

MEMBERS
November December

Enrollment	<i>Eligible Members Enrolled</i>	1,312,593	1,321,836
Members Served	<i>Unique Members Utilizing Transport</i>	17,992	18,548
Utilization Rate	<i>Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)</i>	16.7%	17.7%

RESERVATION
November December

Reservations Scheduled	<i>All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs</i>	264,564	277,216
Cancelled	<i>Cancelled Trip Legs</i>	34,872	32,000
Member No Show	<i>Trips Where Member Does Not Use Scheduled Service</i>	10,490	11,468
Denials	<i>Number of Denied Trip Attempts</i>	2,212	2,252
Same Day Trip Legs	<i>Completed Trip Legs with less than 24 hour Notice</i>	6,155	6,350
Standing Order Trip Legs	<i>Completed Trip Legs Associated with a Recurring Appointment</i>	161,673	169,593
Completed Legs	<i>Completed Trip Legs</i>	219,202	233,748
Lodging (Cost)	<i>Cost of Lodging Reimbursed</i>	\$6,087.29	\$1,456.90
Lodging (Nights)	<i>Number of Lodging Nights Reimbursed</i>	123	47
Meals (Cost)	<i>Cost of Meals Reimbursed</i>	\$2,234.27	\$835.70
Meals (Reimbursed)	<i>Number of Meals Reimbursed</i>	451	68

TRANSPORT MODE
November December

Ambulance - ALS	<i>Vehicle Equipped with Advanced Life Support</i>	417	354
Ambulance - BLS	<i>Vehicle Equipped with Basic Life Support</i>	899	758
Ambulatory	<i>Sedan, Van, Taxi</i>	129,227	142,191
Completed By Owner Operator	<i>Completed Trips by Owner Operator (Including Volunteer Driver Trips)</i>	641	1,253
Mileage Reimbursement	<i>Member Self-Located Suitable Transportation and Received Mileage Reimbursement</i>	61,692	62,596
Public Transit	<i>System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)</i>	21,495	21,477
Stretcher	<i>Vehicle Equipped to Transport Stretcher</i>	281	292
Bariatric Stretcher	<i>Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements</i>	49	34
Wheelchair	<i>Vehicle Equipped to Transport Wheelchair</i>	3,921	4,230
Bariatric Wheelchair	<i>Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements</i>	580	563
Completed Legs	<i>Completed Trip Legs</i>	219,202	233,748

CALL STATISTICS
November December

Calls Presented	<i>Total Number of Calls Presented</i>	97,136	81,610
Average Handle Time (seconds)	<i>Average Time to Handle Complete Call from Live Response to Call End</i>	417	349
Average Speed of Answer (seconds)	<i>Difference in Time from Caller Entering Queue and Receiving Live Response</i>	217	41
Abandonment Rate (%)	<i>Percentage of Calls Abandoned Prior to Live Response</i>	14.27%	3.01%

QUALITY MANAGEMENT
November December

Complaint Free Percentage	<i>Substantiated Complaints Compared to Completed Trips</i>	99.59%	99.72%
Agent Issue	<i>Issue with Veyo Agent</i>	22	17
Driver Issue	<i>Issue with Driver</i>	24	24
Early Arrival	<i>Provider Arrived Early</i>	23	7
Hold time	<i>Issue with Speed of Answer</i>	20	3
Late Pickup	<i>Provider Arrived Late</i>	97	115
Mileage Reimbursement	<i>Issue Related to Mileage Reimbursement Claim / Process</i>	45	31
Provider No Show	<i>Transportation Provider Did Not Arrive</i>	328	305
No vehicle available or unsuccessful trip	<i>Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	255	83
Public Transit	<i>Issue Related to Public Transit</i>	1	4
Safety Concern	<i>Issue Resulting from Safety Concern</i>	5	15
Scheduling Error	<i>Issue Resulting from Scheduling Issue</i>	64	44
Technical Issue	<i>Issue Resulting from Technical Issue</i>	10	1
Vehicle Issue	<i>Issue with Vehicle</i>	3	0
Long Distance Trips	<i>Issue with Distance of Trip</i>	0	1
Other	<i>All Complaints not Accurately Captured in the Other Listed Categories</i>	1	0
Total Substantiated Complaints	<i>Total Number of Substantiated Complaints</i>	898	650

Last Updated 6/15/2022

Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response
Agent Issue	Issue with Veyo Agent
Ambulance - ALS	Vehicle Equipped with Advanced Life Support
Ambulance - BLS	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
Average 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
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips
Completed by Owner Operator	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
Lodging (Nights)	Number of Lodging Nights Reimbursed
Meals (Cost)	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
Mileage Reimbursement	Completed Trips by Owner Operator (Including Volunteer Driver Trips)
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Other Complaints	All Complaints not Accurately Captured in the Other Listed Categories
Provider No Show	Transportation Provider Did Not Arrive
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
Public Transit	Issue Related to Public Transit
Reservation Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
Safety Concern	Issue Resulting from Safety Concern
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice
Scheduling Error	Issue Resulting from Scheduling Issue
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment
Stretcher	Vehicle Equipped to Transport Stretcher
Technical Issue	Issue Resulting from Technical Issue
Total Substantiated Complaints	Total Number of Substantiated Complaints
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
Vehicle Issue	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair

Last Updated 6/15/2022

Wisconsin Completed Trip Legs **November** **December**

Completed Legs	219,202	233,748
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County Statistics
 Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,430	1,526
Ashland	647	690
Barron	1,802	1,944
Bayfield	252	262
Brown	10,120	10,728
Buffalo	243	213
Burnett	464	445
Calumet	505	521
Chippewa	1,615	1,737
Clark	413	377
Columbia	1,620	1,657
Crawford	316	330
Dane	24,404	27,239
Dodge	2,771	2,870
Door	291	344
Douglas	756	824
Dunn	889	820
Eau Claire	4,969	5,049
Florence	73	99
Fond Du Lac	4,114	4,289
Forest	284	229
Grant	800	822
Green	678	760
Green Lake	643	623
Iowa	308	370
Iron	61	34
Jackson	877	873
Jefferson	1,554	1,660
Juneau	1,076	1,140
Kenosha	3,788	3,960
Kewaunee	149	155
La Crosse	5,229	5,595
Lafayette	184	185
Langlade	615	604
Lincoln	460	460
Manitowoc	2,791	3,081
Marathon	6,189	6,650
Marinette	1,116	1,195
Marquette	795	873
Menominee	502	523
Milwaukee	74,483	81,208
Monroe	1,256	1,289
Oconto	747	796
Oneida	1,122	1,094
Outagamie	5,463	5,331
Ozaukee	890	961
Pepin	44	102
Pierce	302	283
Polk	977	923
Portage	1,651	1,767
Price	423	360
Racine	6,229	6,611
Richland	127	208
Rock	7,525	7,687
Rusk	410	430
Sauk	2,119	2,340
Sawyer	950	1,004
Shawano	1,457	1,547
Sheboygan	3,242	3,218
St Croix	918	842
Taylor	602	587
Trempealeau	376	352
Vernon	636	629
Vilas	367	312
Walworth	1,451	1,622
Washburn	363	428
Washington	2,331	2,510
Waukesha	6,321	7,023
Waupaca	1,630	1,685
Waushara	758	814
Winnebago	5,054	4,783
Wood	2,612	2,693

Outside of Wisconsin Completed Trip Legs

Illinois	76	81
Iowa	9	27
Michigan	43	30
Minnesota	420	395
Other	25	20

Wisconsin Substantiated Complaints **November** **December**

Substantiated Complaints	898	650
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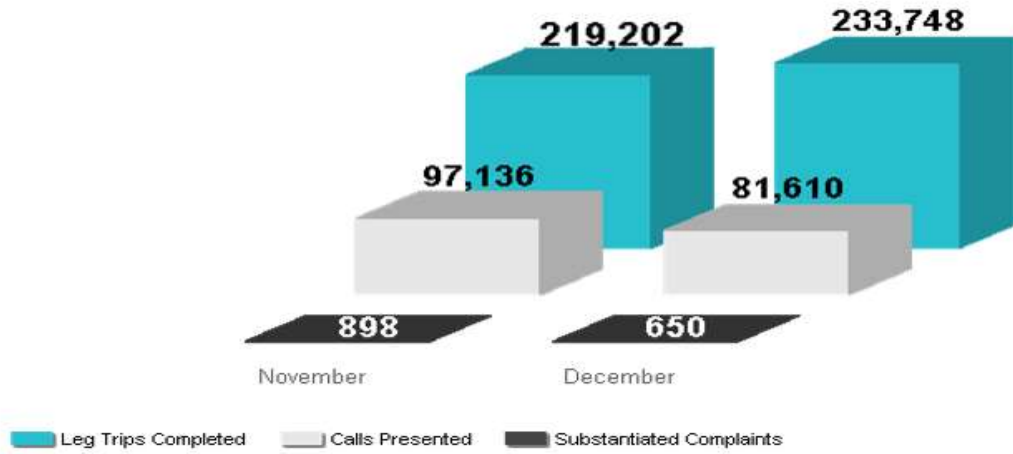
County Statistics
 Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	6	3
Ashland	1	2
Barron	3	2
Bayfield	0	0
Brown	13	12
Buffalo	0	1
Burnett	0	1
Calumet	4	0
Chippewa	5	1
Clark	2	1
Columbia	11	1
Crawford	2	2
Dane	125	54
Dodge	17	6
Door	2	2
Douglas	0	1
Dunn	2	0
Eau Claire	15	4
Florence	2	0
Fond Du Lac	4	7
Forest	2	4
Grant	4	2
Green	8	4
Green Lake	4	1
Iowa	1	2
Iron	2	4
Jackson	3	2
Jefferson	18	5
Juneau	9	1
Kenosha	27	16
Kewaunee	0	1
La Crosse	14	7
Lafayette	0	1
Langlade	1	0
Lincoln	0	0
Manitowoc	7	3
Marathon	2	7
Marinette	11	8
Marquette	1	1
Menominee	0	0
Milwaukee	321	275
Monroe	2	3
Oconto	6	0
Oneida	0	3
Outagamie	9	12
Ozaukee	4	4
Pepin	2	1
Pierce	2	2
Polk	0	3
Portage	5	1
Price	8	2
Racine	32	23
Richland	1	0
Rock	30	15
Rusk	1	1
Sauk	8	5
Sawyer	1	2
Shawano	2	3
Sheboygan	5	8
St Croix	3	1
Taylor	0	3
Trempealeau	2	1
Vernon	3	1
Vilas	2	2
Walworth	16	12
Washburn	3	2
Washington	8	12
Waukesha	26	26
Waupaca	8	3
Waushara	0	4
Winnebago	22	14
Wood	3	9

Outside of Wisconsin Substantiated Complaints

Illinois	0	0
Iowa	0	0
Michigan	1	2
Minnesota	1	0
Other (Including non-trip based complaints)	33	26

Last Updated 6/15/2022



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
November	898	97,136	219,202
December	650	81,610	233,748

Last Updated 6/15/2022