



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

Region 1

Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Overall Service Score	
GOAL		15%	2%	95%	90%	95%	68	
Provider #								
1	Private Company	6202	18.12%	0.00%	100.00%	87.88%	97.84%	94
2	Ambulance	16	11.11%	37.78%	100.00%	83.33%	83.33%	60
37	Private Company	531	19.36%	1.90%	98.63%	32.67%	32.01%	58
3	Ambulance	10969	26.94%	30.45%	99.84%	90.36%	87.62%	47
5	Ambulance	2947	27.99%	28.79%	99.45%	85.96%	80.88%	48
6	Ambulance	730	14.61%	16.85%	100.00%	91.81%	89.83%	64
7	Ambulance	11206	20.22%	9.93%	97.05%	81.33%	65.33%	38
8	Private Company	3406	25.98%	8.93%	99.53%	95.82%	94.34%	44
239	Private Company	955	21.57%	15.50%	95.50%	70.69%	70.11%	38
11	COA	2764	14.49%	4.57%	99.86%	91.72%	90.01%	69
93	Private Company	560	14.11%	12.50%	97.50%	97.86%	98.40%	45
13	Private Company	2658	12.87%	1.95%	99.51%	87.51%	80.81%	52
132	Private Company	1626	21.40%	35.72%	99.05%	81.38%	73.49%	53
129	Private Company	18593	24.63%	5.02%	98.89%	87.56%	81.06%	54
14	COA	2742	13.09%	0.59%	99.83%	88.59%	87.56%	69
15	Private Company	2928	29.48%	16.60%	97.57%	74.61%	79.54%	40
107	Ambulance	1641	16.71%	73.52%	99.83%	84.43%	78.23%	42
17	Private Company	6740	16.19%	0.00%	100.00%	80.57%	93.03%	78
32	Private Company	155	10.14%	14.44%	100.00%	89.10%	83.63%	59
233	Private Company	817	25.93%	9.32%	90.49%	73.54%	63.64%	46
143	Private Company	3024	19.29%	44.53%	99.17%	78.71%	80.42%	49
19	Ambulance	3612	20.51%	7.90%	99.92%	95.74%	76.30%	67
22	Private Company	11772	24.36%	7.21%	99.37%	93.64%	88.62%	50
24	Private Company	101	28.71%	34.65%	99.01%	100.00%	88.24%	61



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<b>Provider #</b>								
23	Private Company	2874	22.92%	14.55%	99.02%	90.57%	78.26%	37
26	Private Company	31501	16.05%	4.66%	99.63%	84.36%	79.71%	49
28	RTA	17073	13.75%	4.10%	99.22%	75.69%	68.64%	45
7	Ambulance	75	9.38%	12.50%	98.55%	59.45%	50.66%	73
29	Ambulance	281	12.40%	38.59%	99.02%	66.21%	44.12%	33