



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	August	September	October	November
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	1,327,152	1,299,139	1,280,654	1,266,589
Members Served Unique Members Utilizing Transport	24,405	23,439	25,000	24,020	24,976	24,362	23,463	24,924	23,820	24,635	23,633
Utilization Rate Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	19.7%	17.9%	21.0%	19.4%	20.9%	21.0%	21.4%	23.0%	21.4%	22.9%	21.5%

RESERVATION	January	February	March	April	May	June	July	August	September	October	November
Reservations Scheduled All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	336,671	312,158	355,902	327,352	356,389	342,495	325,911	350,007	322,387	340,117	315,596
Cancelled Cancelled Trip Legs	45,374	45,731	45,957	37,759	39,774	35,626	30,321	31,941	32,098	34,956	32,154
Member No Show Trips Where Member Does Not Use Scheduled Service	9,266	8,526	9,740	8,541	11,516	13,023	11,085	12,409	11,716	11,936	11,420
Denials Number of Denied Trip Attempts	2,508	2,588	2,982	2,774	3,626	2,544	2,093	2,643	2,405	3,070	2,836
Same Day Trip Legs Completed Trip Legs with less than 24 hour Notice	11,421	9,930	11,624	10,827	12,383	11,638	10,986	11,221	10,467	11,087	10,125
Standing Order Trip Legs Completed Trip Legs Associated with a Recurring Appointment	190,741	177,177	205,327	196,846	212,858	206,524	203,900	211,772	195,754	203,456	189,034
Completed Legs Completed Trip Legs	282,091	257,901	300,196	281,052	305,297	293,846	284,505	305,657	278,571	293,225	272,022

Lodging (Cost) Cost of Lodging Reimbursed	\$11,103.93	\$9,892.49	\$13,943.70	\$13,091.38	\$14,740.73	\$28,097.31	\$22,324.24	\$23,108.06	\$10,732.51	\$10,595.91	\$10,197.39
Lodging (Nights) Number of Lodging Nights Reimbursed	241	206	261	228	386	518	487	524	238	185	227
Meals (Cost) Cost of Meals Reimbursed	\$2,659.73	\$3,153.53	\$3,290.39	\$4,003.70	\$6,413.00	\$6,917.32	\$6,415.86	\$6,351.05	\$3,506.90	\$5,386.59	\$5,466.70
Meals (Reimbursed) Number of Meals Reimbursed	165	194	197	220	361	357	353	287	178	290	274

TRANSPORT MODE	January	February	March	April	May	June	July	August	September	October	November
Ambulance - ALS Vehicle Equipped with Advanced Life Support	353	265	275	236	276	275	234	216	215	207	165
Ambulance - BLS Vehicle Equipped with Basic Life Support	828	754	844	763	873	819	770	791	747	795	698
Ambulatory Sedan, Van, Taxi	181,038	165,756	192,344	177,999	193,652	185,424	177,477	189,691	175,545	188,681	180,199
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	21,411	19,301	21,770	21,895
Mileage Reimbursement Member Self-Located Suitable Transportation and Received Mileage Reimbursement	72,476	65,309	75,830	70,458	74,403	71,572	69,018	71,626	63,344	62,622	53,918
Public Transit System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Routes)	5,285	5,279	7,510	9,073	10,071	10,366	11,471	14,290	12,390	11,670	7,756
Stretcher Vehicle Equipped to Transport Stretcher	333	491	602	532	695	667	529	520	487	522	518
Bariatric Stretcher Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	75	80	76	104	128	127	167	166	167	198	166
Wheelchair Vehicle Equipped to Transport Wheelchair	5,916	5,360	6,173	5,782	6,272	6,139	5,554	6,100	5,570	5,924	5,897
Bariatric Wheelchair Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	922	840	882	721	833	818	775	846	805	833	900
Completed Legs Completed Trip Legs	282,091	257,901	300,196	281,052	305,297	293,846	284,505	305,657	278,571	293,225	272,022

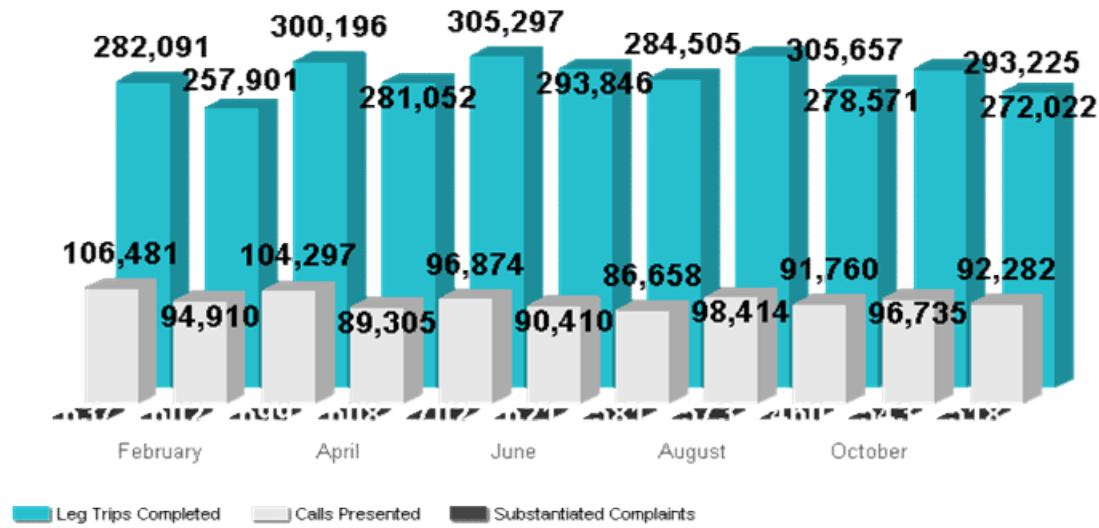
CALL STATISTICS	January	February	March	April	May	June	July	August	September	October	November
Calls Presented Total Number of Calls Presented	106,481	94,910	104,297	89,305	96,874	90,410	86,658	98,414	91,760	96,735	92,282
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End	278	297	290	291	296	302	313	306	310	311	304
Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response	22	13	19	20	33	31	21	23	85	46	35
Abandonment Rate (%) Percentage of Calls Abandoned Prior to Live Response	1.41%	0.48%	0.95%	0.91%	1.41%	1.51%	1.07%	1.24%	3.73%	1.86%	1.46%

QUALITY MANAGEMENT	January	February	March	April	May	June	July	August	September	October	November
Complaint Free Percentage Substantiated Complaints Compared to Completed Trips	99.77%	99.77%	99.77%	99.78%	99.77%	99.79%	99.80%	99.81%	99.83%	99.81%	99.81%
Early Arrival Provider Arrived Early	11	4	11	14	18	10	14	20	5	5	16
Public Transit Issue Related to Public Transit	0	4	0	1	0	4	3	0	1	2	0
Provider No Show Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	298	260	319	275	287	258	209	229	185	236	211
Driver Issue Issue with Driver	42	49	51	42	75	106	102	87	64	95	88
Vehicle Issue Issue with Vehicle	4	0	8	0	5	5	5	7	6	6	4
Technical Issue Issue Resulting from Technical Issue	6	4	2	10	6	6	5	6	1	1	1
Mileage Reimbursement Issue Related to Mileage Reimbursement Claim / Process	14	23	16	10	15	14	20	12	8	6	5
Late Pickup Provider Arrived Late	145	144	169	160	190	118	143	128	107	105	97
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	17	14	13	23
Moving Violation Issue Related to Moving Violation	2	0	0	0	0	2	1	0	1	1	0
Safety Concern Issue Resulting from Safety Concern	9	16	14	12	12	10	12	12	8	14	13
Hold time Issue with Speed of Answer	1	0	0	2	1	0	0	0	5	0	3
Long Distance Trips Issue with Distance of Trip	0	0	0	0	0	0	0	0	1	0	0
Scheduling Error Issue Resulting from Scheduling Issue	52	53	54	40	57	61	34	36	31	37	42
Agent Issue Issue with Veyo Agent	23	10	30	17	27	17	21	19	21	20	12
Other All Complaints not Accurately Captured in the Other Listed Categories	0	0	0	0	0	0	0	0	2	2	3
Total Substantiated Complaints Total Number of Substantiated Complaints	637	602	699	608	702	621	581	573	460	543	518

Last Updated 1/17/2024

Wisconsin Completed Trip Legs	January	February	March	April	May	June	July	August	September	October	November
Completed Legs	282,091	287,901	300,196	281,052	308,297	293,846	284,665	305,657	278,571	293,225	272,022
County Statistics											
Total Number of Completed Trip Legs by County of Trip Origination											
Adams	1,469	1,331	1,485	1,431	1,614	1,465	1,524	1,565	1,432	1,548	1,458
Ashland	848	856	1,012	819	945	923	893	874	825	768	712
Barron	2,102	1,831	2,301	1,987	2,331	2,080	1,987	2,222	2,029	2,346	1,969
Bayfield	406	416	470	470	545	499	414	442	407	407	407
Brown	14,306	13,013	14,770	14,056	15,341	14,983	14,767	15,500	14,086	14,955	14,105
Buffalo	219	204	270	290	333	409	385	370	369	374	324
Burnett	596	511	694	630	613	686	625	704	692	810	671
Calumet	646	601	762	763	743	867	737	713	689	729	657
Chippewa	2,134	1,903	2,247	1,941	2,051	2,063	1,907	1,998	1,742	1,736	1,491
Clark	706	663	751	745	784	736	728	767	711	780	700
Columbia	1,733	1,551	1,856	1,791	1,783	1,698	1,698	1,748	1,671	1,618	1,629
Crawford	443	364	475	446	452	460	456	473	373	397	408
Dane	32,870	29,168	33,116	31,921	33,938	32,359	32,134	34,525	31,963	33,109	30,687
Dodge	3,427	3,195	3,630	3,348	3,560	3,371	3,452	3,752	3,399	3,394	2,971
Door	406	358	523	496	599	524	419	459	440	494	478
Douglas	1,048	934	1,198	1,189	1,230	1,105	1,098	1,205	1,020	1,022	971
Duane	1,371	1,180	1,304	1,207	1,380	1,215	1,150	1,323	1,368	1,531	1,431
Eau Claire	6,729	6,074	7,199	6,495	7,191	6,791	6,645	6,960	6,433	6,749	6,022
Florence	140	121	157	147	126	123	121	118	162	156	141
Fond Du Lac	5,787	5,454	6,275	5,836	5,843	5,362	5,307	5,513	5,248	5,279	5,165
Forest	323	336	426	314	405	316	281	323	265	268	281
Grant	1,173	1,001	1,191	1,041	1,083	1,124	968	1,050	963	1,047	982
Green	662	601	575	545	577	563	584	573	508	589	574
Green Lake	956	860	1,072	990	991	913	907	905	867	898	804
Iowa	578	547	574	542	588	565	548	573	547	560	520
Iron	150	113	124	78	70	98	98	114	129	122	70
Jackson	1,131	1,034	1,278	1,076	1,153	1,158	1,111	1,117	960	1,133	1,118
Jefferson	2,011	1,819	2,223	2,114	2,241	2,229	2,108	2,197	1,977	1,966	1,854
Juniata	670	1,445	1,698	1,408	1,525	1,508	1,498	1,558	1,469	1,514	1,430
Kenosha	5,931	5,524	6,588	6,171	6,890	6,815	6,983	7,055	6,524	7,040	6,231
Kewaunee	307	264	339	279	359	396	334	378	304	350	322
La Crosse	7,234	6,877	7,635	6,761	7,220	7,319	7,237	7,483	6,721	6,733	6,404
Lafayette	252	219	303	257	303	296	256	271	264	294	246
Lancaster	625	488	603	599	784	732	633	712	659	698	677
Lincoln	617	528	695	654	711	695	578	682	603	646	538
Manitowoc	4,078	3,760	4,219	4,023	4,263	4,294	4,084	4,210	3,892	3,734	3,454
Marathon	7,191	6,523	7,985	7,498	7,987	7,911	7,462	7,798	7,425	7,774	7,230
Marquette	1,708	1,560	1,836	1,787	1,767	1,750	1,652	1,820	1,679	1,638	1,520
Marquette	1,111	976	1,015	944	1,017	1,085	1,098	1,206	989	1,038	1,036
Menominee	632	568	727	621	609	600	623	768	715	738	653
Milwaukee	86,549	80,259	92,557	88,205	96,340	93,789	91,102	99,398	89,895	95,687	89,449
Monroe	1,852	1,693	1,884	1,837	1,824	1,716	1,866	1,955	1,717	1,862	1,696
Oconto	1,172	995	1,187	1,144	1,269	1,208	1,141	1,148	1,053	1,123	962
Oneida	1,886	1,784	2,180	2,024	1,988	1,740	1,407	1,496	1,356	1,314	1,414
Outagamie	6,379	5,776	7,043	6,630	7,512	6,883	6,719	7,264	6,640	7,221	7,204
Ozaukee	1,866	1,532	1,798	1,536	1,930	1,785	1,673	1,820	1,616	1,746	1,587
Papin	178	174	237	211	243	231	228	228	219	183	175
Pierce	416	386	473	412	413	374	388	414	325	419	364
Polk	1,219	1,125	1,363	1,285	1,528	1,276	1,188	1,411	1,361	1,496	1,389
Portage	1,888	1,719	2,038	1,858	1,978	1,959	1,853	2,173	1,952	1,831	1,721
Price	456	420	496	350	433	414	412	473	403	423	348
Racine	8,406	7,423	8,602	7,982	8,646	8,469	8,163	9,312	8,577	8,976	8,802
Richland	285	224	299	287	318	281	278	325	280	298	248
Rock	9,162	8,516	9,836	9,332	9,826	9,340	9,338	9,575	9,007	9,573	8,879
Rusk	621	529	641	602	642	676	565	593	534	576	558
Sauk	2,896	2,561	2,843	2,709	2,981	2,721	2,439	2,581	2,399	2,422	2,364
Sawyer	969	850	1,164	1,146	1,189	1,041	953	1,039	970	1,031	905
Shawano	1,698	1,743	2,053	1,849	1,994	1,778	1,725	1,907	1,760	1,800	1,548
Sheboygan	5,831	5,177	5,881	5,498	6,277	6,209	5,815	6,210	5,519	5,645	5,117
St Croix	1,067	1,015	1,312	1,147	1,224	1,100	1,001	1,127	1,117	1,211	975
Taylor	654	669	737	544	588	656	565	638	650	638	538
Trempealeau	501	437	508	599	674	554	521	580	578	554	496
Vernon	660	550	668	593	711	792	768	894	796	816	721
Vilas	584	523	591	600	617	555	524	514	449	488	452
Walworth	2,365	2,186	2,598	2,375	2,677	2,665	2,505	2,619	2,250	2,424	2,069
Washburn	646	542	686	588	690	618	603	681	645	605	523
Washington	3,322	3,003	3,797	3,403	3,566	3,359	3,225	3,449	3,126	3,317	3,176
Waukesha	9,084	8,480	9,978	9,530	10,293	9,888	9,153	10,071	8,729	8,980	8,414
Waupaca	1,829	1,668	2,100	1,708	1,817	1,785	1,805	2,111	1,902	1,896	1,754
Waushara	966	806	1,008	901	896	870	870	910	814	816	668
Winnebago	6,360	6,053	7,022	6,344	6,993	6,244	6,264	6,798	6,466	6,950	6,311
Wood	3,425	3,259	3,776	3,406	3,794	3,426	3,127	3,215	2,733	2,915	2,799
Outside of Wisconsin Completed Trip Legs											
Illinois	199	177	186	145	160	178	131	128	88	103	111
Iowa	18	17	65	46	46	46	41	46	53	54	40
Michigan	96	74	88	80	66	78	51	70	62	70	36
Minnesota	753	680	794	739	815	731	647	819	824	896	796
Other	24	36	42	20	21	19	19	22	10	14	16

Wisconsin Substantiated Complaints	January	February	March	April	May	June	July	August	September	October	November
Substantiated Complaints	637	602	699	608	702	621	581	573	460	543	518
County Statistics											
Total Number of Substantiated Complaints Reported by County of Trip Origination											
Adams	1	2	2	2	5	3	5	0	1	4	0
Ashland	0	0	2	2	2	1	5	1	1	0	0
Baton	4	4	3	2	2	4	5	2	2	1	2
Bayfield	2	3	2	1	3	1	3	1	5	0	3
Brown	22	18	24	29	32	18	19	16	6	17	20
Buffalo	1	0	1	0	0	0	0	0	0	0	0
Burnett	0	0	0	1	0	1	1	3	0	0	2
Calumet	3	4	3	3	2	1	1	2	0	1	3
Chippewa	1	2	4	2	5	3	8	1	8	6	2
Clark	3	2	3	0	2	2	1	3	0	2	1
Columbia	3	1	2	5	4	4	2	3	8	10	3
Crawford	0	2	0	0	0	0	1	1	1	1	1
Dane	73	58	50	57	74	70	55	49	47	68	42
Dodge	4	4	4	4	7	5	5	6	6	6	2
Door	1	0	1	0	1	2	3	1	1	2	0
Douglas	4	1	0	1	2	4	2	1	2	0	1
Dunn	1	3	4	7	7	2	1	0	2	2	1
Eau Claire	8	8	8	12	11	11	9	4	4	3	6
Florence	1	0	3	1	2	0	0	4	1	0	0
Front Du Lac	9	12	10	6	10	2	3	4	3	6	7
Forest	0	0	0	1	0	2	0	0	1	1	2
Grant	1	2	2	1	1	0	1	2	2	1	2
Green	6	0	4	1	0	0	1	2	0	0	2
Green Lake	2	4	2	0	2	1	0	0	0	0	0
Iowa	0	2	1	2	0	1	0	1	2	1	0
Iron	0	0	0	1	0	0	0	0	1	0	1
Jackson	2	3	8	5	2	4	2	1	2	2	1
Jefferson	6	7	6	6	7	1	6	4	4	6	6
Juneau	0	2	4	2	2	3	2	4	0	2	1
Kenosha	14	12	16	14	19	20	25	15	9	15	18
Kewaunee	0	0	0	0	1	1	0	0	0	1	0
La Crosse	3	5	1	3	14	8	2	4	5	2	8
Lafayette	1	1	2	1	0	2	1	0	0	0	0
Lansdale	3	1	1	0	2	1	5	1	2	3	0
Lincoln	0	0	0	1	1	2	1	1	1	3	1
Manitowish	4	10	4	0	4	3	2	2	6	7	0
Marathon	8	5	10	9	8	2	15	12	5	5	7
Marquette	2	3	3	2	2	2	3	2	4	3	0
Marquette	0	0	0	3	1	1	1	4	0	1	4
Menominee	1	0	0	0	0	0	1	0	0	0	0
Milwaukee	246	229	305	252	263	249	222	223	176	200	196
Monroe	0	2	1	0	7	3	9	7	1	1	2
Oconto	1	2	2	1	3	1	0	5	3	0	1
Oneida	3	2	2	3	3	2	2	3	4	5	1
Outagamie	12	14	22	16	9	11	12	6	5	13	12
Ozaukee	5	0	5	6	5	2	5	6	5	3	2
Peplin	0	1	1	2	0	0	0	0	2	1	0
Pierce	0	2	4	1	1	3	1	1	1	3	0
Polk	0	3	3	0	1	2	5	1	3	0	1
Portage	2	3	2	1	3	3	2	1	3	7	4
Pribe	1	2	3	1	0	1	1	1	1	0	1
Racine	27	18	34	14	27	25	12	24	18	21	24
Richland	2	0	0	2	0	2	0	2	1	1	0
Rock	24	22	16	19	30	20	21	23	17	15	11
Rusk	0	0	0	0	2	2	0	1	0	1	0
Sauk	7	15	4	5	5	7	0	5	4	6	4
Sawyer	3	0	0	2	1	2	1	0	0	0	0
Shawano	10	2	0	2	6	3	5	2	1	3	1
Sheboygan	8	8	2	1	6	6	6	4	5	6	6
St Croix	1	3	2	2	3	3	0	6	5	4	0
Taylor	0	2	3	4	1	1	1	1	0	0	1
Trimpaleau	1	1	3	5	2	1	0	0	1	0	0
Vernon	0	2	0	0	1	1	0	1	0	0	1
Vilas	3	2	0	0	0	4	1	1	0	0	1
Walworth	4	5	2	7	2	11	15	9	6	7	13
Washington	0	2	2	1	1	0	0	2	0	0	0
Washington	5	4	6	3	5	7	8	5	8	10	8
Waukesha	28	24	35	29	22	21	30	28	24	24	29
Waupaca	1	3	3	1	1	1	0	4	1	2	5
Waushara	4	4	2	1	3	3	2	2	1	1	1
Winnebago	18	16	17	22	21	6	4	14	5	16	18
Wood	3	4	7	5	4	7	9	10	3	2	2
Outside of Wisconsin Substantiated Complaints											
Illinois	2	0	0	0	0	1	0	2	0	0	0
Iowa	0	0	0	0	0	1	0	0	0	0	0
Michigan	0	0	0	1	0	1	0	0	0	0	0
Minnesota	3	4	0	1	2	3	0	3	2	0	0
Other	19	20	20	11	26	13	13	15	13	11	17



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	637	106,481	282,091
February	602	94,910	257,901
March	699	104,297	300,196
April	608	89,305	281,052
May	702	96,874	305,297
June	621	90,410	293,846
July	581	86,658	284,505
August	573	98,414	305,657
September	460	91,760	278,571
October	543	96,735	293,225
November	518	92,282	272,022