

MEMBERS		January	February	March	April	May
Enrollment	Eligible Members Enrolled	1,330,606	1,340,724	1,348,184	1,355,861	1,363,633
Members Served	Unique Members Utilizing Transport	18,939	19,477	20,844	20,837	20,715
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	17.1%	16.6%	19.2%	18.0%	18.0%
RESERVATION		January	February	March	April	May
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	283,360	262,973	300,082	288,719	292,006
Cancelled	Cancelled Trip Legs	44,307	33,079	33,656	37,947	39,633
Member No Show	Trips Where Member Does Not Use Scheduled Service	11,431	6,858	8,180	6,812	6,804
Denials	Number of Denied Trip Attempts	1,334	1,065	1,132	1,183	1,099
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	6,806	6,688	7,770	8,241	9,131
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	162,964	161,536	186,317	170,964	169,127
Completed Legs	Completed Trip Legs	227,622	223,036	258,246	243,960	245,569
Lodging (Cost)	Cost of Lodging Reimbursed	\$2,498.78	\$3,782.56	\$2,288.93	\$5,207.53	\$5,283.74
Lodging (Nights)	Number of Lodging Nights Reimbursed	84	103	78	106	124
Meals (Cost)	Cost of Meals Reimbursed	\$1,064.83	\$1,293.08	\$1,647.52	\$2,905.76	\$4,083.24
Meals (Reimbursed)	Number of Meals Reimbursed	82	88	110	214	242
TRANSPORT MODE		January	February	March	April	May
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	344	335	383	420	291
Ambulance - BLS	Vehicle Equipped with Basic Life Support	630	802	810	1,104	780
Ambulatory	Sedan, Van, Taxi	145,843	143,979	165,939	156,069	158,358
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	2,944	5,367	6,677	8,978	9,347
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	61,813	52,522	61,111	61,628	60,652
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	10,917	14,556	17,182	9,393	9,742
Stretcher	Vehicle Equipped to Transport Stretcher	413	525	653	601	625
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	45	14	23	54	64
Wheelchair	Vehicle Equipped to Transport Wheelchair	4,050	4,213	4,583	4,881	4,934
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	623	723	885	832	776
Completed Legs	Completed Trip Legs	227,622	223,036	258,246	243,960	245,569
CALL STATISTICS		January	February	March	April	May
Calls Presented	Total Number of Calls Presented	89,968	80,363	90,934	84,352	87,095
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	325	324	321	309	307
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	51	61	67	63	37
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	3.65%	4.21%	5.32%	5.06%	2.79%
QUALITY MANAGEMENT		January	February	March	April	May
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.64%	99.67%	99.69%	99.71%	99.69%
Agent Issue	Issue with Veyo Agent	22	15	17	14	17
Driver Issue	Issue with Driver	52	38	45	30	38
Early Arrival	Provider Arrived Early	8	21	13	16	5
Hold time	Issue with Speed of Answer	2	0	0	1	0
Late Pickup	Provider Arrived Late	134	125	125	138	134
Long Distance Trips	Issue with Distance of Trip	1	1	0	0	0
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	30	25	19	17	9
Provider No Show	Transportation Provider Did Not Arrive	429	377	461	385	450
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	73	58	48	31	24
Public Transit	Issue Related to Public Transit	1	2	2	0	5
Safety Concern	Issue Resulting from Safety Concern	8	12	17	14	14
Scheduling Error	Issue Resulting from Scheduling Issue	41	45	43	46	47
Technical Issue	Issue Resulting from Technical Issue	7	4	3	5	5
Vehicle Issue	Issue with Vehicle	2	5	1	5	4
Other	All Complaints not Accurately Captured in the Other Listed Categories	2	0	0	1	0
Total Substantiated Complaints	Total Number of Substantiated Complaints	812	728	794	703	752

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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 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	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 April May

Completed Legs	227,622	223,036	258,246	243,960	245,569
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,424	1,294	1,378	1,461	1,426
Ashland	657	643	846	786	891
Barron	1,994	1,868	2,299	2,105	2,146
Bayfield	264	194	300	259	286
Brown	11,042	10,714	12,325	11,939	12,196
Buffalo	212	189	186	216	211
Burnett	492	451	586	583	689
Calumet	493	492	617	607	635
Chippewa	1,800	1,520	1,814	1,614	1,774
Clark	401	352	422	460	487
Columbia	1,622	1,411	1,622	1,613	1,580
Crawford	366	361	408	386	316
Dane	27,639	24,839	28,457	28,257	28,682
Dodge	2,961	2,749	3,112	2,938	3,108
Door	335	320	407	366	405
Douglas	791	735	1,002	868	917
Dunn	947	917	1,259	1,208	1,369
Eau Claire	5,465	5,414	6,073	5,717	5,851
Florence	80	69	72	74	78
Fond Du Lac	4,263	4,206	5,028	4,523	4,534
Forest	213	172	204	207	257
Grant	867	900	986	898	943
Green	694	559	739	709	758
Green Lake	671	709	876	878	818
Iowa	340	332	303	421	358
Iron	30	61	71	89	73
Jackson	773	843	963	943	1,030
Jefferson	1,617	1,640	1,917	1,817	1,664
Juneau	1,192	1,148	1,316	1,514	1,562
Kenosha	4,057	4,076	4,565	4,603	5,021
Kewaunee	213	204	196	190	213
La Crosse	5,641	5,442	6,145	5,858	5,896
Lafayette	190	113	165	194	185
Langlade	640	604	684	676	613
Lincoln	477	446	483	481	479
Manitowoc	2,989	2,424	2,820	3,152	3,285
Marathon	6,749	6,202	6,971	6,261	6,475
Marinette	1,294	1,279	1,518	1,610	1,466
Marquette	933	836	981	1,008	959
Menominee	528	515	576	635	668
Milwaukee	73,130	76,597	87,750	78,332	77,663
Monroe	1,293	1,441	1,712	1,598	1,479
Oconto	846	809	932	987	865
Oneida	1,141	1,135	1,356	1,495	1,481
Outagamie	5,178	5,320	5,869	6,058	6,020
Ozaukee	930	983	1,177	1,108	1,206
Pepin	166	178	222	178	193
Pierce	280	315	409	362	410
Polk	937	936	1,180	1,101	1,198
Portage	1,843	1,799	2,165	1,974	1,974
Price	363	324	458	374	368
Racine	6,610	6,076	7,137	6,724	6,734
Richland	232	223	235	234	272
Rock	7,474	7,096	7,878	7,765	7,455
Rusk	460	417	487	439	450
Sauk	2,276	2,139	2,656	2,523	2,476
Sawyer	1,071	1,031	1,332	1,183	1,175
Shawano	1,546	1,343	1,511	1,430	1,576
Sheboygan	3,379	3,328	3,880	3,965	3,984
St Croix	808	725	917	973	1,093
Taylor	637	603	727	665	710
Trempealeau	302	368	357	297	276
Vernon	621	536	611	606	611
Vilas	327	283	366	408	439
Walworth	1,701	1,691	2,247	2,118	2,095
Washburn	455	455	556	512	566
Washington	2,487	2,305	2,850	2,559	2,389
Waukesha	6,969	6,803	7,959	7,784	7,703
Waupaca	1,600	1,626	1,873	1,707	1,828
Waushara	773	748	948	918	911
Winnebago	4,927	4,753	5,760	5,496	5,544
Wood	2,886	2,839	3,311	3,214	3,382

Outside of Wisconsin Completed Trip Legs

Illinois	103	83	99	118	92
Iowa	22	13	12	12	13
Michigan	43	28	22	42	49
Minnesota	427	407	548	539	586
Other	23	37	45	38	9

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Wisconsin Substantiated Complaints January February March April May

Substantiated Complaints	812	728	794	703	752
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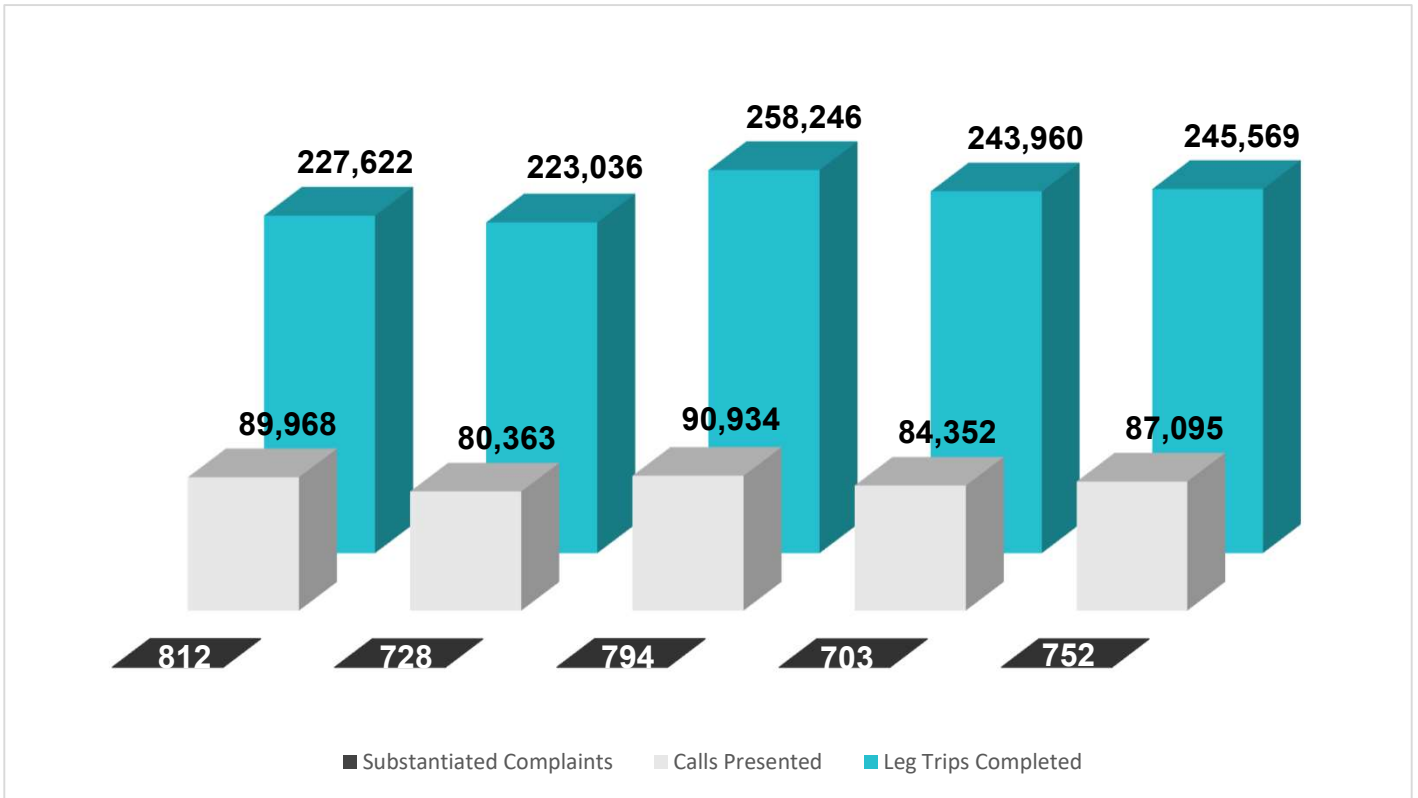
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	7	7	5	3	1
Ashland	0	3	2	0	3
Barron	1	3	5	3	6
Bayfield	0	2	1	0	0
Brown	23	17	13	29	28
Buffalo	0	1	0	0	0
Burnett	1	0	3	2	3
Calumet	0	0	0	1	0
Chippewa	2	2	10	1	3
Clark	2	0	1	2	5
Columbia	10	2	5	3	1
Crawford	2	3	0	0	0
Dane	53	57	63	52	70
Dodge	10	8	4	3	4
Door	1	1	3	1	2
Douglas	1	2	6	11	3
Dunn	3	0	3	6	4
Eau Claire	4	7	8	3	3
Florence	2	0	0	0	0
Fond Du Lac	9	7	5	14	2
Forest	0	0	0	0	2
Grant	8	2	5	1	4
Green	1	2	2	3	4
Green Lake	1	1	1	4	0
Iowa	2	0	0	0	1
Iron	0	0	2	1	2
Jackson	1	1	3	1	1
Jefferson	4	9	13	8	10
Juneau	3	6	2	2	1
Kenosha	25	26	32	32	30
Kewaunee	1	0	0	1	2
La Crosse	7	10	9	1	1
Lafayette	0	0	0	0	0
Langlade	1	1	1	0	0
Lincoln	3	4	2	2	2
Manitowoc	1	0	2	4	2
Marathon	9	7	9	6	6
Marinette	6	9	4	1	4
Marquette	4	4	0	2	1
Menominee	0	1	0	1	0
Milwaukee	388	323	332	293	343
Monroe	1	2	3	1	0
Oconto	1	2	1	1	2
Oneida	4	2	1	3	1
Outagamie	3	10	12	9	21
Ozaukee	2	7	4	2	1
Pepin	1	0	1	0	0
Pierce	5	5	12	1	2
Polk	0	5	4	2	3
Portage	3	2	3	3	2
Price	1	0	0	1	0
Racine	36	29	21	36	30
Richland	1	0	0	0	0
Rock	12	23	38	25	28
Rusk	1	0	0	2	1
Sauk	11	3	5	4	5
Sawyer	1	1	2	3	3
Shawano	7	4	3	4	3
Sheboygan	5	4	9	2	6
St Croix	1	3	5	3	0
Taylor	0	3	0	2	0
Trempealeau	1	1	2	0	0
Vernon	0	2	4	0	1
Vilas	4	2	2	1	1
Walworth	8	4	7	9	9
Washburn	3	1	5	1	2
Washington	7	5	7	1	5
Waukesha	45	28	36	20	23
Waupaca	10	7	5	6	7
Waushara	0	0	3	3	2
Winnebago	9	14	6	18	8
Wood	9	8	10	11	8

Outside of Wisconsin Substantiated Complaints

Illinois	0	0	1	0	0
Iowa	0	0	0	0	0
Michigan	2	3	0	1	1
Minnesota	0	1	1	4	1
Other (Including Non-Trip Related Grievances)	22	19	25	27	22



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
April	703	84,352	243,960
May	752	87,095	245,569

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