

	Definition
Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
	Issue with Veyo Agent
	Vehicle Equipped with Advanced Life Support
	Vehicle Equipped with Basic Life Support
	Sedan, Van, Taxi
ě	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
	Provider Arrived Late
	Cost of Lodging Reimbursed
,	Number of Lodging Nights Reimbursed
	Cost of Meals Reimbursed
	Number of Meals Reimbursed
· · · · · · · · · · · · · · · · · · ·	Trips Where Member Does Not Use Scheduled Service
	Unique Members Utilizing Transport
	Member Self-Located Suitable Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
	Veyo Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	Al Complaints not Accurately Captured in the Other Listed Categories
	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
	sue 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
	ssue Resulting fromScheduling Issue
	Completed Trip Legs Associated with a Recurring Appointment
° . °	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
	Souc with vehicle

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MEMBERS		January	February	March	April	May	June	July	August
Enrolment	Eligible Members Enrolled	1,428,529	1,437,460	1,430,078	1,447,440	1,458,028	1,399,000	1,330,123	1,327,152
	Unique Members Utilizing Transport	24.350	23.385	24,926	24.008	24.867	24,246	23.295	24.650
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	19.7%	17.9%	21.0%	19.4%	20.9%	20.9%	21.3%	24,030
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RESERVATION		January	February	March	April	May	June	July	August
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	336,322	311,819	355,316	326,739	355,445	341,209	324,093	346,358
	Cancelled Trip Legs	45,374	45,731	45,956	37,758	39,770	35,623	30,313	31,930
	Trips Where Member Does Not Use Scheduled Service	9,206	8,526	9,747	8,540	11,318	13,023	11,085	12,409
	Number of Denied Trip Attempts	2,508	2,588	2,982	2,774	3,626	2,544	2,093	2,643
	Completed Trip Legs with less than 24 hour Notice	11,309	9,844	11,481	10,696	12,175	11,401	10,673	10,759
	Completed Trip Legs with less than 24 hour Notice Completed Trip Legs Associated with a Recurring Appointment	190.604	177 028	205.086	196 622	212.639	206.023	203.254	209.959
Completed Legs	Completed Trip Legs	281,742	257,562	299,613	280,441	304,357	292,563	282,695	302,019
Lodging (Cost)	Cost of Lodging Reimbursed	\$10,797.46	\$9,892.49	\$13,943.70	\$13,091.38	\$14,401.17	\$27,799.95	\$21,299.54	\$22,429.77
	Number of Lodging Nights Reimbursed	237	206	261	228	379	513	469	505
	Cost of Meals Reimbursed	\$2,641.95	\$3,047.13	\$3,290.39	\$3,989.55	\$6,337.34	\$6,917.32	\$6,193.81	\$5,067.56
	Number of Meals Reimbursed	\$2,041.95	33,047.13	\$3,290.39	219	30,337.34	30,917.32	344	\$3,007.30
TRANSPORT MODE		January	February	March	April	May	June	July	August
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	252	265	275	236	276	275	230	213
	Vehicle Equipped with Basic Life Support	828	764	842	763	873	818	767	787
	Sedan, Van, Taxi	181,028	165,701	192,319	177,968	193,576	185,359	177,430	189,634
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	14,765	13,757	15,658	15,384	18,094	17,649	18,510	21,411
			65,025	75,274	69,878	73,539	70,355	67,262	68,052
	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	72,138							
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	5,285	5,279	7,510	9,073	10,071 695	10,356	11,471	14,290
	Vehicle Equipped to Transport Stretcher		491	602	532		667	529	520
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	75	80	78	104	128	127	167	166
	Vehicle Equipped to Transport Wheelchair	5,916	5,360	6,173	5,782	6,272	6,139	5,554	6,100
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	922	840	882	721	833	818	775	846
Completed Lege	Completed Trin Less	281 742	257 562	200 613	280 441		202 563	282 605	
Completed Legs	Completed Trip Legs	281,742	257,562	299,613	280,441	304,357	292,563	282,695	302,019
Completed Legs	Completed Trip Legs	281,742 January	257,562 February	299,613 March	280,441 April	304,357 May	292,563 June	282,695 July	
CALL STATISTICS		January	February	March	April	May	June	July	302,019 August
CALL STATISTICS Calls Presented	Total Number of Calls Presented	January 106,481	February 94,910	March 104,297	April 89,305	May 96,874	June 90,410	July 86,658	302,019 August 98,414
CALL STATISTICS Calls Presented Average Handle Time (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	January 106,481 278	February 94,910 297	March 104,297 290	April 89,305 291	May 96,874 296	June 90,410 302	July 86,658 313	302,019 August 98,414 306
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference ni Time from Caller Entering Queue and Receiving Live Response	January 106,481 278 22	February 94,910 297 13	March 104,297 290 19	April 89,305 291 20	May 96,874 296 33	June 90,410 302 31	July 86,658 313 21	302,019 August 98,414 306 23
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	January 106,481 278	February 94,910 297	March 104,297 290	April 89,305 291	May 96,874 296	June 90,410 302	July 86,658 313	302,019 August 98,414 306
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference ni Time from Caller Entering Queue and Receiving Live Response	January 106,481 278 22	February 94,910 297 13	March 104,297 290 19	April 89,305 291 20	May 96,874 296 33	June 90,410 302 31	July 86,658 313 21	302,019 August 98,414 306 23
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response	January 106,481 278 22 1,41% January	February 94,910 297 13 0.48% February	March 104,297 290 19 0.95% March	April 89,305 291 20 0.91% April	May 96,874 296 33 1.41% May	June 90,410 302 31 1.51% June	July 86,658 313 21 1.07% July	302,019 August 98,414 306 23 1.24% August
CALL STATISTICS Calls Presented Average Handle Time descends) Average Speed of Answer (esconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	January 106.481 278 22 1.41% January 99.77%	February 94,910 297 13 0.48% February 99.77%	March 104,297 290 19 0.95% March 99.77%	April 89,305 291 20 0.91% April 99.78%	May 96,874 296 333 1.41% May 99,77%	June 90,410 302 31 1.51% June 99.79%	July 86,658 313 21 1.07% July 99.79%	302,019 August 98,414 306 23 1.24% August 99.81%
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in The from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent	January 106.481 278 222 1.41% January 99.77% 23	February 94,910 297 13 0.48% February 99.77% 10	March 104,297 290 19 0.95% March 99.77% 30	April 89,305 291 20 0.91% April 99.78% 17	May 96,874 296 33 1.41% May 99.77% 27	June 90,410 302 31 1.51% June 99.79% 17	July 86,658 313 21 1.07% July 99.79% 21	302,019 August 98,414 306 23 1.24% August 99.81% 19
CALL STATISTICS Calls Presented Average Handle Time deconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Driver Issue	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent	January 106.481 278 272 1.41% January 99.77% 23 422	February 94.910 297 13 0.48% February 99.77% 10 49	March 104,297 290 19 0.95% March 99.77% 30 51	April 89.305 291 20 0.91% April 99.78% 17 42	May 96,874 296 33 1.41% May 99.77% 27 75	June 90,410 302 31 1.51% June 99.79% 17 106	July 86,658 313 21 1.07% July 99.79% 21 102	302,019 August 98,414 306 233 1.24% August 99,81% 19 86
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Difver Issue Early Arriva	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Enfy	January 106.481 278 222 1.41% January 99.77% 23	February 94,910 297 13 0.48% February 99.77% 10	March 104,297 290 19 0.95% March 99.77% 30 51 11	April 89,305 291 20 0.91% April 99.78% 17	May 96,874 296 33 1.41% May 99.77% 27	June 90,410 302 31 1.51% June 99.79% 17	July 86,658 313 21 1.07% July 99.79% 21 102 14	302,019 August 98,414 306 23 1.24% August 99.81% 19
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold Time	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference ni The from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Verer Provider Arrived Early Essew this Types of Answer	January 106.481 278 278 278 1.41% January 99.77% 23 42 11 1 1	February 94,910 297 13 0.48% February 99.77% 10 49 4 0	March 104,297 290 19 0.95% March 99.77% 30 51 11 0	April 89,305 291 20 0.91% April 99.78% 17 42 14 2	May 96,874 296 33 1.41% May 99.77% 27 75 18 1	June 90.410 302 31 1.51% June 99.79% 17 106 10 0	July 86,658 313 21 1.07% July 99.79% 21 102 14 0	302,019 August 98,414 306 23 1.24% August 99.81% 19 86 20 0
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickop	Total Number of Calls Presented Average Tirre to Handle Complete Call from Live Response to Call End Difference In Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Essue with Driver Provider Arrived Early Issue With Speed of Answer Provider Late	January 106.481 278 222 1.41% January 99.77% 23 422 111 11 11 145	February 94,910 297 13 0.48% February 99.77% 10 49 4 0 144	March 104,297 290 19 0.95% March 99.77% 30 51 111 0 169	April 89.305 291 20 0.91% April 99.78% 17 42 14 14 2 160	May 96,874 296 33 1.41% May 99.77% 27 75 18 1 1 190	June 90.410 302 31 1.51% June 99.79% 17 106 10 0 118	July 86,658 313 21 1.07% July 99,79% 21 102 144 0 143	302,019 August 98,414 306 23 1,24% August 99,81% 19 86 20 0 0 128
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickop	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference ni The from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Verer Provider Arrived Early Essew this Toped Of Answer	January 106.481 278 222 1.41% January 99.77% 233 422 111 11 11 145 145	February 94,910 297 13 0.48% February 99,77% 10 49 0 144 23	March 104,297 290 19 0.95% March 99.77% 30 51 11 0 169 16	April 89,305 291 20 0.91% April 99.78% 17 42 14 2 160 10	May 96.874 296 33 1.41% May 99.77% 27 75 18 1 1 90.07% 15	June 90,410 302 31 1.51% June 99,79% 17 106 10 10 0 118 14	July 86,658 313 21 1.07% July 99.79% 21 102 14 0 143 19	302,019 August 98,414 306 23 1.24% 99,81% 19 86 200 0 0 128 121
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) (Average Speed of Answer (Total Number of Calls Presented Average Tirre to Handle Complete Call from Live Response to Call End Difference In Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Essue with Driver Provider Arrived Early Issue With Speed of Answer Provider Late	January 106.481 278 222 1.41% January 99.77% 23 422 111 11 11 145	February 94,910 297 13 0.48% February 99.77% 10 49 4 0 144	March 104,297 290 19 0.95% March 99.77% 30 51 111 0 169	April 89.305 291 20 0.91% April 99.78% 17 42 14 14 2 160	May 96,874 296 33 1.41% May 99.77% 27 75 18 1 1 190	June 90.410 302 31 1.51% June 99.79% 17 106 10 0 118	July 86,658 313 21 1.07% July 99,79% 21 102 144 0 143	302,019 August 98,414 306 23 1,24% August 99,81% 19 86 20 0 0 128
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursement Provider No Show	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response 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 Uatle	January 106.481 278 222 1.41% January 99.77% 233 422 111 11 11 145 145	February 94,910 297 13 0.48% February 99,77% 10 49 0 144 23	March 104,297 290 19 0.95% March 99.77% 30 51 11 0 169 16	April 89,305 291 20 0.91% April 99.78% 17 42 14 2 160 10	May 96.874 296 33 1.41% May 99.77% 27 75 18 1 1 90.07% 15	June 90,410 302 31 1.51% June 99,79% 17 106 10 10 0 118 14	July 86,658 313 21 1.07% July 99.79% 21 102 14 0 143 19	302,019 August 98,414 306 23 1.24% 99,81% 19 86 200 0 0 128 121
CALL STATISTICS Calls Presented Average Handle Time (ecconds) Average Handle Time (ecconds) Average Speed of Answer (ecconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arriva Hold time Late Pickop Mileage Reimbursement Provider No Show Moving Violation	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Substantiated Entry Provider Annied Entry Essue Rebated to Makege Reinbursement Claim / Process Veyo Unable to Loate a Vehicursement Claim / Process	January 106.481 278 222 1.41% January 99.77% 233 422 111 11 11 145 145	February 94,910 297 13 0.48% February 99,77% 10 49 0 144 23	March 104,297 200 19 0.95% March 99.77% 30 51 111 0 169 169 319	April 89,305 291 20 0.91% April 99.78% 17 42 14 2 160 10	May 96.874 296 33 1.41% May 99.77% 27 75 18 1 1 90.07% 15	June 90,410 302 31 1.51% June 99,79% 17 106 10 10 0 118 14	July 86,658 313 21 1.07% July 99.79% 21 102 14 0 143 19	302,019 August 98,414 306 23 1.24% 99,81% 19 86 200 0 0 128 121
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Milleage Reimbursement Provider No Show Koving Violation No vehicle available or unsuccessful Time	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response 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 Relimbursement Claim / Process Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Relimbursement Claim / Process	January 106.481 278 272 1.41% January 99.77% 23 42 1.11 11 145 145 145 24 2 11 1 14 2 28 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	February 94,910 297 13 0.48% February 99.77% 10 49 0 144 23 260 0 0	March 104,297 290 19 0.95% March 99.77% 30 51 11 0 169 169 319 0	April 89.305 291 200 0.91% April 99.78% 17 42 14 12 160 10 275 0	May 96.874 296 33 1.41% May 99.77% 27 75 18 1 1 90.07% 15	June 90,410 302 311 1.51% 99.79% 17 106 10 0 0 118 14 2288 2	July 86,658 313 21 1.07% July 99.79% 21 102 14 102 14 143 19 209 1	302,019 August 98,414 300,60 223 1,24% August 99,81% 99,81% 200 0 128 212 229 0
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Difver Issue Early Arrival Hold time Late Pickop Mileage Reimbursement Provider No Show Moving Violator No vehicle avalable or unsuccessful trip Safety Concent	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Driver Provider Arrived Early Substantiated Call for the Completed Trips Issue With Speed of Answer Provider Arrived Late Issue Related Late Issue Related to Mileage Reimbursement Claim / Process Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Origin Stafety Concern	January 106.481 278 272 1.41% January 99.77% 23 42 1.11 11 145 145 145 24 2 11 1 14 2 28 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	February 94,910 297 13 0.48% February 99,77% 10 49 4 0 144 23 260 0 35	March 104,297 290 19 90,95% 300 51 111 0 169 169 169 20 52	April 89,305 291 200 0.91% April 99,78% 17 42 144 2 160 100 275 0 25	May 96,874 2296 333 1,41% 99,77% 99,77% 97,75 118 11 190 155 286 0 0 8 9	June 90.410 302 31 1.51% June 99.79% 17 106 106 106 100 0 0 1188 14 228 2 2 10	July 86,658 313 21 1.07% July 99,79% 702 140 102 141 0 143 19 209 1 1 209	302,019 August 98,414 306 233 1,24% August 99,81% 19 86 200 0 0 128 122 229 0 0 17
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Agent Issue Driver issue Early Arrival Hold time Late Pickup Mileage Reinbursement Provider No Show Moving Violation No vehicle available or nauccessful UP Safety Concern Scheduling Erro	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Issue with Nerro Provider Arrived Early Issue Retained of Maegae Reinburgement Claim / Process Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained from Schedung Earle	January 106.481 278 22 1.41% January 99.77% 23 42 1.11 11 145 144 298 28 20 30 9 9	February 94,910 297 13 0.48% February 99.77% 10 49 0 44 0 144 23 260 0 35 16	March 104,297 230 199 0.95% March 99,77% 30 51 111 0 169 169 319 0 25 24 25 25 25 25 25 25 20 20 20 20 20 20 20 20 20 20	April 89,305 291 20 0,91% April 99,78% 17 42 14 14 2 160 100 205 0 225 12 42 40 40 40 40 40 40 40 40 40 40	May 96.874 2296 333 1.4.1% 99.77% 277 75 18 1 1 1900 155 286 0 0 9 9 12	June 90,410 302 311 1,51% 99,79% 17 106 10 10 10 118 14 258 2 10 10	July 86,658 313 21 1.07% 21 102 21 102 14 4 0 143 19 209 1 1 229 1 229	302,019 August 98,414 306,0 23 1,24% 4ugust 99,81% 99,81% 19 866 200 0 128 12 229 0 0 17 12 229 0 17 12
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Complaint State Complaint Stat	Total Number of Calls Presented Average Tirre to Handle Complete Call from Live Response to Call End Difference In Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Essue with Veyo Agent Essue With Driver Provider Arrived Early Provider Arrived Early Provider Arrived Early Essue Related to Mileage Reinbursement Claim / Process Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Essue Related to Moving Violation Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Essue Related to Moving Violation Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Essue Resulting from Scheduling Issue	January 106.481 278 22 1.41% January 99.77% 23 42 1.11 11 145 144 298 28 20 30 9 9	February 94,910 297 13 0.48% February 99.77% 10 49 0 44 0 144 23 260 0 35 16	March 104,297 200 199 0.95% March 99,77% 30 51 11 0 169 169 169 169 169 169 169 169	April 89,305 291 200 0,91% April 99,78% 177 42 144 2 1600 100 275 0 28 122 122 122 122 122 125 125 125	May 96.874 2296 333 1.4.1% 99.77% 277 75 18 1 1 1900 155 286 0 0 9 9 12	June 90,410 302 311 1,51% 99,79% 17 106 10 10 10 118 14 258 2 10 10	July 86,658 313 21 1.07% 99,79% 21 102 14 00 143 19 200 113 2 00 112 2 202 34 5	302,019 August 98,414 306,0 23 1,24% 4ugust 99,81% 99,81% 19 866 200 0 128 12 229 0 0 17 12 229 0 17 12
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Complaint Free Percentage Agent Issue Driver Issue Early Arrival Hold time Late Pickup Mileage Reimbursment Provider No Strew Moving Violation No vehicle available or unsuccessful tip Safety Cornern Scheduling Error Technical Issue Vehicle Issue	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issue with Veyo Agent Issue with Veyo Agent Issue with Nerro Provider Arrived Early Issue Retained of Maegae Reinburgement Claim / Process Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained Locate a Vehicle or Transportation Provider Did Not Arrive Issue Retained from Schedung Earle	January 106.481 278 22 1.41% January 99.77% 23 42 1.11 11 145 144 298 28 20 30 9 9	February 94,910 297 13 0.48% February 99.77% 10 49 0 44 0 144 23 260 0 35 16	March 104,297 290 199 0.95% March 99.77% 30 511 111 10 169 16 3199 0 265 14 14 54 2	April 89,305 291 20 0,91% April 99,78% 17 42 14 14 2 160 100 205 0 225 12 42 40 40 40 40 40 40 40 40 40 40	May 96.874 2296 333 1.4.1% 99.77% 277 75 18 1 1 1900 155 286 0 0 9 9 12	June 90,410 302 311 1,51% 99,79% 17 106 10 10 10 118 14 258 2 10 10	July 86,658 313 21 1.07% July 99,7% 21 102 14 0 102 14 0 143 19 9 209 1 1 22 209 1 1 22 34	302,019 August 98,414 306,0 23 1,24% 4ugust 99,81% 99,81% 19 866 200 0 128 12 229 0 0 17 12 229 0 17 12

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Wisconsin Completed Trip Legs	January	February	March	April	Мау	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 Buffalo	14,282	13,000 204	14,721 270	14,041 290	15,276 333	14,872 407	14,621 385	15,255 349
Burnett	593	508	689	290	805	407	623	702
Calumet	593	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	3,346	3,425	3,689
Door	402	356	520	492	590	513	398	430
Douglas	1,048	934	1,198	1,189	1,229	1,075	1,064	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 5,747	121 5,446	157 6,252	146	126 5,835	120 5,341	116 5,298	118
Fond Du Lac Forest	5,747	5,440	6,252	5,631 314	5,835	5,341	5,298	5,462 322
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
lowa	578	546	573	541	579	564	547	509
Iron	150	112	124	78	67	97	95	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 Lafayette	7,225	6,873 219	7,623	6,751 256	7,211 302	7,278	7,185	7,336
Larayette	621	484	601	256	742	732	623	688
Lincoln	617	526	695	654	711	695	576	668
Manitowoc	4,054	3,758	4,214	4,020	4,257	4,291	4,080	4,181
Marathon	7,172	6.513	7,955	7,442	7,828	7,855	7,391	7,707
Marinette	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
Oneida	1,885	1,783	2,157	2,017	1,944	1,732	1,352	1,405
Outagamie Ozaukee	6,372	5,771	7,034	6,612	7,460	6,806 1,728	6,657 1,659	7,175
Pepin	1,665	1,529 174	1,795	1,524 208	1,822	1,728	1,659	1,773
Pepin Pierce	411	385	473	208	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
Price	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	2,556	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	1,753	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

Oneida Outagamie Ozaukee Pepin Pierce Poik Portage Price Racine Sauk Sawyer Shawano Sheboygan St Croix Vernon Vilas Shawano Sheboygan St Croix Vernon Waabuurt Waabuurt Waabuurt Waabuurt Waabuurt Waabuurt Waabuurt Waabuurt 642 2,961 1,163 1,969 6,268 1,221 588 663 711 617 2,677 682 3,552 10,264 1,807 893 6,873 3,787 1,312 736 508 668 591 2,597 685 3,776 9,941 2,100 1,007 7,012 3,759 524 2,474 599 3,215 9,104 1,781 869 6,217 3,104 523 2,186 542 3,047 1,668 806 6,051 3,256 2,364 646 3,310 9,080 1,829 966 6,326 3,423 2,665 613 3,354 9,859 1,762 2,582 644 3,395 9,906 2,090 900 6,724 3,184 2,375 587 3,384 9,488 1,707 897 6,328 3,388 868 6,182 3,415 Outside of Wisconsin Completed Trip Legs Illinois Iowa Michigan Minnesota Other 131 41 51 638 19 128 46 70 780 21 177 17 74 676 35 145 46 80 736 20 160 46 63 812 21 178 46 75 726 19 199 18 96 750 24 186 65 68 793 42

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528 2,556 849 1,740 5,174 1,014 669 437 550 523

2,017 6,612 1,524 208 408 1,278 1,855 350 7,973 287 9,303 602 2,683 1,146 5,493 1,144 5,493 1,144 5,493 1,144

666 2,697 1,011 1,753 6,194 1,099 647 547 792 551

Last Updated 12/1/2023

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1,405 7,175 1,773 227 406 1,395 2,133 449 9,264 321 9,264 321 9,264 321 9,264 321 9,264 321 9,264 321 9,264 321 9,540 579 2,541 1,000 6,111 1,108 649 5555 8455 496

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Wisconsin Substantiated Complaints	January	February	March	April	Мау	June	July	August	
Substantiated Complaints	637	602	699	608	701	621	580	572	
Substantiated Complaints	63/	602	693	608	/01	621	580	5/2	

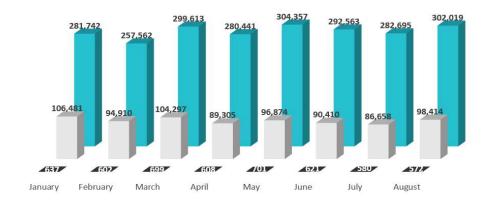
County Statistics Total Number of Substantiated Complaints Reported by County of Trip Origination

		-	-	-	-		-	
Adams	1	2		2	5	3		
Ashland	0			2	2	1	5	
Barron	4			2	2	4	5	
Bayfield	2	3		1	3	1		1
Brown	22			29	32	18		
Buffalo	1			0	0	0		
Burnett	0			1	0	1	1	
Calumet	3			3	2	1	1	
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		
Dane	73		50	57	74	70	55	49
Dodge	4			4	7	5		
Door	1	0	1	0	. 1	2	3	1
Douglas	4			1	2	4		
Dunn	1			. 7	7	2		
au Claire	8	8		12	11	11	9	4
				12	2	0		
Forence	1	0	10			2	0	0
iond Du Lac	9			6	10			
orest	0			1	0	2		
rant	1	2		1	1	0		
reen	6			1	0	0		
ireen Lake	2	4	2	0	2	1	0	C
owa	0			2	0	1		
on	0				0	0		
ackson	2	3		5	2	4	2	1
afferson	6	7	6	6	6	7	1	e
uneau	0	2	4	2	2	3	2	4
enosha	14	12	16	14	19	20	25	15
ewaunee	0			0	1	1	0	
a Crosse	3			3	14	8		
afayette	1		2	1	0	2	1	0
anglade	3			0	2	1	5	
ngiaus	0	0		1	1	2	1	1
lanitowoc	4			0	4	1	3	
larathon	8	5			8	2		
larinette	2		3	2	2	2	3	
larquette	0	0	0	3	1	1	1	4
enominee				0	0	0		
ilwaukee	246	229	305	252	262	249	222	223
ilwaukee onroe	246 0	229	305	252 0	262 7	249	222	223
Ilivaukee Ionroe Conto	246 0	229 2 2	305 1 2	252 0 1	262	249 3 1	222 9 0	223 7 5
Ivvaukee srinoe conto eida	246 0 1 3	229 2 2 2 2	305 1 2 2	252 0 1 3	262 7 3 3	249 3 1 2	222 9 0 2	223 7 5
Waukee orote orote conto	246 0 1 3 12	229 2 2 2 2 14	305 1 2 2 22	252 0 1 3 16	262 7 3 3 9	249 3 1 2 11	222 9 0 2 12	223 7 5 3 6
livaukee onroe conto nelda utagamie zaukee	246 0 1 3 12 5	229 2 2 2 2 14 0	305 1 2 2 22 22 5	252 0 1 3 16 6	262 7 3 3 9 5	249 3 1 2 11 2 2	222 9 0 2 12 5	223 7 5 3 6 6
waukee rroe orio orio ada ada ada ada ada ada ada ada ada ad	246 0 1 3 12 5 0	229 2 2 2 14 0 1	305 1 2 2 22 22 5 1	252 0 1 3 16 6 2	262 7 3 3 9	249 3 1 2 11 2 0	222 9 0 2 12 5 0	
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waukee mroe onto dagamie dagamie aukee pin arce k k dage og	246 0 1 3 12 5 0 0 0 0 0 0 0 1 1	229 2 2 14 0 1 1 2 3 3 3 2 2	305 1 2 22 5 1 1 4 3 2 2 3	252 0 1 3 16 6 2 1 1 0 1 1	262 7 3 3 3 9 5 5 0 1 1 1 3	249 3 1 1 2 11 2 0 3 3 2 2 3 3 1	222 9 0 2 12 5 0 1 1 5 2 2 1	223 7 5 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7
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ilwaukee onroe conto conto valagmine zaukee gpin drage orlage circa circa circa circa circa circa circa circa cock	246 0 1 3 12 5 0 0 0 0 0 0 0 2 1 1 27 2 2 4	229 2 2 2 2 2 2 14 14 0 1 1 2 3 3 2 2 18 8 0 22	305 1 2 2 2 2 2 2 2 2 2 2 3 1 4 3 3 3 4 0 16	252 0 1 3 6 6 2 1 1 0 0 1 1 1 1	262 7 3 3 9 5 0 1 1 1 1 3 0 0 27	249 3 1 2 11 2 0 0 3 3 2 2 3 3 1 2 5	222 9 0 2 12 5 0 0 1 1 5 2 2 1 1 12 0 0 21	
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waukee cmto	246 0 1 3 3 12 5 0 0 0 0 0 0 0 2 1 1 27 2 2 4 0 0 7 7	229 2 2 14 0 1 1 2 3 3 2 2 8 8 0 0 22 0 0 5 5	305 1 2 2 2 2 2 2 2 2 2 3 1 4 4 3 4 0 0 16 0 0 4 4	2552 0 1 3 3 6 6 2 2 1 1 0 1 1 1 4 2 19 0 0 5 5	262 77 3 3 9 5 0 0 1 1 1 1 1 1 3 0 0 27 0 0 27 0 300 22	249 3 1 2 11 2 0 0 3 3 3 3 1 1 25 2 2 20 20 2 2 7 7	222 9 0 2 12 5 0 0 1 1 5 2 2 1 1 12 2 0 0 21 0 0 0 0 0 0	223 7 5 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Navakee onroe conto conto utagomie zakee ppin erce stage chage chag	246 0 1 3 3 2 5 0 0 0 0 0 2 1 1 27 2 2 4 0 0 7 7 3	229 2 2 2 2 2 2 14 0 1 2 3 3 3 2 2 18 0 0 22 2 0 0 5 5 0 0 0 0 0 0 0	305 1 2 2 2 2 5 1 1 4 4 3 3 3 3 3 4 0 0 16 0 0 4 4 0 0	2552 0 1 3 3 6 6 2 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 9 0 0 5 2 2 2	262 77 33 5 5 0 0 1 1 1 3 0 0 27 0 0 27 0 30 22 5 5 1	249 3 1 2 11 2 0 0 3 3 2 2 20 20 2 2 7 2 2 2 2 2 2 2 2 2 2 2 2 2	222 9 0 2 2 12 5 0 0 1 5 2 2 1 1 2 1 2 1 2 1 2 1 2 1 0 0 2 1 1 2 1 2	223 7 5 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
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livaukee livauke liva	246 0 1 3 3 12 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	229 2 2 144 0 0 1 2 2 3 3 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3055 1 2 2 2 2 2 2 3 3 4 4 3 3 4 0 0 16 0 0 0 0 0 0 0 0 0 2 2 2 2 2 3 3	2552 0 1 3 1 6 6 2 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2	262 7 3 3 9 5 5 0 0 1 1 1 3 3 0 0 2 7 7 7 0 3 0 3 0 3 0 3 0 3 0 3 0 6 6 6 6 6 6 6	249 3 1 1 2 2 2 3 3 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2	222 9 0 12 12 5 5 2 2 11 1 2 12 0 0 0 2 11 2 12 12 0 0 0 0	2233 7 5 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
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Last Updated 12/1/2023



2023



Leg Trips Completed _____ Calls Presented _____ Substantiated Complaints

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
Мау	701	96,874	304,357
June	621	90,410	292,563
July	580	86,658	282,695
August	572	98,414	302,019

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