

# Compliance Summary

From May 01, 2015 to May 31, 2015

## Eastern Division

### Overall Compliance

|                              | Priority 1   |            |            | Priority 2   |           |            | Priority 3 |            |             | Priority 4 |          |             |
|------------------------------|--------------|------------|------------|--------------|-----------|------------|------------|------------|-------------|------------|----------|-------------|
|                              | Inc.         | Late       | %          | Inc.         | Late      | %          | Inc.       | Late       | %           | Inc.       | Late     | %           |
| Tulsa 1                      | 480          | 42         | 91%        | 1,016        | 22        | 97%        | 350        | 73         | 79%         | 1          | 0        | 100%        |
| Tulsa 2                      | 433          | 37         | 91%        | 815          | 12        | 98%        | 10         | 0          | 100%        | 0          | 0        | N/A         |
| Tulsa 3                      | 568          | 44         | 92%        | 1,166        | 30        | 97%        | 308        | 82         | 73%         | 5          | 1        | 80%         |
| <b>Tulsa Total</b>           | <b>1,481</b> | <b>123</b> | <b>91%</b> | <b>2,997</b> | <b>64</b> | <b>97%</b> | <b>668</b> | <b>155</b> | <b>76%</b>  | <b>6</b>   | <b>1</b> | <b>83%</b>  |
| <b>Sand Springs</b>          | <b>47</b>    | <b>13</b>  |            | <b>110</b>   | <b>3</b>  | <b>89%</b> | <b>1</b>   | <b>0</b>   | <b>100%</b> | <b>0</b>   | <b>0</b> | <b>N/A</b>  |
| <b>Jenks</b>                 | <b>28</b>    | <b>8</b>   |            | <b>56</b>    | <b>3</b>  | <b>86%</b> | <b>0</b>   | <b>0</b>   | <b>N/A</b>  | <b>0</b>   | <b>0</b> | <b>N/A</b>  |
| <b>Bixby</b>                 | <b>36</b>    | <b>8</b>   |            | <b>58</b>    | <b>5</b>  | <b>86%</b> | <b>2</b>   | <b>1</b>   | <b>50%</b>  | <b>3</b>   | <b>0</b> | <b>100%</b> |
| <b>Total Non-Beneficiary</b> | <b>111</b>   | <b>29</b>  |            | <b>224</b>   | <b>11</b> | <b>88%</b> | <b>3</b>   | <b>1</b>   | <b>66%</b>  | <b>3</b>   | <b>0</b> | <b>100%</b> |

**Average Response Time Priority 1 & 2**

**Received to On Scene: 10:24**

**Dispatched to On Scene: 9:26**

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 May 01, 2015 to May 31, 2015

## Western Division Overall Compliance

|                               | Priority 1   |            |            | Priority 2   |           |            | Priority 3 |           |            | Priority 4 |          |             |
|-------------------------------|--------------|------------|------------|--------------|-----------|------------|------------|-----------|------------|------------|----------|-------------|
|                               | Inc.         | Late       | %          | Inc.         | Late      | %          | Inc.       | Late      | %          | Inc.       | Late     | %           |
| Oklahoma City 1               | 905          | 75         | 91%        | 1,593        | 26        | 98%        | 195        | 4         | 97%        | 2          | 0        | 100%        |
| Oklahoma City 2               | 850          | 93         | 89%        | 1,491        | 27        | 98%        | 164        | 8         | 95%        | 1          | 0        | 100%        |
| Edmond                        | 159          | 20         | 87%        | 231          | 5         | 97%        | 36         | 5         | 86%        | 0          | 0        | N/A         |
| <b>Total OKC &amp; Edmond</b> | <b>1,914</b> | <b>188</b> | <b>90%</b> | <b>3,315</b> | <b>58</b> | <b>98%</b> | <b>395</b> | <b>17</b> | <b>95%</b> | <b>3</b>   | <b>0</b> | <b>100%</b> |
| Warr Acres                    | 31           | 3          |            | 58           | 0         | 96%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Bethany                       | 56           | 8          |            | 101          | 0         | 94%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Mustang                       | 25           | 3          |            | 41           | 5         | 87%        | 5          | 2         | 60%        | 0          | 0        | N/A         |
| The Village                   | 19           | 2          |            | 60           | 0         | 97%        | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Nichols Hills                 | 3            | 0          |            | 6            | 0         | 100%       | 0          | 0         | N/A        | 0          | 0        | N/A         |
| Yukon                         | 54           | 8          |            | 85           | 1         | 93%        | 59         | 3         | 94%        | 1          | 0        | 100%        |
| <b>Total Non-Beneficiary</b>  | <b>188</b>   | <b>24</b>  |            | <b>351</b>   | <b>6</b>  | <b>94%</b> | <b>64</b>  | <b>5</b>  | <b>92%</b> | <b>1</b>   | <b>0</b> | <b>100%</b> |
| Piedmont                      | 8            |            |            | 7            |           |            | 0          |           |            | 0          |          |             |

Average Response Time Priority 1 & 2

Received to On Scene: 10:08

Dispatched to On Scene: 9:34

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**  
**May 01,2015 Year to May 31,2015**

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

|                   | <b>Priority 1</b> |             |          |
|-------------------|-------------------|-------------|----------|
|                   | <b>Inc.</b>       | <b>Late</b> | <b>%</b> |
| <b>District 1</b> | 480               | 42          | 91%      |
| <b>District 2</b> | 433               | 37          | 91%      |
| <b>District 3</b> | 568               | 44          | 92%      |

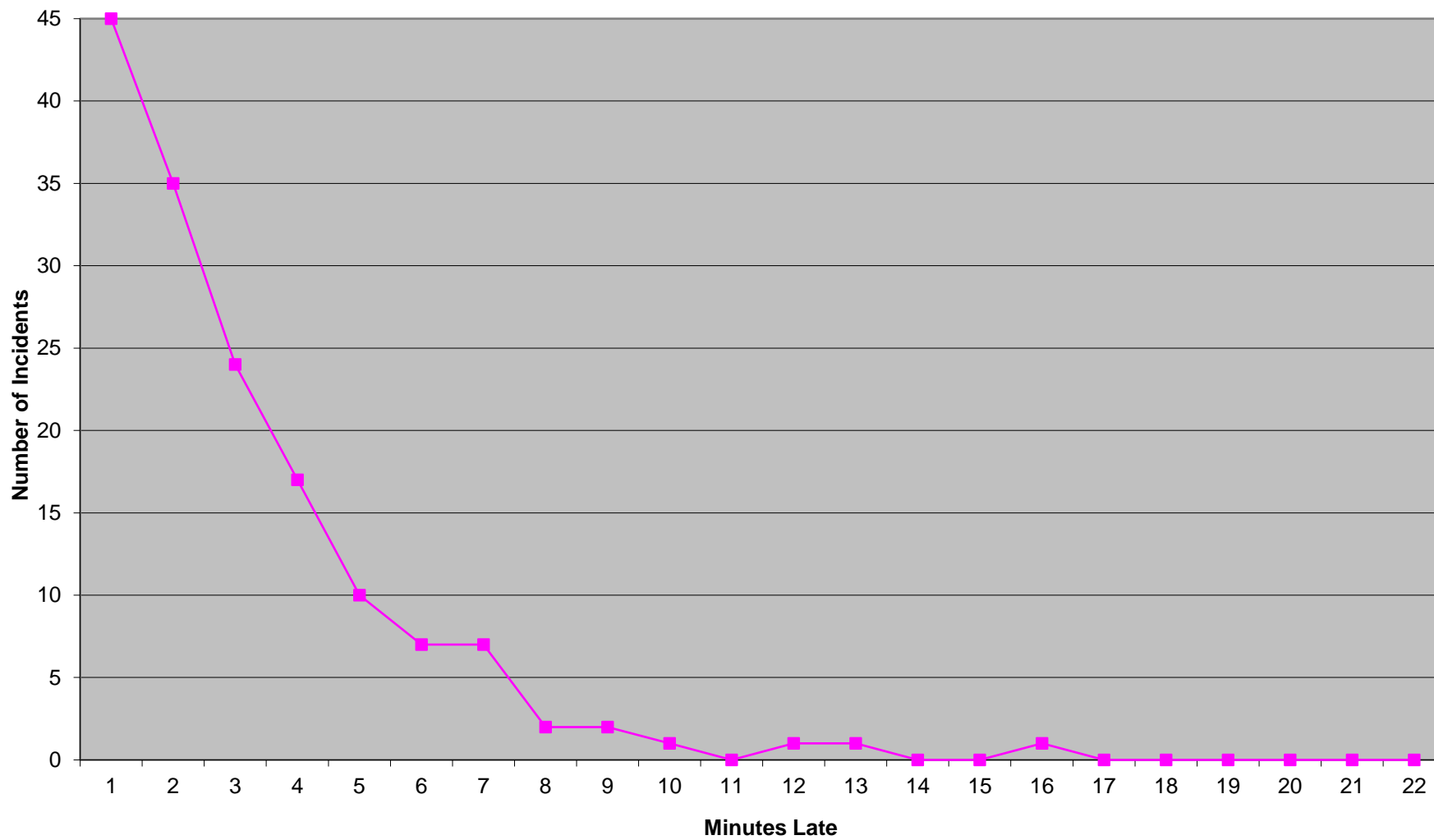
Each district within the Beneficiary City of Tulsa must be individually above 75% on Priority 1 transports (with a minimum of 100 incidents in each for measurement). Percentage figures above are rounded down as per the RFP.

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

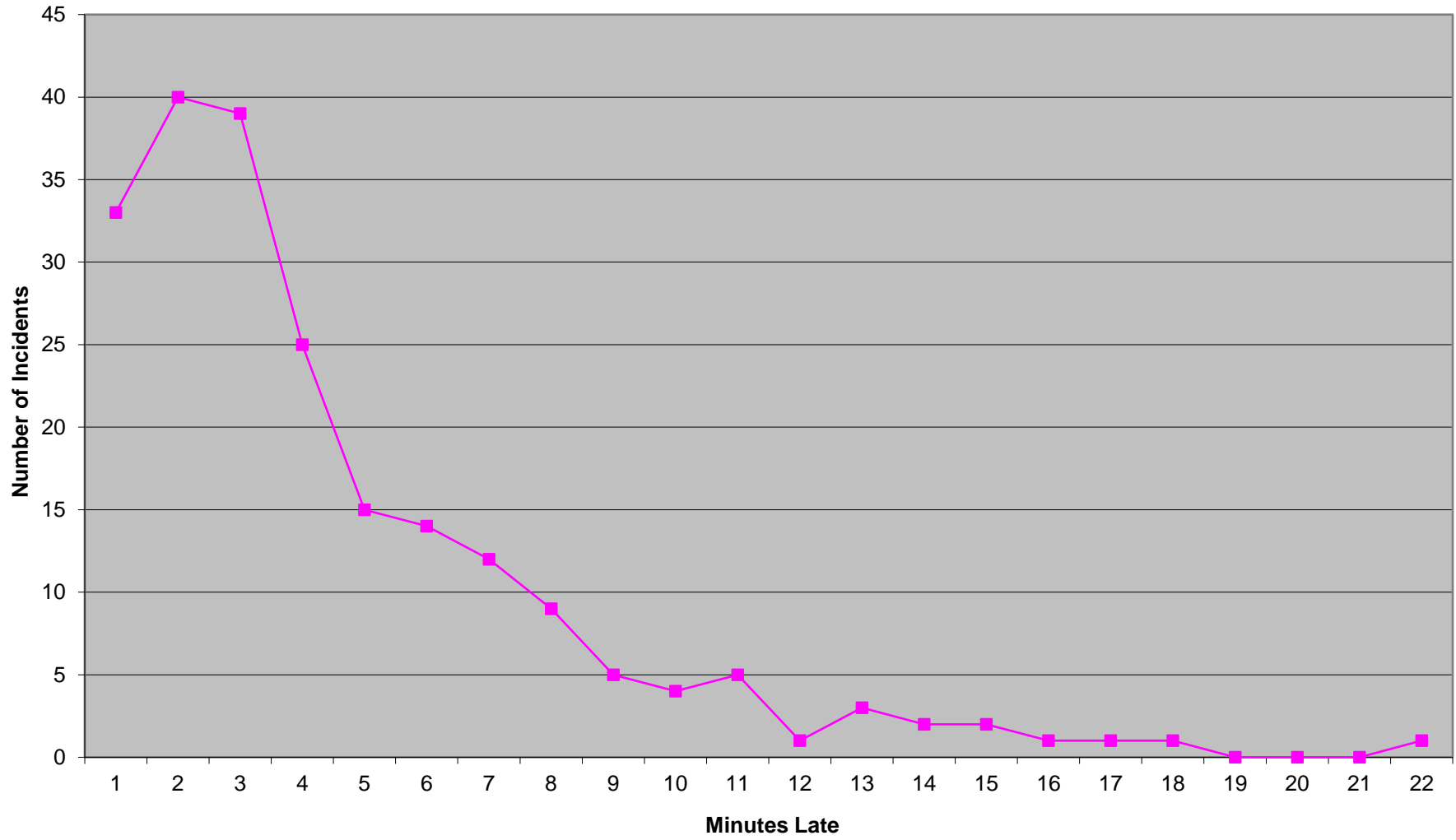
|                   | <b>Priority 1</b> |             |          |
|-------------------|-------------------|-------------|----------|
|                   | <b>Inc.</b>       | <b>Late</b> | <b>%</b> |
| <b>District 1</b> | 905               | 75          | 91%      |
| <b>District 2</b> | 850               | 93          | 89%      |
| <b>Edmond</b>     | 159               | 20          | 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.

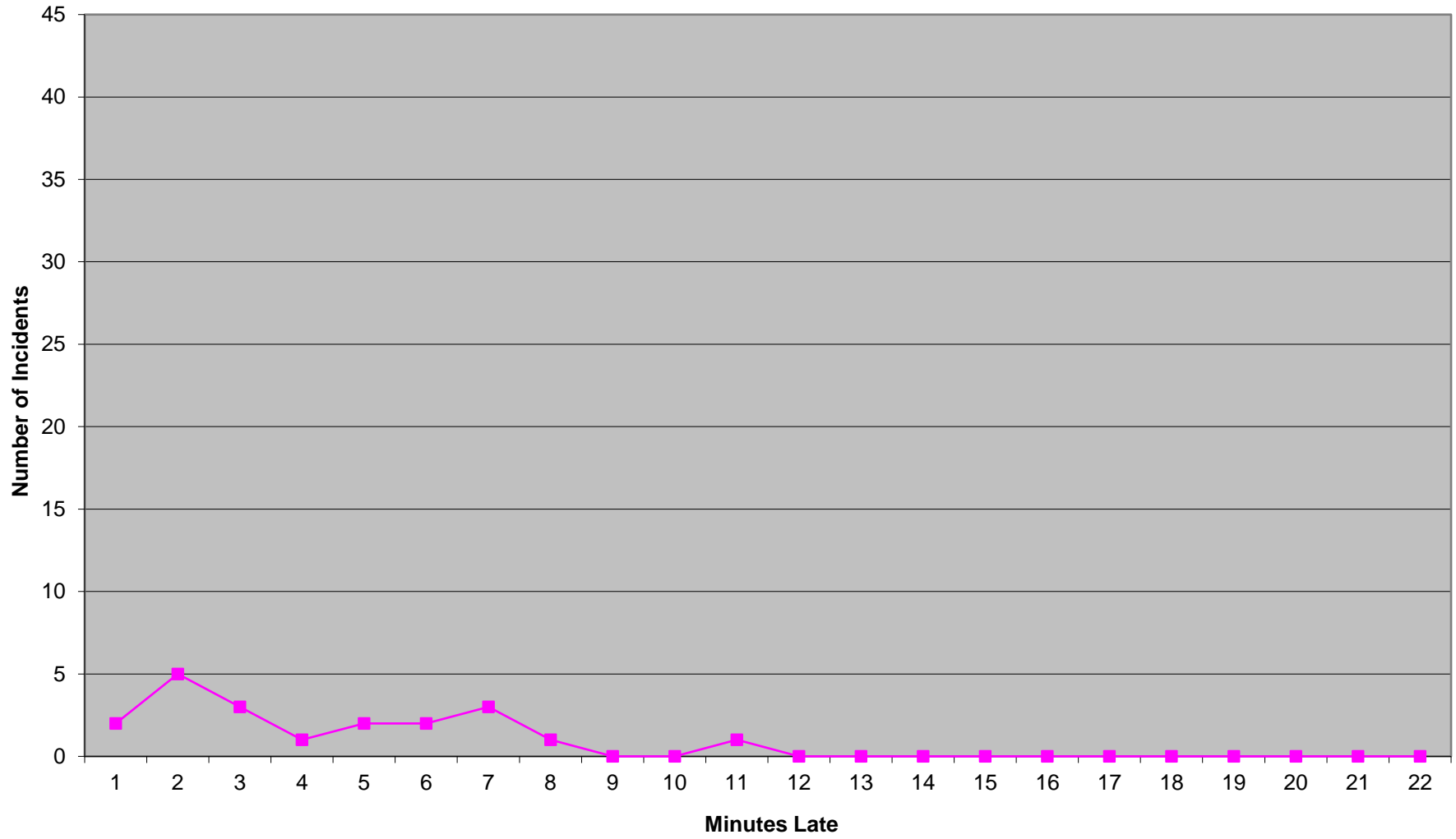
**Eastern Division Priority 1 Late Calls  
May 2015**



**Western Division Priority 1 Late Calls  
May 2015**



### Edmond Priority 1 Late Calls May 2015



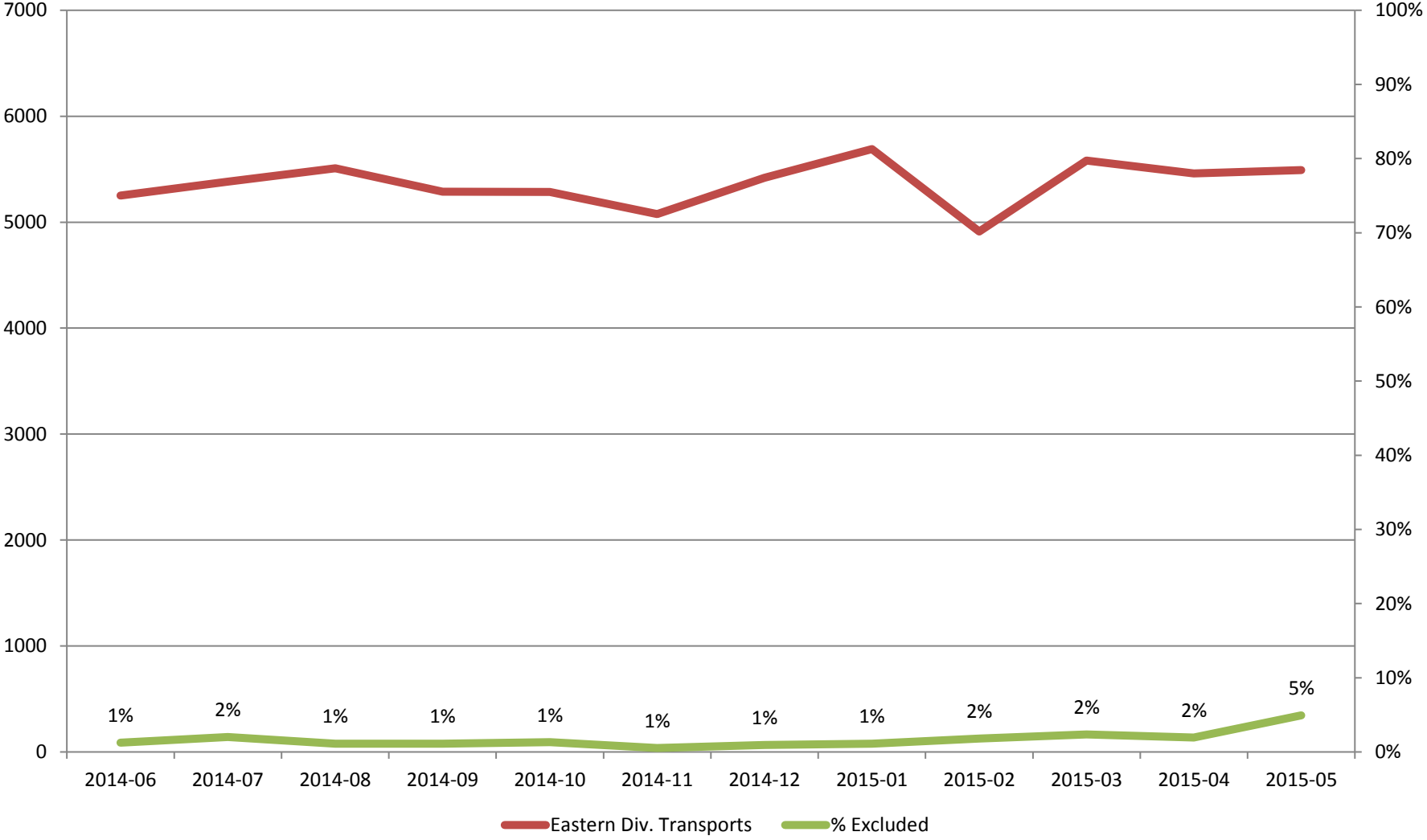
Response Time Exclusion Summary Report  
 Three Months ending May, 2015

|   | Month<br>Priority | 2015-03   |           |           |          | 2015-04   |           |           |          | 2015-05    |           |           |          |
|---|-------------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|------------|-----------|-----------|----------|
|   |                   | 1         | 2         | 3         | 4        | 1         | 2         | 3         | 4        | 1          | 2         | 3         | 4        |
| <b>Eastern Division</b>                 |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final Other                             |                   | 4         |           |           | 1        | 6         | 18        | 6         |          | 14         | 7         | 12        |          |
| Final Other Declared Disaster           |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final Other Interfacility Transfer      |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final System Overload                   |                   | 23        | 19        | 12        |          | 29        | 18        | 14        |          | 47         | 50        | 23        |          |
| Final Weather                           |                   | 34        | 17        | 21        |          | 10        | 3         | 2         |          | 69         | 22        | 27        |          |
| <b>Eastern Exclusions Total</b>         |                   | <b>61</b> | <b>36</b> | <b>33</b> | <b>1</b> | <b>45</b> | <b>39</b> | <b>22</b> | <b>0</b> | <b>130</b> | <b>79</b> | <b>62</b> | <b>0</b> |
| <b>East Transports*</b>                 |                   | 1652      | 3153      | 759       | 18       | 1618      | 3099      | 724       | 19       | 1592       | 3221      | 671       | 9        |
| <b>East Late</b>                        |                   | 156       | 46        | 81        | 0        | 159       | 66        | 116       | 4        | 152        | 75        | 156       | 1        |
| <b>East % of Transports</b>             |                   | 4%        | 1%        | 4%        | 0%       | 3%        | 1%        | 3%        | 0%       | 8%         | 2%        | 9%        | 0%       |
| <b>East Compliance**</b>                |                   | 90%       | 98%       | 89%       | 100%     | 90%       | 97%       | 83%       | 78%      | 90%        | 97%       | 76%       | 88%      |
| <b>East Compliance W/O Exclusions**</b> |                   | 87%       | 97%       | 85%       | 94%      | 87%       | 96%       | 81%       | 78%      | 83%        | 95%       | 70%       | 88%      |
| <b>Western Division</b>                 |                   |           |           |           |          |           |           |           |          |            |           |           |          |
|   | Month<br>Priority | 2015-03   |           |           |          | 2015-04   |           |           |          | 2015-05    |           |           |          |
|   |                   | 1         | 2         | 3         | 4        | 1         | 2         | 3         | 4        | 1          | 2         | 3         | 4        |
| <b>Western Division</b>                 |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final Other                             |                   | 1         |           |           |          | 7         | 3         | 1         |          | 20         | 9         | 6         |          |
| Final Other Declared Disaster           |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final Other Interfacility Transfer      |                   |           |           |           |          |           |           |           |          |            |           |           |          |
| Final System Overload                   |                   | 53        | 29        | 3         |          | 36        | 16        | 0         |          | 49         | 32        | 2         |          |
| Final Weather                           |                   | 45        | 14        | 4         |          | 14        | 0         | 1         |          | 70         | 20        | 7         |          |
| <b>Western Exclusions Total</b>         |                   | <b>99</b> | <b>43</b> | <b>7</b>  | <b>0</b> | <b>57</b> | <b>19</b> | <b>2</b>  | <b>0</b> | <b>139</b> | <b>61</b> | <b>15</b> | <b>0</b> |
| <b>West Transports*</b>                 |                   | 2202      | 3703      | 510       | 5        | 2154      | 3496      | 487       | 4        | 2101       | 3666      | 459       | 4        |
| <b>West Late</b>                        |                   | 181       | 61        | 27        | 1        | 209       | 62        | 24        | 2        | 211        | 64        | 22        | 0        |
| <b>West % of Transports</b>             |                   | 4%        | 1%        | 1%        | 0%       | 3%        | 1%        | 0%        | 0%       | 7%         | 2%        | 3%        | 0%       |
| <b>West Compliance**</b>                |                   | 91%       | 98%       | 94%       | 80%      | 90%       | 98%       | 95%       | 50%      | 89%        | 98%       | 95%       | 100%     |
| <b>West Compliance W/O Exclusions**</b> |                   | 87%       | 97%       | 93%       | 80%      | 87%       | 97%       | 94%       | 50%      | 84%        | 96%       | 92%       | 100%     |

\* 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 May, 2015





## Western Division Response Time Exclusions Twelve Months ending May, 2015

