



Region 2

First Quarter SFY 2013 - 2014

July 2013 - September 2013

	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)
GOAL			2%	99.81%	90%	95%
Provider #						
36	Private Company	306	56.65%	99.31%	97.75%	97.17%
38	Private Company	2731	5.15%	99.82%	51.49%	54.49%
39	Private Company	18	266.67%	100.00%	0.00%	0.00%
40	COA	9897	6.30%	98.20%	62.66%	63.13%
43	COA	2368	9.51%	99.65%	74.17%	75.43%
44	Ambulance	89	8.94%	99.22%	80.56%	80.83%
45	Private Company	11113	1.47%	99.82%	87.90%	85.63%
218	Private Company	1271	12.46%	99.83%	82.21%	81.86%
48	COA	4227	1.68%	99.81%	90.83%	94.39%
50	Private Company	4072	14.01%	98.04%	94.92%	90.53%
258	Private Company	326	5.26%	99.57%	86.41%	74.93%
52	Private Company	4144	7.56%	99.39%	77.92%	80.94%
65	Private Company	4171	18.36%	96.67%	91.27%	80.49%
244	Private Company	328	18.15%	99.10%	76.86%	66.30%
53	ADC	3684	0.55%	99.97%	87.02%	89.39%
55	Private Company	4199	2.60%	99.93%	88.45%	88.08%
56	Ambulance	2611	36.91%	99.85%	84.67%	77.91%
254	Ambulance	25	6.25%	100.00%	77.78%	66.67%
61	Private Company	10972	0.26%	99.04%	92.13%	87.56%
238	Private Company	399	6.22%	99.12%	72.14%	55.70%
65	Private Company	4544	0.00%	99.97%	85.95%	89.08%
68	Ambulance	182	4.07%	100.00%	88.32%	61.71%
72	Private Company	2437	38.53%	99.74%	91.24%	90.09%
9	Private Company	1409	19.19%	98.42%	90.55%	68.66%
74	ADC	1368	2.82%	100.00%	93.13%	89.42%
75	ADC	1054	25.99%	99.90%	89.42%	85.65%
76	ADC	621	1.13%	100.00%	44.01%	40.90%
199	Private Company	3574	6.58%	99.60%	78.78%	83.47%
78	Private Company	64	190.63%	96.88%	57.05%	20.00%
80	RTA	4735	3.07%	99.79%	96.54%	91.91%
84	Private Company	371	15.35%	99.35%	79.10%	85.93%
86	Private Company	3062	4.50%	99.75%	75.18%	80.24%
87	Private Company	592	26.50%	99.81%	74.64%	84.69%
206	ADC	287	1.33%	100.00%	97.10%	98.55%
89	Private Company	6334	9.52%	97.26%	89.89%	80.88%
90	Private Company	1188	0.00%	98.58%	89.99%	80.56%
211	ADC	18	0.00%	100.00%	100.00%	100.00%
92	Private Company	1769	27.44%	99.77%	56.17%	48.84%
94	ADC	7969	0.13%	99.96%	59.29%	59.97%
219	Private Company	2380	11.74%	99.60%	90.83%	85.98%
231	Private Company	430	3.30%	99.27%	84.30%	74.81%
241	Private Company	39	89.74%	100.00%	31.82%	40.91%
96	COA	5710	5.17%	99.80%	94.74%	89.27%
204	Ambulance	22	70.83%	100.00%	100.00%	83.33%
98	Ambulance	1011	10.48%	99.90%	97.87%	95.62%
111	Private Company	8	0.00%	100.00%	0.00%	0.00%
112	Private Company	1996	27.05%	98.90%	31.85%	48.33%
113	Private Company	3018	7.56%	99.59%	90.67%	83.70%
115	Private Company	1973	2.96%	99.09%	74.41%	75.65%
117	Private Company	1063	79.14%	100.00%	79.97%	93.03%
118	COA	4029	1.40%	99.67%	83.91%	83.48%
120	Private Company	2831	3.16%	99.86%	96.47%	88.92%
212	Private Company	2794	40.01%	99.36%	80.74%	77.21%
18	Ambulance	8405	2.12%	98.78%	96.62%	98.42%
126	Private Company	2194	12.46%	98.47%	98.27%	96.07%
140	Private Company	6247	7.61%	99.69%	93.42%	94.62%
141	Private Company	937	31.41%	97.26%	93.52%	90.42%



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GOAL	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)
Provider #			2%	99.81%	90%	95%
151	Private Company	2476	9.27%	99.48%	94.19%	91.72%
256	Private Company	407	13.15%	98.04%	43.29%	79.10%
20	Ambulance	71	42.84%	100.00%	62.50%	50.00%
158	COA	4091	4.86%	99.82%	87.53%	80.64%
133	Private Company	9089	4.33%	97.56%	73.51%	62.06%
234	Private Company	519	2.97%	100.00%	94.73%	89.39%
162	Private Company	14047	6.19%	97.66%	75.06%	70.93%
166	Private Company	6493	8.18%	97.34%	73.94%	71.79%
167	Private Company	712	18.79%	99.54%	73.91%	85.07%
170	Private Company	276	24.62%	99.70%	94.93%	99.24%
235	Private Company	3319	12.53%	98.84%	75.37%	66.16%
172	Private Company	5094	19.16%	95.35%	77.49%	67.27%
185	Private Company	158	1.96%	99.38%	45.98%	40.98%
35	Ambulance	1082	20.47%	99.73%	95.53%	81.35%
188	Ambulance	445	0.23%	100.00%	91.70%	74.57%
189	COA	5986	9.23%	99.65%	48.70%	46.85%
190	Private Company	5460	22.75%	99.70%	93.93%	85.36%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100.0	= 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