



Rural Metro Santa Clara - Compliance Summary Report

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

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