



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Jan 2021 to Jan 2021

		Compliance Reporting 2021/01/01 - 2021/01/31																		Outlier Reporting 2021/01/01 - 2021/01/31	
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	592	27	619	0	65	1	554	27	0	0	9	554	18	18	96.75%	96.75%	\$0	\$0	Zone 1	\$2,050
	Zone 2	513	23	536	0	63	1	473	23	0	0	9	473	14	14	97.04%	97.04%	\$0	\$0	Zone 2	\$1,200
	Zone 3	542	24	566	0	54	1	512	24	0	0	5	512	19	19	96.29%	96.29%	\$0	\$0	Zone 3	\$1,500
	Zone 4	693	28	721	0	83	0	638	28	0	0	8	638	20	20	96.87%	96.87%	\$0	\$0	Zone 4	\$6,700
	Zone 5	214	6	220	0	19	0	201	6	0	0	2	201	4	4	98.01%	98.01%	\$0	\$0	Zone 5	\$950
	Code 2 Total		2554	108	2662	0	284	3	2378	108	0	0	33	2378	75	75	96.85%	96.85%			Code 2 Total
Code 3	Zone 1	1081	142	1223	0	30	3	1193	142	0	0	34	1193	108	108	90.95%	90.95%	\$0	\$0	Zone 1	\$9,800
	Zone 2	1187	142	1329	0	75	3	1254	142	0	0	32	1254	110	110	91.23%	91.23%	\$0	\$0	Zone 2	\$9,200
	Zone 3	2091	218	2309	0	122	12	2187	218	0	0	46	2187	172	172	92.14%	92.14%	\$0	\$0	Zone 3	\$15,650
	Zone 4	2183	310	2493	0	140	8	2353	310	0	0	75	2353	235	235	90.01%	90.01%	\$0	\$0	Zone 4	\$20,000
	Zone 5	536	67	603	0	34	4	569	67	0	0	15	569	52	52	90.86%	90.86%	\$0	\$0	Zone 5	\$6,500
	Code 3 Total		7078	879	7957	0	401	30	7556	879	0	0	202	7556	677	677	91.04%	91.04%			Code 3 Total
Total		9632	987	10619	0	685	33	9934	987	0	0	235	9934	752	752	92.43%	92.43%				



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Period: Feb 2021 to Feb 2021

		Compliance Reporting 2021/02/01 - 2021/02/28																		Outlier Reporting 2021/02/01 - 2021/02/28	
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	537	26	563	0	56	0	507	26	0	0	9	507	17	17	96.65%	96.65%	\$0	\$0	Zone 1	\$950
	Zone 2	435	20	455	0	69	0	386	20	0	0	4	386	16	16	95.85%	95.85%	\$0	\$0	Zone 2	\$2,000
	Zone 3	449	26	475	0	50	0	425	26	0	0	4	425	22	22	94.82%	94.82%	\$0	\$0	Zone 3	\$16,800
	Zone 4	538	32	570	0	54	7	516	32	0	0	5	516	27	27	94.77%	94.77%	\$0	\$0	Zone 4	\$1,900
	Zone 5	195	20	215	0	18	0	197	20	0	0	7	197	13	13	93.40%	93.40%	\$0	\$0	Zone 5	\$1,550
	Code 2 Total		2154	124	2278	0	247	7	2031	124	0	0	29	2031	95	95	95.32%	95.32%			Code 2 Total
Code 3	Zone 1	949	130	1079	0	36	2	1043	130	0	0	28	1043	102	102	90.22%	90.22%	\$0	\$0	Zone 1	\$6,750
	Zone 2	1084	96	1180	0	66	1	1114	96	0	0	19	1114	77	77	93.09%	93.09%	\$0	\$0	Zone 2	\$10,400
	Zone 3	1804	187	1991	0	99	7	1892	187	0	0	45	1892	142	142	92.49%	92.49%	\$0	\$0	Zone 3	\$21,350
	Zone 4	1867	204	2071	0	137	6	1934	204	0	0	48	1934	156	156	91.93%	91.93%	\$0	\$0	Zone 4	\$16,100
	Zone 5	396	48	444	0	22	5	422	48	0	0	12	422	36	36	91.47%	91.47%	\$0	\$0	Zone 5	\$8,350
	Code 3 Total		6100	665	6765	0	360	21	6405	665	0	0	152	6405	513	513	91.99%	91.99%			Code 3 Total
Total		8254	789	9043	0	607	28	8436	789	0	0	181	8436	608	608	92.79%	92.79%				



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Period: Mar 2021 to Mar 2021

		Compliance Reporting 2021/03/01 - 2021/03/31																		Outlier Reporting 2021/03/01 - 2021/03/31	
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	529	20	549	0	55	0	494	20	0	0	3	494	17	17	96.56%	96.56%	\$0	\$0	Zone 1	\$1,200
	Zone 2	482	25	507	0	74	3	433	25	0	0	5	433	20	20	95.38%	95.38%	\$0	\$0	Zone 2	\$2,100
	Zone 3	530	34	564	0	61	1	503	34	0	0	10	503	24	24	95.23%	95.23%	\$0	\$0	Zone 3	\$2,450
	Zone 4	612	39	651	0	81	2	570	39	0	0	10	570	29	29	94.91%	94.91%	\$0	\$0	Zone 4	\$4,100
	Zone 5	205	11	216	0	13	2	203	11	0	0	1	203	10	10	95.07%	95.07%	\$0	\$0	Zone 5	\$3,900
	Code 2 Total		2358	129	2487	0	284	8	2203	129	0	0	29	2203	100	100	95.46%	95.46%			Code 2 Total
Code 3	Zone 1	1109	106	1215	0	43	0	1172	106	1	1	20	1172	85	85	92.75%	92.75%	\$0	\$0	Zone 1	\$6,450
	Zone 2	1171	136	1307	0	72	4	1235	136	0	0	30	1235	106	106	91.42%	91.42%	\$0	\$0	Zone 2	\$22,100
	Zone 3	1939	232	2171	0	106	8	2065	232	0	0	40	2065	192	192	90.70%	90.70%	\$0	\$0	Zone 3	\$28,250
	Zone 4	1973	237	2210	0	148	5	2062	237	0	0	48	2062	189	189	90.83%	90.83%	\$0	\$0	Zone 4	\$21,550
	Zone 5	467	53	520	0	30	5	490	53	0	0	9	490	44	44	91.02%	91.02%	\$0	\$0	Zone 5	\$22,200
	Code 3 Total		6659	764	7423	0	399	22	7024	764	1	1	147	7024	616	616	91.23%	91.23%			Code 3 Total
Total		9017	893	9910	0	683	30	9227	893	1	1	176	9227	716	716	92.24%	92.24%				