

Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
	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 Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	Veyo Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	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)
	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 fromScheduling Issue
	Completed Trip Legs Associated with a Recurring Appointment
Stretcher	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



EMBERS		January	February	March	April	May	June	July	August	September	October	November	Decer
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	t 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	1,299,139	1,280,654	1,266,589	
	Unique Members Utilizing Transport	24,429 19.8%	23,469 18.0%	25,061 21.0%	24,161 19.5%	25,069 21.0%	24,471	23,596 21.5%	25,119 23.2%	24,083 21.6%	25,041 23.3%	24,353 22.2%	22
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	19.0%	10.076	21.0%	19.5%	21.0%	21.176	21.5%	23.276	21.0%	23.3%	22.276	
ESERVATION		January	February	March	April	May	June	July	August	September	October	November	Decer
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	336.908	312.505	356.445	327.981	357.356	343.850	327.398	352.147	324.921	344.695	329.136	316
	Cancelled Trip Legs	45,374	45,731	45,957	37,759	39,774	35,626	30,374	32,135	32,137	34,957	36,955	36
Member No Show	Trips Where Member Does Not Use Scheduled Service	9,206	8,528	9,762	8,544	11,318	13,023	11,085	12,409	11,718	11,936	11,485	- 11
Denials	Number of Denied Trip Attempts	2,508	2,588	2,982	2,774	3,626	2,544	2,093	2,643	2,405	3,070	2,836	2
Same Day Trip Legs	s Completed Trip Legs with less than 24 hour Notice	11,476	10,017	11,754	10,919	12,567	11,892	11,221	11,613	10,963	11,856	11,364	10
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	190,813	177,304	205,548	197,125	213,203	207,169	204,587	212,598	196,890	205,762	193,779	191
	Completed Trip Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268
	) Cost of Lodging Reimbursed	\$11,103.93	\$9,892.49	\$13,943.70	\$13,091.38	\$14,740.73	\$28,097.31	\$22,324.24	\$23,108.06	\$10,732.51	\$10,595.91	\$10,525.59	\$8,54
	Number of Lodging Nights Reimbursed	241	206	261	228	386	518	487	524	238	185	236	
Meals (Cost	Cost of Meals Reimbursed	\$2,659.73	\$3,153.53	\$3,290.39	\$4,003.70	\$6,413.00	\$6,934.69	\$6,415.86	\$5,371.05	\$3,576.44	\$5,386.59	\$5,857.28	\$4,45
Meals (Reimbursed	Number of Meals Reimbursed	165	194	197	220	361	358	353	288	183	290	299	
RANSPORT MODE		January	February	March	April	May	June	July	August	September	October	November	Decer
	Vehicle Equipped with Advanced Life Support	253	265	276	237	276	275	235	217	220	209	202	
	Vehicle Equipped with Basic Life Support	828	764	845	763	877	832	774	801	756	803	759	
Ambulatory		181,047	165,760	192,345	178,005	193,676	185,454	177,481	189,720	175,554	188,684	180,213	176
Completed By Owner Operator		14,765	13,757	15,658	15,384	18,094	17,649	18,510	21,411	19,301	21,770	21,895	20
Mileage Reimbursemen		72,704	65,650	76,357	71,077	75,342	72,884	70,443	73,532	65,816	67,189	62,390	56
	t System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	5,285	5,279	7,510	9,073	10,071	10,356	11,471	14,290	12,390	11,670	7,756	7
Stretcher		533	491	602	532	695	667	529	520	487	522	518	
Bariatric Stretcher		75	80	78	104	128	127	167	166	167	198	166	
Wheelchair		5,916	5,360	6,173	5,782	6,272	6,139	5,554	6,100	5,570	5,924	5,897	5
Bariatric Wheelchair		922	840	882	721	833	818	775	846	805	833	900	
Completed Legs	Completed Trip Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268
ALL STATISTICS													
		January	February	March	April	May	June	July	August	September	October	November	Decer
Calle Presenter	Total Number of Calls Presented				·								
	Total Number of Calls Presented  Advances Time to Handile Compilete Call from Live Response to Call Find	106,481	94,910	104,297	89,305	96,874 296	90,410	86,658	98,414	91,760	96,735	92,282	83
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	106,481 278		104,297 290	89,305 291	96,874 296	90,410	86,658 313	98,414 306	91,760 310		92,282 304	
Average Handle Time (seconds Average Speed of Answer (seconds)	Average Time to Handle Complete Call from Live Response to Call End  Difference in Time from Caller Entering Queue and Receiving Live Response	106,481 278 22	94,910 297 13	104,297 290 19	89,305 291 20	96,874 296 33	90,410 302 31	86,658 313 21	98,414 306 23	91,760 310 85	96,735 311 46	92,282 304 35	83
Average Handle Time (seconds; Average Speed of Answer (seconds; Abandonment Rate (%)	Average Time to Handle Complete Call from Live Response to Call End	106,481 278 22 1.41%	94,910 297 13 0.48%	104,297 290 19 0.95%	89,305 291 20 0.91%	96,874 296 33 1.41%	90,410 302 31 1.51%	86,658 313 21 1.07%	98,414 306 23 1.24%	91,760 310 85 3.73%	96,735 311 46 1.86%	92,282 304 35 1.46%	83
Average Handle Time (seconds, Average Speed of Answer (seconds, Abandonment Rate (%)	Average Time to Handle Complete Call from Live Response to Call End  Officence in Time from Caller Entering Quove and Ricciving Live Response   Percentage of Calls Abandonded Prior to Live Response	106,481 278 22 22 1.41% January	94,910 297 13 0.48%	104,297 290 19 0.95% March	89,305 291 20 0.91% April	96.874 296 33 1.41% May	90,410 302 31 1.51% June	86,658 313 21 1.07% July	98,414 306 23 1.24% August	91,760 310 85 3.73% September	96,735 311 46 1.86%	92,282 304 35 1.46% November	0. Decer
Average Handle Time (seconds, Average Speed of Answer (seconds Abandonment Rate (%, UALITY MANAGEMENT  Complaint Free Percentage	Average Time to Handle Complete Call from Live Response to Call End Difference in Time On Caller Etterling Queen and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	106.481 278 22 22 1.41% January	94,910 297 13 0.48%	104,297 290 19 0.95% March	89,305 291 20 0.91% April	96.874 296 33 1.41% May	90,410 302 31 1.51% June	86,658 313 21 1.07% July	98,414 306 23 1.24% August	91,760 310 85 3.73% September	96,735 311 46 1.86% October	92,282 304 35 1.46% November	0. Decer
Average Handle Time (seconds Average Speed of Answer (seconds) Abandomment Rate (%) UALITY MANAGEMENT  Complaint Free Percentage Agent Issue	Average Time Time Indiana Caller English County of Count	106,481 278 222 1.41% January 99.77% 233	94,910 297 13 0.48% February	104,297 290 19 0.95% March	89,305 291 20 0.91% April 99.78%	96,874 296 33 1.41% May 99.77% 27	90,410 302 31 1.51% June 99.79%	86,658 313 21 1.07% July 99.80% 21	98,414 306 23 1.24% August 99.81%	91,760 310 85 3.73% September 99.84% 21	96,735 311 46 1.86% October 99.82% 21	92,282 304 35 1.46% November 99.81%	83
Average Handle Time (seconds Average Speed of Answer (seconds Abandomment Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue  Driver Issue	Average Time to Handle Compilete Call from Live Response to Call End  Olfflenence in Time On Caller Ettention Queue and Receiving Live Response  Percentage of Calls Abandonded Prior to Live Response  Substantiated Compilaris Compared to Compileted Trips  Issue with Veyor Agent	106.481 278 22 1.41% January 99.77% 23 442	94,910 297 13 0.48%	104,297 290 19 0.95% March 99.77% 30 51	89,305 291 20 0.91% April 99.78% 17 42	96,874 296 33 1.41% <b>May</b> 99.77% 27 75	90,410 302 31 1.51% June 99.79% 17 106	86,658 313 21 1.07% July	98,414 306 23 1.24% August 99.81% 19	91,760 310 85 3.73% September	96,735 311 46 1.86% October	92,282 304 35 1.46% November 99.81% 12 91	0. Decer
Average Handle Time (seconds Average Speed of Answer (seconds) Abandonment Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue Driver Issue Early Arma	Average Time The Handles Carley Exposes to Call End Jufference in Time The Handles Carley Exposes to Call End Jufference in Carley Exposes Percentage of Calls Abandonded Prior to Live Response  Substantiated Complaints Compared to Completed Trips Issue with Veyo Apart Jasse With Veyo A	106,481 278 222 1.41% January 99.77% 233	94,910 297 13 0.48% February	104,297 290 19 0.95% March	89,305 291 20 0.91% <b>April</b> 99,78% 17 42	96,874 296 33 1.41% May 99.77% 27	90,410 302 31 1.51% June 99.79%	86,658 313 21 1.07% July 99.80% 21	98,414 306 23 1.24% August 99.81%	91,760 310 85 3,73% September 99,84% 21 65 5	96,735 311 46 1.86% October 99.82% 21	92,282 304 35 1.46% November 99.81%	0. Decer
Average Blande Time (seconds) Average Speed of Answer (seconds) Abandorument Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue Driver Issue Driver Issue Hold time Hold time Hold time	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time Conciler Entering Queue and Rocciving Live Response Fercentage of Calls Abandonded Prior to Live Response Substantiated Compilarist Compared to Completed Trips Sasse with Veyor Agent Sasse with Veyor Agent Sasse with Veyor Agent Frovider Arrived Early Frovider Arrived Early	106.481 278 222 1.41% January 99.77% 23 442 11	94,910 297 13 0.48% February 99.77% 10 49 4	104,297 290 19 0.95% March 99.77% 30 51 11	89,305 291 20 0.91% April 99.78% 17 42 14	96,874 296 33 1.41% May 99.77% 27 75 18	90,410 302 31 1.51% June 99.79% 17 106 10	86,658 313 21 1.07% July 99.80% 21 102 14 0	98,414 306 23 1.24% August 99.81% 19 87 20	91,760 310 85 3.73% September 99.84% 21 65 5	96,735 311 46 1.86% October 99.82% 21 96 5	92,282 304 35 1.46% November 99.81% 12 91 16 3	0. Decer
Average Blande Time (seconds Average Space of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Complaint Fine Percentage Complaint Fine Percentage Driver Issues Early Arthur Early Arthur Late Pickup	Average Time to Handle Complete Call from Live Response to Call End  Outletence in Time to Handle Complete Call from Live Response  Percentage of Calls Abandonded Prior to Live Response  Substantialed Completed Completed Trips  case with Veyo Agent  case with Veyo Agent  case with Veyo Agent  case with Time Completed Trips  case with Time Completed	106.481 278 222 1.41% January 99.77% 22 42 11 1 146	94,910 297 13 0.48% February 99.77% 10 49 4 0	104,297 290 19 0.95% March 99.77% 30 51 111 0	89,305 291 20 0.91% <b>April</b> 99.78% 17 42 14 2 160	96,874 296 33 1.41% <b>May</b> 99.77% 27 75 18 1	90,410 302 31 1.51% June 99.79% 17 106 10 0	86,658 313 21 1.07% July 99.80% 21 102 14 0 143	98,414 306 23 1.24% August 99.81% 19 87 20 0	91,760 310 85 3,73% September 99,84% 21 65 5	96,735 311 46 1.86% October 99.82% 21	92,282 304 35 1.46% November 99.81% 12 91	0. Decer
Average Blande Time (seconds) Average Spacet of Answer (seconds) Abandorument Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue Driver Issue Driver Issue Early Arrive Hold time Late Pickup  Mileage Reimbursde	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time On Caller Entering Queue and Rocciving Live Response Fercentage of Calls Abandonded Prior to Live Response Substantiated Compilaris Compared to Completed Trips Sasse with Veyor Agent Sasse with Veyor Agent Sasse with Time Armyed Early Fooder Armyed Late Sasse With Charles Frooter Armyed Late Sasse Resided Will Meage Reimbursement Claim / Process	106.481 278 222 1.41% January 99.77% 23 42 11 11 1466 144	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23	104,297 290 199 0.95% March 99.77% 30 51 111 0 169	89,305 291 20 0,91% April 99.78% 17 42 14 2 160	96,874 296 33 1.41% May 99.77% 27 75 18 1 190	90,410 302 31 1.51% June 99.79% 17 106 10 0 118	86,658 313 21 1.07% July 99.80% 21 102 14 0 143 21	98,414 306 23 1.24% August 99.81% 19 87 20 0	91,760 310 85 3,73% September 99,84% 21 65 5	96,735 311 46 1.86% October 99.82% 21 96 5 0	92,282 304 35 1,46% November 99.81% 12 91 16 3 97	0. Decer
Average Hande Time (seconds Average Space of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Complaint Fine Percentage Complaint Fine Percentage Driver Issues Early Armet Early Armet Late Pickup Mileage Reimbursent Products Name Products Products Name Products Products Name Products Na	Average Time to Handle Complete Call from Live Response to Call End Joffensen En Time Concaller Entering Quive and Receiving Live Response  Percentage of Calls Abandonded Prior to Live Response  Substantialed Completed Completed Trips  sazes with Very Agent  sazes with Time Call Call Call Call Call Call Call Cal	106.481 278 222 1.41% January 99.77% 22 42 11 1 146	94,910 297 13 0.48% February 99.77% 10 49 4 0	104,297 290 19 0.95% March 99.77% 30 51 111 0	89,305 291 20 0.91% <b>April</b> 99.78% 17 42 14 2 160	96,874 296 33 1.41% <b>May</b> 99.77% 27 75 18 1	90,410 302 31 1.51% June 99.79% 17 106 10 0	86,658 313 21 1.07% July 99.80% 21 102 14 0 143	98,414 306 23 1.24% August 99.81% 19 87 20 0	91,760 310 85 3.73% September 99.84% 21 65 5	96,735 311 46 1.86% October 99.82% 21 96 5	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 6 213	0. Decer
Average Blande Time (seconds) Average Spacet of Answer (seconds) Abandornment Rate (%) Abandornment Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue Driver Issue Early Arrive Late Polymore Late Polymore Prodder No Shoo Moving Vision	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time Coales Entering Queen and Receiving Live Response  Percentage of Calls Abandonded Prior to Live Response  Substantiated Compilerist Compared to Completed Trips  Satise with Very Agent  Satise with Very Agent  Satise with Time Armed Early  Frouder Armed Late  Satise Related Mileage Resimbursement Claim / Process  Veyo Unable to Locate a Verbick or Transportation Provider Did Not Armee  Veyo Unable to Locate a Verbick or Transportation Provider Did Not Armee	106.481 278 222 1.41% January 99.77% 23 42 11 1 1 1 446 6 144 298	94,910 297 13 0.48% February 99.77% 10 49 4 4 0 144 23 260	104,297 290 19 0.95% March 99.77% 30 51 111 0 169 319	89,305 291 20 0,91% <b>April</b> 99,78% 17 42 14 2 2 160 0 10	96,874 296 33 1.41% May 99.77% 27 75 18 1 190	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258	86,658 313 21 1.07% July 99.80% 21 102 14 0 143 21	98,414 306 23 1.24% August 99.81% 19 87 20 0 0 128 12 229	91,760 310 855 3.73% September 99.84% 21 65 5 5 107 9	96,735 311 46 1.86% October 99.82%, 21 96 5 0 105 6	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 0	0. Decer
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Average Blande Time (seconds) Average Spacet of Answer (seconds) Abandornment Rate (%) Abandornment Rate (%)  UALITY MANAGEMENT  Complaint Free Percentage Agent Issue Driver Issue Early Arrive Late Polymore Late Polymore Prodder No Shoo Moving Vision	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Concaller Entering Quive and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response  Substantieled Completed Completed Trips  Sasse with Veya Agent Sasse With Sasse	106.481 278 222 1.41% January 99.77% 23 42 11 1 1 1 446 6 144 298	94,910 297 13 0.48% February 99.77% 10 49 4 4 0 144 23 260	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 17 42 14 2 160 0 0 275 0 12	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258	86,658 313 21 1.07% July 99.80% 21 102 14 0 143 21 209	98,414 306 23 1.24% August 99.81% 19 87 20 0 0 128 12 229	91,760 310 85 3,73% September 99,84% 21 65 5 5 107 9 185 11	96,735 311 46 1.86% October 99.82%, 21 96 5 0 105 6	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 0 23	0. Decer
Average Blande Time (seconds Average Space of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Complaint Fine Percentage Agent Issue Driver Issue Early Artimate Had being Late Pokug Mileage Reimburnemen Provider No Show Moving Violation No wehicle available or unsuccession Safety Group Safety Group Scheduling Safety Group Scheduling Safety Group Scheduling Safety Group Scheduling	Average Time to Handle Complete Call from Live Response to Call End Officence in Time On Caller Entering Quive and Receiving Live Response  Percentage of Calls Abandonded Prior to Live Response  Substantiated Completed Completed Trips  asses with Veryo Agent  asses with Driver  Consider Annew Early  cases with Speed of Annew  Tonder Annew Early  cases with Speed of Annew  Yes Order Annew Early  cases with Speed of Annew  Yes Order Annew Early  cases with Speed of Annew  Asses Related to Mileage Reinforce Calm / Process  Veryo Unable to Locate a Vehicle or Transportation Provider Did Not Anne  Saue Related to Moving Voluntion  Type Unable to Cases a Vehicle or Transportation Provider Did Not Anne  Saue Resulting from Scheduling Issue	106.481 278 222 1.41% January 99.77% 23 42 11 1 1 1 446 6 144 298	94,910 297 13 0.48% February 99.77% 10 49 4 4 0 144 23 260	104,297 290 19 0.95% March 99.77% 30 51 11 0 169 166 319 0	89,305 291 20 0,91% April 99,78% 17 42 14 2 160 100 275 0 0 25	96,874 296 33 1.41% May 99.77% 27 75 18 1 190 15 287	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2	86,658 313 21 1.07% July 99.80% 21 102 14 0 143 21 209 1	98,414 306 23 1.24% August 99.81% 19 87 20 0 128 122 229 0	91.760 310 85 3.73% September 99.84% 21 65 5 5 1077 9 185	96.735 311 46 1.86% October 99.82% 21 96 5 0 105 6 236 1	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 0 23	0. Decer
Average Blande Time (seconds) Average Spacet of Answer (seconds) Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%)  Oomplaint Free Percentage Agent Issue Driver Issue Early Arrive Late Poly Milesag Reimbursen Provider No Shoo Moving Vision No vehicle available or unsuccessful rate Safety Safety Safety Safety Safety Safety Technical Safety	Average Time to Handle Compilete Call from Live Response to Call End  Difference in Time Challer Ettending Quiese and Riccarding Live Response  Percentage of Calls Abendonded Prior to Live Response  Substantished Compileted Time Caller Ettending Caller C	106.481 278 222 1.41%  January 99.77% 23 42 11 11 146 144 298 22 30 9	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23 260 0 0 35	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 17 42 14 2 160 0 0 275 0 12	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2 10 10	86.658 313 21 1.07% 99.80% 21 102 21 102 21 114 0 143 21 12 209 11 12	98,414 306 23 1,24% August 99,81% 99,81% 00 128 128 12 229 0	91,760 310 85 3,73% September 99,84% 21 65 5 5 107 9 185 11	96,735 311 46 1.88% October 99.82% 21 96 5 0 105 6 236 11	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 0 23	0. Decer
Average Blande Time (seconds) Average Space of Annaver (seconds) Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) Complaint Free Preventage Agent Issue Gent Issue Gent Anna Had time Late Pickup Mileage Reimburneren Provider Moving Violation No vehicle available or unascender Sately Concern Sately Concern Scheduling Erro Technical Issue Vehicle Issue Vehicle Issue	Average Time to Handle Compilete Call from Live Response to Call End Difference in Tento Caller Entering Quive and Receiving Live Response   Determined from Caller Entering Quive and Receiving Live Response   Substantiated Compileted Prior to Live Response   Substantiated Compileted Time to Compileted Trips  Casse with Yory Agent   Assay with Driver   Veroider Annew Carly   Casse with Speed of Annew   Foroider Annew Carly   Casse with Speed of Annew   Foroider Annew Carly   Casse Will Speed of Annew   Very Unable to Milesge Rehibitor Tentacion (Foroide Carly   Casse Rehibitor to Milesge Rehibitor   Casse Rehibitor Carly   Casse Rehibitor for Scheduling State   Casse Reskilling from Scheduling Issue   Casse Reskilling from Scheduling Issue   Casse Reskilling from Technical Essue   Casse And Wildeling Agents   Casse And Casse   Casse And Wildeling Agents   Casse And Wildeling Agents   Casse And Wildeling Agents    Casse And Wildeling Agents   Casse And Wildeling Agents   Casse Agents   Casse Agents   Casse Agents   Casse Agents   Casse Agents   Casse   Cas	106.481 278 222 1.41%  January 99.77% 23 42 11 11 146 144 298 22 30 9	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23 260 0 0 35	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 17 42 14 2 160 100 275 0 0 25	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2 10 10	86.658 313 21 1.07% 99.80% 21 102 21 102 21 114 0 143 21 12 209 11 12	98,414 306 23 1,24% August 99,81% 99,81% 00 128 128 12 229 0	91,760 310 85 3,73% September 99,84% 21 65 5 5 107 9 185 11	96,735 311 46 1.88% October 99.82% 21 96 5 0 105 6 236 11	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 0 23	0. Decer
Average Handle Time (seconds Average Speed of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) Complaint Free Percentage Complaint Free Percentage Appent tasse Driver Issue Early Armin Hold Issue Early Armin Hold Finder Manage Rein-Politicus Early Mineage Rein-Politicus Early No vehicle available or unsucceptuficity Safety Complaint Early Foreither Early Safety Complaint Early Foreither Foreit	Average Time Time Indicate Callet Enter Complete Call from Live Responses to Call End Difference in Time Time Indicate Callet End Ca	106.481 278 222 1.41%  January 99.77% 23 42 11 11 146 144 298 22 30 9	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23 260 0 0 35	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 42 2 144 2 2 160 0 10 275 6 0 275 4 4 4 4 4 4 2 4 4 4 4 4 2 4 4 4 4 4 4	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2 10 10	86.658 313 21 1.07% 99.80% 21 102 21 102 21 114 0 143 21 12 209 11 12	98,414 306 23 1,24% August 99,81% 99,81% 00 128 128 12 229 0	91,760 310 85 3,73% September 99,84% 21 65 5 5 107 9 185 11 14 8 8	96,735 311 46 1.88% October 99.82% 21 96 5 0 105 6 236 11	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 23 23 13 44	0. Decer
Average Handle Time (seconds Average Speed of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) Complaint Free Percentage Complaint Free Percentage Appent tasse Driver Issue Early Armin Hold Issue Early Armin Hold Finder Manage Rein-Politicus Early Mineage Rein-Politicus Early No vehicle available or unsucceptuficity Safety Complaint Early Foreither Early Safety Complaint Early Foreither Foreit	Average Time to Handle Compilete Call from Live Response to Call End Difference in Tento Caller Entering Quive and Receiving Live Response   Determined from Caller Entering Quive and Receiving Live Response   Substantiated Compileted Prior to Live Response   Substantiated Compileted Time to Compileted Trips  Casse with Yory Agent   Assay with Driver   Veroider Annew Carly   Casse with Speed of Annew   Foroider Annew Carly   Casse with Speed of Annew   Foroider Annew Carly   Casse Will Speed of Annew   Very Unable to Milesge Rehibitor Tentacion (Foroide Carly   Casse Rehibitor to Milesge Rehibitor   Casse Rehibitor Carly   Casse Rehibitor for Scheduling State   Casse Reskilling from Scheduling Issue   Casse Reskilling from Scheduling Issue   Casse Reskilling from Technical Essue   Casse And Wildeling Agents   Casse And Casse   Casse And Wildeling Agents   Casse And Wildeling Agents   Casse And Wildeling Agents    Casse And Wildeling Agents   Casse And Wildeling Agents   Casse Agents   Casse Agents   Casse Agents   Casse Agents   Casse Agents   Casse   Cas	106.481 278 222 1.41%  January 99.77% 23 42 11 11 146 144 298 22 30 9	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23 260 0 0 35	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 42 2 144 2 2 160 0 10 275 6 0 275 4 4 4 4 4 4 2 4 4 4 4 4 2 4 4 4 4 4 4	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2 10 10	86.658 313 21 1.07% 99.80% 21 102 21 102 21 114 0 143 21 12 209 11 12	98,414 306 23 1,24% August 99,81% 99,81% 00 128 128 12 229 0	91.760 310 85 3.73% September 99.84% 21 65 5 5 107 9 185 11 14 8 8 31 11 6 11 11	96,735 311 46 1.88% October 99.82% 21 96 5 0 105 6 236 11	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 23 23 13 44	0. Decer
Average Handle Time (seconds Average Speed of Answer (seconds Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) Complaint Free Percentage Complaint Free Percentage Appendix Speed (%) Average Speed	Average Time Time Indicate Callet Enter Complete Call from Live Responses to Call End Difference in Time Time Indicate Callet End Ca	106.481 278 222 1.41%  January 99.77% 23 42 11 11 146 144 298 22 30 9	94,910 297 13 0.48% February 99.77% 10 49 4 0 144 23 260 0 0 35	104,297 290 19 0.95% March 99.77% 30 30 11 11 0 169 169 0 25	89,305 291 20 0,91% April 99,78% 42 2 144 2 2 160 0 10 275 6 0 275 4 4 4 4 4 4 2 4 4 4 4 4 2 4 4 4 4 4 4	96,874 296 33 1.41%  May  99.77% 27 75 18 1 190 15 287 0 9 12	90,410 302 31 1.51% June 99.79% 17 106 10 0 118 14 258 2 10 10	86.658 313 21 1.07% 99.80% 21 102 21 102 21 114 0 143 21 12 209 11 12	98,414 306 23 1,24% August 99,81% 99,81% 00 128 128 12 229 0	91,760 310 85 3,73% September 99,84% 21 65 5 5 107 9 185 11 14 8 8	96,735 311 46 1.88% October 99.82% 21 96 5 0 105 6 236 11	92,282 304 35 1.46% November 99.81% 12 91 16 3 97 6 213 23 23 13 44	0. Decer

Last Updated 2/22/2024



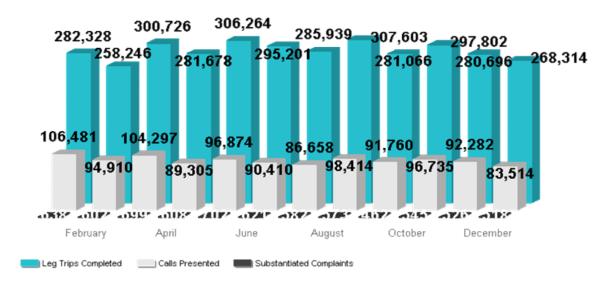
Wisconsin Completed Trip Legs		February	March	April	May	June	July	August	September	October	November	December
Completed Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268,314
County Statistics Total Number of Completed Trip Legs by County of Trip Origination												
Adams	1,469	1,331	1,487	1,433	1,615	1,465	1,524	1,567	1,442	1,574	1,505	1,537
Ashland	867	875	1,022	834	955	933	900	895	838	793	803	617
Barron Bayfield	2,102 485	1,840 416	2,311 626	1,989 470	2,337 546	2,092 499	2,002 420	2,262 454	2,090 427	2,392 497	2,061 435	1,938 332
Brown	14,329	13,065	14,826	14,182	15,453	15,081	14,862	15,631	14,281	15,367	14,719	14,374
Buffalo	219	204	270	290	334	410	388	370	371	380	342	288
Burnett	596	511	694	630	813	689	625	708	696	821	687	627
Calumet	649	601	762	763	743	870	753	727	707	756	695	576
Chippewa Clark	2,146 706	1,903	2,251 752	1,942 745	2,054 785	2,068 738	1,912 730	2,012 785	1,765 726	1,777	1,611 733	1,457 628
Columbia	1,735	1,551	1,857	1,794	2,149	1,802	1,705	1,758	1,592	1,665	1,719	1,648
Crawford	443	364	475	448	455	463	460	480	381	405	428	381
Dane	32,885	29,184	33,132	31,853	33,949	32,596	32,270	34,715	31,667	33,466	31,505	30,659
Dodge	3,439	3,204	3,640	3,352	3,566	3,373	3,454	3,758	3,408	3,418	3,035	2,807
Door	406 1,049	358 942	523 1,204	496 1.220	599 1,230	524 1,105	419 1,096	460 1,208	446 1,049	519 1,029	513 1,014	386 947
Douglas Dunn	1,049	1 181	1,204	1,220	1,230	1,105	1,096	1,208	1,049	1,029	1,014	1 309
Eau Claire	6,734	6,077	7,208	6,508	7,203	6,803	6,685	6,705	6,510	6,884	6,353	5,616
Florence	141	122	158	149	139	135	122	120	164	157	150	149
ond Du Lac	5,789	5,474	6,304	5,662	5,844	5,372	5,316	5,526	5,266	5,319	5,244	5,131
Forest	323	326	338	314	405	316	264	328	265	282	303	292
Grant Green	1,179	1,004	1,194 587	1,049 560	1,097	1,144 558	983 593	1,064 585	972 517	1,065 594	1,024 593	989 614
Green Lake	964	860	1,073	991	999	922	915	914	865	909	829	805
OWA OWA	579	550	590	560	599	569	556	523	555	568	548	556
ron	159	120	126	81	75	104	98	114	129	122	88	59
lackson	1,131	1,034	1,279	1,078	1,154	1,160	1,113	1,121	967	1,162	1,157	1,040
efferson uneau	2,011 1,671	1,819 1,451	2,223 1,689	2,115 1,416	2,273 1,532	2,253 1,517	2,140 1,492	2,227 1,573	1,998 1,508	1,973 1,547	1,895 1,477	1,889 1,515
Kenosha	5.948	5.537	6,604	6.182	6.914	6.871	6,698	7,107	6.571	7,178	6.499	6.327
Kewaunee	313	264	339	279	360	396	336	384	316	361	328	324
.a Crosse	7,234	6,889	7,695	6,818	7,290	7,389	7,313	7,588	6,855	6,937	6,722	6,866
afayette	252	221	304	258	304	302	231	256	271	297	270	261
anglade	625 617	488 528	603 697	599 657	757 726	733 701	634 587	713 687	660 613	707 663	705 576	617 562
incoln Manitowoc	4,079	3,784	4,240	4,023	4,264	4,339	4,124	4,252	3,737	3,833	3,629	3,782
Marathon	7,204	6,539	8,007	7,503	7,872	7,953	7,550	7,911	7,553	7,899	7,593	6,966
Marinette	1,712	1,580	1,838	1,789	1,774	1,752	1,657	1,832	1,705	1,578	1,580	1,562
Marquette	1,111	976	1,016	945	1,032	1,102	1,098	1,217	999	1,073	1,057	916
Menominee Milwaukee	632 86 570	568 80 286	727 92.618	821 88 249	909 96 437	900	923 91,280	768 99 611	715 90 154	761 96 520	691 90 631	621 86 928
Monroe	1.853	1,699	1.885	1.643	1.829	1,732	1.878	1,974	1.750	1,733	1,790	1,771
Oconto	1,172	996	1,194	1,150	1,279	1,219	1,161	1,196	1,092	1,171	1,018	1,011
Oneida	1,887	1,785	2,162	2,024	1,971	1,743	1,416	1,507	1,367	1,336	1,495	1,516
Dutagamie	6,379	5,778	7,060	6,634	7,522	6,913	6,751	7,296	6,694	7,375	7,455	6,993
Dzaukee	1,668	1,534	1,799	1,541	1,845	1,742	1,677	1,832	1,627	1,781	1,630	1,455
Pepin Pierce	178 416	174 386	237 473	211 412	243	231 374	228 358	228 418	219 325	187 423	191 378	210 301
Polk	1,219	1,125	1,365	1,289	1,529	1,279	1,168	1,418	1,367	1,503	1,406	1,199
ortage	1,888	1,720	2,040	1,861	1,992	1,978	1,978	2,203	1,972	1,882	1,809	1,716
Price	456	420	459	350	433	416	415	478	409	448	388	306
Racine	8,406	7,425	8,605	7,990	8,656	8,497	8,194	9,380	8,634	9,111	8,322	8,326
Richland Rock	286 9.164	225 8.516	300 9.838	288 9.370	320 9.895	281 9.387	278 9.346	325 9.594	281 9.065	301 9,699	255 8.957	249 8,691
Rusk	9,164	533	9,838	9,370	9,895	9,387	9,346	9,594	9,065	592	606	8,691 523
Sauk	2,898	2,572	2,856	2,733	3,029	2,757	2,475	2,626	2,446	2,483	2,476	2,194
Sawyer	969	850	1,168	1,146	1,187	1,045	956	1,050	984	1,052	948	919
Shawano	1,898	1,743	2,053	1,849	2,002	1,786	1,732	1,922	1,789	1,853	1,640	1,768
Sheboygan	5,831	5,187	5,881	5,500	6,279	6,265	5,877	6,272	5,595	5,866	5,403	5,223
St Croix Faylor	1,075	1,017	1,318	1,157	1,230	1,106	1,005	1,128	1,124	1,226	1,015	926 558
'rempealeau	501	437	508	570	674	555	524	560	584	575	565	485
/ernon	660	552	670	596	713	797	707	908	828	856	733	716
/ilas	584	523	591	600	617	555	527	520	455	499	465	415
Valworth	2,367	2,186	2,600	2,389	2,718	2,712	2,551	2,684	2,320	2,547	2,223	2,111
Vashburn Vashington	646 3,330	542 3,069	692 3,800	589 3,404	692 3.557	619 3,365	605 3,237	686 3,470	652 3,166	617 3,395	603 3,270	570 3,016
vasnington Vaukesha	9,084	8 482	9,979	9.531	10.328	9,924	9.216	10 112	8,775	8,998	8 718	7,976
Vaunaca Vaupaca	1,829	1,668	2,115	1,711	1,825	1,803	1,815	2,135	1,934	1,969	1,880	1,762
Vaushara	966	807	1,010	903	901	881	891	944	849	875	725	685
Vinnebago	6,368	6,073	7,053	6,371	6,903	6,266	6,339	6,861	6,555	7,013	6,552	6,057
Vood	3,425	3,266	3,781	3,412	3,797	3,439	3,145	3,240	2,771	2,987	2,907	2,823
Outside of Wisconsin Completed Trip Legs												
linois	199	177	186	145	161	179	131	128	88	106	111	107
owa	18	17	65	47	46	46	41	46	53	54	41	44
Michigan	96	74	68	80	74	86	52	70	63	74	47	51
Minnesota	755	683	798	744	825	733	652	830	838	900	855	731

2023



Wisconsin Substantiated Complaints					May							
Substantiated Complaints	638	602	699	608	702	621	582	573	462	545	526	5
County Statistics												
Total Number of Substantiated Complaints Reported by County of Trip Origination												
Adams							-1				.1	=
Adams Ashland	0	2	2	2	5 2	3	5	1	1	4	0	
Barron	4	4	3	2	2	4	5	2	2	1	2	
Bayfield	2	3	2	1	3		3	1	5	0	4	
Brown Buffalo	22	18	24	29	32 0	18	19 0	16	6	17 0	20	
Burnett	0	0	0	1	0	1	1	3	0	0	2	
Calumet	3	4	3	3	2	1	1	2	0	1	3	
Chippewa Clark	1 3	2	4	2	5	3 2	8	1	8	6	2	
Columbia	3	1	2	5	4	4	2	3	8	10	3	
Crawford	0	2	0	0	0	0	1	1	1	1	1	
Dane	73		50	57	74	70	55	49	47	68	42	
Dodge Door	4	4 0	4	4 0	7	5	5	6	6	6 2	2	
Douglas	4	1	0	1	2	4	2	1	2	0	1	
Dunn	1	3	4	7	7	2	1	0	2	2	2	
Eau Claire Florence	8	8	8	12	11	11	9	4	4	3	6	
Fond Du Lac	9	12	10	6	10	2	3	4	3	6	7	
Forest	0	0	0	1	0	2	0	0	1	1	2	
Grant	1	2	2	1	1	0	1	2	2	1	2	
Green Green Lake	2	0	2	1	0	1	0	0	0	0	0	
owa	0	2	1	2	0	1	0	1	2	1	o	
ron	0	0	0	1	0	0	0	0	- 1	0	1	
Jackson Jefferson	6	3 7	8	5	2	4	2	1	2	2	1 6	
Juneau	0	2	4	2	2	3	2	4	0	2	1	
Kenosha	14		16	14	19	20	26	15	9	15	18	
Kewaunee La Crosse	0	5	0	0	1 14	1 8	0	0	0	1 2	0	
.a crosse .afayette	3	5	1 2	1	14	8	2	4	0	0	8	
anglade	3	1	1	0	2	1	5	1	2	3	0	
Lincoln	0	0	0	1	1	2	1	1	1	3	1	
Manitowoc Marathon	4 8	10	10	0	4 8	1 2	3 15	12	2 5	5	7	
Marinette	2		3	2	2	2	3	2	4	3	0	
Marquette	0	0	0	3	1	1	1	4	0	1	5	
Menominee Milwaukee	1 246	0 229	305	0 252	0 263	0 249	222	0 223	177	202	198	1
Monroe	0	2 2	1	0	7	3	9	7	2	1	2	
Oconto	1	2	2	1	3	1	0	5	3	0	1	
Oneida Outagamie	12	2	2 22	3 16	3	2	12	6	4	5 13	12	
Ozaukee	5	0	5	6	5	2	5	6	5	3	2	
Pepin	0	1	1	2	0	0	0	0	2	1	0	
Pierce	0	3	4	1	1	3 2	5	1	1	3	0	
Portage	1 2	3	2	1	3	3	2	1	3	7	1 4	
Price	1	2	3	1	0	1	1	1	1	0	1	
Racine	27		34	14	27	25	12	24	18	21	24	
Richland Rock	24	22	16	2 19	30	20	21	23	17	1 15	11	
Rusk	0	0	0	0	2	20	0	1	0	1	0	
Sauk	7	15	4	5	5	7	0	5	4	6	4	
Sawyer Shawano	3 10	0	0	2	1 6	2	1 5	0	0	0 3	0	
Sheboygan	10	8	2	1	6	6	6	4	5	6	6	
St Croix	1	3	2	2	3	3	0	6	5	4	0	
Taylor	0	2	3	4	1	1	1	1	0	0	1	
Trempealeau Vernon	1 0	1 2	3	5	2	1	0	0	1 0	0	0	
Vias	3	2	0	0	0	4	1	1	0	0	1	
Nalworth	4	5	2	7	2	11	15	9	6	7	13	
Nashburn Nashburn	0	2	2	1	1 5	0 7	0 8	2	0	0	0	
Washington Waukesha	5 28	24	35	29	5 22	7 21	30	5 28	24	10 24	9 29	
Naupaca	1	3	3	1	1	1	0	4	1	2	6	
Vaushara	4	4	3	1	3	3	2	2	- 1	1	1	
Winnebago Mond	18		17	22 5	21 4	6	4 9	14 10	5	16 2	18	
Nood	3	4	7	5	4	7	9	10	3	2	2	
Outside of Wisconsin Substantiated Complaints												
llinois	2	0	0	0	0	1	0	2	0	0	0	
owa Michigan	0		0	0	0	1	0	0	0	0	0	
Michigan Minnesota	3	0 4	0	1	0	3	0	3	2	0	0	





Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	638	106,481	282,328
February	602	94,910	258,246
March	699	104,297	300,726
April	608	89,305	281,678
May	702	96,874	306,264
June	621	90,410	295,201
July	582	86,658	285,939
August	573	98,414	307,603
September	462	91,760	281,066
October	545	96,735	297,802
November	526	92,282	280,696
December	518	83,514	268,314