

Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
	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 Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	Veyo Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	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)
	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 fromScheduling Issue
	Completed Trip Legs Associated with a Recurring Appointment
Stretcher	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



MEMBERS	January	February	March	April	May	June	July	August	September	October	Novem
Enrollment Eliaible 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
	1,428,529								1,299,139	1,280,654	
Members Served Unique Members Utilizing Transport Utilization Rate Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	24,405	23,433 17.9%	25,000 21.0%	24,090 19.4%	24,975	24,362	23,463	24,924	23,820	24,635	23,
Ouization Rate Percentage or Services Usage (Completed Trip Legis-Engine Members Enrolled)	19.7%	17.9%	21.0%	19.476	20.9%	21.0%	21.476	23.0%	21.4%	22.976	21
RESERVATION	January	February	March	April	May	June	July	August	September	October	Noven
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,
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
Member No Show Trips Where Member Does Not Use Scheduled Service	9,206	8,526	9,749	8,541	11,318	13,023	11,085	12,409	11,718	11,936	11,
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
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,
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
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
Lodging (Cost) Cost of Lodging Relimbursed	\$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	\$10.19
Lodqing (Nights) Number of Lodqing Nights Relmbursed	241	206	261	228	386	518	487	524	238	185	,
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	\$5,351,05	\$3,506,90	\$5,386,59	\$5.46
Meals (Reimbursed) Number of Meals Reimbursed	165	194	197	220	361	357	353	287	178	290	
TRANSPORT MODE	January	February	March	April	May	June	July	August	September	October	Noven
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Ambulance - ALS Vehicle Equipped with Advanced Life Support	253	265	275	236	276	275	234	216	215	207	
Ambulance - BLS Vehicle Equipped with Basic Life Support	828	764	844	763	873	819	770	791	747	798	
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
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
Mleage 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
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	14,290	12,390	11,670	7
Stretcher Vehicle Equipped to Transport Stretcher	533	491	602	532	695	667	529	520	487	522	
Bariatric Stretcher Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	75	80	78	104	128	127	167	166	167	198	
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,
Bariatric Wheelchair Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	922	840	882	721	833	818	775	846	805	833	
Completed Legs Completed Trip Legs	282,091	257,901 February	300,196	281,052	305,297	293,846	284,505	305,657	278,571	293,225 October	272,
CALL STATISTICS	January	February	March	April	May	June	July	August	September	October	Noven
	January		March 104,297	April 89,305	May 96,874		July 86,658		September 91,760	October 96,735	Novem 92
CALL STATISTICS Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compiles Call from Live Response to Call End	January 106,481 278	94,910 297	March 104,297 290	April 89,305 291	May 96,874 296	June 90,410 302	July 86,658 313	98,414 306	91,760 310	October 96,735 311	Novem
CALL STATISTICS Calls Presented Total Number of Calls Presented Average Handle Time (seconds) // Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) // Average Time to The find Call Entiring Queue and Receiving Live Response	January 106,481 278 22	94,910 297	March 104,297 290 19	89,305 291 20	96,874 296 33	90,410 302 31	313 21	98,414 306 23	91,760 310 85	96,735 311 46	Novem 92
CALL STATISTICS Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compiles Call from Live Response to Call End	January 106,481 278	94,910 297	March 104,297 290	April 89,305 291	May 96,874 296	June 90,410 302	July 86,658 313	98,414 306	91,760 310	October 96,735 311	Novem 92
Calls Presented Total Number of Calls Presented Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Numage Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response	January 106,481 278 22	94,910 297	March 104,297 290 19	89,305 291 20	96,874 296 33	90,410 302 31	313 21	98,414 306 23	91,760 310 85	96,735 311 46	Novem 92
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Francis Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference on it Time from Calls Entirely Queue and Receiving Live Response Abandomment Rate (%) Percentage of Calls Abandomded Prior to Live Response	January 106,481 278 22 1.41%	94,910 297 13 0.48%	March 104,297 290 19 0.95%	89,305 291 20 0.91%	96,874 296 33 1.41%	90,410 302 31 1.51%	313 21 1.07%	98,414 306 23 1.24%	91,760 310 85 3.73%	96,735 311 46 1.86%	92
Calls Presented Total Number of Calls Presented Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilet Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Called and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT	January 106,481 278 22 1.41% January	94,910 297 13 0.48%	March 104,297 290 19 0.95% March	89,305 291 20 0.91% April	96,874 296 33 1.41%	90,410 302 31 1.51%	July 86,658 313 21 1.07% July	98,414 306 23 1.24% August	91,760 310 85 3.73% September	96,735 311 46 1.86%	92,
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Tips	January 106,481 278 22 1.41% January 99.77%	94,910 297 13 0.48% February	March 104,297 290 19 0.95% March	April 89,305 291 20 0.91% April	96,874 296 33 1,41% May	90,410 302 31 1.51% June	July 86,658 313 21 1.07% July 99.80%	98,414 306 23 1.24% August	91,760 310 85 3.73% September	96,735 311 46 1.86%	92
Calls Presented Total Number of Calls Presented Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilets Call from Live Response to Call End Average Speed Answer (seconds) Difference in Time from Caller Entering Cause and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Early Armial Provised Armed Early	January 106.481 278 22, 1.41% January 99.77% 11	94,910 297 13 0.48% February	March 104,297 290 19 0.95% March 99.77% 11 0 319	April 89,305 291 20 0.91% April	96,874 296 33 1.41% May	June 90,410 302 31 1.51% June 99.79% 10	July 86,658 313 21 1.07% July 99.80% 14 3 209	98,414 306 23 1.24% August 99.81% 20	91,760 310 85 3.73% September	96,735 311 46 1.86%	92,
CALL STATISTICS Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Early Artical Proviser Artivad Early Public Transel Successful for Public Transel	January 106.481 278 22 1.41% January 99.77% 111 0	94,910 297 13 0.48% February 99.77% 4	March 104,297 290 19 0.95% March 99.77% 11 0 319	April 89,305 291 20 0.91% April 99.78% 14	96,874 296 33 1.41% May 99,77% 18	90,410 302 31 1.51% June 99.79%	July 86,658 313 21 1.07% July 99.80% 14 3	98,414 306 23 1.24% August 99.81% 20 0	91,760 310 85 3.73% September 99.83% 5	96,735 311 46 1.86% October 99.81% 5	92, 1.4 Novem
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response OUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Tirps Enry Annial Provider Not Rose Response Public Transit Issue Related to Public Transit Provider No Show (leys Others Transit Compared to Provider Did Not Arrive Driver Issue Issue Hall Driver Vehicle Issue Issue with Driver Vehicle Issue Issue with Vehicle	January 106.481 278 229 1.41% January 99.77% 110 0 298	94,910 297 13 0.48% February 99.77% 4 4 260	March 104,297 290 19 0.95% March 99.77% 11 0 319	April 89,305 291 20 0,91% April 99,78% 14 1 275 42 0	96,874 296 33 1.41% May 99,77% 18 0 287	June 90,410 302 31 1.51% June 99.79% 10 4 258	July 86,658 313 21 1.07% July 99.80% 14 3 209	98,414 306 23 1.24% August 99,81% 20 0 229	91,760 91,760 310 85 3.73% September 99.83% 5 1 185	96,735 311 46 1.86% October 99.81% 5 2 2 236	92 1. Noven
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Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilets Call from Live Response to Call End Average Speed Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Pror to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Pror to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Ently Annual Provider Annuel Early Public Transil Sissue Related to Public Transil Provider No Now Veyo Uniber to Locates a Vehicle or Transportation Provider Did Not Annue Driver Issue Issue with Driver Vehicle Issue Issue with Driver Vehicle Issue Issue State for Milling Related to Millinge Related Issue Millinge Reministration of Millinger Related to Millinger Related Instrument Claim / Process Late Pickup Provider Annuel Late Moving Violation Issue Resided to Millinger Related Instrument Claim / Process Late Pickup Provider Annuel Late Moving Violation Issue Related to Millinger Transportation Provider Did Not Annue Moving Violation Issue Related to Millinger Transportation Provider Did Not Annue Safety Concern Issue Related to Millinger Concern	January 106.481 278 278 242 1.41% January 99.77% 11 0 298 42 4 6 14 145 330	February 94,910 297 13 0.48% February 99,77% 4 4 280 0 49 4 23 144 33 35	March 104,297 290 199 0.95% March 99.77% 111 0 319 511 8 8 16 169 25 0 144	April 89,305 291 200 0.91% April 14 14 1275 422 0 0 100 100 100 100 100 125 0 0 122 12	96,874 296 33 1.41% May 99.77% 18 0 287 75 6 15	June 90,410 302 311 1.51% June 99.79% 4 4 258 106 106 6 14 118	July 86,658 313 21 1.07% July 99.80% 14 3 209 102 5 5 20 143 12 1	August 98.414 306 23 1.24% August 99.81% 20 0 12 12 12 12 12 12 12 12	\$\frac{91,760}{310}\$ \$\frac{310}{85}\$ \$3.73%\$ \$\frac{99.83%}{1}\$ \$1 185 64 6 1 8 107 10	October 96,735 311 46 1.86% October 99.81% 5 2 236 6 105 11 13	92 1. Noven
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Compilant Free Percentage Substantiated Compilants Compared to Completed Tips Ently Anniel Proviser Anneed Early Public Trainal Issue Percentage of Calls Abandonded Prior to Live Response Provider No Show Very Outselve to Facility Trainal Provider No Show Very Outselve to Facility Trainal Provider No Show Very Outselve to Facility Trainal Provider No Show Very Outselve to Locate a Vehicle or Transportation Provider Did Not Anive Diversional Issue Issue Reseating from Technical Issue Meage Rembursement Issue Preseating from Technical Issue Meage Rembursement Issue Preseated to Mindage Rembursement Claim / Process Left Policy Provider Anneed Late No vehicle enablede or unsuccessful trip Very Outselve to Moring Volidation Issue Petalet to Moring Volidation I	January 102,481 22,419 January 99,77% 91,719 11 11 12 28 44 6 6 14 145 30 2 9 11	February 94,910 297 133 0.48% February 99.77% 4 4 4 280 0 0 44 23 35	March 104.297 290 199 0.95% March 99.77% 111 0 3199 511 8 2 2 166 189 255 0 144	April 89,305 291 200 0.91% April 99.78% 1 1 2.75 4 2.1 0 10 10 160 2.5	May 96,874 296 333 1.41% May 99.77% 16 0 287 75 6 6 15 190 9	June 90,410 302 311 1.51% June 99.79% 4 4 558 106 5 6 144 118	99.80% 90.80% 102 102 102 102 102 102 102 102	August 98,414 306 233 1.24% August 99.81% 20 0 0 229 87 7 6 6 122 128 177 0	\$\frac{91,760}{310}\$ \$\frac{310}{85}\$ \$3.73%\$ \$\frac{99.83%}{1}\$ \$1 185 64 6 1 8 107 10	October 96,735 311 46 1.86% October 99.81% 5 2 2 36 6 10 105	92 1. Novem
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) (Average Time to Handle Compilets Call from Live Response to Call End Average Speed of Answer (seconds) (Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) (Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) (Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage (Substantiated Complaints Compared to Completed Tirps Entry Antiol (Provider Anned Early Public Transil Issue Related to Public Transil Provider No Now (Noy Others to Locate a Vehicle or Transportation Provider Did Not Anne Driver Issue (Issue with Driver Vehicle Issue Issue with Driver Vehicle Issue (Issue with Vehicle Technical Issue) (Issue Abandond Issue Meega Rembrowment) (Issue Resulting from Technical Issue Meega Rembrowment) (Issue Resulting Inform Issue Issue) No vehicle available or unsuccessful frig (Noy Others to Locate a Vehicle or Transportation Provider Did Not Anne Moving Violation (Issue Resulting from Technical Issue Issue With Squee did Anneer Loop Issue (Issue with Speed of Anneer Loop Issue Tellsaue with Speed of Anneer Loop Issue Tellsaue With Speed of Anneer Loop Issue Tellsaue with Speed of Anneer	January 106.481 278 228 1.41% January 99.77% 110 208 42 4 6 144 145 330 2 9 11	February 94,910 297 133 0.48% February 99.77% 4 2260 49 0 4 23 1444 355 0 166 0	March 104,297 290 199 0.95% March 99.77% 111 0 319 511 8 12 16 16 169 25 0 144	April 89,305 29,01 20,00 31% April 99,78% 144 1 1 2755 42 0 0 100 160 255 0 0 122 2 0 0	May 96.874 206 339 1.41% May 99.77% 18 0 287 75 6 15 190 0 12 1	90,410 302 311 1.51% June 99,79% 10 4 258 106 5 6 118 10 10 10 10 10 10 10 10 10 10	99.8% 99.8% 99.8% 102 5 5 5 6 102 102 102 102 102 102 103 102 103 104 105 105 105 105 105 105 105 105	August 98.414 306 23 1.24% August 99.81% 20 0 229 87 7 6 12 12 12 0 0 0	91,760 310 91,760 310 85 3.73% September 99.83% 5 11 185 64 6 11 8 107 14 8 8 5 11	October 96,735 186% Cetober 99,81% 528 99,81% 66 105 105 105 105 105 105 105	92 1. Novem
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Complaint Free Percentage Substantiated Complaints Completed Tips Early Anniel Provisior Annied Early Public Transial Issue Petalete to Public Transis Provider No Show Viyor Unitable to Locate a Valviole or Transportation Provider Did Not Annie Divertissue Issue with Unitable Technical Issue Issue Restanting from Technical Issue Meage Reimbursement Issue Petalete to Midage Reimbursement Claim / Process Left Dickup Provisior Annied Late No vehicle smalleble or unsuccessful timp Viyor Unitable to Locate a Valviole or Transportation Provider Did Not Annie Mondy Quidation Issue Restanting from Technical Issue No vehicle smalleble or unsuccessful timp Viyor Unitable to Locate a Vehicle or Transportation Provider Did Not Annie Not vehicle smalleble of unsuccessful timp Viyor Unitable to Locate a Vehicle or Transportation Provider Did Not Annie Not vehicle smalleble of unsuccessful timp Viyor Unitable to Mondy Quidation Safely Concern Salve with Distance of Trip Scheduling Issue Visor Visor	January 108,481 108,481 221 1,419 January 99,77% 11 11 10 298 44 6 14 145 30 20 9 11 0 0 552	February 94,910 297.73 0.46% February 99.77% 4 4 4 260 0 0 144 355 0 16 0 0 533	March 104,297 290 0,55% March 99.77% 0 0 0 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0	April 89,305 291	May 96.874 296 333 1.41% May 99.77% 99.77% 5 6 15 15 9 0 12 11 0 0 5 57	June 90,410 302 302 1.51% June 99.79% 4 258 106 6 114 118 10 2 10 0 0 6 61	99.80% 90.80% 90.80% 102 102 102 102 102 102 102 103 104 105 106 107 107 107 107 107 107 107 107	August 98.414 98.414 308 1.24% August 99.81% 99.81% 1.25 1.25 1.27 1.20	91,760 91,760 310 310 85 85 85 85 80 80 80 80 80 80 1 1 185 64 6 6 1 10 7 14 8 8 8 10 10 11 8 8 11 8 8 11 8 8 11 8 8 8 11 8 8 8 8 11 8	October 96,735 311 140 1.86% October 99.81% 5 5 2 2 2 3 6 6 1 1 1 14 14 0 0 7 37 37	92 1. Noven
Calls Presented Total Number of Calls Presented Average Handle Time (seconds) Average Time to Handle Compilets Call from Live Response to Call End Average Speed Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Pror to Live Response Abandonment Rate (%) Percentage of Calls Abandonded Pror to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Early Anthall Proviser Anneed Early Public Transil Siace Related to Public Transil Provider No Now Veyo Uniber to Locate a Vehicle or Transportation Provider Did Not Annee Driver Issue Issue with Driver Vehicle Issue Issue with Driver Vehicle Issue Issue State for Milling Reference Issue Millinger Reministration of Millinger Reministration Front Callin / Process Late Pickup Provider Anneed Late No vehicle available or unsuccessed thirt (Vey Outbale to Locate a Vehicle or Transportation Provider Did Not Annee Moving Violation Issue Resided to Millinger Reministration Front Provider Did Not Annee Moving Violation Issue Resided to Millinger Anneed Late Locate Issue Concerning Issue Resided to Millinger Anneed Late Locate Issue The State of States of Transportation Provider Did Not Annee Locate Issue The Issue with Speed of Answer Locate Issue The Issue with Speed of Answer Locate Transportation Tran	January 106.481 278 228 1.41% January 99.77% 110 208 42 4 6 144 145 330 2 9 11	February 94,910 297 133 0.48% February 99.77% 4 2260 49 0 4 23 1444 355 0 166 0	March 104,297 290 199 0.95% March 99.77% 111 0 319 511 8 12 16 16 169 25 0 144	April 89,305 29,01 20,00 31% April 99,78% 144 1 1 2755 42 0 0 100 160 255 0 0 122 2 0 0	May 96.874 206 339 1.41% May 99.77% 18 0 287 75 6 15 190 0 12 1	90,410 302 311 1.51% June 99,79% 10 4 258 106 5 6 118 10 10 10 10 10 10 10 10 10 10	99.8% 99.8% 99.8% 102 5 5 5 6 102 102 102 102 102 102 103 102 103 104 105 105 105 105 105 105 105 105	August 98.414 306 23 1.24% August 99.81% 20 0 229 87 7 6 12 12 12 0 0 0	91,760 310 91,760 310 85 3.73% September 99.83% 5 11 185 64 6 11 8 107 14 8 8 5 11	October 96,735 186% Cetober 99,81% 528 99,81% 66 105 105 105 105 105 105 105	92 1. Noven

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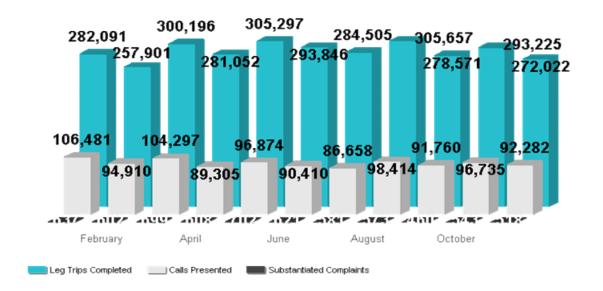
Wisconsin Completed Trip Legs	January	February	March	April	May	June	July	August	September	October	November
Completed Legs	282,091	257,901	300,196	281,052	305,297	293,846	284,505	305,657	278,571	293,225	272,022
County Statistics Otal Number of Completed Trip Legs by County of Trip Origination											
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
Sarron	2,102	1,831	2,301	1,987	2,331	2,080 499	1,987	2,222	2,029	2,346	1,969
Bayfield Brown	14.306	416 13.013	626 14.770	14.095	545 15.341	14.983	414 14.767	442 15.500	407 14.086	467 14.955	407 14.105
Buffalo	219	204	270	290	333	409	385	370	369	374	324
Burnett	596	511	694	630	813	686	625	704	692	810	671
Calumet	649	601	762	763	743	857	737	713	689	729	657
Chippewa	2,134	1,903	2,247	1,941	2,051	2,065	1,907	1,996	1,742	1,736	1,491
Clark	706	663	751	745	784	736	728	767	711	780	700
Columbia Crawford	1,733	1,551	1,856 473	1,791	2,140 452	1,783 460	1,698 456	1,748 473	1,571 373	1,618 397	1,629
Dane Caramoro	32,870	29,168	33,116	31,821	33,838	32,359	32,134	34,525	31,383	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	1,096	1,205	1,020	1,022	971
Dunn	1,371	1,180	1,394	1,207	1,380	1,215	1,193	1,323	1,398	1,531	1,431
Eau Claire	6,729	6,074	7,199	6,495	7,191	6,791	6,645	6,660	6,433	6,749	6,022
Florence	140	121 5.454	157 6.275	147 5.636	126 5.843	123 5.362	121	118 5.513	162 5.248	156	141
Fond Du Lac	5,787	326	336	314	5,843	5,362	5,307 261	322	5,248	5,279 268	5,165 281
orest 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	553	584	573	508	589	574
Green Lake	956	860	1,072	990	991	913	907	905	857	898	804
owa	578	547	574	542	588	565	548	512	547	560	520
ron	150	113	124	78	70	98	98	114	129	122	70
lackson	1,131	1,034	1,278	1,076	1,153	1,158	1,111	1,117	960	1,133	1,118
lefferson Juneau	2,011 1,670	1,819 1,445	2,223 1,686	2,114 1,408	2,241 1,525	2,229 1,506	2,108 1,488	2,197 1,558	1,977 1,489	1,966 1,514	1,854
Genosha	5.931	5,524	6.588	6.171	6.890	6.815	6.663	7.055	6.524	7.040	6,231
Kewaunee	307	264	339	279	359	396	334	378	304	350	322
a Crosse	7,234	6,877	7,635	6,761	7,220	7,319	7,237	7,483	6,721	6,733	6,404
afayette	252	219	303	257	303	299	230	256	271	294	246
anglade	625	488	603	599	754	732	633	712	659	698	677
incoln Aprillowoc	617	528 3.760	695 4 219	654 4.023	711 4.263	695 4 294	578 4.084	682	603	646 3.734	538
Asnitowoc Asrathon	4,078 7,191	6,523	4,219 7,985	7,466	7,867	7,911	7,462	4,210 7,798	3,692 7,425	7,774	3,454 7,230
Marinette	1,709	1,580	1,836	1,787	1,767	1,750	1,652	1,820	1,679	1,538	1,520
Agrouette	1,111	976	1.015	944	1.017	1.085	1.088	1,206	989	1.038	1.036
Menominee	632	568	727	821	909	900	923	768	715	738	653
Vilwaukee	86,549	80,259	92,557	88,205	96,340	93,769	91,102	99,398	89,895	95,987	89,449
Monroe	1,852	1,693	1,884	1,637	1,824	1,716	1,866	1,955	1,717	1,682	1,698
Oconto	1,172	995 1,784	1,187 2,160	1,144	1,269 1,968	1,208 1,740	1,141	1,148	1,053 1,356	1,123	962
Oneida Dutagamie	1,886	5,776	7,043	6,630	7,512	6,883	6,719	7,264	6,640	7,221	7,204
Dzaukee	1,666	1,532	1,798	1,536	1,830	1,735	1,672	1,820	1,616	1,746	1,557
Pepin	178	174	237	211	243	231	228	228	219	183	175
Pierce	416	386	473	412	413	374	358	414	325	419	364
Polk	1,219	1,125	1,363	1,285	1,528	1,276	1,168	1,411	1,361	1,496	1,389
Portage	1,888	1,719	2,038	1,858	1,978	1,959	1,953	2,173	1,952	1,831	1,721
Price	456	420	459	350	433	414	412	473	403	423	348
Racine Richland	8,406 285	7,423 224	8,602	7,982 287	8,646 318	8,469 281	8,163 278	9,312	8,577 280	8,976	8,082 248
Richland Rock	9,162	224 8,516	299 9,835	9,332	9,825	9,348	9,338	325 9,575	9,007	298 9,573	248 8,679
took	621	529	9,835	602	642	9,346	9,336	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	1,186	1,041	953	1,039	970	1,031	905
Shawano	1,898	1,743	2,053	1,849	1,994	1,778	1,725	1,907	1,780	1,800	1,548
Sheboygan	5,831	5,177	5,881	5,498	6,277	6,209	5,815	6,210	5,519	5,649	5,117
St Craix	1,067	1,015	1,312	1,147	1,224	1,100	1,001	1,127	1,117	1,211	975
Faylor Frempealeau	654 501	669 437	737 508	544	588 674	656 554	565 521	656 560	638 578	650 554	538 496
/emon	660	550	668	593	711	792	706	894	796	818	721
/las	584	523	591	600	617	555	524	514	449	488	452
Valworth	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
Vashington	3,322	3,063	3,797	3,403	3,556	3,359	3,225	3,449	3,128	3,317	3,178
Vaukesha	9,084	8,480	9,978	9,530	10,293	9,888	9,153	10,071	8,729	8,880	8,414
Naupaca	1,829	1,668	2,100	1,708	1,817	1,785	1,805	2,111	1,902	1,896	1,754
Vaushara	966	808	1,008	901	896	870	870	910	814	816	668
Winnebago Wood	6,360	6,053	7,022	6,344 3,406	6,893	6,244	6,264	6,798	6,466	6,850	6,311 2,799
Nood Dutside of Wisconsin Completed Trip Legs	3,425	3,259	3,776	3,406	3,794	3,426	3,127	3,215	2,733	2,915	2,/95
llinois	199	177	186	145	160	178	131	128	88	103	111
DW8	18	17	65	46	46	46	41	46	53	54	40
Michigan Minnesota	96 753	74 680	68 794	80 739	66 815	78 731	51 647	70 819	62 824	70 868	36 796

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Substantiated Complaints	637	602	699	608	702	621	581	573	460	543	5
County Statistics											
Total Number of Substantiated Complaints Reported by County of Trip Origination											
Adams		2	2		5	3	5				
Adams Ashland	1 0	0	2		2	1	5	0	1	4	
Barron	4	4	3	2	2	4	5	2	2	1	
Baylield	2	3	2	1	3	1	3	1	5	0	
Brown	22	18	24	29	32	18	19	16	6	17	
Buffalo	1 0	0	1	0	0	0	0	0	0	0	
Burnett Calumet	0	4	0	1	0 2	1	- 1	3	0	0	
Chippewa	1	2	4	2	5	3	8	1	8	6	
Clark	3	2	3		2	2	1	3	0	2	
Columbia	3	- 1	2	5	4	4	2	3	8	10	
Crawford	0	2	0	0	0	0	1	1	1	1	
Dane	73	58	50	57	74	70	55	49	47	68	
Dodge Door	4	4	4	4 0	7	5 2	5 3	6	6	6	
Douglas	1 4	1						1	2	0	
Dunn	4	3	0 4	7	7	2	2	0	2	2	
Eau Claire	8	8	8		11	11	9	4	4	3	
Florence	1	0	3	1	2	0	0	0	4	1	
Fond Du Lac	9	12	10	6	10	2	3	4	3	6	
Forest	0	0	0	1	0	2	0	0	1	1	
Grant	1	2	2 4	1	1	0	1	2	2	1	
Green	6	0			0	0	1	2	0	0	
Green Lake Iowa	2	4 2	2	0	2	1 1	0	0	0 2	0	
lowa lron	0	0	0	1	0	0	0	0	1	- 1	
Jackson	2	3	8		2	4	2	1	2	2	
Jefferson	6	7	6	6	6	7	1	6	4	4	
Juneau	0	2	4		2	3	2	4	0	2	
Kenosha	14	12	16	14	19	20	25	15	9	15	
Sewaunee Sewaunee	0	0	0	0	1	1	0	0	0	1	
a Crosse	3	5	1		14	8	2	4	5	2	
afayette	1 3	1	2		0 2	1	1 5	0	0 2	0	
Langlade Lincoln	0	0	0	1	1	2	1	- 1	1	3	
Manitowoc	4	10	4	Ö	4	1	3	2	2	6	
Marathon	8	5	10	9	8	2	15	12	5	5	
Marinette	2	3	3	2	2	2	3	2	4	3	
Marquette	0	0	0	3	1	- 1	1	4	0	1	
Menominee	1	0	0		0	0	1	0	0	0	
Milwaukee Monroe	246	229	305	252	263 7	249	222 9	223	176	200	1
Oconto	1	2	2	1	3	1	0	5	3	i i	
Oneida	3	2	2	3	3	2	2	3	4	5	
Outagamie	12	14	22	16	9	11	12	6	5	13	
Ozaukee	5	0	5	6	5	2	5	6	5	3	
Pepin	0	1	1	2	0	0	0	0	2	1	
Pierce	0	2	4		1	3	1	- 1	1	3	
Polik Portage	0 2	3	3 2	0	3	2	5	1	3	7	
Price Price	1	2	3	1	0	1	2	1	1	6	
Racine	27	18	34	14	27	25	12	24	18	21	
Richland	2	0	0	2	0	2	0	2	- 1	1	
Rock	24	22	16		30	20	21	23	17	15	
Rusk	0	0	0	0	2	2	0	1	0	1	
Sauk	7	15	4	5	5	7	0	5	4	6	
Sawyer Shawano	3 10	0 2	0		1	2	1 5	0 2	0	3	
Shawano Sheboygan	10	8	0 2	2	6	6	6	2	1 5	6	
Sheboygan St Croix	8	3	2	2	3	3	0	6	5	4	
Taylor	0	2	3	4	1	1	1	1	0	0	
Trempealeau	1	- 1	3	5	2	1	0	0	1	0	
Vernon	0	2	0		- 1	1	0	- 1	0	0	
Vilas	3	2	0	0	0	4	1	1	0	0	
Walworth	4	5	2		2	11	15	9	6	7	
Washburn	0	2 4	2	1	1 6	0 7	0 8	2	0 8	10	
Washington Waukesha	28	24	6 35	29	22	7 21	30	28	24	24	
Waupaca Waupaca	1	3	35		1	1	0	4	1	24	
Waushara	4	4	3	1	3	3	2	2	1	1	
Winnebago	18	16	17	22	21	6	4	14	5	16	
Wood	3	4	7		4	7	9	10	3	2	_
Outside of Wisconsin Substantiated Complaints											
Illinois	2	0	0	0	0	1	0	2	0	0	
lowa	0	0	0	0	0	1	0	0	0	0	
Michigan Minnesota	0	0	0	1	0	1 3	1 0	0	0 2	0	





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