



Third Quarter SFY 2012 - 2013

Jan 2013 - March 2013

Region 1

	Provider Type	Number Of Trips	Provider Cancellation Percentage	Provider Reroute Percentage	Complaint Percentage	Free	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Monthly Service Score	Overall
GOAL			15%	2%	95%		90%	95%		68
Provider #										
1	Private Company	6448	20.80%	0.00%	100.00%		55.62%	97.53%		94
2	Ambulance	7	0.00%	0.00%	100.00%		83.33%	83.33%		60
37	Private Company	485	13.96%	2.10%	99.34%		35.87%	32.96%		58
3	Private Company	9633	25.09%	30.55%	99.84%		87.21%	80.80%		47
5	Ambulance	4192	24.00%	16.65%	99.58%		77.85%	89.13%		48
6	Ambulance	725	17.09%	8.47%	100.00%		89.52%	91.69%		64
7	Private Company	10432	19.99%	14.57%	98.13%		78.97%	66.42%		38
8	Private Company	3491	25.44%	10.71%	98.46%		89.44%	83.15%		44
11	ADC	2753	12.31%	3.20%	99.85%		89.81%	92.25%		69
93	Private Company	2587	13.31%	2.18%	98.99%		98.73%	96.42%		45
13	Private Company	2678	12.62%	1.45%	99.77%		89.85%	85.56%		52
132	Private Company	2498	18.14%	25.57%	99.72%		86.33%	72.71%		53
129	Private Company	15246	22.80%	5.17%	99.43%		91.61%	88.37%		54
14	ADC	2880	14.95%	1.50%	99.79%		89.94%	90.43%		69
15	Private Company	2888	26.60%	16.95%	98.03%		78.53%	80.88%		40
107	Ambulance	1694	17.11%	60.26%	99.82%		85.29%	77.23%		42
17	Private Company	6561	7.38%	0.00%	100.00%		61.78%	89.09%		78
32	Private Company	144	12.60%	17.98%	98.55%		88.77%	77.88%		59
143	Private Company	3119	19.46%	54.68%	99.40%		87.29%	77.99%		49
19	Ambulance	3410	21.79%	10.02%	99.97%		90.90%	75.14%		67
21	Private Company	4513	29.43%	4.91%	99.66%		77.29%	76.85%		61
22	ADC	11353	27.10%	12.66%	99.65%		92.21%	86.79%		50
24	ADC	1305	24.44%	25.69%	99.70%		92.01%	91.09%		61
23	ADC	4262	27.13%	13.15%	99.37%		74.19%	77.02%		37
26	Private Company	28481	16.02%	6.56%	99.64%		83.52%	76.59%		49
28	Ambulance	16740	13.87%	5.14%	99.16%		72.04%	70.13%		45
7	Private Company	59	15.67%	9.52%	100.00%		39.52%	42.82%		73
173	Private Company	1424	16.19%	26.95%	99.90%		93.01%	87.24%		45
29	Ambulance	611	21.43%	8.26%	98.81%		49.92%	44.99%		33