



Second Quarter SFY 2012 - 2013

Oct 2012 - Dec 2012

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	7084	20.52%	0.00%	100.00%	50.57%	98.01%	94
2	Ambulance	4	0.00%	66.67%	66.67%	33.33%	33.33%	70
37	Private Company	513	11.15%	3.43%	100.00%	85.16%	53.00%	64
3	Private Company	10251	26.75%	29.38%	99.80%	87.95%	78.56%	37
5	Ambulance	3909	17.76%	10.59%	99.93%	74.54%	87.31%	40
6	Ambulance	722	20.45%	15.72%	100.00%	92.03%	89.97%	69
7	Private Company	10037	18.46%	14.91%	99.58%	78.15%	67.63%	43
8	Private Company	4138	24.43%	12.10%	98.63%	91.95%	89.23%	43
11	ADC	2986	17.67%	3.21%	99.94%	89.90%	90.83%	75
93	Private Company	3337	18.89%	3.91%	99.35%	97.19%	93.70%	37
13	Private Company	2645	10.93%	4.49%	99.92%	89.71%	83.80%	56
132	Private Company	2751	20.63%	24.20%	99.60%	81.43%	66.10%	44
129	Private Company	11441	24.37%	7.90%	99.77%	88.37%	82.00%	48
14	ADC	3110	15.45%	0.84%	99.93%	89.62%	92.41%	78
15	Private Company	3950	27.21%	11.71%	98.86%	74.99%	81.03%	40
107	Ambulance	671	62.55%	223.41%	100.00%	87.15%	77.48%	28
17	Private Company	6798	7.92%	0.00%	100.00%	42.10%	88.01%	76
32	Private Company	136	16.21%	23.84%	99.33%	88.25%	69.56%	56
143	Private Company	2983	19.87%	53.49%	99.34%	82.68%	76.29%	39
19	Ambulance	3117	12.62%	13.31%	99.97%	86.31%	69.63%	58
21	Private Company	6491	20.98%	4.24%	99.92%	80.28%	74.52%	60
22	ADC	11948	25.40%	10.59%	99.83%	91.08%	84.36%	49
24	ADC	1530	20.61%	63.42%	99.89%	92.11%	91.58%	50
23	ADC	5814	25.51%	14.65%	99.67%	91.12%	78.68%	34
26	Private Company	28555	16.62%	6.37%	99.65%	81.96%	74.89%	45
28	Ambulance	77	3.60%	13.00%	100.00%	37.30%	22.22%	50
7	Private Company	18049	13.91%	4.77%	99.41%	71.75%	67.12%	39
173	Private Company	1880	15.82%	14.57%	99.58%	87.82%	80.98%	29
29	Ambulance	248	16.45%	10.63%	99.55%	59.87%	39.01%	34