

# veyo Monthly Non-Emergency Medical Transportation Data

2022

MEMBERS		January	February	March
Enrollment	Eligible Members Enrolled	1,330,606	1,340,724	1,348,184
Members Served	Unique Members Utilizing Transport	18,939	19,477	20,844
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	17.1%	16.6%	19.2%
RESERVATION		January	February	March
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	283,360	262,973	300,082
Cancelled	Cancelled Trip Legs	44,307	33,079	33,656
Member No Show	Trips Where Member Does Not Use Scheduled Service	11,431	6,858	8,180
Denials	Number of Denied Trip Attempts	1,334	1,065	1,132
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	6,806	6,688	7,770
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	162,964	161,536	186,317
Completed Legs	Completed Trip Legs	227,622	223,036	258,246
Lodging (Cost)	Cost of Lodging Reimbursed	\$2,498.78	\$3,782.56	\$2,288.93
Lodging (Nights)	Number of Lodging Nights Reimbursed	84	103	78
Meals (Cost)	Cost of Meals Reimbursed	\$1,064.83	\$1,293.08	\$1,647.52
Meals (Reimbursed)	Number of Meals Reimbursed	82	88	110
TRANSPORT MODE		January	February	March
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	344	335	383
Ambulance - BLS	Vehicle Equipped with Basic Life Support	630	802	810
Ambulatory	Sedan, Van, Taxi	145,843	143,979	165,939
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	2,944	5,367	6,677
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	61,813	52,522	61,111
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	10,917	14,556	17,182
Stretcher	Vehicle Equipped to Transport Stretcher	413	525	653
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	45	14	23
Wheelchair	Vehicle Equipped to Transport Wheelchair	4,050	4,213	4,583
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	623	723	885
Completed Legs	Completed Trip Legs	227,622	223,036	258,246
CALL STATISTICS		January	February	March
Calls Presented	Total Number of Calls Presented	89,968	80,363	90,934
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	325	324	321
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	51	61	67
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	3.65%	4.21%	5.32%
QUALITY MANAGEMENT		January	February	March
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.64%	99.67%	99.69%
Agent Issue	Issue with Veyo Agent	22	15	17
Driver Issue	Issue with Driver	52	38	45
Early Arrival	Provider Arrived Early	8	21	13
Hold time	Issue with Speed of Answer	2	0	0
Late Pickup	Provider Arrived Late	134	125	125
Long Distance Trips	Issue with Distance of Trip	1	1	0
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	30	25	19
Provider No Show	Transportation Provider Did Not Arrive	429	377	461
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	73	58	48
Public Transit	Issue Related to Public Transit	1	2	2
Safety Concern	Issue Resulting from Safety Concern	8	12	17
Scheduling Error	Issue Resulting from Scheduling Issue	41	45	43
Technical Issue	Issue Resulting from Technical Issue	7	4	3
Vehicle Issue	Issue with Vehicle	2	5	1
Other	All Complaints not Accurately Captured in the Other Listed Categories	2	0	0
Total Substantiated Complaints	Total Number of Substantiated Complaints	812	728	794

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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	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	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

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**Wisconsin Completed Trip Legs**      **January**      **February**      **March**

**Wisconsin Substantiated Complaints**      **January**      **February**      **March**

<b>Completed Legs</b>	<b>227,622</b>	<b>223,036</b>	<b>258,246</b>
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<b>Substantiated Complaints</b>	<b>812</b>	<b>728</b>	<b>794</b>
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**County Statistics**  
Total Number of Completed Trip Legs by County of Trip Origination

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

Adams	1,424	1,294	1,378
Ashland	657	643	846
Barron	1,994	1,868	2,299
Bayfield	264	194	300
Brown	11,042	10,714	12,325
Buffalo	212	189	186
Burnett	492	451	586
Calumet	493	492	617
Chippewa	1,800	1,520	1,814
Clark	401	352	422
Columbia	1,622	1,411	1,622
Crawford	366	361	408
Dane	27,639	24,839	28,457
Dodge	2,961	2,749	3,112
Door	335	320	407
Douglas	791	735	1,002
Dunn	947	917	1,259
Eau Claire	5,465	5,414	6,073
Florence	80	89	72
Fond Du Lac	4,263	4,206	5,028
Forest	213	172	204
Grant	867	900	986
Green	694	559	739
Green Lake	671	709	876
Iowa	340	332	303
Iron	30	61	71
Jackson	773	843	963
Jefferson	1,617	1,640	1,917
Juneau	1,192	1,148	1,316
Kenosha	4,057	4,076	4,565
Kewaunee	213	204	196
La Crosse	5,641	5,442	6,145
Lafayette	190	113	165
Langlade	640	604	684
Lincoln	477	446	483
Manitowoc	2,989	2,424	2,820
Marathon	6,749	6,202	6,971
Marinette	1,294	1,279	1,518
Marquette	933	836	981
Menominee	528	515	576
Milwaukee	73,130	76,597	87,750
Monroe	1,293	1,441	1,712
Oconto	846	809	932
Oneida	1,141	1,135	1,356
Outagamie	5,178	5,320	5,869
Ozaukee	930	983	1,177
Pepin	166	178	222
Pierce	280	315	409
Polk	937	936	1,180
Portage	1,843	1,799	2,165
Price	363	324	458
Racine	6,610	6,076	7,137
Richland	232	223	235
Rock	7,474	7,096	7,878
Rusk	460	417	487
Sauk	2,276	2,139	2,656
Sawyer	1,071	1,031	1,332
Shawano	1,546	1,343	1,511
Sheboygan	3,379	3,328	3,880
St Croix	808	725	917
Taylor	637	603	727
Trempealeau	302	368	357
Vernon	621	536	611
Vilas	327	283	366
Walworth	1,701	1,691	2,247
Washburn	455	455	556
Washington	2,487	2,305	2,850
Waukesha	6,969	6,803	7,959
Waupaca	1,600	1,626	1,873
Waushara	773	748	948
Winnebago	4,927	4,753	5,760
Wood	2,886	2,839	3,311

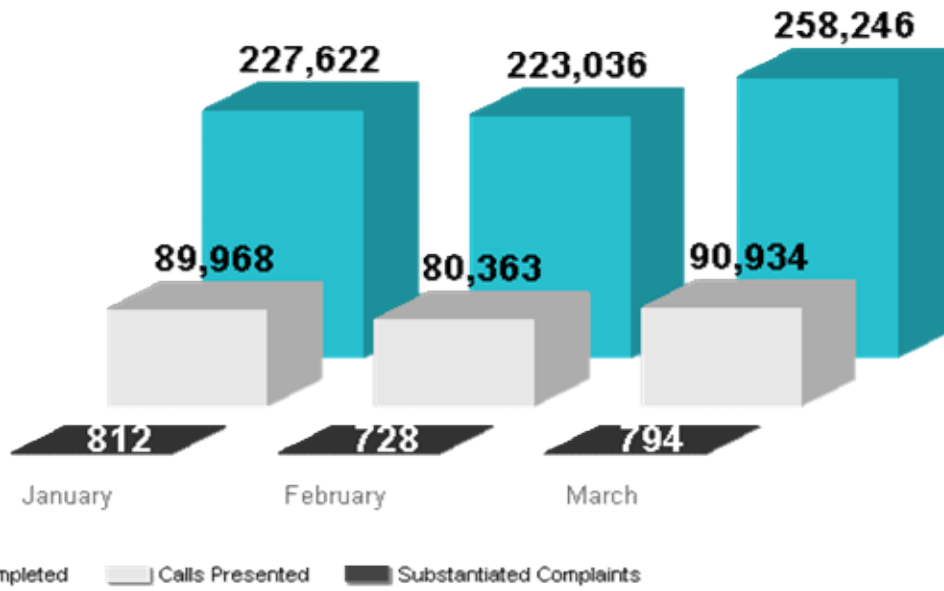
Adams	7	7	5
Ashland	0	3	2
Barron	1	3	5
Bayfield	0	2	1
Brown	23	17	13
Buffalo	0	1	0
Burnett	1	0	3
Calumet	0	0	0
Chippewa	2	2	10
Clark	2	0	1
Columbia	10	2	5
Crawford	2	3	0
Dane	53	57	63
Dodge	10	8	4
Door	1	1	3
Douglas	1	2	6
Dunn	3	0	3
Eau Claire	4	7	8
Florence	2	0	0
Fond Du Lac	9	7	5
Forest	0	0	0
Grant	8	2	5
Green	1	2	2
Green Lake	1	1	1
Iowa	2	0	0
Iron	0	0	2
Jackson	1	1	3
Jefferson	4	9	13
Juneau	3	6	2
Kenosha	25	26	32
Kewaunee	1	0	0
La Crosse	7	10	9
Lafayette	0	0	0
Langlade	1	1	1
Lincoln	3	4	2
Manitowoc	1	0	2
Marathon	9	7	9
Marinette	6	9	4
Marquette	4	4	0
Menominee	0	1	0
Milwaukee	388	323	332
Monroe	1	2	3
Oconto	1	2	1
Oneida	4	2	1
Outagamie	3	10	12
Ozaukee	2	7	4
Pepin	1	0	1
Pierce	5	5	12
Polk	0	5	4
Portage	3	2	3
Price	1	0	0
Racine	36	29	21
Richland	1	0	0
Rock	12	23	38
Rusk	1	0	0
Sauk	11	3	5
Sawyer	1	1	2
Shawano	7	4	3
Sheboygan	5	4	9
St Croix	1	3	5
Taylor	0	3	0
Trempealeau	1	1	2
Vernon	0	2	4
Vilas	4	2	2
Walworth	8	4	7
Washburn	3	1	5
Washington	7	5	7
Waukesha	45	28	36
Waupaca	10	7	5
Waushara	0	0	3
Winnebago	9	14	6
Wood	9	8	10

**Outside of Wisconsin Completed Trip Legs**

**Outside of Wisconsin Substantiated Complaints**

Illinois	103	83	99
Iowa	22	13	12
Michigan	43	28	22
Minnesota	427	407	548
Other	23	37	45

Illinois	0	0	1
Iowa	0	0	0
Michigan	2	3	0
Minnesota	0	1	1
Other (Including Non-Trip Related Grievances)	22	19	25



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	812	89,968	227,622
February	728	80,363	223,036
March	794	90,934	258,246

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