



Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 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	7050	0.00%	100.00%	73.93%	92.62%
2	Ambulance	9	37.50%	100.00%		
37	Private Company	585	6.84%	99.66%	71.75%	67.44%
3	Ambulance	10574	36.52%	99.82%	97.12%	94.59%
5	Ambulance	3115	22.04%	99.18%	86.57%	84.74%
6	Ambulance	1101	9.29%	100.00%	93.04%	91.32%
266	Private Company	779	0.38%	97.71%	64.41%	49.71%
239	Private Company	5164	8.72%	95.09%	77.77%	77.33%
246	Private Company	356	18.79%	98.03%	87.92%	60.26%
11	COA	3006	1.71%	99.67%	92.19%	89.91%
13	Private Company	2922	2.74%	99.61%	82.40%	72.11%
132	Private Company	513	49.20%	99.75%	94.91%	94.39%
129	Private Company	18199	5.07%	99.34%	89.13%	87.19%
14	COA	2677	1.10%	99.90%	82.66%	87.32%
16	Ambulance	1783	77.00%	99.90%	83.09%	74.64%
17	Private Company	6508	0.00%	100.00%	78.01%	94.33%
32	Private Company	147	14.54%	99.44%	80.89%	72.00%
18	Ambulance	3729	20.80%	99.86%	89.93%	76.47%
233	Private Company	2000	57.08%	93.69%	84.41%	75.10%
143	Private Company	3150	20.06%	98.87%	87.97%	85.06%
19	Ambulance	4145	6.67%	100.00%	95.64%	77.66%
272	Private Company	275	18.18%	94.91%	60.71%	51.79%
22	Private Company	12238	10.15%	99.18%	95.90%	93.37%
23	Private Company	4210	4.12%	99.17%	94.35%	90.84%
26	Private Company	34688	7.77%	98.31%	83.71%	76.49%
250	Private Company	1947	25.94%	98.41%	79.88%	80.13%
27	RTA	19483	4.31%	98.07%	74.40%	64.38%
28	Ambulance	76	17.83%	98.61%	72.63%	70.96%
29	Ambulance	85	149.14%	98.48%	92.19%	86.13%



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GOAL			2%	99.81%	90.00%	95.00%
Provider #						
257	Private Company	1663	37.61%	99.75%	83.55%	73.54%

	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