	\$20,000	\$20,000		\$20,000
	Zone 5	464	59	523	0	523	59	4	1	8	523	50	50	90.44%	90.44%	\$0	\$0		\$0
	Code 3 Total		6579	957	7536	0	7536	957	71	4	145	7536	808	808	89.28%	89.28%			
Total		9258	1204	10462	0	10462	1204	101	4	188	10462	1012	1012	90.33%	90.32%				\$106,520