

# Compliance Summary

From July 01, 2014 to July 31, 2014

## Eastern Division

### Overall Compliance

|                       | Priority 1 |      |     | Priority 2 |      |     | Priority 3 |      |      | Priority 4 |      |      |
|-----------------------|------------|------|-----|------------|------|-----|------------|------|------|------------|------|------|
|                       | Inc.       | Late | %   | Inc.       | Late | %   | Inc.       | Late | %    | Inc.       | Late | %    |
| Tulsa 1               | 479        | 45   | 90% | 966        | 21   | 97% | 358        | 46   | 87%  | 3          | 0    | 100% |
| Tulsa 2               | 456        | 42   | 90% | 780        | 12   | 98% | 11         | 0    | 100% | 1          | 0    | 100% |
| Tulsa 3               | 538        | 58   | 89% | 1,133      | 27   | 97% | 325        | 57   | 82%  | 6          | 2    | 66%  |
| Tulsa Total           | 1,473      | 145  | 90% | 2,879      | 60   | 97% | 694        | 103  | 85%  | 10         | 2    | 80%  |
| Sand Springs          | 77         | 26   |     | 112        | 9    | 81% | 0          | 0    | N/A  | 0          | 0    | N/A  |
| Jenks                 | 27         | 7    |     | 33         | 0    | 88% | 0          | 0    | N/A  | 0          | 0    | N/A  |
| Bixby                 | 26         | 3    |     | 50         | 1    | 94% | 0          | 0    | N/A  | 0          | 0    | N/A  |
| Total Non-Beneficiary | 130        | 36   |     | 195        | 10   | 85% | 0          | 0    | N/A  | 0          | 0    | N/A  |

Average Response Time Priority 1 & 2

Received to On Scene: 10:09

Dispatched to On Scene: 9:21

The beneficiary city of Tulsa must be above 90% each month. In the suburbs of Sand Springs, Jenks and Bixby, the total of Priority 1 and Priority 2 incidents are combined to get the compliance percentile each month. Each suburban city must be above 75% each month, and combined they must be over 90 %. Percentage figures above are rounded down as per the RFP.

# Compliance Summary

From July 01, 2014 to July 31, 2014

## Western Division Overall Compliance

|                               | Priority 1   |            |            | Priority 2   |           |            | Priority 3 |           |            | Priority 4 |          |             |
|-------------------------------|--------------|------------|------------|--------------|-----------|------------|------------|-----------|------------|------------|----------|-------------|
|                               | Inc.         | Late       | %          | Inc.         | Late      | %          | Inc.       | Late      | %          | Inc.       | Late     | %           |
| Oklahoma City 1               | 885          | 55         | 93%        | 1,648        | 20        | 98%        | 182        | 14        | 92%        | 2          | 0        | 100%        |
| Oklahoma City 2               | 894          | 84         | 90%        | 1,408        | 23        | 98%        | 169        | 17        | 89%        | 1          | 0        | 100%        |
| Edmond                        | 131          | 16         | 87%        | 209          | 3         | 98%        | 39         | 5         | 87%        | 0          | 0        | N/A         |
| <b>Total OKC &amp; Edmond</b> | <b>1,910</b> | <b>155</b> | <b>91%</b> | <b>3,265</b> | <b>46</b> | <b>98%</b> | <b>390</b> | <b>36</b> | <b>90%</b> | <b>3</b>   | <b>0</b> | <b>100%</b> |
| Warr Acres                    | 32           | 5          |            | 54           | 1         | 93%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Bethany                       | 49           | 11         |            | 96           | 0         | 92%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Mustang                       | 27           | 5          |            | 50           | 2         | 90%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| The Village                   | 23           | 4          |            | 54           | 1         | 93%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Nichols Hills                 | 4            | 1          |            | 3            | 0         | 85%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Yukon                         | 47           | 5          |            | 66           | 1         | 94%        | 52         | 9         | 82%        | 1          | 1        | 0%          |
| <b>Total Non-Beneficiary</b>  | <b>182</b>   | <b>31</b>  |            | <b>323</b>   | <b>5</b>  | <b>92%</b> | <b>52</b>  | <b>9</b>  | <b>82%</b> | <b>1</b>   | <b>1</b> | <b>0%</b>   |
| Piedmont                      | 3            |            |            | 4            |           |            | 0          |           |            | 0          |          |             |

Average Response Time Priority 1 & 2

Received to On Scene: 9:31

Dispatched to On Scene: 8:54

The beneficiary cities of Oklahoma City and Edmond must be above 90% each month. In the suburbs of Warr Acres, Bethany, Mustang, The Village, Nichols Hills, and Yukon, the total of Priority 1 and Priority 2 incidents are combined to get the compliance percentile each month. Each suburban city must be above 75% each month, and combined they must be over 90 %. Percentage figures above are rounded down as per the RFP.

**Compliance Summary**  
**July 1, 2014 to July 31, 2014**

**Eastern Division**  
**Non-discrimination**

|                   | Priority 1 |      |     |
|-------------------|------------|------|-----|
|                   | Inc.       | Late | %   |
| <b>District 1</b> | 479        | 45   | 90% |
| <b>District 2</b> | 456        | 42   | 90% |
| <b>District 3</b> | 538        | 58   | 89% |

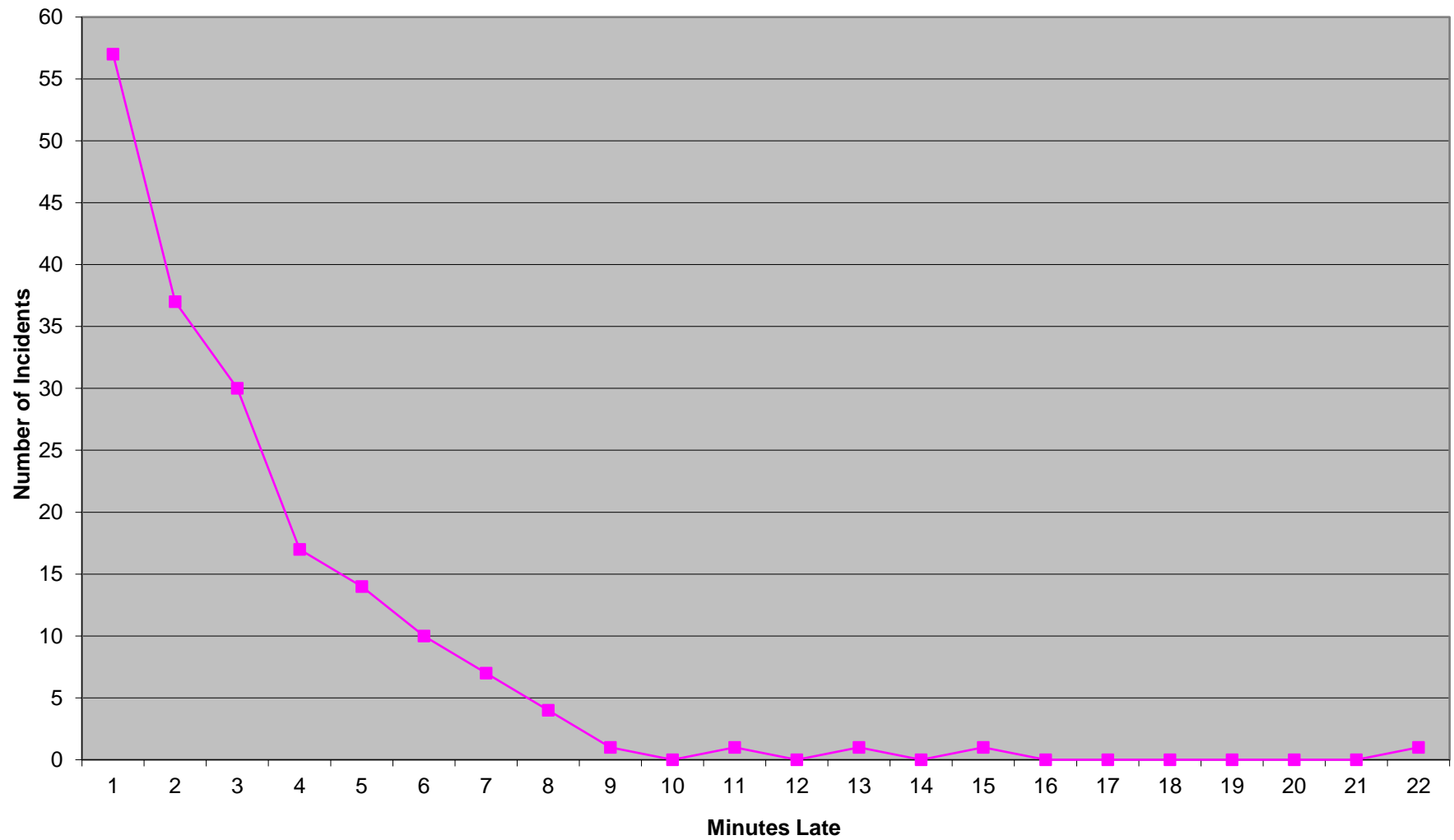
Each district within the Beneficiary City of Tulsa must be individually above 75% on Priority 1 transports (with a minimum of 100 incidents in each for measurement). Percentage figures above are rounded down as per the RFP.

**Western Division**  
**Non-discrimination**

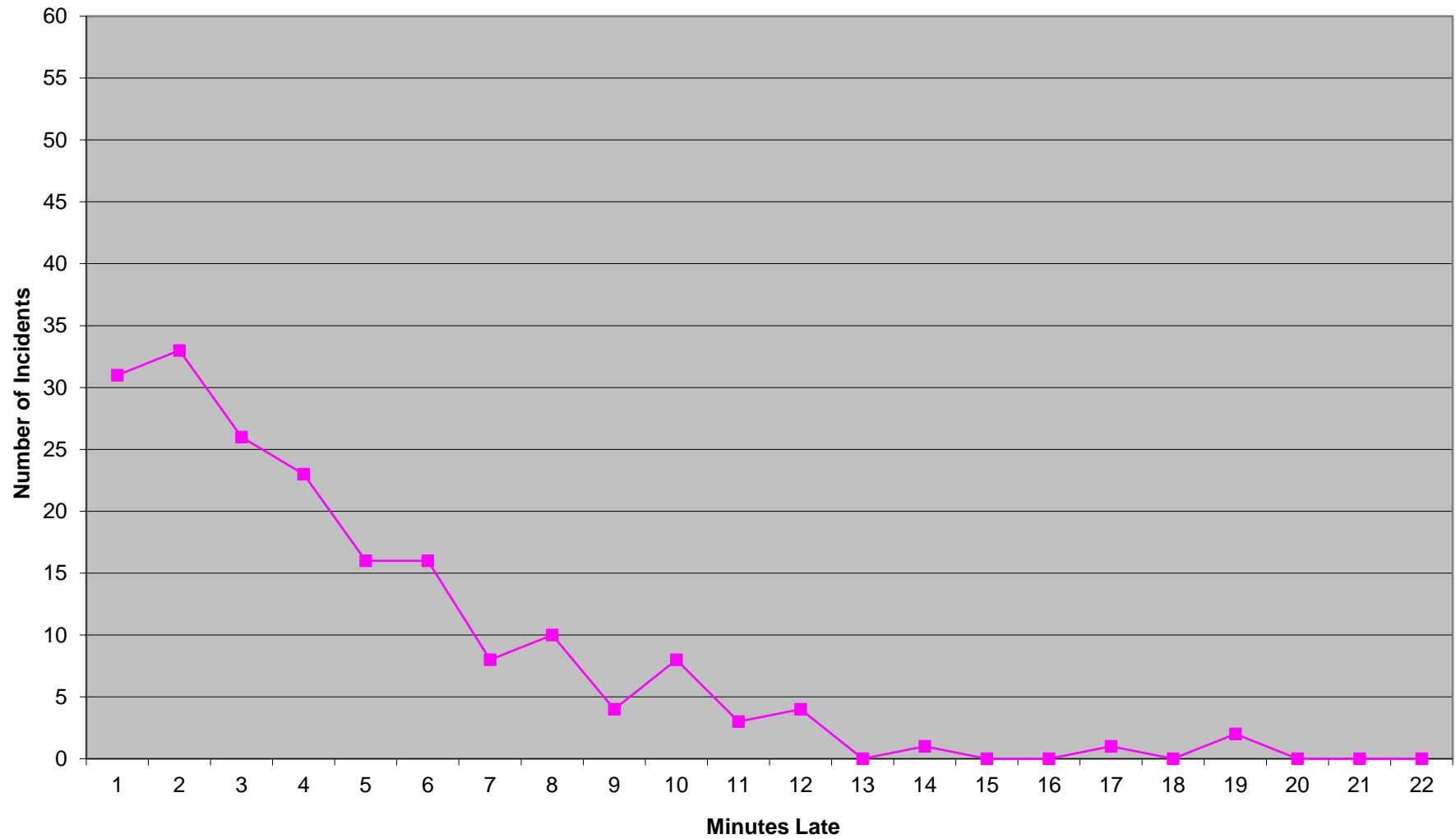
|                   | Priority 1 |      |     |
|-------------------|------------|------|-----|
|                   | Inc.       | Late | %   |
| <b>District 1</b> | 885        | 55   | 93% |
| <b>District 2</b> | 894        | 84   | 90% |
| <b>Edmond</b>     | 131        | 16   | 87% |

Each district of the Western Division must be individually above 75% on Priority 1 transports (with a minimum of 100 incidents in each for measurement). Percentage figures above are rounded down as per the RFP.

**Eastern Division Priority 1 Late Calls  
July 2014**



**Western Division Priority 1 Late Calls  
July 2014**



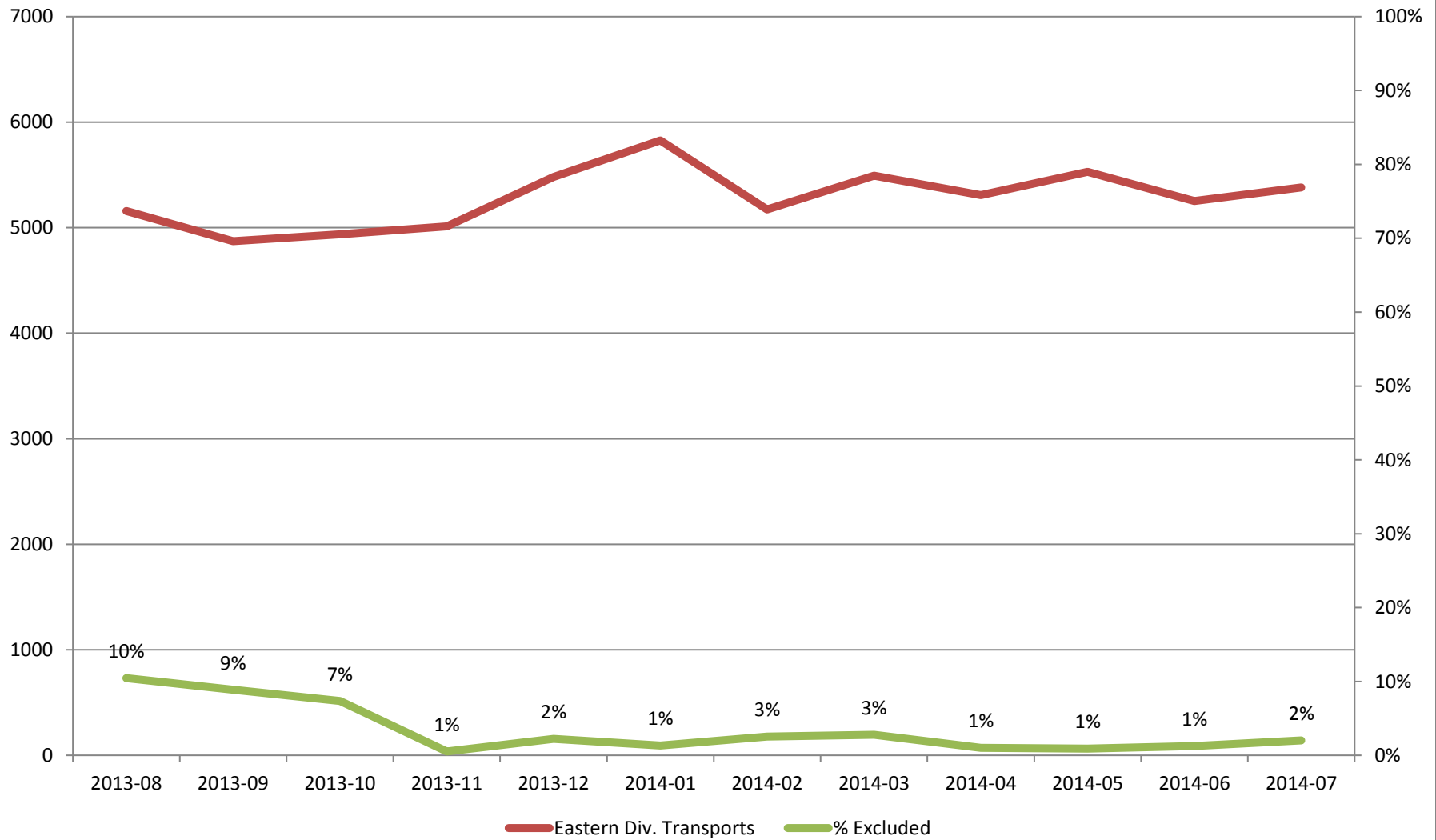
**Response Time Exclusion Summary Report**  
**Three Months ending July, 2014**

|                                    | Month<br>Priority | 2014-05 |      |     |      | 2014-06 |      |     |      | 2014-07 |      |     |     |
|------------------------------------|-------------------|---------|------|-----|------|---------|------|-----|------|---------|------|-----|-----|
|                                    |                   | 1       | 2    | 3   | 4    | 1       | 2    | 3   | 4    | 1       | 2    | 3   | 4   |
| Eastern Division                   |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final Other                        |                   |         |      |     |      | 1       |      |     |      |         |      | 2   |     |
| Final Other Declared Disaster      |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final Other Interfacility Transfer |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final System Overload              |                   | 24      | 17   | 2   |      | 19      | 12   | 4   |      | 51      | 26   | 5   |     |
| Final Weather                      |                   | 7       | 1    | 0   |      | 19      | 6    | 5   |      | 18      | 4    | 1   | 1   |
| Eastern Exclusions Total           |                   |         |      |     |      |         |      |     |      |         |      |     |     |
|                                    |                   | 31      | 18   | 2   | 0    | 39      | 18   | 9   | 0    | 69      | 30   | 8   | 1   |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| East Transports*                   |                   | 1687    | 3114 | 719 | 10   | 1540    | 3001 | 698 | 13   | 1603    | 3075 | 694 | 10  |
| East Late                          |                   | 139     | 51   | 57  | 1    | 153     | 58   | 79  | 2    | 181     | 70   | 103 | 2   |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| East % of Transports               |                   | 2%      | 1%   | 0%  | 0%   | 3%      | 1%   | 1%  | 0%   | 4%      | 1%   | 1%  | 10% |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| East Compliance**                  |                   | 91%     | 98%  | 92% | 90%  | 90%     | 98%  | 88% | 84%  | 88%     | 97%  | 85% | 80% |
| East Compliance W/O Exclusions**   |                   | 90%     | 97%  | 91% | 90%  | 87%     | 97%  | 87% | 84%  | 85%     | 96%  | 84% | 72% |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
|                                    | Month<br>Priority | 2014-05 |      |     |      | 2014-06 |      |     |      | 2014-07 |      |     |     |
|                                    |                   | 1       | 2    | 3   | 4    | 1       | 2    | 3   | 4    | 1       | 2    | 3   | 4   |
| Western Division                   |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final Other                        |                   |         |      |     |      | 2       |      |     |      | 6       | 9    | 1   |     |
| Final Other Declared Disaster      |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final Other Interfacility Transfer |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| Final System Overload              |                   | 53      | 18   | 8   |      | 25      | 8    | 3   |      | 38      | 8    | 5   |     |
| Final Weather                      |                   | 16      | 2    | 3   |      | 13      | 3    | 5   |      | 8       | 1    | 1   |     |
| Western Exclusions Total           |                   |         |      |     |      |         |      |     |      |         |      |     |     |
|                                    |                   | 69      | 20   | 11  | 0    | 40      | 11   | 8   | 0    | 52      | 18   | 7   | 0   |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| West Transports*                   |                   | 2101    | 3668 | 505 | 3    | 2107    | 3539 | 435 | 3    | 2092    | 3588 | 443 | 4   |
| West Late                          |                   | 150     | 39   | 44  | 0    | 195     | 45   | 50  | 0    | 186     | 51   | 45  | 1   |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| West % of Transports               |                   | 3%      | 1%   | 2%  | 0%   | 2%      | 0%   | 2%  | 0%   | 2%      | 1%   | 2%  | 0%  |
|                                    |                   |         |      |     |      |         |      |     |      |         |      |     |     |
| West Compliance**                  |                   | 92%     | 98%  | 91% | 100% | 90%     | 98%  | 88% | 100% | 91%     | 98%  | 89% | 75% |
| West Compliance W/O Exclusions**   |                   | 89%     | 98%  | 89% | 100% | 89%     | 98%  | 86% | 100% | 88%     | 98%  | 88% | 75% |

\* For the purposes of this report, transports means the number of transports that qualify for inclusion for compliance calculation purposes. Multi-unit response transports for greater than the first unit on

\*\* For the purposes of this report, beneficiary and non-beneficiary cities have been combined. Contract compliance measures them separately.

## Eastern Division Response Time Exclusions Twelve Months ending July, 2014



## Western Division Response Time Exclusions Twelve Months ending July, 2014

