



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



2024

MEMBERS

January

Enrollment	Eligible Members Enrolled	1,231,527
Members Served	Unique Members Utilizing Transport	23,657
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	22.2%

RESERVATION

January

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	326,011
Cancelled	Cancelled Trip Legs	40,346
Member No Show	Trips Where Member Does Not Use Scheduled Service	12,722
Denials	Number of Denied Trip Attempts	2,997
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	10,110
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	191,162
Completed Legs	Completed Trip Legs	272,943
Lodging (Cost)	Cost of Lodging Reimbursed	\$14,710.55
Lodging (Nights)	Number of Lodging Nights Reimbursed	301
Meals (Cost)	Cost of Meals Reimbursed	\$2,898.31
Meals (Reimbursed)	Number of Meals Reimbursed	148

TRANSPORT MODE

January

Ambulance - ALS	Vehicle Equipped with Advanced Life Support	110
Ambulance - BLS	Vehicle Equipped with Basic Life Support	386
Ambulatory	Sedan, Van, Taxi	184,944
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	22,777
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	50,166
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,437
Stretcher	Vehicle Equipped to Transport Stretcher	482
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	232
Wheelchair	Vehicle Equipped to Transport Wheelchair	5,604
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	805
Completed Legs	Completed Trip Legs	272,943

CALL STATISTICS

January

Calls Presented	Total Number of Calls Presented	108,826
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	309
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	65
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	2.42%

QUALITY MANAGEMENT

January

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%
Agent Issue	Issue with Veyo Agent	25
Driver Issue	Issue with Driver	74
Early Arrival	Provider Arrived Early	8
Late Pickup	Provider Arrived Late	100
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	2
Provider No Show	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	216
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	23
Safety Concern	Issue Resulting from Safety Concern	5
Scheduling Error	Issue Resulting from Scheduling Issue	38
Technical Issue	Issue Resulting from Technical Issue	7
Vehicle Issue	Issue with Vehicle	3
Other	All Complaints not Accurately Captured in the Other Listed Categories	2
Total Substantiated Complaints	Total Number of Substantiated Complaints	503



2024

Wisconsin Completed Trip Legs January

Completed Legs	272,943
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County Statistics
Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,450
Ashland	670
Barron	2,334
Bayfield	370
Brown	14,816
Buffalo	273
Burnett	723
Calumet	567
Chippewa	1,634
Clark	673
Columbia	1,582
Crawford	289
Dane	29,864
Dodge	3,031
Door	362
Douglas	1,041
Dunn	1,398
Eau Claire	5,961
Florence	150
Fond Du Lac	4,909
Forest	230
Grant	954
Green	549
Green Lake	773
Iowa	536
Iron	30
Jackson	974
Jefferson	1,880
Juneau	1,498
Kenosha	6,307
Kewaunee	294
La Crosse	6,759
Lafayette	222
Langlade	670
Lincoln	644
Manitowoc	3,509
Marathon	6,988
Marinette	1,564
Marquette	804
Menominee	648
Milwaukee	90,829
Monroe	1,691
Oconto	962
Oneida	1,421
Outagamie	7,492
Ozaukee	1,397
Pepin	206
Pierce	409
Polk	1,334
Portage	1,703
Price	320
Racine	8,253
Richland	321
Rock	8,546
Rusk	483
Sauk	2,304
Sawyer	1,017
Shawano	1,790
Sheboygan	5,251
St Croix	1,071
Taylor	590
Trempealeau	490
Vernon	753
Vilas	370
Walworth	2,033
Washburn	613
Washington	2,913
Waukesha	7,945
Waupaca	1,818
Waushara	729
Winnebago	6,136
Wood	2,800

Outside of Wisconsin Completed Trip Legs

Illinois	97
Iowa	59
Michigan	73
Minnesota	805
Other	30

Last Updated 3/4/2024



2024

Wisconsin Substantiated Complaints

January

Substantiated Complaints	503
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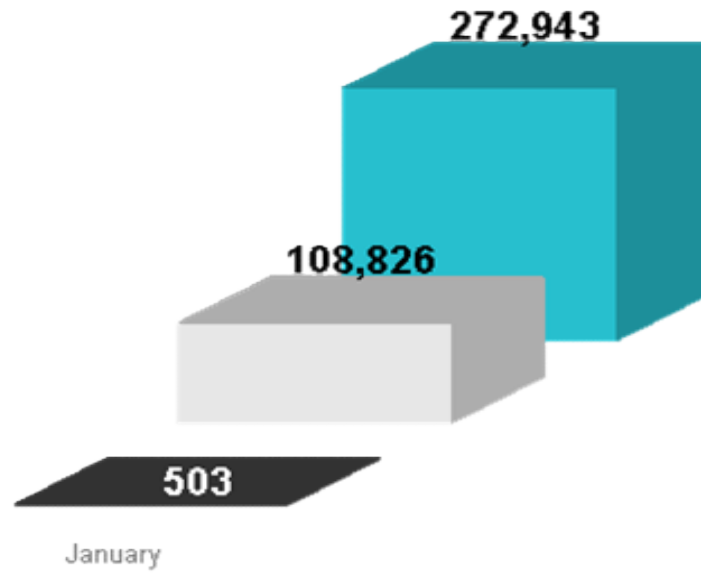
County Statistics
 Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	1
Ashland	3
Barron	0
Bayfield	2
Brown	15
Buffalo	0
Burnett	0
Calumet	1
Chippewa	1
Clark	1
Columbia	2
Crawford	0
Dane	58
Dodge	3
Door	2
Douglas	1
Dunn	1
Eau Claire	5
Florence	1
Fond Du Lac	10
Forest	1
Grant	0
Green	0
Green Lake	0
Iowa	0
Iron	0
Jackson	2
Jefferson	4
Juneau	2
Kenosha	9
Kewaunee	0
La Crosse	7
Lafayette	0
Langlade	0
Lincoln	0
Manitowac	6
Marathon	6
Marquette	6
Marquette	1
Menominee	1
Milwaukee	216
Monroe	4
Oconto	1
Oneida	1
Outagamie	5
Ozaukee	4
Pepin	0
Pierce	1
Polk	5
Portage	1
Price	0
Racine	8
Richland	0
Rock	20
Rusk	0
Sauk	4
Sawyer	1
Shawano	3
Sheboygan	4
St Croix	7
Taylor	1
Trempealeau	0
Vernon	0
Vilas	0
Walworth	9
Washburn	3
Washington	6
Waukesha	19
Waupaca	2
Waushara	0
Winnebago	6
Wood	2

Outside of Wisconsin Substantiated Complaints

Illinois	0
Iowa	0
Michigan	0
Minnesota	0
Other	18

Last Updated 3/4/2024



■ Leg Trips Completed
 ■ Calls Presented
 ■ Substantiated Complaints

Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	503	108,826	272,943

Last Updated 3/4/2024