



Region 3

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 #						
230	ADC	314	0.00%	100.00%	82.85%	91.31%
220	ADC	499	0.00%	100.00%	94.82%	91.78%
263	ADC	284	0.00%	100.00%	77.27%	25.45%
237	Ambulance	183	14.32%	99.17%	93.41%	81.50%
41	Private Company	7090	3.32%	99.34%	89.46%	75.81%
46	Ambulance	321	35.92%	100.00%	85.76%	76.84%
260	Private Company	299	16.04%	100.00%	92.94%	76.33%
264	Private Company	14	0.00%	100.00%	100.00%	100.00%
47	Ambulance	953	25.25%	99.80%	95.72%	85.40%
221	Private Company	970	2.18%	100.00%	97.78%	96.88%
51	Ambulance	463	4.98%	99.40%	99.24%	93.64%
265	Private Company	11	0.00%	100.00%	92.86%	92.87%
54	Private Company	3430	2.11%	99.28%	75.36%	81.74%
57	Private Company	3885	7.85%	98.64%	86.34%	82.29%
58	Private Company	3528	0.50%	99.77%	81.35%	80.86%
59	Private Company	4021	9.98%	99.98%	99.74%	99.29%
60	Ambulance	3606	8.36%	99.89%	76.18%	70.83%
222	Private Company	6436	1.40%	99.28%	79.70%	85.27%
275	Private Company	56	3.57%	100.00%		
71	ADC	1902	0.00%	100.00%	93.41%	97.88%
73	Private Company	336	38.00%	99.74%	95.59%	95.12%
77	Private Company	2177	2.09%	99.50%	86.35%	76.80%
255	Ambulance	3430	6.26%	98.28%	90.73%	83.61%
79	Private Company	4210	1.27%	99.70%	92.89%	89.08%
81	Ambulance	60	3.57%	100.00%	90.04%	79.01%
82	Ambulance	98	10.33%	98.04%	100.00%	100.00%
83	Ambulance	692	73.25%	99.87%	95.93%	96.28%
267	Private Company	129	56.81%	97.13%	90.74%	78.21%
95	Ambulance	3404	27.27%	99.46%	85.96%	79.16%
165	Ambulance	3629	1.14%	99.31%	93.28%	90.90%
102	Private Company	42	169.05%	100.00%	63.64%	81.82%
216	Private Company	5513	8.00%	98.97%	95.83%	91.59%



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GOAL			2%	99.81%	90.00%	95.00%
Provider #						
247	Private Company	6708	1.99%	91.97%	79.60%	65.70%
268	Private Company	749	1.55%	90.99%	67.73%	65.41%
249	Private Company	16798	1.24%	99.64%	89.95%	82.10%
106	Ambulance	305	6.84%	100.00%	99.28%	98.55%
108	Private Company	2694	0.91%	99.42%	98.70%	96.44%
109	Ambulance	1391	13.03%	99.55%	82.10%	66.04%
110	Private Company	1156	41.69%	99.57%	91.43%	84.78%
232	Ambulance	547	17.90%	99.15%	81.91%	52.60%
114	Private Company	7858	2.09%	99.27%	87.25%	82.64%
262	Private Company	201	66.86%	100.00%	83.85%	76.28%
116	ADC	2665	0.00%	99.97%	85.89%	75.43%
157	Private Company	10366	6.61%	97.76%	74.37%	88.53%
243	Private Company	2423	1.85%	99.09%	73.09%	90.64%
242	Private Company	982	22.20%	100.00%	89.61%	82.02%
121	Private Company	21029	2.18%	99.20%	83.46%	86.77%
122	Private Company	7658	1.94%	99.72%	87.83%	79.44%
227	Private Company	3277	3.79%	98.63%	86.70%	80.56%
139	Ambulance	3696	3.89%	99.81%	91.04%	80.48%
213	Private Company	376	12.15%	97.28%	65.31%	58.77%
142	Ambulance	491	2.76%	99.62%	83.66%	79.09%
271	Private Company	311	10.27%	99.80%	85.36%	77.31%
153	Private Company	1291	4.77%	99.58%	89.73%	85.94%
155	Ambulance	9597	5.32%	99.61%	79.94%	85.52%
156	Private Company	243	161.50%	98.75%	100.00%	98.25%
159	Private Company	2919	0.00%	100.00%	75.39%	67.71%
160	Private Company	7550	10.15%	99.77%	87.35%	91.67%
169	Private Company	8020	1.34%	98.38%	71.65%	69.75%
276	Private Company	410	3.66%	98.29%	59.70%	87.90%
251	Private Company	172	42.24%	99.69%	85.26%	82.69%
207	Private Company	155	27.30%	97.34%	85.17%	78.03%
175	Private Company	14911	12.89%	99.78%	95.12%	88.75%
252	Private Company	264	19.00%	99.72%	67.63%	56.94%



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GOAL			2%	99.81%	90.00%	95.00%
Provider #						
229	Private Company	401	50.12%	100.00%	92.80%	84.92%
187	RTA	6537	4.37%	99.80%	87.25%	77.13%

	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