

Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2018 thru 1/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	8,228	1,247	1,569	2,318	2,519	575
	Cancelled On Time	829	99	155	271	249	55
	Adjusted Total Responses	7,399	1,148	1,414	2,047	2,270	520
	Late Responses	812	137	160	216	241	58
	Unadjusted Compliance	89.03%	88.07%	88.68%	89.45%	89.38%	88.85%
	Exemptions Requested	29	3	7	9	10	0
	Exemptions Granted	9	0	5	2	2	0
	Time Corrections Requested	245	39	40	71	72	23
	On Time Time Corrections Approved	192	35	28	58	56	15
	On Time Cancel Corrections Approved	13	0	3	5	3	2
	Late Time Corrections Approved	40	4	9	8	13	6
	Time Corrections Denied	1	0	0	0	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	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	611	102	127	156	183	43
	Extended Minutes	1,532:29	230:28	300:34	390:25	445:46	165:16
	Adjusted Compliance	91.74%	91.11%	91.02%	92.38%	91.94%	91.73%
	Response Time Liquidated Damages	\$254,500	\$38,750	\$49,000	\$64,250	\$75,250	\$27,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,071	694	664	692	819	202
	Cancelled On Time	448	103	98	117	104	26
	Adjusted Total Responses	2,623	591	566	575	715	176
	Late Responses	169	31	30	48	49	11
	Unadjusted Compliance	93.56%	94.75%	94.70%	91.65%	93.15%	93.75%
	Exemptions Requested	5	0	0	1	3	1
	Exemptions Granted	2	0	0	0	2	0
	Time Corrections Requested	66	12	11	22	19	2
	On Time Time Corrections Approved	37	4	7	14	12	0
	On Time Cancel Corrections Approved	2	0	0	1	0	1
	Late Time Corrections Approved	27	8	4	7	7	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	130	27	23	34	35	11
	Extended Minutes	391:33	76:28	71:08	105:38	84:42	53:37
	Adjusted Compliance	95.04%	95.43%	95.94%	94.09%	95.10%	93.75%
	Response Time Liquidated Damages	\$71,250	\$11,250	\$17,500	\$18,500	\$13,250	\$10,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	11,299	1,941	2,233	3,010	3,338	777
	Cancelled On Time	1277	202	253	388	353	81
	Adjusted Total Responses	10,022	1,739	1,980	2,622	2,985	696
	Late Responses	981	168	190	264	290	69



Rural Metro Santa Clara - Compliance Summary Report

Period: 1/1/2018 thru 1/31/2018

Exemptions Requested	34	3	7	10	13	1
Exemptions Granted	11	0	5	2	4	0
Time Corrections Requested	311	51	51	93	91	25
On Time Time Corrections Approved	229	39	35	72	68	15
On Time Cancel Corrections Approved	15	0	3	6	3	3
Late Time Corrections Approved	67	12	13	15	20	7
Time Corrections Denied	1	0	0	0	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	0	0	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	741	129	150	190	218	54
Extended Minutes	1,924:02	306:56	371:42	496:03	530:28	218:53
Response Time Liquidated Damages	\$325,750	\$50,000	\$66,500	\$82,750	\$88,500	\$38,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$22,000					
Total Liquidated Damages	\$347,750					



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 01/01/2018 to 01/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
01/01/2018	259	261	2	25	85
01/02/2018	262	262	3	46	76
01/03/2018	281	283	2	49	83
01/04/2018	246	244	2	65	98
01/05/2018	261	262	0	55	106
01/06/2018	273	275	2	42	121
01/07/2018	248	250	2	51	95
01/08/2018	285	288	1	46	91
01/09/2018	262	263	1	38	76
01/10/2018	227	227	0	36	103
01/11/2018	245	244	3	53	93
01/12/2018	239	239	2	35	83
01/13/2018	275	277	1	41	85
01/14/2018	219	221	2	26	87
01/15/2018	230	231	2	35	61
01/16/2018	266	269	4	37	69
01/17/2018	259	257	1	38	81
01/18/2018	230	230	1	41	90
01/19/2018	238	238	1	24	92
01/20/2018	256	260	3	34	72
01/21/2018	199	203	1	31	76
01/22/2018	234	243	1	40	77
01/23/2018	213	212	1	41	65
01/24/2018	210	210	1	46	78
01/25/2018	222	222	1	29	94
01/26/2018	239	245	0	37	87
01/27/2018	249	254	1	24	78
01/28/2018	243	244	1	32	68
01/29/2018	225	229	0	32	95
01/30/2018	206	206	1	25	82
01/31/2018	223	224	1	28	69
Grand Total	7,524	7,573	44	1,182	2,616



911 Paramedic and Emergency Ambulance Services

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Rural Metro Santa Clara Unit Hour Summary Report Period: 1/1/2017 thru 1/31/2017

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-30	Total Produced
	Unit Hours	5,023	5,140	5,370	5,347	2,358	23,238



911 Paramedic and Emergency Ambulance Services

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Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2018 thru 2/28/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,807	1,044	1,298	1,934	2,077	454
	Cancelled On Time	634	93	111	193	200	37
	Adjusted Total Responses	6,173	951	1,187	1,741	1,877	417
	Late Responses	622	105	108	177	198	34
	Unadjusted Compliance	89.92%	88.96%	90.90%	89.83%	89.45%	91.85%
	Exemptions Requested	24	2	2	9	10	1
	Exemptions Granted	15	1	0	5	8	1
	Time Corrections Requested	215	31	36	60	74	14
	On Time Time Corrections Approved	169	20	28	50	61	10
	On Time Cancel Corrections Approved	5	0	1	1	2	1
	Late Time Corrections Approved	33	9	5	9	8	2
	Time Corrections Denied	6	1	2	0	2	1
	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	1	0	0	0	0
	Time Correction Exemption Denied	1	0	0	0	1	0
	Adjusted Late Responses	437	83	80	122	129	23
	Extended Minutes	3,132:42	202:49	1,149:29	270:46	1,428:50	80:48
	Adjusted Compliance	92.92%	91.27%	93.26%	92.99%	93.13%	94.48%
	Response Time Liquidated Damages	\$213,750	\$32,000	\$55,500	\$45,500	\$67,250	\$13,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,693	601	594	612	713	173
	Cancelled On Time	371	66	109	84	98	14
	Adjusted Total Responses	2,322	535	485	528	615	159
	Late Responses	176	36	37	44	54	5
	Unadjusted Compliance	92.42%	93.27%	92.37%	91.67%	91.22%	96.86%
	Exemptions Requested	6	1	3	0	2	0
	Exemptions Granted	2	0	1	0	1	0
	Time Corrections Requested	79	23	12	17	26	1
	On Time Time Corrections Approved	44	16	8	11	9	0
	On Time Cancel Corrections Approved	3	0	0	1	2	0
	Late Time Corrections Approved	32	7	4	5	15	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	130	20	28	33	44	5
	Extended Minutes	465:28	76:59	67:14	132:33	149:55	38:47
	Adjusted Compliance	94.40%	96.26%	94.23%	93.75%	92.85%	96.86%
	Response Time Liquidated Damages	\$81,000	\$11,500	\$10,250	\$19,000	\$29,000	\$11,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,500	1,645	1,892	2,546	2,790	627
	Cancelled On Time	1005	159	220	277	298	51
	Adjusted Total Responses	8,495	1,486	1,672	2,269	2,492	576
	Late Responses	798	141	145	221	252	39
	Exemptions Requested	30	3	5	9	12	1



Rural Metro Santa Clara - Compliance Summary Report

Period: 2/1/2018 thru 2/28/2018

Exemptions Granted	17	1	1	5	9	1
Time Corrections Requested	294	54	48	77	100	15
On Time Time Corrections Approved	213	36	36	61	70	10
On Time Cancel Corrections Approved	8	0	1	2	4	1
Late Time Corrections Approved	65	16	9	14	23	3
Time Corrections Denied	6	1	2	0	2	1
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	1	0	0	0	0
Time Correction Exemption Denied	1	0	0	0	1	0
Adjusted Late Responses	567	103	108	155	173	28
Extended Minutes	3,598:10	279:48	1,216:43	403:19	1,578:45	119:35
Response Time Liquidated Damages	\$294,750	\$43,500	\$65,750	\$64,500	\$96,250	\$24,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$21,000					
Total Liquidated Damages	\$315,750					



911 Paramedic and Emergency Ambulance Services
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Rural Metro Santa Clara Daily Transports

Incident Date 02/01/2018 to 02/28/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
02/01/2018	264	266	0	43	101
02/02/2018	221	223	0	37	81
02/03/2018	224	224	2	41	87
02/04/2018	227	228	1	30	95
02/05/2018	271	271	1	57	83
02/06/2018	252	254	1	33	77
02/07/2018	208	210	0	26	81
02/08/2018	223	223	1	37	88
02/09/2018	228	229	0	37	100
02/10/2018	215	212	4	44	91
02/11/2018	199	201	0	32	84
02/12/2018	227	229	2	39	70
02/13/2018	211	212	1	32	84
02/14/2018	218	220	3	30	73
02/15/2018	239	238	1	41	90
02/16/2018	196	196	0	31	70
02/17/2018	201	201	1	29	90
02/18/2018	229	230	2	24	92
02/19/2018	217	217	0	32	70
02/20/2018	192	193	2	30	79
02/21/2018	209	208	1	27	69
02/22/2018	221	221	1	28	76
02/23/2018	222	225	0	30	78
02/24/2018	205	205	0	29	85
02/25/2018	246	250	2	30	71
02/26/2018	220	220	2	32	83
02/27/2018	203	203	0	32	75
02/28/2018	236	235	1	29	98
Grand Total	6,224	6,244	29	942	2,321



911 Paramedic and Emergency Ambulance Services

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Rural Metro Santa Clara Unit Hour Summary Report

Period: 2/1/2017 thru 2/28/2017

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Total Produced
	Unit Hours	5,102	5,176	5,331	5,411	21,020

Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2018 thru 3/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,763	1,150	1,498	2,313	2,212	590
	Cancelled On Time	738	88	174	208	208	60
	Adjusted Total Responses	7,025	1,062	1,324	2,105	2,004	530
	Late Responses	635	99	115	210	167	44
	Unadjusted Compliance	90.96%	90.68%	91.31%	90.02%	91.67%	91.70%
	Exemptions Requested	7	0	4	2	1	0
	Exemptions Granted	6	0	4	2	0	0
	Time Corrections Requested	202	31	33	67	46	25
	On Time Time Corrections Approved	159	24	27	58	40	10
	On Time Cancel Corrections Approved	7	1	1	1	1	3
	Late Time Corrections Approved	34	6	5	6	5	12
	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	470	75	84	150	127	34
	Extended Minutes	1,133:32	153:36	229:58	374:46	282:49	92:23
	Adjusted Compliance	93.31%	92.94%	93.66%	92.87%	93.66%	93.58%
	Response Time Liquidated Damages	\$207,000	\$27,000	\$50,250	\$69,000	\$46,250	\$14,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,942	680	654	679	746	183
	Cancelled On Time	400	84	107	103	85	21
	Adjusted Total Responses	2,542	596	547	576	661	162
	Late Responses	179	25	45	49	50	10
	Unadjusted Compliance	92.96%	95.81%	91.77%	91.49%	92.44%	93.83%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	73	13	19	21	17	3
	On Time Time Corrections Approved	50	11	10	14	15	0
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	21	1	8	7	2	3
	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	0	0	0	0	0	0
	Adjusted Late Responses	129	14	35	35	35	10
	Extended Minutes	414:51	29:07	133:24	70:17	113:47	68:16
	Adjusted Compliance	94.93%	97.65%	93.60%	93.92%	94.70%	93.83%
	Response Time Liquidated Damages	\$74,750	\$5,500	\$22,750	\$11,250	\$20,750	\$14,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,705	1,830	2,152	2,992	2,958	773
	Cancelled On Time	1138	172	281	311	293	81
	Adjusted Total Responses	9,567	1,658	1,871	2,681	2,665	692
	Late Responses	814	124	160	259	217	54
	Exemptions Requested	7	0	4	2	1	0



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2018 thru 3/31/2018

Exemptions Granted	6	0	4	2	0	0
Time Corrections Requested	275	44	52	88	63	28
On Time Time Corrections Approved	209	35	37	72	55	10
On Time Cancel Corrections Approved	8	2	1	1	1	3
Late Time Corrections Approved	55	7	13	13	7	15
Time Corrections Denied	3	0	2	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	599	89	119	185	162	44
Extended Minutes	1,548:23	182:43	363:22	445:03	396:36	160:39
Response Time Liquidated Damages	\$281,750	\$32,500	\$73,000	\$80,250	\$67,000	\$29,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$285,750					



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara Daily Transports

Incident Date 03/01/2018 to 03/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
03/01/2018	273	271	1	36	84
03/02/2018	228	230	1	44	77
03/03/2018	210	211	2	41	93
03/04/2018	210	210	4	45	105
03/05/2018	244	244	1	39	85
03/06/2018	240	240	0	41	78
03/07/2018	207	206	0	36	93
03/08/2018	254	255	1	37	81
03/09/2018	226	226	1	29	95
03/10/2018	198	202	2	22	72
03/11/2018	204	206	1	23	80
03/12/2018	231	234	1	30	94
03/13/2018	205	207	0	51	83
03/14/2018	218	220	9	19	69
03/15/2018	205	205	0	31	94
03/16/2018	233	234	0	31	102
03/17/2018	217	216	0	33	92
03/18/2018	204	205	0	35	76
03/19/2018	254	259	1	42	87
03/20/2018	213	214	1	33	74
03/21/2018	243	244	2	41	76
03/22/2018	218	219	0	35	88
03/23/2018	233	235	0	42	96
03/24/2018	211	213	3	31	91
03/25/2018	215	222	2	33	94
03/26/2018	203	205	0	29	77
03/27/2018	228	230	0	37	87
03/28/2018	222	222	0	40	74
03/29/2018	260	259	1	39	79
03/30/2018	243	242	0	40	85
03/31/2018	211	213	1	26	89
Grand Total	6,961	6,969	35	1,091	2,650



911 Paramedic and Emergency Ambulance Services

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Ambulance**

Rural Metro Santa Clara Unit Hour Summary Report

Period: 3/1/2017 thru 3/31/2017

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,375	5,258	5,269	5,016	2,155	23,072

Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2018 thru 4/30/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,141	1,004	1,321	2,123	2,159	534
	Cancelled On Time	689	85	121	229	205	49
	Adjusted Total Responses	6,452	919	1,200	1,894	1,954	485
	Late Responses	588	95	120	158	177	38
	Unadjusted Compliance	90.89%	89.66%	90.00%	91.66%	90.94%	92.16%
	Exemptions Requested	2	0	1	1	0	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	214	31	45	64	54	20
	On Time Time Corrections Approved	173	26	39	51	45	12
	On Time Cancel Corrections Approved	10	2	0	4	2	2
	Late Time Corrections Approved	29	3	5	8	7	6
	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	1	0	0	0
	Time Correction Exemption Approved	1	0	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	413	69	81	105	132	26
	Extended Minutes	847:37	101:06	168:28	191:17	275:20	111:26
	Adjusted Compliance	93.60%	92.49%	93.25%	94.46%	93.24%	94.64%
	Response Time Liquidated Damages	\$148,250	\$20,500	\$29,500	\$36,250	\$45,750	\$16,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,725	616	609	577	729	194
	Cancelled On Time	435	101	122	87	104	21
	Adjusted Total Responses	2,290	515	487	490	625	173
	Late Responses	133	12	39	40	37	5
	Unadjusted Compliance	94.19%	97.67%	91.99%	91.84%	94.08%	97.11%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	51	5	18	15	12	1
	On Time Time Corrections Approved	28	4	11	7	5	1
	On Time Cancel Corrections Approved	2	0	1	1	0	0
	Late Time Corrections Approved	21	1	6	7	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	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	105	8	28	33	32	4
	Extended Minutes	1,488:43	28:54	106:27	1,239:50	101:35	11:57
	Adjusted Compliance	95.41%	98.45%	94.25%	93.27%	94.88%	97.69%
	Response Time Liquidated Damages	\$66,500	\$3,500	\$16,250	\$26,750	\$18,250	\$1,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,866	1,620	1,930	2,700	2,888	728
	Cancelled On Time	1124	186	243	316	309	70
	Adjusted Total Responses	8,742	1,434	1,687	2,384	2,579	658
	Late Responses	721	107	159	198	214	43
	Exemptions Requested	2	0	1	1	0	0



Rural Metro Santa Clara - Compliance Summary Report

Period: 4/1/2018 thru 4/30/2018

Exemptions Granted	1	0	0	1	0	0
Time Corrections Requested	265	36	63	79	66	21
On Time Time Corrections Approved	201	30	50	58	50	13
On Time Cancel Corrections Approved	12	2	1	5	2	2
Late Time Corrections Approved	50	4	11	15	14	6
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	1	0	0	0
Time Correction Exemption Approved	1	0	0	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	518	77	109	138	164	30
Extended Minutes	2,336:20	130:00	274:55	1,431:07	376:55	123:23
Response Time Liquidated Damages	\$214,750	\$24,000	\$45,750	\$63,000	\$64,000	\$18,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$6,000					
Total Liquidated Damages	\$220,750					



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 04/01/2018 to 04/30/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
04/01/2018	204	212	2	32	72
04/02/2018	235	242	0	42	77
04/03/2018	216	218	3	39	86
04/04/2018	200	200	1	25	80
04/05/2018	210	213	1	50	75
04/06/2018	242	242	0	26	87
04/07/2018	212	215	2	40	82
04/08/2018	215	215	1	26	77
04/09/2018	228	229	1	37	76
04/10/2018	238	242	0	31	65
04/11/2018	215	216	1	27	73
04/12/2018	210	211	2	29	81
04/13/2018	208	210	2	30	87
04/14/2018	229	232	2	31	88
04/15/2018	198	200	5	46	79
04/16/2018	205	207	2	31	75
04/17/2018	181	181	3	33	72
04/18/2018	179	180	2	35	68
04/19/2018	202	202	3	40	89
04/20/2018	226	228	1	35	79
04/21/2018	213	214	5	40	87
04/22/2018	255	255	3	54	98
04/23/2018	237	239	3	33	79
04/24/2018	226	226	2	29	72
04/25/2018	231	232	3	49	88
04/26/2018	197	197	2	25	77
04/27/2018	187	187	1	37	82
04/28/2018	214	221	2	37	76
04/29/2018	182	191	0	23	76
04/30/2018	223	225	2	27	72
Grand Total	6,418	6,482	57	1,039	2,375



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
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Ambulance**

Rural Metro Santa Clara Unit Hour Summary Report

Period: 4/1/2017 thru 4/30/2017

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	4,879	4,884	4,909	4,943	1,416	21,031

Rural Metro Santa Clara - Compliance Summary Report

Period: 5/1/2018 thru 5/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,731	1,091	1,482	2,274	2,347	537
	Cancelled On Time	855	108	142	285	259	61
	Adjusted Total Responses	6,876	983	1,340	1,989	2,088	476
	Late Responses	727	107	146	196	234	44
	Unadjusted Compliance	89.43%	89.11%	89.10%	90.15%	88.79%	90.76%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	205	34	38	51	65	17
	On Time Time Corrections Approved	165	29	33	39	53	11
	On Time Cancel Corrections Approved	12	1	2	3	3	3
	Late Time Corrections Approved	25	4	3	8	7	3
	Time Corrections Denied	5	0	0	1	3	1
	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	562	78	113	157	181	33
	Extended Minutes	1,301:36	141:40	253:37	320:01	499:37	86:41
	Adjusted Compliance	91.83%	92.07%	91.57%	92.11%	91.33%	93.07%
	Response Time Liquidated Damages	\$215,500	\$25,500	\$42,250	\$52,750	\$81,750	\$13,250
	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: 5/1/2018 thru 5/31/2018

NonRLS	Total Responses	2,868	661	568	645	791	203
	Cancelled On Time	451	89	106	98	122	36
	Adjusted Total Responses	2,417	572	462	547	669	167
	Late Responses	185	35	37	46	60	7
	Unadjusted Compliance	92.35%	93.88%	91.99%	91.59%	91.03%	95.81%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	66	13	14	16	19	4
	On Time Time Corrections Approved	54	11	13	12	14	4
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	10	2	1	4	3	0
	Time Corrections Denied	2	0	0	0	2	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	131	24	24	34	46	3
	Extended Minutes	391:22	50:57	70:18	118:37	145:49	5:41
	Adjusted Compliance	94.58%	95.80%	94.81%	93.78%	93.12%	98.20%
	Response Time Liquidated Damages	\$67,000	\$8,750	\$12,250	\$22,250	\$22,750	\$1,000
	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: 5/1/2018 thru 5/31/2018

Total	Total Responses	10,599	1,752	2,050	2,919	3,138	740
	Cancelled On Time	1306	197	248	383	381	97
	Adjusted Total Responses	9,293	1,555	1,802	2,536	2,757	643
	Late Responses	912	142	183	242	294	51
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	271	47	52	67	84	21
	On Time Time Corrections Approved	219	40	46	51	67	15
	On Time Cancel Corrections Approved	12	1	2	3	3	3
	Late Time Corrections Approved	35	6	4	12	10	3
	Time Corrections Denied	7	0	0	1	5	1
	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	693	102	137	191	227	36
	Extended Minutes	1,692:58	192:37	323:55	438:38	645:26	92:22
	Response Time Liquidated Damages	\$282,500	\$34,250	\$54,500	\$75,000	\$104,500	\$14,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$16,000					
	Total Liquidated Damages	\$298,500					

Rural Metro Santa Clara Daily Transports

Incident Date 05/01/2018 to 05/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
05/01/2018	239	239	1	48	67
05/02/2018	219	220	1	43	75
05/03/2018	231	232	2	42	79
05/04/2018	262	264	2	49	79
05/05/2018	232	233	3	49	96
05/06/2018	213	215	3	48	80
05/07/2018	232	232	0	58	67
05/08/2018	232	236	0	49	84
05/09/2018	212	212	1	42	79
05/10/2018	244	245	0	55	93
05/11/2018	257	260	1	51	89
05/12/2018	215	223	3	40	111
05/13/2018	227	228	1	40	71
05/14/2018	239	240	2	42	78
05/15/2018	203	204	1	38	79
05/16/2018	191	193	2	34	72
05/17/2018	201	202	1	33	64
05/18/2018	220	219	0	30	95
05/19/2018	205	206	5	27	91
05/20/2018	211	213	0	34	78
05/21/2018	216	218	2	34	79
05/22/2018	221	222	1	33	70
05/23/2018	218	220	1	26	62
05/24/2018	202	203	5	43	76
05/25/2018	190	194	1	31	74
05/26/2018	207	206	2	26	96
05/27/2018	244	249	2	31	83
05/28/2018	231	231	4	30	77
05/29/2018	243	247	2	39	78
05/30/2018	195	195	3	41	73
05/31/2018	234	235	2	41	66
Grand Total	6,886	6,936	54	1,227	2,461



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
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Rural Metro Santa Clara Unit Hour Summary Report

Period: 5/1/2018 thru 5/31/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	4,709	4,749	4,793	5,080	2,240	21,570



Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2018 thru 6/30/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,197	1,101	1,385	2,029	2,183	499
	Cancelled On Time	739	89	134	234	229	53
	Adjusted Total Responses	6,458	1,012	1,251	1,795	1,954	446
	Late Responses	586	95	124	153	177	37
	Unadjusted Compliance	90.93%	90.61%	90.09%	91.48%	90.94%	91.70%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	165	29	34	36	55	11
	On Time Time Corrections Approved	133	22	30	29	45	7
	On Time Cancel Corrections Approved	7	2	0	2	1	2
	Late Time Corrections Approved	22	5	4	4	9	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	2	0	0	0	0	2
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	453	73	94	124	132	30
	Extended Minutes	1,201:12	159:43	245:30	360:23	313:18	122:18
	Adjusted Compliance	92.99%	92.79%	92.49%	93.09%	93.24%	93.27%
	Response Time Liquidated Damages	\$216,000	\$32,250	\$41,500	\$62,500	\$53,500	\$26,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



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Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2018 thru 6/30/2018

NonRLS	Total Responses	2,669	620	557	621	667	204
	Cancelled On Time	392	85	96	90	94	27
	Adjusted Total Responses	2,277	535	461	531	573	177
	Late Responses	148	25	34	44	38	7
	Unadjusted Compliance	93.50%	95.33%	92.62%	91.71%	93.37%	96.05%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	44	9	9	15	10	1
	On Time Time Corrections Approved	40	9	7	15	8	1
	On Time Cancel Corrections Approved	2	0	1	0	1	0
	Late Time Corrections Approved	1	0	0	0	1	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	108	16	27	29	30	6
	Extended Minutes	344:53	43:15	61:06	137:12	97:05	6:15
	Adjusted Compliance	95.26%	97.01%	94.14%	94.54%	94.76%	96.61%
	Response Time Liquidated Damages	\$67,750	\$7,000	\$9,500	\$28,000	\$21,750	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,866	1,721	1,942	2,650	2,850	703
	Cancelled On Time	1131	174	230	324	323	80



Rural Metro Santa Clara - Compliance Summary Report

Period: 6/1/2018 thru 6/30/2018

Adjusted Total Responses	8,735	1,547	1,712	2,326	2,527	623
Late Responses	734	120	158	197	215	44
Exemptions Requested	0	0	0	0	0	0
Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	209	38	43	51	65	12
On Time Time Corrections Approved	173	31	37	44	53	8
On Time Cancel Corrections Approved	9	2	1	2	2	2
Late Time Corrections Approved	23	5	4	4	10	0
Time Corrections Denied	2	0	1	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	2	0	0	0	0	2
Time Correction Exemption Approved	0	0	0	0	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	561	89	121	153	162	36
Extended Minutes	1,546:05	202:58	306:36	497:35	410:23	128:33
Response Time Liquidated Damages	\$283,750	\$39,250	\$51,000	\$90,500	\$75,250	\$27,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$14,000					
Total Liquidated Damages	\$297,750					

Rural Metro Santa Clara Daily Transports

Incident Date 06/01/2018 to 06/30/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
06/01/2018	200	200	2	32	91
06/02/2018	240	242	2	30	81
06/03/2018	231	232	3	36	66
06/04/2018	232	236	2	47	83
06/05/2018	215	215	2	27	89
06/06/2018	210	213	1	36	92
06/07/2018	231	232	2	41	77
06/08/2018	194	197	1	38	97
06/09/2018	181	182	4	41	87
06/10/2018	199	203	1	33	73
06/11/2018	229	232	0	29	61
06/12/2018	224	228	1	40	83
06/13/2018	197	197	2	42	65
06/14/2018	222	241	3	44	69
06/15/2018	179	179	2	30	87
06/16/2018	220	222	2	37	88
06/17/2018	214	216	4	31	84
06/18/2018	221	223	2	28	61
06/19/2018	223	222	1	34	71
06/20/2018	205	208	1	38	61
06/21/2018	198	198	1	26	68
06/22/2018	225	226	1	46	82
06/23/2018	224	224	2	26	94
06/24/2018	216	217	5	34	68
06/25/2018	210	210	1	29	69
06/26/2018	210	212	3	36	83
06/27/2018	210	211	2	33	60
06/28/2018	240	242	2	33	82

06/29/2018	219	219	1	41	93
06/30/2018	223	226	2	35	85
Grand Total	6,442	6,505	58	1,053	2,350



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Operated by
**Rural/Metro
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Rural Metro Santa Clara Unit Hour Summary Report

Period: 6/1/2018 thru 6/30/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	4,994	5,090	5,138	5,121	1,437	21,779

Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2018 thru 7/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,435	1,063	1,437	2,226	2,193	516
	Cancelled On Time	719	70	124	255	213	57
	Adjusted Total Responses	6,716	993	1,313	1,971	1,980	459
	Late Responses	596	82	120	174	185	35
	Unadjusted Compliance	91.13%	91.74%	90.86%	91.17%	90.66%	92.37%
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	149	16	38	39	45	11
	On Time Time Corrections Approved	128	12	35	33	39	9
	On Time Cancel Corrections Approved	5	0	1	2	2	0
	Late Time Corrections Approved	15	4	2	3	4	2
	Time Corrections Denied	2	0	1	0	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	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	467	70	84	141	146	26
	Extended Minutes	1,282:47	173:50	213:46	358:15	369:31	167:25
	Adjusted Compliance	93.05%	92.95%	93.60%	92.85%	92.63%	94.34%
	Response Time Liquidated Damages	\$227,500	\$28,250	\$32,500	\$67,500	\$67,500	\$31,750



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



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Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2018 thru 7/31/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,780	620	579	676	699	206
	Cancelled On Time	388	71	102	98	93	24
	Adjusted Total Responses	2,392	549	477	578	606	182
	Late Responses	148	22	29	48	43	6
	Unadjusted Compliance	93.81%	95.99%	93.92%	91.70%	92.90%	96.70%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	35	8	5	11	8	3
	On Time Time Corrections Approved	25	6	1	9	7	2
	On Time Cancel Corrections Approved	3	0	2	1	0	0
	Late Time Corrections Approved	5	2	2	1	0	0
	Time Corrections Denied	1	0	0	0	0	1
	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	0	1	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	123	16	28	39	36	4
	Extended Minutes	428:59	54:15	79:41	142:17	109:13	43:33
	Adjusted Compliance	94.86%	97.09%	94.13%	93.25%	94.06%	97.80%
	Response Time Liquidated Damages	\$70,000	\$8,750	\$11,750	\$23,750	\$16,500	\$9,250

Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2018 thru 7/31/2018

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
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Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2018 thru 7/31/2018

NonRLS							
Total	Total Responses	10,215	1,683	2,016	2,902	2,892	722
	Cancelled On Time	1107	141	226	353	306	81
	Adjusted Total Responses	9,108	1,542	1,790	2,549	2,586	641
	Late Responses	744	104	149	222	228	41
	Exemptions Requested	1	0	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	184	24	43	50	53	14
	On Time Time Corrections Approved	153	18	36	42	46	11
	On Time Cancel Corrections Approved	8	0	3	3	2	0
	Late Time Corrections Approved	20	6	4	4	4	2
	Time Corrections Denied	3	0	1	0	1	1
	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	2	0	0	1	1	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	590	86	112	180	182	30
	Extended Minutes	1,711:46	228:05	293:27	500:32	478:44	210:58
	Response Time Liquidated Damages	\$297,500	\$37,000	\$44,250	\$91,250	\$84,000	\$41,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$10,000					

Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2018 thru 7/31/2018

	Total Liquidated Damages	\$307,500					
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Rural Metro Santa Clara Daily Transports

Incident Date 07/01/2018 to 07/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
07/01/2018	206	208	0	33	82
07/02/2018	226	227	1	41	79
07/03/2018	209	207	1	28	80
07/04/2018	213	213	1	31	93
07/05/2018	206	207	2	29	74
07/06/2018	201	202	2	24	65
07/07/2018	221	221	3	33	83
07/08/2018	214	215	2	31	75
07/09/2018	200	201	1	29	77
07/10/2018	240	243	1	34	93
07/11/2018	212	214	1	35	93
07/12/2018	198	199	2	41	68
07/13/2018	192	192	2	32	98
07/14/2018	197	204	4	29	89
07/15/2018	197	218	1	40	80
07/16/2018	226	226	1	34	89
07/17/2018	242	243	0	40	81
07/18/2018	242	243	1	37	82
07/19/2018	224	228	0	46	79
07/20/2018	217	220	2	42	84
07/21/2018	183	184	0	29	71
07/22/2018	229	234	0	36	78
07/23/2018	211	213	0	30	75
07/24/2018	223	224	1	29	81
07/25/2018	228	230	2	31	76
07/26/2018	220	221	3	32	76
07/27/2018	231	231	2	36	76
07/28/2018	226	228	4	32	71

07/29/2018	219	219	2	28	85
07/30/2018	219	220	3	29	72
07/31/2018	209	210	1	36	67
Grand Total	6,681	6,745	46	1,037	2,472



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: 7/1/2018 thru 7/31/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,188	5,218	5,129	5,147	2,159	22,840

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2018 thru 8/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,505	1,143	1,378	2,203	2,242	539
	Cancelled On Time	701	78	123	201	239	60
	Adjusted Total Responses	6,804	1,065	1,255	2,002	2,003	479
	Late Responses	605	96	113	180	182	34
	Unadjusted Compliance	91.11%	90.99%	91.00%	91.01%	90.91%	92.90%
	Exemptions Requested	4	0	1	1	2	0
	Exemptions Granted	4	0	1	1	2	0
	Time Corrections Requested	144	31	26	40	35	12
	On Time Time Corrections Approved	124	27	23	32	33	9
	On Time Cancel Corrections Approved	5	0	0	4	0	1
	Late Time Corrections Approved	13	4	2	4	1	2
	Time Corrections Denied	3	1	1	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	1	0	0	0	1	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	477	69	89	147	147	25
	Extended Minutes	1,240:24	121:59	228:39	442:40	348:34	98:32
	Adjusted Compliance	92.99%	93.52%	92.91%	92.66%	92.66%	94.78%
	Response Time Liquidated Damages	\$223,250	\$23,250	\$41,500	\$78,000	\$57,000	\$23,500



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: 8/1/2018 thru 8/31/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,868	643	597	590	797	241
	Cancelled On Time	387	80	82	70	121	34
	Adjusted Total Responses	2,481	563	515	520	676	207
	Late Responses	150	25	38	31	45	11
	Unadjusted Compliance	93.95%	95.56%	92.62%	94.04%	93.34%	94.69%
	Exemptions Requested	1	1	0	0	0	0
	Exemptions Granted	1	1	0	0	0	0
	Time Corrections Requested	36	6	3	12	12	3
	On Time Time Corrections Approved	31	6	2	9	11	3
	On Time Cancel Corrections Approved	1	0	0	1	0	0
	Late Time Corrections Approved	3	0	1	2	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	1	0	0	0	1	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	18	36	22	34	8
	Extended Minutes	350:41	50:55	100:12	78:13	72:28	48:53
	Adjusted Compliance	95.24%	96.80%	93.01%	95.77%	94.97%	96.14%
	Response Time Liquidated Damages	\$57,250	\$7,250	\$17,250	\$12,500	\$13,250	\$7,000

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2018 thru 8/31/2018

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



Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2018 thru 8/31/2018

NonRLS							
Total	Total Responses	10,373	1,786	1,975	2,793	3,039	780
	Cancelled On Time	1088	158	205	271	360	94
	Adjusted Total Responses	9,285	1,628	1,770	2,522	2,679	686
	Late Responses	755	121	151	211	227	45
	Exemptions Requested	5	1	1	1	2	0
	Exemptions Granted	5	1	1	1	2	0
	Time Corrections Requested	180	37	29	52	47	15
	On Time Time Corrections Approved	155	33	25	41	44	12
	On Time Cancel Corrections Approved	6	0	0	5	0	1
	Late Time Corrections Approved	16	4	3	6	1	2
	Time Corrections Denied	3	1	1	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	2	0	0	0	2	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	595	87	125	169	181	33
	Extended Minutes	1,591:05	172:54	328:51	520:53	421:02	147:25
	Response Time Liquidated Damages	\$280,500	\$30,500	\$58,750	\$90,500	\$70,250	\$30,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$5,000					

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2018 thru 8/31/2018

	Total Liquidated Damages	\$285,500					
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911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



Rural Metro Santa Clara Daily Transports

Incident Date 08/01/2018 to 08/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
08/01/2018	227	229	5	30	63
08/02/2018	225	227	3	35	83
08/03/2018	230	232	3	37	79
08/04/2018	192	194	3	29	106
08/05/2018	213	211	3	31	86
08/06/2018	233	234	1	25	76
08/07/2018	236	236	4	38	87
08/08/2018	213	213	2	32	63
08/09/2018	230	234	1	44	83
08/10/2018	213	213	1	30	75
08/11/2018	202	205	2	36	104
08/12/2018	233	234	2	35	82
08/13/2018	233	237	3	29	76
08/14/2018	231	232	1	32	78
08/15/2018	220	223	1	36	71
08/16/2018	228	227	1	42	81
08/17/2018	217	216	2	29	96
08/18/2018	227	226	3	29	97
08/19/2018	209	208	2	22	83
08/20/2018	206	208	2	30	93
08/21/2018	199	200	3	23	70
08/22/2018	212	212	1	25	86
08/23/2018	234	239	1	27	82
08/24/2018	228	229	4	28	76
08/25/2018	233	232	2	31	72
08/26/2018	217	219	1	36	93
08/27/2018	214	216	2	40	72
08/28/2018	234	234	2	34	80
08/29/2018	233	235	3	32	74
08/30/2018	211	216	3	28	85
08/31/2018	216	217	3	38	79
Grand Total	6,849	6,888	70	993	2,531



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: 8/1/2018 thru 8/31/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,083	5,101	5,165	5,277	6,743	27,369

Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2018 thru 9/30/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,168	1,064	1,373	2,128	2,111	492
	Cancelled On Time	651	86	112	219	180	54
	Adjusted Total Responses	6,517	978	1,261	1,909	1,931	438
	Late Responses	606	91	106	185	192	32
	Unadjusted Compliance	90.70%	90.70%	91.59%	90.31%	90.06%	92.69%
	Exemptions Requested	1	1	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	169	26	26	50	53	14
	On Time Time Corrections Approved	142	22	22	42	47	9
	On Time Cancel Corrections Approved	5	1	0	1	3	0
	Late Time Corrections Approved	20	3	4	6	2	5
	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	1	0	0	0	1	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	464	69	84	143	145	23
	Extended Minutes	1,003:25	125:50	195:35	287:01	322:12	72:47
	Adjusted Compliance	92.88%	92.94%	93.34%	92.51%	92.49%	94.75%
	Response Time Liquidated Damages	\$175,750	\$23,750	\$32,750	\$51,000	\$54,500	\$13,750



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2018 thru 9/30/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,722	623	575	576	749	199
	Cancelled On Time	355	78	88	69	102	18
	Adjusted Total Responses	2,367	545	487	507	647	181
	Late Responses	147	27	37	28	53	2
	Unadjusted Compliance	93.79%	95.05%	92.40%	94.48%	91.81%	98.90%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	48	12	9	9	18	0
	On Time Time Corrections Approved	40	12	7	8	13	0
	On Time Cancel Corrections Approved	2	0	0	0	2	0
	Late Time Corrections Approved	6	0	2	1	3	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	107	15	30	20	40	2
	Extended Minutes	380:38	66:50	101:33	67:03	133:53	11:19
	Adjusted Compliance	95.48%	97.25%	93.84%	96.06%	93.82%	98.90%
	Response Time Liquidated Damages	\$61,500	\$10,000	\$20,750	\$9,500	\$19,750	\$1,500

Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2018 thru 9/30/2018

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



Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2018 thru 9/30/2018

NonRLS							
Total	Total Responses	9,890	1,687	1,948	2,704	2,860	691
	Cancelled On Time	1006	164	200	288	282	72
	Adjusted Total Responses	8,884	1,523	1,748	2,416	2,578	619
	Late Responses	753	118	143	213	245	34
	Exemptions Requested	1	1	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	217	38	35	59	71	14
	On Time Time Corrections Approved	182	34	29	50	60	9
	On Time Cancel Corrections Approved	7	1	0	1	5	0
	Late Time Corrections Approved	26	3	6	7	5	5
	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	1	0	0	0	1	0
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	571	84	114	163	185	25
	Extended Minutes	1,384:03	192:40	297:08	354:04	456:05	84:06
	Response Time Liquidated Damages	\$237,250	\$33,750	\$53,500	\$60,500	\$74,250	\$15,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$12,000					

Rural Metro Santa Clara - Compliance Summary Report

Period: 9/1/2018 thru 9/30/2018

	Total Liquidated Damages	\$249,250					
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Rural Metro Santa Clara Daily Transports

Incident Date 09/01/2018 to 09/30/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
09/01/2018	210	210	3	26	84
09/02/2018	197	198	2	22	89
09/03/2018	196	198	2	22	76
09/04/2018	235	240	1	30	83
09/05/2018	230	232	1	18	82
09/06/2018	192	194	1	35	85
09/07/2018	225	226	4	25	104
09/08/2018	241	241	3	30	87
09/09/2018	214	214	1	32	80
09/10/2018	228	228	2	32	73
09/11/2018	230	230	1	25	87
09/12/2018	203	203	1	27	78
09/13/2018	203	201	3	29	83
09/14/2018	226	230	1	26	88
09/15/2018	203	204	6	32	84
09/16/2018	218	228	0	33	71
09/17/2018	226	228	1	35	70
09/18/2018	181	182	1	29	66
09/19/2018	190	191	1	29	75
09/20/2018	233	234	2	42	83
09/21/2018	241	246	5	50	79
09/22/2018	222	225	5	33	75
09/23/2018	219	219	3	30	72
09/24/2018	208	207	0	27	81
09/25/2018	250	249	0	44	77
09/26/2018	218	220	0	25	90
09/27/2018	204	205	2	39	96
09/28/2018	212	212	3	32	98

09/29/2018	243	246	3	37	89
09/30/2018	194	198	4	25	68
Grand Total	6,492	6,539	62	921	2,453



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: 9/1/2018 thru 9/30/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,254	5,184	5,326	5,256	1,475	22,496

Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2018 thru 10/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,550	1,143	1,413	2,244	2,255	495
	Cancelled On Time	672	64	129	221	223	35
	Adjusted Total Responses	6,878	1,079	1,284	2,023	2,032	460
	Late Responses	620	104	97	194	192	33
	Unadjusted Compliance	90.99%	90.36%	92.45%	90.41%	90.55%	92.83%
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	160	24	25	51	50	10
	On Time Time Corrections Approved	142	23	21	47	43	8
	On Time Cancel Corrections Approved	4	0	0	1	3	0
	Late Time Corrections Approved	9	1	2	2	3	1
	Time Corrections Denied	2	0	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	3	0	2	0	0	1
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	478	81	76	147	149	25
	Extended Minutes	1,170:48	194:26	151:09	407:11	357:18	60:44
	Adjusted Compliance	93.05%	92.49%	94.08%	92.73%	92.67%	94.57%
	Response Time Liquidated Damages	\$215,750	\$32,500	\$27,750	\$72,500	\$72,000	\$11,000

Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2018 thru 10/31/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,812	662	594	624	718	214
	Cancelled On Time	385	77	112	93	79	24
	Adjusted Total Responses	2,427	585	482	531	639	190
	Late Responses	166	32	30	47	50	7
	Unadjusted Compliance	93.16%	94.53%	93.78%	91.15%	92.18%	96.32%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	38	7	7	12	11	1
	On Time Time Corrections Approved	35	5	7	11	11	1
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	1	0	0	1	0	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	1	1	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	131	27	23	36	39	6
	Extended Minutes	571:45	89:16	103:02	211:13	146:16	21:58
	Adjusted Compliance	94.60%	95.38%	95.23%	93.22%	93.90%	96.84%
	Response Time Liquidated Damages	\$99,750	\$15,500	\$17,250	\$39,250	\$24,250	\$3,500

Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2018 thru 10/31/2018

NonRLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,362	1,805	2,007	2,868	2,973	709
	Cancelled On Time	1057	141	241	314	302	59
	Adjusted Total Responses	9,305	1,664	1,766	2,554	2,671	650
	Late Responses	786	136	127	241	242	40
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	198	31	32	63	61	11
	On Time Time Corrections Approved	177	28	28	58	54	9
	On Time Cancel Corrections Approved	5	1	0	1	3	0
	Late Time Corrections Approved	10	1	2	3	3	1
	Time Corrections Denied	3	0	0	2	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	4	1	2	0	0	1
	Time Correction Exemption Approved	0	0	0	0	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	609	108	99	183	188	31
	Extended Minutes	1,742:33	283:42	254:11	618:24	503:34	82:42
	Response Time Liquidated Damages	\$315,500	\$48,000	\$45,000	\$111,750	\$96,250	\$14,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0

Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2018 thru 10/31/2018

Total	Other Liquidated Damages	\$10,000					
	Total Liquidated Damages	\$325,500					

Rural Metro Santa Clara Daily Transports

Incident Date 10/01/2018 to 10/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
10/01/2018	236	236	1	22	63
10/02/2018	226	227	1	29	83
10/03/2018	226	225	3	64	81
10/04/2018	194	194	0	33	64
10/05/2018	199	201	5	29	81
10/06/2018	221	222	5	20	79
10/07/2018	215	217	1	25	84
10/08/2018	221	221	1	39	82
10/09/2018	193	195	0	30	70
10/10/2018	222	224	1	39	93
10/11/2018	211	210	3	27	86
10/12/2018	230	234	4	27	99
10/13/2018	234	236	4	41	79
10/14/2018	230	234	3	31	90
10/15/2018	187	190	0	22	75
10/16/2018	206	207	1	24	89
10/17/2018	251	252	1	43	78
10/18/2018	225	224	1	31	80
10/19/2018	224	225	2	41	78
10/20/2018	235	237	2	27	90
10/21/2018	220	227	6	31	75
10/22/2018	200	200	1	21	73
10/23/2018	209	209	0	28	74
10/24/2018	225	226	2	37	87
10/25/2018	236	239	1	28	65
10/26/2018	262	262	1	35	80
10/27/2018	231	231	5	27	108
10/28/2018	206	208	2	32	90
10/29/2018	226	226	0	24	64

10/30/2018	232	233	3	46	75
10/31/2018	224	225	0	34	89
Grand Total	6,857	6,897	60	987	2,504



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: 10/1/2018 thru 10/31/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,158	5,182	5,251	5,238	2,271	23,099



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: 11/1/2018 thru 11/30/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,528	1,058	1,464	2,243	2,217	546
	Cancelled On Time	681	90	147	220	186	38
	Adjusted Total Responses	6,847	968	1,317	2,023	2,031	508
	Late Responses	663	94	129	185	218	37
	Unadjusted Compliance	90.32%	90.29%	90.21%	90.86%	89.27%	92.72%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	165	28	26	43	61	7
	On Time Time Corrections Approved	146	22	24	37	58	5
	On Time Cancel Corrections Approved	7	1	0	3	3	0
	Late Time Corrections Approved	11	4	2	3	0	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	1	1	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	517	72	105	148	160	32
	Extended Minutes	1,378:45	204:17	304:30	317:43	430:44	121:31
	Adjusted Compliance	92.45%	92.56%	92.03%	92.68%	92.12%	93.70%
	Response Time Liquidated Damages	\$235,500	\$35,750	\$47,750	\$58,000	\$73,000	\$21,000



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2018 thru 11/30/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,821	672	575	641	709	224
	Cancelled On Time	379	74	89	107	90	19
	Adjusted Total Responses	2,442	598	486	534	619	205
	Late Responses	157	30	30	31	58	8
	Unadjusted Compliance	93.57%	94.98%	93.83%	94.19%	90.63%	96.10%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	46	11	7	7	16	5
	On Time Time Corrections Approved	41	9	6	7	14	5
	On Time Cancel Corrections Approved	3	1	0	0	2	0
	Late Time Corrections Approved	2	1	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	116	21	24	24	44	3
	Extended Minutes	498:29	83:02	113:39	77:07	143:54	80:47
	Adjusted Compliance	95.25%	96.49%	95.06%	95.51%	92.89%	98.54%
	Response Time Liquidated Damages	\$90,250	\$14,750	\$23,000	\$13,500	\$23,250	\$15,750

Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2018 thru 11/30/2018

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



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2018 thru 11/30/2018

NonRLS							
Total	Total Responses	10,349	1,730	2,039	2,884	2,926	770
	Cancelled On Time	1060	164	236	327	276	57
	Adjusted Total Responses	9,289	1,566	1,803	2,557	2,650	713
	Late Responses	820	124	159	216	276	45
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	211	39	33	50	77	12
	On Time Time Corrections Approved	187	31	30	44	72	10
	On Time Cancel Corrections Approved	10	2	0	3	5	0
	Late Time Corrections Approved	13	5	3	3	0	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	1	1	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	633	93	129	172	204	35
	Extended Minutes	1,877:14	287:19	418:09	394:50	574:38	202:18
	Response Time Liquidated Damages	\$325,750	\$50,500	\$70,750	\$71,500	\$96,250	\$36,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$9,000					

Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2018 thru 11/30/2018

	Total Liquidated Damages	\$334,750					
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Rural Metro Santa Clara Daily Transports

Incident Date 11/01/2018 to 11/30/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
11/01/2018	232	238	1	30	99
11/02/2018	211	213	2	24	84
11/03/2018	247	251	6	41	96
11/04/2018	263	269	1	35	79
11/05/2018	247	247	2	38	64
11/06/2018	242	251	2	36	68
11/07/2018	233	233	0	26	76
11/08/2018	207	212	0	41	95
11/09/2018	249	249	0	33	74
11/10/2018	242	248	3	33	91
11/11/2018	221	223	2	31	78
11/12/2018	233	237	1	29	65
11/13/2018	203	204	2	33	74
11/14/2018	194	195	0	26	68
11/15/2018	206	206	3	41	99
11/16/2018	247	247	1	39	99
11/17/2018	239	239	2	36	76
11/18/2018	253	254	1	28	75
11/19/2018	215	216	0	26	77
11/20/2018	214	214	2	34	83
11/21/2018	225	228	1	41	87
11/22/2018	214	213	1	29	99
11/23/2018	226	227	3	29	78
11/24/2018	241	245	1	28	80
11/25/2018	206	207	1	24	87
11/26/2018	238	237	0	32	85
11/27/2018	216	216	1	28	82
11/28/2018	242	243	1	36	93
11/29/2018	247	247	2	37	88
11/30/2018	245	248	1	34	82
Grand Total	6,898	6,957	43	978	2,481



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: 11/1/2018 thru 11/30/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,215	5,175	5,231	5,187	1,505	22,312



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



Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2018 thru 12/31/2018

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,423	1,084	1,527	2,241	2,091	480
	Cancelled On Time	674	84	163	213	183	31
	Adjusted Total Responses	6,749	1,000	1,364	2,028	1,908	449
	Late Responses	562	77	111	181	155	38
	Unadjusted Compliance	91.67%	92.30%	91.86%	91.07%	91.88%	91.54%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	146	23	27	50	36	10
	On Time Time Corrections Approved	131	19	19	47	36	10
	On Time Cancel Corrections Approved	6	2	3	1	0	0
	Late Time Corrections Approved	8	1	5	2	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	1	1	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	431	58	92	134	119	28
	Extended Minutes	1,087:05	85:09	243:38	328:49	247:18	182:11
	Adjusted Compliance	93.61%	94.20%	93.26%	93.39%	93.76%	93.76%
	Response Time Liquidated Damages	\$209,000	\$18,000	\$41,750	\$59,000	\$44,250	\$46,000



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: 12/1/2018 thru 12/31/2018

RLS	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	3,031	670	648	689	794	230
	Cancelled On Time	422	88	114	77	115	28
	Adjusted Total Responses	2,609	582	534	612	679	202
	Late Responses	161	19	32	52	43	15
	Unadjusted Compliance	93.83%	96.74%	94.01%	91.50%	93.67%	92.57%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	44	4	12	12	12	4
	On Time Time Corrections Approved	37	4	10	10	9	4
	On Time Cancel Corrections Approved	5	0	2	0	3	0
	Late Time Corrections Approved	2	0	0	2	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	124	15	22	42	34	11
	Extended Minutes	383:28	40:07	51:02	161:03	96:43	34:33
	Adjusted Compliance	95.25%	97.42%	95.88%	93.14%	94.99%	94.55%
	Response Time Liquidated Damages	\$66,750	\$6,500	\$8,250	\$27,750	\$16,000	\$8,250

Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2018 thru 12/31/2018

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



Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2018 thru 12/31/2018

NonRLS							
Total	Total Responses	10,454	1,754	2,175	2,930	2,885	710
	Cancelled On Time	1096	172	277	290	298	59
	Adjusted Total Responses	9,358	1,582	1,898	2,640	2,587	651
	Late Responses	723	96	143	233	198	53
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	190	27	39	62	48	14
	On Time Time Corrections Approved	168	23	29	57	45	14
	On Time Cancel Corrections Approved	11	2	5	1	3	0
	Late Time Corrections Approved	10	1	5	4	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	1	1	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	555	73	114	176	153	39
	Extended Minutes	1,470:33	125:16	294:40	489:52	344:01	216:44
	Response Time Liquidated Damages	\$275,750	\$24,500	\$50,000	\$86,750	\$60,250	\$54,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$7,000					

Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2018 thru 12/31/2018

	Total Liquidated Damages	\$282,750					
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Rural Metro Santa Clara Daily Transports

Incident Date 12/01/2018 to 12/31/2018

Depart Scene / Incident Date	Number of Transports	Number of Patients	Canceled Before Dispatch	Canceled Before Arrival	Canceled On Scene
12/01/2018	205	207	0	36	58
12/02/2018	211	210	1	39	76
12/03/2018	244	246	2	32	73
12/04/2018	208	210	0	34	74
12/05/2018	243	243	2	42	65
12/06/2018	242	245	0	53	93
12/07/2018	254	256	1	41	82
12/08/2018	223	223	1	38	87
12/09/2018	214	217	1	25	90
12/10/2018	227	228	1	24	68
12/11/2018	215	216	1	39	83
12/12/2018	229	229	0	23	91
12/13/2018	230	230	2	26	87
12/14/2018	219	219	1	41	76
12/15/2018	211	213	2	38	86
12/16/2018	228	228	2	40	75
12/17/2018	228	228	1	29	87
12/18/2018	259	262	2	49	93
12/19/2018	219	219	2	20	85
12/20/2018	217	217	3	32	92
12/21/2018	239	241	2	33	86
12/22/2018	214	214	2	40	103
12/23/2018	232	249	1	33	83
12/24/2018	226	226	0	38	83
12/25/2018	206	206	1	26	66
12/26/2018	199	199	0	29	71
12/27/2018	208	210	4	16	65
12/28/2018	225	225	0	24	77
12/29/2018	235	238	2	22	70

12/30/2018	231	233	3	32	81
12/31/2018	197	199	0	19	80
Grand Total	6,938	6,986	40	1,013	2,486



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: 12/1/2018 thru 12/31/2018

		Day 1-Day 7	Day 8-Day 14	Day 15-Day 21	Day 22-Day 28	Day 29-Day 31	Total Produced
	Unit Hours	5,279	5,175	5,182	4,998	2,174	22,807