



Rural Metro Santa Clara - Compliance Summary Report

Period: 10/1/2016 thru 10/31/2016

Grand Totals All Zones		Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
RLS	Total Responses	7,289	1,158	1,344	2,148	2,139	500	
	Cancelled On Time	811	112	141	260	238	60	
	Adjusted Total Responses	6,478	1,046	1,203	1,888	1,901	440	
	Late Responses	605	106	115	176	170	38	
	Unadjusted Compliance	90.66%	89.87%	90.44%	90.68%	91.06%	91.36%	
	Exemptions Requested	0	0	0	0	0	0	
	Exemptions Granted	0	0	0	0	0	0	
	Time Corrections Requested	165	29	33	45	42	16	
	On Time Time Corrections Approved	142	28	27	37	39	11	
	On Time Cancel Corrections Approved	2	1	0	1	0	0	
	Late Time Corrections Approved	15	0	6	1	3	5	
	Time Corrections Denied	5	0	1	3	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	0	0	0	0	0	0	
	Time Correction Exemption Approved	3	0	0	3	0	0	
	Time Correction Exemption Denied	0	0	0	0	0	0	
	Adjusted Late Responses	460	78	88	136	131	27	
	Extended Minutes	1,237:30	201:02	272:47	318:26	357:37	87:38	
	Adjusted Compliance	92.90%	92.54%	92.68%	92.80%	93.11%	93.86%	
	Response Time Liquidated Damages	\$201,750	\$32,250	\$40,500	\$55,250	\$60,250	\$13,500	
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0	
	NonRLS	Total Responses	2,830	687	615	613	705	210
		Cancelled On Time	463	102	130	96	102	33
Adjusted Total Responses		2,367	585	485	517	603	177	
Late Responses		183	37	41	44	55	6	
Unadjusted Compliance		92.27%	93.68%	91.55%	91.49%	90.88%	96.61%	
Exemptions Requested		0	0	0	0	0	0	
Exemptions Granted		0	0	0	0	0	0	
Time Corrections Requested		41	8	10	9	11	3	
On Time Time Corrections Approved		39	8	10	8	11	2	
On Time Cancel Corrections Approved		1	0	0	1	0	0	
Late Time Corrections Approved		1	0	0	0	0	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		0	0	0	0	0	0	
Time Correction Exemption Denied		0	0	0	0	0	0	
Adjusted Late Responses		144	29	31	36	44	4	
Extended Minutes		427:13	97:37	90:02	108:08	122:39	8:47	
Adjusted Compliance		93.92%	95.04%	93.61%	93.04%	92.70%	97.74%	
Response Time Liquidated Damages		\$70,250	\$16,250	\$15,000	\$17,750	\$20,000	\$1,250	
Zone Liquidated Damages		\$0	\$0	\$0	\$0	\$0	\$0	
Total		Total Responses	10,119	1,845	1,959	2,761	2,844	710
		Cancelled On Time	1274	214	271	356	340	93
	Adjusted Total Responses	8,845	1,631	1,688	2,405	2,504	617	
	Late Responses	788	143	156	220	225	44	
	Exemptions Requested	0	0	0	0	0	0	



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Exemptions Granted	0	0	0	0	0	0
Time Corrections Requested	206	37	43	54	53	19
On Time Time Corrections Approved	181	36	37	45	50	13
On Time Cancel Corrections Approved	3	1	0	2	0	0
Late Time Corrections Approved	16	0	6	1	3	6
Time Corrections Denied	5	0	1	3	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	0	0	0	0	0	0
Time Correction Exemption Approved	3	0	0	3	0	0
Time Correction Exemption Denied	0	0	0	0	0	0
Adjusted Late Responses	604	107	119	172	175	31
Extended Minutes	1,664:43	298:39	362:49	426:34	480:16	96:25
Response Time Liquidated Damages	\$272,000	\$48,500	\$55,500	\$73,000	\$80,250	\$14,750
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$8,000					
Total Liquidated Damages	\$280,000					