



Region 1

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%	90.00%	95.00%
Provider #						
1	Private Company	4648	0.00%	100.00%	84.67%	94.50%
2	Ambulance	5	0.00%	100.00%	50.00%	25.00%
37	Private Company	511	0.18%	99.40%	51.43%	44.46%
3	Ambulance	8859	41.04%	99.87%	97.18%	91.92%
5	Ambulance	2171	33.22%	99.45%	87.93%	84.58%
6	Ambulance	720	10.06%	100.00%	91.76%	90.48%
7	Ambulance	625	22.40%	99.04%	27.03%	33.83%
8	Private Company	3282	24.99%	98.50%	94.96%	91.68%
239	Private Company	3637	14.19%	94.76%	78.85%	73.94%
11	COA	313	20.77%	98.75%	74.62%	64.66%
93	Private Company	2680	3.33%	99.81%	86.21%	86.02%
13	Private Company	2581	1.93%	99.65%	82.69%	75.77%
132	Private Company	472	41.81%	99.57%	93.77%	91.12%
129	Private Company	15771	6.44%	98.94%	85.93%	77.32%
14	COA	2435	1.25%	99.92%	83.41%	88.00%
15	Private Company	1514	44.71%	99.80%	82.91%	77.76%
107	Ambulance	6395	0.00%	100.00%	78.23%	93.76%
17	Private Company	163	9.59%	100.00%	85.76%	77.07%
32	Private Company	3665	21.94%	99.94%	89.01%	81.25%
233	Private Company	1024	33.13%	91.83%	83.15%	68.45%
143	Private Company	2643	23.71%	99.24%	88.79%	84.78%
19	Ambulance	3498	5.58%	100.00%	96.41%	78.07%
22	Private Company	10176	11.03%	99.03%	94.48%	89.24%
24	Private Company	2905	10.01%	98.76%	93.39%	86.64%
23	Private Company	30350	6.25%	98.97%	82.33%	75.31%
26	Private Company	1382	24.34%	98.24%	85.83%	76.72%
28	RTA	17502	4.95%	97.94%	74.42%	66.92%
7	Ambulance	69	65.73%	98.89%	74.44%	67.96%
29	Ambulance	164	31.25%	99.07%	75.56%	76.51%
257	Private Company	588	42.04%	97.81%	72.38%	64.22%

	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