MEMBERS		November	Decemb
Enrollment	Eligible Members Enrolled	1,312,593	1,321,8
	Unique Members Utilizing Transport	17,992	1,321,0
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	16.7%	17.
ESERVATION		November	Decem
	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs Cancelled Trip Legs	264,564 34,872	277,
	Trips Where Member Does Not Use Scheduled Service	10,490	32,1 11,4
	Number of Denied Trip Attempts	2,212	2,2
	Completed Trip Legs with less than 24 hour Notice	6,155	6,3
	Completed Trip Legs Associated with a Recurring Appointment	161,673	169,
	Completed Trip Legs	219,202	233,
Lodging (Cost)	Cost of Lodging Reimbursed	\$6,087.29	\$1,456
	Number of Lodging Nights Reimbursed	123	
()	Cost of Meals Reimbursed	\$2,234.27	\$835
Meals (Reimbursed)	Number of Meals Reimbursed	451	
RANSPORT MODE		November	Decem
Andreas Al A	Vabiala Equipad with Advanced Life Support		
	Vehicle Equipped with Advanced Life Support	417	
	Vehicle Equipped with Basic Life Support	899	
	Sedan, Van, Taxi	129,227	142,
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	641	1,:
-	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	61,692	62,
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	21,495	21,4
	Vehicle Equipped to Transport Stretcher	281	
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	49	
	Vehicle Equipped to Transport Wheelchair	3,921	4,:
	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	580	
Completed Legs	Completed Trip Legs	219,202	233,7
CALL STATISTICS		November	Decem
Oally Developed	Total Number of Calls Presented	97,136	81,6
Calls Presented	Average Time to Handle Complete Call from Live Response to Call End	417	
Average Handle Time (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	217	
Average Handle Time (seconds) Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response	217 14.27%	3.0
Average Handle Time (seconds) Average Speed of Answer (seconds)			
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response	14.27% November	Decem
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) WALITY MANAGEMENT Complaint Free Percentage	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	14.27% November 99.59%	Decem
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent	14.27% November 99.59% 22	Decem
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver	14.27% November 99.59% 22 24	Decem
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early	14.27% November 99.59% 22 24 23	Decem
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer	14.27% November 99.59% 22 24 23 20	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late	14.27% November 99.59% 22 24 23 20 97	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process	14.27% November 99.59% 22 24 23 23 20 97 45	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive	14.27% November 99.59% 22 24 23 20 97 45 328	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	14.27% November 99.59% 22 24 23 23 20 97 45	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit	14.27% November 99.59% 22 24 23 20 97 45 328	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concern	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Resulting from Safety Concern	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concern Scheduling Error	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Resulting from Safety Concern Issue Resulting from Scheduling Issue	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5 64	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concern Scheduling Error Technical Issue	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Resulting from Safety Concern Issue Resulting from Scheduling Issue Issue Resulting from Scheduling Issue	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) UALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concent Scheduling Error Technical Issue Vehicle Issue	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Resulting from Scheduling Issue Issue Resulting from Technical Issue Issue with Vehicle	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5 64	Decem 99.7
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) IUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concern Scheduling Error Technical Issue Vehicle Issue Long Distance Trips	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Related to Public Transit Issue Resulting from Safety Concern Issue Resulting from Scheduling Issue Issue Resulting from Technical Issue Issue with Vehicle Issue with Vehicle Issue with Distance of Trip	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5 64	
Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) IUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show No vehicle available or unsuccessful trip Public Transit Safety Concern Scheduling Error Technical Issue Vehicle Issue Long Distance Trips Other	Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Issue with Speed of Answer Provider Arrived Late Issue Related to Mileage Reimbursement Claim / Process Transportation Provider Did Not Arrive Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Public Transit Issue Resulting from Scheduling Issue Issue Resulting from Technical Issue Issue with Vehicle	14.27% November 99.59% 22 24 23 20 97 45 328 255 1 5 64	Decem 99.7

Reported Metr	ic	Definition
1	Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
	Agent Issue	Issue with Veyo Agent
	Ambulance - ALS	Vehicle Equipped with Advanced Life Support
		Vehicle Equipped with Basic Life Support
	Ambulatory	Sedan, Van, Taxi
	Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End
Ave	erage Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response
	Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
	Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
	Calls Presented	Total Number of Calls Presented
	Cancelled	Cancelled Trip Legs
Com	plaint Free Percentage	Substantiated Complaints Compared to Completed Trips
		Completed Trips by Owner Operator (Including Volunteer Driver Trips)
	Denials	Number of Denied Trip Attempts
	Driver Issue	Issue with Driver
	Early Arrival	Provider Arrived Early
	Enrollment	Eligible Members Enrolled
	Hold Time	Issue with Speed of Answer
	Late Pickup	Provider Arrived Late
	Lodging (Cost)	Cost of Lodging Reimbursed
		Number of Lodging Nights Reimbursed
	,	Cost of Meals Reimbursed
	Meals (Reimbursed)	Number of Meals Reimbursed
	Member No Show	Trips Where Member Does Not Use Scheduled Service
	Members Served	Unique Members Utilizing Transport
Ν		Completed Trips by Owner Operator (Including Volunteer Driver Trips)
	-	Issue Related to Mileage Reimbursement Claim / Process
	-	Veyo Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
		All Complaints not Accurately Captured in the Other Listed Categories
		Transportation Provider Did Not Arrive
		System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
		Issue Related to Public Transit
		All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
		Issue Resulting from Safety Concern
	•	Completed Trip Legs with less than 24 hour Notice
	, , ,	Issue Resulting fromScheduling Issue
St	•	Completed Trip Legs Associated with a Recurring Appointment
		Vehicle Equipped to Transport Stretcher
		Issue Resulting from Technical Issue
Total Su		Total Number of Substantiated Complaints
		Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
		Issue with Vehicle
		Vehicle Equipped to Transport Wheelchair

Last Updated 6/15/2022

Automa Completed Trip Legs by County of Trip Origination adama I		
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pathemp of Completed Trip Legs by County of Trip Originationdamsashandanon<	219,202	233,748
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ewaunee image: a Crosse a Crosse image: a comparison of the compari	1,076	1,140
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afayette in anglade in noln in tanitowoc in tarathon in tornee in torn	149	155
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t Croix applor Competed Trip Legs	1,457	1,547
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Vashington /// aukesha ////////////////////////////////////	363	428
Vaukesha // // // // // // // // // // // // //	2,331	2,510
Vaupaca //aushara ///innebago ///ood ///indebago ///innebago ////////////////////////////////////	6,321	7,023
Jaushara Innebago Idea Innebago Idea Innebago Idea Idea Idea Idea Idea Idea Idea Idea	1,630	1,685
Vinnebago Vood Visconsin Completed Trip Legs inois wa	758	814
/ood // // // // // // // // // // // // //	5,054	4,783
utside of Wisconsin Completed Trip Legs	2,612	2,693
inois wa	2,0.2	2,000
wa		
wa	76	81
	9	27
iongun.	43	30
linnesota	420	395
ther	25	20

Visconsin Substantiated Complaints	November	Decembe
Substantiated Complaints	898	65
County Statistics	o Origination	
Fotal Number of Substantiated Complaints Reported by County of Tri		
Adams	6	:
Ashland	1	
Barron Rouffold	3	1
Bayfield Brown	13	(
Buffalo	0	
Burnett	0	
Calumet	4	(
Chippewa	5	
Clark	2	
Columbia	11	-
Crawford Dane	2	54
Dodge	17	6
Door	2	2
Douglas	0	
Dunn	2	(
au Claire	15	4
Florence	2	(
Fond Du Lac	4	7
Grant	4	2
Green	8	4
Green Lake	4	1
owa	1	2
ron	2	4
lackson	3	2
lefferson luneau	18	5
Kenosha	27	16
Kewaunee	0	1
.a Crosse	14	7
afayette	0	1
anglade	1	(
incoln	0	(
Anitowoc	7	3
Aarathon Aarinette	2	7 8
Marquette	1	
Menominee	0	(
Ailwaukee	321	275
Nonroe	2	3
Dconto	6	C
	0	12
Dutagamie Dzaukee	9	4
Pepin	2	
Pierce	2	2
Polk	0	3
Portage	5	
Price	8	2
Racine	32	23
Richland	1 30	(
Rock Rusk	30	15
Sauk	8	Ę
Sawyer	1	2
Shawano	2	3
Sheboygan	5	8
St Croix	3	
Faylor Frampaglagu	0	
Frempealeau /ernon	3	1
/ilas	2	2
Valworth	16	12
Vashburn	3	2
Vashington	8	12
Vaukesha	26	26
Vaupaca Vauchara	8	3
Vaushara Vinnebago	22	14
Vood	3	9
Dutside of Wisconsin Substantiated Complaints		
linois	0	(
owa	0	C
	0	2

