



Fourth Quarter SFY 2012 - 2013

April 2013 - June 2013

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 | 381 | 52.56% | 532.19% | 99.68% | 100.00% | 96.64% | 70 |
| 38 | Private Company | 1966 | 17.04% | 1.65% | 99.91% | 88.09% | 80.48% | 72 |
| 39 | Private Company | 8311 | 9.13% | 5.22% | 99.71% | 94.49% | 93.88% | 57 |
| 40 | COA | 9832 | 20.14% | 7.11% | 98.49% | 65.82% | 58.82% | 43 |
| 42 | Private Company | 1956 | 15.33% | 0.39% | 99.96% | 93.11% | 79.11% | 59 |
| 43 | COA | 2540 | 13.47% | 2.85% | 99.58% | 82.20% | 84.87% | 48 |
| 44 | Ambulance | 84 | 15.74% | 7.41% | 100.00% | 87.82% | 47.39% | 70 |
| 45 | Private Company | 11064 | 16.49% | 0.73% | 99.97% | 83.90% | 75.49% | 78 |
| 224 | Ambulance | 1474 | 8.62% | 20.19% | 99.81% | 93.89% | 87.16% | 49 |
| 218 | Private Company | 1444 | 22.39% | 7.21% | 99.85% | 85.93% | 76.14% | 57 |
| 48 | COA | 4726 | 20.13% | 1.08% | 99.92% | 92.04% | 96.39% | 82 |
| 50 | Private Company | 5934 | 19.60% | 9.12% | 99.13% | 82.50% | 69.54% | 47 |
| 52 | Ambulance | 4062 | 18.82% | 4.96% | 99.55% | 79.88% | 82.31% | 45 |
| 65 | Private Company | 3744 | 16.62% | 5.78% | 96.97% | 81.03% | 65.56% | 26 |
| 53 | ADC | 3354 | 11.40% | 0.82% | 100.00% | 98.66% | 98.66% | 85 |
| 55 | Private Company | 4780 | 15.34% | 4.28% | 99.89% | 85.75% | 82.81% | 63 |
| 56 | Ambulance | 2900 | 7.95% | 14.09% | 99.78% | 82.80% | 74.01% | 47 |
| 61 | Private Company | 12948 | 17.84% | 1.24% | 98.98% | 81.98% | 78.47% | 57 |
| 238 | Private Company | 137 | 21.90% | 20.44% | 98.54% | 68.75% | 68.75% | 43 |
| 65 | Private Company | 6114 | 32.28% | 0.00% | 100.00% | 69.83% | 71.49% | 86 |
| 68 | Ambulance | 184 | 17.38% | 17.44% | 99.60% | 76.26% | 62.63% | 58 |
| 72 | Private Company | 2267 | 23.21% | 46.48% | 99.60% | 88.97% | 86.62% | 43 |
| 9 | Private Company | 1376 | 12.17% | 15.79% | 98.19% | 81.52% | 62.22% | 35 |
| 226 | Private Company | 46 | 39.13% | 73.91% | 91.30% | 0.00% | 0.00% | 25 |
| 74 | ADC | 1442 | 11.83% | 1.14% | 100.00% | 90.85% | 84.83% | 77 |



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| GOAL | | 15% | 2% | 95% | 90% | 95% | 68 |
| Provider # | | | | | | | |
| 75 | Private Company | 1284 | 10.53% | 23.61% | 99.85% | 81.00% | 43 |
| 76 | Private Company | 489 | 12.33% | 0.39% | 99.33% | 22.78% | 61 |
| 199 | Private Company | 3659 | 13.08% | 4.83% | 99.70% | 76.73% | 53 |
| 78 | Private Company | 1102 | 24.12% | 34.17% | 95.33% | 63.10% | 38 |
| 80 | RTA | 5124 | 18.39% | 1.51% | 99.79% | 93.61% | 57 |
| 84 | Private Company | 284 | 9.32% | 12.67% | 98.04% | 47.05% | 39 |
| 86 | COA | 3267 | 20.65% | 3.43% | 99.78% | 75.83% | 64 |
| 87 | Private Company | 469 | 14.64% | 23.56% | 99.78% | 74.78% | 48 |
| 206 | ADC | 196 | 20.30% | 3.03% | 100.00% | 97.10% | 85 |
| 89 | Private Company | 7852 | 27.07% | 10.74% | 98.21% | 88.32% | 42 |
| 90 | Private Company | 1068 | 1.93% | 0.00% | 99.18% | 88.95% | 48 |
| 211 | Private Company | 206 | 25.52% | 0.00% | 100.00% | 99.15% | 93 |
| 92 | Ambulance | 2029 | 12.15% | 38.19% | 99.69% | 58.02% | 51 |
| 94 | ADC | 7168 | 12.15% | 0.03% | 100.00% | 82.92% | 77 |
| 219 | Private Company | 2480 | 11.33% | 27.28% | 99.70% | 75.69% | 50 |
| 231 | Private Company | 176 | 27.36% | 12.85% | 98.24% | 91.16% | 32 |
| 200 | Ambulance | 3 | 0.00% | 0.00% | 100.00% | 0.00% | 70 |
| 241 | Private Company | 60 | 31.67% | 38.33% | 98.33% | 65.22% | 44 |
| 96 | COA | 6034 | 19.58% | 5.31% | 99.90% | 95.52% | 72 |
| 204 | Ambulance | 41 | 15.56% | 27.78% | 97.22% | 86.67% | 68 |
| 97 | Private Company | 1753 | 18.16% | 1.66% | 99.86% | 70.38% | 59 |
| 98 | Ambulance | 994 | 10.46% | 4.75% | 100.00% | 96.24% | 70 |
| 106 | Ambulance | 202 | 13.39% | 28.55% | 93.57% | 75.47% | 36 |
| 107 | Ambulance | 1 | 0.00% | 100.00% | 100.00% | 0.00% | 55 |
| 111 | Ambulance | 8362 | 11.61% | 7.08% | 98.97% | 95.41% | 50 |



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| GOAL | | 15% | 2% | 95% | 90% | 95% | 68 |
| Provider # | | | | | | | |
| 112 | Private Company | 4863 | 26.47% | 6.49% | 99.47% | 89.53% | 42 |
| 113 | Private Company | 1164 | 12.30% | 21.22% | 99.75% | 90.70% | 58 |
| 115 | Ambulance | 1787 | 10.06% | 44.43% | 99.86% | 80.96% | 55 |
| 117 | Private Company | 3992 | 18.81% | 1.05% | 99.85% | 84.43% | 73 |
| 118 | COA | 3091 | 8.53% | 4.84% | 99.77% | 85.68% | 50 |
| 120 | Private Company | 4317 | 17.45% | 42.31% | 99.21% | 76.21% | 46 |
| 212 | Ambulance | 4246 | 15.52% | 26.56% | 99.81% | 90.48% | 55 |
| 18 | Ambulance | 8438 | 14.04% | 2.56% | 99.09% | 90.49% | 59 |
| 23 | Private Company | 1603 | 12.57% | 6.99% | 99.06% | 97.94% | 58 |
| 126 | Private Company | 6445 | 13.42% | 6.74% | 99.76% | 92.87% | 64 |
| 140 | Private Company | 718 | 17.42% | 40.57% | 98.31% | 99.24% | 38 |
| 141 | Private Company | 2843 | 20.46% | 6.94% | 99.48% | 85.82% | 59 |
| 151 | Private Company | 150 | 26.11% | 67.66% | 99.24% | 87.79% | 54 |
| 20 | Ambulance | 4741 | 17.50% | 4.32% | 99.94% | 90.71% | 69 |
| 158 | COA | 3034 | 3.27% | 0.47% | 99.87% | 90.33% | 62 |
| 133 | Private Company | 6592 | 24.62% | 6.62% | 99.21% | 79.93% | 50 |
| 234 | Private Company | 334 | 5.99% | 14.09% | 100.00% | 97.60% | 73 |
| 162 | Private Company | 11131 | 15.16% | 1.90% | 99.32% | 74.50% | 56 |
| 166 | RTA | 4163 | 10.27% | 10.48% | 99.59% | 82.41% | 46 |
| 167 | Private Company | 810 | 9.47% | 17.85% | 99.48% | 81.14% | 47 |
| 170 | Private Company | 260 | 8.91% | 21.91% | 100.00% | 95.93% | 72 |
| 235 | Private Company | 534 | 25.51% | 3.86% | 96.49% | 54.91% | 50 |
| 172 | Private Company | 3294 | 13.60% | 8.06% | 97.32% | 79.98% | 28 |
| 185 | Private Company | 126 | 4.01% | 0.00% | 100.00% | 28.30% | 71 |
| 35 | Ambulance | 941 | 10.53% | 45.34% | 99.36% | 93.81% | 38 |



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| GOAL | | | 15% | 2% | 95% | 90% | 95% | 68 |
| Provider # | | | | | | | | |
| 188 | Ambulance | 515 | 18.90% | 0.65% | 100.00% | 94.38% | 73.06% | 70 |
| 189 | COA | 6038 | 28.02% | 2.90% | 99.88% | 96.64% | 93.13% | 80 |
| 190 | Private Company | 5652 | 17.11% | 18.67% | 99.91% | 93.73% | 84.37% | 63 |