



Rural Metro Santa Clara 911
Response Compliance and Penalty
Period: Jan 2020 to Jan 2020

		Compliance Reporting 2020/01/01 - 2020/01/31																Outlier Reporting 2020/01/01 - 2020/01/31	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	636	58	694	0	694	58	5	0	9	694	49	49	92.94%	92.94%	\$0	\$0		\$0
	Zone 2	572	36	608	0	608	36	1	0	3	608	33	33	94.57%	94.57%	\$0	\$0		\$0
	Zone 3	632	74	706	0	706	74	3	0	9	706	65	65	90.79%	90.79%	\$0	\$0		\$0
	Zone 4	715	70	785	0	785	70	4	0	16	785	54	54	93.12%	93.12%	\$0	\$0		\$0
	Zone 5	223	18	241	0	241	18	2	0	4	241	14	14	94.19%	94.19%	\$0	\$0		\$0
	Code 2 Total		2778	256	3034	0	3034	256	15	0	41	3034	215	215	92.91%	92.91%			\$0
Code 3	Zone 1	995	139	1134	0	1134	139	3	0	15	1134	124	124	89.07%	89.07%	\$10,000	\$10,000		\$10,000
	Zone 2	1207	143	1350	0	1350	143	6	0	29	1350	114	114	91.56%	91.56%	\$0	\$0		\$0
	Zone 3	1968	293	2261	0	2261	293	8	0	52	2261	241	241	89.34%	89.34%	\$10,000	\$10,000		\$10,000
	Zone 4	1936	209	2145	0	2145	209	7	0	28	2145	181	181	91.56%	91.56%	\$0	\$0		\$0
	Zone 5	505	61	566	0	566	61	1	0	6	566	55	55	90.28%	90.28%	\$0	\$0		\$0
	Code 3 Total		6611	845	7456	0	7456	845	25	0	130	7456	715	715	90.41%	90.41%			\$37,280
Total		9389	1101	10490	0	10490	1101	40	0	171	10490	930	930	91.13%	91.13%				\$57,280



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: Feb 2020 to Feb 2020

		Compliance Reporting 2020/02/01 - 2020/02/29																Outlier Reporting 2020/02/01 - 2020/02/29	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	657	49	706	0	706	49	2	0	8	706	41	41	94.19%	94.19%	\$0	\$0		\$0
	Zone 2	534	34	568	0	568	34	4	2	8	568	24	24	95.77%	95.77%	\$0	\$0		\$0
	Zone 3	575	64	639	0	639	64	5	0	15	639	49	49	92.33%	92.33%	\$0	\$0		\$0
	Zone 4	658	75	733	0	733	75	6	0	10	733	65	65	91.13%	91.13%	\$0	\$0		\$0
	Zone 5	239	19	258	0	258	19	1	1	2	258	16	16	93.80%	93.80%	\$0	\$0		\$0
	Code 2 Total		2663	241	2904	0	2904	241	18	3	43	2904	195	195	93.29%	93.29%			\$0
Code 3	Zone 1	1088	132	1220	0	1220	132	5	3	20	1220	109	109	91.07%	91.07%	\$0	\$0		\$0
	Zone 2	1157	128	1285	0	1285	128	7	4	23	1285	101	101	92.14%	92.14%	\$0	\$0		\$0
	Zone 3	1921	244	2165	0	2165	244	11	4	61	2165	179	179	91.73%	91.73%	\$0	\$0		\$0
	Zone 4	1807	227	2034	0	2034	227	8	2	48	2034	177	177	91.30%	91.30%	\$0	\$0		\$0
	Zone 5	436	60	496	0	496	60	4	1	13	496	46	46	90.73%	90.73%	\$0	\$0		\$0
	Code 3 Total		6409	791	7200	0	7200	791	35	14	165	7200	612	612	91.50%	91.50%			\$18,000
Total		9072	1032	10104	0	10104	1032	53	17	208	10104	807	807	92.01%	92.00%				\$18,000



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: Mar 2020 to Mar 2020

		Compliance Reporting 2020/03/01 - 2020/03/31																Outlier Reporting 2020/03/01 - 2020/03/31	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	604	31	635	0	635	31	3	0	10	635	21	21	96.69%	96.69%	\$0	\$0		\$0
	Zone 2	547	19	566	0	566	19	0	0	4	566	15	15	97.35%	97.35%	\$0	\$0		\$0
	Zone 3	562	34	596	0	596	34	0	0	10	596	24	24	95.97%	95.97%	\$0	\$0		\$0
	Zone 4	670	36	706	0	706	36	1	0	7	706	29	29	95.89%	95.89%	\$0	\$0		\$0
	Zone 5	219	13	232	0	232	13	0	0	5	232	8	8	96.55%	96.55%	\$0	\$0		\$0
	Code 2 Total		2602	133	2735	0	2735	133	4	0	36	2735	97	97	96.45%	96.45%			\$0
Code 3	Zone 1	1064	99	1163	0	1163	99	1	0	16	1163	83	83	92.86%	92.86%	\$0	\$0		\$0
	Zone 2	1128	121	1249	0	1249	121	0	0	44	1249	77	77	93.84%	93.84%	\$0	\$0		\$0
	Zone 3	1849	173	2022	0	2022	173	2	0	55	2022	118	118	94.16%	94.16%	\$0	\$0		\$0
	Zone 4	2025	189	2214	0	2214	189	2	0	62	2214	127	127	94.26%	94.26%	\$0	\$0		\$0
	Zone 5	477	53	530	0	530	53	3	0	8	530	45	45	91.51%	91.51%	\$0	\$0		\$0
	Code 3 Total		6543	635	7178	0	7178	635	8	0	185	7178	450	450	93.73%	93.73%			\$0
Total		9145	768	9913	0	9913	768	12	0	221	9913	547	547	94.48%	94.48%				
																			\$0



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: Apr 2020 to Apr 2020

		Compliance Reporting 2020/04/01 - 2020/04/30															Outlier Reporting 2020/04/01 - 2020/04/30		
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	531	16	547	0	547	16	0	0	8	547	8	8	98.54%	98.54%	\$0	\$0	\$0	\$0
	Zone 2	458	12	470	0	470	12	0	0	5	470	7	7	98.51%	98.51%	\$0	\$0		\$0
	Zone 3	481	16	497	0	497	16	0	0	7	497	9	9	98.19%	98.19%	\$0	\$0		\$0
	Zone 4	623	24	647	0	647	24	0	0	10	647	14	14	97.84%	97.84%	\$0	\$0		\$0
	Zone 5	211	6	217	0	217	6	0	0	1	217	5	5	97.70%	97.70%	\$0	\$0		\$0
	Code 2 Total		2304	74	2378	0	2378	74	0	0	31	2378	43	43	98.19%	98.19%			
Code 3	Zone 1	837	57	894	0	894	57	0	0	13	894	44	44	95.08%	95.08%	\$0	\$0	\$0	\$0
	Zone 2	920	75	995	0	995	75	0	0	20	995	55	55	94.47%	94.47%	\$0	\$0		\$0
	Zone 3	1609	118	1727	0	1727	118	0	0	50	1727	68	68	96.06%	96.06%	\$0	\$0		\$0
	Zone 4	1666	124	1790	0	1790	124	0	0	31	1790	93	93	94.80%	94.80%	\$0	\$0		\$0
	Zone 5	421	31	452	0	452	31	0	0	5	452	26	26	94.25%	94.25%	\$0	\$0		\$0
	Code 3 Total		5453	405	5858	0	5858	405	0	0	119	5858	286	286	95.12%	95.12%			
Total		7757	479	8236	0	8236	479	0	0	150	8236	329	329	96.01%	96.01%				\$0



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: May 2020 to May 2020

		Compliance Reporting 2020/05/01 - 2020/05/31																Outlier Reporting 2020/05/01 - 2020/05/31		
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment	
Code 2	Zone 1	565	31	596	0	596	31	0	0	13	596	18	18	96.98%	96.98%	\$0	\$0		\$0	
	Zone 2	514	24	538	0	538	24	0	0	7	538	17	17	96.84%	96.84%	\$0	\$0		\$0	
	Zone 3	548	33	581	0	581	33	0	0	8	581	25	25	95.70%	95.70%	\$0	\$0		\$0	
	Zone 4	605	25	630	0	630	25	0	0	7	630	18	18	97.14%	97.14%	\$0	\$0		\$0	
	Zone 5	188	11	199	0	199	11	0	0	5	199	6	6	96.98%	96.98%	\$0	\$0		\$0	
	Code 2 Total		2420	124	2544	0	2544	124	0	0	40	2544	84	84	96.70%	96.70%			\$0	\$0
Code 3	Zone 1	936	89	1025	0	1025	89	0	0	16	1025	73	73	92.88%	92.88%	\$0	\$0		\$0	
	Zone 2	1028	96	1124	0	1124	96	0	0	21	1124	75	75	93.33%	93.33%	\$0	\$0		\$0	
	Zone 3	1776	189	1965	0	1965	189	0	0	46	1965	143	143	92.72%	92.72%	\$0	\$0		\$0	
	Zone 4	1815	180	1995	0	1995	180	0	0	41	1995	139	139	93.03%	93.03%	\$0	\$0		\$0	
	Zone 5	389	54	443	0	443	54	4	2	18	443	34	34	92.33%	92.33%	\$0	\$0		\$0	
	Code 3 Total		5944	608	6552	0	6552	608	4	2	142	6552	464	464	92.92%	92.92%			\$0	\$0
Total		8364	732	9096	0	9096	732	4	2	182	9096	548	548	93.98%	93.97%					\$0



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: Jun 2020 to Jun 2020

		Compliance Reporting 2020/06/01 - 2020/06/30															Outlier Reporting 2020/06/01 - 2020/06/30		
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	543	27	570	0	570	27	0	0	9	570	18	18	96.84%	96.84%	\$0	\$0		\$0
	Zone 2	455	25	480	0	480	25	0	0	12	480	13	13	97.29%	97.29%	\$0	\$0		\$0
	Zone 3	503	24	527	0	527	24	0	0	9	527	15	15	97.15%	97.15%	\$0	\$0		\$0
	Zone 4	554	30	584	0	584	30	0	0	8	584	22	22	96.23%	96.23%	\$0	\$0		\$0
	Zone 5	217	6	223	0	223	6	0	0	2	223	4	4	98.21%	98.21%	\$0	\$0		\$0
	Code 2 Total		2272	112	2384	0	2384	112	0	0	40	2384	72	72	96.98%	96.98%			\$0
Code 3	Zone 1	846	97	943	0	943	97	0	0	16	943	81	81	91.41%	91.41%	\$0	\$0		\$0
	Zone 2	1117	95	1212	0	1212	95	0	0	30	1212	65	65	94.64%	94.64%	\$0	\$0		\$0
	Zone 3	1779	164	1943	0	1943	164	0	0	40	1943	124	124	93.62%	93.62%	\$0	\$0		\$0
	Zone 4	1817	198	2015	0	2015	198	0	0	55	2015	143	143	92.90%	92.90%	\$0	\$0		\$0
	Zone 5	452	33	485	0	485	33	0	0	12	485	21	21	95.67%	95.67%	\$0	\$0		\$0
	Code 3 Total		6011	587	6598	0	6598	587	0	0	153	6598	434	434	93.42%	93.42%			\$0
Total		8283	699	8982	0	8982	699	0	0	193	8982	506	506	94.37%	94.37%				\$0



Rural Metro Santa Clara 911
 Response Compliance and Penalty
 Period: Jul 2020 to Jul 2020

		Compliance Reporting 2020/07/01 - 2020/07/31															Outlier Reporting 2020/07/01 - 2020/07/31		
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Late Response Fine	Total Fine Assessment
Code 2	Zone 1	624	32	656	0	656	32	0	0	8	656	24	24	96.34%	96.34%	\$0	\$0		\$0
	Zone 2	496	18	514	0	514	18	0	0	6	514	12	12	97.67%	97.67%	\$0	\$0		\$0
	Zone 3	534	42	576	0	576	42	0	0	14	576	28	28	95.14%	95.14%	\$0	\$0		\$0
	Zone 4	593	36	629	0	629	36	0	0	15	629	21	21	96.66%	96.66%	\$0	\$0		\$0
	Zone 5	236	7	243	0	243	7	0	0	2	243	5	5	97.94%	97.94%	\$0	\$0		\$0
	Code 2 Total		2483	135	2618	0	2618	135	0	0	45	2618	90	90	96.56%	96.56%			\$0
Code 3	Zone 1	953	124	1077	0	1077	124	0	0	31	1077	93	93	91.36%	91.36%	\$0	\$0		\$0
	Zone 2	1155	94	1249	0	1249	94	0	0	30	1249	64	64	94.88%	94.88%	\$0	\$0		\$0
	Zone 3	1982	201	2183	0	2183	201	0	0	52	2183	149	149	93.17%	93.17%	\$0	\$0		\$0
	Zone 4	1972	200	2172	0	2172	200	0	0	62	2172	138	138	93.65%	93.65%	\$0	\$0		\$0
	Zone 5	458	28	486	0	486	28	0	0	7	486	21	21	95.68%	95.68%	\$0	\$0		\$0
	Code 3 Total		6520	647	7167	0	7167	647	0	0	182	7167	465	465	93.51%	93.51%			\$0
Total		9003	782	9785	0	9785	782	0	0	227	9785	555	555	94.33%	94.33%				\$0



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Aug 2020 to Aug 2020

		Compliance Reporting 2020/08/01 - 2020/08/31																		Outlier Reporting 2020/08/01 - 2020/08/31	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Cancel Calls	Cancel Calls LATE	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Zone	Late Response Fine
Code 2	Zone 1	572	22	594	0	71	1	523	22	0	0	8	523	14	14	97.32%	97.32%	\$0	\$0	Zone 1	\$1,350
	Zone 2	522	25	547	0	77	1	470	25	0	0	10	470	15	15	96.81%	96.81%	\$0	\$0	Zone 2	\$1,900
	Zone 3	539	37	576	0	68	3	508	37	0	0	7	508	30	30	94.09%	94.09%	\$0	\$0	Zone 3	\$2,750
	Zone 4	608	31	639	0	68	1	571	31	0	0	7	571	24	24	95.80%	95.80%	\$0	\$0	Zone 4	\$3,100
	Zone 5	217	15	232	0	16	1	216	15	0	0	4	216	11	11	94.91%	94.91%	\$0	\$0	Zone 5	\$2,550
	Code 2 Total		2458	130	2588	0	300	7	2288	130	0	0	36	2288	94	94	95.89%	95.89%			Code 2 Total
Code 3	Zone 1	1077	148	1225	0	52	4	1173	148	0	0	40	1173	108	108	90.79%	90.79%	\$0	\$0	Zone 1	\$9,300
	Zone 2	1216	134	1350	0	71	6	1279	134	0	0	29	1279	105	105	91.79%	91.79%	\$0	\$0	Zone 2	\$9,650
	Zone 3	2096	242	2338	0	142	12	2196	242	0	0	58	2196	184	184	91.62%	91.62%	\$0	\$0	Zone 3	\$36,900
	Zone 4	2082	226	2308	0	161	8	2147	226	0	0	58	2147	168	168	92.18%	92.18%	\$0	\$0	Zone 4	\$17,350
	Zone 5	502	55	557	0	33	4	524	55	0	0	12	524	43	43	91.79%	91.79%	\$0	\$0	Zone 5	\$15,350
	Code 3 Total		6973	805	7778	0	459	34	7319	805	0	0	197	7319	608	608	91.69%	91.69%			Code 3 Total
Total		9431	935	10366	0	759	41	9607	935	0	0	233	9607	702	702	92.69%	92.69%				



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Sep 2020 to Sep 2020

		Compliance Reporting 2020/09/01 - 2020/09/30																		Outlier Reporting 2020/09/01 - 2020/09/30	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Cancel Calls	Cancel Calls LATE	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Zone	Late Response Fine
Code 2	Zone 1	566	23	589	0	60	1	529	23	0	0	10	529	13	13	97.54%	97.54%	\$0	\$0	Zone 1	\$1,200
	Zone 2	478	25	503	0	61	0	442	25	0	0	6	442	19	19	95.70%	95.70%	\$0	\$0	Zone 2	\$1,850
	Zone 3	507	27	534	0	46	1	488	27	0	0	9	488	18	18	96.31%	96.31%	\$0	\$0	Zone 3	\$1,550
	Zone 4	602	24	626	0	64	2	562	24	0	0	5	562	19	19	96.62%	96.62%	\$0	\$0	Zone 4	\$1,700
	Zone 5	220	8	228	0	19	0	209	8	0	0	3	209	5	5	97.61%	97.61%	\$0	\$0	Zone 5	\$750
	Code 2 Total		2373	107	2480	0	250	4	2230	107	0	0	33	2230	74	74	96.68%	96.68%			Code 2 Total
Code 3	Zone 1	963	111	1074	0	48	5	1026	111	0	0	29	1026	82	82	92.01%	92.01%	\$0	\$0	Zone 1	\$6,100
	Zone 2	1207	88	1295	0	65	3	1230	88	0	0	22	1230	66	66	94.63%	94.63%	\$0	\$0	Zone 2	\$4,750
	Zone 3	1904	170	2074	0	103	4	1971	170	0	0	41	1971	129	129	93.46%	93.46%	\$0	\$0	Zone 3	\$29,700
	Zone 4	2004	217	2221	0	141	4	2080	217	0	0	55	2080	162	162	92.21%	92.21%	\$0	\$0	Zone 4	\$14,600
	Zone 5	465	56	521	0	23	2	498	56	0	0	17	498	39	39	92.17%	92.17%	\$0	\$0	Zone 5	\$5,550
	Code 3 Total		6543	642	7185	0	380	18	6805	642	0	0	164	6805	478	478	92.98%	92.98%			Code 3 Total
Total		8916	749	9665	0	630	22	9035	749	0	0	197	9035	552	552	93.89%	93.89%				



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Oct 2020 to Oct 2020

		Compliance Reporting 2020/10/01 - 2020/10/31																		Outlier Reporting 2020/10/01 - 2020/10/31	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Cancel Calls	Cancel Calls LATE	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Zone	Late Response Fine
Code 2	Zone 1	597	20	617	0	71	0	546	20	0	0	8	546	12	12	97.80%	97.80%	\$0	\$0	Zone 1	\$950
	Zone 2	550	23	573	0	76	0	497	23	0	0	8	497	15	15	96.98%	96.98%	\$0	\$0	Zone 2	\$3,450
	Zone 3	565	35	600	0	49	0	551	35	0	0	13	551	22	22	96.01%	96.01%	\$0	\$0	Zone 3	\$1,900
	Zone 4	587	47	634	0	78	0	556	47	0	0	10	556	37	37	93.35%	93.35%	\$0	\$0	Zone 4	\$3,250
	Zone 5	221	15	236	0	14	0	222	15	0	0	2	222	13	13	94.14%	94.14%	\$0	\$0	Zone 5	\$2,100
	Code 2 Total		2520	140	2660	0	288	0	2372	140	0	0	41	2372	99	99	95.83%	95.83%			Code 2 Total
Code 3	Zone 1	965	103	1068	0	40	1	1028	103	0	0	17	1028	86	86	91.63%	91.63%	\$0	\$0	Zone 1	\$7,200
	Zone 2	1243	112	1355	0	83	4	1272	112	0	0	27	1272	85	85	93.32%	93.32%	\$0	\$0	Zone 2	\$7,650
	Zone 3	1860	202	2062	0	121	8	1941	202	0	0	48	1941	154	154	92.07%	92.07%	\$0	\$0	Zone 3	\$26,400
	Zone 4	1996	212	2208	0	131	2	2077	212	0	0	34	2077	178	178	91.43%	91.43%	\$0	\$0	Zone 4	\$16,550
	Zone 5	460	39	499	0	28	5	471	39	0	0	7	471	32	32	93.21%	93.21%	\$0	\$0	Zone 5	\$19,550
	Code 3 Total		6524	668	7192	0	403	20	6789	668	0	0	133	6789	535	535	92.12%	92.12%			Code 3 Total
Total		9044	808	9852	0	691	20	9161	808	0	0	174	9161	634	634	93.08%	93.08%				



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Nov 2020 to Nov 2020

		Compliance Reporting 2020/11/01 - 2020/11/30																		Outlier Reporting 2020/11/01 - 2020/11/30	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Cancel Calls	Cancel Calls LATE	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Zone	Late Response Fine
Code 2	Zone 1	493	18	511	0	45	0	466	18	0	0	7	466	11	11	97.64%	97.64%	\$0	\$0	Zone 1	\$650
	Zone 2	506	16	522	0	66	0	456	16	0	0	2	456	14	14	96.93%	96.93%	\$0	\$0	Zone 2	\$850
	Zone 3	497	27	524	0	52	0	472	27	0	0	7	472	20	20	95.76%	95.76%	\$0	\$0	Zone 3	\$2,150
	Zone 4	586	33	619	0	65	2	554	33	0	0	5	554	28	28	94.95%	94.95%	\$0	\$0	Zone 4	\$2,400
	Zone 5	204	5	209	0	19	0	190	5	0	0	4	190	1	1	99.47%	99.47%	\$0	\$0	Zone 5	\$50
	Code 2 Total		2286	99	2385	0	247	2	2138	99	0	0	25	2138	74	74	96.54%	96.54%			Code 2 Total
Code 3	Zone 1	980	110	1090	0	43	4	1047	110	0	0	20	1047	90	90	91.40%	91.40%	\$0	\$0	Zone 1	\$8,450
	Zone 2	1169	105	1274	0	56	4	1218	105	0	0	19	1218	86	86	92.94%	92.94%	\$0	\$0	Zone 2	\$7,850
	Zone 3	1783	187	1970	0	98	7	1872	187	0	0	34	1872	153	153	91.83%	91.83%	\$0	\$0	Zone 3	\$13,650
	Zone 4	1902	196	2098	0	125	10	1973	196	0	0	35	1973	161	161	91.84%	91.84%	\$0	\$0	Zone 4	\$19,700
	Zone 5	415	37	452	0	33	3	419	37	0	0	7	419	30	30	92.84%	92.84%	\$0	\$0	Zone 5	\$5,400
	Code 3 Total		6249	635	6884	0	355	28	6529	635	0	0	115	6529	520	520	92.04%	92.04%			Code 3 Total
Total		8535	734	9269	0	602	30	8667	734	0	0	140	8667	594	594	93.15%	93.15%				



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Dec 2020 to Dec 2020

		Compliance Reporting 2020/12/01 - 2020/12/31																		Outlier Reporting 2020/12/01 - 2020/12/31	
Priority	Zone	On Time	Late	Total Incidents	Do Not Count	Cancel Calls	Cancel Calls LATE	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Proforma Calculated Late	Response Time Compliance	Proforma Response Time Compliance	Zone Damages	Proforma Zone Damages	Zone	Late Response Fine
Code 2	Zone 1	637	42	679	0	78	1	601	42	7	7	11	601	24	24	96.01%	96.01%	\$0	\$0	Zone 1	\$2,100
	Zone 2	511	23	534	0	81	3	453	23	7	7	6	453	10	10	97.79%	97.79%	\$0	\$0	Zone 2	\$550
	Zone 3	547	33	580	0	61	1	519	33	9	9	9	519	15	15	97.11%	97.11%	\$0	\$0	Zone 3	\$1,150
	Zone 4	628	39	667	0	80	4	587	39	16	16	8	587	15	15	97.44%	97.44%	\$0	\$0	Zone 4	\$1,900
	Zone 5	210	20	230	0	24	2	206	20	5	5	1	206	14	14	93.20%	93.20%	\$0	\$0	Zone 5	\$7,250
	Code 2 Total		2533	157	2690	0	324	11	2366	157	44	44	35	2366	78	78	96.70%	96.70%			Code 2 Total
Code 3	Zone 1	1177	165	1342	0	59	4	1283	165	23	23	33	1283	109	109	91.50%	91.50%	\$0	\$0	Zone 1	\$14,200
	Zone 2	1222	156	1378	0	65	6	1313	156	25	25	33	1313	98	98	92.54%	92.54%	\$0	\$0	Zone 2	\$15,150
	Zone 3	2026	322	2348	0	120	16	2228	322	71	71	63	2228	188	188	91.56%	91.56%	\$0	\$0	Zone 3	\$21,500
	Zone 4	2179	333	2512	0	159	13	2353	333	74	74	59	2353	200	200	91.50%	91.50%	\$0	\$0	Zone 4	\$29,150
	Zone 5	546	73	619	0	38	4	581	73	12	12	16	581	45	45	92.25%	92.25%	\$0	\$0	Zone 5	\$23,900
	Code 3 Total		7150	1049	8199	0	441	43	7758	1049	205	205	204	7758	640	640	91.75%	91.75%			Code 3 Total
Total		9683	1206	10889	0	765	54	10124	1206	249	249	239	10124	718	718	92.91%	92.91%				