



MEMBERS		January	February	March	April	May	June	July	August	September	October
Enrollment	Eligible Members Enrolled	1,330,606	1,340,724	1,348,184	1,355,861	1,363,633	1,370,365	1,376,342	1,386,593	1,390,173	1,403,242
Members Served	Unique Members Utilizing Transport	19,316	19,941	21,521	21,251	21,281	21,619	21,028	22,249	21,968	22,319
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	17.5%	17.0%	19.7%	18.3%	18.5%	18.8%	18.5%	20.0%	18.8%	19.2%

RESERVATION		January	February	March	April	May	June	July	August	September	October
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	289,430	268,582	308,198	293,185	298,716	303,189	301,660	327,849	308,861	316,699
Cancelled	Cancelled Trip Legs	45,549	33,137	33,813	37,961	39,643	38,968	38,269	41,522	40,590	38,804
Member No Show	Trips Where Member Does Not Use Scheduled Service	11,428	6,864	8,194	6,812	6,809	7,236	7,923	8,441	7,455	7,988
Denials	Number of Denied Trip Attempts	1,334	1,065	1,132	1,183	1,099	1,048	587	955	1,302	1,610
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	7,280	7,312	8,761	8,789	10,030	10,592	9,984	10,811	10,091	9,486
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	164,801	163,333	188,949	172,424	171,391	173,822	179,385	191,915	177,895	187,265
Completed Legs	Completed Trip Legs	232,453	228,581	266,191	248,412	252,264	256,985	255,468	277,886	260,816	269,907
Lodging (Cost)	Cost of Lodging Reimbursed	\$5,357.05	\$6,863.89	\$5,013.26	\$7,249.67	\$9,072.32	\$18,678.87	\$16,809.78	\$13,282.63	\$12,574.88	\$13,031.61
Lodging (Nights)	Number of Lodging Nights Reimbursed	106	129	124	152	193	267	289	219	206	194
Meals (Cost)	Cost of Meals Reimbursed	\$1,713.37	\$1,891.40	\$3,046.50	\$3,509.86	\$4,942.31	\$3,268.23	\$3,710.50	\$4,115.94	\$2,867.46	\$2,609.47
Meals (Reimbursed)	Number of Meals Reimbursed	117	128	189	254	291	184	219	223	154	154

TRANSPORT MODE		January	February	March	April	May	June	July	August	September	October
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	354	344	392	432	301	235	247	263	252	290
Ambulance - BLS	Vehicle Equipped with Basic Life Support	644	815	834	1,124	789	723	593	596	582	748
Ambulatory	Sedan, Van, Taxi	146,234	144,398	166,397	156,066	158,362	159,549	158,744	173,967	163,163	172,621
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	2,944	5,367	6,677	8,978	9,347	10,760	10,896	13,073	13,556	14,262
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	65,788	57,278	68,164	66,050	67,324	71,073	70,449	74,526	68,930	69,321
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	10,989	14,556	17,182	9,393	9,742	7,916	8,110	8,236	7,409	5,604
Stretcher	Vehicle Equipped to Transport Stretcher	428	525	657	602	625	492	489	588	544	561
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	45	14	23	54	64	87	68	58	65	59
Wheelchair	Vehicle Equipped to Transport Wheelchair	4,394	4,561	4,980	4,881	4,934	5,249	4,950	5,669	5,524	5,701
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	623	723	885	832	776	901	922	910	791	740
Completed Legs	Completed Trip Legs	232,453	228,581	266,191	248,412	252,264	256,985	255,468	277,886	260,816	269,907

CALL STATISTICS		January	February	March	April	May	June	July	August	September	October
Calls Presented	Total Number of Calls Presented	89,968	80,363	90,934	84,352	87,095	90,468	89,183	96,247	89,569	89,085
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	325	324	321	309	307	312	326	342	326	305
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	51	61	67	63	37	55	216	206	110	36
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	3.65%	4.21%	5.32%	5.06%	2.79%	4.36%	16.36%	13.38%	8.05%	2.61%

QUALITY MANAGEMENT		January	February	March	April	May	June	July	August	September	October
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.65%	99.68%	99.70%	99.72%	99.70%	99.71%	99.77%	99.78%	99.76%	99.76%
Agent Issue	Issue with Veyo Agent	23	15	17	14	17	24	20	18	3	14
Driver Issue	Issue with Driver	52	38	45	30	38	38	26	33	45	47
Early Arrival	Provider Arrived Early	8	21	13	16	5	11	5	6	15	14
Hold time	Issue with Speed of Answer	3	0	0	1	0	0	3	2	1	0
Late Pickup	Provider Arrived Late	134	125	125	138	134	147	103	137	172	169
Long Distance Trips	Issue with Distance of Trip	1	1	0	0	0	0	0	0	0	0
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	31	26	20	21	12	16	7	10	8	11
Provider No Show	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	430	379	461	385	450	439	360	339	309	313
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	73	58	48	31	24	11	15	7	20	25
Public Transit	Issue Related to Public Transit	1	2	2	0	5	4	0	1	3	3
Safety Concern	Issue Resulting from Safety Concern	8	12	17	14	14	11	9	8	9	14
Scheduling Error	Issue Resulting from Scheduling Issue	41	45	43	46	48	37	28	40	31	36
Technical Issue	Issue Resulting from Technical Issue	7	4	3	5	5	2	9	3	7	3
Vehicle Issue	Issue with Vehicle	2	5	1	5	4	1	4	3	4	1
Moving Violation		0	0	0	0	0	0	0	1	0	1
Other	All Complaints not Accurately Captured in the Other Listed Categories	2	0	0	1	0	0	1	0	0	0
Total Substantiated Complaints	Total Number of Substantiated Complaints	816	731	795	707	756	742	594	607	625	651

Wisconsin Completed Trip Legs	January	February	March	April	May	June	July	August	September	October
Completed Legs	232,453	228,581	266,191	248,412	252,264	256,985	255,466	277,886	260,816	269,907

County Statistics
Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,454	1,321	1,425	1,491	1,457	1,450	1,364	1,481	1,426	1,524
Ashland	673	682	898	855	965	1,036	873	903	907	893
Barron	2,050	1,929	2,430	2,154	2,200	2,010	1,878	1,993	1,950	2,047
Bayfield	277	205	313	272	313	288	273	358	359	350
Brown	11,343	10,906	12,768	12,172	12,536	13,117	13,145	14,032	13,478	13,437
Buffalo	221	197	204	224	220	204	195	237	230	219
Burnett	493	456	589	592	700	703	630	679	675	683
Calumet	524	545	701	631	684	639	560	662	666	625
Chippewa	1,834	1,562	1,871	1,643	1,808	1,866	1,876	2,378	2,156	2,061
Clark	410	384	451	475	518	566	611	644	650	685
Columbia	1,731	1,515	1,803	1,703	1,714	1,766	1,715	1,768	1,514	1,677
Crawford	378	369	427	397	328	341	362	449	463	444
Dane	28,036	25,436	29,322	28,851	29,539	29,908	30,507	32,159	29,403	30,497
Dodge	2,998	2,791	3,198	3,005	3,176	3,198	3,096	3,414	3,340	3,428
Door	337	321	412	368	417	412	372	443	364	405
Douglas	796	736	1,002	879	925	897	938	923	805	936
Dunn	1,013	973	1,333	1,247	1,423	1,362	1,301	1,525	1,510	1,443
Eau Claire	5,540	5,484	6,172	5,793	5,966	6,016	6,356	7,058	6,696	6,892
Florence	87	74	83	75	79	72	98	131	137	135
Fond Du Lac	4,346	4,262	5,158	4,569	4,632	4,809	4,791	5,200	5,056	5,506
Forest	220	175	211	216	268	243	214	255	235	244
Grant	885	920	1,029	927	981	1,106	962	1,160	1,120	1,222
Green	723	593	780	715	774	857	834	857	750	773
Green Lake	683	739	917	887	829	898	851	869	859	902
Iowa	347	338	355	430	409	466	508	481	462	494
Iron	32	65	75	92	79	107	88	117	122	162
Jackson	776	849	975	958	1,050	1,061	951	998	1,018	1,056
Jefferson	1,622	1,643	1,936	1,830	1,693	1,759	1,732	1,824	1,740	1,769
Juneau	1,218	1,195	1,389	1,528	1,583	1,653	1,607	1,679	1,491	1,682
Kenosha	4,269	4,292	4,874	4,693	5,217	5,539	5,437	5,759	5,710	5,837
Kewaunee	242	219	216	198	220	247	261	289	277	341
La Crosse	5,808	5,626	6,423	6,099	6,197	6,527	6,485	7,061	6,489	6,779
Lafayette	205	117	174	204	201	217	246	255	184	209
Langlade	644	628	711	685	629	623	590	638	644	629
Lincoln	481	459	505	494	496	524	486	492	555	562
Manitowoc	3,015	2,477	2,953	3,214	3,361	3,411	3,468	3,706	3,602	3,766
Marathon	6,816	6,322	7,158	6,404	6,677	6,876	7,088	7,734	7,255	7,454
Marinette	1,332	1,316	1,565	1,641	1,501	1,608	1,565	1,760	1,653	1,616
Marquette	962	868	1,028	1,023	967	992	1,034	1,159	1,056	1,169
Menominee	529	524	637	626	671	687	624	744	686	638
Milwaukee	74,411	78,064	89,392	78,934	78,871	78,937	77,640	84,554	79,372	81,938
Monroe	1,315	1,492	1,769	1,635	1,536	1,651	1,556	1,753	1,615	1,802
Oconto	852	816	983	1,013	924	1,095	1,120	1,112	1,097	1,173
Oneida	1,156	1,173	1,404	1,537	1,531	1,619	1,753	2,068	1,895	1,966
Outagamie	5,355	5,517	6,140	6,125	6,152	6,095	5,975	6,403	6,162	6,187
Ozaukee	946	1,026	1,213	1,144	1,263	1,136	1,124	1,286	1,283	1,314
Pepin	166	178	223	189	213	192	196	214	206	179
Pierce	287	317	421	374	433	451	394	439	440	419
Polk	952	985	1,210	1,122	1,223	1,154	1,059	1,219	1,140	1,192
Portage	1,868	1,852	2,205	2,014	2,031	1,995	1,920	2,110	1,929	1,987
Price	378	358	496	401	431	361	380	518	427	414
Racine	6,876	6,333	7,391	6,957	6,993	7,356	7,573	8,136	7,525	8,097
Richland	237	227	246	239	284	293	301	318	326	359
Rock	7,559	7,197	8,075	7,965	7,774	8,064	8,223	9,360	8,535	8,789
Rusk	467	420	507	453	463	516	539	636	548	642
Sauk	2,302	2,172	2,737	2,583	2,560	2,588	2,369	2,752	2,640	2,807
Sawyer	1,085	1,044	1,349	1,191	1,227	1,212	1,086	1,194	1,142	1,150
Shawano	1,556	1,398	1,589	1,460	1,619	1,835	1,893	1,914	1,796	1,710
Sheboygan	3,411	3,394	3,968	4,050	4,100	4,352	4,658	5,242	5,031	5,430
St Croix	879	795	1,002	1,054	1,172	1,154	1,111	1,264	1,191	1,215
Taylor	637	603	730	675	730	685	687	718	693	714
Trempealeau	319	385	369	331	297	297	324	400	382	445
Vernon	626	540	621	611	623	653	585	653	632	674
Vilas	332	305	388	422	450	458	487	510	468	543
Walworth	1,725	1,719	2,314	2,186	2,156	2,202	2,193	2,255	2,095	2,146
Washburn	483	489	595	534	579	611	560	696	725	635
Washington	2,544	2,359	2,938	2,587	2,472	2,577	2,550	2,842	2,565	2,848
Waukesha	7,181	7,021	8,312	8,013	7,996	8,327	8,433	9,448	8,361	8,763
Waupaca	1,646	1,703	1,956	1,746	1,891	1,981	1,888	1,999	1,902	1,944
Waushara	814	765	984	938	940	949	897	977	991	1,028
Winnebago	5,104	4,855	5,961	5,579	5,654	5,703	5,755	6,155	5,633	5,676
Wood	3,002	2,981	3,470	3,295	3,480	3,456	3,416	3,531	3,472	3,586

Outside of Wisconsin Completed Trip Legs

Illinois	103	83	100	119	96	127	77	88	73	72
Iowa	22	14	13	13	13	35	21	25	31	14
Michigan	45	31	28	45	50	51	58	50	59	97
Minnesota	439	420	577	571	625	731	656	723	708	742
Other	23	37	44	38	9	25	39	50	33	19

Wisconsin Substantiated Complaints	January	February	March	April	May	June	July	August	September	October
Substantiated Complaints	816	731	795	707	756	742	594	607	625	651

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

Adams	7	7	5	3	1	1	3	0	2	0
Ashland	0	3	2	0	3	2	1	3	0	5
Barron	1	3	5	3	6	3	5	3	2	1
Bayfield	0	2	1	0	0	0	4	5	10	2
Brown	23	18	13	29	28	17	14	15	20	14
Buffalo	0	1	0	0	0	0	1	1	0	1
Burnett	1	0	3	2	3	0	0	1	0	0
Calumet	0	0	0	1	0	0	1	0	1	2
Chippewa	2	2	10	1	3	3	4	2	1	2
Clark	2	0	1	2	5	0	0	1	3	0
Columbia	10	2	5	3	1	1	5	1	1	5
Crawford	2	3	0	0	0	0	1	1	0	0
Dane	53	57	63	52	70	48	35	44	63	49
Dodge	10	8	4	3	4	0	4	4	6	13
Door	1	1	3	1	2	2	2	1	3	4
Douglas	1	2	6	11	3	6	4	1	3	3
Dunn	3	0	3	6	4	0	0	2	4	4
Eau Claire	4	7	8	3	3	3	4	8	7	7
Florence	2	0	0	0	0	0	0	0	1	0
Fond Du Lac	9	7	5	17	2	8	4	6	8	9
Forest	0	0	0	0	2	0	0	0	2	0
Grant	8	2	5	1	4	3	2	1	0	0
Green	1	2	2	3	4	1	7	0	0	2
Green Lake	1	1	1	4	0	0	1	0	0	0
Iowa	2	0	0	0	1	1	1	0	1	0
Iron	0	0	2	1	2	3	3	1	0	0
Jackson	1	1	3	1	1	3	3	4	5	4
Jefferson	4	9	13	8	10	8	6	8	3	6
Juneau	3	6	2	2	1	0	0	6	4	1
Kenosha	25	26	32	32	30	37	30	23	11	20
Kewaunee	1	0	0	1	2	2	0	0	5	2
La Crosse	7	10	9	1	1	4	4	7	11	9
Lafayette	0	0	0	0	0	0	2	0	1	3
Langlade	1	1	1	0	0	0	1	1	5	0
Lincoln	3	4	2	2	2	4	2	1	4	0
Manitowoc	1	0	2	4	2	0	0	6	2	7
Marathon	9	7	9	6	6	2	3	5	8	5
Marinette	6	9	4	1	4	5	3	10	8	5
Marquette	4	4	0	2	1	1	1	4	1	2
Menominee	0	1	0	1	0	0	0	0	0	1
Milwaukee	391	323	333	293	343	370	275	259	253	286
Monroe	1	2	3	1	0	3	0	7	7	7
Oconto	1	2	1	1	2	2	1	0	3	1
Oneida	5	2	1	3	1	1	0	1	4	1
Outagamie	3	10	12	9	21	15	5	4	8	12
Ozaukee	2	7	4	2	1	4	0	5	2	6
Pepin	1	0	1	0	0	0	0	1	0	0
Pierce	5	5	12	1	2	0	2	1	4	1
Polk	0	5	4	2	3	2	6	1	2	2
Portage	3	2	3	3	2	2	3	1	1	1
Price	1	0	0	1	0	1	2	2	0	0
Racine	36	29	21	36	30	32	28	23	15	19
Richland	1	0	0	0	0	2	1	1	0	0
Rock	12	23	38	25	28	16	12	19	18	18
Rusk	1	0	0	2	1	1	3	2	2	0
Sauk	11	3	5	4	6	4	5	3	1	6
Sawyer	1	1	2	3	3	7	6	1	1	2
Shawano	7	5	3	4	3	8	5	6	4	0
Sheboygan	5	4	9	2	6	7	3	2	2	6
St Croix	1	3	5	3	0	5	4	6	1	6
Taylor	0	3	0	2	0	3	0	2	0	1
Trempealeau	1	1	2	0	0	2	0	0	2	3
Vernon	0	2	4	0	1	0	0	2	1	0
Vilas	4	2	2	1	1	0	2	4	2	1
Walworth	8	4	7	9	9	5	2	8	5	8
Washburn	3	1	5	1	2	5	3	1	0	3
Washington	7	5	7	1	5	3	5	1	8	5
Waukesha	45	28	36	20	23	28	22	20	30	19
Waupaca	10	7	5	7	7	4	3	1	11	5
Waushara	0	0	3	3	2	0	0	3	3	1
Winnebago	9	14	6	18	8	14	9	15	12	19
Wood	9	8	10	11	8	6	3	4	6	12

Outside of Wisconsin Substantiated Complaints

Illinois	0	0	1	0	0	1	1	0	0	0
Iowa	0	0	0	0	0	0	0	0	0	0
Michigan	2	3	0	1	1	0	0	0	0	0
Minnesota	0	1	1	4	1	0	0	1	0	2
Other	22	20	25	27	25	21	22	24	11	10