



**Rural Metro Santa Clara - Compliance Summary Report**

Period: 3/1/2018 thru 3/31/2018

	<b>Grand Totals All Zones</b>	<b>Total</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4</b>	<b>Zone 5</b>
<b>RLS</b>	Total Responses	7,763	1,150	1,498	2,313	2,212	590
	Cancelled On Time	738	88	174	208	208	60
	Adjusted Total Responses	7,025	1,062	1,324	2,105	2,004	530
	Late Responses	635	99	115	210	167	44
	Unadjusted Compliance	90.96%	90.68%	91.31%	90.02%	91.67%	91.70%
	Exemptions Requested	7	0	4	2	1	0
	Exemptions Granted	6	0	4	2	0	0
	Time Corrections Requested	202	31	33	67	46	25
	On Time Time Corrections Approved	159	24	27	58	40	10
	On Time Cancel Corrections Approved	7	1	1	1	1	3
	Late Time Corrections Approved	34	6	5	6	5	12
	Time Corrections Denied	1	0	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
	<b>Adjusted Late Responses</b>	<b>470</b>	<b>75</b>	<b>84</b>	<b>150</b>	<b>127</b>	<b>34</b>
	Extended Minutes	1,133:32	153:36	229:58	374:46	282:49	92:23
	<b>Adjusted Compliance</b>	<b>93.31%</b>	<b>92.94%</b>	<b>93.66%</b>	<b>92.87%</b>	<b>93.66%</b>	<b>93.58%</b>
	Response Time Liquidated Damages	\$207,000	\$27,000	\$50,250	\$69,000	\$46,250	\$14,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>NonRLS</b>	Total Responses	2,942	680	654	679	746	183
	Cancelled On Time	400	84	107	103	85	21
	Adjusted Total Responses	2,542	596	547	576	661	162
	Late Responses	179	25	45	49	50	10
	Unadjusted Compliance	92.96%	95.81%	91.77%	91.49%	92.44%	93.83%
	Exemptions Requested	0	0	0	0	0	0
	Exemptions Granted	0	0	0	0	0	0
	Time Corrections Requested	73	13	19	21	17	3
	On Time Time Corrections Approved	50	11	10	14	15	0
	On Time Cancel Corrections Approved	1	1	0	0	0	0
	Late Time Corrections Approved	21	1	8	7	2	3
	Time Corrections Denied	2	0	2	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
	<b>Adjusted Late Responses</b>	<b>129</b>	<b>14</b>	<b>35</b>	<b>35</b>	<b>35</b>	<b>10</b>
	Extended Minutes	414:51	29:07	133:24	70:17	113:47	68:16
	<b>Adjusted Compliance</b>	<b>94.93%</b>	<b>97.65%</b>	<b>93.60%</b>	<b>93.92%</b>	<b>94.70%</b>	<b>93.83%</b>
	Response Time Liquidated Damages	\$74,750	\$5,500	\$22,750	\$11,250	\$20,750	\$14,500
	Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	Total Responses	10,705	1,830	2,152	2,992	2,958	773
	Cancelled On Time	1138	172	281	311	293	81
	Adjusted Total Responses	9,567	1,658	1,871	2,681	2,665	692
	Late Responses	814	124	160	259	217	54
	Exemptions Requested	7	0	4	2	1	0



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Exemptions Granted	6	0	4	2	0	0
Time Corrections Requested	275	44	52	88	63	28
On Time Time Corrections Approved	209	35	37	72	55	10
On Time Cancel Corrections Approved	8	2	1	1	1	3
Late Time Corrections Approved	55	7	13	13	7	15
Time Corrections Denied	3	0	2	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
<b>Adjusted Late Responses</b>	<b>599</b>	<b>89</b>	<b>119</b>	<b>185</b>	<b>162</b>	<b>44</b>
Extended Minutes	1,548:23	182:43	363:22	445:03	396:36	160:39
Response Time Liquidated Damages	\$281,750	\$32,500	\$73,000	\$80,250	\$67,000	\$29,000
Zone Liquidated Damages	\$0	\$0	\$0	\$0	\$0	\$0
Other Liquidated Damages	\$4,000					
Total Liquidated Damages	\$285,750					