



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **May 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **May 2018**

Veyo Healthcare Logistics

Call Center Summary

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766
Avg Daily Calls Received	4,985	4,013	3,905	3,783	3,355
Total Calls Answered	60,927	74,807	83,532	85,080	99,492
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%

Average Speed Of Answer Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6

Average Abandon Rate Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	121,352	82,454	87,484	88,780	106,766
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%

Average Handle Time Summary

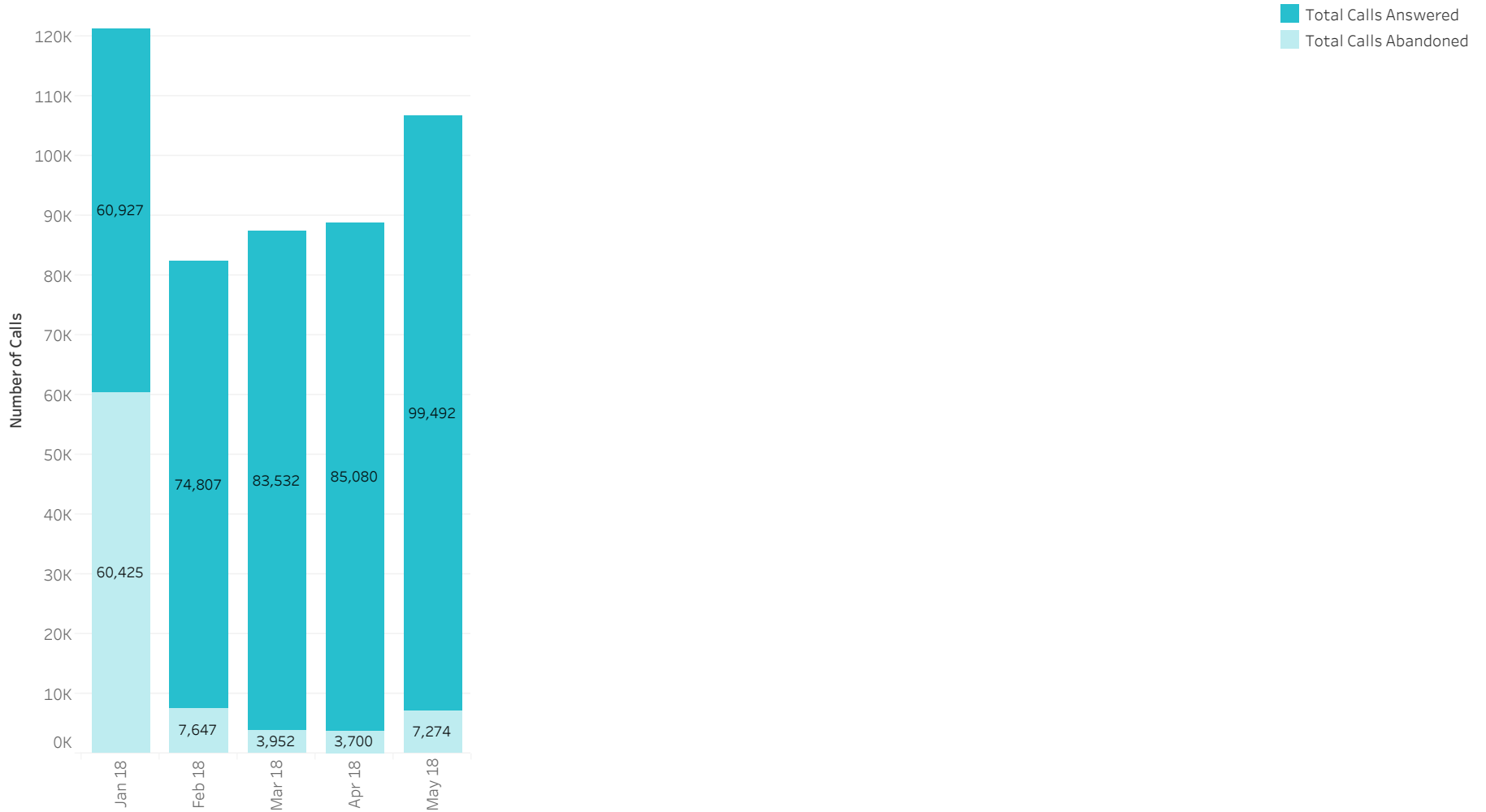
	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5

Service Level Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343
Total Calls Received	121,352	82,454	87,484	88,780	106,766
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%



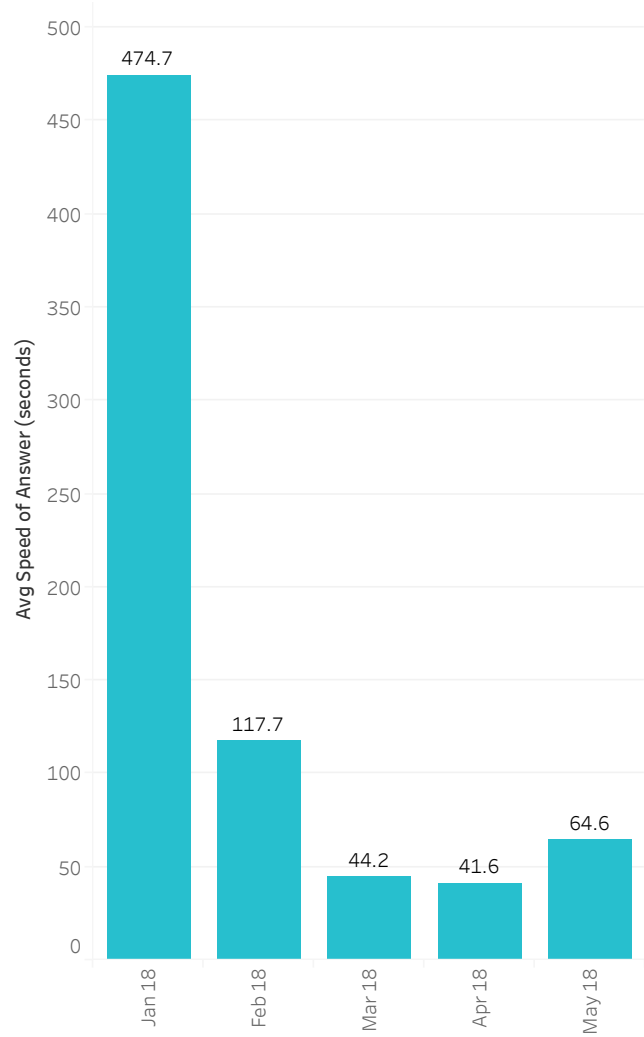
Answered Calls



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492
Answered %	50.2%	90.7%	95.5%	95.8%	93.2%
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274
Abandon %	49.8%	9.3%	4.5%	4.2%	6.8%
Total Calls Received	121,352	82,454	87,484	88,780	106,766

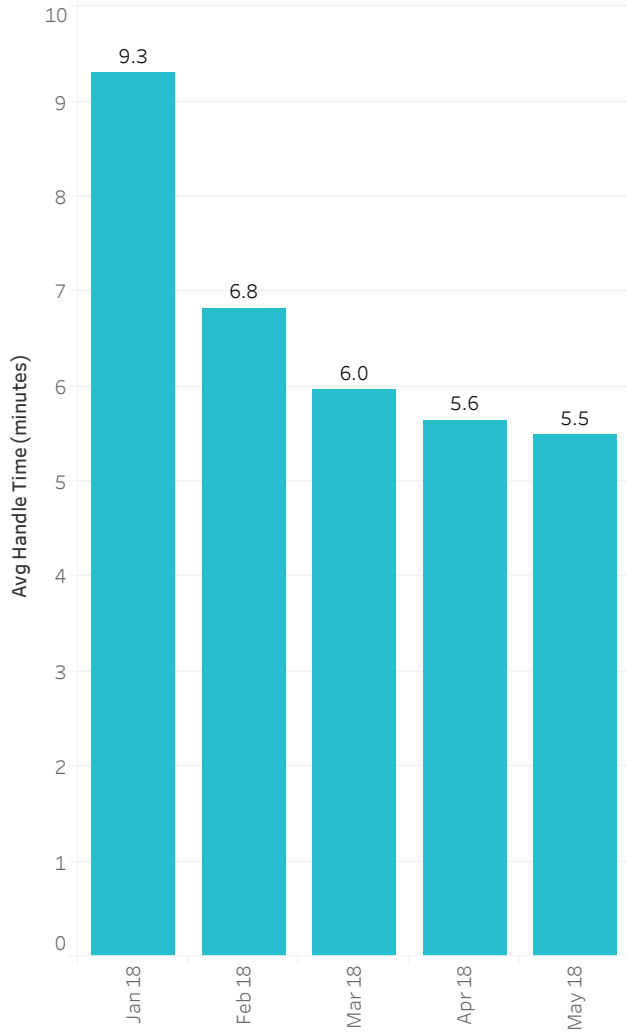


Average Speed of Answer



	January 2018	February 2018	March 2018	April 2018	May 2018
Avg Speed of Answer (seconds)	474.7	117.7	44.2	41.6	64.6

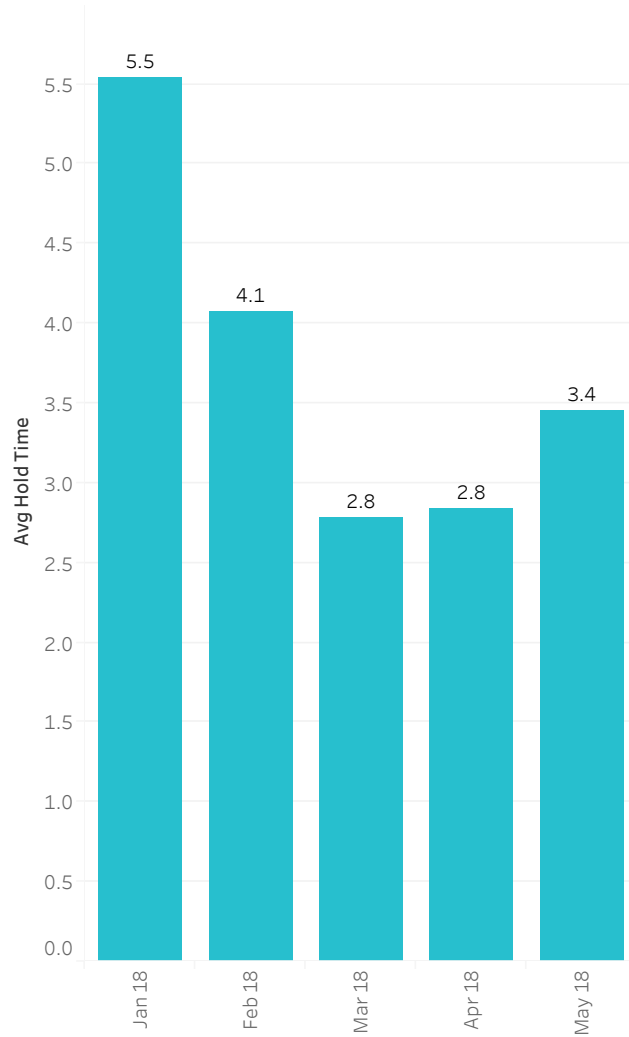
Average Handle Time



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492
Avg Handle Time (minutes)	9.3	6.8	6.0	5.6	5.5



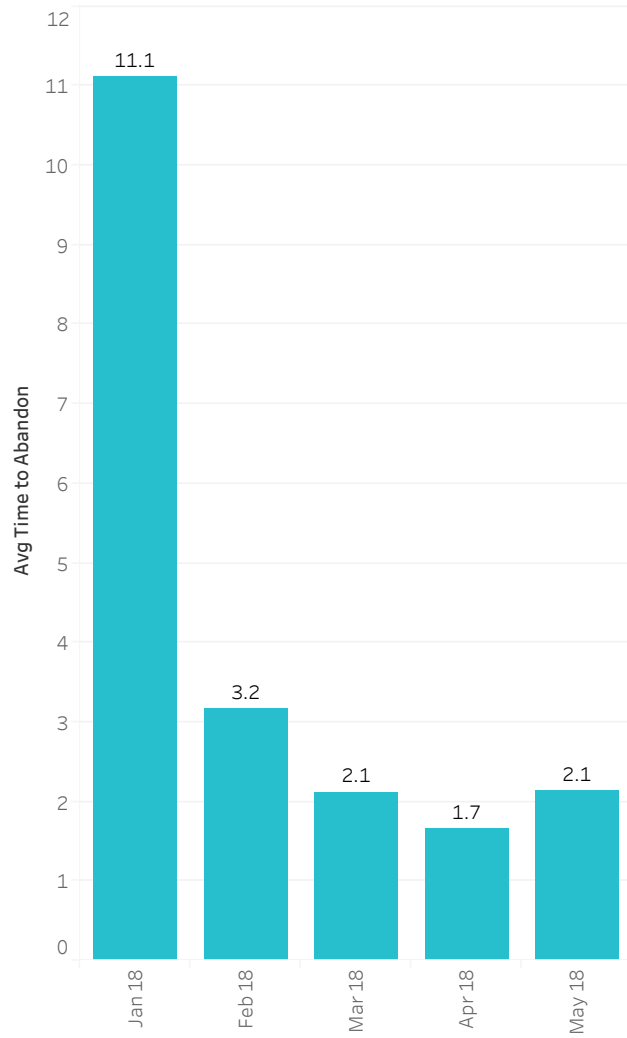
Average Hold Time



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	60,927	74,807	83,532	85,080	99,492
Avg Hold Time	5.5	4.1	2.8	2.8	3.4

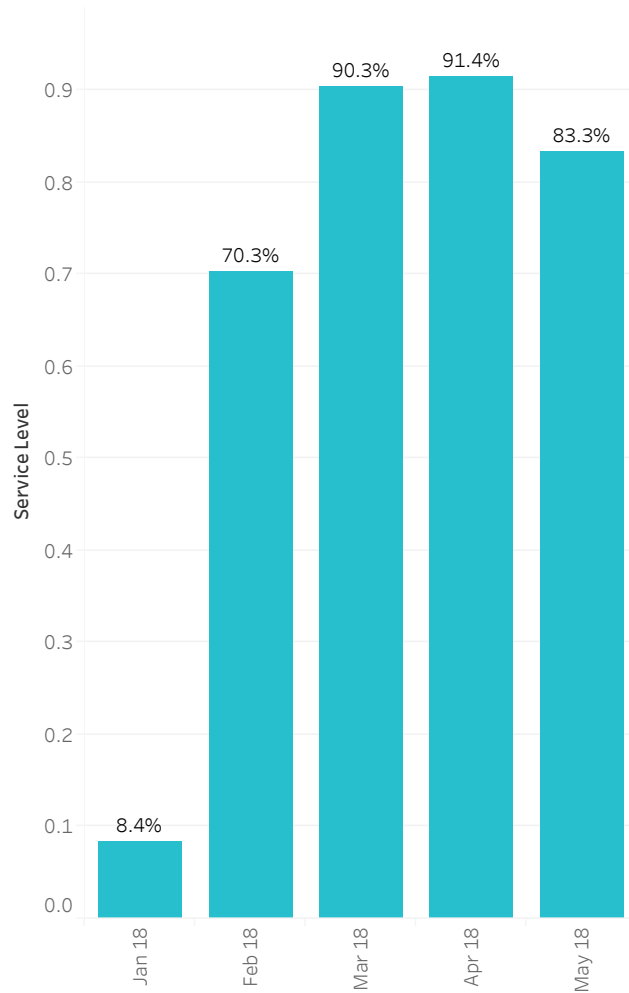


Average Time to Abandon



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Abandoned	60,425	7,647	3,952	3,700	7,274
Avg Time to Abandon	11.1	3.2	2.1	1.7	2.1

Service Level



	January 2018	February 2018	March 2018	April 2018	May 2018
Handled Within Service Level	9,638	56,429	77,605	79,540	86,668
Handled Outside Service Level	105,016	23,824	8,304	7,474	17,343
Total Calls Received	121,352	82,454	87,484	88,780	106,766
Service Level	8.4%	70.3%	90.3%	91.4%	83.3%



Call Center Summary, Facility

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Avg Daily Calls Received	380	428	426	415	402
Total Calls Answered	3,788	8,122	9,065	8,494	8,850
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%

Average Speed Of Answer Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3

Average Abandon Rate Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Total Calls Abandoned	1,213	513	367	300	475
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%

Average Handle Time Summary (Facility)

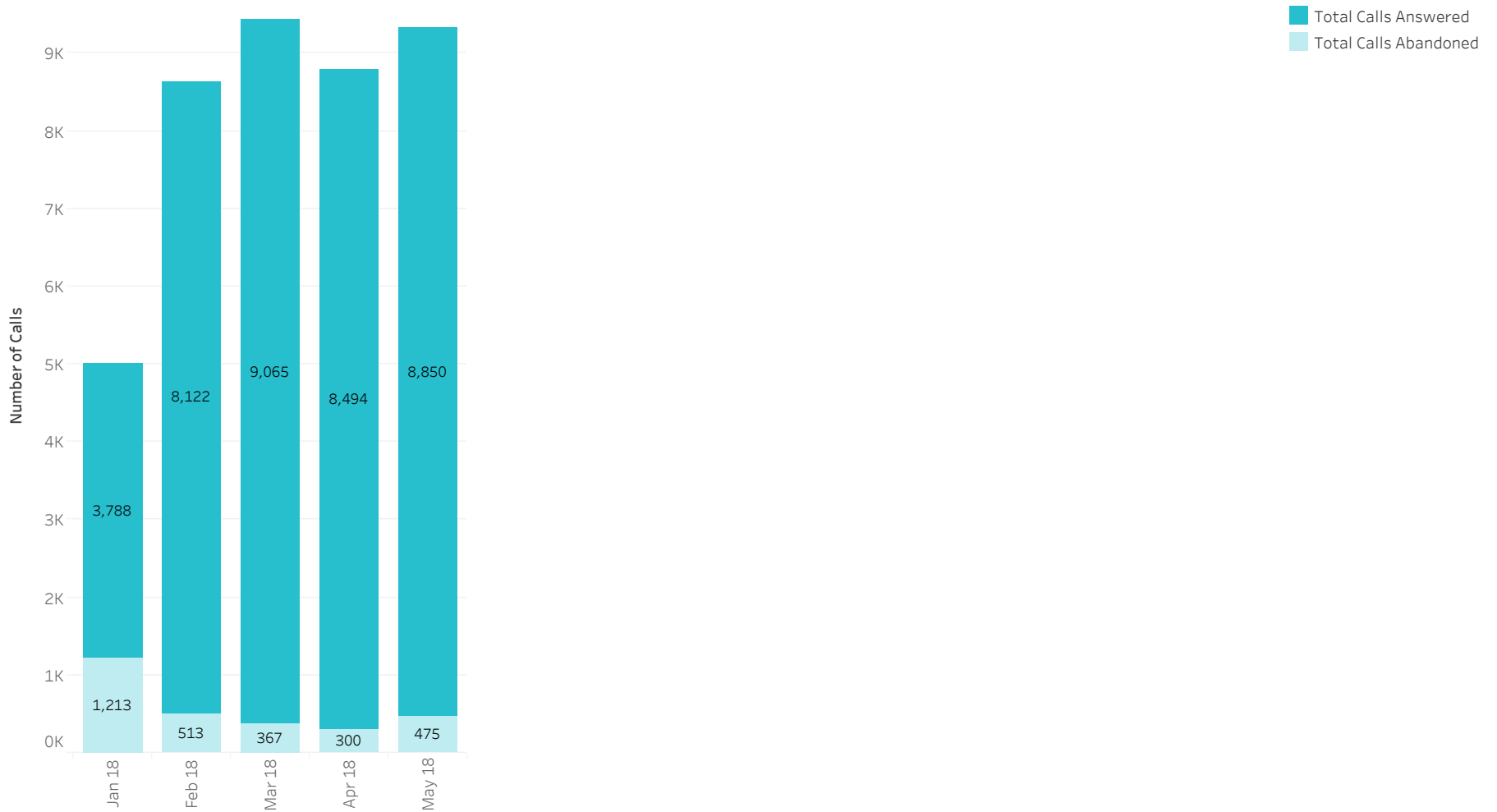
	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5

Service Level Summary (Facility)

	January 2018	February 2018	March 2018	April 2018	May 2018
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726
Handled Outside Service Level	3,922	1,820	888	729	1,514
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%



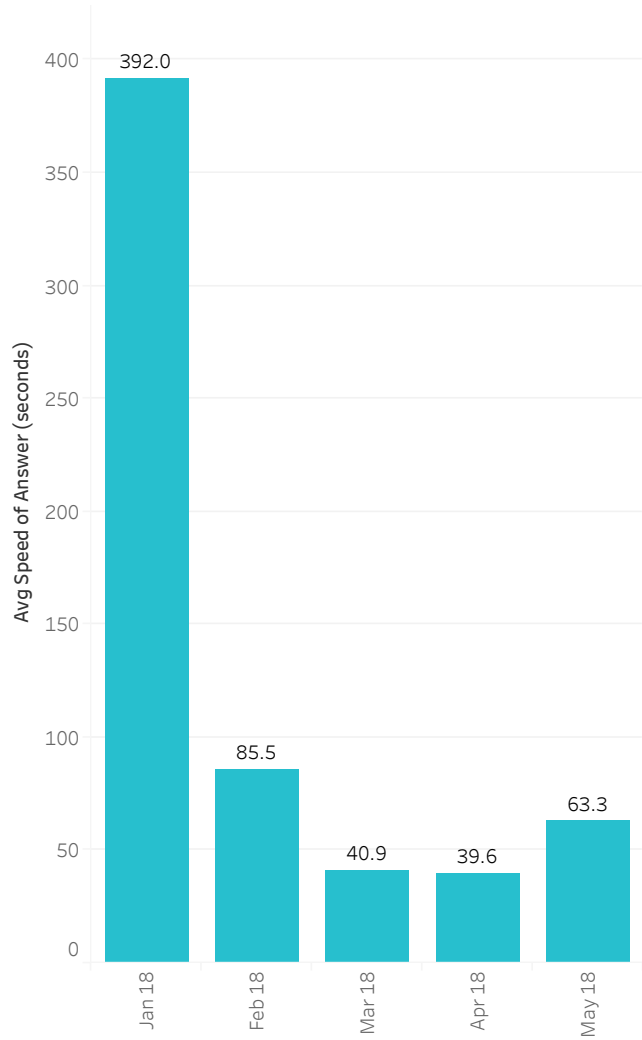
Answered Calls, Facility



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850
Answered %	75.7%	94.1%	96.1%	96.6%	94.9%
Total Calls Abandoned	1,213	513	367	300	475
Abandon %	24.3%	5.9%	3.9%	3.4%	5.1%
Total Calls Received	5,001	8,635	9,432	8,794	9,325



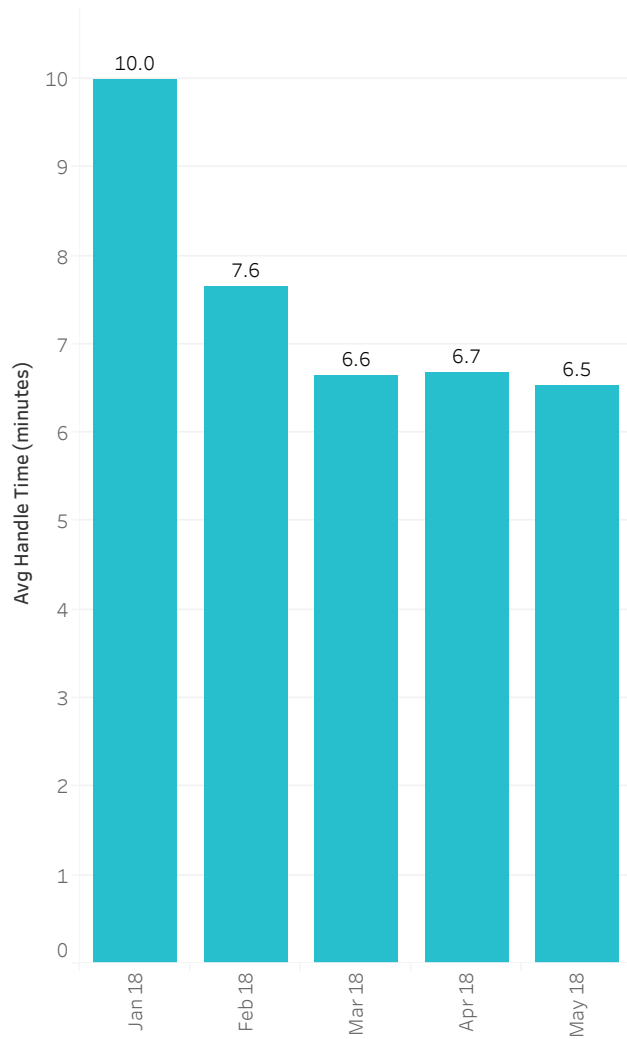
Average Speed of Answer, Facility



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Avg Speed of Answer (seconds)	392.0	85.5	40.9	39.6	63.3



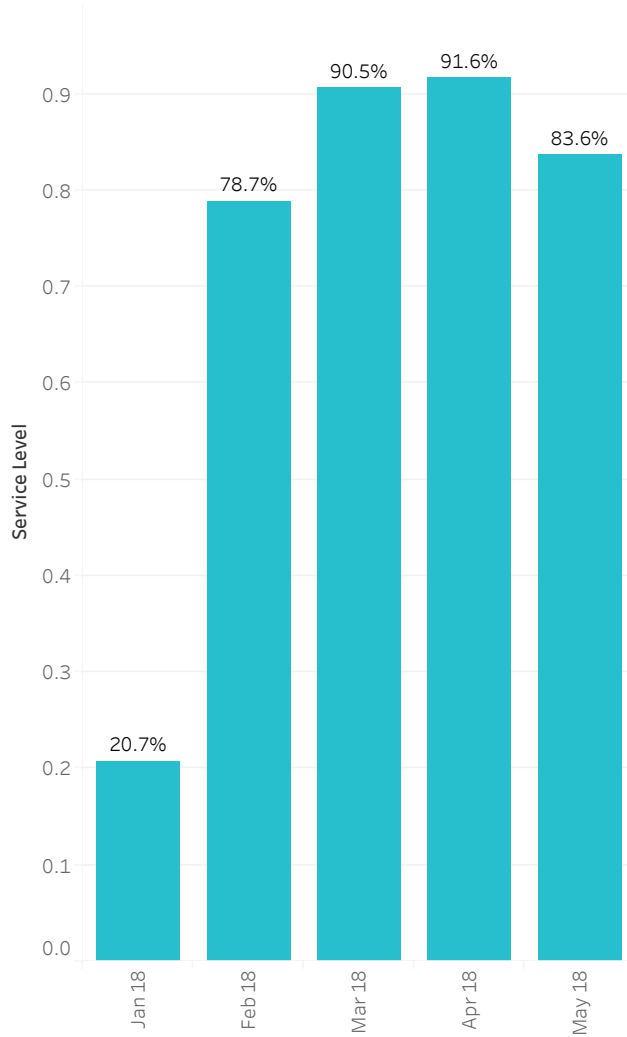
Average Handle Time, Facility



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Calls Answered	3,788	8,122	9,065	8,494	8,850
Avg Handle Time (minutes)	10.0	7.6	6.6	6.7	6.5



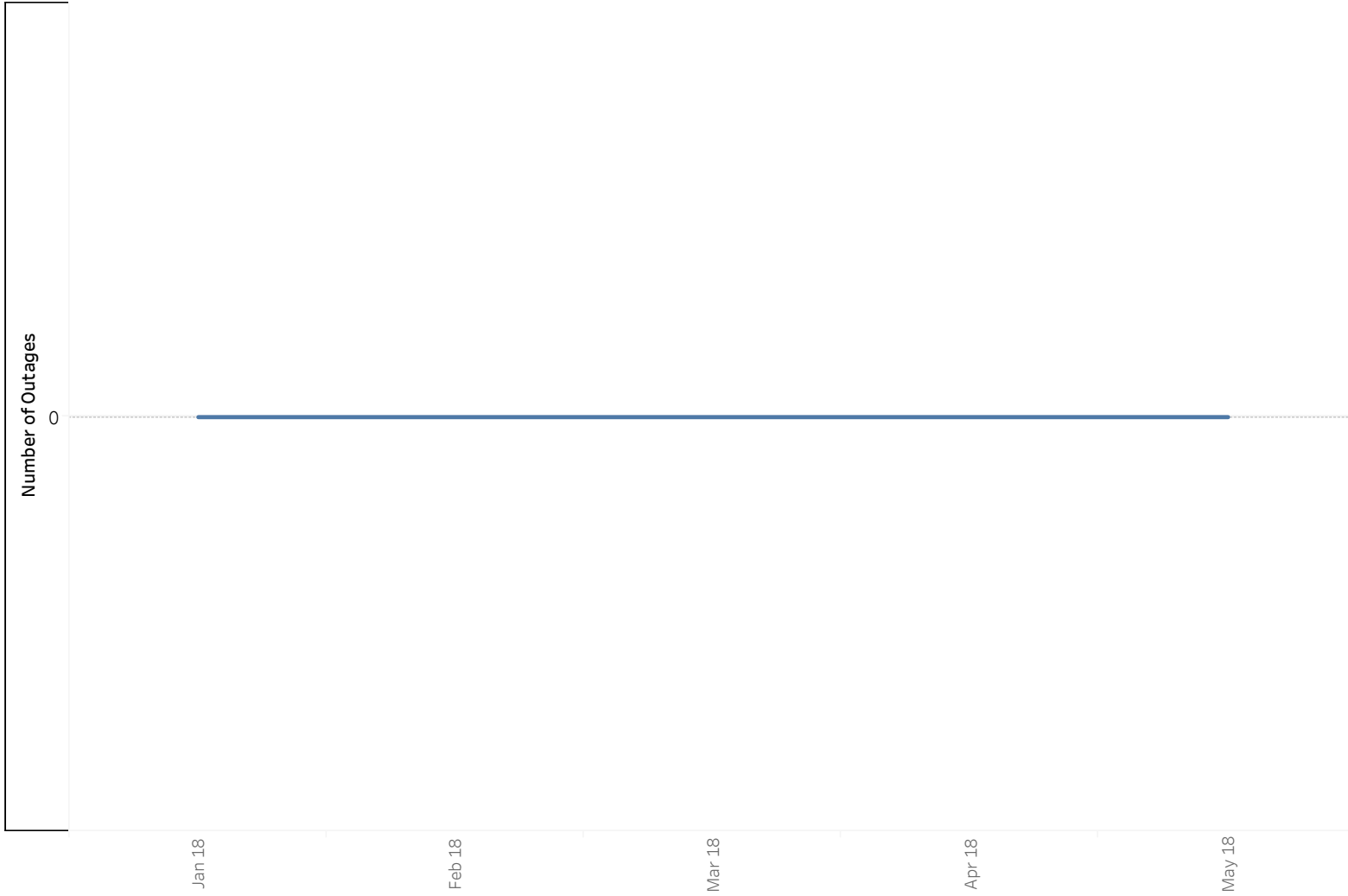
Service Level, Facility



	January 2018	February 2018	March 2018	April 2018	May 2018
Handled Within Service Level	1,024	6,737	8,488	7,992	7,726
Handled Outside Service Level	3,922	1,820	888	729	1,514
Total Calls Received	5,001	8,635	9,432	8,794	9,325
Service Level	20.7%	78.7%	90.5%	91.6%	83.6%



Outages Greater Than One Hour



	January 2018	February 2018	March 2018	April 2018	May 2018
Call Center Outages Greater Than 1 Hour	0	0	0	0	0





Monthly Trip Report

Connecticut Medicaid

Reporting Period: **May 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Completed	296,063	272,373	295,258	319,558	364,539

On Time % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18
On Time Trip Percentage	86.77%	88.19%	88.97%	89.15%	88.14%

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

	January 2018	February 2018	March 2018	April 2018	May 2018
Member No-Show Count	13,250	8,628	9,333	10,666	11,418
No-Shows + Completed*	127,635	133,358	142,734	147,460	160,444
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18
Completed Trips	296,063	272,373	295,258	319,558	364,539
Substantiated Complaints	298	225	136	129	71
Unsubstantiated Complaint	480	332	473	254	407
Total Complaint Count	778	557	609	383	478
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%

Trip Executive Summary Cont.

Mileage Summary

	Jan '18	Feb '18	Mar '18	Apr '18	May '18
Completed Trips	296,063	272,373	295,258	319,558	364,539
Total Mileage	2,005,575	1,904,826	2,033,051	2,171,667	2,472,827
Avg. Mileage	6.77	6.99	6.89	6.80	6.78

Trip % Distance Summary

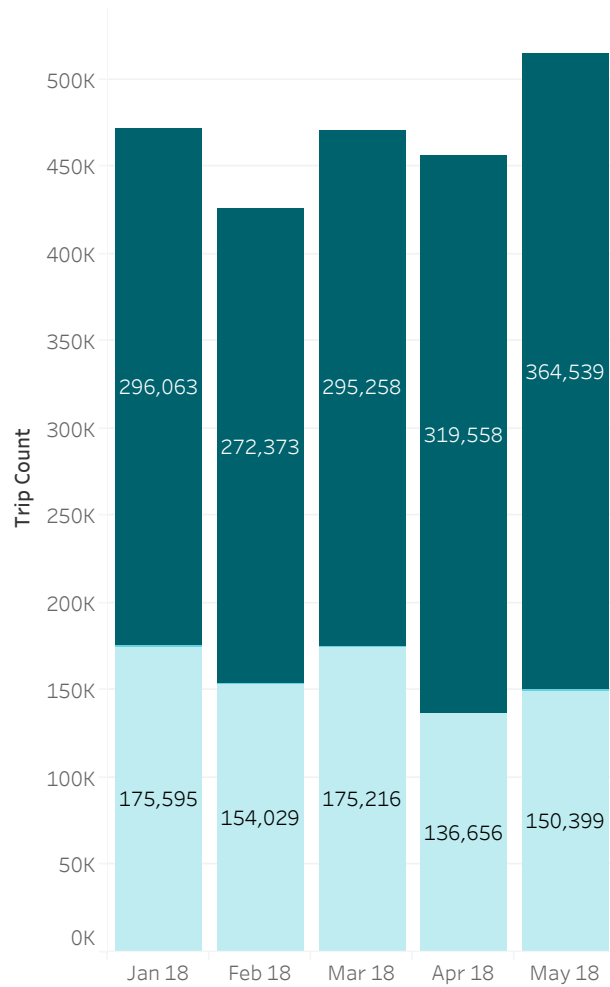
	Jan '18	Feb '18	Mar '18	Apr '18	May '18
0-10 Miles	80.09%	78.75%	78.89%	78.96%	79.21%
10-20 Miles	12.51%	13.69%	13.94%	14.20%	13.93%
20-30 Miles	4.48%	4.51%	4.33%	4.23%	4.19%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.68%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%

Completed Trips by Mode

	January 2018	February 2018	March 2018	April 2018	May 2018
Public Transit	180,537	145,437	158,218	178,985	210,858
Ambulatory	89,542	98,276	105,603	110,069	119,178
Wheelchair	19,434	21,145	22,598	22,220	23,965
Ambulance - BLS	1,708	3,375	3,339	2,764	4,312
Mileage Reimbursement	1,141	2,206	3,639	3,779	4,655
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327
Stretcher	1,773	146	95	29	25
Ambulance - ALS	68	129	138	116	197
Bariatric Stretcher	200	157	81	47	22
Other	0	1	0	0	0

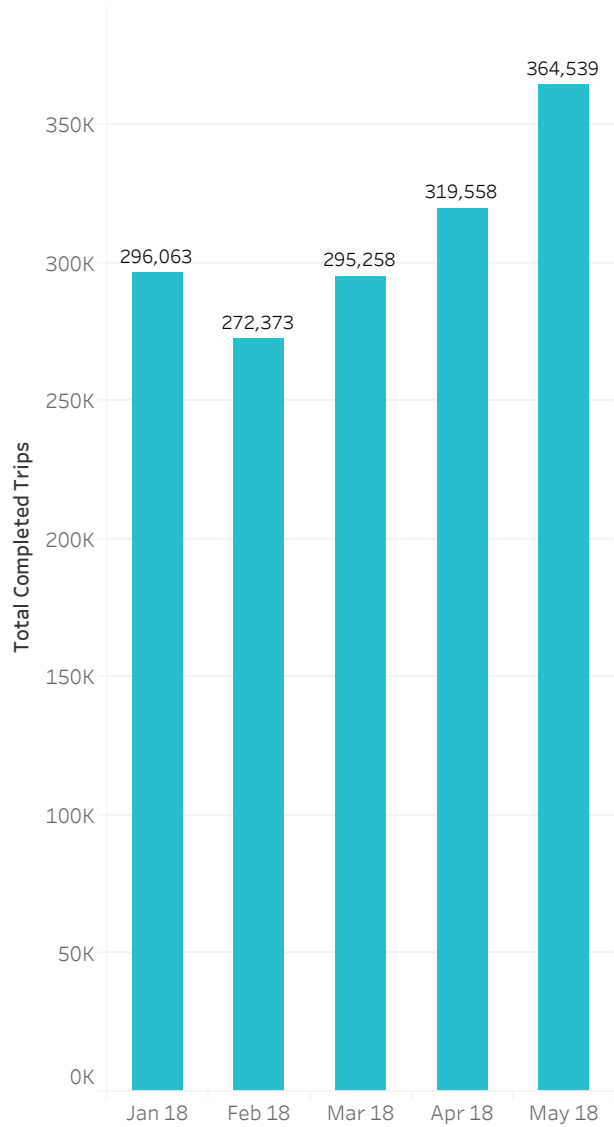
Total Trips Booked

Cancelled, Deleted, Denied, Not Confirmed Confirmed Completed



	January 2018	February 2018	March 2018	April 2018	May 2018
Total Trips Booked	471,681	426,406	470,502	456,214	515,014

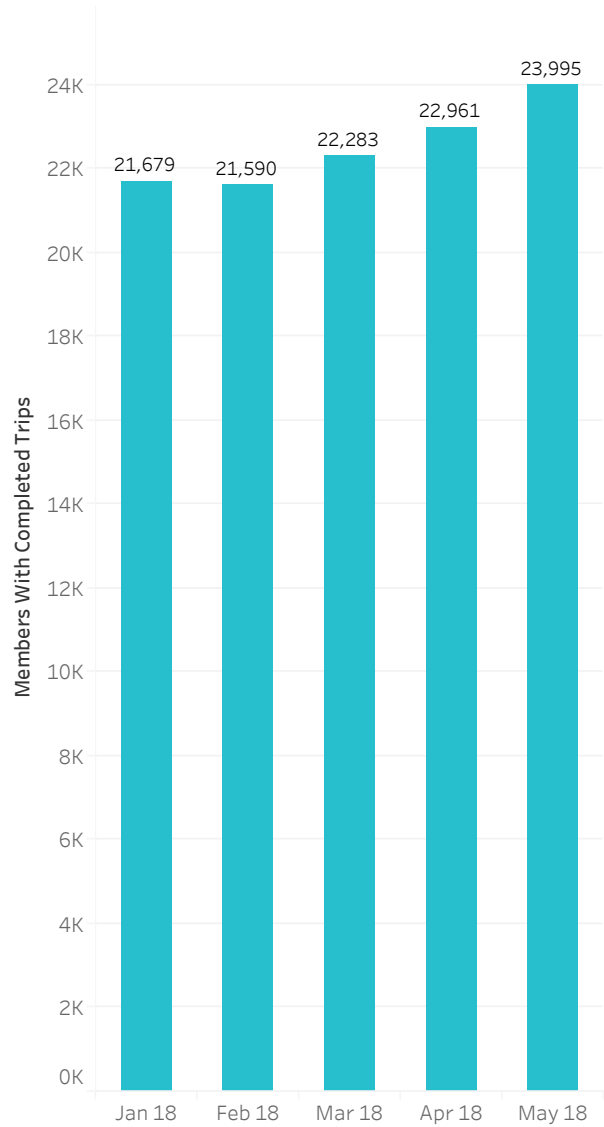
Total Completed Trips



	January 2018	February 2018	March 2018	April 2018	May 2018
Completed	296,063	272,373	295,258	319,558	364,539

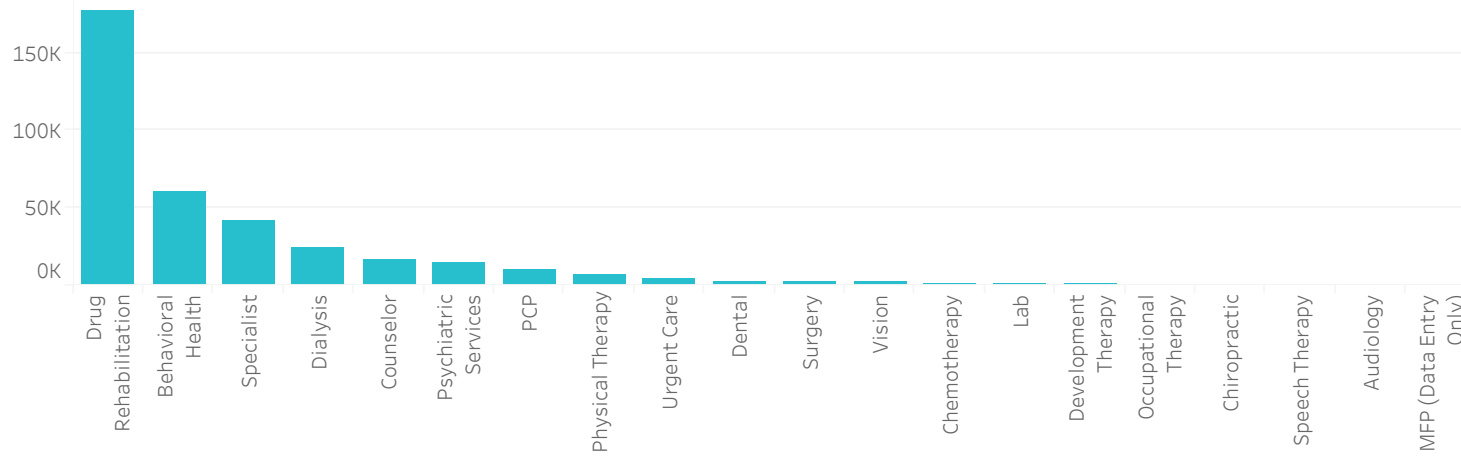


Members With Completed Trips



	January 2018	February 2018	March 2018	April 2018	May 2018
Completed	21,679	21,590	22,283	22,961	23,995

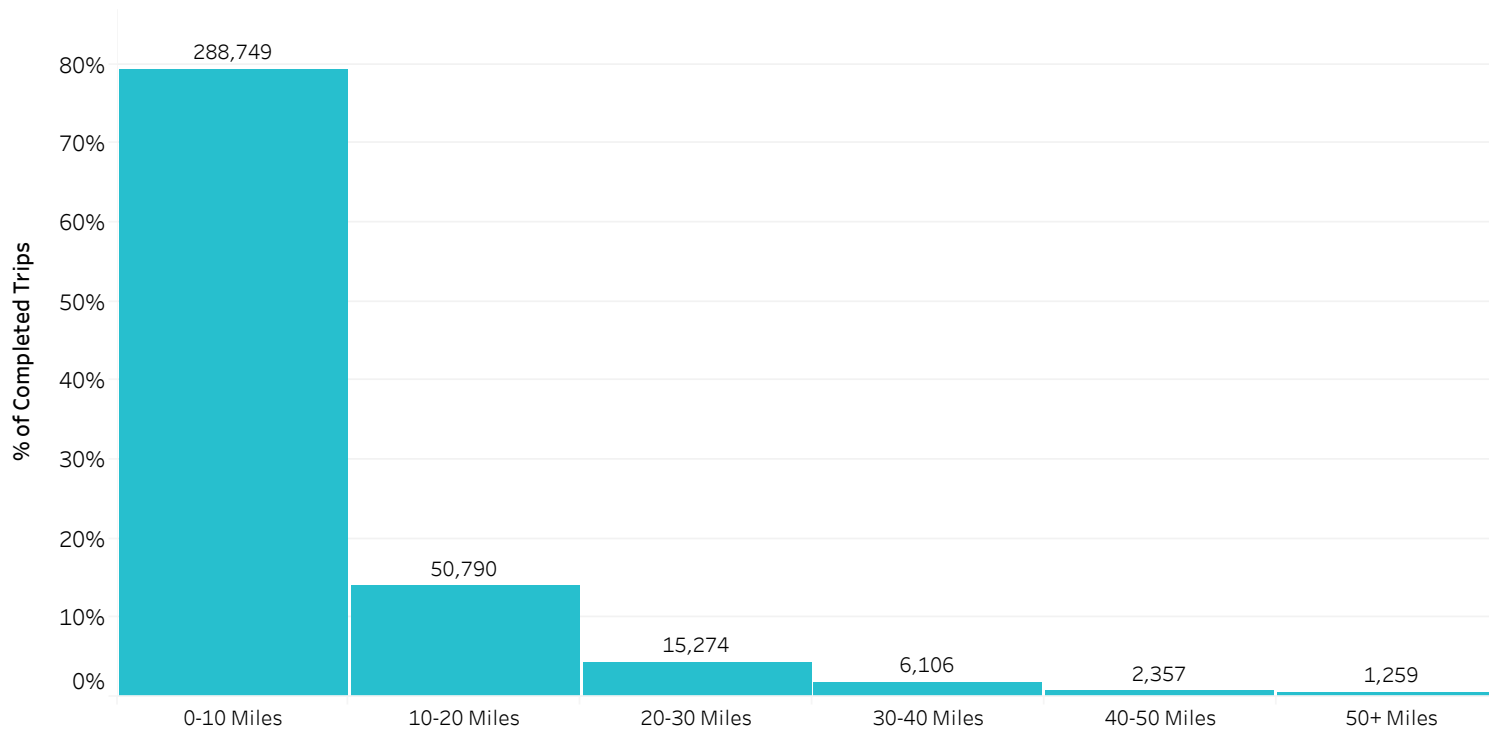
Total Completed Trips by Reason



	January 2018	February 2018	March 2018	April 2018	May 2018
Drug Rehabilitation	162,220	136,815	137,921	154,796	176,836
Behavioral Health	47,370	39,268	43,102	49,166	60,145
Specialist	31,749	33,822	39,636	38,487	41,669
Dialysis	20,048	20,188	22,489	21,248	23,574
Counselor	4,947	6,707	12,973	14,819	16,374
Psychiatric Services	7,951	10,140	10,588	11,614	13,814
PCP	7,513	8,602	8,791	8,621	9,321
Physical Therapy	4,129	5,260	6,099	6,494	7,092
Urgent Care	1,813	2,323	3,252	3,800	4,058
Dental	1,929	2,226	2,462	2,600	2,695
Surgery	1,307	1,511	1,765	1,675	2,020
Vision	1,305	1,384	1,575	1,677	1,841
Chemotherapy	1,120	1,242	1,508	1,307	1,356
Development Therapy	1,181	1,050	966	1,006	1,053
Lab	779	910	1,044	1,118	1,321
Occupational Therapy	268	339	397	378	521
Chiropractic	136	246	348	357	408
Speech Therapy	129	173	179	236	237
Audiology	150	159	123	105	140
MFP (Data Entry Only)	19	8	40	54	64



Total Completed Trips by Distance %



	Jan '18	Feb '18	Mar '18	Apr '18	May '18
0-10 Miles	80.09%	78.75%	78.89%	78.96%	79.21%
10-20 Miles	12.51%	13.69%	13.94%	14.20%	13.93%
20-30 Miles	4.48%	4.51%	4.33%	4.23%	4.19%
30-40 Miles	1.75%	1.73%	1.69%	1.58%	1.68%
40-50 Miles	0.61%	0.67%	0.67%	0.63%	0.65%
50+ Miles	0.56%	0.65%	0.48%	0.40%	0.35%

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	14,138	16,921	16,862	19,413	24,400
VALLEY CAB (SUBURBAN TRANSPORTATION)	8,501	8,928	7,909	9,855	11,209
SKY TRANSPORTATION	4,780	7,280	9,079	9,814	12,295
PARK CITY LIVERY	4,389	4,745	5,045	5,306	5,372
EXECUTIVE 2000	4,895	5,051	4,600	4,736	5,018
NORWICH TAXI, LLC	3,656	3,597	4,157	4,607	5,466
MAFFEI TAXI SERVICE	3,423	3,088	3,608	3,779	3,863
ACE TRANSPORTATION	4,566	5,012	4,404	2,254	273
DRM TRANSIT LLC: HARTFORD/TORRINGTON		2,268	4,198	4,906	4,928
DRM TRANSIT LLC: NEW HAVEN		2,136	4,292	4,948	4,781
VALLEY CAB	2,924	2,623	2,621	3,141	3,993
AMBASSADOR WHEELCHAIR SERVICES	2,472	2,719	2,948	3,280	3,487
CAMPION AMBULANCE	2,319	2,832	2,585	2,515	2,998
SOUTHERN HOME CARE SERVICE	1,920	2,578	2,668	2,883	3,107
BETHEL AMBULETTE INC.	2,301	2,375	2,604	2,467	2,809
ON TIME LIMOUSINE, LLC	1,749	1,976	2,930	2,741	2,853
MED-X TRANS, INC.	2,108	2,570	2,306	2,307	2,507
SUBURBAN LIVERY SERVICE LLC	1,923	1,667	2,207	2,534	3,173
HUNTERS AMBULANCE	2,467	2,609	2,558	2,243	1,290
PEOPLES TRANSIT LLC	3,196	3,048	3,248	1,335	
DRM TRANSIT LLC: NEW LONDON	3,259	1,546	1,154	2,213	2,171
GRIFFIN TRANSPORT	2,158	1,811	1,899	1,981	2,476
VEYO CONNECTICUT IDPS	933	2,045	2,153	2,260	2,345
JAQUAR LIMO, LLC	596	1,223	1,580	2,597	3,341
RELIABLE TRANSPORTATION LLC	1,089	1,331	1,786	2,194	2,665
A CAB COMPANY	1,489	1,427	1,473	1,916	2,383
AMERICAN CHAIRCAR SERVICES, LLC	1,762	1,622	1,791	1,406	1,525
LEILA TRANSPORTATION	2,245	2,389	2,527	813	100
CT TAXI, LLC (CT LIVERY)	1,054	1,134	1,381	1,802	1,932
CT HANDIVAN	1,082	1,473	1,638	1,594	1,185
BEST CHOICE TRANSPORTATION	1,328	731	723	1,353	1,898
AMERICAN MEDICAL RESPONSE OF CT	713	914	1,177	1,358	1,489
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	1,359	1,191	1,109	507	1,227
THE YELLOW CAB CO. INC.	3,778	1,486			
GOUGE WHEELCHAIR AND LIVERY SERVICE	896	1,012	1,086	1,044	1,136
GREGORY BURRUS & SON LLC	876	977	1,110	939	1,020
HARRY'S LIVERY LLC	1,121	1,277	1,820	639	
WRIGHT TRANSPORTATION, INC.	773	760	870	1,006	1,254
ESSEX LIMOUSINE SERVICE	768	790	939	1,008	969
PATRIOT TAXI	918	848	852	905	945
AMERICAN LIMO, LLC	805	803	968	828	346
PUTNAM TAXI LLC	635	714	720	718	749
ROYAL RS	696	526	680	806	686
K&E TRANSPORTATION LLC	731	38	456	982	1,127
NM TAXI COMPANY	431	614	695	676	714
ZOLI TRANSPORTATION	1,354	994	279	135	
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	481	495	523	523	585
LUCKY LIVERY	524	602	497	377	554
ALLIED TRANSPORTATION	415	550	550	515	510
AETNA AMBULANCE SERVICE	644	502	429	434	506
AMERICAN AMBULANCE SERVICE, INC (CT)	517	504	428	513	496
DANBURY AMBULANCE	412	359	396	383	539
KAYBELLA TRANSPORTATION LLC	537	453	451	341	277
BDL LIVERY	59	132	214	749	902
COMFORT CARE TRANSPORTATION	409	442	316	425	450
MY TAXI, LLC	546	508	600	330	
HARRY'S TAXI INC	38	746	816	304	
NORWICH TRANSPORTATION, LLC	297	422	377	394	409
MID-FAIRFIELD CHILD GUIDANCE CENTER	429	431	359	342	272
AMBULANCE SERVICE OF MANCHESTER	282	263	312	405	469
VALLEY TRANSIT DISTRICT	318	347	307	330	392
ACME TRANSPORTATION	272	285	305	337	480

Total Completed Trips by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
WMC EXPRESS CORP			601	325	736
TAGCO LIVERY SERVICES, LLC	381	300	392	204	331
BRISTOL HOSPITAL EMS	240	323	384	245	415
TIX TRANSPORTATION	388	470	439	229	
A&Z TRANSPORTATION, LLC				247	1,260
SUPREME LIMO	372	355	221	207	308
FIVE DIAMOND LIMOUSINE LLC	334	481	410	203	
HARTFORD LIVERY, LLC	386	402	407	152	
STARTIRE LIVERY LLC	421	295	322	99	63
MILFORD TRANSIT DISTRICT	122	118	247	325	361
TRI STATE RIDE SERVICES	236	301	399	232	
ALL STAR LIMO LLC		126	199	280	557
AFI HEALING HANDS INTERNATIONAL LLC	59	131	158	121	174
FOUR FELLAS TRANSPORTATION, LLC	145	169	142	39	
ROSE CITY TAXI LLC	171	107	89	33	
D & R TRANSPORTATION	44	49	81	86	134
A&M LIMO	107	129	90	49	
DUNBAR PATIENT TRANSPORT CORP	16	24	40	123	127
RED & WHITE TAXI, LLC		129	71	13	
ABOVE AVERAGE TRANSPORTATION	30	59	75	16	1
PREMIER AMBULETTE TRANSPORTATION, INC		4	55	48	53
CT TRANSPORTATION SERVICES				71	85
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	110				
AVON TRANSPORTATION					61
ALTERNATIVE TRANSPORTATION SOLUTIONS	37	12			
CONNECTICUT TRANSPORTATION SOLUTIONS	16				14
DBA CASABLANCA LIMO, LLC	14	6			
AMERICAN AIRPORT LIMO, LLC			4	1	
Grand Total	114,385	124,730	133,401	136,794	149,026

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	144	324	209	181	376
ACE TRANSPORTATION	83	186	43	8	
SKY TRANSPORTATION	50	57	57	44	103
Null	64	51	41	30	40
VALLEY CAB (SUBURBAN TRANSPORTATION)	28	35	24	30	34
MED-X TRANS, INC.	22	19	25	43	24
THE YELLOW CAB CO. INC.	78	33			
PARK CITY LIVERY	13	13	17	11	15
VALLEY CAB	21	12	12	8	8
DRM TRANSIT LLC: HARTFORD/TORRINGTON		15	11	14	12
SUBURBAN LIVERY SERVICE LLC	18	2	14	12	4
DRM TRANSIT LLC: NEW HAVEN		4	17	11	16
NORWICH TAXI, LLC	12	7	13	6	2
PEOPLES TRANSIT LLC	11	13	9		
BEST CHOICE TRANSPORTATION	13	12		4	3
EXECUTIVE 2000	1	2	23		4
AMERICAN CHAIRCAR SERVICES, LLC	2		12	5	7
DRM TRANSIT LLC: NEW LONDON	17	2	2	1	3
GRIFFIN TRANSPORT	7	9	5		4
ROYAL RS	10	2	2	6	3
WMC EXPRESS CORP			14	3	5
GREGORY BURRUS & SON LLC	5	4	8		4
K&E TRANSPORTATION LLC	2	2	10	2	5
ALL STAR LIMO LLC		4	3	5	8
JAQUAR LIMO, LLC	1			13	4
STARTIRE LIVERY LLC	4	8	5	1	
CAMPION AMBULANCE	1	3	1	3	9
HARRY'S LIVERY LLC	5	8	3	1	
HARRY'S TAXI INC		5	11		
ON TIME LIMOUSINE, LLC	4		3	4	5
AMBASSADOR WHEELCHAIR SERVICES	2	1	6	1	5
CT TAXI, LLC (CT LIVERY)	1	5	4	5	
LUCKY LIVERY		8	3	2	2
SUPREME LIMO	3	6			5
TAGCO LIVERY SERVICES, LLC	2	4	6	2	
ZOLI TRANSPORTATION	1	10	3		
PUTNAM TAXI LLC	4	2	1	4	2
A CAB COMPANY	4	2	1		3
BETHEL AMBULETTE INC.			9		1
HUNTERS AMBULANCE	4	5	1		
SOUTHERN HOME CARE SERVICE	2	1	4	1	2
TRI STATE RIDE SERVICES	4		6		
NM TAXI COMPANY	4		2	2	1
RELIABLE TRANSPORTATION LLC		1	3	4	1
LEILA TRANSPORTATION	1		7		
AMERICAN LIMO, LLC	3		4		
BDL LIVERY	2			2	3
CT HANDIVAN		3			4
FIVE DIAMOND LIMOUSINE LLC	2	3	2		
A&M LIMO	2	2	2		
AMERICAN MEDICAL RESPONSE OF CT			2		4
VALLEY TRANSIT DISTRICT		1	1	2	2
ALLIED TRANSPORTATION			2	2	1
CONNECTICUT TRANSPORTATION SOLUTIONS	3			2	
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE		2		1	2
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	4				
BRISTOL HOSPITAL EMS					4
COMFORT CARE TRANSPORTATION			2	2	
GOUGE WHEELCHAIR AND LIVERY SERVICE		2	2		
MY TAXI, LLC		2	2		
TEST 3PO OPERATOR CT	4				
CT TRANSPORTATION SERVICES					3

Provider No-Show Count by Provider

	January 2018	February 2018	March 2018	April 2018	May 2018
MILFORD TRANSIT DISTRICT	1			2	
ROSE CITY TAXI LLC			3		
SMOOTH LINE LIMOUSINE AND TRANSPORTATION			2	1	
ACME TRANSPORTATION				2	
AETNA AMBULANCE SERVICE		2			
ALTERNATIVE TRANSPORTATION SOLUTIONS		2			
BRADLEY LIVERY, LLC			2		
DANBURY AMBULANCE					2
RED & WHITE TAXI, LLC		2			
VEYO CONNECTICUT PUBLIC TRANSIT	2				
A&Z TRANSPORTATION, LLC					1
AFI HEALING HANDS INTERNATIONAL LLC				1	
AMERICAN AMBULANCE SERVICE, INC (CT)					1
KAYBELLA TRANSPORTATION LLC			1		
MAFFEI TAXI SERVICE			1		
PATRIOT TAXI		1			
Grand Total	671	899	678	484	747

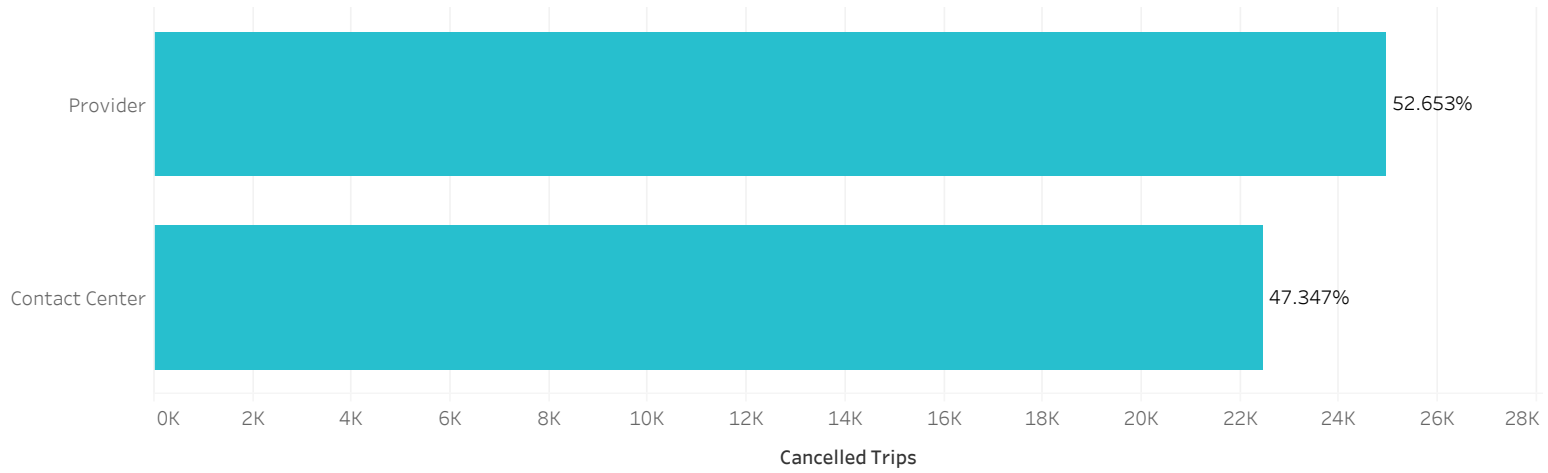
Late Trip Count by Provider

	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
METRO TAXI - TRANSPORTATION GENERAL - DBA M7	1,419	11.76%	1,980	13.62%	1,671	11.71%	2,060	12.50%	3,100	15.15%
PARK CITY LIVERY	683	17.46%	883	20.23%	950	20.21%	1,185	24.01%	1,159	23.06%
MED-X TRANS, INC.	483	24.01%	737	30.47%	750	34.55%	929	42.58%	914	38.47%
MAFFEI TAXI SERVICE	726	21.86%	615	20.73%	684	19.67%	678	18.45%	655	17.49%
EXECUTIVE 2000	658	14.70%	626	13.40%	720	16.82%	490	11.05%	579	12.41%
AMBASSADOR WHEELCHAIR SERVICES	369	16.04%	457	17.78%	516	18.82%	708	22.88%	700	21.16%
ON TIME LIMOUSINE, LLC	260	16.35%	328	18.11%	716	26.20%	674	26.55%	755	28.37%
NORWICH TAXI, LLC	441	12.91%	369	11.04%	483	12.60%	574	13.66%	651	12.94%
CAMPION AMBULANCE	410	20.12%	508	19.62%	452	19.10%	333	13.99%	489	17.62%
SUBURBAN LIVERY SERVICE LLC	304	16.74%	243	15.48%	409	19.94%	431	18.05%	580	19.08%
ACE TRANSPORTATION	586	14.70%	682	16.26%	391	10.82%	209	10.60%	36	16.98%
CT TAXI, LLC (CT LIVERY)	255	26.05%	224	21.83%	299	23.90%	400	24.66%	370	21.06%
SOUTHERN HOME CARE SERVICE	189	11.06%	280	11.49%	344	13.73%	334	12.20%	349	11.68%
PEOPLES TRANSIT LLC	525	17.52%	361	12.73%	437	14.28%	172	13.30%		
AMERICAN CHAIRCAR SERVICES, LLC	253	15.83%	256	16.85%	381	22.99%	270	20.44%	290	20.55%
VALLEY CAB	338	12.34%	204	8.17%	233	9.43%	289	9.67%	380	9.99%
SKY TRANSPORTATION	748	17.02%	473	7.12%	62	0.74%	61	0.68%	87	0.78%
A CAB COMPANY	256	17.56%	252	18.35%	249	17.33%	280	15.27%	341	14.95%
BETHEL AMBULETTE INC.	198	9.58%	249	11.44%	286	11.77%	289	12.31%	308	11.48%
GRIFFIN TRANSPORT	281	13.50%	243	14.06%	172	9.42%	224	11.72%	286	12.07%
CT HANDIVAN	148	17.39%	241	18.57%	312	21.93%	286	20.36%	210	20.49%
JAQUAR LIMO, LLC	7	1.50%	25	2.23%	25	1.73%	89	3.67%	994	30.75%
THE YELLOW CAB CO. INC.	774	23.87%	182	15.48%	0					
GREGORY BURRUS & SON LLC	163	21.25%	172	19.35%	209	20.00%	174	19.84%	222	22.38%
RELIABLE TRANSPORTATION LLC	99	9.83%	115	9.26%	187	11.17%	244	11.55%	275	10.87%
HARRY'S LIVERY LLC	165	15.99%	200	16.67%	324	19.03%	120	19.67%	0	
AMERICAN LIMO, LLC	111	14.57%	182	23.45%	235	25.77%	206	25.75%	69	20.47%
VALLEY CAB (SUBURBAN TRANSPORTATION)	551	6.83%	64	0.75%	37	0.50%	39	0.42%	29	0.27%
PUTNAM TAXI LLC	110	18.77%	127	19.04%	135	20.61%	121	18.67%	154	22.06%
PATRIOT TAXI	119	13.40%	122	14.88%	128	15.76%	107	12.56%	118	13.00%
ZOLI TRANSPORTATION	213	16.32%	202	21.15%	74	28.57%	38	29.23%		
LUCKY LIVERY	59	12.61%	100	17.61%	86	17.77%	108	28.95%	150	27.73%
HUNTERS AMBULANCE	177	8.71%	121	5.45%	96	4.27%	64	3.31%	35	3.41%
BEST CHOICE TRANSPORTATION	134	10.73%	41	7.00%	22	4.46%	110	10.27%	167	9.59%
GOOGE WHEELCHAIR AND LIVERY SERVICE	82	9.89%	111	11.80%	92	9.16%	83	8.38%	96	8.87%
A&Z TRANSPORTATION, LLC							84	34.43%	359	29.79%
ALLIED TRANSPORTATION	57	14.69%	95	17.82%	104	19.70%	89	18.35%	89	18.50%
NORWICH TRANSPORTATION, LLC	59	20.77%	90	22.44%	79	21.70%	77	20.37%	99	24.69%
NM TAXI COMPANY	51	12.11%	47	7.85%	84	12.48%	95	14.20%	107	15.18%
SMOOTH LINE LIMOUSINE AND TRANSPORTATION	58	12.47%	69	14.14%	80	15.69%	72	14.55%	68	12.06%
VEYO CONNECTICUT IDPS	38	4.72%	55	3.08%	75	4.04%	93	4.70%	80	3.85%
VALLEY TRANSIT DISTRICT	68	24.73%	63	20.32%	57	20.36%	63	21.36%	79	23.44%
NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE	52	4.80%	46	4.61%	62	6.58%	76	17.59%	93	8.67%
WRIGHT TRANSPORTATION, INC.	51	7.36%	39	5.48%	66	8.47%	80	8.55%	84	7.29%
TIX TRANSPORTATION	92	25.41%	116	26.67%	68	15.93%	28	12.28%		
KAYBELLA TRANSPORTATION LLC	81	16.10%	67	15.37%	82	18.98%	47	14.69%	19	7.63%
SUPREME LIMO	72	21.05%	47	14.37%	38	19.39%	59	31.55%	79	26.78%
WMC EXPRESS CORP					54	10.06%	24	8.16%	217	31.04%
DRM TRANSIT LLC: NEW LONDON	161	5.28%	30	2.06%	2	0.18%	32	1.47%	60	2.87%
ESSEX LIMOUSINE SERVICE	79	10.87%	35	4.76%	64	7.26%	46	4.73%	43	4.65%
HARRY'S TAXI INC	2	5.56%	102	14.91%	110	15.32%	45	15.90%	0	
ACME TRANSPORTATION	22	8.98%	37	13.81%	41	14.49%	61	19.24%	63	14.32%
COMFORT CARE TRANSPORTATION	9	2.37%	74	17.33%	43	14.58%	45	11.45%	44	10.16%
LEILA TRANSPORTATION	62	2.86%	56	2.44%	44	1.81%	24	3.07%	5	5.26%
DRM TRANSIT LLC: HARTFORD/TORRINGTON	0		23	1.10%	22	0.54%	11	0.23%	109	2.33%
VEYO CONNECTICUT MILEAGE REIMBURSEMENT	2	0.20%	19	0.94%	40	1.18%	51	1.44%	52	1.18%
MILFORD TRANSIT DISTRICT	10	8.33%	5	4.55%	8	3.42%	28	9.03%	97	27.79%
MY TAXI, LLC	56	10.83%	31	6.35%	33	5.82%	26	8.10%		
AMERICAN AMBULANCE SERVICE, INC (CT)	34	9.07%	37	9.89%	21	7.19%	23	6.17%	25	7.49%
AFI HEALING HANDS INTERNATIONAL LLC	9	15.52%	24	20.51%	26	18.18%	19	18.63%	46	28.22%
BRISTOL HOSPITAL EMS	21	10.66%	24	9.38%	32	11.03%	26	11.87%	20	6.15%
FIVE DIAMOND LIMOUSINE LLC	46	15.44%	45	10.07%	18	4.75%	6	3.19%		

Late Trip Count by Provider

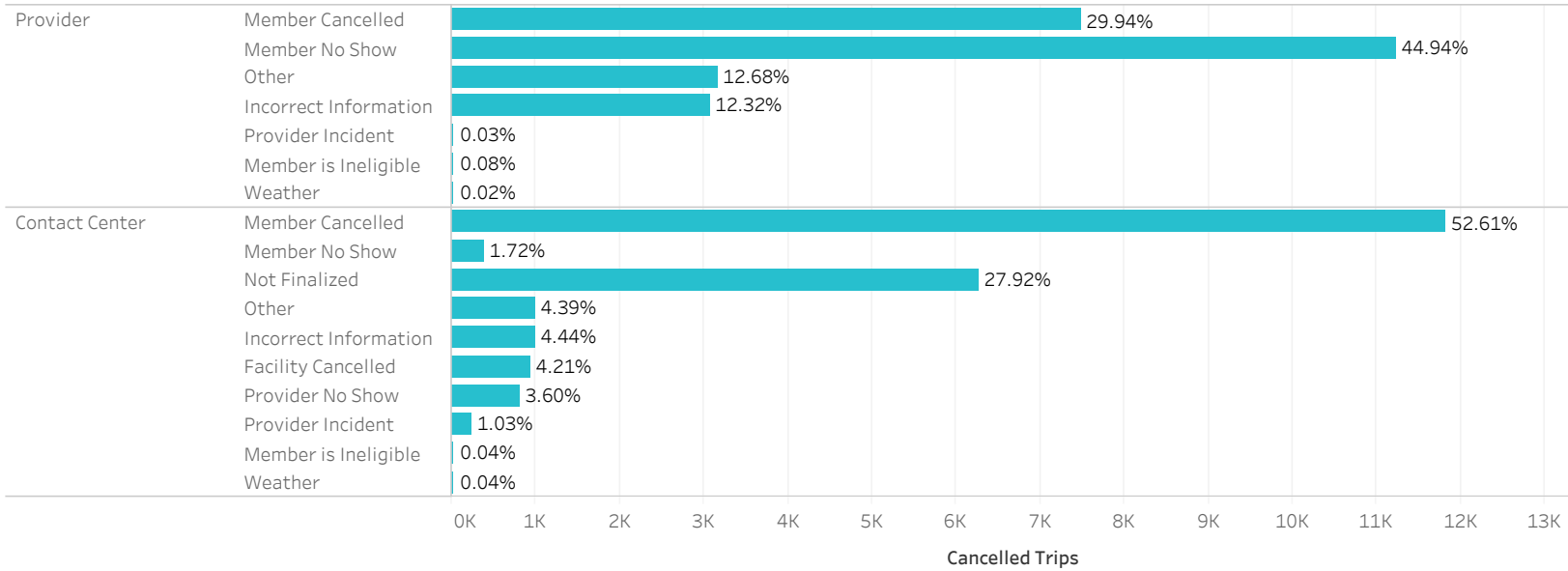
	Month of Trip Date									
	Jan 18		Feb 18		Mar 18		Apr 18		May 18	
	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late	Late Trips	% of Trips Late
DRM TRANSIT LLC: NEW HAVEN	0		34	1.76%	16	0.39%	30	0.63%	28	0.61%
HARTFORD LIVERY, LLC	38	10.47%	22	5.74%	21	5.66%	8	5.44%		
A&M LIMO	6	7.89%	28	26.17%	30	37.50%	19	50.00%		
BDL LIVERY	0	0.00%	1	0.90%	14	8.38%	34	4.94%	24	2.76%
TRI STATE RIDE SERVICES	2	0.90%	24	8.73%	10	2.70%	22	9.65%		
PREMIER AMBULETTE TRANSPORTATION, INC	0		1	50.00%	13	30.23%	25	56.82%	18	36.73%
FOUR FELLAS TRANSPORTATION, LLC	15	10.95%	12	8.00%	13	10.32%	3	7.69%		
DUNBAR PATIENT TRANSPORT CORP	0	0.00%	0	0.00%	0	0.00%	20	16.81%	16	13.56%
STARTIRE LIVERY LLC	33	9.09%	0	0.00%	1	0.32%	0	0.00%	1	1.85%
ABOVE AVERAGE TRANSPORTATION	8	40.00%	12	31.58%	11	17.74%	1	7.14%	0	
AMERICAN MEDICAL RESPONSE OF CT	4	0.89%	23	3.37%	3	0.53%	2	0.32%	0	0.00%
ROYAL RS	4	0.63%	0	0.00%	2	0.32%	21	2.78%	3	0.45%
RED & WHITE TAXI, LLC			15	14.71%	10	18.18%	1	7.69%		
AETNA AMBULANCE SERVICE	8	2.20%	9	2.96%	0	0.00%	0	0.00%	0	0.00%
D & R TRANSPORTATION	1	2.38%	2	4.44%	3	4.11%	2	2.41%	6	4.48%
ALL STAR LIMO LLC			9	7.89%	0	0.00%	2	0.82%	0	0.00%
TAGCO LIVERY SERVICES, LLC	4	1.24%	3	1.33%	0	0.00%	2	1.40%	1	0.38%
MID-FAIRFIELD CHILD GUIDANCE CENTER	8	1.88%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
AMBULANCE SERVICE OF MANCHESTER	6	4.26%	0	0.00%	0	0.00%	1	0.33%	0	0.00%
DBA CASABLANCA LIMO, LLC	5	50.00%	1	16.67%						
ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI)	3	2.78%								
DANBURY AMBULANCE	3	0.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
K&E TRANSPORTATION LLC	2	0.29%	0	0.00%	0	0.00%	1	0.11%	0	0.00%
ROSE CITY TAXI LLC	0	0.00%	3	4.00%	0	0.00%	0	0.00%		
ALTERNATIVE TRANSPORTATION SOLUTIONS	1	4.35%	1	8.33%						
AVON TRANSPORTATION							0		2	4.08%
CONNECTICUT TRANSPORTATION SOLUTIONS	1	7.14%	0		0		0		1	7.69%
CT TRANSPORTATION SERVICES							2	3.33%	0	0.00%
Null	0		0		0		0		0	
A&J MEDICAL TRANSPORTATION COMPANY	0									
AMERICAN AIRPORT LIMO, LLC					0	0.00%	0	0.00%		
BRADLEY LIVERY, LLC					0				0	
BRIGHT TRANSPORTATION	0									
CITY CARS 21	0									
FERMED SOLUTION TRANSPORT	0									
JDF VAN SERVICE LLC	0									
METRO 21, INC.	0									
MICHIGAN PARATRANSIT SERVICES, LLC	0									
TEST 3PO OPERATOR CT	0		0		0		0		0	
TEST BAD DATA OPERATOR	0		0							
VEYO CONNECTICUT PUBLIC TRANSIT	0		0		0		0		0	

Cancellations by Source



	January 2018	February 2018	March 2018	April 2018	May 2018
Provider	52,056	31,561	26,651	23,209	24,978
Contact Center	20,681	22,378	28,156	22,559	22,461
Total Cancelled	72,737	53,939	54,807	45,768	47,439

Cancellations by Reason

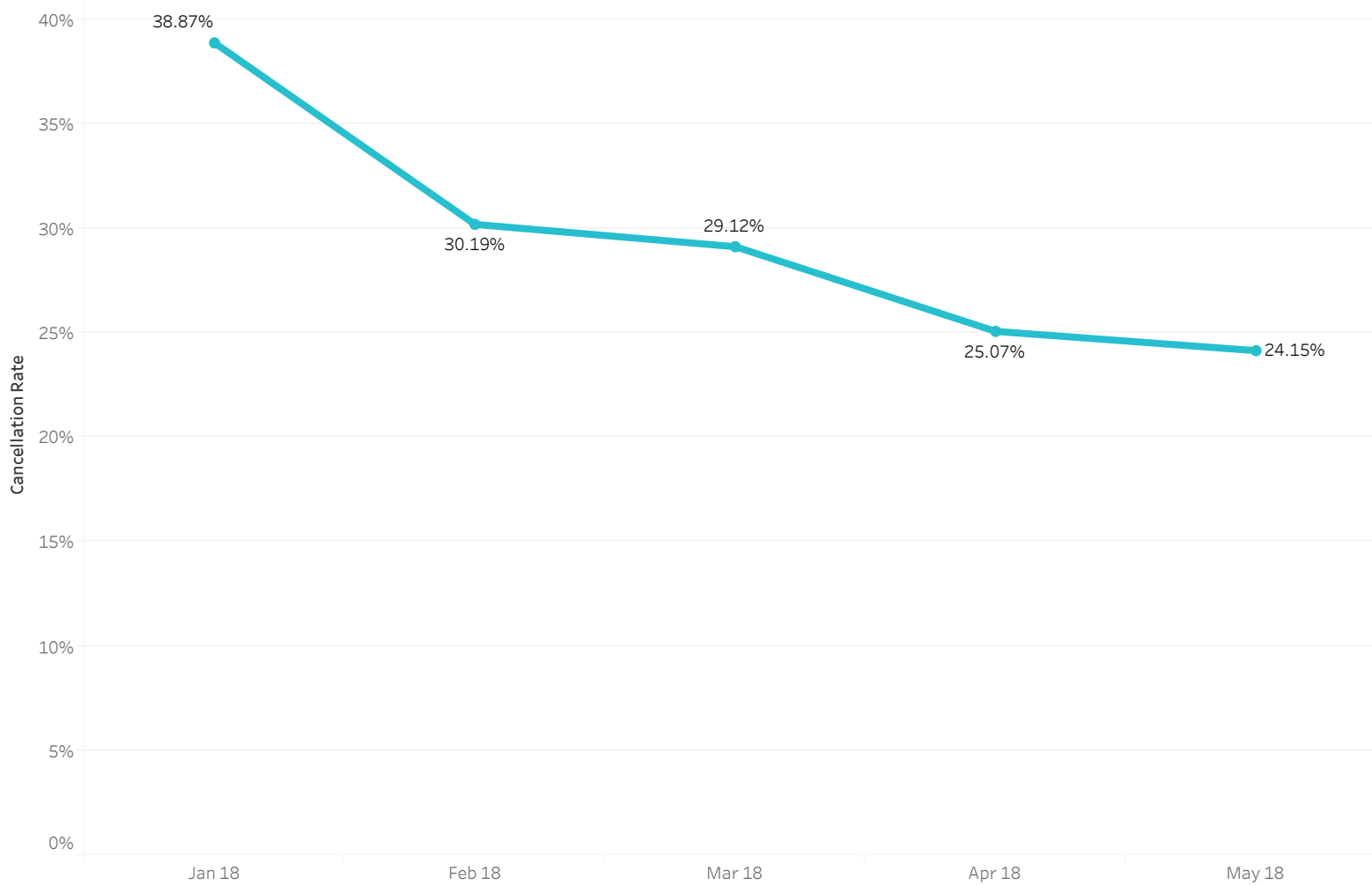


	January 2018	February 2018	March 2018	April 2018	May 2018
Member Cancelled	24,345	21,711	20,218	18,465	19,295
Member No Show	13,582	8,903	9,507	10,791	11,611
Not Finalized	11,744	8,248	10,372	7,590	6,272
Other	13,789	9,198	6,494	4,015	4,151
Incorrect Information	4,772	2,963	2,495	3,112	4,076
Weather	2,299	423	3,473	120	14
Facility Cancelled	1,147	1,196	1,213	915	945
Provider No Show	763	990	748	531	808
Provider Incident	232	272	226	169	239
Member is Ineligible	64	35	61	60	28
Grand Total	72,737	53,939	54,807	45,768	47,439

* Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.



Cancellation Rate



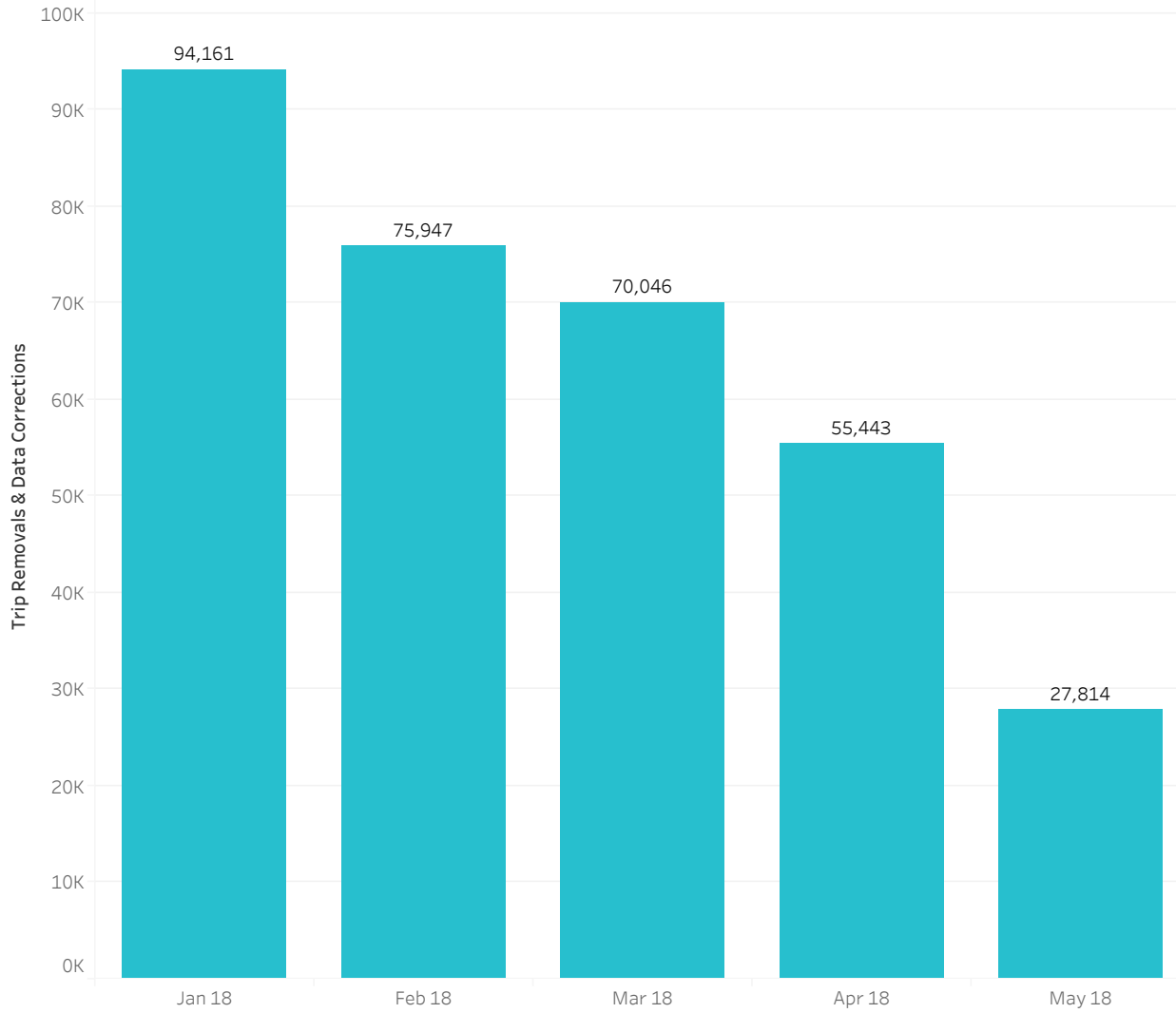
	January 2018	February 2018	March 2018	April 2018	May 2018
Cancelled Trips	72,737	53,939	54,807	45,768	47,439
Cancelled + Completed*	187,122	178,669	188,208	182,562	196,465
Cancellation Rate	38.87%	30.19%	29.12%	25.07%	24.15%

*Excludes Public Transit and Mileage Reimbursement

* Excludes Public Transit and Mileage Reimbursement



Trip Removals & Data Corrections



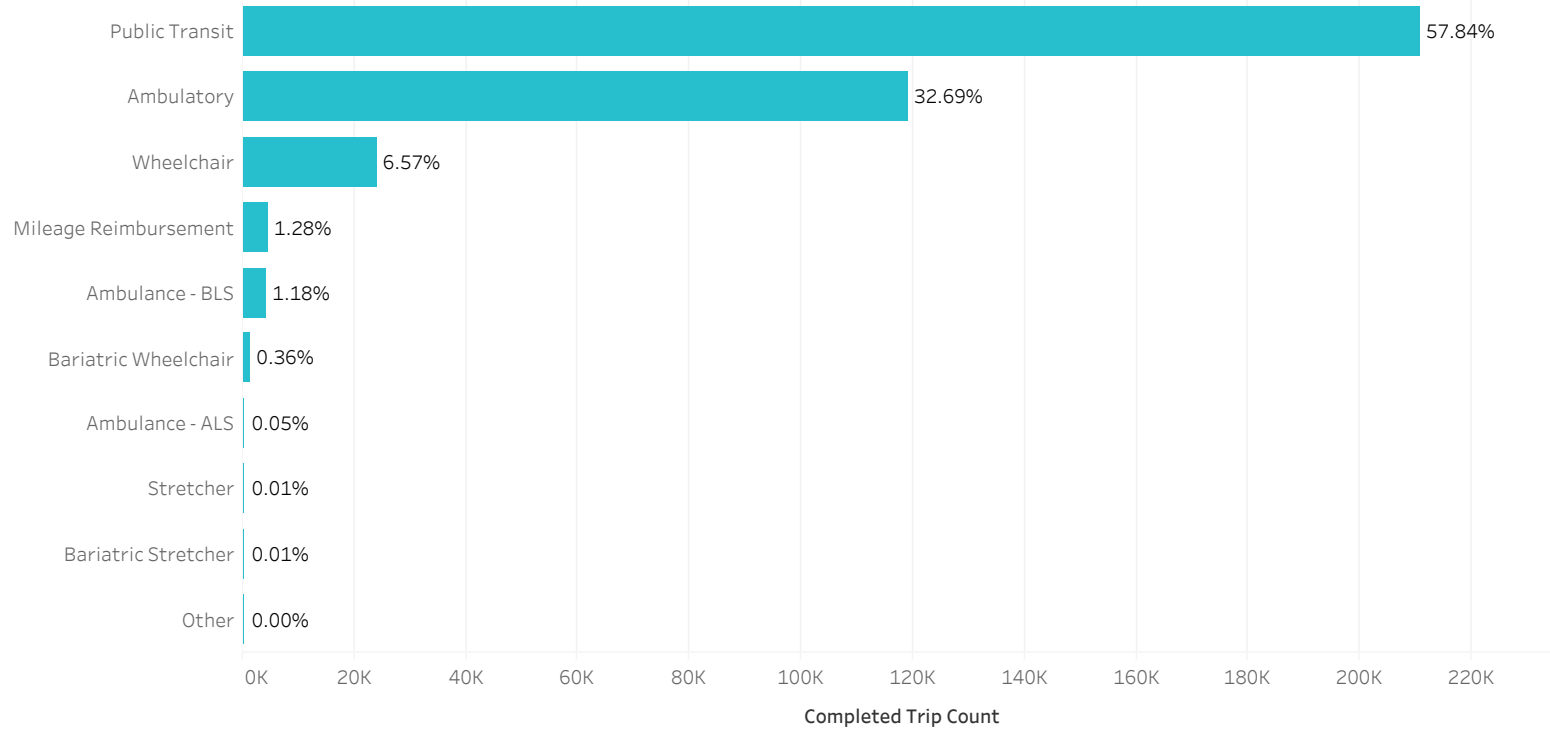
	January 2018	February 2018	March 2018	April 2018	May 2018
Trips Remov..	94,161	75,947	70,046	55,443	27,814

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement

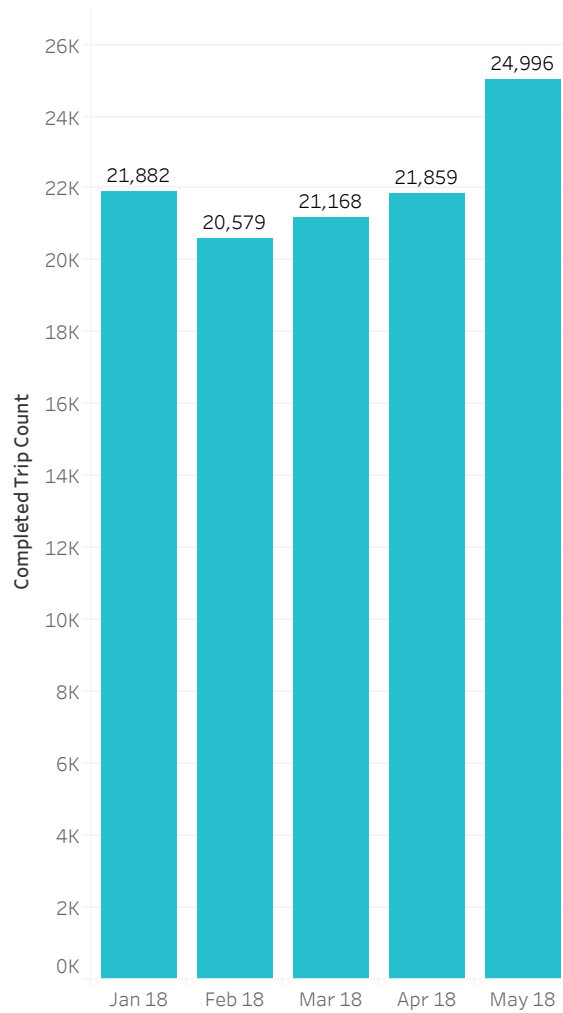


Transportation by Mode



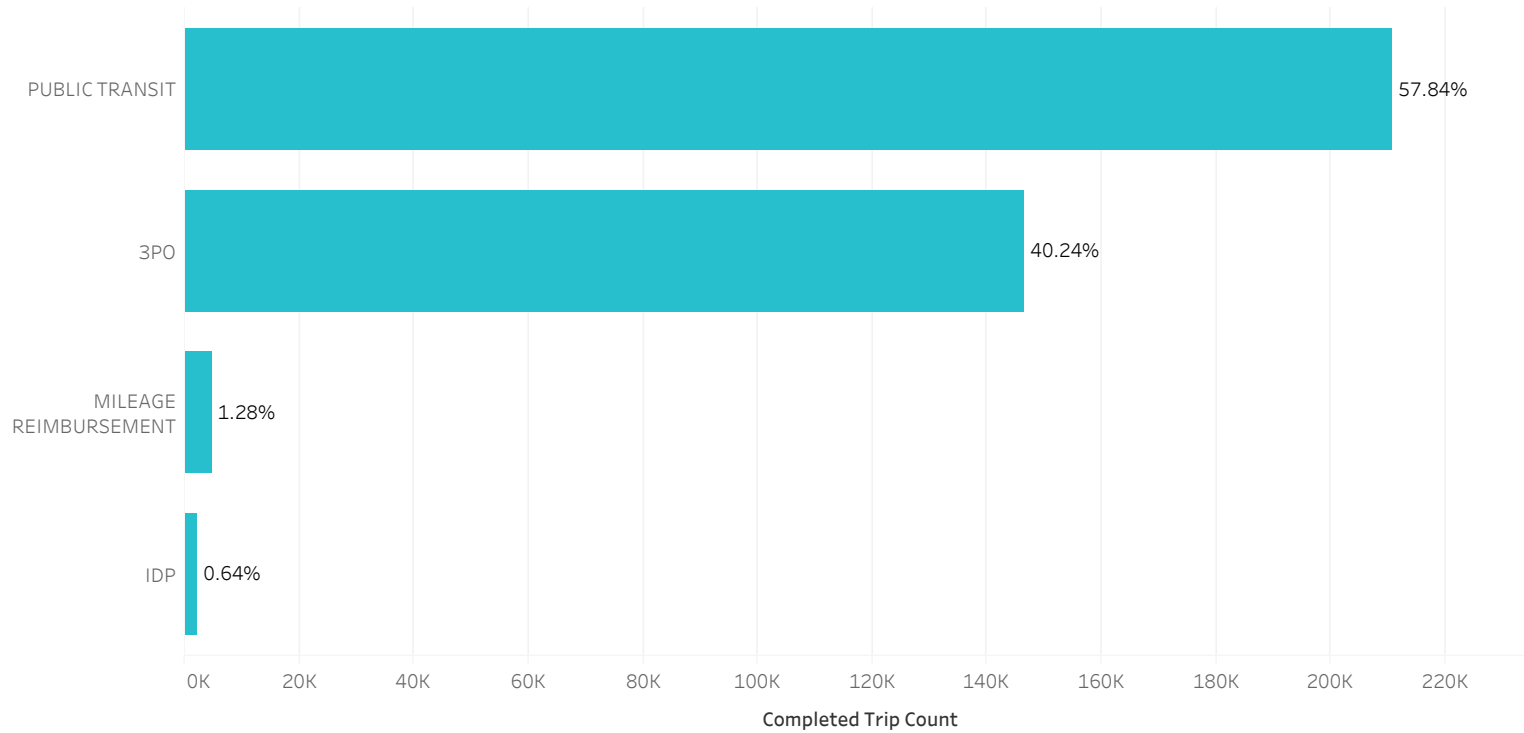
	January 2018	February 2018	March 2018	April 2018	May 2018
Public Transit	180,537	145,437	158,218	178,985	210,858
Ambulatory	89,542	98,276	105,603	110,069	119,178
Wheelchair	19,434	21,145	22,598	22,220	23,965
Ambulance - BLS	1,708	3,375	3,339	2,764	4,312
Mileage Reimbursement	1,141	2,206	3,639	3,779	4,655
Bariatric Wheelchair	1,660	1,501	1,547	1,549	1,327
Stretcher	1,773	146	95	29	25
Ambulance - ALS	68	129	138	116	197
Bariatric Stretcher	200	157	81	47	22
Other	0	1	0	0	0

Trips Exceeding 20 Miles



	January 2018	February 2018	March 2018	April 2018	May 2018
Trips Exceeding 20 Miles	21,882	20,579	21,168	21,859	24,996

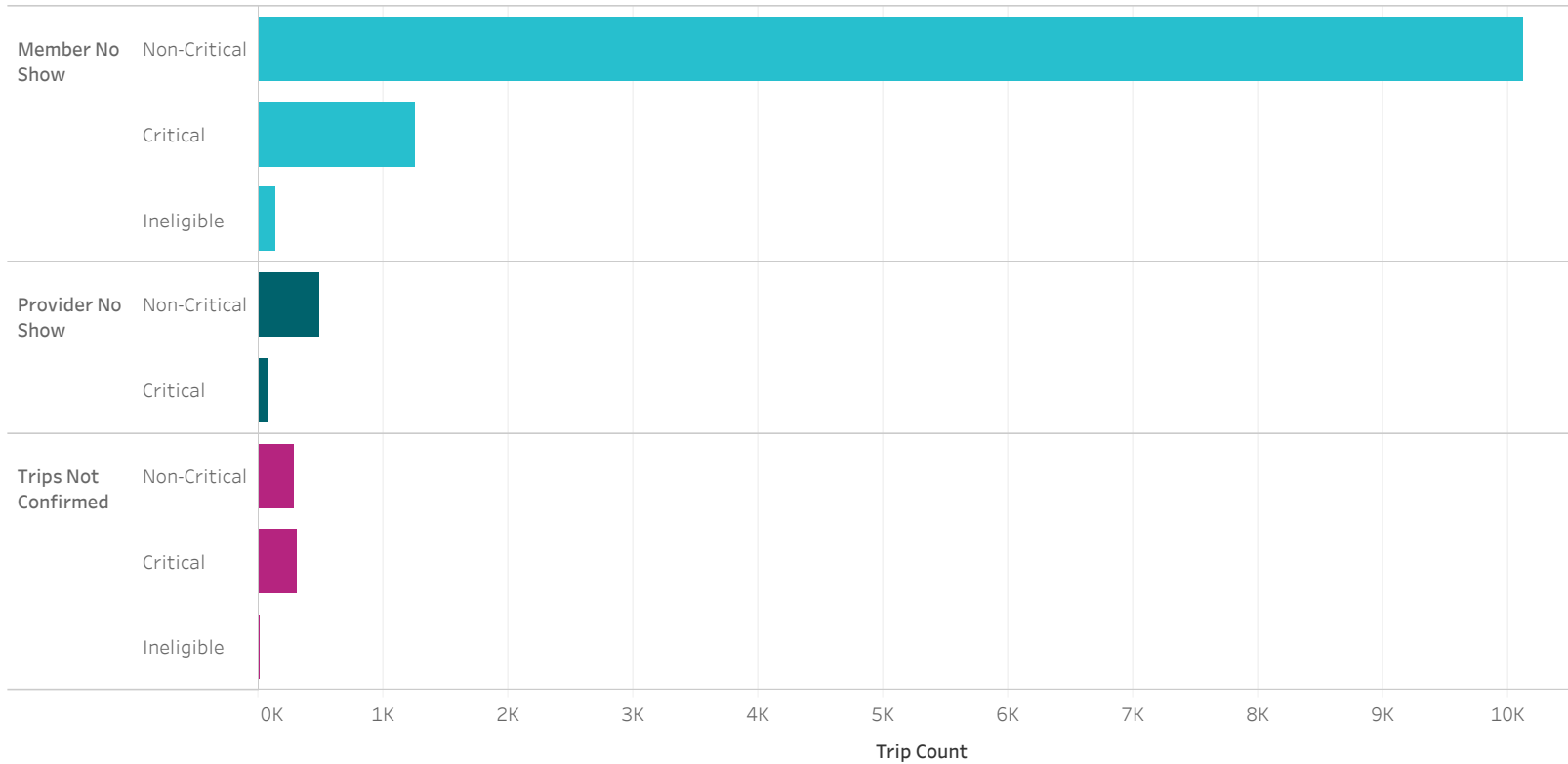
Provider Mix



	January 2018	February 2018	March 2018	April 2018	May 2018
PUBLIC TRANSIT	180,537	145,437	158,218	178,985	210,858
3PO	113,452	122,686	131,248	134,534	146,682
MILEAGE REIMBURSEMENT	1,141	2,205	3,639	3,779	4,654
IDP	933	2,045	2,153	2,260	2,345



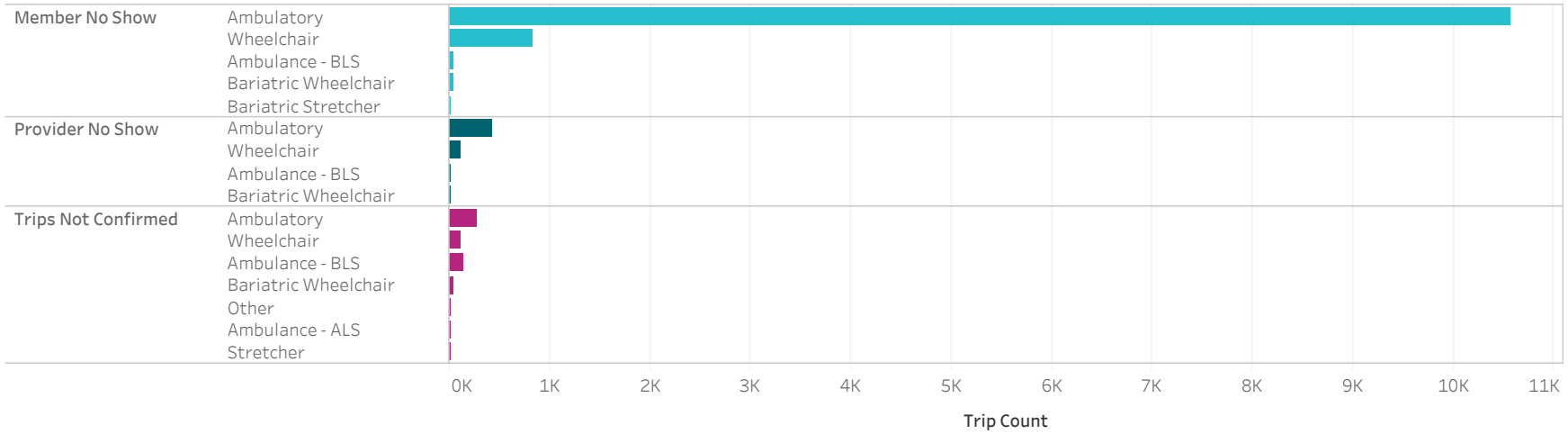
Unfulfilled Trip Counts



		January 2018	February 2018	March 2018	April 2018	May 2018
Member No Show	Critical	1,177	963	1,023	1,152	1,245
	Non-Critical	11,672	8,432	10,165	10,088	10,116
	Ineligible	94	162	83	181	133
Provider No Show	Critical	70	79	61	54	77
	Non-Critical	491	643	551	400	490
	Ineligible	2	2	1		
Trips Not Confirmed	Critical	612	280	276	274	314
	Non-Critical	1,469	306	245	277	287
	Ineligible	4	4			12
Total Unfulfilled		15,591	10,871	12,405	12,426	12,674



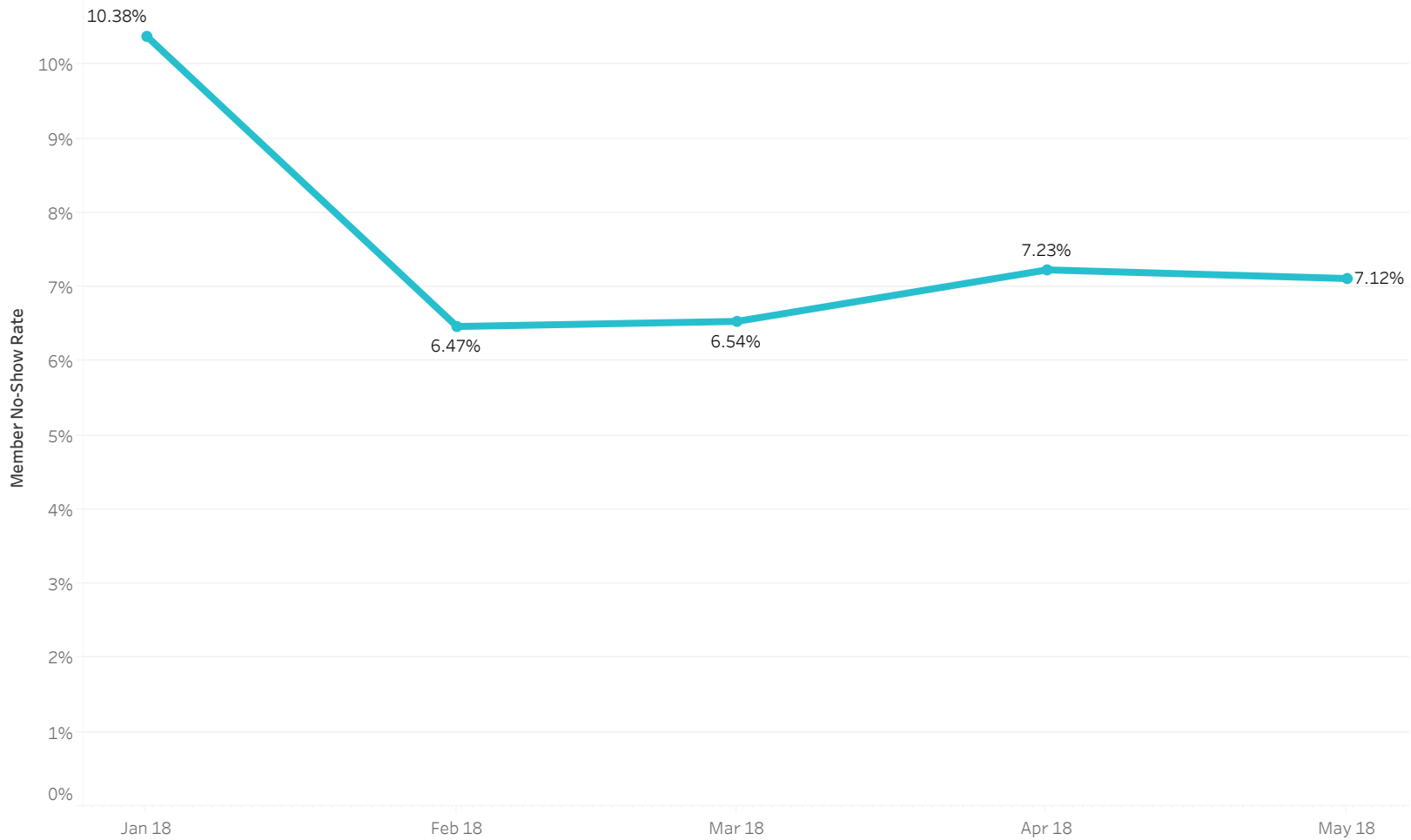
Unfulfilled Trips by Mode



		January 2018	February 2018	March 2018	April 2018	May 2018
Member No Show	Ambulance - ALS			2		
	Ambulance - BLS	4	17	5	4	44
	Ambulatory	12,146	8,930	10,572	10,651	10,566
	Bariatric Stretcher			2		2
	Bariatric Wheelchair	53	42	33	42	49
	Stretcher	6	1	1	1	
	Wheelchair	734	567	656	723	833
Provider No Show	Ambulance - BLS		2	2	10	13
	Ambulatory	476	625	530	386	431
	Bariatric Stretcher	4				
	Bariatric Wheelchair	1	4	8	2	11
	Other				1	
	Stretcher	2		2		
	Wheelchair	80	93	71	55	112
Trips Not Confirmed	Ambulance - ALS	7	6	14	11	11
	Ambulance - BLS	51	112	139	170	147
	Ambulatory	1,228	221	194	221	269
	Bariatric Stretcher	23	6	12	5	
	Bariatric Wheelchair	66	25	25	16	50
	Other	288	107	62	42	16
	Stretcher	157	18	11	7	3
	Wheelchair	265	95	64	79	117



Member No-Shows

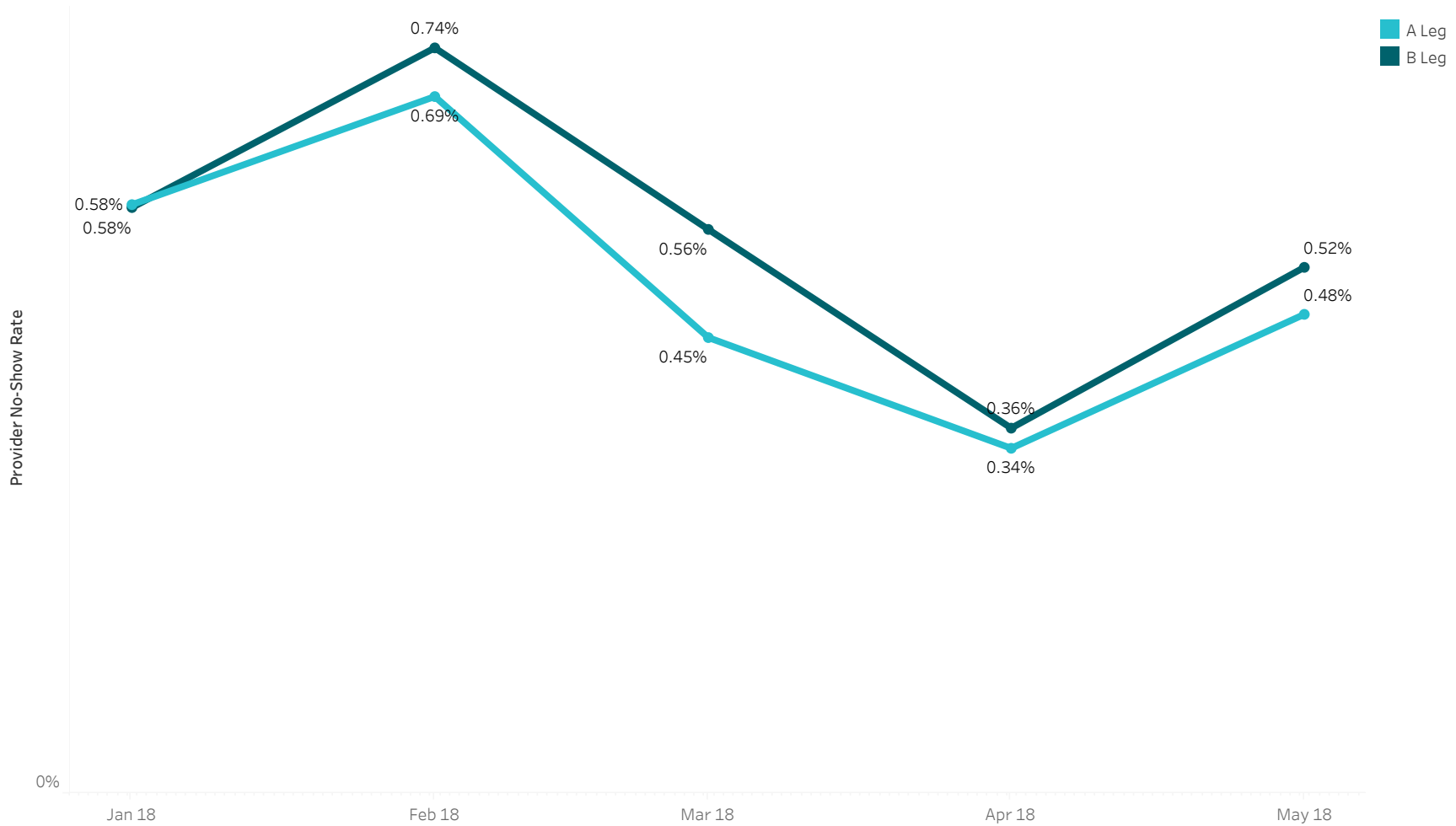


	January 2018	February 2018	March 2018	April 2018	May 2018
Member No-Show Count	13,250	8,628	9,333	10,666	11,418
No-Shows + Completed*	127,635	133,358	142,734	147,460	160,444
Member No-Show Rate	10.38%	6.47%	6.54%	7.23%	7.12%

* Excludes Public Transit and Mileage Reimbursement



Provider No-Shows

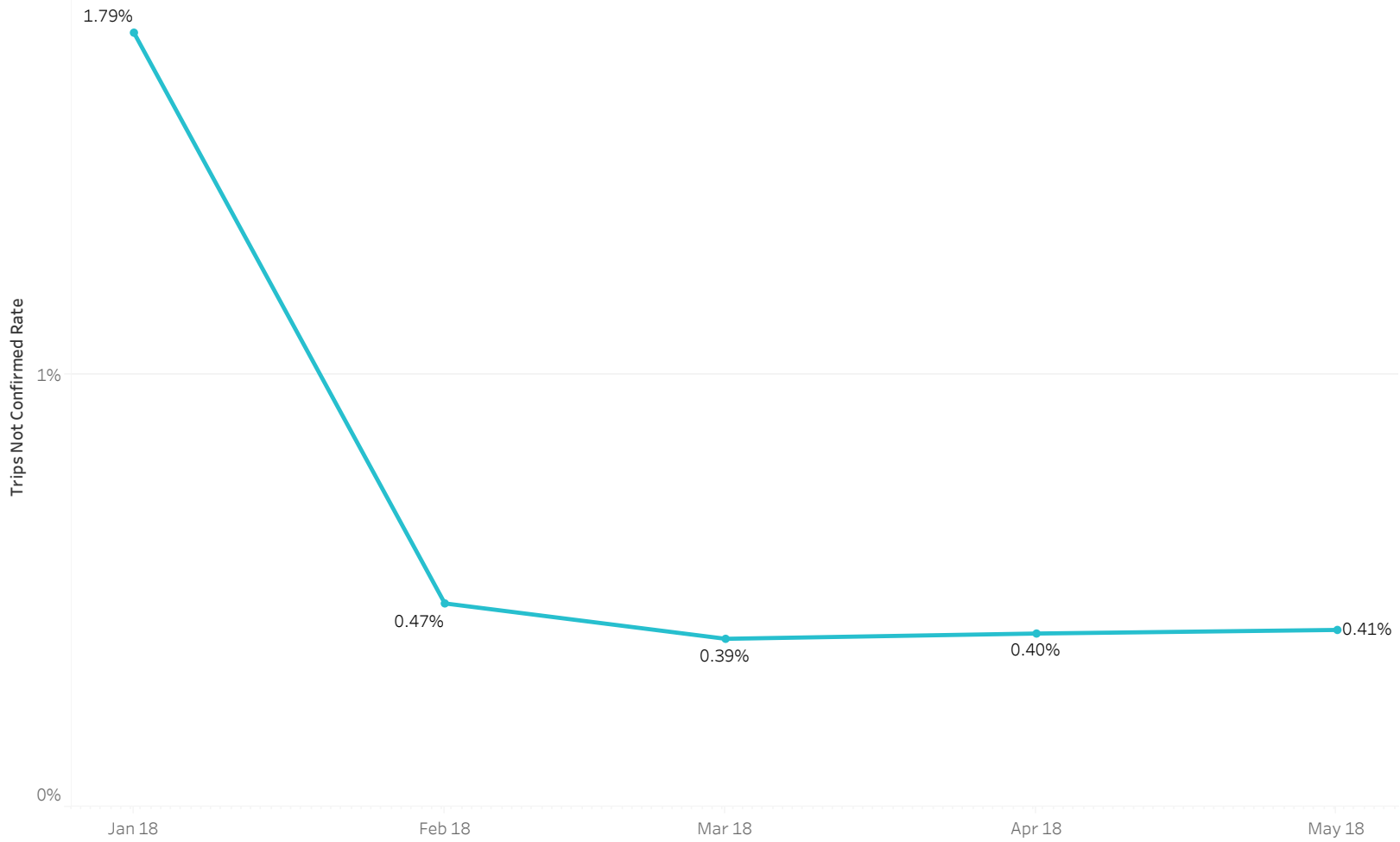


	January 2018	February 2018	March 2018	April 2018	May 2018
Provider No-Show Count	671	899	678	484	747
No-Show + Completed*	115,056	125,629	134,079	137,278	149,777
Provider No-Show Rate	0.58%	0.72%	0.51%	0.35%	0.50%

* Excludes Public Transit and Mileage Reimbursement



Trips Not Confirmed



	January 2018	February 2018	March 2018	April 2018	May 2018
Not Confirmed	2,085	590	521	551	613
Not Confirmed + Completed*	116,482	125,320	133,941	137,345	149,694
Not Confirmed Rate	1.79%	0.47%	0.39%	0.40%	0.41%

* Excludes Public Transit and Mileage Reimbursement





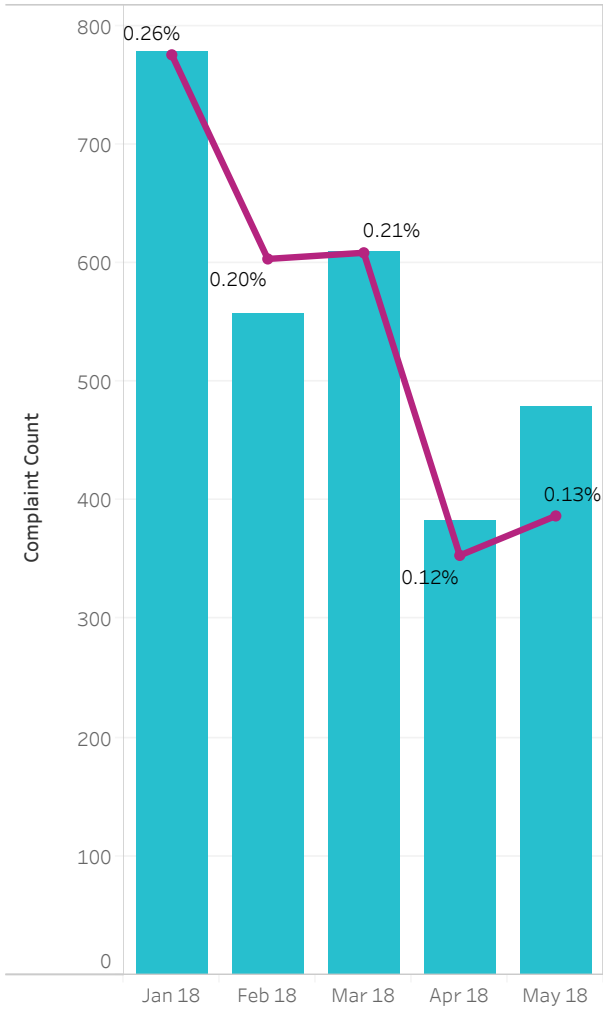
Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **May 2018**

Veyo Healthcare Logistics

Total Complaints

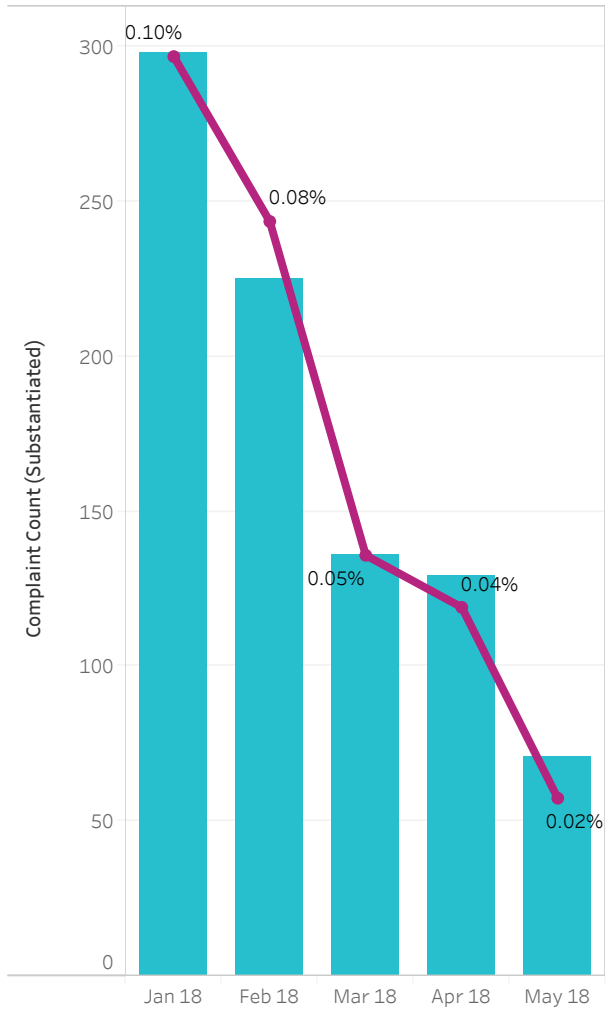


■ Complaint Rate
■ Total Complaint Count

	January 2018	February 2018	March 2018	April 2018	May 2018
Completed Trips	296,063	272,373	295,258	319,558	364,539
Total Complaint Count	778	557	609	383	478
Complaint %	0.26%	0.20%	0.21%	0.12%	0.13%



Substantiated Complaints

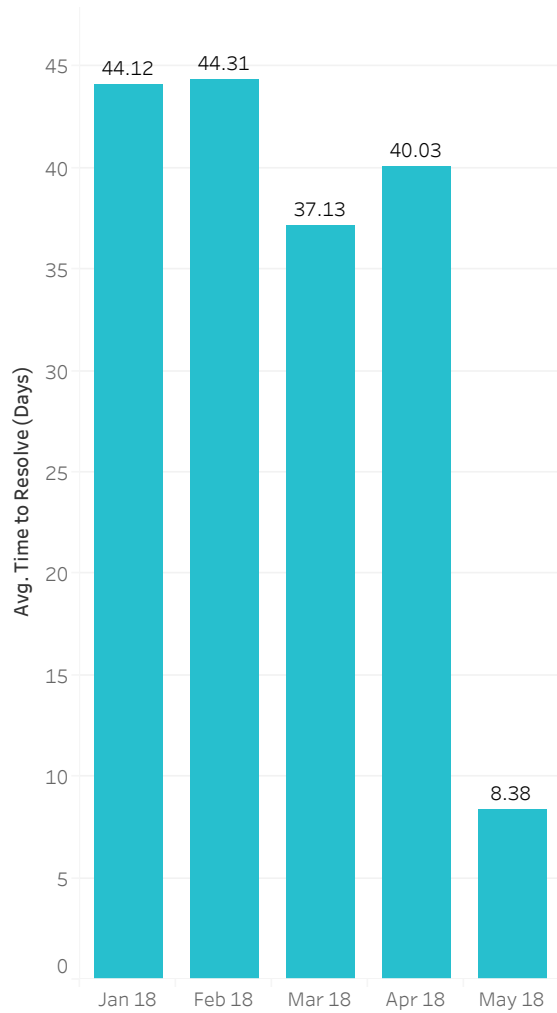


■ Substantiated %
■ Substantiated Complaints

	January 2018	February 2018	March 2018	April 2018	May 2018
Completed Trips	296,063	272,373	295,258	319,558	364,539
Substantiated Complaints	298	225	136	129	71
Substantiated Complaint %	0.10%	0.08%	0.05%	0.04%	0.02%



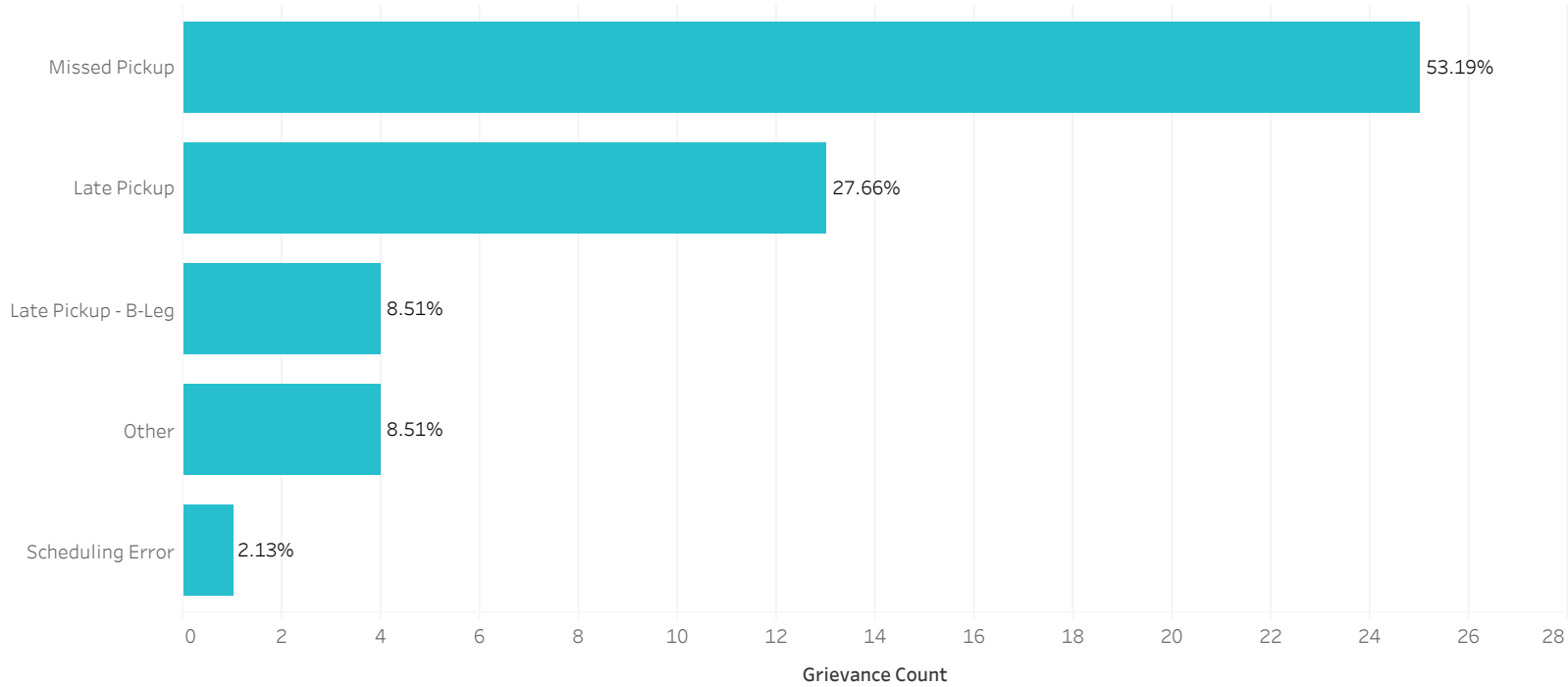
Average Time to Resolve



	January 2018	February 2018	March 2018	April 2018	May 2018
Grievance Count	778	557	609	383	478
Resolved Count	778	557	603	289	110
Avg. Time to Resolve (Days)	44.12	44.31	37.13	40.03	8.38

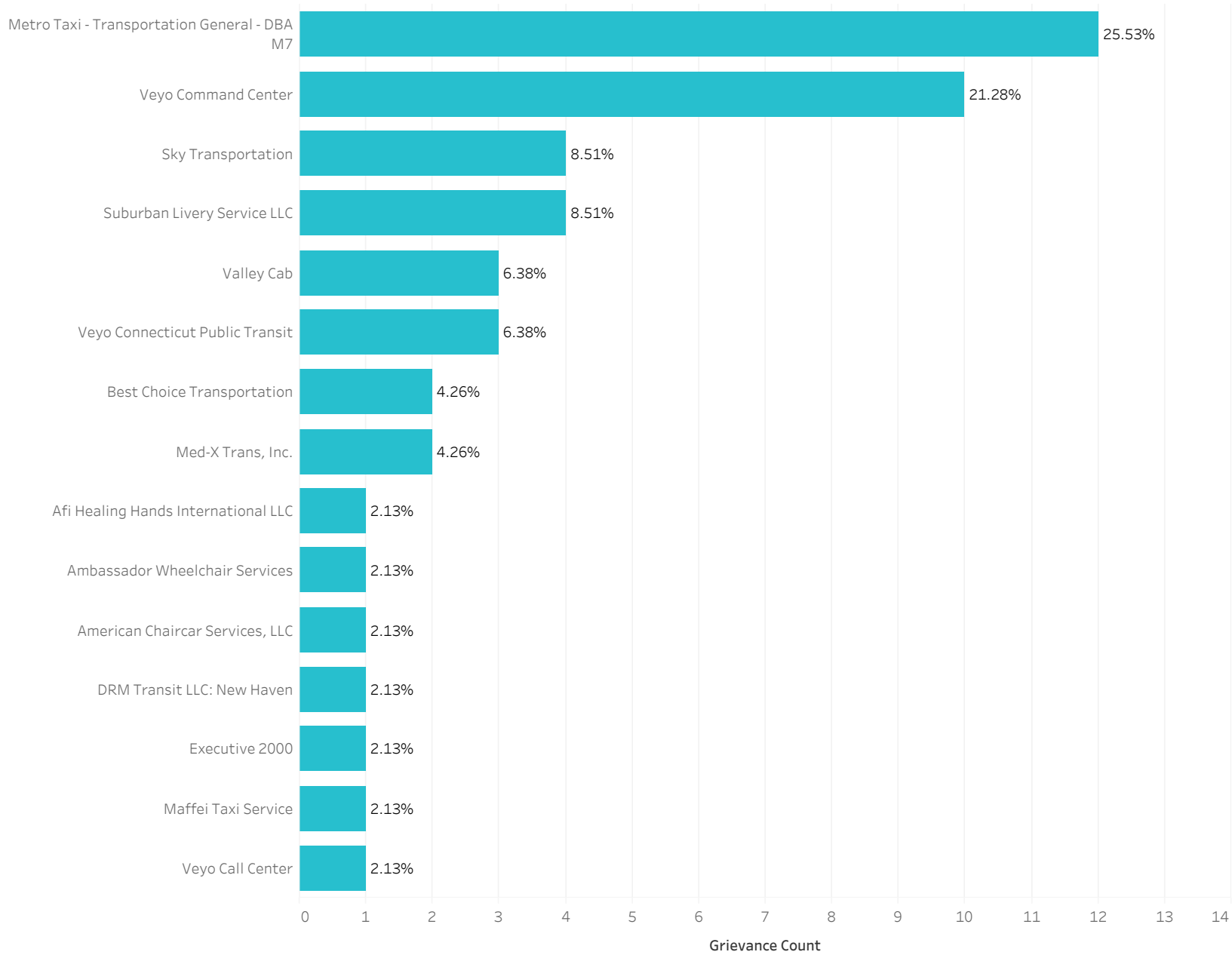


Substantiated Complaints by Subcategory

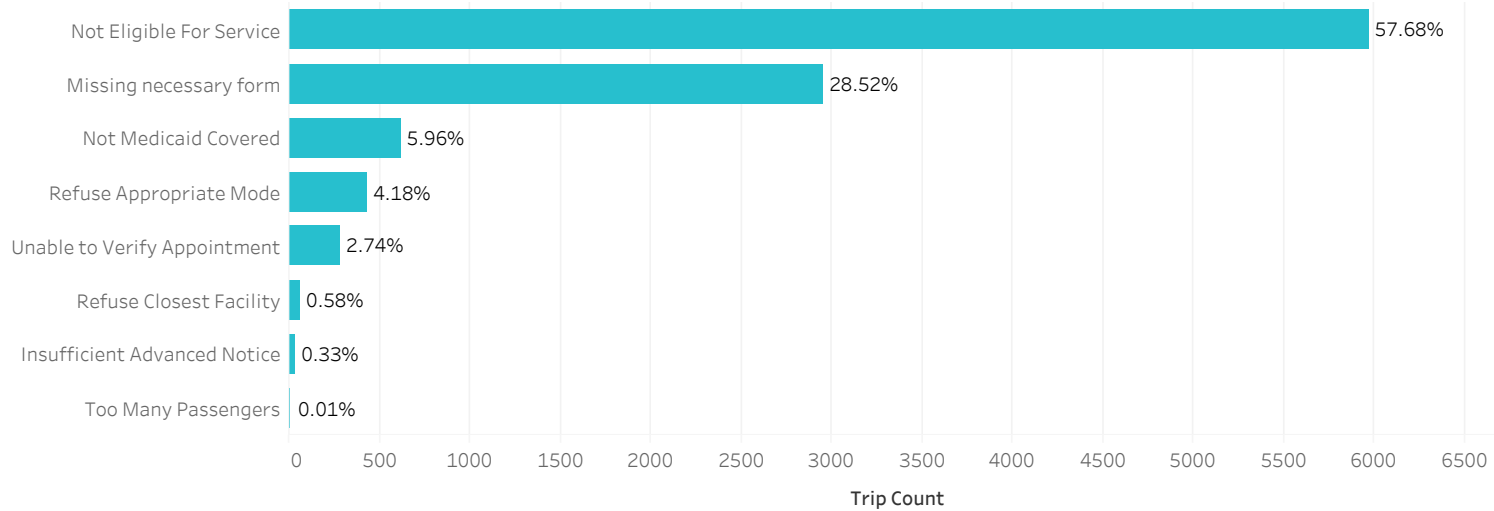


	January 2018	February 2018	March 2018	April 2018	May 2018
Missed Pickup	181	130	56	65	34
Late Pickup	43	45	34	24	17
Other	17	10	19	9	8
Scheduling Error	20	11	8	4	3
Driver Issue	17	10	4	14	
Late Pickup - B-Leg	6	9	6	5	5
Safety Concern	6	4	1	1	1
Technical Issue	7	1			
Early Arrival	1	2	1	2	
Vehicle Issue		2	2	1	1
Agent Issue		1	2	1	1
Damage/Injury	1	2			1
Null				3	

Substantiated Complaints by Provider

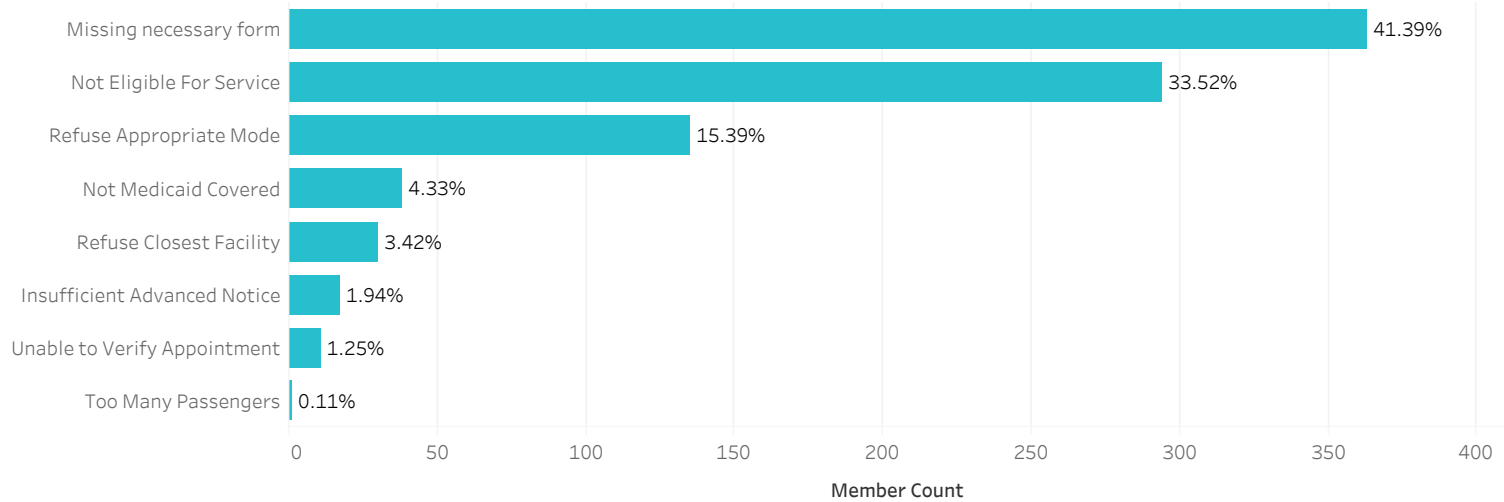


Denied Trips



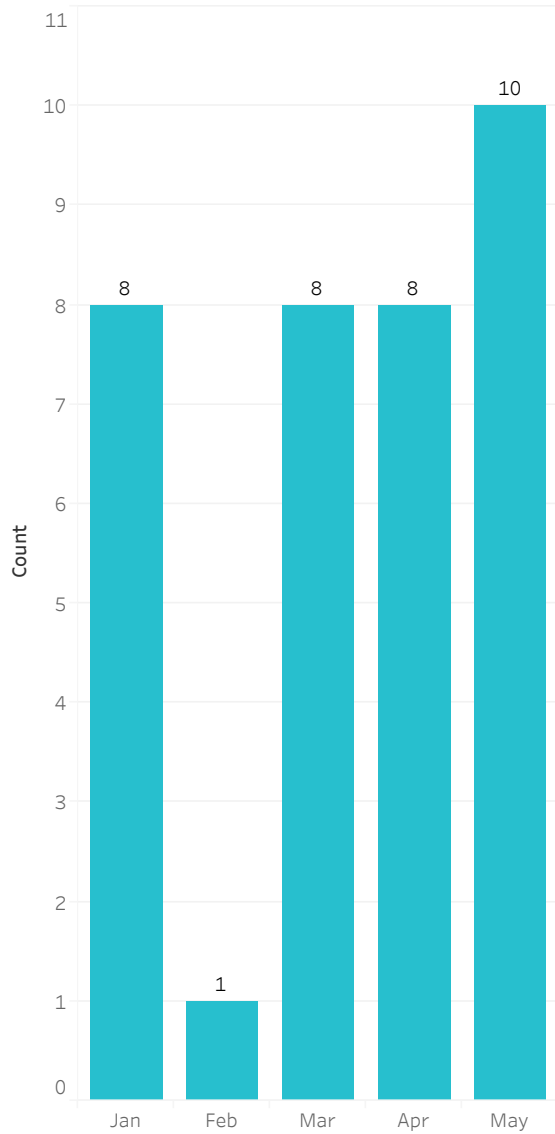
		Jan 18	Feb 18	Mar 18	Apr 18	May 18
Unique Requests	Not Eligible For Service	31	38	40	32	80
	Missing necessary form	59	52	184	355	414
	Refuse Appropriate Mode	647	285	341	344	212
	Not Medicaid Covered	4	8	2	5	4
	Unable to Verify Appointment	12	12	9	14	4
	Insufficient Advanced Notice	59	70	40	36	34
	Refuse Closest Facility	138	26	14	40	58
	Too Many Passengers	2		2	2	1
	Total	952	491	632	828	807
Trips Under Recurring Schedule	Not Eligible For Service	2,304	2,448	4,775	3,986	5,892
	Missing necessary form	566	62	62	212	2,539
	Refuse Appropriate Mode	594	384	322	216	221
	Not Medicaid Covered	18	130	56	239	613
	Unable to Verify Appointment	62	8		326	280
	Insufficient Advanced Notice		28	72	32	
	Refuse Closest Facility		14	12	44	2
	Too Many Passengers	36				
	Total	3,580	3,074	5,299	5,055	9,547

Members Receiving Notices of Action



		Jan 18	Feb 18	Mar 18	Apr 18	May 18
Member Booked Unique Request	Refuse Appropriate Mode	307	140	167	165	106
	Missing necessary form	26	26	93	173	201
	Not Eligible For Service	16	16	18	9	28
	Refuse Closest Facility	67	13	7	20	29
	Insufficient Advanced Notice	30	36	20	18	17
	Not Medicaid Covered	2	4	1	3	2
	Unable to Verify Appointment	6	6	5	7	2
	Too Many Passengers	1		1	1	1
	Total	452	241	307	386	376
Member Has Recurring Schedule	Refuse Appropriate Mode	33	30	24	20	29
	Missing necessary form	15	9	7	14	162
	Not Eligible For Service	55	131	198	188	266
	Refuse Closest Facility		1	2	3	1
	Insufficient Advanced Notice		3	2	3	
	Not Medicaid Covered	3	5	3	13	36
	Unable to Verify Appointment	1	1		8	9
	Too Many Passengers	1				
	Total	108	180	236	248	502

Admin Hearing Requests



	January 2018	February 2018	March 2018	April 2018	May 2018
Received Requests	8	1	8	8	10



Documentation

Please note, the data points represented in this report are intended to be viewed as a snapshot of the information we have in the Veyo system at the time the report was created.

Trips Booked: Count of trips in the system broken down by the requested trip date. This includes trips of all statuses; i.e. completed, cancelled (for any reason), deleted, denied, etc. The other metrics displayed in this report are not necessarily mutually exclusive.

Cancelled Trips: Trips cancelled on or after the date of the requested trip are considered in our cancellation trip counts and rates. We do not include trips cancelled prior to the trip date because these trips do not have the same impact as trips that were cancelled after being sent to and confirmed by the provider.

Cancellation Rate: For all rate calculations, we take the numerator (in this case cancelled trips) and add it to the number of completed or assumed completed trips for the denominator. We are excluding Public Transit and Mileage Reimbursement in these calculations.

Cancellations by Source: This shows a breakdown of who the trip was cancelled by or how the trip was cancelled. The Contact Center category includes Member and Facility cancellations.

Cancellations by Reason: This shows a breakdown of reason for cancellation. For example, if the member called the provider to cancel a trip, this trip would show the provider as being the cancellation source and Member Cancelled would be the cancellation reason. Trips that are cancelled under the reason "Not Finalized" are trips that were not finalized by the provider by the deadline and therefore cancelled. Providers must enter required trip data in the Veyo Portal to "finalize" their trips and submit the trips for payment. This must be completed within 7 days of the trip date. Trips that are not finalized within 7 days of the trip date are considered an untimely claim and are cancelled.

Trip Removal & Data Correction: These are trips that have been cancelled prior to the requested trip date. During the implementation phase, many of these trips are invalid trips that get cancelled during our data cleaning process in an attempt to reduce the number of "bad trips" being sent to providers. These trips are not included in the other metrics shown in this report, and they are grouped based on the date of cancellation as opposed to the date of the trip.

Complaints: All complaint counts include both resolved and unresolved complaints, based on the date the complaint was reported. All complaints are reported by or on behalf of the member.

Denied Trips and Notices of Action: One NOA is sent for every denied trip booking request. For example, if a member requests a 5 day per week standing order trip that is denied, this would show as 5 trip denials for the week in question, but only 1 NOA would be sent to this member for this trip booking request. This report shows the number of members who have received NOAs; however, if a member gets denied on multiple requests, they could receive multiple NOAs. Members may also exist in multiple NOA buckets; however, each individual member will only appear in the "Total Members Receiving NOAs" count once.

Unfulfilled Trips: This metric is representative of all valid trip requests that did not get fulfilled either as a result of a member no-show, a provider no-show, or trips that did not get matched to a provider (shows as **Trips Not Confirmed**). We have further broken down this metric into three buckets: 1. Critical, e.g. Chemotherapy, Dialysis, etc. 2. Non-critical, e.g. all other appointment types 3. Ineligible; trips booked for members who are no longer eligible for the service, meaning the trip is no longer valid. Please note that unfulfilled trips and cancelled trips are not mutually exclusive.

Sheet 102

Is A Leg	Schedule Type Name		
	Immediate	Scheduled	WillCall
False	13,741	203,174	86,064
True	195	289,261	2,481