

Rural Metro Santa Clara - Compliance Summary Report

Period: 8/1/2016 thru 8/31/2016

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,391	1,074	1,387	2,214	2,207	509
	Cancelled On Time	812	83	140	289	241	59
	Adjusted Total Responses	6,579	991	1,247	1,925	1,966	450
	Late Responses	563	92	92	163	181	35
	Unadjusted Compliance	91.44%	90.72%	92.62%	91.53%	90.79%	92.22%
	Exemptions Requested	3	1	0	1	1	0
	Exemptions Granted	3	1	0	1	1	0
	Time Corrections Requested	166	22	16	48	64	16
	On Time Time Corrections Approved	138	15	10	43	58	12
	On Time Cancel Corrections Approved	3	0	1	0	2	0
	Late Time Corrections Approved	17	5	3	4	2	3
	Time Corrections Denied	5	2	2	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	1	0	0
	Time Correction Exemption Approved	3	0	1	0	2	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	419	76	81	119	120	23
	Extended Minutes	902:35	121:48	188:26	268:45	258:47	64:49
	Adjusted Compliance	93.63%	92.33%	93.50%	93.82%	93.90%	94.89%
	Response Time Liquidated Damages	\$160,250	\$23,250	\$33,000	\$47,000	\$47,250	\$9,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,755	592	581	646	738	198
	Cancelled On Time	411	90	107	108	76	30
	Adjusted Total Responses	2,344	502	474	538	662	168
	Late Responses	145	19	29	45	43	9
	Unadjusted Compliance	93.81%	96.22%	93.88%	91.64%	93.50%	94.64%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	36	5	7	9	10	5
	On Time Time Corrections Approved	30	4	6	8	8	4
	On Time Cancel Corrections Approved	2	1	1	0	0	0
	Late Time Corrections Approved	3	0	0	1	1	1
	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	115	15	23	37	35	5
	Extended Minutes	395:37	43:59	81:18	135:51	104:59	29:30
	Adjusted Compliance	95.09%	97.01%	95.15%	93.12%	94.71%	97.02%
	Response Time Liquidated Damages	\$72,000	\$7,500	\$18,750	\$26,250	\$14,750	\$4,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,146	1,666	1,968	2,860	2,945	707
	Cancelled On Time	1223	173	247	397	317	89
	Adjusted Total Responses	8,923	1,493	1,721	2,463	2,628	618
	Late Responses	708	111	121	208	224	44
	Exemptions Requested	3	1	0	1	1	0



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Exemptions Granted	3	1	0	1	1	0
Time Corrections Requested	202	27	23	57	74	21
On Time Time Corrections Approved	168	19	16	51	66	16
On Time Cancel Corrections Approved	5	1	2	0	2	0
Late Time Corrections Approved	20	5	3	5	3	4
Time Corrections Denied	6	2	2	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	1	0	0	1	0	0
Time Correction Exemption Approved	3	0	1	0	2	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	534	91	104	156	155	28
Extended Minutes	1,298:12	165:47	269:44	404:36	363:46	94:19
Response Time Liquidated Damages	\$232,250	\$30,750	\$51,750	\$73,250	\$62,000	\$14,500
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$7,000					
Total Liquidated Damages	\$239,250					