

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

Enrollment	<i>Eligible Members Enrolled</i>	1,428,529	1,437,460	1,430,078	1,447,440	1,458,028
Members Served	<i>Unique Members Utilizing Transport</i>	24,036	22,996	24,407	23,175	23,462
Utilization Rate	<i>Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)</i>	19.5%	17.7%	20.5%	18.7%	19.5%

RESERVATION

January February March April May

Reservations Scheduled	<i>All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs</i>	333,627	308,479	349,036	316,502	335,252
Cancelled	<i>Cancelled Trip Legs</i>	45,377	45,745	45,951	37,761	39,746
Member No Show	<i>Trips Where Member Does Not Use Scheduled Service</i>	9,204	8,521	9,746	8,539	11,319
Denials	<i>Number of Denied Trip Attempts</i>	2,508	2,588	2,982	2,774	3,626
Same Day Trip Legs	<i>Completed Trip Legs with less than 24 hour Notice</i>	10,750	9,279	10,572	9,380	9,558
Standing Order Trip Legs	<i>Completed Trip Legs Associated with a Recurring Appointment</i>	189,703	175,868	202,304	191,317	201,731
Completed Legs	<i>Completed Trip Legs</i>	279,046	254,213	293,339	270,202	284,187

Lodging (Cost)	<i>Cost of Lodging Reimbursed</i>	\$10,614.22	\$9,297.08	\$12,834.93	\$11,031.53	\$8,774.72
Lodging (Nights)	<i>Number of Lodging Nights Reimbursed</i>	232	193	224	175	161
Meals (Cost)	<i>Cost of Meals Reimbursed</i>	\$2,528.54	\$2,621.10	\$2,850.79	\$2,141.03	\$1,672.02
Meals (Reimbursed)	<i>Number of Meals Reimbursed</i>	157	160	166	114	81

TRANSPORT MODE

January February March April May

Ambulance - ALS	<i>Vehicle Equipped with Advanced Life Support</i>	251	265	274	234	255
Ambulance - BLS	<i>Vehicle Equipped with Basic Life Support</i>	826	755	834	748	783
Ambulatory	<i>Sedan, Van, Taxi</i>	180,982	165,615	192,259	177,907	193,428
Completed By Owner Operator	<i>Completed Trips by Owner Operator (Including Volunteer Driver Trips)</i>	14,765	13,757	15,658	15,384	18,092
Mileage Reimbursement	<i>Member Self-Located Suitable Transportation and Received Mileage Reimbursement</i>	69,491	61,771	69,069	59,717	53,632
Public Transit	<i>System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)</i>	5,285	5,279	7,510	9,073	10,071
Stretcher	<i>Vehicle Equipped to Transport Stretcher</i>	533	491	602	532	694
Bariatric Stretcher	<i>Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements</i>	75	80	78	104	128
Wheelchair	<i>Vehicle Equipped to Transport Wheelchair</i>	5,916	5,360	6,173	5,782	6,271
Bariatric Wheelchair	<i>Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements</i>	922	840	882	721	833
Completed Legs	<i>Completed Trip Legs</i>	279,046	254,213	293,339	270,202	284,187

CALL STATISTICS

January February March April May

Calls Presented	<i>Total Number of Calls Presented</i>	106,481	94,910	104,297	89,305	96,874
Average Handle Time (seconds)	<i>Average Time to Handle Complete Call from Live Response to Call End</i>	278	297	290	291	296
Average Speed of Answer (seconds)	<i>Difference in Time from Caller Entering Queue and Receiving Live Response</i>	22	13	19	20	33
Abandonment Rate (%)	<i>Percentage of Calls Abandoned Prior to Live Response</i>	1.41%	0.48%	0.95%	0.91%	1.41%

QUALITY MANAGEMENT

January February March April May

Complaint Free Percentage	<i>Substantiated Complaints Compared to Completed Trips</i>	99.77%	99.76%	99.76%	99.78%	99.77%
Agent Issue	<i>Issue with Veyo Agent</i>	23	10	29	17	26
Driver Issue	<i>Issue with Driver</i>	42	50	51	42	58
Early Arrival	<i>Provider Arrived Early</i>	11	4	11	14	17
Hold time	<i>Issue with Speed of Answer</i>	1	0	0	2	1
Late Pickup	<i>Provider Arrived Late</i>	145	144	169	160	186
Mileage Reimbursement	<i>Issue Related to Mileage Reimbursement Claim / Process</i>	14	21	14	6	5
Provider No Show	<i>Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	298	260	319	274	272
Moving Violation	<i>Issue Related to Moving Violation</i>	2	0	0	0	0
No vehicle available or unsuccessful trip	<i>Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	30	35	25	25	9
Safety Concern	<i>Issue Resulting from Safety Concern</i>	9	16	14	11	11
Scheduling Error	<i>Issue Resulting from Scheduling Issue</i>	51	53	51	40	55
Technical Issue	<i>Issue Resulting from Technical Issue</i>	6	4	2	10	6
Vehicle Issue	<i>Issue with Vehicle</i>	4	0	8	0	4
Public Transit	<i>Issue Related to Public Transit</i>	0	4	0	1	0
Other	<i>All Complaints not Accurately Captured in the Other Listed Categories</i>	0	0	0	0	5
Total Substantiated Complaints	<i>Total Number of Substantiated Complaints</i>	636	601	693	602	655

Wisconsin Completed Trip Legs

January

February

March

April

May

Completed Legs	279,046	254,213	293,339	270,202	284,187
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,457	1,313	1,464	1,332	1,367
Ashland	828	819	868	735	806
Barron	2,074	1,801	2,253	1,894	2,076
Bayfield	468	396	548	400	405
Brown	13,993	12,711	14,229	13,456	14,190
Buffalo	219	204	260	244	233
Burnett	590	506	683	610	769
Calumet	622	571	719	683	640
Chippewa	2,099	1,859	2,166	1,768	1,775
Clark	687	637	695	648	702
Columbia	1,699	1,508	1,768	1,507	1,714
Crawford	418	355	451	400	340
Dane	32,614	28,793	32,328	30,596	30,953
Dodge	3,362	3,139	3,466	3,152	3,117
Door	400	356	481	452	496
Douglas	1,048	927	1,169	1,160	1,221
Dunn	1,337	1,130	1,331	1,111	1,220
Eau Claire	6,680	6,011	7,052	6,159	6,653
Florence	136	120	145	139	116
Fond Du Lac	5,716	5,399	6,111	5,474	5,532
Forest	317	321	331	302	363
Grant	1,150	980	1,158	986	981
Green	653	593	553	527	540
Green Lake	951	847	1,051	963	900
Iowa	572	535	533	532	544
Iron	148	110	119	73	48
Jackson	1,122	1,021	1,257	1,044	1,052
Jefferson	1,999	1,801	2,121	2,009	2,098
Juneau	1,656	1,433	1,660	1,350	1,390
Kenosha	5,855	5,438	6,385	5,852	6,341
Kewaunee	304	263	337	274	316
La Crosse	7,190	6,833	7,536	6,503	6,571
Lafayette	247	208	272	207	237
Langlade	618	480	588	554	625
Lincoln	617	511	650	603	603
Manitowoc	4,027	3,712	4,144	3,851	3,939
Marathon	7,048	6,223	7,420	6,874	6,955
Marinette	1,669	1,554	1,788	1,663	1,561
Marquette	1,105	965	1,000	919	956
Menominee	632	568	711	775	853
Milwaukee	86,221	79,752	91,892	87,013	93,909
Monroe	1,818	1,672	1,849	1,593	1,645
Oconto	1,139	952	1,138	1,091	1,119
Oneida	1,864	1,768	2,111	1,912	1,785
Outagamie	6,255	5,652	6,818	6,269	6,881
Ozaukee	1,659	1,517	1,759	1,470	1,660
Pepin	168	166	231	202	204
Pierce	408	381	470	400	363
Polk	1,212	1,120	1,346	1,220	1,445
Portage	1,852	1,675	1,943	1,720	1,728
Price	451	405	430	310	337
Racine	8,307	7,300	8,375	7,650	7,963
Richland	277	219	285	274	300
Rock	9,050	8,413	9,677	9,110	9,414
Rusk	600	497	632	575	574
Sauk	2,853	2,499	2,755	2,505	2,683
Sawyer	918	822	1,113	1,035	1,048
Shawano	1,879	1,702	1,978	1,721	1,763
Sheboygan	5,800	5,111	5,801	5,320	5,752
St Croix	1,059	1,010	1,273	1,118	1,123
Taylor	650	662	720	511	525
Trempealeau	495	429	500	551	608
Vernon	659	550	666	579	658
Vilas	584	520	567	537	548

Walworth	2,292	2,096	2,436	2,196	2,385
Washburn	617	503	636	512	583
Washington	3,277	3,028	3,716	3,256	3,266
Waukesha	8,961	8,379	9,780	9,158	9,562
Waupaca	1,814	1,627	2,051	1,583	1,557
Waushara	947	777	970	837	784
Winnebago	6,208	5,932	6,873	6,042	6,351
Wood	3,366	3,182	3,658	3,220	3,517

Outside of Wisconsin Completed Trip Legs

Illinois	196	173	172	128	142
Iowa	18	16	57	40	43
Michigan	86	59	58	67	41
Minnesota	735	662	761	676	699
Other	24	34	41	20	24

Last Updated 6/30/2023

Wisconsin Substantiated Complaints

January February March April May

Substantiated Complaints	636	601	693	602	655
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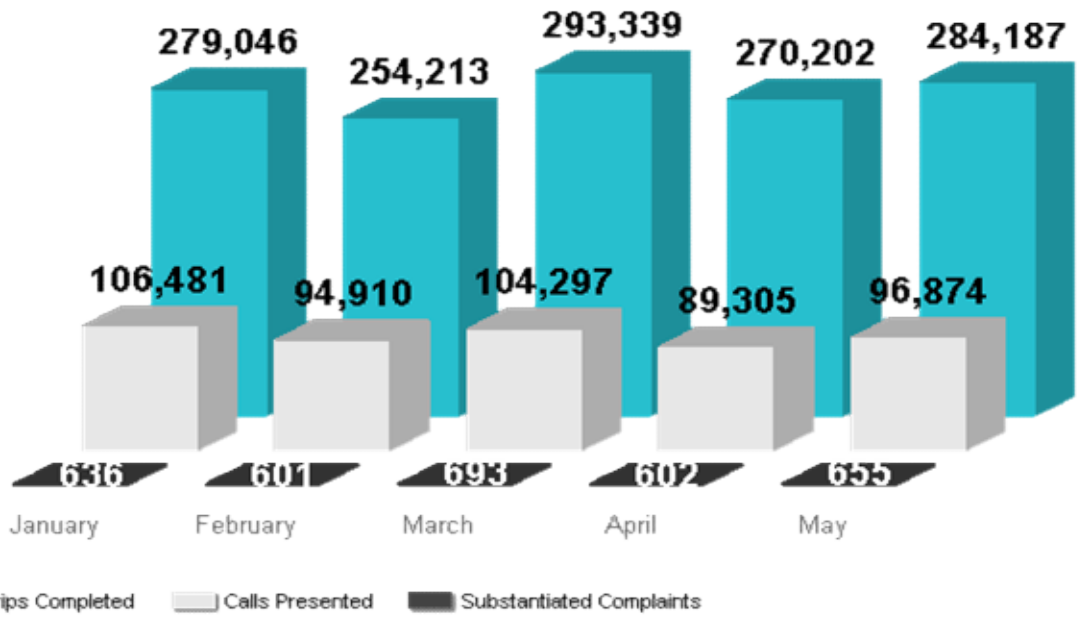
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	1	2	2	2	3
Ashland	0	0	2	2	2
Barron	4	4	3	2	2
Bayfield	2	3	2	1	2
Brown	22	18	24	29	28
Buffalo	1	0	1	0	0
Burnett	0	0	0	1	0
Calumet	3	4	3	3	2
Chippewa	1	2	4	0	4
Clark	3	2	3	0	2
Columbia	3	1	2	5	3
Crawford	0	2	0	0	0
Dane	73	58	49	57	69
Dodge	4	4	4	4	7
Door	1	0	1	0	1
Douglas	4	1	0	1	1
Dunn	1	3	4	7	7
Eau Claire	8	8	7	12	11
Florence	1	0	3	0	2
Fond Du Lac	9	12	10	6	10
Forest	0	0	0	1	0
Grant	1	2	2	1	2
Green	6	0	4	1	0
Green Lake	2	4	1	0	1
Iowa	0	2	1	2	0
Iron	0	0	0	1	0
Jackson	2	3	8	5	1
Jefferson	6	7	6	6	5
Juneau	0	2	4	2	1
Kenosha	14	12	16	14	17
Kewaunee	0	0	0	0	1
La Crosse	3	5	1	3	14
Lafayette	1	1	2	1	0
Langlade	3	1	1	0	1
Lincoln	0	0	0	1	1
Manitowoc	4	10	4	0	3
Marathon	8	5	10	9	7
Marinette	2	3	2	2	2
Marquette	0	0	0	3	1
Menominee	1	0	0	0	0
Milwaukee	246	229	305	250	249
Monroe	0	2	1	0	6
Oconto	1	2	2	1	3
Oneida	3	2	2	3	3
Outagamie	12	13	22	16	9
Ozaukee	5	0	5	6	5
Pepin	0	1	1	2	0
Pierce	0	2	4	1	1
Polk	0	3	3	0	0
Portage	2	3	2	1	3
Price	1	2	2	1	0
Racine	27	18	34	14	24
Richland	2	0	0	2	0
Rock	24	23	16	19	29
Rusk	0	0	0	0	2
Sauk	7	15	4	5	5
Sawyer	3	0	0	2	0
Shawano	9	2	0	2	6
Sheboygan	8	8	2	1	7
St Croix	1	3	2	2	3
Taylor	0	2	3	4	1
Trempealeau	1	1	3	5	1
Vernon	0	2	0	0	1
Vilas	3	2	0	0	0
Walworth	4	5	2	7	2
Washburn	0	2	2	1	1
Washington	5	4	6	3	5
Waukesha	28	24	35	29	22
Waupaca	1	3	3	1	1
Waushara	4	4	3	1	2
Winnebago	18	16	16	22	20
Wood	3	3	7	4	4

Outside of Wisconsin Substantiated Complaints

Illinois	2	0	0	0	0
Iowa	0	0	0	0	0
Michigan	0	0	0	1	0
Minnesota	3	4	0	1	2
Other	19	20	20	11	25



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	636	106,481	279,046
February	601	94,910	254,213
March	693	104,297	293,339
April	602	89,305	270,202
May	655	96,874	284,187

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