



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2011 thru 10/31/2011

| | Grand Totals All Zones | Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|--------------------------|----------------------------------|--------------|---------------|---------------|---------------|---------------|---------------|
| RLS | Total Responses | 6,225 | 1,040 | 1,223 | 1,742 | 1,803 | 417 |
| | Cancelled On Time | 627 | 97 | 125 | 182 | 179 | 44 |
| | Adjusted Total Responses | 5,598 | 943 | 1,098 | 1,560 | 1,624 | 373 |
| | Late Responses | 508 | 82 | 103 | 116 | 179 | 28 |
| | Unadjusted Compliance | 91% | 91% | 91% | 93% | 89% | 92% |
| | Exemptions Requested | 144 | 20 | 30 | 41 | 42 | 11 |
| | Exemptions Granted | 141 | 20 | 30 | 41 | 39 | 11 |
| | Adjusted Late Responses | 367 | 62 | 73 | 75 | 140 | 17 |
| | Extended Minutes | 828 | 93 | 197 | 165 | 313 | 60 |
| | Adjusted Compliance | 93% | 93% | 93% | 95% | 91% | 95% |
| | Response Time Liquidated Damages | \$141,750 | \$18,750 | \$32,000 | \$27,250 | \$55,250 | \$8,500 |
| | Zone Liquidated Damages | | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| NonRLS | Total Responses | 2,316 | 582 | 466 | 498 | 666 | 104 |
| | Cancelled On Time | 332 | 73 | 83 | 66 | 96 | 14 |
| | Adjusted Total Responses | 1,984 | 509 | 383 | 432 | 570 | 90 |
| | Late Responses | 155 | 29 | 33 | 26 | 62 | 5 |
| | Unadjusted Compliance | 92% | 94% | 91% | 94% | 89% | 94% |
| | Exemptions Requested | 47 | 8 | 13 | 11 | 14 | 1 |
| | Exemptions Granted | 44 | 8 | 12 | 10 | 14 | 0 |
| | Adjusted Late Responses | 111 | 21 | 21 | 16 | 48 | 5 |
| | Extended Minutes | 274 | 52 | 46 | 46 | 121 | 9 |
| | Adjusted Compliance | 94% | 96% | 95% | 96% | 92% | 94% |
| | Response Time Liquidated Damages | \$44,750 | \$8,500 | \$8,250 | \$6,750 | \$19,750 | \$1,500 |
| | Zone Liquidated Damages | | \$0 | \$0 | \$0 | \$0 | \$0 |
| | | | | | | | |
| Total | Total Responses | 8,541 | 1,622 | 1,689 | 2,240 | 2,469 | 521 |
| | Cancelled On Time | 959 | 170 | 208 | 248 | 275 | 58 |
| | Adjusted Total Responses | 7,582 | 1,452 | 1,481 | 1,992 | 2,194 | 463 |
| | Late Responses | 663 | 111 | 136 | 142 | 241 | 33 |
| | Exemptions Requested | 191 | 28 | 43 | 52 | 56 | 12 |
| | Exemptions Granted | 185 | 28 | 42 | 51 | 53 | 11 |
| | Adjusted Late Responses | 478 | 83 | 94 | 91 | 188 | 22 |
| | Extended Minutes | 1,102 | 145 | 243 | 211 | 434 | 69 |
| | Response Time Liquidated Damages | \$186,500 | \$27,250 | \$40,250 | \$34,000 | \$75,000 | \$10,000 |
| | Zone Liquidated Damages | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Other Liquidated Damages | \$4,000 | | | | | |
| Total Liquidated Damages | \$190,500 | | | | | | |