

Rural Metro Santa Clara - Compliance Summary Report

Period: 12/1/2016 thru 12/31/2016

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,856	1,113	1,500	2,334	2,341	568
	Cancelled On Time	878	85	164	297	267	65
	Adjusted Total Responses	6,978	1,028	1,336	2,037	2,074	503
	Late Responses	630	95	117	179	188	51
	Unadjusted Compliance	90.97%	90.76%	91.24%	91.21%	90.94%	89.86%
	Exemptions Requested	1	0	0	0	0	1
	Exemptions Granted	1	0	0	0	0	1
	Time Corrections Requested	142	20	27	44	36	15
	On Time Time Corrections Approved	119	16	21	39	32	11
	On Time Cancel Corrections Approved	4	0	2	2	0	0
	Late Time Corrections Approved	15	2	4	2	3	4
	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	3	1	0	1	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	507	78	96	139	155	39
	Extended Minutes	1,266:07	158:36	255:01	361:25	358:06	132:59
	Adjusted Compliance	92.73%	92.41%	92.81%	93.18%	92.53%	92.25%
	Response Time Liquidated Damages	\$219,250	\$29,500	\$42,250	\$62,000	\$61,750	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,993	664	653	724	749	202
	Cancelled On Time	445	90	105	112	110	28
	Adjusted Total Responses	2,548	574	548	612	639	174
	Late Responses	196	31	43	53	56	13
	Unadjusted Compliance	92.31%	94.60%	92.15%	91.34%	91.24%	92.53%
	Exemptions Requested	1	0	0	1	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	40	8	6	9	14	3
	On Time Time Corrections Approved	31	8	6	6	9	2
	On Time Cancel Corrections Approved	2	0	0	0	2	0
	Late Time Corrections Approved	5	0	0	2	2	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	2	0	0	1	1	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	163	23	37	46	46	11
	Extended Minutes	591:00	48:22	85:11	268:59	158:14	30:14
	Adjusted Compliance	93.60%	95.99%	93.25%	92.48%	92.80%	93.68%
	Response Time Liquidated Damages	\$117,250	\$8,750	\$13,750	\$65,750	\$23,750	\$5,250
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,849	1,777	2,153	3,058	3,090	770
	Cancelled On Time	1323	175	269	409	377	93
	Adjusted Total Responses	9,526	1,602	1,884	2,649	2,713	677
	Late Responses	826	126	160	232	244	64
	Exemptions Requested	2	0	0	1	0	1

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Exemptions Granted	1	0	0	0	0	1
Time Corrections Requested	182	28	33	53	50	18
On Time Time Corrections Approved	150	24	27	45	41	13
On Time Cancel Corrections Approved	6	0	2	2	2	0
Late Time Corrections Approved	20	2	4	4	5	5
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	5	1	0	2	2	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	670	101	133	185	201	50
Extended Minutes	1,857:07	206:58	340:12	630:24	516:20	163:13
Response Time Liquidated Damages	\$336,500	\$38,250	\$56,000	\$127,750	\$85,500	\$29,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$20,000					
Total Liquidated Damages	\$356,500					