



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 115	Ambulance	3151	44.81%	98.91%	99.67%	99.74%	No
P 083	Ambulance	1198	75.25%	99.82%	94.99%	97.31%	No
P 003	Ambulance	7710	53.86%	99.96%	98.59%	96.27%	No
P 318	Ambulance	294	65.00%	99.09%	97.14%	95.39%	No
P 106	Ambulance	389	289.89%	99.77%	92.09%	95.15%	No
P 227	Ambulance	4945	1.15%	98.35%	96.79%	94.77%	Yes
P 006	Ambulance	1025	102.14%	100.00%	95.74%	94.49%	Yes
P 142	Ambulance	233	37.34%	100.00%	95.83%	94.44%	No
P 098	Ambulance	2206	6.11%	99.96%	97.20%	93.56%	No
P 010	Ambulance	1349	3.56%	99.56%	97.35%	93.33%	Yes
P 237	Ambulance	443	11.91%	99.62%	95.10%	92.98%	No
P 051	Ambulance	371	26.75%	99.48%	91.49%	92.93%	No
P 005	Ambulance	5961	7.71%	98.10%	83.40%	92.31%	Yes
P 052	Ambulance	4350	6.42%	99.61%	87.34%	89.49%	Yes
P 320	Ambulance	87	96.42%	100.00%	100.00%	88.89%	No
P 155	Ambulance	8307	2.41%	99.75%	89.15%	88.11%	Yes
P 046	Ambulance	991	38.55%	99.75%	96.07%	87.25%	Yes
P 284	Ambulance	5442	21.52%	98.12%	94.25%	85.01%	Yes
P 044	Ambulance	319	4.81%	99.34%	95.29%	82.98%	Yes
P 212	Ambulance	567	61.90%	98.77%	86.41%	82.61%	Yes
P 092	Ambulance	1227	14.22%	98.88%	96.98%	81.84%	Yes
P 307	Ambulance	968	6.72%	99.09%	86.36%	81.71%	Yes
P 019	Ambulance	4299	2.13%	99.93%	96.35%	81.19%	Yes
P 016	Ambulance	2475	33.55%	99.84%	89.23%	80.95%	Yes
P 047	Ambulance	653	17.53%	99.85%	91.59%	80.15%	Yes
P 029	Ambulance	137	108.19%	97.00%	85.74%	77.84%	No
P 035	Ambulance	1338	26.80%	99.49%	88.02%	75.51%	Yes
P 139	Ambulance	2170	36.14%	98.99%	90.15%	74.19%	Yes
P 018	Ambulance	3220	32.59%	99.90%	92.26%	73.98%	Yes
P 037	Ambulance	673	0.43%	99.06%	73.50%	73.50%	No
P 293	Ambulance	555	28.93%	100.00%	83.52%	71.80%	No
P 068	Ambulance	365	0.51%	100.00%	97.85%	69.68%	Yes
P 165	Ambulance	3337	17.35%	99.45%	71.89%	65.33%	Yes
P 056	Ambulance	1337	16.20%	99.26%	74.75%	65.25%	Yes
P 095	Ambulance	2750	58.10%	99.57%	72.27%	65.14%	Yes
P 060	Ambulance	659	78.76%	99.27%	88.89%	63.89%	Yes
P 262	Ambulance	192	495.35%	100.00%	100.00%	56.41%	Yes
P 232	Ambulance	231	56.41%	92.44%	49.68%	31.09%	Yes
P 002	Ambulance	13	40.00%	100.00%			No
P 254	Ambulance	18	0.00%	100.00%			No
P 275	Ambulance	90	20.22%	100.00%			No
P 287	Ambulance	2	0.00%	50.00%			No
P 308	Ambulance	26	0.00%	54.55%			No
P 321	Ambulance	18	22.22%	94.44%			No

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 271	Commercial	2137	2.74%	99.85%	99.35%	99.05%	No
P 303	Commercial	3159	24.16%	98.88%	99.11%	98.95%	No
P 059	Commercial	4180	2.66%	99.93%	99.51%	98.79%	No
P 221	Commercial	3134	14.16%	99.84%	98.98%	98.69%	No
P 170	Commercial	312	16.23%	100.00%	98.48%	98.48%	No
P 279	Commercial	3165	6.76%	99.49%	99.67%	98.35%	No
P 219	Commercial	2700	4.61%	99.92%	98.78%	98.23%	No
P 153	Commercial	1016	3.49%	99.91%	97.41%	98.10%	No
P 260	Commercial	4012	18.29%	99.81%	98.24%	97.74%	No
P 218	Commercial	1200	24.69%	100.00%	97.25%	97.55%	No
P 036	Commercial	577	26.60%	96.51%	100.00%	97.31%	No
P 199	Commercial	3031	0.92%	99.64%	96.39%	96.86%	Yes
P 072	Commercial	5406	16.10%	99.96%	98.69%	96.75%	No
P 160	Commercial	8012	19.93%	99.62%	90.60%	96.62%	Yes
P 079	Commercial	5422	3.08%	99.71%	98.07%	96.29%	Yes
P 273	Commercial	7351	1.41%	99.48%	96.75%	96.13%	Yes
P 132	Commercial	75	15.78%	95.83%	96.08%	96.08%	No
P 087	Commercial	597	25.97%	100.00%	95.25%	96.03%	Yes
P 123	Commercial	18779	0.99%	98.34%	96.89%	95.95%	No
P 117	Commercial	1147	82.11%	99.91%	93.68%	95.76%	Yes
P 140	Commercial	7434	9.89%	99.53%	94.21%	95.65%	No
P 256	Commercial	4717	19.45%	99.86%	96.45%	95.45%	Yes
P 270	Commercial	553	15.86%	98.78%	98.70%	95.29%	Yes
P 084	Commercial	457	12.59%	98.69%	95.21%	95.00%	No
P 299	Commercial	247	31.58%	100.00%	92.40%	94.92%	Yes
P 250	Commercial	1265	13.12%	99.44%	90.05%	94.42%	No
P 291	Commercial	1608	32.53%	99.56%	96.46%	93.88%	No
P 301	Commercial	157	439.26%	100.00%	95.65%	93.48%	No
P 055	Commercial	6691	10.98%	99.82%	92.15%	93.23%	Yes
P 151	Commercial	4148	8.01%	99.49%	95.30%	93.11%	No
P 175	Commercial	5433	28.89%	99.82%	94.02%	92.03%	Yes
P 058	Commercial	2918	1.15%	99.74%	95.68%	91.95%	Yes
P 045	Commercial	20414	0.22%	99.25%	91.08%	91.36%	Yes
P 032	Commercial	235	3.00%	100.00%	91.08%	91.08%	Yes
P 113	Commercial	5134	21.26%	99.69%	93.10%	91.04%	Yes
P 302	Commercial	2412	7.94%	99.38%	96.17%	90.64%	No
P 297	Commercial	7764	6.88%	99.66%	96.70%	90.60%	Yes
P 280	Commercial	4312	15.39%	98.62%	94.80%	90.30%	No
P 296	Commercial	1598	131.16%	99.58%	88.70%	89.66%	No
P 009	Commercial	1500	4.45%	99.20%	90.39%	89.38%	Yes
P 167	Commercial	598	18.23%	98.00%	86.20%	89.20%	Yes
P 122	Commercial	6891	2.71%	99.83%	89.61%	88.68%	Yes
P 022	Commercial	12863	5.62%	99.17%	94.54%	88.63%	Yes
P 235	Commercial	4558	19.61%	99.34%	92.32%	88.19%	Yes
P 316	Commercial	1818	19.58%	99.49%	91.31%	87.72%	No
P 026	Commercial	34910	11.33%	98.87%	94.61%	87.57%	No
P 286	Commercial	848	0.69%	99.74%	87.20%	87.34%	No
P 229	Commercial	1461	20.89%	99.53%	87.84%	87.25%	Yes
P 023	Commercial	4659	4.28%	98.58%	92.19%	87.22%	Yes
P 315	Commercial	795	36.56%	99.56%	97.00%	87.12%	No



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 121	Commercial	15502	5.92%	99.32%	94.12%	87.07%	Yes
P 041	Commercial	8222	6.59%	98.78%	89.95%	86.97%	Yes
P 061	Commercial	6923	12.28%	98.21%	84.70%	86.52%	Yes
P 319	Commercial	289	27.76%	99.81%	91.11%	86.11%	No
P 190	Commercial	3412	43.13%	99.62%	95.17%	85.94%	Yes
P 265	Commercial	109	0.00%	99.15%	85.23%	84.38%	Yes
P 298	Commercial	802	31.83%	99.13%	82.22%	82.75%	No
P 222	Commercial	7498	1.33%	98.31%	86.57%	82.71%	Yes
P 162	Commercial	5752	7.79%	98.54%	91.67%	82.45%	Yes
P 252	Commercial	555	32.16%	98.75%	69.84%	82.36%	Yes
P 129	Commercial	22756	8.65%	97.30%	89.00%	82.25%	Yes
P 212	Commercial	1250	50.00%	98.72%	89.35%	81.79%	Yes
P 242	Commercial	630	17.98%	99.68%	92.58%	81.30%	Yes
P 304	Commercial	306	1.51%	96.84%	80.63%	80.63%	No
P 325	Commercial	535	6.45%	99.60%	94.74%	80.00%	No
P 054	Commercial	3043	3.90%	98.97%	75.77%	79.21%	Yes
P 249	Commercial	26955	1.23%	98.48%	88.83%	79.16%	Yes
P 013	Commercial	2701	1.58%	99.56%	88.81%	78.42%	Yes
P 114	Commercial	5526	2.01%	98.75%	89.27%	77.64%	Yes
P 216	Commercial	12598	44.50%	98.21%	83.99%	77.51%	Yes
P 089	Commercial	6622	10.45%	98.05%	89.25%	77.08%	Yes
P 290	Commercial	14391	11.80%	98.40%	86.26%	77.04%	Yes
P 141	Commercial	896	24.26%	99.01%	91.35%	76.97%	Yes
P 133	Commercial	8577	24.12%	97.22%	73.51%	76.84%	Yes
P 281	Commercial	137	34.22%	98.48%	78.95%	73.68%	No
P 314	Commercial	46	13.04%	100.00%	77.78%	72.22%	No
P 295	Commercial	97	39.18%	98.97%	75.00%	71.88%	No
P 231	Commercial	2321	26.58%	98.85%	80.59%	71.48%	Yes
P 266	Commercial	3832	3.23%	98.94%	86.37%	68.29%	Yes
P 272	Commercial	4113	35.90%	97.11%	83.07%	68.13%	Yes
P 305	Commercial	1221	34.95%	98.74%	84.68%	67.53%	No
P 294	Commercial	1426	13.05%	95.49%	76.96%	66.46%	Yes
P 306	Commercial	3405	8.52%	97.29%	63.02%	60.53%	No
P 317	Commercial	79	0.00%	97.47%	75.00%	57.14%	No
P 276	Commercial	860	6.17%	99.07%	71.60%	53.49%	Yes
P 292	Commercial	2	0.00%	50.00%			No

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 144	Other	699	1.13%	100.00%	100.00%	100.00%	
P 145	Other	336	0.00%	100.00%	100.00%	100.00%	
P 146	Other	517	0.00%	100.00%	100.00%	100.00%	
P 147	Other	138	1.28%	100.00%	100.00%	100.00%	
P 148	Other	314	0.55%	100.00%	100.00%	100.00%	
P 149	Other	50	0.00%	100.00%	100.00%	100.00%	
P 185	Other	367	0.62%	99.69%	80.16%	78.40%	
P 164	Other	2	0.00%	100.00%			

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 038	Private	2618	0.07%	100.00%	100.00%	100.00%	Yes
P 206	Private	683	0.00%	100.00%	78.70%	100.00%	Yes
P 263	Private	460	0.00%	100.00%	100.00%	99.56%	No
P 159	Private	3010	0.00%	99.93%	98.43%	98.46%	Yes
P 053	Private	3846	0.00%	100.00%	93.53%	98.14%	No
P 278	Private	877	0.00%	100.00%	99.58%	97.85%	No
P 071	Private	1708	0.00%	100.00%	99.20%	97.21%	No
P 062	Private	4254	0.00%	100.00%	95.67%	96.34%	No
P 116	Private	3180	0.00%	100.00%	84.57%	96.20%	Yes
P 313	Private	62	0.00%	100.00%	92.31%	96.15%	No
P 220	Private	854	0.00%	100.00%	95.90%	93.16%	Yes
P 074	Private	2317	0.08%	100.00%	98.40%	89.44%	No
P 001	Private	7256	0.00%	100.00%	76.35%	89.02%	No
P 017	Private	6447	0.00%	100.00%	70.69%	82.20%	Yes
P 094	Private	10584	0.08%	99.98%	56.46%	80.63%	Yes
P 230	Private	644	0.00%	100.00%	87.86%	68.30%	Yes
P 322	Private	124	0.00%	100.00%	38.33%	43.33%	No

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 187	Transit	6213	10.67%	99.48%	95.57%	97.36%	No
P 080	Transit	4767	2.89%	99.94%	95.98%	95.90%	No
P 048	Transit	5780	1.62%	99.83%	91.06%	95.70%	Yes
P 086	Transit	3899	2.30%	99.85%	79.26%	94.58%	Yes
P 014	Transit	2162	7.59%	99.91%	79.52%	93.02%	Yes
P 118	Transit	4183	0.83%	99.74%	92.79%	91.00%	Yes
P 011	Transit	2593	2.82%	99.77%	92.08%	89.30%	Yes
P 158	Transit	4801	5.56%	99.56%	95.07%	87.34%	Yes
P 096	Transit	5796	13.56%	99.92%	93.78%	85.13%	Yes
P 028	Transit	77	1.59%	98.41%	81.60%	81.28%	No
P 166	Transit	5185	15.18%	98.90%	76.25%	80.25%	No
P 027	Transit	18404	7.61%	98.66%	68.50%	73.58%	Yes
P 040	Transit	6456	4.40%	98.37%	75.13%	70.65%	Yes
P 189	Transit	4323	10.96%	99.53%	71.31%	70.31%	Yes
P 043	Transit	2565	1.18%	99.62%	68.57%	65.24%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
P 179	Volunteer	8	50.00%	100.00%	100.00%	100.00%	
P 183	Volunteer	116	5.41%	100.00%	98.25%	98.25%	
P 205	Volunteer	156	2.39%	98.05%	100.00%	93.63%	
P 177	Volunteer	123	21.15%	96.72%	92.16%	92.16%	
P 182	Volunteer	146	5.54%	99.29%	91.67%	91.48%	
P 300	Volunteer	149	6.65%	100.00%	92.98%	87.29%	
P 311	Volunteer	137	0.00%	98.15%	80.57%	85.97%	
P 210	Volunteer	154	2.76%	100.00%	95.82%	85.84%	
P 178	Volunteer	137	0.76%	100.00%	91.30%	82.78%	
P 181	Volunteer	130	2.96%	100.00%	81.28%	81.52%	
P 312	Volunteer	153	5.24%	99.38%	84.62%	73.18%	
P 184	Volunteer	149	5.36%	100.00%	77.02%	70.58%	
P 323	Volunteer	217	11.68%	99.44%	75.33%	67.01%	
P 309	Volunteer	198	9.04%	98.87%	66.85%	63.99%	
P 277	Volunteer	257	5.61%	100.00%	78.27%	61.72%	
P 310	Volunteer	158	10.24%	99.39%	82.97%	60.97%	
P 195	Volunteer	199	5.06%	99.51%	71.25%	59.31%	
P 324	Volunteer	107	1.96%	100.00%	65.63%	52.08%	
P 215	Volunteer	70	24.51%	100.00%	14.36%	46.15%	

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

Trip Summary

January 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	25765	38.25%	97.30%	87.02%	80.83%
Commercial	132210	27.69%	98.39%	90.62%	87.52%
Other	772	0.35%	100.00%	96.32%	94.96%
Private	16268	0.02%	99.99%	87.60%	95.52%
Transit	26306	5.74%	99.47%	84.43%	85.52%
Volunteer	899	11.87%	99.39%	80.68%	74.63%
February 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	24275	52.66%	98.05%	91.76%	83.84%
Commercial	126439	16.52%	99.21%	91.33%	87.54%
Other	788	0.12%	100.00%	97.30%	97.52%
Private	15564	0.01%	99.99%	87.89%	90.69%
Transit	23928	5.97%	99.69%	83.45%	84.61%
Volunteer	919	6.95%	99.65%	80.00%	80.49%
March 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	26051	53.89%	98.98%	90.33%	80.81%
Commercial	138071	16.27%	98.88%	91.20%	87.72%
Other	863	1.01%	99.87%	96.97%	97.19%
Private	16858	0.01%	100.00%	86.83%	88.37%
Transit	26970	5.30%	99.08%	83.41%	84.01%
Volunteer	946	7.29%	99.11%	82.39%	74.28%
3rd Quarter SFY 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	76091	48.15%	98.10%	89.68%	81.81%
Commercial	397199	20.06%	98.82%	90.67%	87.23%
Other	2423	0.49%	99.96%	96.87%	96.59%
Private	48924	0.01%	99.99%	87.48%	91.09%
Transit	77204	5.69%	99.43%	83.78%	84.75%
Volunteer	2764	8.67%	99.39%	81.01%	76.54%