



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
Enrollment	Eligible Members Enrolled	1,428,529	1,437,460	1,430,078	1,447,440	1,458,028	1,399,000	1,330,123
Members Served	Unique Members Utilizing Transport	24,269	23,299	24,827	23,865	24,691	23,986	22,907
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	19.7%	17.9%	20.9%	19.3%	20.7%	20.7%	20.9%

RESERVATION		January	February	March	April	May	June	July
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	335,698	311,193	354,170	325,157	353,418	338,677	319,897
Cancelled	Cancelled Trip Legs	45,377	45,754	45,968	37,766	39,777	35,628	30,309
Member No Show	Trips Where Member Does Not Use Scheduled Service	9,204	8,527	9,748	8,541	11,319	13,023	11,086
Denials	Number of Denied Trip Attempts	2,508	2,588	2,982	2,774	3,626	2,544	2,093
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	11,172	9,741	11,249	10,473	11,877	10,977	10,047
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	190,446	176,819	204,617	195,776	211,578	204,693	200,833
Completed Legs	Completed Trip Legs	281,117	256,912	298,454	278,850	302,322	290,026	278,502
Lodging (Cost)	Cost of Lodging Reimbursed	\$10,797.46	\$9,892.49	\$13,819.80	\$13,091.38	\$14,202.29	\$27,799.95	\$21,264.04
Lodging (Nights)	Number of Lodging Nights Reimbursed	237	206	259	228	375	513	467
Meals (Cost)	Cost of Meals Reimbursed	\$2,641.95	\$3,047.13	\$3,290.39	\$3,969.55	\$6,337.34	\$6,904.97	\$6,187.32
Meals (Reimbursed)	Number of Meals Reimbursed	164	189	197	218	357	356	343

TRANSPORT MODE		January	February	March	April	May	June	July
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	252	265	274	235	276	275	229
Ambulance - BLS	Vehicle Equipped with Basic Life Support	828	762	840	759	869	809	760
Ambulatory	Sedan, Van, Taxi	181,006	165,672	192,303	177,953	193,565	185,314	177,371
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	14,765	13,757	15,658	15,384	18,094	17,649	18,510
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	71,535	64,406	74,134	68,307	71,519	67,874	63,140
Public Transit	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
Stretcher	Vehicle Equipped to Transport Stretcher	533	491	602	532	695	665	525
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	75	80	78	104	128	127	167
Wheelchair	Vehicle Equipped to Transport Wheelchair	5,916	5,360	6,173	5,782	6,272	6,139	5,554
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	922	840	882	721	833	818	775
Completed Legs	Completed Trip Legs	281,117	256,912	298,454	278,850	302,322	290,026	278,502

CALL STATISTICS		January	February	March	April	May	June	July
Calls Presented	Total Number of Calls Presented	106,481	94,910	104,297	89,305	96,874	90,410	86,658
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	278	297	290	291	296	302	313
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	22	13	19	20	33	31	21
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.41%	0.48%	0.95%	0.91%	1.41%	1.51%	1.07%

QUALITY MANAGEMENT		January	February	March	April	May	June	July
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.77%	99.77%	99.77%	99.78%	99.77%	99.79%	99.79%
Agent Issue	Issue with Veyo Agent	23	10	30	17	27	17	21
Driver Issue	Issue with Driver	42	50	51	42	75	106	99
Early Arrival	Provider Arrived Early	11	4	11	14	18	10	14
Hold time	Issue with Speed of Answer	1	0	0	2	1	0	0
Late Pickup	Provider Arrived Late	145	144	169	160	190	118	143
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	14	23	16	10	15	9	16
Provider No Show	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	298	259	319	275	286	258	209
Moving Violation	Issue Related to Moving Violation	2	0	0	0	0	2	1
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	30	35	25	25	9	10	12
Safety Concern	Issue Resulting from Safety Concern	9	16	14	12	12	10	12
Scheduling Error	Issue Resulting from Scheduling Issue	51	53	54	40	57	59	33
Technical Issue	Issue Resulting from Technical Issue	6	4	2	10	6	6	5
Vehicle Issue	Issue with Vehicle	4	0	8	0	5	5	5
Public Transit	Issue Related to Public Transit	0	4	0	1	0	4	3
Total Substantiated Complaints	Total Number of Substantiated Complaints	636	602	699	608	701	614	573



Wisconsin Completed Trip Legs	January	February	March	April	May	June	July
Completed Legs	281,117	256,912	298,454	278,850	302,322	290,026	278,502

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,467	1,328	1,480	1,427	1,611	1,434	1,445
Ashland	840	845	952	775	873	827	845
Barron	2,094	1,823	2,292	1,957	2,271	2,032	1,908
Bayfield	484	411	593	459	519	479	397
Brown	14,227	12,946	14,649	13,998	15,206	14,714	14,441
Buffalo	219	204	269	290	333	406	375
Burnett	593	507	685	625	800	683	617
Calumet	646	598	761	759	738	843	712
Chippewa	2,113	1,885	2,216	1,914	2,032	2,033	1,864
Clark	699	653	740	721	776	710	685
Columbia	1,724	1,539	1,837	1,725	2,073	1,731	1,612
Crawford	434	359	462	432	438	443	439
Dane	32,756	29,064	32,988	31,599	33,484	31,881	31,269
Dodge	3,422	3,192	3,616	3,342	3,527	3,323	3,373
Door	402	356	520	490	576	509	393
Douglas	1,048	929	1,196	1,189	1,229	1,075	1,061
Dunn	1,371	1,178	1,393	1,205	1,374	1,203	1,179
Eau Claire	6,716	6,066	7,189	6,482	7,157	6,750	6,535
Florence	140	121	157	146	126	116	113
Fond Du Lac	5,739	5,436	6,228	5,607	5,792	5,270	5,196
Forest	322	323	335	314	405	298	251
Grant	1,159	989	1,173	1,029	1,063	1,101	950
Green	662	601	572	539	573	550	572
Green Lake	955	857	1,070	986	978	882	871
Iowa	574	540	571	538	576	562	542
Iron	149	111	124	78	67	95	93
Jackson	1,130	1,027	1,270	1,057	1,135	1,130	1,082
Jefferson	2,007	1,816	2,184	2,084	2,241	2,211	2,046
Juneau	1,668	1,439	1,682	1,395	1,504	1,467	1,433
Kenosha	5,906	5,496	6,525	6,083	6,772	6,673	6,409
Kewaunee	307	264	338	278	350	375	299
La Crosse	7,211	6,865	7,609	6,721	7,181	7,249	7,099
Lafayette	252	219	301	252	299	280	198
Langlade	620	482	596	575	711	719	613
Lincoln	617	525	678	651	710	688	566
Manitowoc	4,044	3,752	4,207	4,008	4,240	4,238	4,019
Marathon	7,154	6,488	7,877	7,359	7,733	7,735	7,191
Marquette	1,696	1,569	1,818	1,763	1,734	1,718	1,585
Marquette	1,108	971	1,009	937	1,007	1,071	1,062
Menominee	632	568	727	821	909	900	902
Milwaukee	86,464	80,094	92,369	87,918	95,864	93,300	90,477
Monroe	1,839	1,687	1,872	1,623	1,805	1,701	1,809
Oconto	1,167	977	1,158	1,133	1,256	1,171	1,118
Oneida	1,878	1,783	2,149	2,009	1,939	1,725	1,335
Outagamie	6,360	5,755	7,005	6,560	7,379	6,707	6,505
Ozaukee	1,665	1,527	1,791	1,499	1,776	1,686	1,610
Pepin	178	174	235	208	230	224	222
Pierce	411	383	473	408	409	367	350
Polk	1,219	1,124	1,359	1,278	1,518	1,267	1,141
Portage	1,884	1,711	2,013	1,824	1,928	1,921	1,861
Price	455	415	440	338	418	390	370
Racine	8,322	7,342	8,503	7,880	8,530	8,339	7,945
Richtland	280	220	297	284	314	270	272
Rock	9,161	8,477	9,759	9,297	9,812	9,310	9,162
Rusk	618	528	637	597	629	653	535
Sauk	2,880	2,552	2,836	2,679	2,950	2,688	2,394
Sawyer	967	849	1,163	1,145	1,159	1,003	893
Shawano	1,887	1,736	2,021	1,815	1,953	1,695	1,636
Sheboygan	5,816	5,170	5,860	5,484	6,256	6,171	5,729
St Croix	1,063	1,014	1,305	1,139	1,216	1,099	983
Taylor	654	666	735	537	588	642	537
Trempealeau	498	433	502	559	659	540	513
Vernon	660	550	668	593	711	792	699
Vilas	584	523	591	508	610	550	519
Walworth	2,364	2,184	2,596	2,327	2,630	2,618	2,429
Washburn	637	526	680	579	669	599	550
Washington	3,296	3,043	3,764	3,342	3,518	3,312	3,160
Waukesha	9,035	8,432	9,863	9,372	10,164	9,810	8,996
Waupaca	1,825	1,662	2,094	1,693	1,793	1,717	1,744
Waushara	950	787	984	874	863	845	837
Winnebago	6,299	6,021	6,971	6,266	6,812	6,099	6,026
Wood	3,410	3,251	3,737	3,369	3,770	3,386	3,032

Outside of Wisconsin Completed Trip Legs

Illinois	199	177	185	144	159	176	124
Iowa	18	16	61	45	45	46	41
Michigan	96	70	64	79	57	67	40
Minnesota	747	674	783	725	789	717	627
Other	24	35	42	20	21	19	19



Wisconsin Substantiated Complaints	January	February	March	April	May	June	July
Substantiated Complaints	636	602	699	608	701	614	573

County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	1	2	2	2	5	3	5
Ashland	0	0	2	2	2	1	5
Barron	4	4	3	2	2	4	5
Bayfield	2	3	2	1	3	1	3
Brown	22	18	24	29	32	18	19
Buffalo	1	0	1	0	0	0	0
Burnett	0	0	0	1	0	1	1
Calumet	3	4	3	3	2	1	1
Chippewa	1	2	4	2	5	3	8
Clark	3	2	3	0	2	2	1
Columbia	3	1	2	5	4	4	2
Crawford	0	2	0	0	0	0	1
Dane	73	58	50	57	74	70	55
Dodge	4	4	4	4	7	5	5
Door	1	0	1	0	1	2	3
Douglas	4	1	0	1	2	4	2
Dunn	1	3	4	7	7	2	1
Eau Claire	8	8	8	12	11	11	9
Florence	1	0	3	1	2	0	0
Fond Du Lac	9	12	10	6	10	2	3
Forest	0	0	0	1	0	2	0
Grant	1	2	2	1	1	0	1
Green	6	0	4	1	0	0	1
Green Lake	2	4	2	0	2	1	0
Iowa	0	2	1	2	0	1	0
Iron	0	0	0	1	0	0	0
Jackson	2	3	8	5	2	4	2
Jefferson	6	7	6	6	6	7	1
Juneau	0	2	4	2	2	3	2
Kenosha	14	12	16	14	19	20	25
Kewaunee	0	0	0	0	1	1	0
La Crosse	3	5	1	3	14	7	2
Lafayette	1	1	2	1	0	2	1
Langlade	3	1	1	0	2	0	5
Lincoln	0	0	0	1	1	2	1
Manitowoc	4	10	4	0	4	1	2
Marathon	8	5	10	9	8	2	15
Marinette	2	3	3	2	2	2	2
Marquette	0	0	0	3	1	1	1
Menominee	1	0	0	0	0	0	1
Milwaukee	246	229	305	252	262	248	221
Monroe	0	2	1	0	7	3	9
Oconto	1	2	2	1	3	1	0
Oneida	3	2	2	3	3	2	2
Outagamie	12	14	22	16	9	10	12
Ozaukee	5	0	5	6	5	2	5
Pepin	0	1	1	2	0	0	0
Pierce	0	2	4	1	1	3	1
Polk	0	3	3	0	1	2	5
Portage	2	3	2	1	3	3	2
Price	1	2	3	1	0	1	1
Racine	27	18	34	14	27	25	12
Richland	2	0	0	2	0	2	0
Rock	24	22	16	19	30	20	21
Rusk	0	0	0	0	2	2	0
Sauk	7	15	4	5	5	7	0
Sawyer	3	0	0	2	1	2	1
Shawano	9	2	0	2	6	2	4
Sheboygan	8	8	2	1	6	6	5
St Croix	1	3	2	2	3	3	0
Taylor	0	2	3	4	1	0	1
Trempealeau	1	1	3	5	2	1	0
Vernon	0	2	0	0	1	1	0
Vilas	3	2	0	0	0	4	1
Walworth	4	5	2	7	2	11	15
Washburn	0	2	2	1	1	0	0
Washington	5	4	6	3	5	7	8
Waukesha	28	24	35	29	22	21	30
Waupaca	1	3	3	1	1	0	0
Waushara	4	4	3	1	3	3	2
Winnebago	18	16	17	22	21	6	3
Wood	3	4	7	5	4	7	8

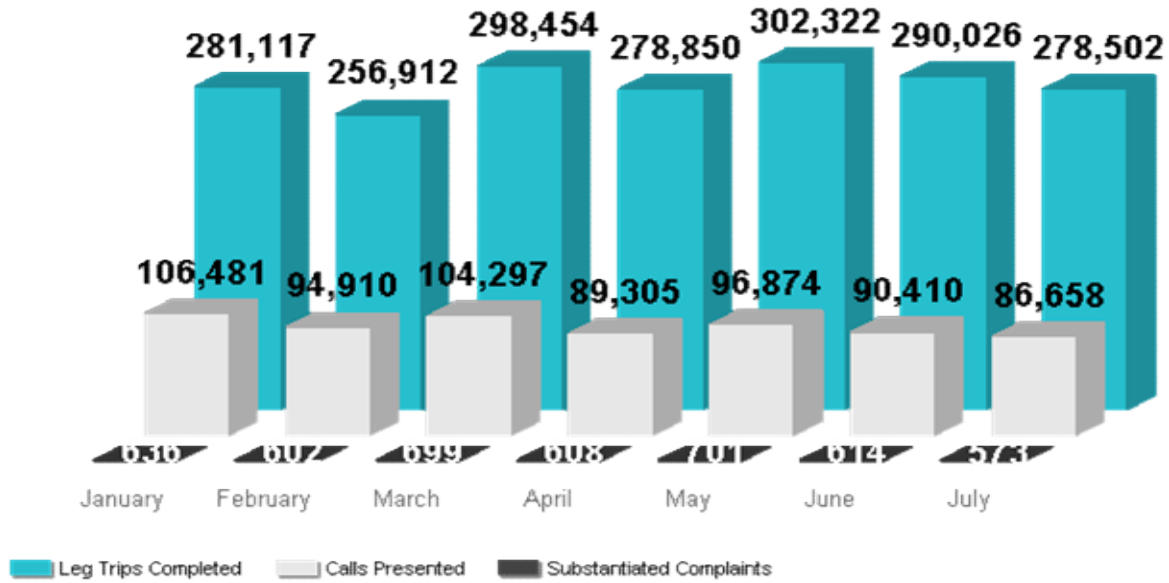
Outside of Wisconsin Substantiated Complaints

Illinois	2	0	0	0	0	1	0
Iowa	0	0	0	0	0	1	0
Michigan	0	0	0	1	0	1	1
Minnesota	3	4	0	1	2	3	0
Other	19	20	20	11	26	13	12

Last Updated 10/18/2023



2023



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	636	106,481	281,117
February	602	94,910	256,912
March	699	104,297	298,454
April	608	89,305	278,850
May	701	96,874	302,322
June	614	90,410	290,026
July	573	86,658	278,502

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