



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	Member Self-Located Suitable Transportation and Received Mileage Reimbursement
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	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	Veyo Unable to Locate a Vehicle or 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



MEMBERS January February March April May June July August

Enrollment	<i>Eligible Members Enrolled</i>	1,428,529	1,437,460	1,430,078	1,447,440	1,458,028	1,399,000	1,330,123	1,327,152
Members Served	<i>Unique Members Utilizing Transport</i>	24,350	23,385	24,926	24,008	24,867	24,246	23,295	24,650
Utilization Rate	<i>Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)</i>	19.7%	17.9%	21.0%	19.4%	20.9%	20.9%	21.3%	22.8%

RESERVATION January February March April May June July August

Reservations Scheduled	<i>All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs</i>	336,322	311,819	355,316	326,739	355,445	341,209	324,093	346,358
Cancelled	<i>Cancelled Trip Legs</i>	45,374	45,731	45,956	37,758	39,770	35,623	30,313	31,930
Member No Show	<i>Trips Where Member Does Not Use Scheduled Service</i>	9,206	8,526	9,747	8,540	11,318	13,023	11,085	12,409
Denials	<i>Number of Denied Trip Attempts</i>	2,508	2,588	2,982	2,774	3,626	2,544	2,093	2,643
Same Day Trip Legs	<i>Completed Trip Legs with less than 24 hour Notice</i>	11,309	9,844	11,481	10,696	12,175	11,401	10,673	10,759
Standing Order Trip Legs	<i>Completed Trip Legs Associated with a Recurring Appointment</i>	190,604	177,028	205,086	196,622	212,639	206,023	203,254	209,959
Completed Legs	<i>Completed Trip Legs</i>	281,742	257,562	299,613	280,441	304,357	292,563	282,695	302,019
Lodging (Cost)	<i>Cost of Lodging Reimbursed</i>	\$10,797.46	\$9,892.49	\$13,943.70	\$13,091.38	\$14,401.17	\$27,799.95	\$21,299.54	\$22,429.77
Lodging (Nights)	<i>Number of Lodging Nights Reimbursed</i>	237	206	261	228	379	513	469	505
Meals (Cost)	<i>Cost of Meals Reimbursed</i>	\$2,641.95	\$3,047.13	\$3,290.39	\$3,989.55	\$6,337.34	\$6,917.32	\$6,193.81	\$5,067.56
Meals (Reimbursed)	<i>Number of Meals Reimbursed</i>	164	189	197	219	357	357	344	272

TRANSPORT MODE January February March April May June July August

Ambulance - ALS	<i>Vehicle Equipped with Advanced Life Support</i>	252	265	275	236	276	275	230	213
Ambulance - BLS	<i>Vehicle Equipped with Basic Life Support</i>	828	764	842	763	873	818	767	787
Ambulatory	<i>Sedan, Van, Taxi</i>	181,028	165,701	192,319	177,968	193,576	185,359	177,430	189,634
Completed By Owner Operator	<i>Completed Trips by Owner Operator (Including Volunteer Driver Trips)</i>	14,765	13,757	15,658	15,384	18,094	17,649	18,510	21,411
Mileage Reimbursement	<i>Member Self-Located Suitable Transportation and Received Mileage Reimbursement</i>	72,138	65,025	75,274	69,878	73,539	70,355	67,262	68,052
Public Transit	<i>System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)</i>	5,285	5,279	7,510	9,073	10,071	10,356	11,471	14,290
Stretcher	<i>Vehicle Equipped to Transport Stretcher</i>	533	491	602	532	695	667	529	520
Bariatric Stretcher	<i>Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements</i>	75	80	78	104	128	127	167	166
Wheelchair	<i>Vehicle Equipped to Transport Wheelchair</i>	5,916	5,360	6,173	5,782	6,272	6,139	5,554	6,100
Bariatric Wheelchair	<i>Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements</i>	922	840	882	721	833	818	775	846
Completed Legs	<i>Completed Trip Legs</i>	281,742	257,562	299,613	280,441	304,357	292,563	282,695	302,019

CALL STATISTICS January February March April May June July August

Calls Presented	<i>Total Number of Calls Presented</i>	106,481	94,910	104,297	89,305	96,874	90,410	86,658	98,414
Average Handle Time (seconds)	<i>Average Time to Handle Complete Call from Live Response to Call End</i>	278	297	290	291	296	302	313	306
Average Speed of Answer (seconds)	<i>Difference in Time from Caller Entering Queue and Receiving Live Response</i>	22	13	19	20	33	31	21	23
Abandonment Rate (%)	<i>Percentage of Calls Abandoned Prior to Live Response</i>	1.41%	0.48%	0.95%	0.91%	1.41%	1.51%	1.07%	1.24%

QUALITY MANAGEMENT January February March April May June July August

Complaint Free Percentage	<i>Substantiated Complaints Compared to Completed Trips</i>	99.77%	99.77%	99.77%	99.78%	99.77%	99.79%	99.79%	99.81%
Agent Issue	<i>Issue with Veyo Agent</i>	23	10	30	17	27	17	21	19
Driver Issue	<i>Issue with Driver</i>	42	49	51	42	75	106	102	86
Early Arrival	<i>Provider Arrived Early</i>	11	4	11	14	18	10	14	20
Hold time	<i>Issue with Speed of Answer</i>	1	0	0	2	1	0	0	0
Late Pickup	<i>Provider Arrived Late</i>	145	144	169	160	190	118	143	128
Mileage Reimbursement	<i>Issue Related to Mileage Reimbursement Claim / Process</i>	14	23	16	10	15	14	19	12
Provider No Show	<i>Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	298	260	319	275	286	258	209	229
Moving Violation	<i>Issue Related to Moving Violation</i>	2	0	0	0	0	2	1	0
No vehicle available or unsuccessful trip	<i>Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	30	35	25	25	9	10	12	17
Safety Concern	<i>Issue Resulting from Safety Concern</i>	9	16	14	12	12	10	12	12
Scheduling Error	<i>Issue Resulting from Scheduling Issue</i>	52	53	54	40	57	61	34	36
Technical Issue	<i>Issue Resulting from Technical Issue</i>	6	4	2	10	6	6	5	6
Vehicle Issue	<i>Issue with Vehicle</i>	4	0	8	0	5	5	5	7
Public Transit	<i>Issue Related to Public Transit</i>	0	4	0	1	0	4	3	0
Total Substantiated Complaints	<i>Total Number of Substantiated Complaints</i>	637	602	699	608	701	621	580	572

Wisconsin Completed Trip Legs	January	February	March	April	May	June	July	August
Completed Legs	281,742	257,562	299,613	280,441	304,357	292,563	282,695	302,019

County Statistics
Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,469	1,331	1,481	1,429	1,611	1,451	1,503	1,541
Ashland	842	856	1,011	819	938	886	891	867
Barron	2,099	1,828	2,295	1,982	2,312	2,074	1,974	2,166
Bayfield	485	416	625	470	542	494	408	434
Brown	14,282	13,000	14,721	14,041	15,276	14,872	14,621	15,235
Buffalo	219	204	270	290	333	407	395	349
Burnett	593	508	689	627	805	685	623	702
Calumet	646	601	762	763	743	857	736	697
Chippewa	2,134	1,897	2,245	1,941	2,050	2,061	1,907	1,975
Clark	701	658	746	743	784	722	727	760
Columbia	1,733	1,551	1,856	1,789	2,137	1,776	1,660	1,691
Crawford	443	362	465	442	449	458	453	467
Dane	32,847	29,146	33,076	31,770	33,753	32,247	31,882	34,053
Dodge	3,426	3,193	3,618	3,347	3,532	3,348	3,425	3,689
Door	402	396	520	492	595	513	398	430
Douglas	1,048	934	1,198	1,189	1,229	1,075	1,054	1,156
Dunn	1,371	1,180	1,394	1,205	1,374	1,212	1,186	1,300
Eau Claire	6,725	6,070	7,196	6,489	7,172	6,775	6,575	6,506
Florence	140	121	157	146	126	120	116	118
Fond Du Lac	5,747	5,446	6,252	5,631	5,835	5,341	5,298	5,462
Forest	322	326	336	314	405	316	261	322
Grant	1,172	998	1,186	1,037	1,077	1,120	963	1,042
Green	662	601	572	540	575	551	582	566
Green Lake	956	859	1,072	987	982	897	902	899
Iowa	578	546	573	541	579	564	547	509
Iron	190	112	124	78	67	97	96	112
Jackson	1,130	1,027	1,271	1,057	1,144	1,145	1,098	1,108
Jefferson	2,011	1,819	2,223	2,114	2,241	2,229	2,107	2,191
Juneau	1,670	1,445	1,686	1,406	1,521	1,503	1,475	1,542
Kenosha	5,919	5,511	6,573	6,160	6,883	6,808	6,576	6,912
Kewaunee	307	264	339	279	359	396	334	378
La Crosse	7,225	6,873	7,623	6,751	7,211	7,278	7,185	7,336
Lafayette	252	219	301	256	302	298	228	253
Lanlade	621	484	601	593	742	732	623	688
Lincoln	617	526	641	654	711	695	576	668
Manitowoc	4,054	3,758	4,214	4,020	4,257	4,291	4,060	4,181
Marathon	7,172	6,513	7,955	7,442	7,828	7,855	7,391	7,707
Marquette	1,707	1,578	1,831	1,778	1,757	1,743	1,640	1,810
Marquette	1,111	973	1,014	941	1,014	1,082	1,074	1,190
Menominee	632	568	727	821	909	900	923	751
Milwaukee	86,512	80,155	92,472	88,103	96,152	93,519	90,918	98,833
Monroe	1,843	1,692	1,880	1,632	1,816	1,715	1,856	1,941
Oconto	1,171	995	1,187	1,142	1,264	1,181	1,125	1,145
Ondaga	1,885	1,783	2,157	2,017	1,944	1,732	1,352	1,405
Outagamie	6,372	5,771	7,034	6,612	7,460	6,906	6,657	7,175
Ozaukee	1,665	1,529	1,795	1,524	1,822	1,728	1,659	1,773
Pepin	178	174	237	208	232	225	227	227
Pierce	411	385	473	408	410	369	356	406
Polk	1,219	1,125	1,360	1,278	1,520	1,275	1,167	1,395
Portage	1,887	1,716	2,036	1,855	1,956	1,955	1,942	2,133
Pribe	456	420	459	350	430	404	394	449
Racine	8,392	7,407	8,577	7,973	8,625	8,439	8,056	9,264
Richland	285	223	299	287	318	281	278	321
Rock	9,161	8,477	9,768	9,303	9,813	9,343	9,301	9,540
Rusk	620	528	641	602	642	666	554	579
Sauk	2,893	2,568	2,839	2,683	2,961	2,697	2,415	2,541
Sawyer	967	849	1,163	1,146	1,163	1,011	907	975
Shawano	1,892	1,740	2,028	1,826	1,969	1,763	1,701	1,900
Sheboygan	5,820	5,174	5,869	5,493	6,268	6,194	5,799	6,111
St Croix	1,063	1,014	1,312	1,144	1,221	1,099	996	1,108
Taylor	654	669	736	541	588	647	555	649
Trempealeau	501	437	508	566	663	547	520	555
Vernon	660	550	668	593	711	792	703	845
Vilas	584	523	591	600	617	551	524	496
Walworth	2,364	2,186	2,597	2,375	2,677	2,665	2,474	2,582
Washburn	646	542	685	587	682	613	599	644
Washington	3,310	3,047	3,776	3,384	3,552	3,354	3,215	3,395
Waukesha	9,080	8,477	9,941	9,488	10,264	9,859	9,104	9,906
Waupaca	1,829	1,668	2,100	1,707	1,807	1,762	1,781	2,090
Waushara	966	806	1,007	897	893	868	869	900
Winnebago	6,326	6,051	7,012	6,328	6,873	6,182	6,217	6,724
Wood	3,423	3,256	3,759	3,388	3,787	3,415	3,104	3,184

Outside of Wisconsin Completed Trip Legs

Illinois	199	177	186	145	160	178	131	128
Iowa	18	17	65	46	46	46	41	46
Michigan	96	74	68	80	63	75	51	70
Minnesota	750	676	793	736	812	726	638	780
Other	24	35	42	20	21	19	19	21



Wisconsin Substantiated Complaints	January	February	March	April	May	June	July	August
Substantiated Complaints	637	602	699	608	701	621	580	572

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

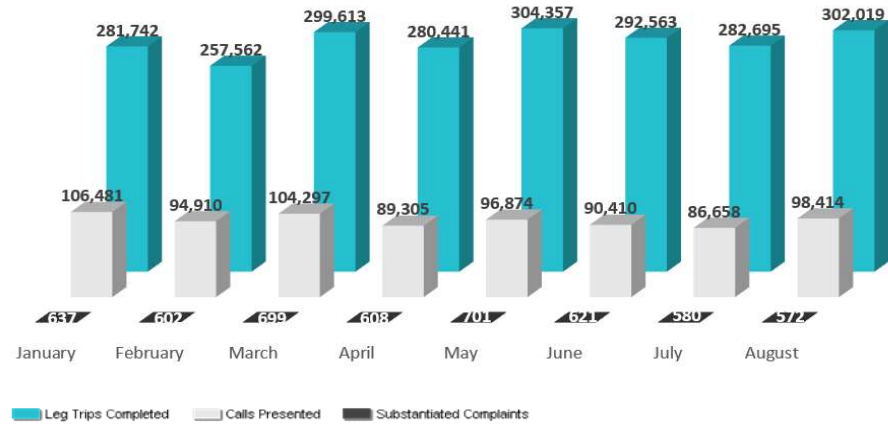
Adams	1	2	2	2	5	3	5	0
Ashland	0	0	2	2	2	1	5	1
Barron	4	4	3	2	2	4	5	2
Bayfield	2	3	2	1	3	1	3	1
Brown	22	18	24	29	32	18	19	16
Buffalo	1	0	1	0	0	0	0	0
Burnett	0	0	0	1	0	1	1	3
Calumet	3	4	3	3	2	1	1	2
Chippewa	1	2	4	2	5	3	8	1
Clark	3	2	3	0	2	2	1	3
Columbia	3	1	2	5	4	4	2	3
Crawford	0	2	0	0	0	0	1	1
Dane	73	58	50	57	74	70	55	49
Dodge	4	4	4	4	7	5	5	0
Door	1	0	1	0	1	2	3	1
Douglas	4	1	0	1	2	4	2	1
Dunn	1	3	4	7	7	2	1	0
Eau Claire	8	8	8	12	11	11	9	4
Florence	1	0	3	1	2	0	0	0
Fond Du Lac	9	12	10	6	10	2	3	4
Forest	0	0	0	1	0	2	0	0
Grant	1	2	2	1	1	0	1	2
Green	6	0	4	1	0	0	1	2
Green Lake	2	4	2	0	2	1	0	0
Iowa	0	2	1	2	0	1	0	1
Iron	0	0	0	1	0	0	0	0
Jackson	2	3	8	5	2	4	2	1
Jefferson	6	7	6	6	6	7	1	6
Juneau	0	2	4	2	2	3	2	4
Kenosha	14	12	16	14	19	20	25	15
Kewaunee	0	0	0	0	1	1	0	0
La Crosse	3	5	1	3	14	8	2	4
Lafayette	1	1	2	1	0	2	1	0
Lansdale	3	1	1	0	2	1	5	1
Lincoln	0	0	0	1	1	2	1	1
Manitowoc	4	10	4	0	4	1	3	2
Marathon	8	5	10	9	8	2	15	12
Marquette	2	3	3	2	2	2	3	2
Marquette	0	0	0	3	1	1	1	4
Menominee	1	0	0	0	0	0	1	0
Milwaukee	246	229	305	252	262	249	222	223
Monroe	0	2	1	0	7	3	9	7
Oconto	1	2	2	1	3	1	0	5
Oneida	3	2	2	3	3	2	2	3
Ouagamingie	12	14	22	16	9	11	12	6
Ozaukee	5	0	5	6	5	2	5	6
Pepin	0	1	1	2	0	0	0	0
Pierce	0	2	4	1	1	3	1	1
Polk	0	3	3	0	1	2	5	1
Portage	2	3	2	1	3	3	2	1
Price	1	2	3	1	0	1	1	1
Racine	27	18	34	14	27	25	12	24
Richland	2	0	0	2	0	2	0	2
Rock	24	22	16	19	30	20	21	22
Rusk	0	0	0	0	2	2	0	1
Sauk	7	15	4	5	5	7	0	4
Sawyer	3	0	0	2	1	2	1	0
Shawano	10	2	0	2	6	3	5	2
Sheboygan	8	8	2	1	6	6	6	4
St Croix	1	3	2	2	3	3	0	6
Taylor	0	2	3	4	1	1	1	1
Trempealeau	1	1	3	5	2	1	0	0
Vernon	0	2	0	0	1	1	0	1
Vilas	3	2	0	0	0	4	1	1
Walworth	4	5	2	7	2	11	15	9
Washburn	0	2	2	1	1	0	0	2
Washington	5	4	6	3	5	7	8	5
Waukesha	28	24	35	29	22	21	30	28
Waupaca	1	3	3	1	1	1	0	4
Waushara	4	4	3	1	3	3	2	2
Winnebago	18	16	17	22	21	6	3	14
Wood	3	4	7	5	4	7	9	10

Outside of Wisconsin Substantiated Complaints

Illinois	2	0	0	0	0	1	0	2
Iowa	0	0	0	0	0	1	0	0
Michigan	0	0	0	1	0	1	1	0
Minnesota	3	4	0	1	2	3	0	3
Other	19	20	20	11	26	13	13	18



2023



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	637	106,481	281,742
February	602	94,910	257,562
March	699	104,297	299,613
April	608	89,305	280,441
May	701	96,874	304,357
June	621	90,410	292,563
July	580	86,658	282,695
August	572	98,414	302,019

Last Updated 12/1/2023