



Rural Metro Santa Clara - Compliance Summary Report

Period: 3/1/2013 thru 3/31/2013

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	6,672	1,078	1,316	1,869	1,993	416
	Cancelled On Time	763	110	171	219	218	45
	Adjusted Total Responses	5,909	968	1,145	1,650	1,775	371
	Late Responses	546	102	104	161	161	18
	Unadjusted Compliance	90.76%	89.46%	90.92%	90.24%	90.93%	95.15%
	Exemptions Requested	160	26	30	52	44	8
	Exemptions Granted	158	26	30	52	43	7
	Adjusted Late Responses	388	76	74	109	118	11
	Extended Minutes	948:30	170:42	170:40	262:52	289:06	55:10
	Adjusted Compliance	93.43%	92.15%	93.54%	93.39%	93.35%	97.04%
	Response Time Liquidated Damages	\$158,000	\$27,250	\$28,750	\$41,750	\$51,250	\$9,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,337	521	526	538	671	81
	Cancelled On Time	341	68	101	78	90	4
	Adjusted Total Responses	1,996	453	425	460	581	77
	Late Responses	119	21	20	31	42	5
	Unadjusted Compliance	94.04%	95.36%	95.29%	93.26%	92.77%	93.51%
	Exemptions Requested	33	6	6	8	12	1
	Exemptions Granted	33	6	6	8	12	1
	Adjusted Late Responses	86	15	14	23	30	4
	Extended Minutes	224:57	33:47	37:14	58:43	86:17	8:56
	Adjusted Compliance	95.69%	96.69%	96.71%	95.00%	94.84%	94.81%
	Response Time Liquidated Damages	\$36,250	\$5,500	\$6,500	\$10,250	\$13,000	\$1,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,009	1,599	1,842	2,407	2,664	497
	Cancelled On Time	1104	178	272	297	308	49
	Adjusted Total Responses	7,905	1,421	1,570	2,110	2,356	448
	Late Responses	665	123	124	192	203	23
	Exemptions Requested	193	32	36	60	56	9
	Exemptions Granted	191	32	36	60	55	8
	Adjusted Late Responses	474	91	88	132	148	15
	Extended Minutes	1,173:27	204:29	207:54	321:35	375:23	64:06
	Response Time Liquidated Damages	\$194,250	\$32,750	\$35,250	\$52,000	\$64,250	\$10,000
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
	Other Liquidated Damages	\$8,000					
Total Liquidated Damages	\$202,250						