



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

Region 2

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 #							
36	Private Company	1121	19.33%	16.78%	99.91%	97.53%	56
38	Private Company	2344	26.65%	3.84%	99.96%	86.26%	71
39	Private Company	11265	14.62%	5.12%	99.81%	93.13%	59
40	COA	10284	20.12%	7.73%	99.28%	62.63%	40
42	ADC	2520	3.71%	3.48%	100.00%	91.67%	74
43	COA	2661	14.60%	3.41%	99.89%	83.39%	52
44	Ambulance	27	26.67%	0.00%	100.00%	47.22%	79
46	Ambulance	2246	12.83%	21.36%	100.00%	93.09%	54
48	COA	4361	19.27%	2.31%	100.00%	92.07%	83
50	Private Company	6557	16.71%	3.00%	99.14%	67.47%	42
52	Private Company	3408	15.07%	4.05%	99.94%	64.28%	47
65	Private Company	2263	11.10%	10.28%	99.33%	83.50%	70
53	ADC	3109	19.75%	0.36%	100.00%	90.02%	96
55	Private Company	2290	7.90%	3.28%	99.92%	73.44%	54
56	Ambulance	2639	9.03%	30.20%	99.89%	78.28%	38
57	Private Company	3663	12.14%	3.19%	99.63%	68.29%	42
60	Ambulance	3165	11.28%	9.80%	99.97%	76.12%	58
61	Private Company	13727	20.50%	4.04%	99.25%	76.20%	45
65	Private Company	5716	27.22%	0.00%	99.98%	64.11%	83
68	Ambulance	220	15.95%	9.88%	100.00%	73.61%	51
72	Private Company	1140	21.20%	100.04%	100.00%	91.92%	43
9	Private Company	2682	23.09%	6.57%	99.70%	80.06%	28
74	ADC	1389	3.79%	0.62%	100.00%	68.37%	68
75	ADC	3836	16.23%	26.99%	99.84%	74.82%	31
76	ADC	622	13.92%	0.99%	99.51%	21.67%	53
199	Private Company	2885	20.36%	4.91%	99.79%	75.61%	51

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Provider #							
80	RTA	5359	20.30%	1.91%	99.96%	89.33%	69
86	Private Company	3941	17.97%	6.93%	99.72%	72.30%	43
87	Private Company	506	16.58%	31.58%	100.00%	64.72%	51
206	ADC	328	9.66%	1.47%	100.00%	37.83%	69
89	Private Company	6837	22.45%	13.08%	98.98%	84.30%	45
90	Private Company	93	14.85%	0.00%	98.61%	94.44%	63
211	ADC	358	8.31%	0.00%	100.00%	85.92%	74
92	Private Company	2692	13.94%	32.94%	99.58%	57.32%	31
94	ADC	6317	13.33%	0.15%	99.95%	42.59%	76
200	Ambulance	3	0.00%	0.00%	66.67%	0.00%	70
95	Ambulance	6634	10.66%	5.89%	99.64%	92.67%	36
96	COA	6003	23.42%	8.47%	99.93%	91.82%	59
204	Ambulance	10	0.00%	16.67%	66.67%	66.67%	65
97	ADC	4371	12.55%	0.57%	99.93%	82.64%	70
98	Ambulance	1033	15.08%	6.36%	99.90%	88.68%	45
99	Ambulance	66	4.08%	56.93%	100.00%	90.48%	36
106	Ambulance	72	23.71%	62.96%	100.00%	87.50%	46
107	Ambulance	1241	10.64%	27.72%	99.53%	78.63%	30
111	Private Company	25	32.80%	169.31%	100.00%	33.33%	57
112	Private Company	5165	10.34%	4.85%	99.90%	98.49%	46
113	Private Company	2758	15.97%	30.16%	99.89%	89.98%	28
115	Private Company	2173	23.78%	59.70%	99.60%	89.90%	48
117	Private Company	3112	14.55%	19.59%	99.73%	68.60%	46
118	COA	4157	19.18%	1.27%	99.78%	78.51%	61
120	Private Company	3486	8.52%	4.89%	99.94%	86.09%	47
212	Private Company	2600	19.25%	14.38%	99.44%	76.75%	44

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Provider #							
18	Ambulance	4210	11.46%	21.35%	99.95%	81.53%	35
23	Private Company	6839	16.85%	4.75%	99.41%	88.63%	41
126	Private Company	1397	24.91%	170.37%	99.84%	95.88%	50
139	Ambulance	3709	10.56%	2.45%	99.87%	87.05%	52
140	Private Company	3235	11.14%	11.59%	99.82%	92.26%	54
141	Private Company	1058	21.54%	11.28%	98.92%	86.97%	33
151	Private Company	2519	16.90%	7.49%	99.89%	89.70%	45
20	Private Company	410	28.52%	12.72%	99.78%	82.66%	45
158	COA	4966	20.61%	4.77%	99.91%	84.41%	59
133	Private Company	1651	18.38%	2.18%	98.62%	75.08%	33
162	Private Company	9400	15.77%	3.26%	99.49%	77.87%	55
166	Private Company	3880	10.33%	7.36%	99.71%	75.89%	38
170	Private Company	339	13.54%	26.51%	100.00%	59.98%	64
171	RTA	13862	26.80%	22.43%	99.51%	64.88%	44
172	RTA	5495	20.40%	8.60%	99.89%	54.86%	56
172	Private Company	3273	18.39%	7.40%	98.12%	68.39%	26
185	Private Company	106	5.54%	0.90%	100.00%	0.00%	71
35	Ambulance	794	12.19%	40.47%	100.00%	72.11%	53
188	Ambulance	411	15.57%	3.24%	99.78%	91.71%	47
189	COA	7588	29.97%	3.90%	99.96%	94.25%	67
190	Private Company	3315	13.87%	19.54%	99.97%	88.57%	56