



Rural Metro Santa Clara - Compliance Summary Report

Period: 11/1/2017 thru 11/30/2017

	Grand Totals All Zones	Total	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
RLS	Total Responses	7,235	1,087	1,344	2,145	2,200	459
	Cancelled On Time	767	79	121	252	280	35
	Adjusted Total Responses	6,468	1,008	1,223	1,893	1,920	424
	Late Responses	707	133	150	188	203	33
	Unadjusted Compliance	89.07%	86.81%	87.74%	90.07%	89.43%	92.22%
	Exemptions Requested	13	2	9	2	0	0
	Exemptions Granted	11	1	8	2	0	0
	Time Corrections Requested	222	42	36	63	67	14
	On Time Time Corrections Approved	176	31	29	53	52	11
	On Time Cancel Corrections Approved	12	1	2	3	5	1
	Late Time Corrections Approved	34	10	5	7	10	2
	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	520	101	113	133	151	22
	Extended Minutes	2,184:59	195:07	298:45	279:51	1,352:48	58:28
	Adjusted Compliance	91.96%	89.98%	90.76%	92.97%	92.14%	94.81%
	Response Time Liquidated Damages	\$214,500	\$35,500	\$53,250	\$48,000	\$67,500	\$10,250
	Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
NonRLS	Total Responses	2,669	592	571	617	707	182
	Cancelled On Time	406	77	96	95	121	17
	Adjusted Total Responses	2,263	515	475	522	586	165
	Late Responses	171	33	38	46	46	8
	Unadjusted Compliance	92.44%	93.59%	92.00%	91.19%	92.15%	95.15%
	Exemptions Requested	2	1	1	0	0	0
	Exemptions Granted	1	0	1	0	0	0
	Time Corrections Requested	59	12	15	12	18	2
	On Time Time Corrections Approved	39	9	9	8	11	2
	On Time Cancel Corrections Approved	2	1	0	0	1	0
	Late Time Corrections Approved	18	2	6	4	6	0
	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	131	24	28	38	35	6
	Extended Minutes	388:55	58:57	92:15	111:10	114:48	11:45
	Adjusted Compliance	94.21%	95.34%	94.11%	92.72%	94.03%	96.36%
	Response Time Liquidated Damages	\$59,750	\$9,000	\$14,000	\$17,500	\$17,750	\$1,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Total	Total Responses	9,904	1,679	1,915	2,762	2,907	641
	Cancelled On Time	1173	156	217	347	401	52
	Adjusted Total Responses	8,731	1,523	1,698	2,415	2,506	589
	Late Responses	878	166	188	234	249	41



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Exemptions Requested	15	3	10	2	0	0
Exemptions Granted	12	1	9	2	0	0
Time Corrections Requested	281	54	51	75	85	16
On Time Time Corrections Approved	215	40	38	61	63	13
On Time Cancel Corrections Approved	14	2	2	3	6	1
Late Time Corrections Approved	52	12	11	11	16	2
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	651	125	141	171	186	28
Extended Minutes	2,573:54	254:04	391:00	391:01	1,467:36	70:13
Response Time Liquidated Damages	\$274,250	\$44,500	\$67,250	\$65,500	\$85,250	\$11,750
Zone Liquidated Damages	\$10,000	\$10,000	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$6,000					
Total Liquidated Damages	\$290,250					