



Region 3

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 #						
230	ADC	233	0.00%	100.00%	84.89%	75.63%
220	ADC	478	0.00%	100.00%	91.97%	85.36%
237	Ambulance	210	5.25%	99.51%	86.11%	73.76%
41	Private Company	5907	4.65%	98.96%	84.88%	73.77%
46	Ambulance	106	30.18%	98.67%	75.90%	62.78%
47	Ambulance	884	18.33%	99.89%	74.81%	75.00%
221	Private Company	1416	9.26%	99.95%	89.75%	81.12%
51	Ambulance	487	0.47%	99.79%	94.44%	90.22%
54	Private Company	2905	0.95%	99.56%	73.74%	80.09%
57	Private Company	3732	8.79%	98.73%	76.54%	77.73%
58	Private Company	3160	0.28%	99.69%	86.37%	81.34%
59	Private Company	3366	12.98%	99.93%	99.41%	97.18%
60	Ambulance	2961	16.46%	99.90%	78.83%	70.38%
222	Private Company	6239	1.41%	99.02%	75.39%	78.64%
71	ADC	1945	0.26%	100.00%	70.11%	92.66%
240	Private Company	74	69.44%	98.33%	85.87%	87.32%
73	Private Company	348	17.21%	99.32%	91.27%	93.86%
77	Private Company	2894	2.29%	99.06%	84.73%	71.96%
255	Ambulance	1093	14.58%	96.42%	88.95%	85.39%
79	Private Company	3310	0.75%	99.73%	87.67%	84.33%
81	Ambulance	60	0.00%	97.62%	65.53%	71.12%
82	Ambulance	84	28.57%	98.96%	15.39%	7.69%
83	Ambulance	618	76.09%	100.00%	95.02%	94.08%
95	Ambulance	3944	29.85%	99.64%	87.01%	82.05%
165	Ambulance	2400	9.44%	99.59%	93.45%	93.64%
102	Private Company	854	6.46%	99.06%	71.04%	76.51%
216	Private Company	4103	2.03%	98.39%	85.28%	72.92%
130	Private Company	2	0.00%	100.00%	0.00%	0.00%
104	Private Company	19	0.00%	100.00%	0.00%	0.00%
105	Private Company	2	0.00%	100.00%	0.00%	0.00%
247	Private Company	5719	4.68%	95.05%	83.05%	70.26%
249	Private Company	13900	1.50%	99.52%	92.06%	86.08%
248	Private Company	272	0.00%	99.21%	32.38%	30.90%
106	Ambulance	190	3.02%	100.00%	95.94%	97.33%
108	Private Company	3550	0.70%	98.86%	83.53%	78.38%
109	Ambulance	1480	5.60%	99.51%	84.47%	64.41%
110	Private Company	976	61.33%	100.00%	89.57%	85.57%
232	Ambulance	428	38.20%	99.34%	83.71%	49.79%
114	Private Company	7397	1.54%	98.71%	86.96%	82.96%
116	ADC	2433	0.00%	100.00%	47.03%	50.21%
157	Private Company	11352	12.60%	97.26%	79.78%	91.89%
243	Private Company	997	7.58%	96.04%	81.00%	90.06%
242	Private Company	491	26.11%	98.72%	86.64%	75.67%
121	Private Company	18376	2.03%	98.11%	70.82%	68.29%
122	Private Company	6879	1.66%	99.93%	91.17%	77.77%
227	Ambulance	2557	1.73%	99.17%	81.92%	67.50%
139	Ambulance	3532	7.89%	99.38%	91.58%	81.17%



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GOAL			2%	99.81%	90%	95%
Provider #						
213	Private Company	56	30.61%	100.00%	100.00%	75.00%
142	Ambulance	380	0.52%	99.00%	91.62%	91.22%
163	Private Company	51	0.00%	100.00%	42.42%	57.58%
13	Private Company	1818	18.58%	99.53%	88.86%	87.19%
155	Ambulance	8123	22.27%	99.68%	70.61%	75.01%
159	Private Company	2827	0.00%	100.00%	84.44%	68.98%
160	Private Company	7026	11.66%	99.69%	85.93%	85.25%
169	Private Company	4997	1.00%	99.24%	72.08%	71.80%
251	Private Company	259	5.72%	100.00%	76.04%	74.06%
207	Private Company	243	14.81%	100.00%	69.51%	68.27%
175	Private Company	12251	3.76%	99.88%	96.52%	64.08%
252	Private Company	359	14.84%	99.22%	52.47%	61.78%
229	Private Company	343	58.51%	99.23%	90.53%	81.42%
187	RTA	6252	5.40%	99.66%	80.99%	69.85%

	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