



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Jan 2022 to Jan 2022

Report Status: FINAL

Priority	Zone	Compliance Reporting 2022/01/01 - 2022/01/31														Outlier Reporting 2022/01/01 - 2022/01/31							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	719	55	774	0	77	0	697	55	0	0	21	697	34	34	95.12%	95.12%	\$0	\$0	Zone 1	\$3,400	0%	\$3,400
	Zone 2	598	50	648	0	102	0	546	50	0	0	10	546	40	40	92.67%	92.67%	\$0	\$0	Zone 2	\$3,800	0%	\$3,800
	Zone 3	641	73	714	0	89	3	625	73	0	0	18	625	55	55	91.20%	91.20%	\$0	\$0	Zone 3	\$5,800	0%	\$5,800
	Zone 4	743	71	814	0	75	3	739	71	0	0	19	739	52	52	92.96%	92.96%	\$0	\$0	Zone 4	\$8,750	0%	\$8,750
	Zone 5	242	27	269	0	22	3	247	27	0	0	4	247	23	23	90.69%	90.69%	\$0	\$0	Zone 5	\$2,450	0%	\$2,450
	Code 2 Total	2943	276	3219	0	365	9	2854	276	0	0	72	2854	204	204	92.85%	92.85%			Code 2 Total	\$24,200	0%	\$24,200
Code 3	Zone 1	1028	222	1250	0	94	4	1156	222	75	75	32	1156	115	115	90.05%	90.05%	\$0	\$0	Zone 1	\$10,600	0%	\$10,600
	Zone 2	1321	243	1564	0	86	7	1478	243	57	57	39	1478	147	147	90.05%	90.05%	\$0	\$0	Zone 2	\$15,850	0%	\$15,850
	Zone 3	2269	430	2699	0	167	17	2532	430	23	23	72	2532	335	335	86.77%	86.77%	\$60,000	\$50,000	Zone 3	\$51,450	0%	\$111,450
	Zone 4	2228	459	2687	0	141	18	2546	459	0	0	67	2546	392	392	84.60%	84.60%	\$75,000	\$75,000	Zone 4	\$47,000	0%	\$122,000
	Zone 5	533	70	603	0	37	7	566	70	4	4	10	566	56	56	90.11%	90.11%	\$0	\$0	Zone 5	\$14,800	0%	\$14,800
	Code 3 Total	7379	1424	8803	0	525	53	8278	1424	159	159	220	8278	1045	1045	87.38%	87.38%			Code 3 Total	\$139,700	0%	\$274,700
Total		10322	1700	12022	0	890	62	11132	1700	159	159	292	11132	1249	1249	88.78%	88.78%						\$298,900



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Feb 2022 to Feb 2022

Report Status: FINAL

Priority	Zone	Compliance Reporting 2022/02/01 - 2022/02/28														Outlier Reporting 2022/02/01 - 2022/02/28							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	601	21	622	0	57	1	565	21	0	0	9	565	12	12	97.88%	97.88%	\$0	\$0	Zone 1	\$1,050	100%	\$0
	Zone 2	561	27	588	0	64	2	524	27	0	0	9	524	18	18	96.56%	96.56%	\$0	\$0	Zone 2	\$2,150	100%	\$0
	Zone 3	549	47	596	0	52	1	544	47	0	0	11	544	36	36	93.38%	93.38%	\$0	\$0	Zone 3	\$4,650	100%	\$0
	Zone 4	643	50	693	0	64	2	629	50	0	0	12	629	38	38	93.96%	93.96%	\$0	\$0	Zone 4	\$6,400	100%	\$0
	Zone 5	250	17	267	0	16	0	251	17	0	0	5	251	12	12	95.22%	95.22%	\$0	\$0	Zone 5	\$6,900	100%	\$0
	Code 2 Total	2604	162	2766	0	253	6	2513	162	0	0	46	2513	116	116	95.38%	95.38%			Code 2 Total	\$21,150	100%	\$0
Code 3	Zone 1	986	126	1112	0	47	2	1065	126	0	0	28	1065	98	98	90.80%	90.80%	\$0	\$0	Zone 1	\$9,150	100%	\$0
	Zone 2	1146	126	1272	0	58	2	1214	126	0	0	24	1214	102	102	91.60%	91.60%	\$0	\$0	Zone 2	\$13,600	100%	\$0
	Zone 3	1951	255	2206	0	138	13	2068	255	0	0	58	2068	197	197	90.47%	90.47%	\$0	\$0	Zone 3	\$34,300	100%	\$0
	Zone 4	1999	243	2242	0	127	7	2115	243	0	0	60	2115	183	183	91.35%	91.35%	\$0	\$0	Zone 4	\$16,850	100%	\$0
	Zone 5	451	46	497	0	24	3	473	46	0	0	4	473	42	42	91.12%	91.12%	\$0	\$0	Zone 5	\$14,650	100%	\$0
	Code 3 Total	6533	796	7329	0	394	27	6935	796	0	0	174	6935	622	622	91.03%	91.03%			Code 3 Total	\$88,550	100%	\$0
Total	9137	958	10095	0	647	33	9448	958	0	0	220	9448	738	738	92.19%	92.19%						\$0	



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Mar 2022 to Mar 2022

Priority	Zone	Compliance Reporting 2022/03/01 - 2022/03/31														Outlier Reporting 2022/03/01 - 2022/03/31							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	702	30	732	0	48	1	684	30	0	0	10	684	20	20	97.08%	97.08%	\$0	\$0	Zone 1	\$1,450	100%	\$0
	Zone 2	605	34	639	0	56	1	583	34	0	0	9	583	25	25	95.71%	95.71%	\$0	\$0	Zone 2	\$1,450	100%	\$0
	Zone 3	656	56	712	0	53	1	659	56	0	0	12	659	44	44	93.32%	93.32%	\$0	\$0	Zone 3	\$17,700	100%	\$0
	Zone 4	746	66	812	0	83	0	729	66	0	0	18	729	48	48	93.42%	93.42%	\$0	\$0	Zone 4	\$6,100	100%	\$0
	Zone 5	254	14	268	0	24	0	244	14	0	0	3	244	11	11	95.49%	95.49%	\$0	\$0	Zone 5	\$2,150	100%	\$0
	Code 2 Total	2963	200	3163	0	264	3	2899	200	0	0	52	2899	148	148	94.89%	94.89%			Code 2 Total	\$28,850	100%	\$0
Code 3	Zone 1	1021	133	1154	0	62	3	1092	133	7	5	22	1092	106	106	90.29%	90.29%	\$0	\$0	Zone 1	\$7,350	100%	\$0
	Zone 2	1377	158	1535	0	85	2	1450	158	0	0	32	1450	126	126	91.31%	91.31%	\$0	\$0	Zone 2	\$21,000	100%	\$0
	Zone 3	2151	236	2387	0	136	6	2251	236	1	1	54	2251	181	181	91.96%	91.96%	\$0	\$0	Zone 3	\$15,000	100%	\$0
	Zone 4	2091	265	2356	0	144	9	2212	265	3	3	54	2212	208	208	90.60%	90.60%	\$0	\$0	Zone 4	\$20,350	100%	\$0
	Zone 5	474	56	530	0	25	2	505	56	4	2	11	505	43	43	91.49%	91.49%	\$0	\$0	Zone 5	\$8,400	100%	\$0
	Code 3 Total	7114	848	7962	0	452	22	7510	848	15	11	173	7510	664	664	91.16%	91.16%			Code 3 Total	\$72,100	100%	\$0
Total	10077	1048	11125	0	716	25	10409	1048	15	11	225	10409	812	812	92.20%	92.20%						\$0	



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Apr 2022 to Apr 2022

Report Status: FINAL

Priority	Zone	Compliance Reporting 2022/04/01 - 2022/04/30															Outlier Reporting 2022/04/01 - 2022/04/30						
		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	Credits	Total Fine Assessment
Code 2	Zone 1	675	25	700	0	76	2	624	25	0	0	7	624	18	18	97.12%	97.12%	\$0	\$0	Zone 1	\$1,600	100%	\$0
	Zone 2	572	42	614	0	63	2	551	42	0	0	12	551	30	30	94.56%	94.56%	\$0	\$0	Zone 2	\$5,250	100%	\$0
	Zone 3	634	57	691	0	67	2	624	57	0	0	17	624	40	40	93.59%	93.59%	\$0	\$0	Zone 3	\$13,400	100%	\$0
	Zone 4	710	42	752	0	70	1	682	42	0	0	13	682	29	29	95.75%	95.75%	\$0	\$0	Zone 4	\$2,650	100%	\$0
	Zone 5	255	8	263	0	17	2	246	8	0	0	1	246	7	7	97.15%	97.15%	\$0	\$0	Zone 5	\$550	100%	\$0
	Code 2 Total	2846	174	3020	0	293	9	2727	174	0	0	50	2727	124	124	95.45%	95.45%			Code 2 Total	\$23,450	100%	\$0
Code 3	Zone 1	996	141	1137	0	65	4	1072	141	1	1	34	1072	106	106	90.11%	90.11%	\$0	\$0	Zone 1	\$12,650	100%	\$0
	Zone 2	1220	154	1374	0	85	5	1289	154	0	0	38	1289	116	116	91.00%	91.00%	\$0	\$0	Zone 2	\$8,950	100%	\$0
	Zone 3	2121	251	2372	0	146	6	2226	251	0	0	69	2226	182	182	91.82%	91.82%	\$0	\$0	Zone 3	\$43,050	100%	\$0
	Zone 4	2072	241	2313	0	120	9	2193	241	0	0	70	2193	171	171	92.20%	92.20%	\$0	\$0	Zone 4	\$18,450	100%	\$0
	Zone 5	495	66	561	0	32	7	529	66	0	0	14	529	52	52	90.17%	90.17%	\$0	\$0	Zone 5	\$17,350	100%	\$0
	Code 3 Total	6904	853	7757	0	448	31	7309	853	1	1	225	7309	627	627	91.42%	91.42%			Code 3 Total	\$100,450	100%	\$0
Total	9750	1027	10777	0	741	40	10036	1027	1	1	275	10036	751	751	92.52%	92.52%						\$0	



AMR/911 Santa Clara 911 Response Compliance and Penalty

Period: May 2022 to May 2022

Priority	Zone	Compliance Reporting 2022/05/01 - 2022/05/31														Outlier Reporting 2022/05/01 - 2022/05/31							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	731	49	780	0	68	1	712	49	2	1	18	712	30	30	95.79%	95.79%	\$0	\$0	Zone 1	\$3,550	0%	\$3,550
	Zone 2	643	61	704	0	84	4	620	61	5	5	21	620	35	35	94.35%	94.35%	\$0	\$0	Zone 2	\$4,300	0%	\$4,300
	Zone 3	634	73	707	0	74	1	633	73	3	3	20	633	50	50	92.10%	92.10%	\$0	\$0	Zone 3	\$18,350	0%	\$18,350
	Zone 4	851	60	911	0	96	1	815	60	1	1	14	815	45	45	94.48%	94.48%	\$0	\$0	Zone 4	\$5,450	0%	\$5,450
	Zone 5	264	10	274	0	18	1	256	10	1	1	4	256	5	5	98.05%	98.05%	\$0	\$0	Zone 5	\$2,300	0%	\$2,300
	Code 2 Total	3123	253	3376	0	340	8	3036	253	12	11	77	3036	165	165	94.57%	94.57%			Code 2 Total	\$33,950	0%	\$33,950
Code 3	Zone 1	1083	208	1291	0	66	5	1225	208	23	17	54	1225	137	137	88.82%	88.82%	\$30,000	\$20,000	Zone 1	\$15,350	0%	\$45,350
	Zone 2	1381	202	1583	0	102	3	1481	202	8	5	50	1481	147	147	90.07%	90.07%	\$0	\$0	Zone 2	\$18,200	0%	\$18,200
	Zone 3	2247	372	2619	0	208	16	2411	372	34	26	99	2411	247	247	89.76%	89.76%	\$20,000	\$0	Zone 3	\$23,450	0%	\$43,450
	Zone 4	2246	345	2591	0	188	10	2403	345	35	29	82	2403	234	234	90.26%	90.26%	\$0	\$0	Zone 4	\$25,750	0%	\$25,750
	Zone 5	529	62	591	0	29	6	562	62	0	0	14	562	48	48	91.46%	91.46%	\$0	\$0	Zone 5	\$9,100	0%	\$9,100
	Code 3 Total	7486	1189	8675	0	593	40	8082	1189	100	77	299	8082	813	813	89.94%	89.94%			Code 3 Total	\$91,850	0%	\$141,850
Total	10609	1442	12051	0	933	48	11118	1442	112	88	376	11118	978	978	91.20%	91.20%						\$175,800	



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Jun 2022 to Jun 2022

Priority	Zone	Compliance Reporting 2022/06/01 - 2022/06/30														Outlier Reporting 2022/06/01 - 2022/06/30							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	715	58	773	0	80	0	693	58	5	3	21	693	34	34	95.09%	95.09%	\$0	\$0	Zone 1	\$2,950	0%	\$2,950
	Zone 2	633	45	678	0	84	0	594	45	2	1	14	594	30	30	94.95%	94.95%	\$0	\$0	Zone 2	\$6,200	0%	\$6,200
	Zone 3	700	64	764	0	88	3	676	64	1	0	15	676	49	49	92.75%	92.75%	\$0	\$0	Zone 3	\$10,100	0%	\$10,100
	Zone 4	750	76	826	0	77	5	749	76	6	4	20	749	52	52	93.06%	93.06%	\$0	\$0	Zone 4	\$8,000	0%	\$8,000
	Zone 5	269	18	287	0	25	0	262	18	1	0	3	262	15	15	94.27%	94.27%	\$0	\$0	Zone 5	\$1,450	0%	\$1,450
	Code 2 Total	3067	261	3328	0	354	8	2974	261	15	8	73	2974	180	180	93.95%	93.95%			Code 2 Total	\$28,700	0%	\$28,700
Code 3	Zone 1	1136	216	1352	0	80	8	1272	216	12	3	35	1272	178	178	86.01%	86.01%	\$60,000	\$60,000	Zone 1	\$20,600	0%	\$80,600
	Zone 2	1283	204	1487	0	85	8	1402	204	9	5	36	1402	163	163	88.37%	88.37%	\$30,000	\$20,000	Zone 2	\$16,300	0%	\$46,300
	Zone 3	2214	361	2575	0	193	13	2382	361	17	10	87	2382	264	264	88.92%	88.92%	\$30,000	\$20,000	Zone 3	\$39,250	0%	\$69,250
	Zone 4	2128	374	2502	0	201	18	2301	374	21	12	89	2301	273	273	88.14%	88.14%	\$30,000	\$20,000	Zone 4	\$34,200	0%	\$64,200
	Zone 5	528	75	603	0	33	7	570	75	1	1	16	570	58	58	89.82%	89.82%	\$20,000	\$0	Zone 5	\$30,300	0%	\$50,300
	Code 3 Total	7289	1230	8519	0	592	54	7927	1230	60	31	263	7927	936	936	88.19%	88.19%			Code 3 Total	\$140,650	0%	\$310,650
Total	10356	1491	11847	0	946	62	10901	1491	75	39	336	10901	1116	1116	89.76%	89.76%							\$330,350



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Jul 2022 to Jul 2022

Priority	Zone	Compliance Reporting 2022/07/01 - 2022/07/31														Outlier Reporting 2022/07/01 - 2022/07/31							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	768	42	810	0	84	1	726	42	3	2	21	726	19	19	97.38%	97.38%	\$0	\$0	Zone 1	\$1,400	0%	\$1,400
	Zone 2	694	46	740	0	95	4	645	46	1	1	23	645	22	22	96.59%	96.59%	\$0	\$0	Zone 2	\$1,600	0%	\$1,600
	Zone 3	698	50	748	0	83	3	665	50	6	5	18	665	27	27	95.94%	95.94%	\$0	\$0	Zone 3	\$5,800	0%	\$5,800
	Zone 4	850	50	900	0	117	5	783	50	4	4	14	783	32	32	95.91%	95.91%	\$0	\$0	Zone 4	\$8,150	0%	\$8,150
	Zone 5	305	21	326	0	22	0	304	21	2	1	7	304	13	13	95.72%	95.72%	\$0	\$0	Zone 5	\$1,800	0%	\$1,800
	Code 2 Total	3315	209	3524	0	401	13	3123	209	16	13	83	3123	113	113	96.38%	96.38%			Code 2 Total	\$18,750	0%	\$18,750
Code 3	Zone 1	1173	233	1406	0	76	6	1330	233	18	15	51	1330	167	167	87.44%	87.44%	\$50,000	\$0	Zone 1	\$16,150	0%	\$66,150
	Zone 2	1328	218	1546	0	81	4	1465	218	14	8	61	1465	149	149	89.83%	89.83%	\$20,000	\$0	Zone 2	\$18,500	0%	\$38,500
	Zone 3	2192	367	2559	0	185	11	2374	367	16	12	110	2374	245	245	89.68%	89.68%	\$20,000	\$0	Zone 3	\$30,800	0%	\$50,800
	Zone 4	2254	310	2564	0	189	12	2375	310	18	11	90	2375	209	209	91.20%	91.20%	\$0	\$0	Zone 4	\$23,850	0%	\$23,850
	Zone 5	568	87	655	0	36	2	619	87	1	1	17	619	69	69	88.85%	88.85%	\$30,000	\$20,000	Zone 5	\$21,450	0%	\$51,450
	Code 3 Total	7515	1215	8730	0	567	35	8163	1215	67	47	329	8163	839	839	89.72%	89.72%			Code 3 Total	\$110,750	0%	\$230,750
Total	10830	1424	12254	0	968	48	11286	1424	83	60	412	11286	952	952	91.56%	91.56%						\$249,500	



AMR/RM Santa Clara 911 Response Compliance and Penalty

Period: Aug 2022 to Aug 2022

Priority	Zone	Compliance Reporting 2022/08/01 - 2022/08/31														Outlier Reporting 2022/08/01 - 2022/08/31							
		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	Credits	Total Fine Assessment
Code 2	Zone 1	700	43	743	0	71	2	672	43	1	1	13	672	29	29	95.68%	95.68%	\$0	\$0	Zone 1	\$2,850	0%	\$2,850
	Zone 2	628	47	675	0	96	3	579	47	0	0	23	579	24	24	95.85%	95.85%	\$0	\$0	Zone 2	\$3,050	0%	\$3,050
	Zone 3	718	65	783	0	81	2	702	65	2	2	28	702	35	35	95.01%	95.01%	\$0	\$0	Zone 3	\$10,250	0%	\$10,250
	Zone 4	799	65	864	0	104	2	760	65	0	0	25	760	40	40	94.74%	94.74%	\$0	\$0	Zone 4	\$7,200	0%	\$7,200
	Zone 5	292	29	321	0	25	1	296	29	1	0	12	296	17	17	94.26%	94.26%	\$0	\$0	Zone 5	\$8,450	0%	\$8,450
	Code 2 Total	3137	249	3386	0	377	10	3009	249	4	3	101	3009	145	145	95.18%	95.18%			Code 2 Total	\$31,800	0%	\$31,800
Code 3	Zone 1	1150	252	1402	0	75	4	1327	252	8	6	66	1327	180	180	86.44%	86.44%	\$60,000	\$50,000	Zone 1	\$16,800	0%	\$76,800
	Zone 2	1314	220	1534	0	91	5	1443	220	4	1	58	1443	161	161	88.84%	88.84%	\$30,000	\$20,000	Zone 2	\$21,700	0%	\$51,700
	Zone 3	2229	362	2591	0	196	18	2395	362	8	4	117	2395	241	241	89.94%	89.94%	\$20,000	\$0	Zone 3	\$23,100	0%	\$43,100
	Zone 4	2102	360	2462	0	149	10	2313	360	7	4	103	2313	253	253	89.06%	89.06%	\$20,000	\$20,000	Zone 4	\$36,350	0%	\$56,350
	Zone 5	565	64	629	0	50	5	579	64	1	1	11	579	52	52	91.02%	91.02%	\$0	\$0	Zone 5	\$24,550	0%	\$24,550
	Code 3 Total	7360	1258	8618	0	561	42	8057	1258	28	16	355	8057	887	887	88.99%	88.99%			Code 3 Total	\$122,300	0%	\$252,300
Total	10497	1507	12004	0	938	52	11066	1507	32	19	456	11066	1032	1032	90.67%	90.67%						\$284,100	