

Compliance Summary

May 2012

Eastern Division

Overall Compliance

| | Priority 1 | | | Priority 2 | | | Priority 3 | | | Priority 4 | | |
|------------------------------|--------------|------------|------------|--------------|-----------|------------|------------|-----------|------------|------------|----------|------------|
| | Inc. | Late | % | Inc. | Late | % | Inc. | Late | % | Inc. | Late | % |
| Tulsa 1 | 479 | 50 | 89% | 833 | 12 | 98% | 398 | 27 | 93% | 5 | 0 | 100% |
| Tulsa 2 | 433 | 40 | 90% | 770 | 12 | 98% | 11 | 0 | 100% | 0 | 0 | N/A |
| Tulsa 3 | 553 | 43 | 92% | 988 | 20 | 97% | 354 | 35 | 90% | 4 | 1 | 75% |
| Tulsa Total | 1,465 | 133 | 90% | 2,591 | 44 | 98% | 763 | 62 | 91% | 9 | 1 | 88% |
| Sand Springs | 53 | 5 | | 113 | 8 | 92% | 0 | 0 | N/A | 0 | 0 | N/A |
| Jenks | 24 | 1 | | 29 | 1 | 96% | 0 | 0 | N/A | 0 | 0 | N/A |
| Bixby | 38 | 1 | | 51 | 1 | 97% | 0 | 0 | N/A | 0 | 0 | N/A |
| Total Non-Beneficiary | 115 | 7 | | 193 | 10 | 94% | 0 | 0 | N/A | 0 | 0 | N/A |

Average Response Time Priority 1 & 2

Received to On Scene: 6:43

Dispatched to On Scene: 6:11

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

May 2012

Western Division Overall Compliance

| | Priority 1 | | | Priority 2 | | | Priority 3 | | | Priority 4 | | |
|-------------------------------|--------------|------------|------------|--------------|-----------|------------|------------|-----------|------------|------------|----------|------------|
| | Inc. | Late | % | Inc. | Late | % | Inc. | Late | % | Inc. | Late | % |
| Oklahoma City 1 | 807 | 70 | 91% | 1,406 | 30 | 97% | 75 | 8 | 89% | 0 | 0 | N/A |
| Oklahoma City 2 | 837 | 82 | 90% | 1,442 | 34 | 97% | 96 | 11 | 88% | 0 | 0 | N/A |
| Edmond | 120 | 14 | 88% | 187 | 7 | 96% | 34 | 3 | 91% | 0 | 0 | N/A |
| Total OKC & Edmond | 1,764 | 166 | 90% | 3,035 | 71 | 97% | 205 | 22 | 89% | 0 | 0 | N/A |
| Warr Acres | 22 | 1 | | 45 | 2 | 95% | 0 | 0 | N/A | 0 | 0 | N/A |
| Bethany | 61 | 11 | | 103 | 3 | 91% | 1 | 0 | 100% | 0 | 0 | N/A |
| Mustang | 15 | 3 | | 37 | 2 | 90% | 0 | 0 | N/A | 0 | 0 | N/A |
| The Village | 25 | 4 | | 48 | 1 | 93% | 0 | 0 | N/A | 0 | 0 | N/A |
| Nichols Hills | 8 | 0 | | 14 | 0 | 100% | 0 | 0 | N/A | 0 | 0 | N/A |
| Yukon | 48 | 4 | | 50 | 0 | 95% | 18 | 1 | 94% | 0 | 0 | N/A |
| Total Non-Beneficiary | 179 | 23 | | 297 | 8 | 93% | 19 | 1 | 94% | 0 | 0 | N/A |
| Piedmont | 3 | | | 7 | | | 0 | | | 0 | | |

Average Response Time Priority 1 & 2

Received to On Scene: 6:46

Dispatched to On Scene: 6:11

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 2012

Eastern Division Non-discrimination

| | Priority 1 | | |
|------------|------------|------|-----|
| | Inc. | Late | % |
| District 1 | 479 | 50 | 89% |
| District 2 | 433 | 40 | 90% |
| District 3 | 553 | 43 | 92% |

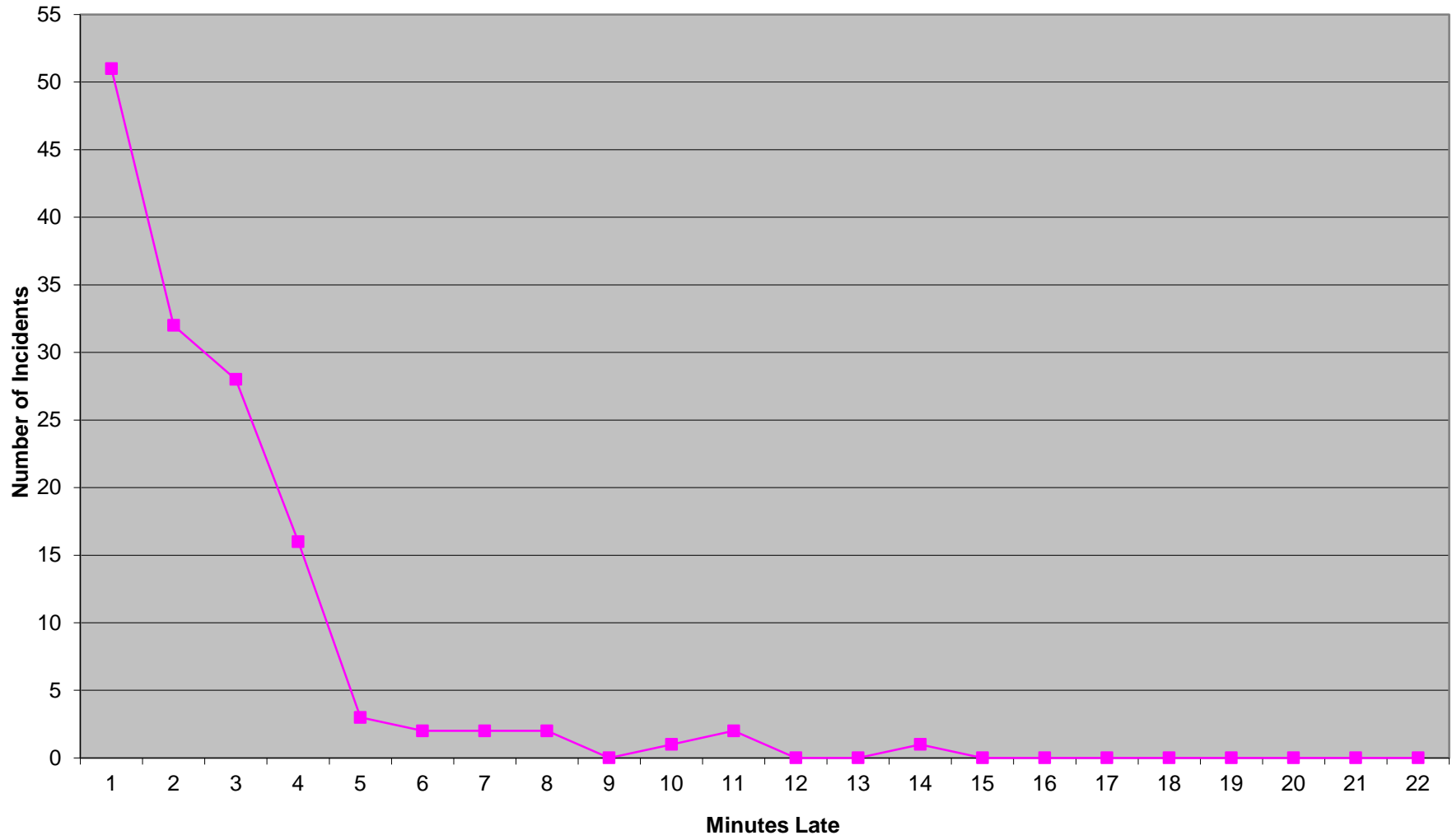
Each district within the Beneficiary City of Tulsa must be individually above 75% on Priority 1 transports (with a minimum of 100 incidents in each for measurement). Percentage figures above are rounded down as per the RFP.

Western Division Non-discrimination

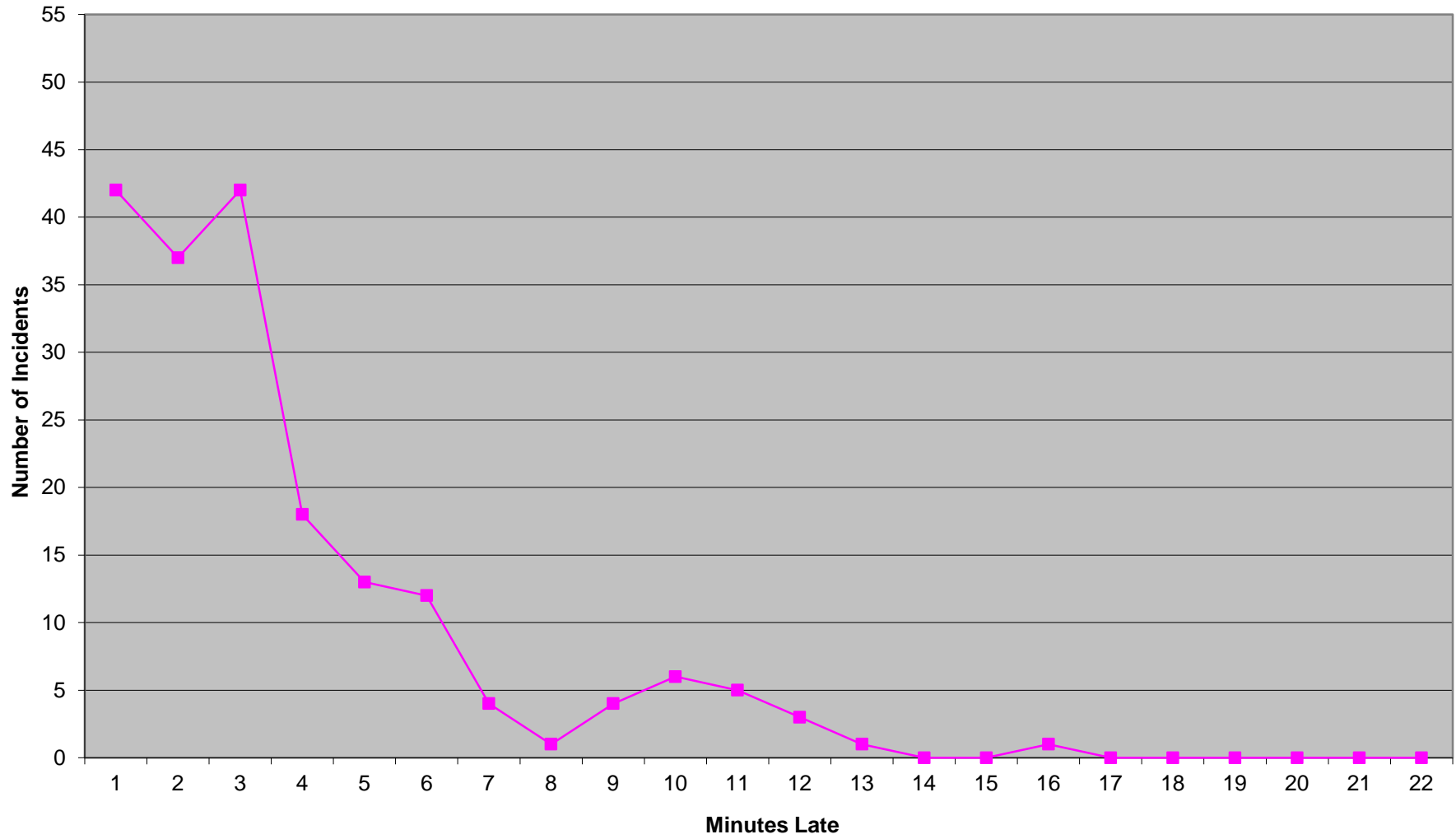
| | Priority 1 | | |
|------------|------------|------|-----|
| | Inc. | Late | % |
| District 1 | 807 | 70 | 91% |
| District 2 | 837 | 82 | 90% |
| Edmond | 120 | 14 | 88% |

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 2012**



Western Division Priority 1 Late Calls May 2012



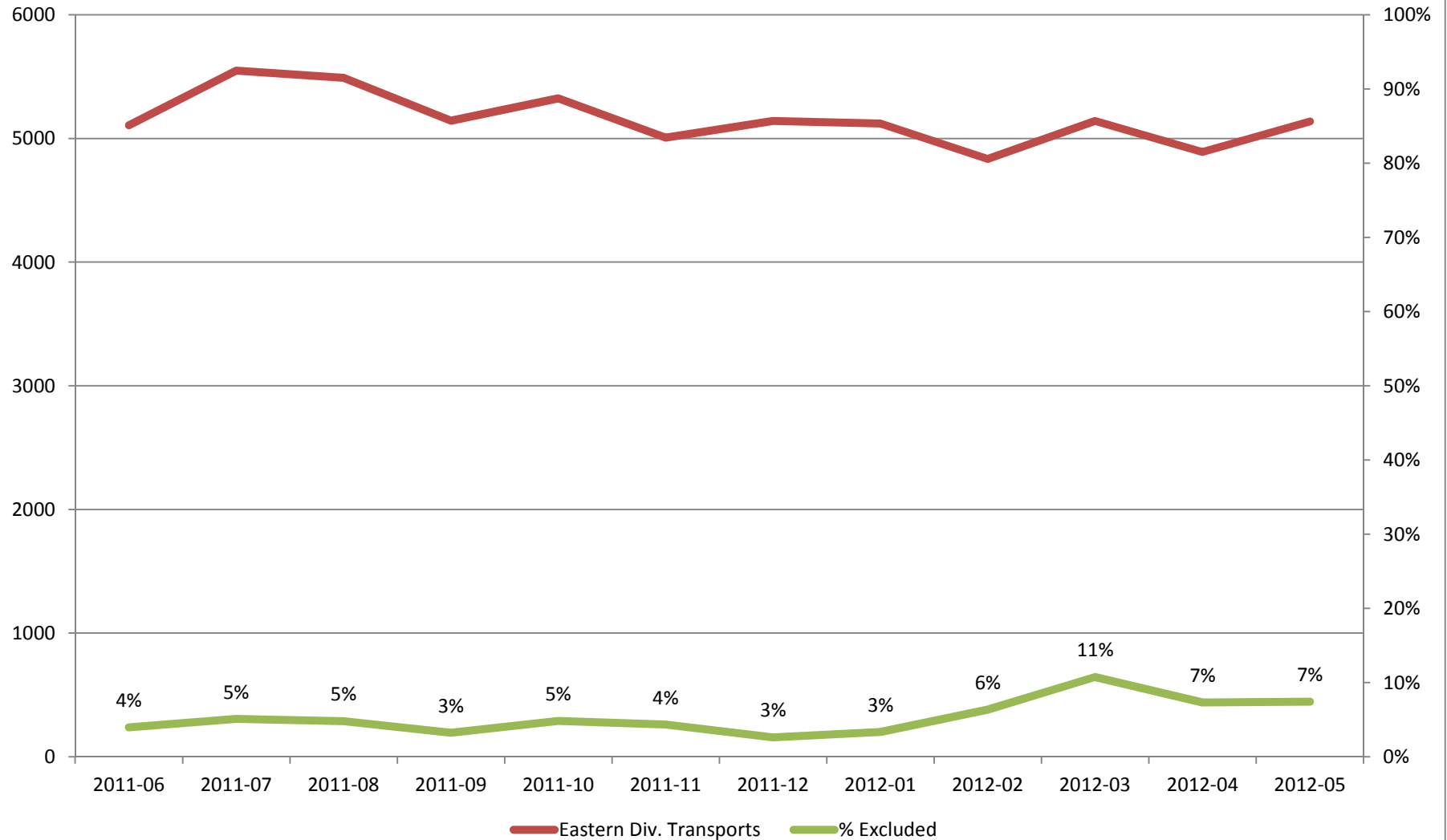
Response Time Exclusion Summary Report
Three Months ending May 2012

| | Month Priority | 2012-03 | | | | 2012-04 | | | | 2012-05 | | | |
|---|-------------------|------------|------------|-----------|----------|------------|------------|-----------|----------|------------|------------|-----------|----------|
| | | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Eastern Division | | | | | | | | | | | | | |
| Final Other | | 1 | | | | | | | | 1 | | | |
| Final Other Interfacility Transfer | | 1 | | | | | | | | 2 | | | |
| Final System Overload | | 262 | 212 | 9 | | 159 | 167 | 11 | 1 | 181 | 162 | 24 | |
| Final Weather | | 22 | 15 | 30 | | 9 | 6 | 5 | 0 | 5 | 4 | 3 | |
| Eastern Exclusions Total | | 286 | 227 | 39 | 0 | 168 | 173 | 16 | 1 | 189 | 166 | 27 | 0 |
| East Transports* | | | | | | | | | | | | | |
| | | 1671 | 2711 | 755 | 4 | 1563 | 2604 | 718 | 6 | 1580 | 2784 | 763 | 9 |
| East Late | | | | | | | | | | | | | |
| | | 159 | 65 | 76 | 1 | 137 | 64 | 51 | 0 | 140 | 54 | 62 | 1 |
| East % of Transports | | | | | | | | | | | | | |
| | | 17% | 8% | 5% | 0% | 11% | 7% | 2% | 0% | 12% | 6% | 4% | 0% |
| East Compliance** | | | | | | | | | | | | | |
| | | 90% | 97% | 89% | 75% | 91% | 97% | 92% | 100% | 91% | 98% | 91% | 88% |
| East Compliance W/O Exclusions** | | | | | | | | | | | | | |
| | | 77% | 90% | 85% | 75% | 82% | 91% | 90% | 85% | 81% | 92% | 88% | 88% |
| Western Division | | | | | | | | | | | | | |
| Final Other | | | | | | | | | | | | | |
| Final Other Interfacility Transfer | | 2 | | | | | | | | 10 | | | |
| Final System Overload | | 359 | 218 | 34 | 0 | 293 | 171 | 7 | 0 | 286 | 162 | 14 | |
| Final Weather | | 20 | 9 | 4 | 0 | 16 | 3 | 1 | 0 | 21 | 9 | 4 | |
| Western Exclusions Total | | 381 | 227 | 38 | 0 | 309 | 174 | 8 | 0 | 317 | 171 | 18 | 0 |
| West Transports* | | | | | | | | | | | | | |
| | | 2099 | 3190 | 294 | 1 | 1933 | 3125 | 229 | 2 | 1943 | 3332 | 224 | 0 |
| West Late | | | | | | | | | | | | | |
| | | 192 | 44 | 56 | 0 | 183 | 82 | 40 | 2 | 189 | 79 | 23 | 0 |
| West % of Transports | | | | | | | | | | | | | |
| | | 18% | 7% | 13% | 0% | 16% | 6% | 3% | 0% | 16% | 5% | 8% | 0% |
| West Compliance** | | | | | | | | | | | | | |
| | | 90% | 98% | 80% | 100% | 90% | 97% | 82% | 0% | 90% | 97% | 89% | 0% |
| West Compliance W/O Exclusions** | | | | | | | | | | | | | |
| | | 76% | 92% | 71% | 100% | 78% | 92% | 79% | 0% | 77% | 92% | 83% | 0% |

* 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 12 Months ending May, 2012



Western Division Response Time Exclusions 12 Months ending May, 2012

