

Rural Metro Santa Clara - Compliance Summary Report

Period: 7/1/2016 thru 7/31/2016

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,208	1,079	1,355	2,085	2,167	522
	Cancelled On Time	853	128	144	253	271	57
	Adjusted Total Responses	6,355	951	1,211	1,832	1,896	465
	Late Responses	520	80	92	150	150	48
	Unadjusted Compliance	91.82%	91.59%	92.40%	91.81%	92.09%	89.68%
	Exemptions Requested	2	0	0	1	1	0
	Exemptions Granted	1	0	0	1	0	0
	Time Corrections Requested	154	21	19	44	47	23
	On Time Time Corrections Approved	134	18	18	42	45	11
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	17	1	1	1	2	12
	Time Corrections Denied	3	1	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	2	1	0	1	0	0
	Time Correction Exemption Denied	0	0	0	0	0	0
	Adjusted Late Responses	383	61	74	106	105	37
	Extended Minutes	1,000:32	101:15	217:07	245:55	325:28	110:47
	Adjusted Compliance	93.97%	93.59%	93.89%	94.21%	94.46%	92.04%
	Response Time Liquidated Damages	\$178,500	\$20,750	\$38,250	\$44,250	\$51,500	\$23,750
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,834	592	607	633	794	208
	Cancelled On Time	434	78	114	107	115	20
	Adjusted Total Responses	2,400	514	493	526	679	188
	Late Responses	138	26	28	35	42	7
	Unadjusted Compliance	94.25%	94.94%	94.32%	93.35%	93.81%	96.28%
	Exemptions Requested	1	0	0	0	1	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	42	8	6	11	12	5
	On Time Time Corrections Approved	34	8	5	9	9	3
	On Time Cancel Corrections Approved	0	0	0	0	0	0
	Late Time Corrections Approved	7	0	1	1	3	2
	Time Corrections Denied	2	1	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	18	23	26	33	4
	Extended Minutes	328:02	63:18	62:05	102:06	90:23	10:10
	Adjusted Compliance	95.67%	96.50%	95.33%	95.06%	95.14%	97.87%
	Response Time Liquidated Damages	\$52,000	\$9,250	\$9,750	\$14,000	\$17,500	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	10,042	1,671	1,962	2,718	2,961	730
	Cancelled On Time	1287	206	258	360	386	77
	Adjusted Total Responses	8,755	1,465	1,704	2,358	2,575	653
	Late Responses	658	106	120	185	192	55
	Exemptions Requested	3	0	0	1	2	0



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Exemptions Granted	1	0	0	1	0	0
Time Corrections Requested	196	29	25	55	59	28
On Time Time Corrections Approved	168	26	23	51	54	14
On Time Cancel Corrections Approved	0	0	0	0	0	0
Late Time Corrections Approved	24	1	2	2	5	14
Time Corrections Denied	5	2	0	1	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	2	1	0	1	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	487	79	97	132	138	41
Extended Minutes	1,328:34	164:33	279:12	348:01	415:51	120:57
Response Time Liquidated Damages	\$230,500	\$30,000	\$48,000	\$58,250	\$69,000	\$25,250
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$5,000					
Total Liquidated Damages	\$235,500					