



DSS Monthly Reporting Package

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics



Monthly Call Center Report

Connecticut Medicaid

Reporting Period: **August 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 | June 2018 | July 2018 | August 2018 |
|--------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |
| Avg Daily Calls Received | 4,985 | 4,013 | 3,905 | 3,783 | 3,355 | 3,095 | 3,100 | 3,254 |
| Total Calls Answered | 60,927 | 74,807 | 83,532 | 85,080 | 99,492 | 88,998 | 93,105 | 97,849 |
| Answered % | 50.2% | 90.7% | 95.5% | 95.8% | 93.2% | 93.5% | 95.0% | 95.1% |

Average Speed Of Answer Summary

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |
| Avg Speed of Answer (seconds) | 474.7 | 117.7 | 44.2 | 41.6 | 64.6 | 58.9 | 41.0 | 42.6 |

Average Abandon Rate Summary

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-----------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |
| Total Calls Abandoned | 60,425 | 7,647 | 3,952 | 3,700 | 7,274 | 6,149 | 4,908 | 5,024 |
| Abandon % | 49.8% | 9.3% | 4.5% | 4.2% | 6.8% | 6.5% | 5.0% | 4.9% |

Average Handle Time Summary

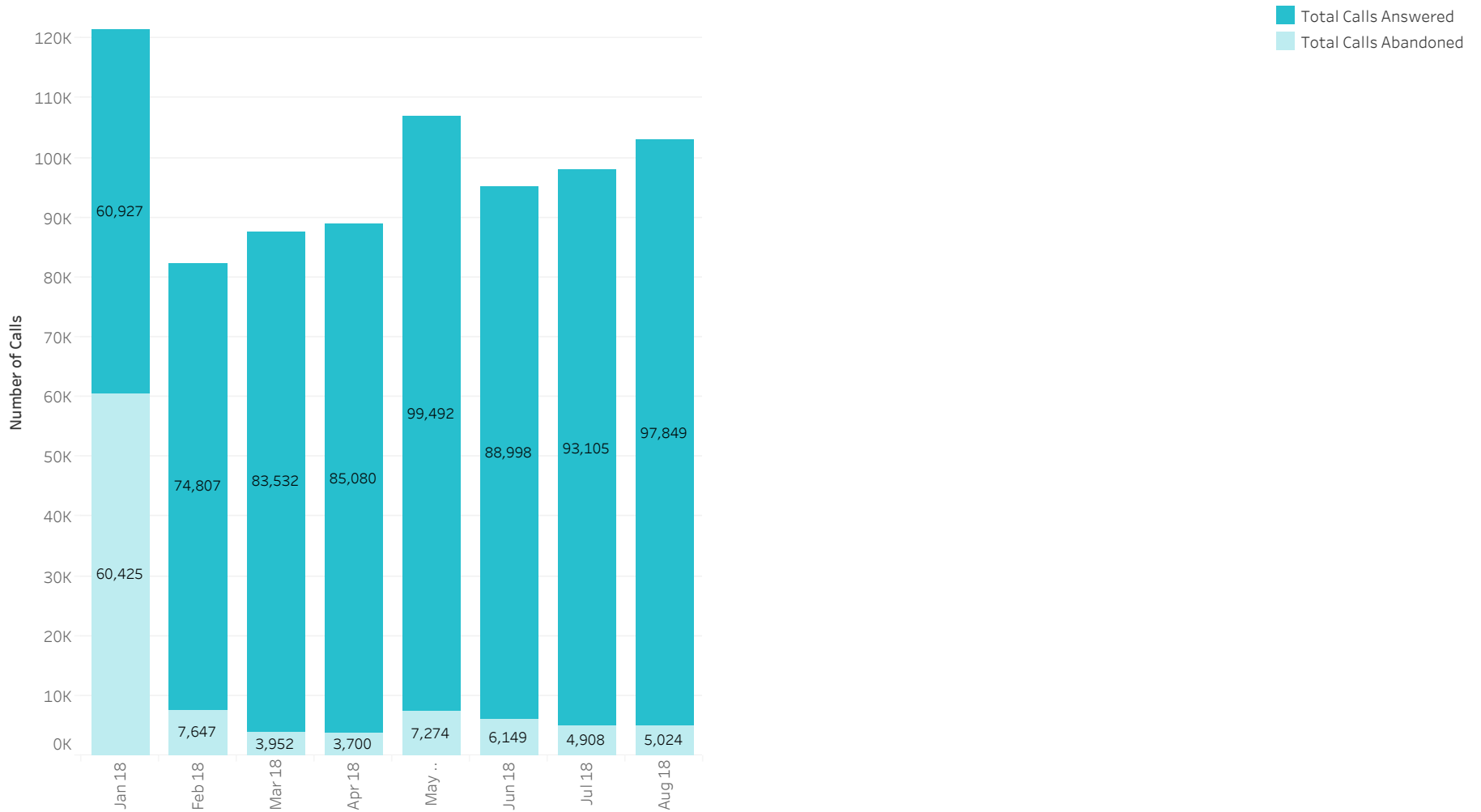
| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 60,927 | 74,807 | 83,532 | 85,080 | 99,492 | 88,998 | 93,105 | 97,849 |
| Avg Handle Time (minutes) | 9.3 | 6.8 | 6.0 | 5.6 | 5.5 | 5.4 | 4.9 | 4.9 |

Service Level Summary

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Handled Within Service Level | 9,638 | 56,429 | 77,605 | 79,540 | 86,668 | 79,380 | 86,901 | 91,778 |
| Handled Outside Service Level | 105,016 | 23,824 | 8,304 | 7,474 | 17,343 | 13,481 | 9,213 | 9,109 |
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |
| Service Level | 8.4% | 70.3% | 90.3% | 91.4% | 83.3% | 85.5% | 90.4% | 91.0% |



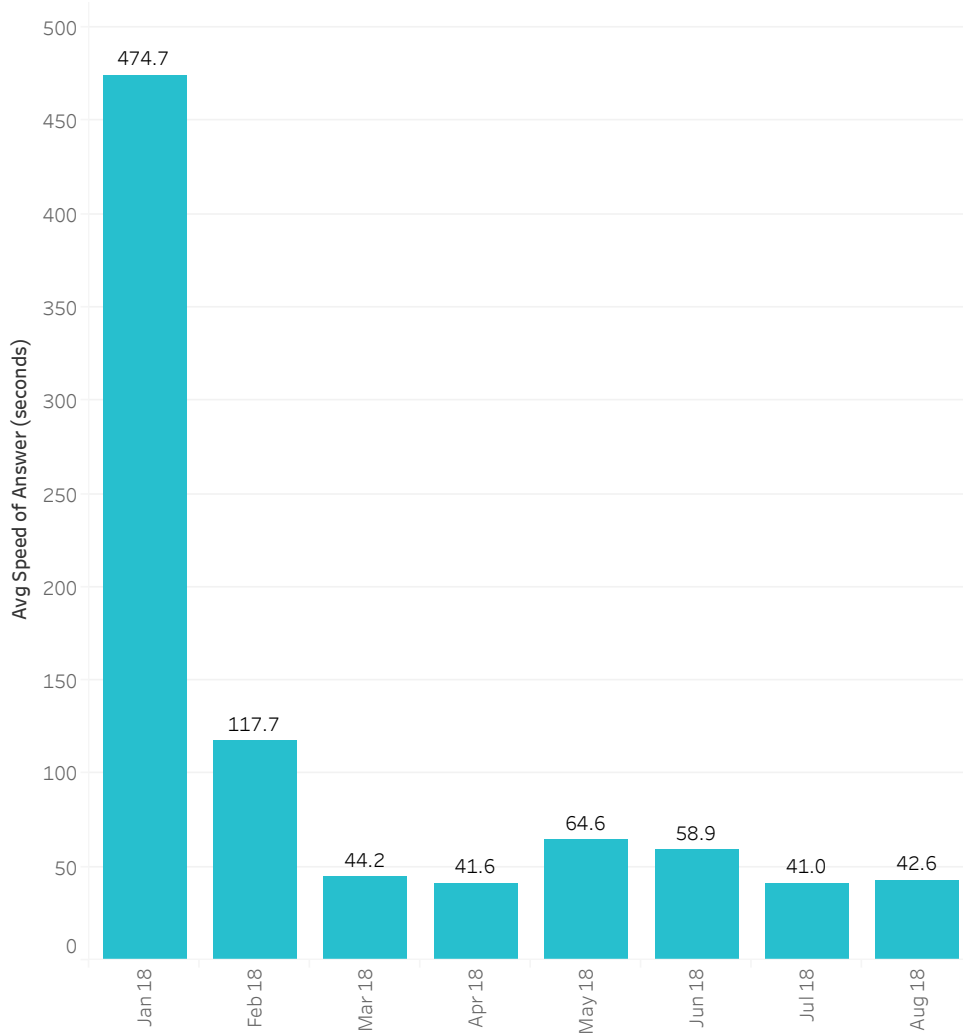
Answered Calls



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 60,927 | 74,807 | 83,532 | 85,080 | 99,492 | 88,998 | 93,105 | 97,849 |
| Answered % | 50.2% | 90.7% | 95.5% | 95.8% | 93.2% | 93.5% | 95.0% | 95.1% |
| Total Calls Abandoned | 60,425 | 7,647 | 3,952 | 3,700 | 7,274 | 6,149 | 4,908 | 5,024 |
| Abandon % | 49.8% | 9.3% | 4.5% | 4.2% | 6.8% | 6.5% | 5.0% | 4.9% |
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |



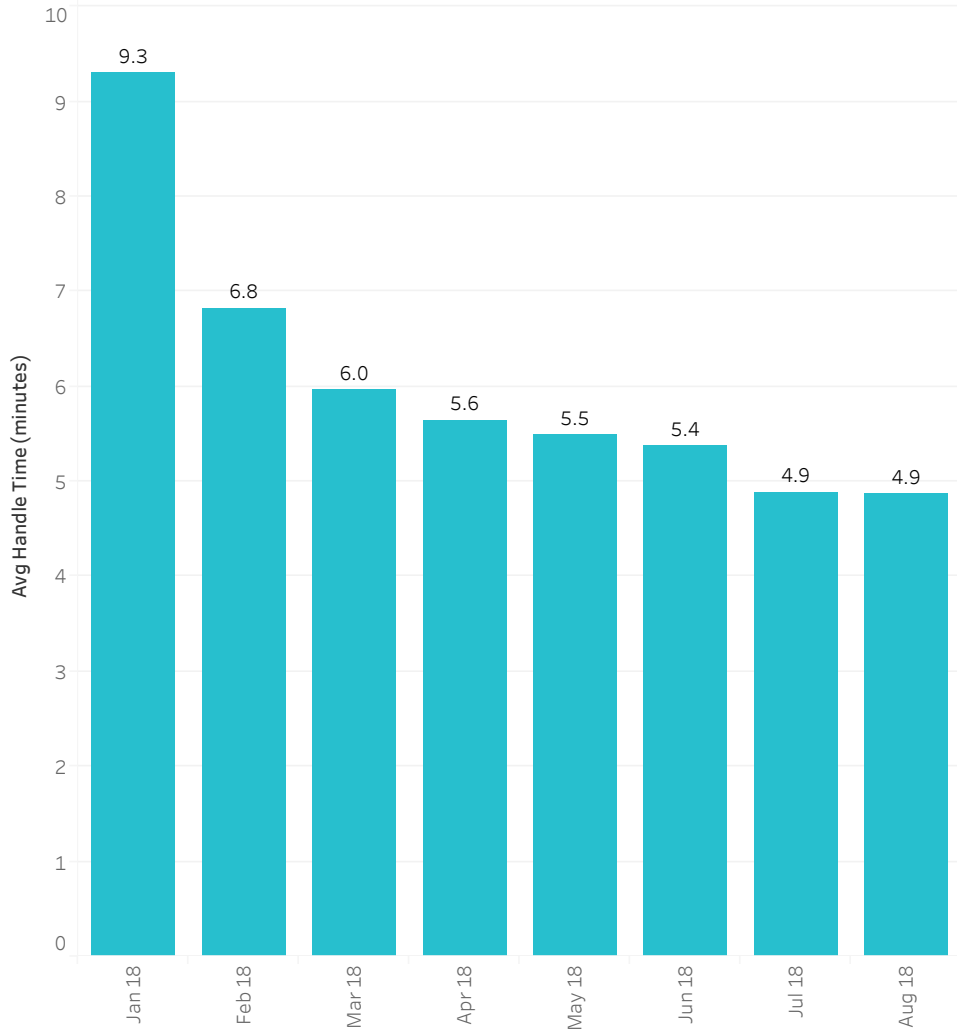
Average Speed of Answer



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Avg Speed of Answer (seconds) | 474.7 | 117.7 | 44.2 | 41.6 | 64.6 | 58.9 | 41.0 | 42.6 |



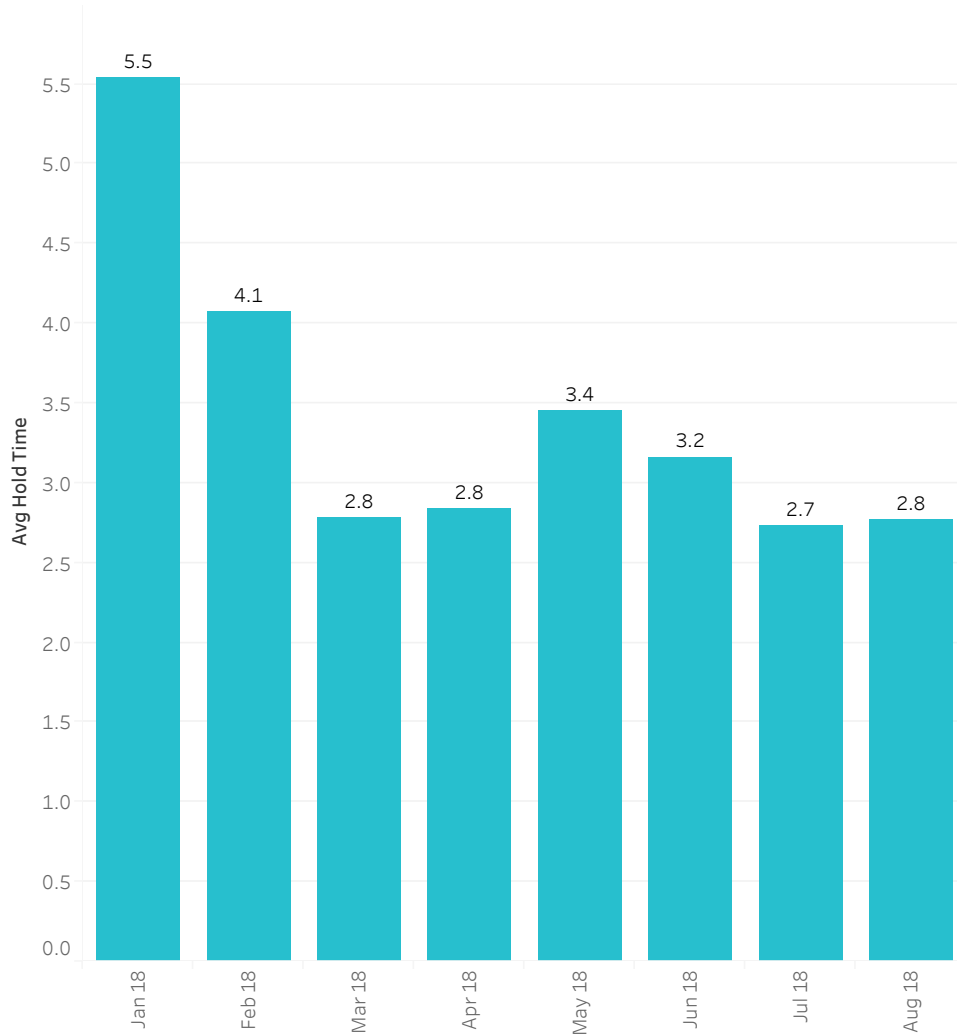
Average Handle Time



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|----------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 60,927 | 74,807 | 83,532 | 85,080 | 99,492 | 88,998 | 93,105 | 97,849 |
| Avg Handle Time (minutes) | 9.3 | 6.8 | 6.0 | 5.6 | 5.5 | 5.4 | 4.9 | 4.9 |



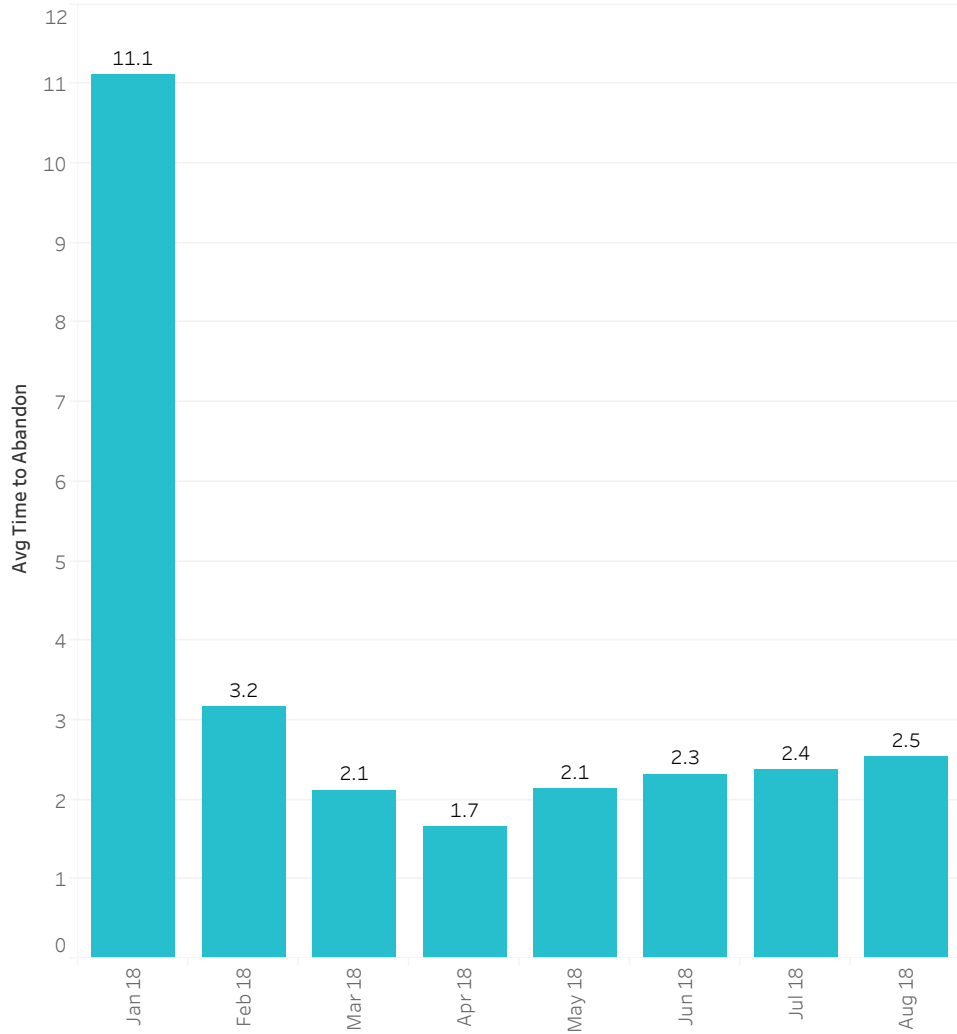
Average Hold Time



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-----------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 60,927 | 74,807 | 83,532 | 85,080 | 99,492 | 88,998 | 93,105 | 97,849 |
| Avg Hold Time | 5.5 | 4.1 | 2.8 | 2.8 | 3.4 | 3.2 | 2.7 | 2.8 |



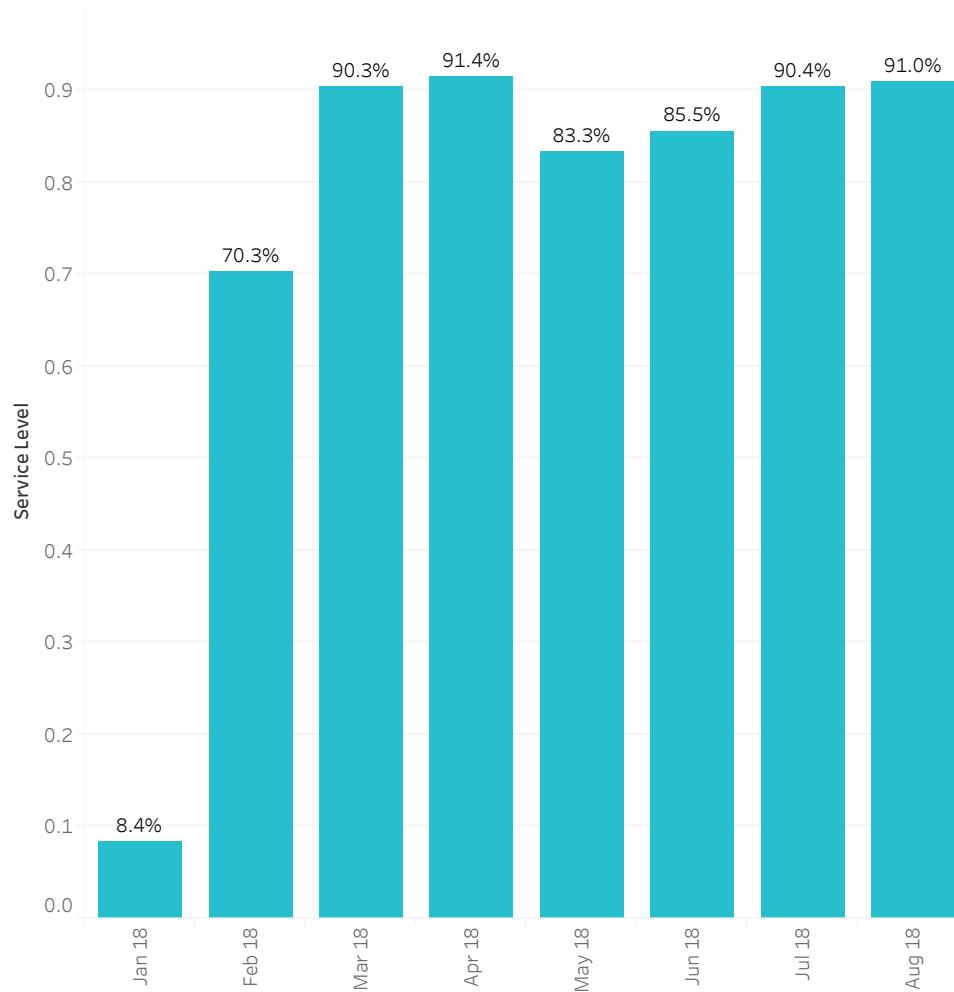
Average Time to Abandon



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Abandoned | 60,425 | 7,647 | 3,952 | 3,700 | 7,274 | 6,149 | 4,908 | 5,024 |
| Avg Time to Abandon | 11.1 | 3.2 | 2.1 | 1.7 | 2.1 | 2.3 | 2.4 | 2.5 |



Service Level



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|--------------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Handled Within Service Level | 9,638 | 56,429 | 77,605 | 79,540 | 86,668 | 79,380 | 86,901 | 91,778 |
| Handled Outside Service Level | 105,016 | 23,824 | 8,304 | 7,474 | 17,343 | 13,481 | 9,213 | 9,109 |
| Total Calls Received | 121,352 | 82,454 | 87,484 | 88,780 | 106,766 | 95,147 | 98,013 | 102,873 |
| Service Level | 8.4% | 70.3% | 90.3% | 91.4% | 83.3% | 85.5% | 90.4% | 91.0% |



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 | June 2018 | July 2018 | August 2018 |
|--------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Avg Daily Calls Received | 380 | 428 | 426 | 415 | 402 | 415 | 387 | 389 |
| Total Calls Answered | 3,788 | 8,122 | 9,065 | 8,494 | 8,850 | 8,295 | 7,896 | 8,671 |
| Answered % | 75.7% | 94.1% | 96.1% | 96.6% | 94.9% | 94.5% | 96.5% | 96.3% |

Average Speed Of Answer Summary (Facility)

| | January 2018 | February 20.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Avg Speed of Answer (seconds) | 392.0 | 85.5 | 40.9 | 39.6 | 63.3 | 58.9 | 38.9 | 41.1 |

Average Abandon Rate Summary (Facility)

| | January 2018 | February 20.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-----------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Total Calls Abandoned | 1,213 | 513 | 367 | 300 | 475 | 486 | 289 | 331 |
| Abandon % | 24.3% | 5.9% | 3.9% | 3.4% | 5.1% | 5.5% | 3.5% | 3.7% |

Average Handle Time Summary (Facility)

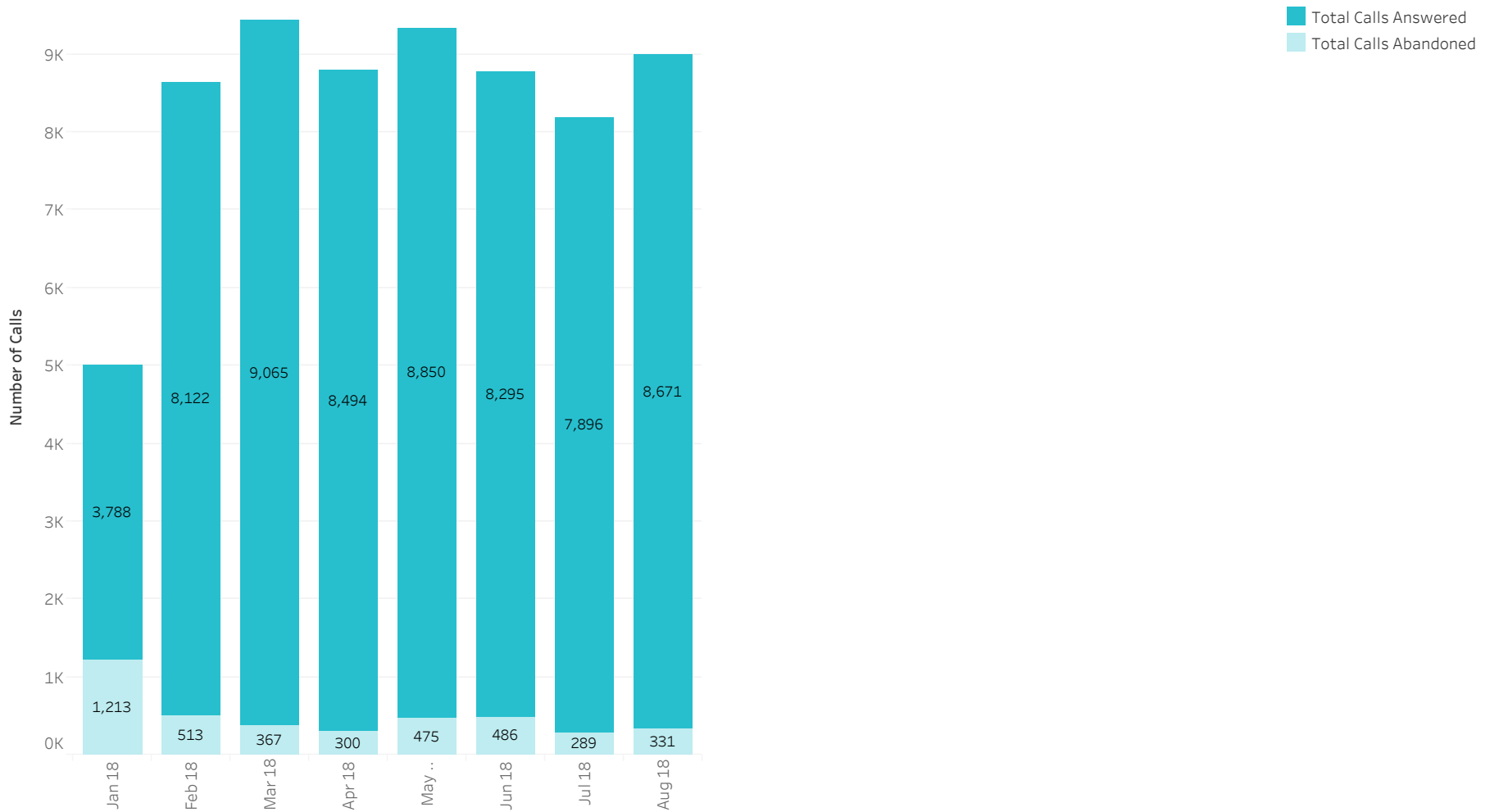
| | January 2018 | February 20.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 3,788 | 8,122 | 9,065 | 8,494 | 8,850 | 8,295 | 7,896 | 8,671 |
| Avg Handle Time (minutes) | 10.0 | 7.6 | 6.6 | 6.7 | 6.5 | 6.2 | 5.3 | 5.7 |

Service Level Summary (Facility)

| | January 2018 | February 20.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Handled Within Service Level | 1,024 | 6,737 | 8,488 | 7,992 | 7,726 | 7,394 | 7,406 | 8,177 |
| Handled Outside Service Level | 3,922 | 1,820 | 888 | 729 | 1,514 | 1,327 | 722 | 767 |
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Service Level | 20.7% | 78.7% | 90.5% | 91.6% | 83.6% | 84.8% | 91.1% | 91.4% |



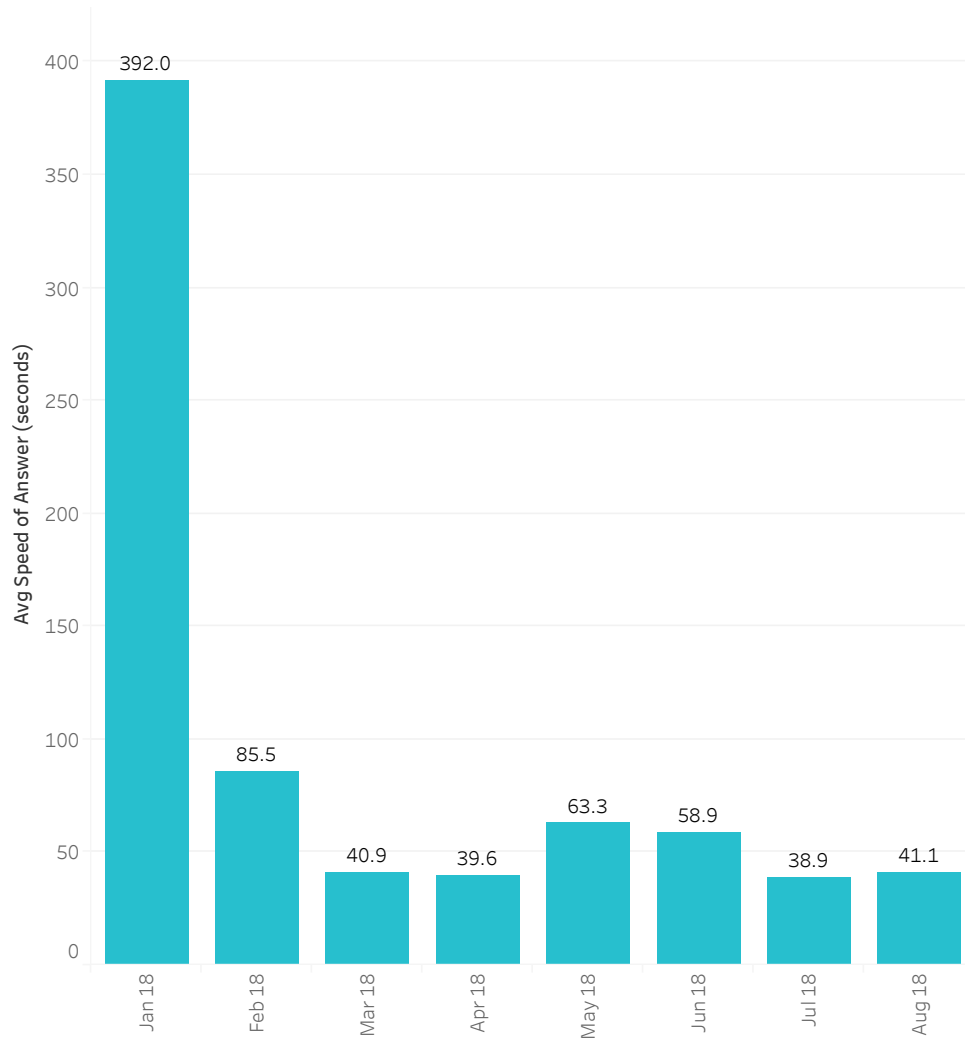
Answered Calls, Facility



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 3,788 | 8,122 | 9,065 | 8,494 | 8,850 | 8,295 | 7,896 | 8,671 |
| Answered % | 75.7% | 94.1% | 96.1% | 96.6% | 94.9% | 94.5% | 96.5% | 96.3% |
| Total Calls Abandoned | 1,213 | 513 | 367 | 300 | 475 | 486 | 289 | 331 |
| Abandon % | 24.3% | 5.9% | 3.9% | 3.4% | 5.1% | 5.5% | 3.5% | 3.7% |
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |



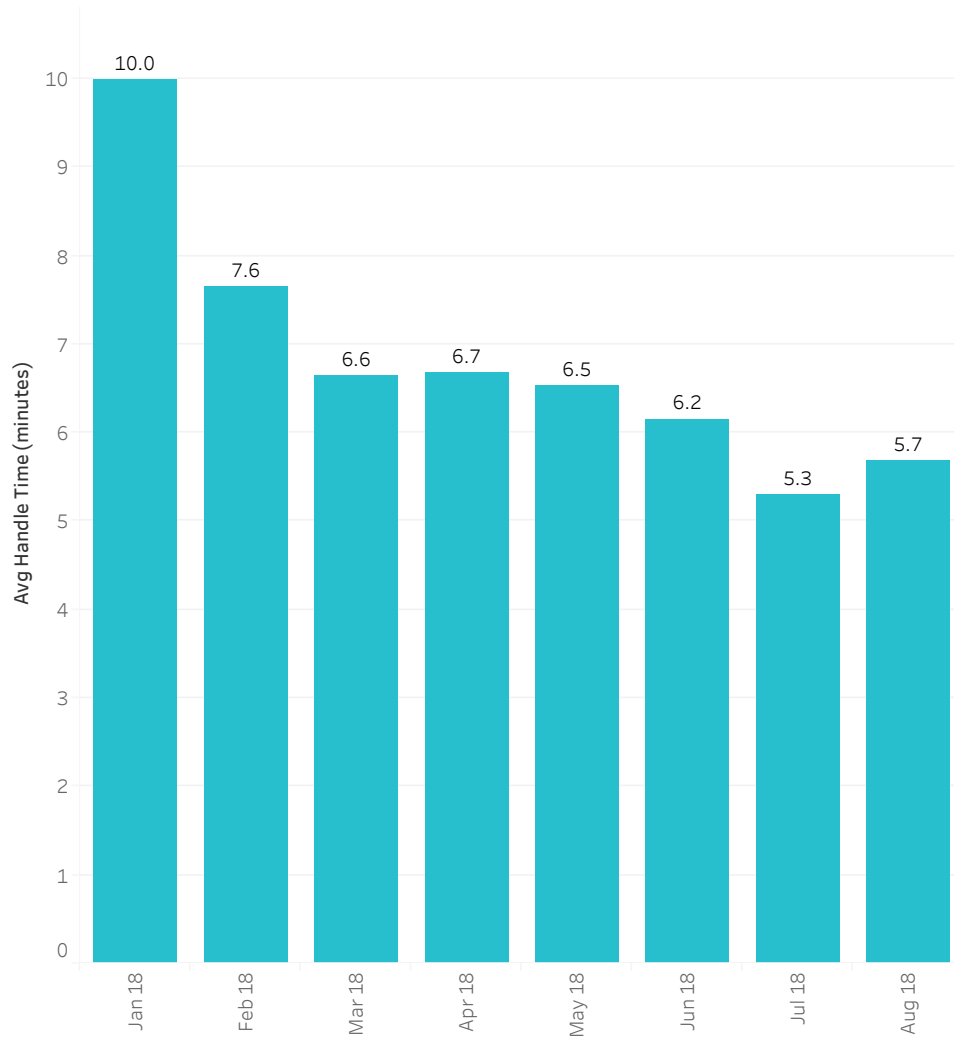
Average Speed of Answer, Facility



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|--------------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Avg Speed of Answer (seconds) | 392.0 | 85.5 | 40.9 | 39.6 | 63.3 | 58.9 | 38.9 | 41.1 |



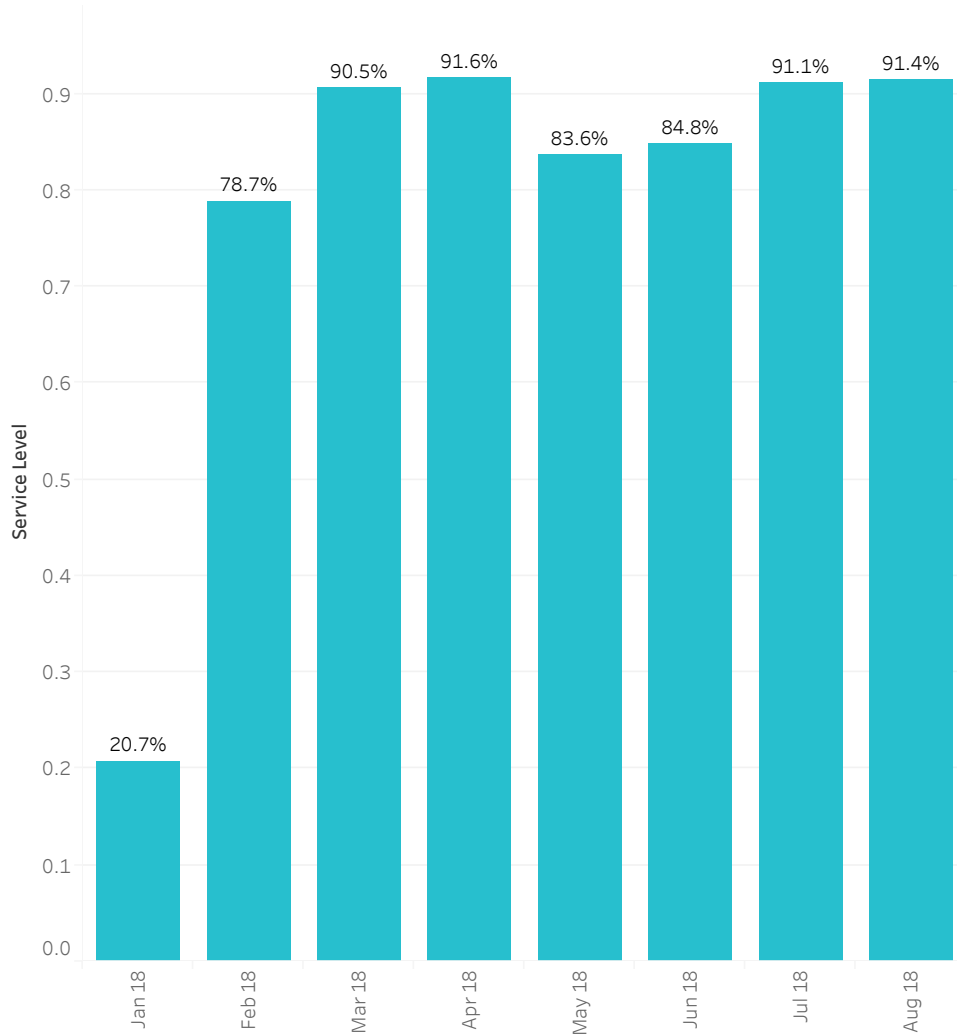
Average Handle Time, Facility



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|----------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Calls Answered | 3,788 | 8,122 | 9,065 | 8,494 | 8,850 | 8,295 | 7,896 | 8,671 |
| Avg Handle Time (minutes) | 10.0 | 7.6 | 6.6 | 6.7 | 6.5 | 6.2 | 5.3 | 5.7 |



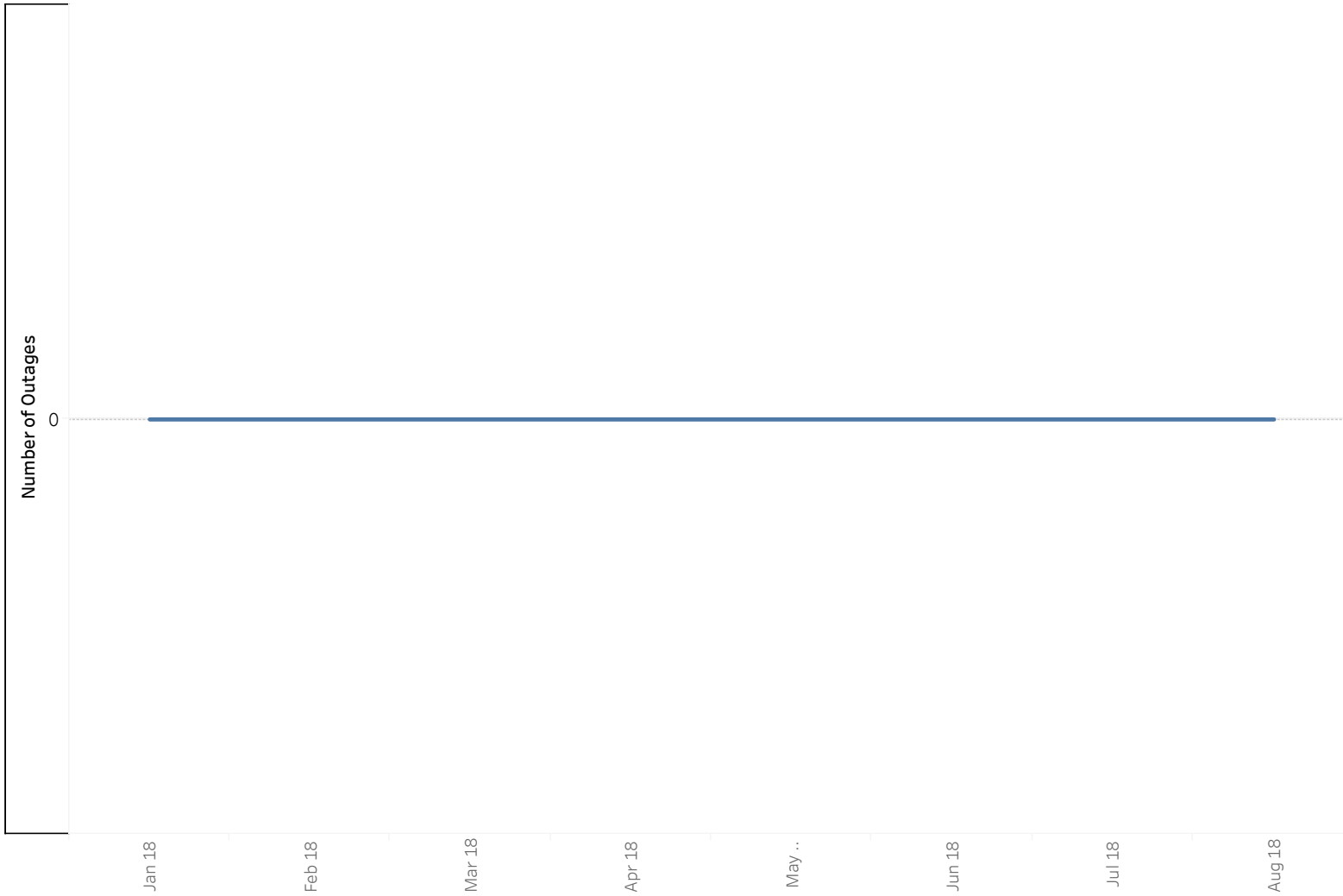
Service Level, Facility



| | January 20.. | February 2.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 20.. |
|--------------------------------------|--------------|--------------|------------|------------|----------|-----------|-----------|-------------|
| Handled Within Service Level | 1,024 | 6,737 | 8,488 | 7,992 | 7,726 | 7,394 | 7,406 | 8,177 |
| Handled Outside Service Level | 3,922 | 1,820 | 888 | 729 | 1,514 | 1,327 | 722 | 767 |
| Total Calls Received | 5,001 | 8,635 | 9,432 | 8,794 | 9,325 | 8,781 | 8,185 | 9,002 |
| Service Level | 20.7% | 78.7% | 90.5% | 91.6% | 83.6% | 84.8% | 91.1% | 91.4% |



Outages Greater Than One Hour



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Call Center Outages Greater Than 1 Hour | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |





Monthly Trip Report

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics

Trip Executive Summary

Completed Trip Count Summary

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Completed | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |

On Time % Summary

| | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Jul '18 | Aug '18 |
|--------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| On Time Trip Percentage | 86.77% | 88.20% | 88.98% | 89.17% | 88.20% | 88.65% | 88.10% | 88.82% |

* Excludes Public Transit and Mileage Reimbursement

Member No Show Summary

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Member No-Show Count | 13,249 | 8,628 | 9,333 | 10,666 | 11,418 | 10,507 | 11,872 | 15,529 |
| No-Shows + Completed* | 127,635 | 133,369 | 142,737 | 147,467 | 160,470 | 152,931 | 149,996 | 166,797 |
| Member No-Show Rate | 10.38% | 6.47% | 6.54% | 7.23% | 7.12% | 6.87% | 7.91% | 9.31% |

* Excludes Public Transit and Mileage Reimbursement

Trip Volume and Complaint % Summary

| | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Jul '18 | Aug '18 |
|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Completed Trips | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |
| Substantiated Complaints | 298 | 225 | 138 | 187 | 313 | 261 | 149 | 194 |
| Unsubstantiated Complaint | 480 | 331 | 468 | 191 | 156 | 198 | 249 | 303 |
| Total Complaint Count | 778 | 556 | 606 | 378 | 469 | 459 | 398 | 497 |
| Complaint % | 0.26% | 0.20% | 0.21% | 0.12% | 0.13% | 0.13% | 0.11% | 0.13% |

Trip Executive Summary Cont.

Mileage Summary

| | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Jul '18 | Aug '18 |
|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Completed Trips | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |
| Total Mileage | 2,005,532 | 1,905,026 | 2,034,457 | 2,174,224 | 2,489,531 | 2,446,333 | 2,446,270 | 2,580,013 |
| Avg. Mileage | 6.77 | 6.99 | 6.89 | 6.80 | 6.81 | 6.90 | 6.70 | 6.83 |

Trip % Distance Summary

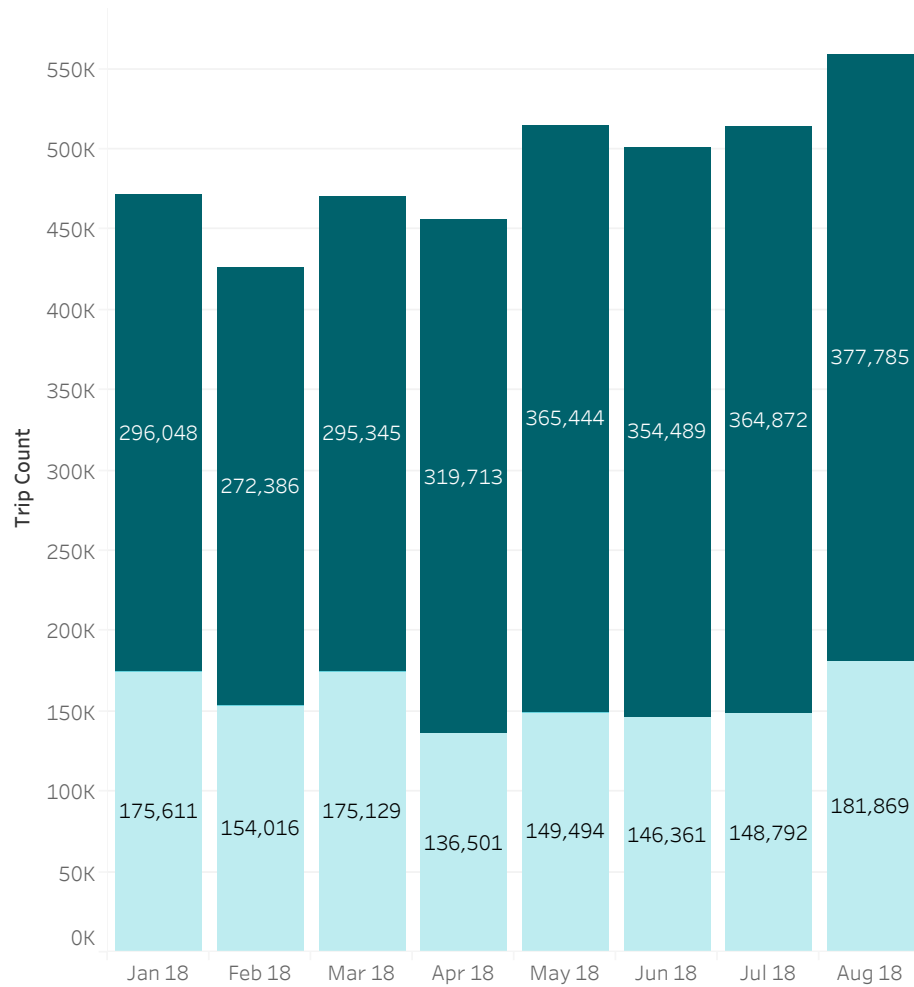
| | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Jul '18 | Aug '18 |
|-------------|---------|---------|---------|---------|---------|---------|---------|---------|
| 0-10 Miles | 80.09% | 78.75% | 78.88% | 78.94% | 79.06% | 79.02% | 79.24% | 78.72% |
| 10-20 Miles | 12.51% | 13.69% | 13.95% | 14.22% | 14.01% | 14.28% | 14.23% | 14.63% |
| 20-30 Miles | 4.48% | 4.51% | 4.32% | 4.24% | 4.24% | 4.23% | 4.15% | 4.17% |
| 30-40 Miles | 1.75% | 1.73% | 1.69% | 1.58% | 1.69% | 1.56% | 1.51% | 1.53% |
| 40-50 Miles | 0.61% | 0.67% | 0.67% | 0.63% | 0.65% | 0.56% | 0.54% | 0.59% |
| 50+ Miles | 0.56% | 0.65% | 0.48% | 0.40% | 0.35% | 0.36% | 0.32% | 0.35% |

Completed Trips by Mode

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-----------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Public Transit | 180,521 | 145,437 | 158,218 | 178,985 | 210,858 | 206,095 | 219,987 | 219,026 |
| Ambulatory | 89,543 | 98,287 | 105,606 | 110,073 | 119,204 | 113,503 | 109,757 | 120,038 |
| Wheelchair | 19,434 | 21,145 | 22,598 | 22,220 | 23,965 | 23,298 | 22,719 | 24,769 |
| Mileage Reimbursement | 1,141 | 2,208 | 3,723 | 3,927 | 5,534 | 5,970 | 6,761 | 7,491 |
| Ambulance - BLS | 1,708 | 3,375 | 3,339 | 2,766 | 4,312 | 4,084 | 4,143 | 4,647 |
| Bariatric Wheelchair | 1,660 | 1,501 | 1,547 | 1,549 | 1,327 | 1,242 | 1,321 | 1,576 |
| Stretcher | 1,773 | 146 | 95 | 29 | 25 | 66 | 22 | 32 |
| Ambulance - ALS | 68 | 129 | 138 | 117 | 197 | 220 | 149 | 196 |
| Bariatric Stretcher | 200 | 157 | 81 | 47 | 22 | 11 | 13 | 10 |
| Other | 0 | 1 | 0 | 0 | 0 | 0 | | |

Total Trips Booked

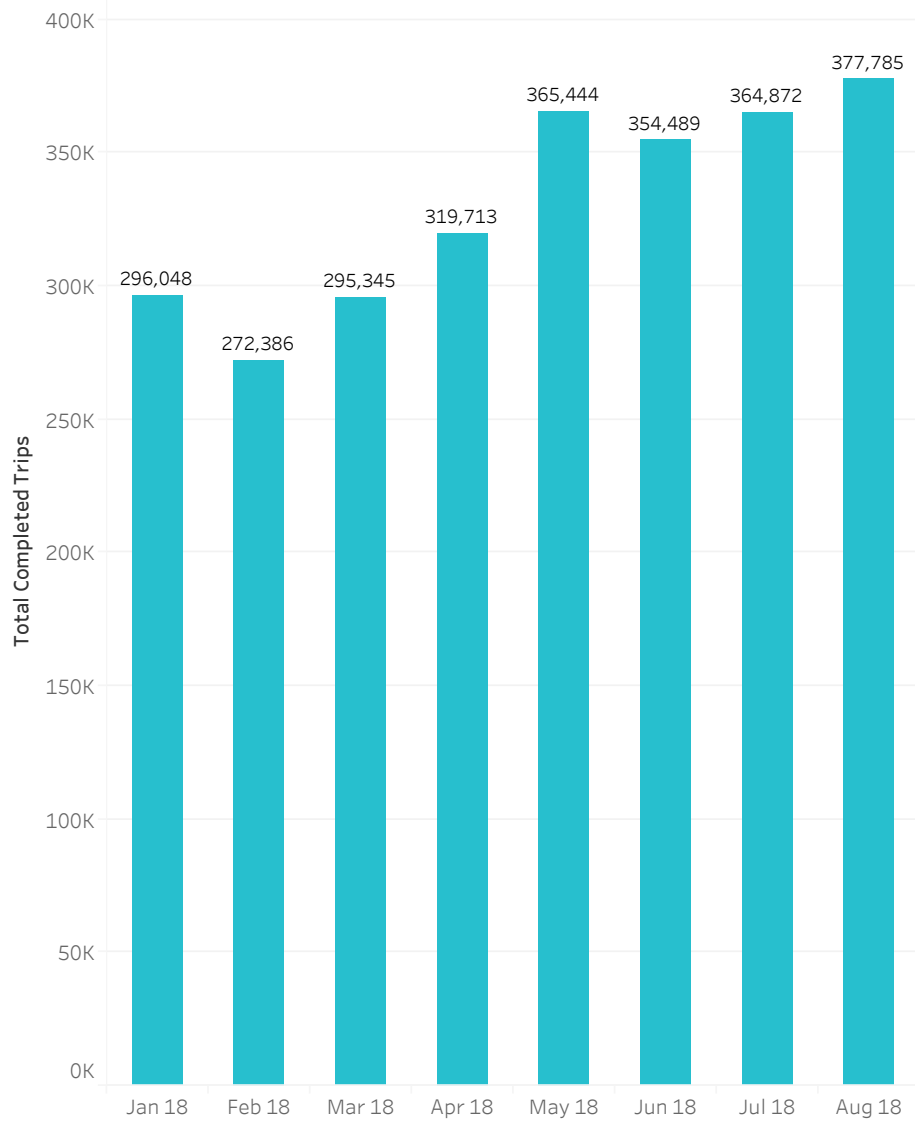
Cancelled, Deleted, Denied, Not Confirmed Confirmed Completed



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Total Trips Booked | 471,681 | 426,406 | 470,502 | 456,214 | 515,014 | 500,850 | 513,664 | 559,654 |



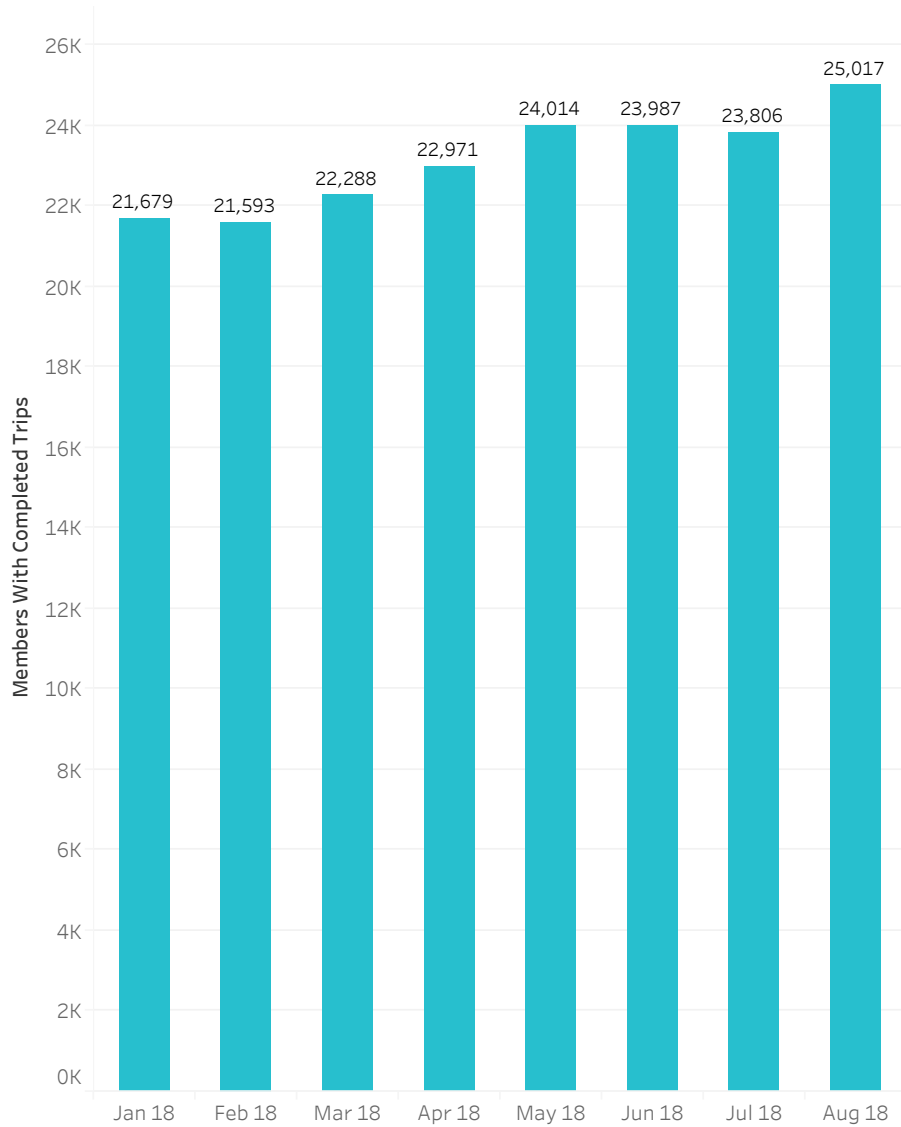
Total Completed Trips



| | January .. | February.. | March 2.. | April 2018 | May 2018 | June 2018 | July 2018 | August 2.. |
|------------------|------------|------------|-----------|------------|----------|-----------|-----------|------------|
| Completed | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |



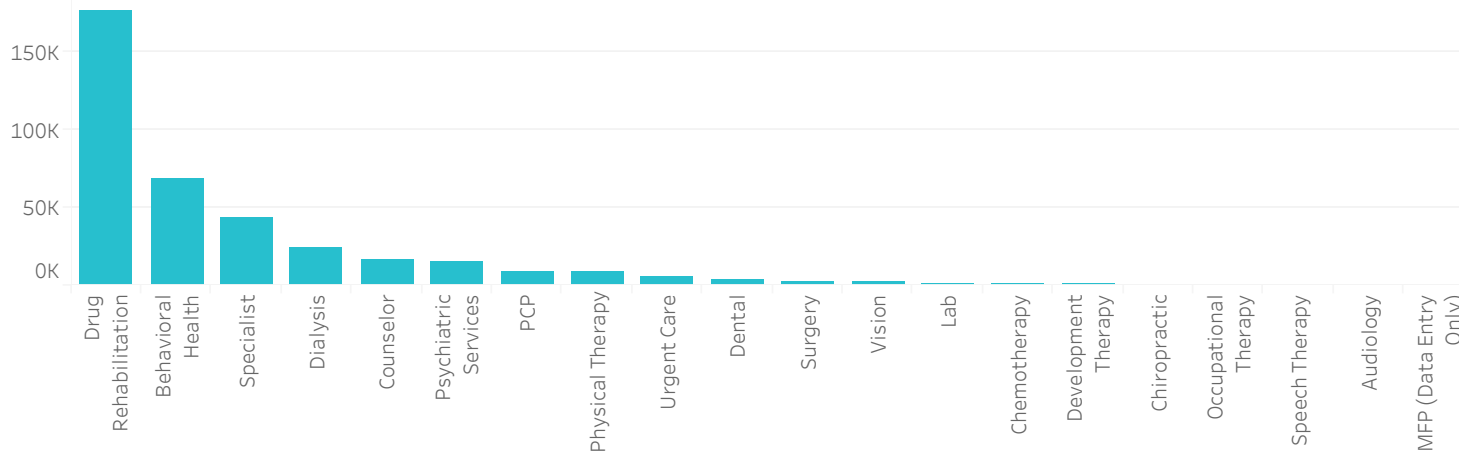
Members With Completed Trips



| | January .. | February.. | March 2.. | April 2018 | May 2018 | June 2018 | July 2018 | August 2.. |
|------------------|------------|------------|-----------|------------|----------|-----------|-----------|------------|
| Completed | 21,679 | 21,593 | 22,288 | 22,971 | 24,014 | 23,987 | 23,806 | 25,017 |



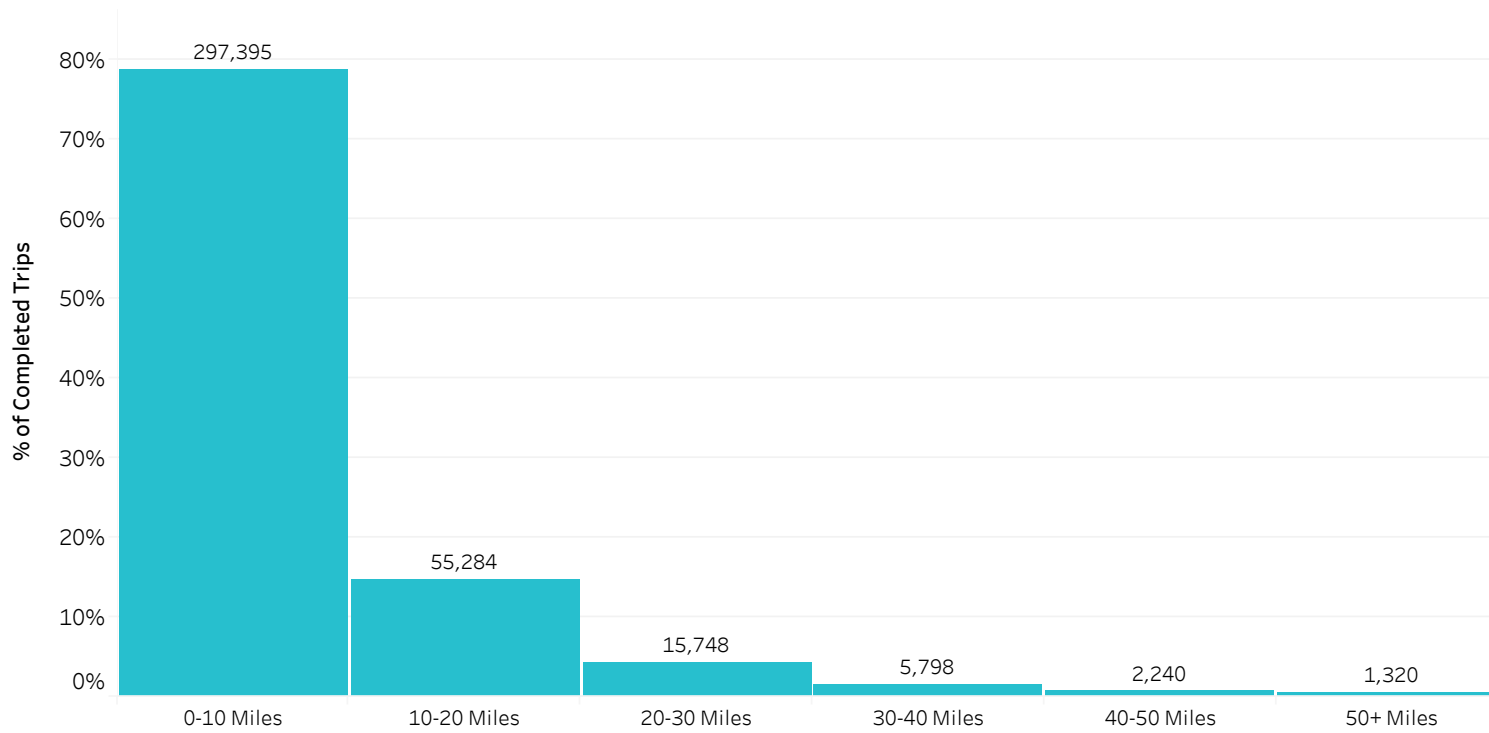
Total Completed Trips by Reason



| | January.. | Februar.. | March 2.. | April 20.. | May 20.. | June 20.. | July 20.. | August .. |
|------------------------------|-----------|-----------|-----------|------------|----------|-----------|-----------|-----------|
| Drug Rehabilitation | 162,207 | 136,820 | 137,985 | 154,882 | 177,466 | 174,026 | 177,924 | 175,764 |
| Behavioral Health | 47,367 | 39,268 | 43,102 | 49,195 | 60,269 | 57,667 | 62,887 | 68,260 |
| Specialist | 31,749 | 33,826 | 39,651 | 38,511 | 41,708 | 38,747 | 38,017 | 43,260 |
| Dialysis | 20,048 | 20,189 | 22,489 | 21,248 | 23,601 | 22,830 | 22,831 | 24,138 |
| Counselor | 4,947 | 6,707 | 12,973 | 14,820 | 16,374 | 16,320 | 17,293 | 16,459 |
| Psychiatric Services | 7,951 | 10,140 | 10,588 | 11,619 | 13,868 | 12,962 | 13,295 | 14,752 |
| PCP | 7,514 | 8,602 | 8,794 | 8,623 | 9,336 | 9,255 | 9,230 | 8,802 |
| Physical Therapy | 4,129 | 5,260 | 6,100 | 6,494 | 7,096 | 7,446 | 7,625 | 8,541 |
| Urgent Care | 1,813 | 2,323 | 3,252 | 3,802 | 4,060 | 4,404 | 4,815 | 5,532 |
| Dental | 1,929 | 2,228 | 2,464 | 2,604 | 2,699 | 2,479 | 2,352 | 2,761 |
| Surgery | 1,307 | 1,512 | 1,765 | 1,675 | 2,020 | 1,718 | 1,740 | 1,927 |
| Vision | 1,305 | 1,384 | 1,575 | 1,677 | 1,841 | 1,587 | 1,641 | 1,664 |
| Chemotherapy | 1,120 | 1,242 | 1,508 | 1,307 | 1,356 | 1,289 | 1,250 | 1,539 |
| Lab | 779 | 910 | 1,046 | 1,118 | 1,327 | 1,418 | 1,494 | 1,600 |
| Development Therapy | 1,181 | 1,050 | 966 | 1,006 | 1,053 | 953 | 1,115 | 1,191 |
| Occupational Therapy | 268 | 339 | 397 | 380 | 521 | 569 | 501 | 525 |
| Chiropractic | 136 | 246 | 348 | 357 | 408 | 401 | 422 | 526 |
| Speech Therapy | 129 | 173 | 179 | 236 | 237 | 235 | 233 | 277 |
| Audiology | 150 | 159 | 123 | 105 | 140 | 118 | 177 | 222 |
| MFP (Data Entry Only) | 19 | 8 | 40 | 54 | 64 | 65 | 30 | 45 |



Total Completed Trips by Distance %



| | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Jul '18 | Aug '18 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| 0-10 Miles | 80.09% | 78.75% | 78.88% | 78.94% | 79.06% | 79.02% | 79.24% | 78.72% |
| 10-20 Miles | 12.51% | 13.69% | 13.95% | 14.22% | 14.01% | 14.28% | 14.23% | 14.63% |
| 20-30 Miles | 4.48% | 4.51% | 4.32% | 4.24% | 4.24% | 4.23% | 4.15% | 4.17% |
| 30-40 Miles | 1.75% | 1.73% | 1.69% | 1.58% | 1.69% | 1.56% | 1.51% | 1.53% |
| 40-50 Miles | 0.61% | 0.67% | 0.67% | 0.63% | 0.65% | 0.56% | 0.54% | 0.59% |
| 50+ Miles | 0.56% | 0.65% | 0.48% | 0.40% | 0.35% | 0.36% | 0.32% | 0.35% |

Total Completed Trips by Provider

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 |
|--|--------------|---------------|------------|------------|----------|
| METRO TAXI - TRANSPORTATION GENERAL - DBA M7 | 14,139 | 16,924 | 16,862 | 19,417 | 24,402 |
| VALLEY CAB (SUBURBAN TRANSPORTATION) | 8,501 | 8,928 | 7,909 | 9,855 | 11,209 |
| SAFE TRANSPORTATION CT | 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 |
| DRM TRANSIT LLC: NEW HAVEN | | 2,136 | 4,292 | 4,948 | 4,781 |
| DRM TRANSIT LLC: HARTFORD/TORRINGTON | | 2,268 | 4,198 | 4,906 | 4,928 |
| MAFFEI TAXI SERVICE | 3,423 | 3,088 | 3,608 | 3,779 | 3,863 |
| 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 |
| ACE TRANSPORTATION | 4,566 | 5,012 | 4,404 | 2,254 | 273 |
| SOUTHERN HOME CARE SERVICE | 1,920 | 2,578 | 2,668 | 2,883 | 3,107 |
| CAMPION AMBULANCE | 2,319 | 2,832 | 2,585 | 2,515 | 2,998 |
| 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 |
| JAQUAR LIMO, LLC | 596 | 1,223 | 1,580 | 2,597 | 3,341 |
| SUBURBAN LIVERY SERVICE LLC | 1,923 | 1,667 | 2,207 | 2,534 | 3,173 |
| GRIFFIN TRANSPORT | 2,158 | 1,811 | 1,899 | 1,981 | 2,476 |
| DRM TRANSIT LLC: NEW LONDON | 3,259 | 1,546 | 1,154 | 2,213 | 2,171 |
| MED-X TRANS, INC. | 2,108 | 2,570 | 2,306 | 2,307 | 2,507 |
| VEYO CONNECTICUT IDPS | 933 | 2,045 | 2,153 | 2,260 | 2,345 |
| 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 |
| HUNTERS AMBULANCE | 2,467 | 2,609 | 2,558 | 2,243 | 1,290 |
| AMERICAN CHAIRCAR SERVICES, LLC | 1,762 | 1,622 | 1,791 | 1,406 | 1,525 |
| CT TAXI, LLC (CT LIVERY) | 1,054 | 1,134 | 1,381 | 1,802 | 1,932 |
| BEST CHOICE TRANSPORTATION | 1,328 | 731 | 723 | 1,353 | 1,898 |
| PEOPLES TRANSIT LLC | 3,196 | 3,048 | 3,248 | 1,335 | |
| AMERICAN MEDICAL RESPONSE OF CT | 713 | 914 | 1,177 | 1,360 | 1,489 |
| CT HANDIVAN | 1,082 | 1,473 | 1,638 | 1,594 | 1,185 |
| GOOGE WHEELCHAIR AND LIVERY SERVICE | 896 | 1,012 | 1,086 | 1,044 | 1,136 |
| LEILA TRANSPORTATION | 2,245 | 2,389 | 2,527 | 813 | 100 |
| NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE | 1,359 | 1,191 | 1,109 | 508 | 1,227 |
| WRIGHT TRANSPORTATION, INC. | 773 | 760 | 870 | 1,006 | 1,254 |
| GREGORY BURRUS & SON LLC | 876 | 977 | 1,110 | 939 | 1,020 |
| PATRIOT TAXI | 918 | 848 | 852 | 905 | 945 |
| ESSEX LIMOUSINE SERVICE | 768 | 790 | 939 | 1,008 | 969 |
| PUTNAM TAXI LLC | 635 | 714 | 720 | 718 | 749 |
| A&Z TRANSPORTATION, LLC | | | | 247 | 1,260 |
| K&E TRANSPORTATION LLC | 731 | 38 | 456 | 982 | 1,127 |
| LUCKY LIVERY | 524 | 602 | 497 | 377 | 554 |
| ROYAL RS | 696 | 526 | 680 | 806 | 686 |
| THE YELLOW CAB CO. INC. | 3,778 | 1,486 | | | |
| NM TAXI COMPANY | 431 | 614 | 695 | 676 | 714 |
| HARRY'S LIVERY LLC | 1,121 | 1,277 | 1,820 | 639 | |
| BDL LIVERY | 59 | 132 | 214 | 749 | 902 |
| WMC EXPRESS CORP | | | 601 | 325 | 736 |
| AETNA AMBULANCE SERVICE | 644 | 502 | 429 | 434 | 506 |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | 481 | 495 | 523 | 523 | 585 |
| ALLIED TRANSPORTATION | 415 | 550 | 550 | 515 | 510 |
| AMERICAN LIMO, LLC | 805 | 803 | 968 | 828 | 346 |
| ALL STAR LIMO LLC | | 126 | 199 | 280 | 557 |
| KAYBELLA TRANSPORTATION LLC | 537 | 453 | 451 | 341 | 277 |
| DANBURY AMBULANCE | 412 | 359 | 396 | 383 | 539 |
| AMERICAN AMBULANCE SERVICE, INC (CT) | 517 | 504 | 428 | 513 | 496 |
| NORWICH TRANSPORTATION, LLC | 297 | 422 | 377 | 394 | 409 |
| AMBULANCE SERVICE OF MANCHESTER | 282 | 263 | 312 | 405 | 469 |
| COMFORT CARE TRANSPORTATION | 409 | 442 | 316 | 425 | 450 |
| ZOLI TRANSPORTATION | 1,354 | 994 | 279 | 135 | |
| VALLEY TRANSIT DISTRICT | 318 | 347 | 307 | 330 | 392 |
| TAGCO LIVERY SERVICES, LLC | 381 | 300 | 392 | 204 | 331 |
| BRISTOL HOSPITAL EMS | 240 | 323 | 384 | 245 | 415 |
| ACME TRANSPORTATION | 272 | 293 | 308 | 337 | 503 |
| MID-FAIRFIELD CHILD GUIDANCE CENTER | 429 | 431 | 359 | 342 | 272 |
| MILFORD TRANSIT DISTRICT | 122 | 118 | 247 | 325 | 361 |
| SUPREME LIMO | 372 | 355 | 221 | 207 | 308 |
| MY TAXI, LLC | 546 | 508 | 600 | 330 | |

Total Completed Trips by Provider

| | June 2018 | July 2018 | August 2018 |
|--|-----------|-----------|-------------|
| METRO TAXI - TRANSPORTATION GENERAL - DBA M7 | 22,245 | 21,916 | 24,665 |
| VALLEY CAB (SUBURBAN TRANSPORTATION) | 9,629 | 9,751 | 9,358 |
| SAFE TRANSPORTATION CT | 11,226 | 7,214 | 7,787 |
| PARK CITY LIVERY | 5,481 | 5,466 | 5,955 |
| EXECUTIVE 2000 | 4,927 | 4,935 | 4,937 |
| NORWICH TAXI, LLC | 5,031 | 4,769 | 5,073 |
| DRM TRANSIT LLC: NEW HAVEN | 5,800 | 5,942 | 6,862 |
| DRM TRANSIT LLC: HARTFORD/TORRINGTON | 5,418 | 5,256 | 6,132 |
| MAFFEI TAXI SERVICE | 3,471 | 2,956 | 3,089 |
| VALLEY CAB | 3,495 | 3,080 | 3,352 |
| AMBASSADOR WHEELCHAIR SERVICES | 3,371 | 3,159 | 3,337 |
| ACE TRANSPORTATION | 1,689 | 2,218 | 3,409 |
| SOUTHERN HOME CARE SERVICE | 3,257 | 3,343 | 3,642 |
| CAMPION AMBULANCE | 2,800 | 2,891 | 3,252 |
| BETHEL AMBULETTE INC. | 2,637 | 2,658 | 2,876 |
| ON TIME LIMOUSINE, LLC | 2,717 | 2,704 | 2,678 |
| JAQUAR LIMO, LLC | 3,125 | 3,258 | 3,912 |
| SUBURBAN LIVERY SERVICE LLC | 2,809 | 2,436 | 2,609 |
| GRIFFIN TRANSPORT | 2,463 | 2,760 | 3,038 |
| DRM TRANSIT LLC: NEW LONDON | 2,111 | 2,037 | 2,848 |
| MED-X TRANS, INC. | 1,969 | 1,804 | 1,643 |
| VEYO CONNECTICUT IDPS | 2,291 | 2,476 | 2,619 |
| RELIABLE TRANSPORTATION LLC | 2,413 | 2,480 | 3,012 |
| A CAB COMPANY | 2,370 | 1,966 | 2,346 |
| HUNTERS AMBULANCE | 1,023 | 929 | 928 |
| AMERICAN CHAIRCAR SERVICES, LLC | 1,651 | 1,569 | 1,593 |
| CT TAXI, LLC (CT LIVERY) | 1,754 | 1,707 | 1,871 |
| BEST CHOICE TRANSPORTATION | 1,773 | 2,023 | 2,560 |
| PEOPLES TRANSIT LLC | | | |
| AMERICAN MEDICAL RESPONSE OF CT | 1,445 | 1,408 | 1,793 |
| CT HANDIVAN | 693 | 665 | 706 |
| GOOGE WHEELCHAIR AND LIVERY SERVICE | 1,098 | 1,076 | 1,155 |
| LEILA TRANSPORTATION | 100 | 125 | 138 |
| NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE | 974 | 865 | 900 |
| WRIGHT TRANSPORTATION, INC. | 1,121 | 988 | 1,056 |
| GREGORY BURRUS & SON LLC | 838 | 1,044 | 993 |
| PATRIOT TAXI | 940 | 977 | 999 |
| ESSEX LIMOUSINE SERVICE | 945 | 869 | 983 |
| PUTNAM TAXI LLC | 958 | 964 | 1,148 |
| A&Z TRANSPORTATION, LLC | 1,711 | 1,635 | 1,532 |
| K&E TRANSPORTATION LLC | 982 | 901 | 933 |
| LUCKY LIVERY | 752 | 1,078 | 1,293 |
| ROYAL RS | 641 | 690 | 677 |
| THE YELLOW CAB CO. INC. | | | |
| NM TAXI COMPANY | 685 | 608 | 607 |
| HARRY'S LIVERY LLC | | | |
| BDL LIVERY | 806 | 836 | 1,016 |
| WMC EXPRESS CORP | 776 | 1,126 | 725 |
| AETNA AMBULANCE SERVICE | 573 | 553 | 537 |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | 588 | 443 | 501 |
| ALLIED TRANSPORTATION | 504 | 560 | 521 |
| AMERICAN LIMO, LLC | | | |
| ALL STAR LIMO LLC | 531 | 879 | 1,139 |
| KAYBELLA TRANSPORTATION LLC | 391 | 489 | 696 |
| DANBURY AMBULANCE | 515 | 488 | 446 |
| AMERICAN AMBULANCE SERVICE, INC (CT) | 398 | 298 | 298 |
| NORWICH TRANSPORTATION, LLC | 428 | 464 | 465 |
| AMBULANCE SERVICE OF MANCHESTER | 468 | 479 | 569 |
| COMFORT CARE TRANSPORTATION | 352 | 312 | 357 |
| ZOLI TRANSPORTATION | | | |
| VALLEY TRANSIT DISTRICT | 355 | 296 | 361 |
| TAGCO LIVERY SERVICES, LLC | 257 | 313 | 401 |
| BRISTOL HOSPITAL EMS | 387 | 269 | 303 |
| ACME TRANSPORTATION | 439 | 380 | |
| MID-FAIRFIELD CHILD GUIDANCE CENTER | 133 | 114 | 48 |
| MILFORD TRANSIT DISTRICT | 302 | 290 | 299 |
| SUPREME LIMO | 173 | 178 | 236 |
| MY TAXI, LLC | | | |

Total Completed Trips by Provider

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 |
|--|--------------|---------------|------------|------------|----------|
| STARTIRE LIVERY LLC | 421 | 295 | 322 | 99 | 63 |
| HARRY'S TAXI INC | 38 | 746 | 816 | 304 | |
| TIX TRANSPORTATION | 388 | 470 | 439 | 229 | |
| FIVE DIAMOND LIMOUSINE LLC | 334 | 481 | 410 | 203 | |
| HARTFORD LIVERY, LLC | 386 | 402 | 407 | 152 | |
| TRI STATE RIDE SERVICES | 236 | 301 | 399 | 232 | |
| AFI HEALING HANDS INTERNATIONAL LLC | 59 | 131 | 158 | 121 | 174 |
| CT TRANSPORTATION SERVICES | | | | 71 | 85 |
| DUNBAR PATIENT TRANSPORT CORP | 16 | 24 | 40 | 123 | 127 |
| D & R TRANSPORTATION | 44 | 49 | 81 | 86 | 134 |
| STATEWIDE B TRANSPORTATION, LLC | | | | | |
| RIDE WITH CARE | | | | | |
| FOUR FELLAS TRANSPORTATION, LLC | 145 | 169 | 142 | 39 | |
| W&E TRANSPORTATION | | | | | |
| ROSE CITY TAXI LLC | 171 | 107 | 89 | 33 | |
| A&M LIMO | 107 | 129 | 90 | 49 | |
| PREMIER AMBULETTE TRANSPORTATION, INC | | 4 | 55 | 48 | 53 |
| RED & WHITE TAXI, LLC | | 129 | 71 | 13 | |
| ALLIED TRANSPORT | | | | | |
| AVON TRANSPORTATION | | | | | 61 |
| ABOVE AVERAGE TRANSPORTATION | 30 | 59 | 75 | 16 | 2 |
| ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI) | 110 | | | | |
| CONNECTICUT TRANSPORTATION SOLUTIONS | 16 | | | | 14 |
| ALTERNATIVE TRANSPORTATION SOLUTIONS | 37 | 12 | | | |
| CASABLANCA LIMO, LLC | 14 | 6 | | | |
| AMERICAN AIRPORT LIMO, LLC | | | 4 | 1 | |
| PIGGYBACK RIDES, LLC | | | | | |
| EVEREADY TRANSPORTATION | | | | | |
| Grand Total | 114,386 | 124,741 | 133,404 | 136,801 | 149,052 |

Total Completed Trips by Provider

| | June 2018 | July 2018 | August 2018 |
|--|-----------|-----------|-------------|
| STARTIRE LIVERY LLC | 309 | 346 | 99 |
| HARRY'S TAXI INC | | | |
| TIX TRANSPORTATION | | | |
| FIVE DIAMOND LIMOUSINE LLC | | | |
| HARTFORD LIVERY, LLC | | | |
| TRI STATE RIDE SERVICES | | | |
| AFI HEALING HANDS INTERNATIONAL LLC | 151 | 172 | 189 |
| CT TRANSPORTATION SERVICES | 132 | 175 | 407 |
| DUNBAR PATIENT TRANSPORT CORP | 134 | 138 | 264 |
| D & R TRANSPORTATION | 128 | 118 | 130 |
| STATEWIDE B TRANSPORTATION, LLC | 175 | 331 | 120 |
| RIDE WITH CARE | 131 | 148 | 259 |
| FOUR FELLAS TRANSPORTATION, LLC | | | |
| W&E TRANSPORTATION | | 130 | 344 |
| ROSE CITY TAXI LLC | | | |
| A&M LIMO | | | |
| PREMIER AMBULETTE TRANSPORTATION, INC | 49 | 40 | 32 |
| RED & WHITE TAXI, LLC | | | |
| ALLIED TRANSPORT | | 69 | 121 |
| AVON TRANSPORTATION | 6 | 51 | 72 |
| ABOVE AVERAGE TRANSPORTATION | | 2 | |
| ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI) | | | |
| CONNECTICUT TRANSPORTATION SOLUTIONS | 4 | 38 | 12 |
| ALTERNATIVE TRANSPORTATION SOLUTIONS | | | |
| CASABLANCA LIMO, LLC | | | |
| AMERICAN AIRPORT LIMO, LLC | | | |
| PIGGYBACK RIDES, LLC | | | 5 |
| EVEREADY TRANSPORTATION | | 3 | |
| Grand Total | 142,424 | 138,124 | 151,268 |

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

Provider No-Show Count by Provider

| | June 2018 | July 2018 | August 2018 |
|--|-----------|-----------|-------------|
| METRO TAXI - TRANSPORTATION GENERAL - DBA M7 | 167 | 116 | 82 |
| SAFE TRANSPORTATION CT | 41 | 57 | 68 |
| ACE TRANSPORTATION | 9 | 3 | 9 |
| Null | 17 | 12 | 7 |
| MED-X TRANS, INC. | 14 | 31 | 30 |
| VALLEY CAB (SUBURBAN TRANSPORTATION) | 14 | 18 | 20 |
| PARK CITY LIVERY | 13 | 9 | 22 |
| THE YELLOW CAB CO. INC. | | | |
| DRM TRANSIT LLC: HARTFORD/TORRINGTON | 17 | 5 | 15 |
| DRM TRANSIT LLC: NEW HAVEN | 15 | 7 | 9 |
| VALLEY CAB | 8 | 3 | 6 |
| BEST CHOICE TRANSPORTATION | 8 | 2 | 28 |
| SUBURBAN LIVERY SERVICE LLC | 9 | 7 | 4 |
| EXECUTIVE 2000 | 14 | 6 | 3 |
| NORWICH TAXI, LLC | | | 8 |
| ROYAL RS | 7 | 11 | 6 |
| ALL STAR LIMO LLC | 13 | 5 | 8 |
| K&E TRANSPORTATION LLC | 12 | 2 | 3 |
| WMC EXPRESS CORP | | 8 | 6 |
| GREGORY BURRUS & SON LLC | 4 | 6 | 2 |
| PEOPLES TRANSIT LLC | | | |
| AMERICAN CHAIRCAR SERVICES, LLC | 1 | 4 | |
| DRM TRANSIT LLC: NEW LONDON | 2 | 2 | |
| CAMPION AMBULANCE | 2 | 2 | 5 |
| JAQUAR LIMO, LLC | 2 | 4 | 2 |
| GRIFFIN TRANSPORT | | | |
| SOUTHERN HOME CARE SERVICE | 2 | 4 | 5 |
| CT TAXI, LLC (CT LIVERY) | | 3 | 2 |
| ON TIME LIMOUSINE, LLC | 2 | 1 | |
| STARTIRE LIVERY LLC | 1 | | |
| LUCKY LIVERY | 2 | 1 | |
| HARRY'S LIVERY LLC | | | |
| TAGCO LIVERY SERVICES, LLC | 2 | | 1 |
| AMBASSADOR WHEELCHAIR SERVICES | 1 | | |
| HARRY'S TAXI INC | | | |
| CT TRANSPORTATION SERVICES | 4 | 4 | 4 |
| SUPREME LIMO | | | 1 |
| PUTNAM TAXI LLC | | 1 | |
| ZOLI TRANSPORTATION | | | |
| A CAB COMPANY | 3 | | |
| BETHEL AMBULETTE INC. | 1 | | |
| NM TAXI COMPANY | 2 | | |
| AMERICAN MEDICAL RESPONSE OF CT | | | |
| CT HANDIVAN | 1 | 2 | 2 |
| HUNTERS AMBULANCE | | | |
| LEILA TRANSPORTATION | 2 | | |
| RELIABLE TRANSPORTATION LLC | | 1 | |
| TRI STATE RIDE SERVICES | | | |
| ALLIED TRANSPORTATION | 2 | | 2 |
| A&Z TRANSPORTATION, LLC | 3 | 4 | |
| DANBURY AMBULANCE | 6 | | |
| NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE | 3 | | |
| AMERICAN LIMO, LLC | | | |
| BDL LIVERY | | | |
| FIVE DIAMOND LIMOUSINE LLC | | | |
| A&M LIMO | | | |
| TEST 3PO OPERATOR CT | 2 | | |
| VALLEY TRANSIT DISTRICT | | | |
| COMFORT CARE TRANSPORTATION | | 1 | |
| CONNECTICUT TRANSPORTATION SOLUTIONS | | | |
| MAFFEI TAXI SERVICE | 1 | | 3 |
| STATEWIDE B TRANSPORTATION, LLC | 2 | 3 | |
| W&E TRANSPORTATION | | | 5 |
| ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI) | | | |
| BRISTOL HOSPITAL EMS | | | |
| GOOGE WHEELCHAIR AND LIVERY SERVICE | | | |
| MY TAXI, LLC | | | |
| AETNA AMBULANCE SERVICE | | | 1 |

Provider No-Show Count by Provider

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 |
|--|--------------|---------------|------------|------------|----------|
| ESSEX LIMOUSINE SERVICE | | | | | |
| ROSE CITY TAXI LLC | | | 3 | | |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | | | 2 | 1 | |
| ACME TRANSPORTATION | | | | 2 | |
| ALTERNATIVE TRANSPORTATION SOLUTIONS | | 2 | | | |
| BRADLEY LIVERY, LLC | | | 2 | | |
| MILFORD TRANSIT DISTRICT | | | | 2 | |
| PIGGYBACK RIDES, LLC | | | | | |
| RED & WHITE TAXI, LLC | | 2 | | | |
| RIDE WITH CARE | | | | | |
| VEYO CONNECTICUT PUBLIC TRANSIT | 2 | | | | |
| AFI HEALING HANDS INTERNATIONAL LLC | | | | 1 | |
| AMERICAN AMBULANCE SERVICE, INC (CT) | | | | | 1 |
| KAYBELLA TRANSPORTATION LLC | | | 1 | | |
| PATRIOT TAXI | | 1 | | | |
| Grand Total | 670 | 899 | 678 | 484 | 747 |

Provider No-Show Count by Provider

| | June 2018 | July 2018 | August 2018 |
|--|-----------|-----------|-------------|
| ESSEX LIMOUSINE SERVICE | 1 | 2 | |
| ROSE CITY TAXI LLC | | | |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | | | |
| ACME TRANSPORTATION | | | |
| ALTERNATIVE TRANSPORTATION SOLUTIONS | | | |
| BRADLEY LIVERY, LLC | | | |
| MILFORD TRANSIT DISTRICT | | | |
| PIGGYBACK RIDES, LLC | | | 2 |
| RED & WHITE TAXI, LLC | | | |
| RIDE WITH CARE | | 2 | |
| VEYO CONNECTICUT PUBLIC TRANSIT | | | |
| AFI HEALING HANDS INTERNATIONAL LLC | | | |
| AMERICAN AMBULANCE SERVICE, INC (CT) | | | |
| KAYBELLA TRANSPORTATION LLC | | | |
| PATRIOT TAXI | | | |
| Grand Total | 432 | 349 | 373 |

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% |
| JAQUAR LIMO, LLC | 7 | 1.50% | 25 | 2.23% | 25 | 1.73% | 89 | 3.67% | 994 | 30.75% |
| 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% |
| AMBASSADOR WHEELCHAIR SERVICES | 369 | 16.04% | 457 | 17.78% | 516 | 18.82% | 708 | 22.88% | 700 | 21.16% |
| VALLEY CAB (SUBURBAN TRANSPORTATION) | 551 | 6.83% | 64 | 0.75% | 37 | 0.50% | 39 | 0.42% | 29 | 0.27% |
| 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% |
| SOUTHERN HOME CARE SERVICE | 189 | 11.06% | 280 | 11.49% | 344 | 13.73% | 334 | 12.20% | 349 | 11.68% |
| A CAB COMPANY | 256 | 17.56% | 252 | 18.35% | 249 | 17.33% | 280 | 15.27% | 341 | 14.95% |
| CT TAXI, LLC (CT LIVERY) | 255 | 26.05% | 224 | 21.83% | 299 | 23.90% | 400 | 24.66% | 370 | 21.06% |
| AMERICAN CHAIRCAR SERVICES, LLC | 253 | 15.83% | 256 | 16.85% | 381 | 22.99% | 270 | 20.44% | 290 | 20.55% |
| ACE TRANSPORTATION | 586 | 14.70% | 682 | 16.26% | 391 | 10.82% | 209 | 10.60% | 36 | 16.98% |
| 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% |
| VALLEY CAB | 338 | 12.34% | 204 | 8.17% | 233 | 9.43% | 289 | 9.67% | 380 | 9.99% |
| RELIABLE TRANSPORTATION LLC | 99 | 9.83% | 115 | 9.26% | 187 | 11.17% | 244 | 11.55% | 275 | 10.87% |
| SAFE TRANSPORTATION CT | 748 | 17.02% | 473 | 7.12% | 62 | 0.74% | 61 | 0.68% | 87 | 0.78% |
| CT HANDIVAN | 148 | 17.39% | 241 | 18.57% | 312 | 21.93% | 286 | 20.36% | 210 | 20.49% |
| A&Z TRANSPORTATION, LLC | | | | | | | 84 | 34.43% | 359 | 29.79% |
| GREGORY BURRUS & SON LLC | 163 | 21.25% | 172 | 19.35% | 209 | 20.00% | 174 | 19.84% | 222 | 22.38% |
| PEOPLES TRANSIT LLC | 525 | 17.52% | 361 | 12.73% | 437 | 14.28% | 172 | 13.30% | | |
| PUTNAM TAXI LLC | 110 | 18.77% | 127 | 19.04% | 135 | 20.61% | 121 | 18.67% | 154 | 22.06% |
| BEST CHOICE TRANSPORTATION | 134 | 10.73% | 41 | 7.00% | 22 | 4.46% | 110 | 10.27% | 167 | 9.59% |
| PATRIOT TAXI | 119 | 13.40% | 122 | 14.88% | 128 | 15.76% | 107 | 12.56% | 118 | 13.00% |
| THE YELLOW CAB CO. INC. | 774 | 23.87% | 182 | 15.48% | 0 | | | | | |
| LUCKY LIVERY | 59 | 12.61% | 100 | 17.61% | 86 | 17.77% | 108 | 28.95% | 150 | 27.73% |
| 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% |
| NM TAXI COMPANY | 51 | 12.11% | 47 | 7.85% | 84 | 12.48% | 95 | 14.20% | 107 | 15.18% |
| GOOGE WHEELCHAIR AND LIVERY SERVICE | 82 | 9.89% | 111 | 11.80% | 92 | 9.16% | 83 | 8.38% | 96 | 8.87% |
| NORWICH TRANSPORTATION, LLC | 59 | 20.77% | 90 | 22.44% | 79 | 21.70% | 77 | 20.37% | 99 | 24.69% |
| WMC EXPRESS CORP | | | | | 54 | 10.06% | 24 | 8.16% | 217 | 31.04% |
| NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE | 52 | 4.80% | 46 | 4.61% | 62 | 6.58% | 76 | 17.59% | 93 | 8.67% |
| ALLIED TRANSPORTATION | 57 | 14.69% | 95 | 17.82% | 104 | 19.70% | 89 | 18.35% | 89 | 18.50% |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | 58 | 12.47% | 69 | 14.14% | 80 | 15.69% | 72 | 14.55% | 68 | 12.06% |
| HUNTERS AMBULANCE | 177 | 8.71% | 121 | 5.45% | 96 | 4.27% | 64 | 3.31% | 35 | 3.41% |
| ZOLI TRANSPORTATION | 213 | 16.32% | 202 | 21.15% | 74 | 28.57% | 38 | 29.23% | | |
| WRIGHT TRANSPORTATION, INC. | 51 | 7.36% | 39 | 5.48% | 66 | 8.47% | 80 | 8.55% | 84 | 7.29% |
| VALLEY TRANSIT DISTRICT | 68 | 24.73% | 63 | 20.32% | 57 | 20.36% | 63 | 21.36% | 79 | 23.44% |
| VEYO CONNECTICUT IDPS | 38 | 4.72% | 55 | 3.08% | 75 | 4.04% | 93 | 4.70% | 80 | 3.85% |
| BDL LIVERY | 0 | 0.00% | 1 | 0.90% | 14 | 8.38% | 34 | 4.94% | 24 | 2.76% |
| VEYO CONNECTICUT MILEAGE REIMBURSEMENT | 2 | 0.20% | 19 | 0.94% | 40 | 1.15% | 51 | 1.38% | 55 | 1.05% |
| 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% |
| ESSEX LIMOUSINE SERVICE | 79 | 10.87% | 35 | 4.76% | 64 | 7.26% | 46 | 4.73% | 43 | 4.65% |
| DRM TRANSIT LLC: NEW HAVEN | 0 | | 34 | 1.76% | 16 | 0.39% | 30 | 0.63% | 28 | 0.61% |
| COMFORT CARE TRANSPORTATION | 9 | 2.37% | 74 | 17.33% | 43 | 14.58% | 45 | 11.45% | 44 | 10.16% |
| MILFORD TRANSIT DISTRICT | 10 | 8.33% | 5 | 4.55% | 8 | 3.42% | 28 | 9.03% | 97 | 27.79% |
| CT TRANSPORTATION SERVICES | | | | | | | 2 | 3.33% | 0 | 0.00% |
| DRM TRANSIT LLC: NEW LONDON | 161 | 5.28% | 30 | 2.06% | 2 | 0.18% | 32 | 1.47% | 60 | 2.87% |
| TIX TRANSPORTATION | 92 | 25.41% | 116 | 26.67% | 68 | 15.93% | 28 | 12.28% | | |
| ACME TRANSPORTATION | 22 | 8.98% | 37 | 13.50% | 41 | 14.34% | 61 | 19.24% | 68 | 14.69% |
| DRM TRANSIT LLC: HARTFORD/TORRINGTON | 0 | | 23 | 1.10% | 22 | 0.54% | 11 | 0.23% | 109 | 2.33% |
| HARRY'S TAXI INC | 2 | 5.56% | 102 | 14.91% | 110 | 15.32% | 45 | 15.90% | 0 | |
| LEILA TRANSPORTATION | 62 | 2.86% | 56 | 2.44% | 44 | 1.81% | 24 | 3.07% | 5 | 5.26% |
| 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% |
| MY TAXI, LLC | 56 | 10.83% | 31 | 6.35% | 33 | 5.82% | 26 | 8.10% | | |
| RIDE WITH CARE | | | | | | | | | | |
| 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 | | | | | |
|--|--------------------|-----------------|------------|-----------------|------------|-----------------|
| | Jun 18 | | Jul 18 | | Aug 18 | |
| | Late Trips | % of Trips Late | Late Trips | % of Trips Late | Late Trips | % of Trips Late |
| METRO TAXI - TRANSPORTATION GENERAL - DBA M7 | 2,375 | 12.45% | 2,391 | 12.74% | 2,208 | 10.75% |
| PARK CITY LIVERY | 1,037 | 20.30% | 1,028 | 19.81% | 1,348 | 24.19% |
| MED-X TRANS, INC. | 533 | 29.46% | 649 | 38.27% | 677 | 43.43% |
| MAFFEI TAXI SERVICE | 620 | 18.40% | 565 | 19.66% | 755 | 24.99% |
| EXECUTIVE 2000 | 650 | 14.03% | 646 | 13.80% | 514 | 11.09% |
| JAQUAR LIMO, LLC | 1,081 | 35.54% | 1,129 | 35.54% | 1,343 | 35.09% |
| ON TIME LIMOUSINE, LLC | 652 | 25.87% | 646 | 25.29% | 562 | 22.44% |
| NORWICH TAXI, LLC | 492 | 10.59% | 436 | 10.02% | 752 | 16.31% |
| AMBASSADOR WHEELCHAIR SERVICES | 550 | 17.09% | 534 | 17.61% | 352 | 10.98% |
| VALLEY CAB (SUBURBAN TRANSPORTATION) | 706 | 7.67% | 1,444 | 15.28% | 955 | 10.76% |
| CAMPION AMBULANCE | 420 | 16.09% | 381 | 14.20% | 471 | 15.65% |
| SUBURBAN LIVERY SERVICE LLC | 436 | 15.95% | 243 | 10.13% | 212 | 8.25% |
| SOUTHERN HOME CARE SERVICE | 372 | 11.89% | 365 | 11.19% | 423 | 11.94% |
| A CAB COMPANY | 361 | 16.85% | 368 | 19.77% | 402 | 18.08% |
| CT TAXI, LLC (CT LIVERY) | 311 | 19.34% | 300 | 18.99% | 319 | 18.95% |
| AMERICAN CHAIRCAR SERVICES, LLC | 357 | 23.24% | 308 | 20.75% | 355 | 23.79% |
| ACE TRANSPORTATION | 215 | 14.47% | 264 | 13.62% | 25 | 0.82% |
| BETHEL AMBULETTE INC. | 330 | 13.00% | 251 | 9.84% | 353 | 12.75% |
| GRIFFIN TRANSPORT | 261 | 11.04% | 375 | 14.08% | 374 | 12.89% |
| VALLEY CAB | 245 | 7.39% | 207 | 7.02% | 232 | 7.25% |
| RELIABLE TRANSPORTATION LLC | 293 | 12.60% | 263 | 10.87% | 306 | 10.53% |
| SAFE TRANSPORTATION CT | 60 | 0.60% | 63 | 0.96% | 94 | 1.34% |
| CT HANDIVAN | 102 | 18.92% | 115 | 22.33% | 126 | 24.90% |
| ABZ TRANSPORTATION, LLC | 355 | 22.00% | 387 | 24.62% | 340 | 23.04% |
| GREGORY BURRUS & SON LLC | 201 | 24.60% | 180 | 17.79% | 177 | 19.14% |
| PEOPLES TRANSIT LLC | | | | | | |
| PUTNAM TAXI LLC | 199 | 22.90% | 212 | 23.69% | 252 | 23.27% |
| BEST CHOICE TRANSPORTATION | 159 | 10.79% | 161 | 9.12% | 272 | 11.82% |
| PATRIOT TAXI | 137 | 14.76% | 137 | 14.09% | 174 | 17.59% |
| THE YELLOW CAB CO. INC. | | | | | | |
| LUCKY LIVERY | 111 | 15.46% | 113 | 11.11% | 96 | 7.91% |
| HARRY'S LIVERY LLC | | | | | | |
| AMERICAN LIMO, LLC | | | | | | |
| NM TAXI COMPANY | 127 | 18.96% | 147 | 24.34% | 134 | 22.67% |
| GOOGE WHEELCHAIR AND LIVERY SERVICE | 116 | 10.76% | 89 | 8.44% | 104 | 9.21% |
| NORWICH TRANSPORTATION, LLC | 111 | 26.62% | 94 | 20.80% | 63 | 14.38% |
| WMC EXPRESS CORP | 121 | 16.35% | 171 | 15.70% | 72 | 10.99% |
| NELSON AMBULANCE SERVICE/ ACCESS AMBULANCE | 95 | 11.50% | 90 | 11.72% | 117 | 15.21% |
| ALLIED TRANSPORTATION | 56 | 11.74% | 86 | 15.84% | 46 | 9.24% |
| SMOOTH LINE LIMOUSINE AND TRANSPORTATION | 101 | 17.81% | 80 | 18.39% | 78 | 15.89% |
| HUNTERS AMBULANCE | 27 | 3.26% | 14 | 1.83% | 29 | 3.85% |
| ZOLI TRANSPORTATION | | | | | | |
| WRIGHT TRANSPORTATION, INC. | 74 | 7.09% | 73 | 7.90% | 54 | 5.50% |
| VALLEY TRANSIT DISTRICT | 60 | 18.63% | 54 | 19.78% | 56 | 17.23% |
| VEYO CONNECTICUT IDPS | 62 | 3.01% | 58 | 2.60% | 36 | 1.57% |
| BDL LIVERY | 112 | 14.95% | 132 | 16.71% | 170 | 17.28% |
| VEYO CONNECTICUT MILEAGE REIMBURSEMENT | 75 | 1.32% | 102 | 1.56% | 129 | 1.77% |
| KAYBELLA TRANSPORTATION LLC | 36 | 9.76% | 49 | 10.52% | 80 | 11.87% |
| SUPREME LIMO | 42 | 25.00% | 20 | 11.76% | 12 | 5.36% |
| ESSEX LIMOUSINE SERVICE | 37 | 4.15% | 17 | 2.01% | 21 | 2.25% |
| DRM TRANSIT LLC: NEW HAVEN | 45 | 0.80% | 72 | 1.24% | 102 | 1.54% |
| COMFORT CARE TRANSPORTATION | 37 | 10.98% | 43 | 14.24% | 28 | 8.14% |
| MILFORD TRANSIT DISTRICT | 77 | 25.75% | 39 | 13.68% | 58 | 19.86% |
| CT TRANSPORTATION SERVICES | 36 | 34.95% | 101 | 63.13% | 179 | 46.86% |
| DRM TRANSIT LLC: NEW LONDON | 30 | 1.46% | 0 | 0.00% | 1 | 0.04% |
| TIX TRANSPORTATION | | | | | | |
| ACME TRANSPORTATION | 48 | 11.74% | 21 | 5.80% | 0 | |
| DRM TRANSIT LLC: HARTFORD/TORRINGTON | 37 | 0.70% | 28 | 0.55% | 46 | 0.77% |
| HARRY'S TAXI INC | 0 | | | | | |
| LEILA TRANSPORTATION | 7 | 7.22% | 2 | 1.60% | 10 | 7.69% |
| AMERICAN AMBULANCE SERVICE, INC (CT) | 27 | 10.47% | 13 | 7.30% | 18 | 12.86% |
| AFI HEALING HANDS INTERNATIONAL LLC | 23 | 16.20% | 20 | 12.35% | 22 | 12.15% |
| BRISTOL HOSPITAL EMS | 32 | 10.03% | 14 | 6.57% | 8 | 3.72% |
| MY TAXI, LLC | | | | | | |
| RIDE WITH CARE | 35 | 32.41% | 43 | 32.09% | 50 | 22.22% |
| FIVE DIAMOND LIMOUSINE LLC | | | | | | |

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 |
| PREMIER AMBULETTE TRANSPORTATION, INC | 0 | | 1 | 50.00% | 13 | 30.23% | 25 | 56.82% | 18 | 36.73% |
| 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% | | |
| STARTIRE LIVERY LLC | 33 | 9.09% | 0 | 0.00% | 1 | 0.32% | 0 | 0.00% | 1 | 1.85% |
| TRI STATE RIDE SERVICES | 2 | 0.90% | 24 | 8.73% | 10 | 2.70% | 22 | 9.65% | | |
| DUNBAR PATIENT TRANSPORT CORP | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 20 | 16.81% | 16 | 13.56% |
| TAGCO LIVERY SERVICES, LLC | 4 | 1.24% | 3 | 1.33% | 0 | 0.00% | 2 | 1.40% | 1 | 0.38% |
| FOUR FELLAS TRANSPORTATION, LLC | 15 | 10.95% | 12 | 8.00% | 13 | 10.32% | 3 | 7.69% | | |
| AMERICAN MEDICAL RESPONSE OF CT | 4 | 0.89% | 23 | 3.37% | 3 | 0.53% | 2 | 0.32% | 0 | 0.00% |
| ABOVE AVERAGE TRANSPORTATION | 8 | 40.00% | 12 | 31.58% | 11 | 17.74% | 1 | 7.14% | 0 | |
| W&E TRANSPORTATION | | | | | | | | | | |
| ROYAL RS | 4 | 0.63% | 0 | 0.00% | 2 | 0.32% | 21 | 2.78% | 3 | 0.45% |
| D & R TRANSPORTATION | 1 | 2.38% | 2 | 4.44% | 3 | 4.11% | 2 | 2.41% | 6 | 4.48% |
| RED & WHITE TAXI, LLC | | | 15 | 14.71% | 10 | 18.18% | 1 | 7.69% | | |
| AVON TRANSPORTATION | | | | | | | 0 | | 2 | 4.08% |
| ALL STAR LIMO LLC | | | 9 | 7.89% | 0 | 0.00% | 2 | 0.82% | 0 | 0.00% |
| ALLIED TRANSPORT | | | | | | | | | | |
| AETNA AMBULANCE SERVICE | 8 | 2.20% | 9 | 2.96% | 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% |
| MID-FAIRFIELD CHILD GUIDANCE CENTER | 8 | 1.88% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| CASABLANCA LIMO, LLC | 5 | 50.00% | 1 | 16.67% | | | | | | |
| K&E TRANSPORTATION LLC | 2 | 0.29% | 0 | 0.00% | 0 | 0.00% | 1 | 0.11% | 0 | 0.00% |
| CONNECTICUT TRANSPORTATION SOLUTIONS | 1 | 7.14% | 0 | | 0 | | 0 | | 1 | 7.69% |
| DANBURY AMBULANCE | 3 | 0.95% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| STATEWIDE B TRANSPORTATION, LLC | | | | | | | | | | |
| ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI) | 3 | 2.78% | | | | | | | | |
| 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% | | | | | | |
| Null | 0 | | 0 | | 0 | | 0 | | 0 | |
| A&J MEDICAL TRANSPORTATION COMPANY | 0 | | | | | | | | | |
| AMERICAN AIRPORT LIMO, LLC | | | | | 0 | 0.00% | 0 | 0.00% | | |
| ANGELS ON THE GO | | | | | | | | | | |
| 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 | | | | | | | | | |
| PIGGYBACK RIDES, LLC | | | | | | | | | | |
| TEST 3PO OPERATOR CT | 0 | | 0 | | 0 | | 0 | | 0 | |
| TEST BAD DATA OPERATOR | 0 | | 0 | | | | | | | |
| VEYO CONNECTICUT PUBLIC TRANSIT | 0 | | 0 | | 0 | | 0 | | 0 | |

Late Trip Count by Provider

| | Month of Trip Date | | | | | |
|--|--------------------|-----------------|------------|-----------------|------------|-----------------|
| | Jun 18 | | Jul 18 | | Aug 18 | |
| | Late Trips | % of Trips Late | Late Trips | % of Trips Late | Late Trips | % of Trips Late |
| PREMIER AMBULETTE TRANSPORTATION, INC | 24 | 51.06% | 16 | 42.11% | 16 | 50.00% |
| HARTFORD LIVERY, LLC | | | | | | |
| A&M LIMO | | | | | | |
| STARTIRE LIVERY LLC | 11 | 3.77% | 17 | 5.17% | 3 | 3.23% |
| TRI STATE RIDE SERVICES | | | | | | |
| DUNBAR PATIENT TRANSPORT CORP | 4 | 3.15% | 7 | 5.47% | 4 | 1.71% |
| TAGCO LIVERY SERVICES, LLC | 0 | 0.00% | 17 | 6.54% | 18 | 5.42% |
| FOUR FELLAS TRANSPORTATION, LLC | | | | | | |
| AMERICAN MEDICAL RESPONSE OF CT | 2 | 0.30% | 6 | 0.98% | 2 | 0.24% |
| ABOVE AVERAGE TRANSPORTATION | 0 | | 0 | | 0 | |
| W&E TRANSPORTATION | | | 2 | 1.64% | 30 | 8.96% |
| ROYAL RS | 1 | 0.16% | 0 | 0.00% | 0 | 0.00% |
| D & R TRANSPORTATION | 7 | 5.60% | 4 | 3.39% | 4 | 3.08% |
| RED & WHITE TAXI, LLC | | | | | | |
| AVON TRANSPORTATION | 1 | 16.67% | 13 | 26.53% | 9 | 13.85% |
| ALL STAR LIMO LLC | 0 | 0.00% | 6 | 0.74% | 4 | 0.37% |
| ALLIED TRANSPORT | | | 5 | 13.51% | 14 | 13.21% |
| AETNA AMBULANCE SERVICE | 0 | 0.00% | 0 | 0.00% | 1 | 0.38% |
| AMBULANCE SERVICE OF MANCHESTER | 2 | 0.78% | 0 | 0.00% | 0 | 0.00% |
| MID-FAIRFIELD CHILD GUIDANCE CENTER | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| CASABLANCA LIMO, LLC | | | | | | |
| K&E TRANSPORTATION LLC | 1 | 0.11% | 1 | 0.11% | 1 | 0.11% |
| CONNECTICUT TRANSPORTATION SOLUTIONS | 0 | 0.00% | 3 | 10.00% | 0 | 0.00% |
| DANBURY AMBULANCE | 0 | 0.00% | 1 | 0.25% | 0 | 0.00% |
| STATEWIDE B TRANSPORTATION, LLC | 3 | 2.38% | 0 | 0.00% | 1 | 1.10% |
| ANGUILLA TELECOM, LLC (DBA PORT CITY TAXI) | | | | | | |
| ROSE CITY TAXI LLC | | | | | | |
| ALTERNATIVE TRANSPORTATION SOLUTIONS | | | | | | |
| Null | 0 | | 0 | | 0 | |
| A&J MEDICAL TRANSPORTATION COMPANY | | | | | | |
| AMERICAN AIRPORT LIMO, LLC | | | | | | |
| ANGELS ON THE GO | | | 0 | | | |
| BRADLEY LIVERY, LLC | 0 | | 0 | | 0 | |
| BRIGHT TRANSPORTATION | | | | | | |
| CITY CARS 21 | | | | | | |
| FERMED SOLUTION TRANSPORT | | | | | | |
| JDF VAN SERVICE LLC | | | | | | |
| METRO 21, INC. | | | | | | |
| MICHIGAN PARATRANSIT SERVICES, LLC | | | | | | |
| PIGGYBACK RIDES, LLC | | | | | 0 | 0.00% |
| TEST 3PO OPERATOR CT | 0 | | 0 | | 0 | |
| TEST BAD DATA OPERATOR | | | | | | |
| VEYO CONNECTICUT PUBLIC TRANSIT | 0 | | 0 | | 0 | |

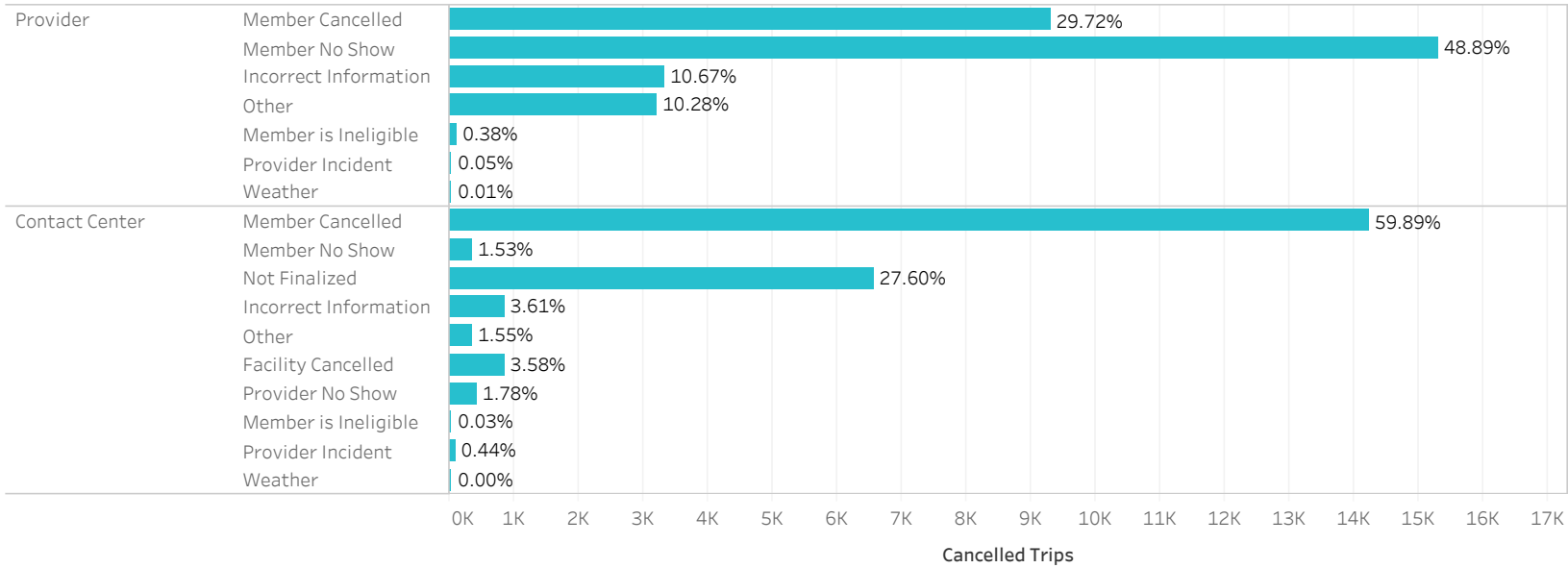
Cancellations by Source



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 | September 2018 | October 2018 | November 2018 |
|------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|--------------|---------------|
| Provider | 52,055 | 31,561 | 26,651 | 23,209 | 24,978 | 23,850 | 26,990 | 31,314 | 16,854 | | |
| Contact Center | 20,744 | 22,404 | 28,195 | 22,565 | 22,476 | 20,703 | 22,355 | 23,773 | 15,128 | 0 | 0 |
| Total Cancelled | 72,799 | 53,965 | 54,846 | 45,774 | 47,454 | 44,553 | 49,345 | 55,087 | 31,982 | 0 | 0 |



Cancellations by Reason

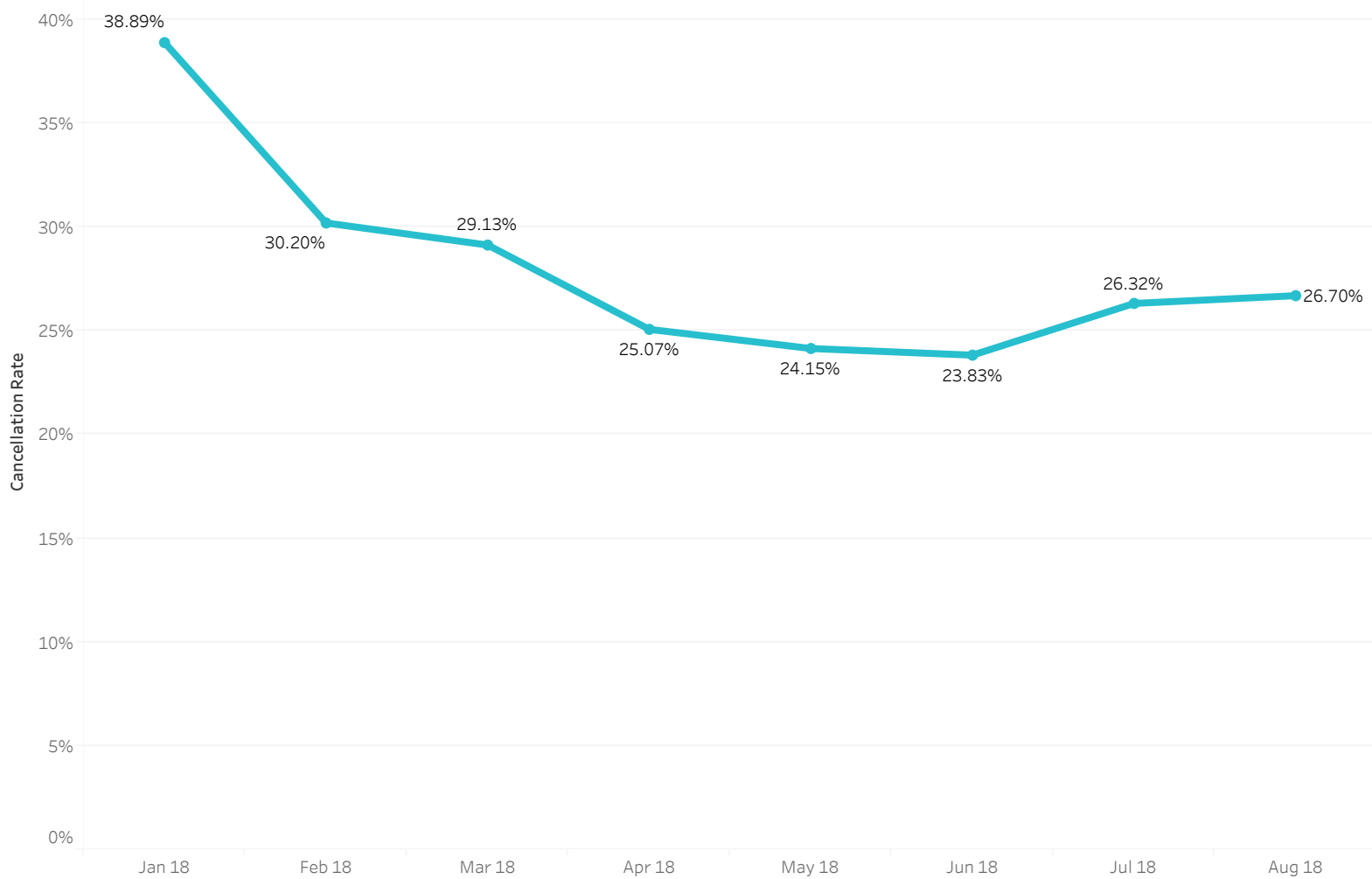


| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 | September 2018 | October 2018 | November 2018 |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|--------------|---------------|
| Member Cancelled | 24,344 | 21,711 | 20,218 | 18,464 | 19,295 | 18,848 | 19,980 | 23,544 | 14,921 | 0 | 0 |
| Member No Show | 13,581 | 8,903 | 9,507 | 10,791 | 11,611 | 10,705 | 12,036 | 15,672 | 7,818 | 0 | 0 |
| Not Finalized | 11,809 | 8,274 | 10,411 | 7,597 | 6,287 | 5,875 | 8,101 | 6,562 | 2,619 | | |
| Other | 13,789 | 9,198 | 6,494 | 4,015 | 4,151 | 3,581 | 3,826 | 3,588 | 2,899 | 0 | 0 |
| Incorrect Information | 4,772 | 2,963 | 2,495 | 3,112 | 4,076 | 3,860 | 3,961 | 4,199 | 2,645 | 0 | 0 |
| Facility Cancelled | 1,147 | 1,196 | 1,213 | 915 | 945 | 974 | 828 | 851 | 680 | 0 | 0 |
| Weather | 2,299 | 423 | 3,473 | 120 | 14 | 3 | 5 | 2 | 5 | | |
| Provider No Show | 762 | 990 | 748 | 531 | 808 | 472 | 394 | 424 | 308 | | |
| Provider Incident | 232 | 272 | 226 | 169 | 239 | 203 | 165 | 121 | 100 | | |
| Member is Ineligible | 64 | 35 | 61 | 60 | 28 | 32 | 49 | 124 | 48 | 0 | |
| Grand Total | 72,799 | 53,965 | 54,846 | 45,774 | 47,454 | 44,553 | 49,345 | 55,087 | 32,043 | 0 | 0 |

* 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



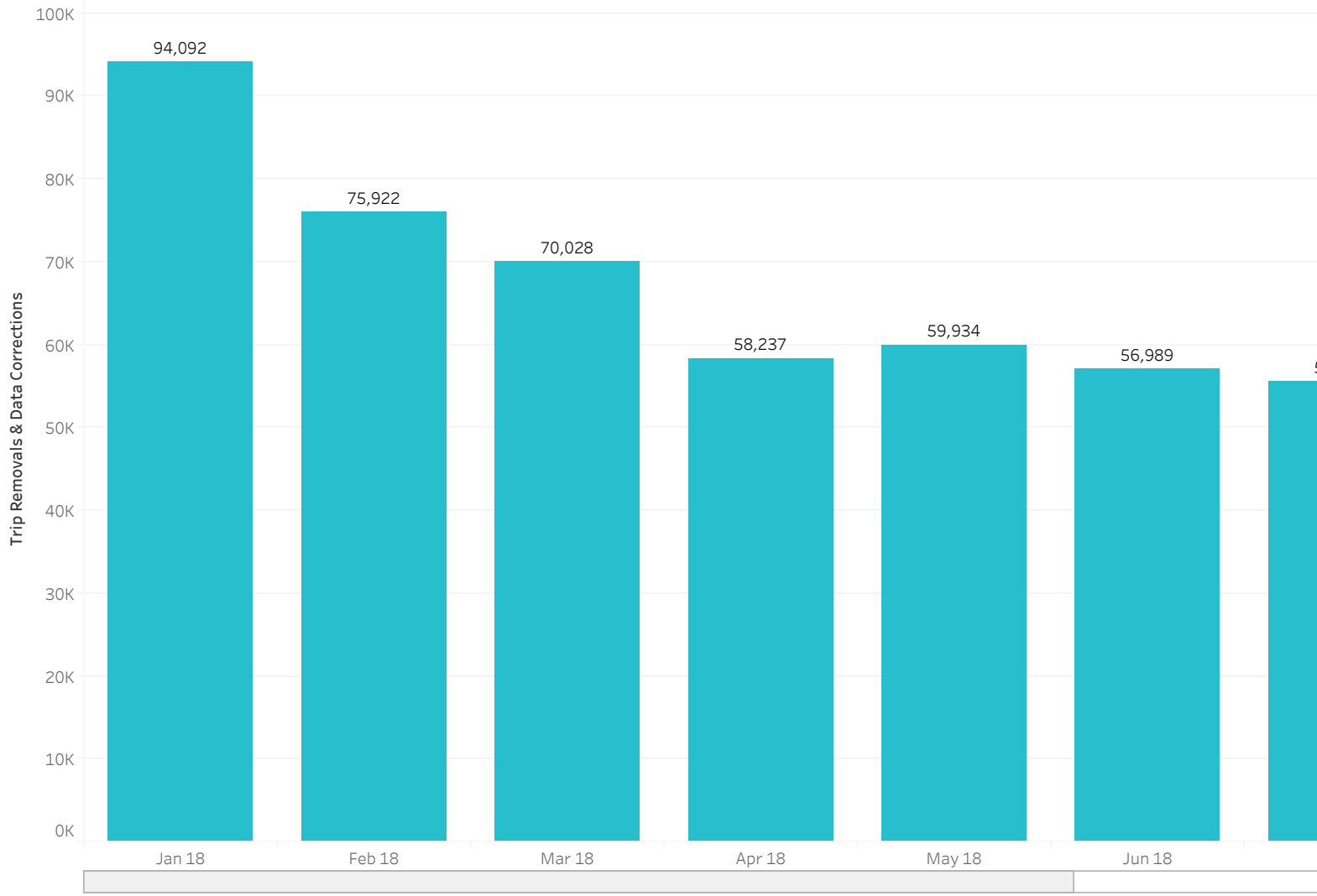
| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Cancelled Trips | 72,799 | 53,965 | 54,846 | 45,774 | 47,454 | 44,553 | 49,345 | 55,087 |
| Cancelled + Completed* | 187,185 | 178,706 | 188,250 | 182,575 | 196,506 | 186,977 | 187,469 | 206,355 |
| Cancellation Rate | 38.89% | 30.20% | 29.13% | 25.07% | 24.15% | 23.83% | 26.32% | 26.70% |

*Excludes Public Transit and Mileage Reimbursement

* Excludes Public Transit and Mileage Reimbursement



Trip Removals & Data Corrections



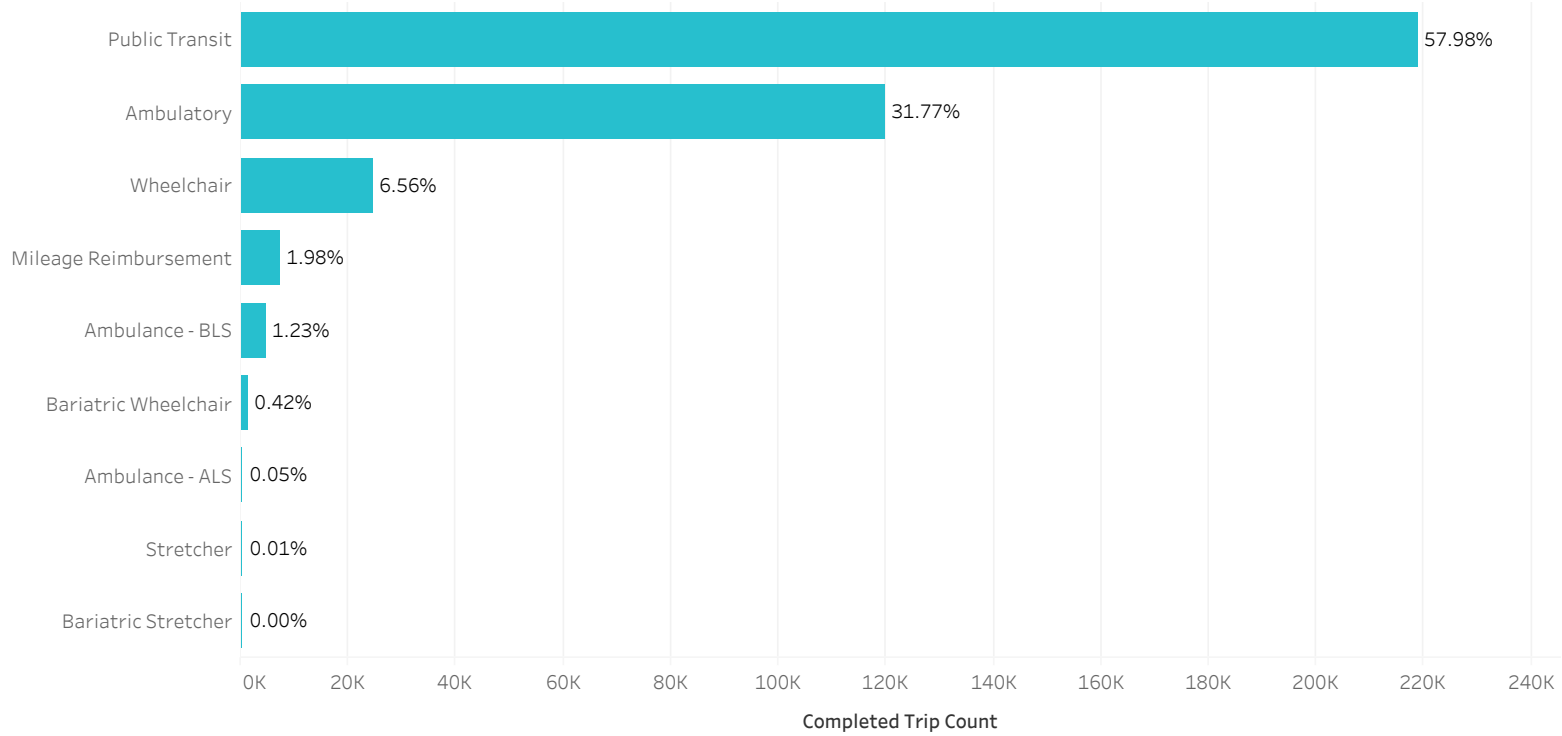
| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Trips Re.. | 94,092 | 75,922 | 70,028 | 58,237 | 59,934 | 56,989 | 55,541 | 54,311 |

*Excludes Public Transit and Mileage Reimbursement

*Excludes Public Transit and Mileage Reimbursement



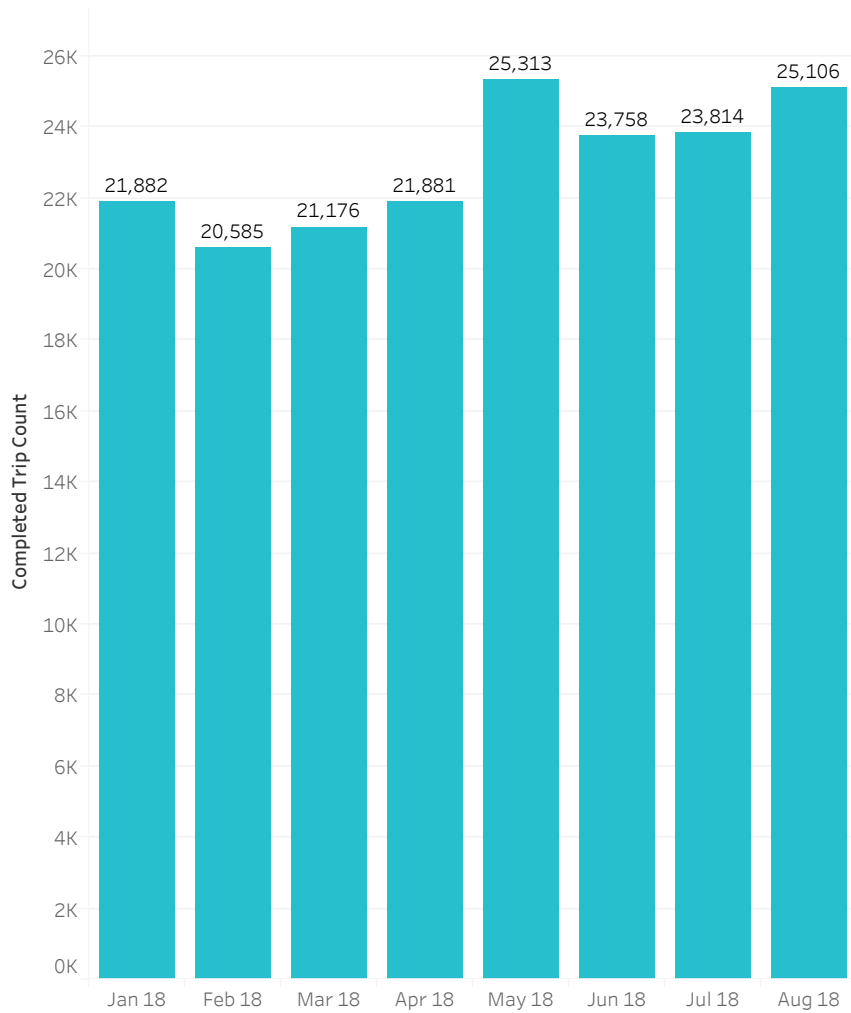
Transportation by Mode



| | January 20.. | February 20.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Public Transit | 180,521 | 145,437 | 158,218 | 178,985 | 210,858 | 206,095 | 219,987 | 219,026 |
| Ambulatory | 89,543 | 98,287 | 105,606 | 110,073 | 119,204 | 113,503 | 109,757 | 120,038 |
| Wheelchair | 19,434 | 21,145 | 22,598 | 22,220 | 23,965 | 23,298 | 22,719 | 24,769 |
| Mileage Reimbursement | 1,141 | 2,208 | 3,723 | 3,927 | 5,534 | 5,970 | 6,761 | 7,491 |
| Ambulance - BLS | 1,708 | 3,375 | 3,339 | 2,766 | 4,312 | 4,084 | 4,143 | 4,647 |
| Bariatric Wheelchair | 1,660 | 1,501 | 1,547 | 1,549 | 1,327 | 1,242 | 1,321 | 1,576 |
| Stretcher | 1,773 | 146 | 95 | 29 | 25 | 66 | 22 | 32 |
| Ambulance - ALS | 68 | 129 | 138 | 117 | 197 | 220 | 149 | 196 |
| Bariatric Stretcher | 200 | 157 | 81 | 47 | 22 | 11 | 13 | 10 |
| Other | 0 | 1 | 0 | 0 | 0 | 0 | | |



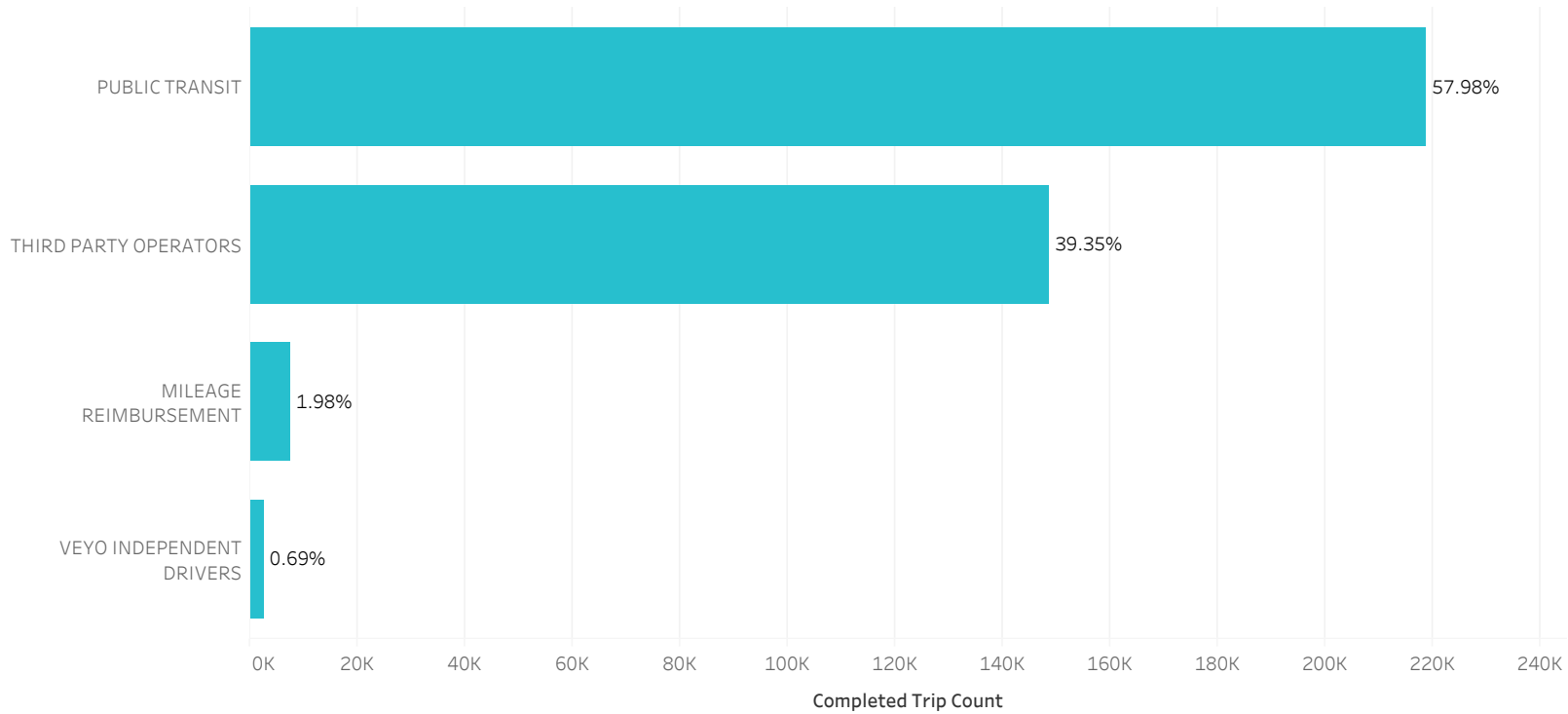
Trips Exceeding 20 Miles



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Trips Exceeding 20 Miles | 21,882 | 20,585 | 21,176 | 21,881 | 25,313 | 23,758 | 23,814 | 25,106 |



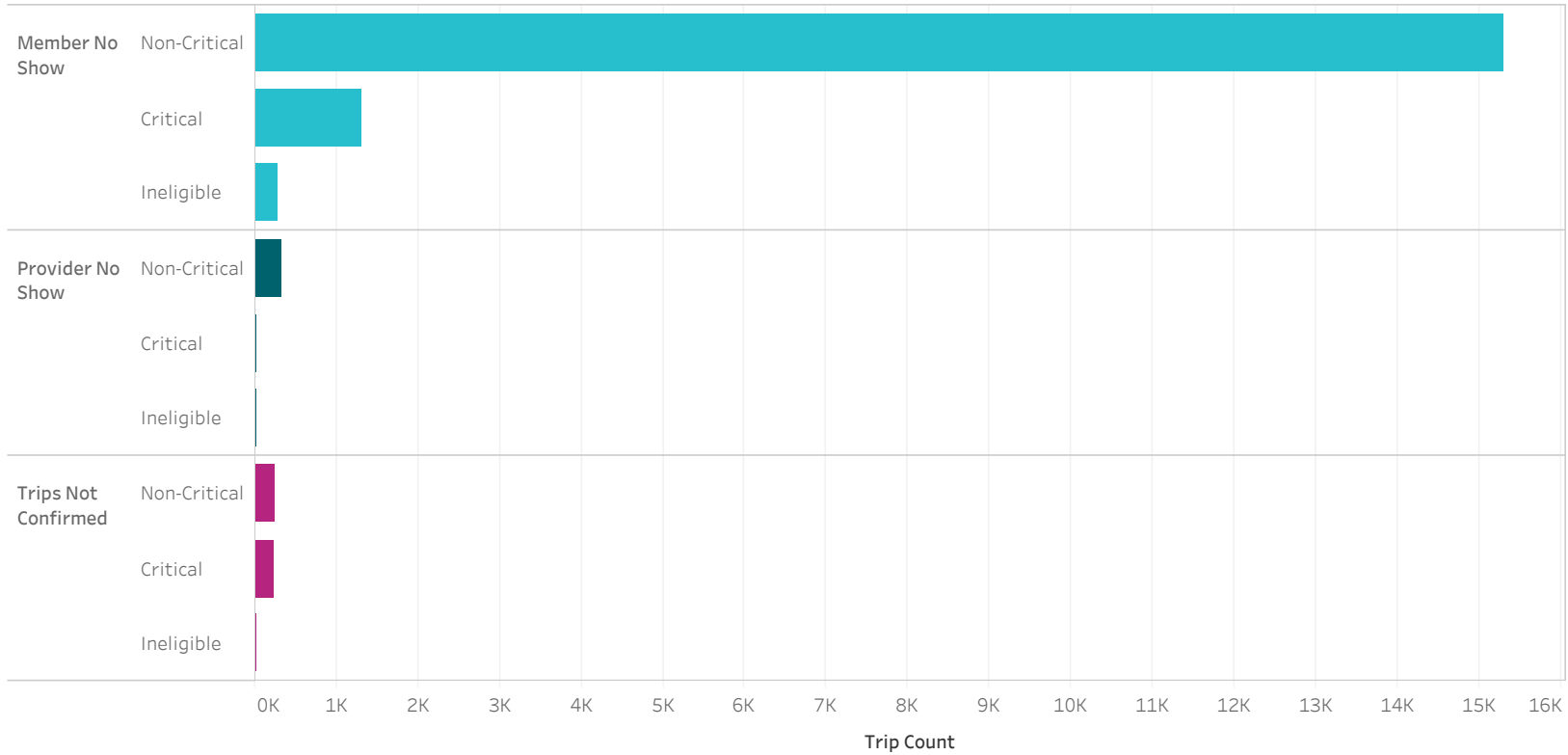
Provider Mix



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| PUBLIC TRANSIT | 180,521 | 145,437 | 158,218 | 178,985 | 210,858 | 206,095 | 219,987 | 219,026 |
| THIRD PARTY OPERATORS | 113,453 | 122,697 | 131,251 | 134,541 | 146,708 | 140,133 | 135,648 | 148,649 |
| MILEAGE REIMBURSEMENT | 1,141 | 2,207 | 3,723 | 3,927 | 5,533 | 5,970 | 6,761 | 7,491 |
| VEYO INDEPENDENT DRIVERS | 933 | 2,045 | 2,153 | 2,260 | 2,345 | 2,291 | 2,476 | 2,619 |



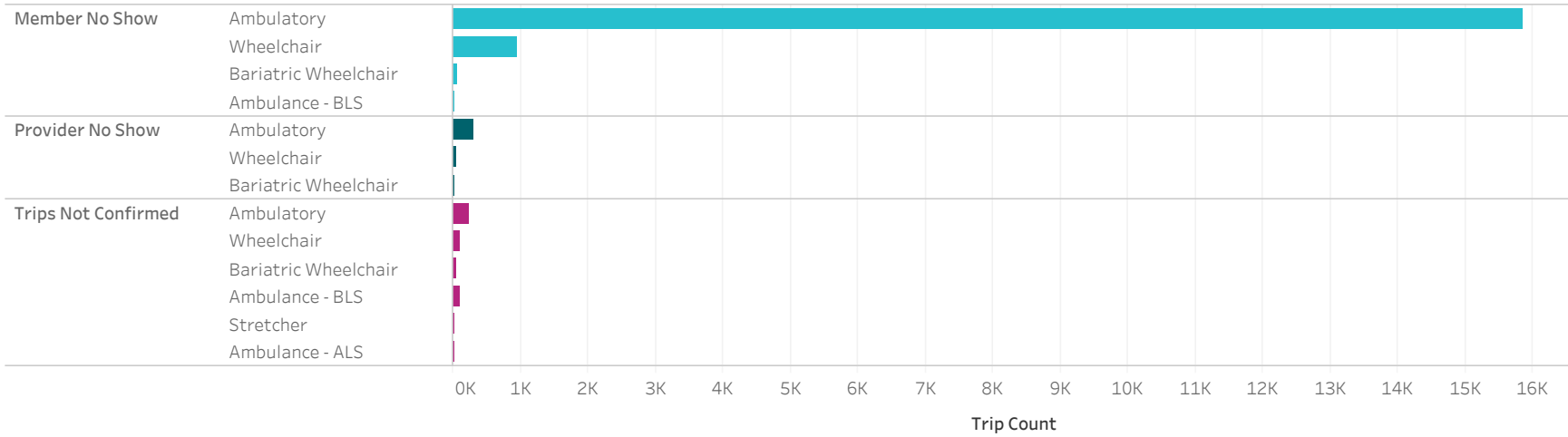
Unfulfilled Trip Counts



| | | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|--------------------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Member No Show | Critical | 1,177 | 963 | 1,023 | 1,150 | 1,245 | 1,253 | 1,249 | 1,297 |
| | Non-Critical | 11,672 | 8,430 | 10,165 | 10,088 | 10,116 | 9,396 | 12,261 | 15,300 |
| | Ineligible | 94 | 162 | 83 | 181 | 133 | 173 | 218 | 276 |
| Provider No Show | Critical | 69 | 79 | 61 | 54 | 77 | 50 | 31 | 25 |
| | Non-Critical | 491 | 643 | 551 | 400 | 490 | 304 | 236 | 317 |
| | Ineligible | 2 | 2 | 1 | | | 10 | 14 | 6 |
| Trips Not Confirmed | Critical | 610 | 278 | 275 | 273 | 310 | 370 | 242 | 229 |
| | Non-Critical | 1,468 | 305 | 245 | 273 | 281 | 244 | 349 | 250 |
| | Ineligible | 4 | 4 | | | 12 | 13 | 12 | 15 |
| Total Unfulfilled | | 15,587 | 10,866 | 12,404 | 12,419 | 12,664 | 11,813 | 14,612 | 17,715 |



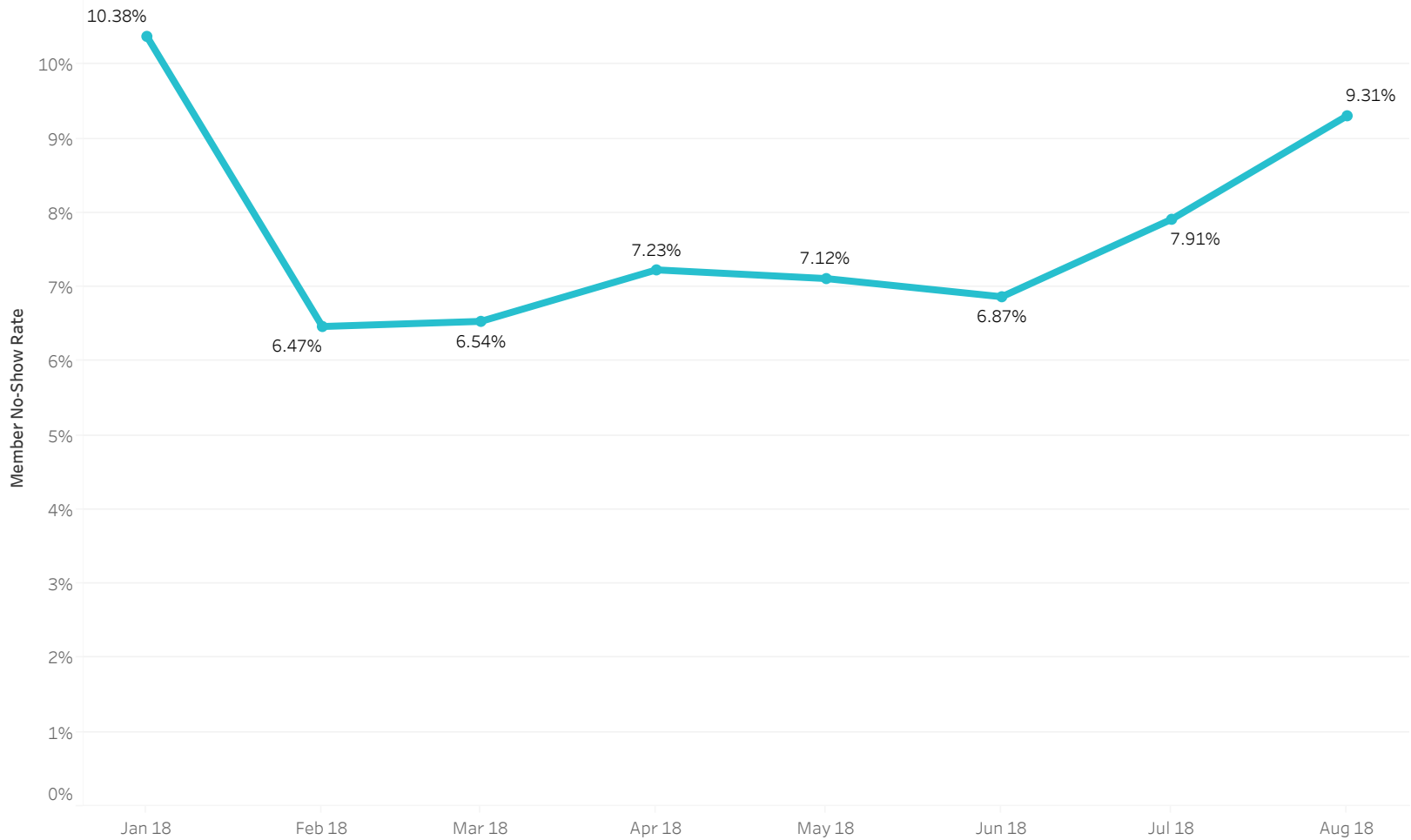
Unfulfilled Trips by Mode



| | | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------|----------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Member No Show | Ambulance - ALS | | | 2 | | | | | |
| | Ambulance - BLS | 4 | 17 | 5 | 4 | 44 | 23 | 27 | 18 |
| | Ambulatory | 12,146 | 8,928 | 10,572 | 10,651 | 10,566 | 9,807 | 12,795 | 15,844 |
| | Bariatric Stretcher | | | 2 | | 2 | | | |
| | Bariatric Wheelchair | 53 | 42 | 33 | 42 | 49 | 38 | 93 | 73 |
| | Stretcher | 6 | 1 | 1 | 1 | | | 2 | |
| | Wheelchair | 734 | 567 | 656 | 721 | 833 | 954 | 811 | 938 |
| Provider No Show | Ambulance - BLS | | 2 | 2 | 10 | 13 | 4 | 2 | |
| | Ambulatory | 476 | 625 | 530 | 386 | 431 | 286 | 236 | 301 |
| | Bariatric Stretcher | 4 | | | | | | | |
| | Bariatric Wheelchair | 1 | 4 | 8 | 2 | 11 | 4 | 4 | 4 |
| | Other | | | | 1 | | | | |
| | Stretcher | 2 | | 2 | | | | | |
| Trips Not Confirmed | Wheelchair | 79 | 93 | 71 | 55 | 112 | 70 | 39 | 43 |
| | Ambulance - ALS | 7 | 6 | 14 | 10 | 11 | 9 | 9 | 3 |
| | Ambulance - BLS | 51 | 112 | 139 | 170 | 146 | 178 | 159 | 98 |
| | Ambulatory | 1,227 | 218 | 193 | 217 | 263 | 255 | 288 | 238 |
| | Bariatric Stretcher | 23 | 6 | 12 | 5 | | 1 | 2 | |
| | Bariatric Wheelchair | 66 | 25 | 25 | 16 | 48 | 65 | 30 | 48 |
| | Other | 288 | 107 | 62 | 42 | 16 | 2 | | |
| | Stretcher | 157 | 18 | 11 | 7 | 3 | 6 | 5 | 8 |
| Wheelchair | 263 | 95 | 64 | 79 | 116 | 111 | 110 | 99 | |



Member No-Shows

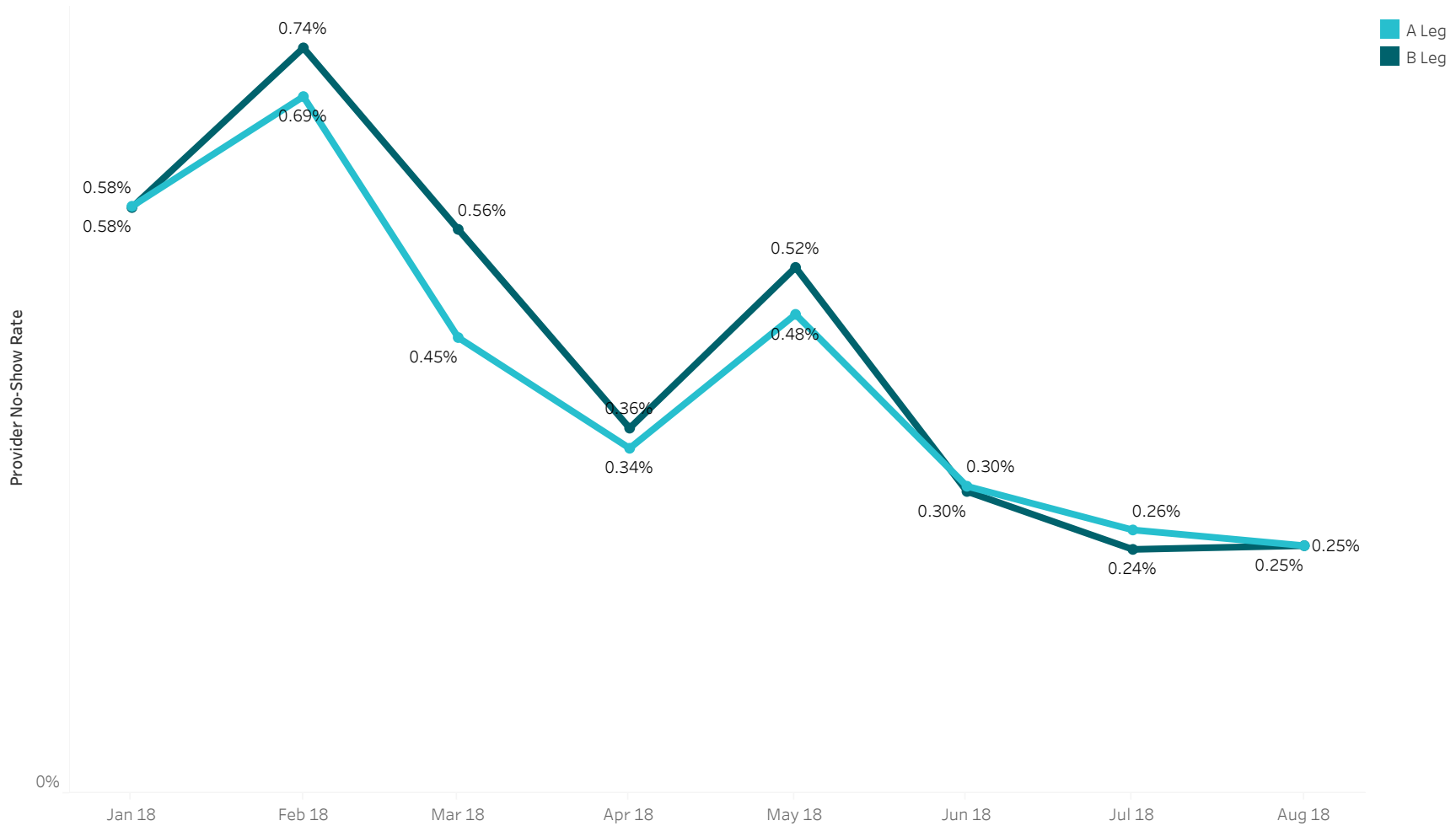


| | January 20.. | February 2.. | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|--------------|------------|------------|----------|-----------|-----------|-------------|
| Member No-Show Count | 13,249 | 8,628 | 9,333 | 10,666 | 11,418 | 10,507 | 11,872 | 15,529 |
| No-Shows + Completed* | 127,635 | 133,369 | 142,737 | 147,467 | 160,470 | 152,931 | 149,996 | 166,797 |
| Member No-Show Rate | 10.38% | 6.47% | 6.54% | 7.23% | 7.12% | 6.87% | 7.91% | 9.31% |

* Excludes Public Transit and Mileage Reimbursement



Provider No-Shows

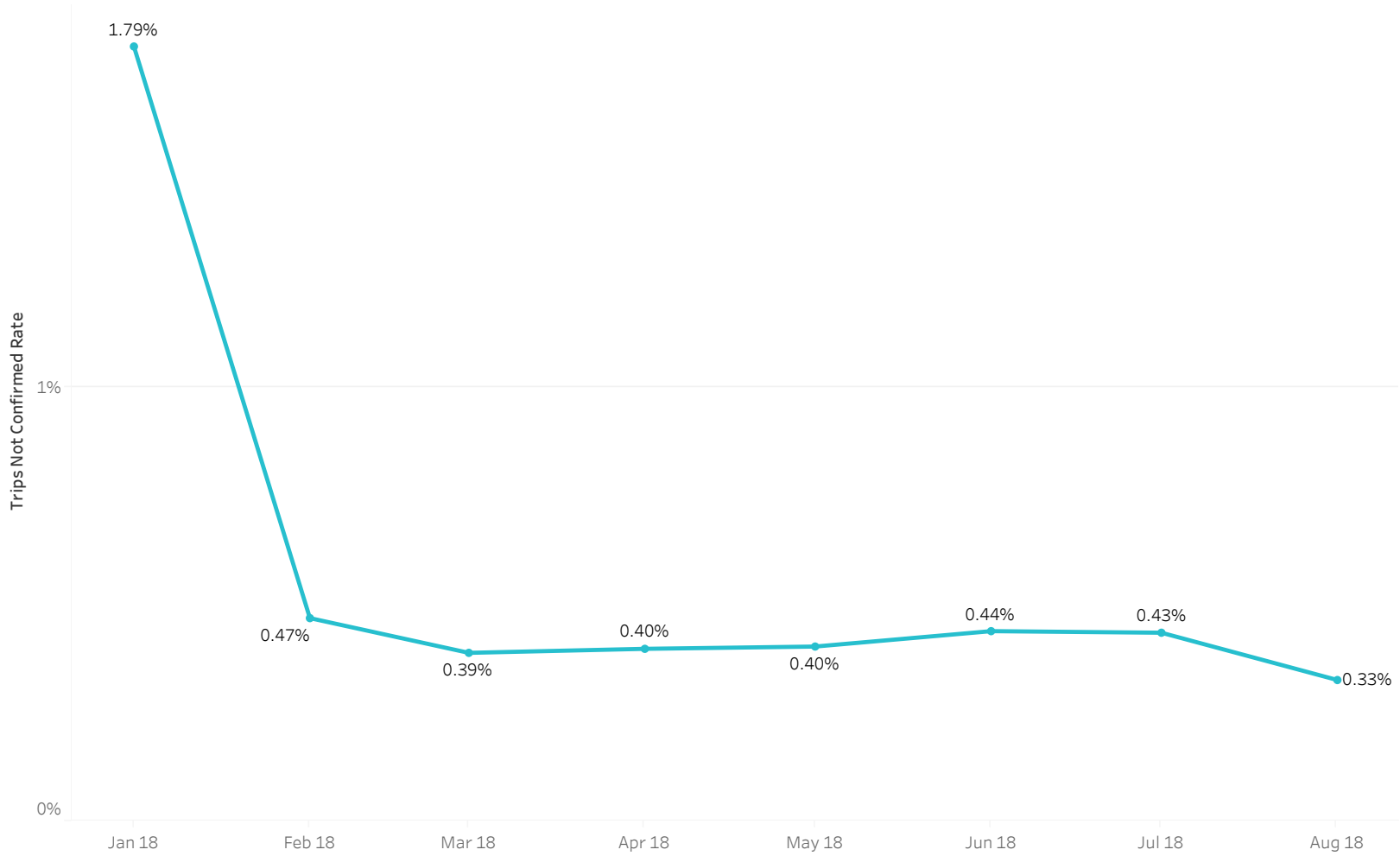


| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Provider No-Show Count | 670 | 899 | 678 | 484 | 747 | 432 | 349 | 373 |
| No-Show + Completed* | 115,056 | 125,640 | 134,082 | 137,285 | 149,799 | 142,856 | 138,473 | 151,641 |
| Provider No-Show Rate | 0.58% | 0.72% | 0.51% | 0.35% | 0.50% | 0.30% | 0.25% | 0.25% |

* Excludes Public Transit and Mileage Reimbursement



Trips Not Confirmed



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|-----------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Not Confirmed | 2,082 | 587 | 520 | 546 | 603 | 627 | 603 | 494 |
| Not Confirmed + Completed* | 116,480 | 125,328 | 133,943 | 137,347 | 149,710 | 143,051 | 138,727 | 151,762 |
| Not Confirmed Rate | 1.79% | 0.47% | 0.39% | 0.40% | 0.40% | 0.44% | 0.43% | 0.33% |

* Excludes Public Transit and Mileage Reimbursement





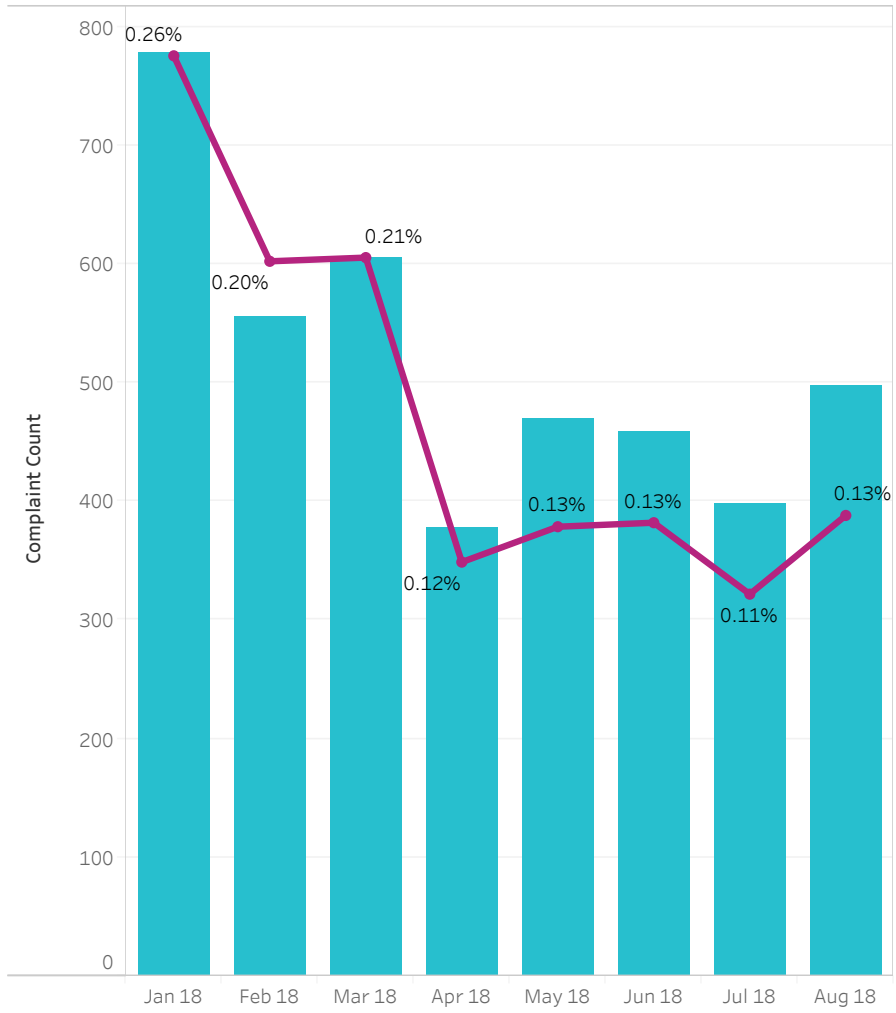
Monthly Complaints Report

Connecticut Medicaid

Reporting Period: **August 2018**

Veyo Healthcare Logistics

Total Complaints

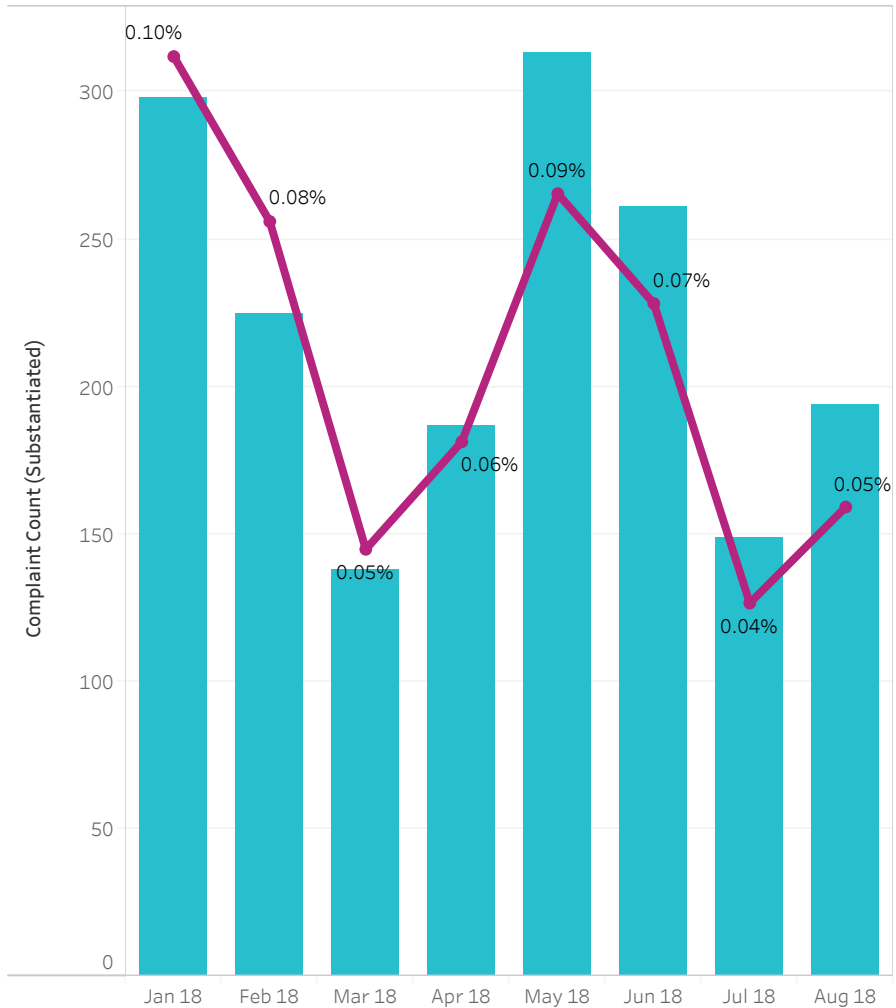


Complaint Rate
Total Complaint Count

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Completed Trips | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |
| Total Complaint Count | 778 | 556 | 606 | 378 | 469 | 459 | 398 | 497 |
| Complaint % | 0.26% | 0.20% | 0.21% | 0.12% | 0.13% | 0.13% | 0.11% | 0.13% |



Substantiated Complaints

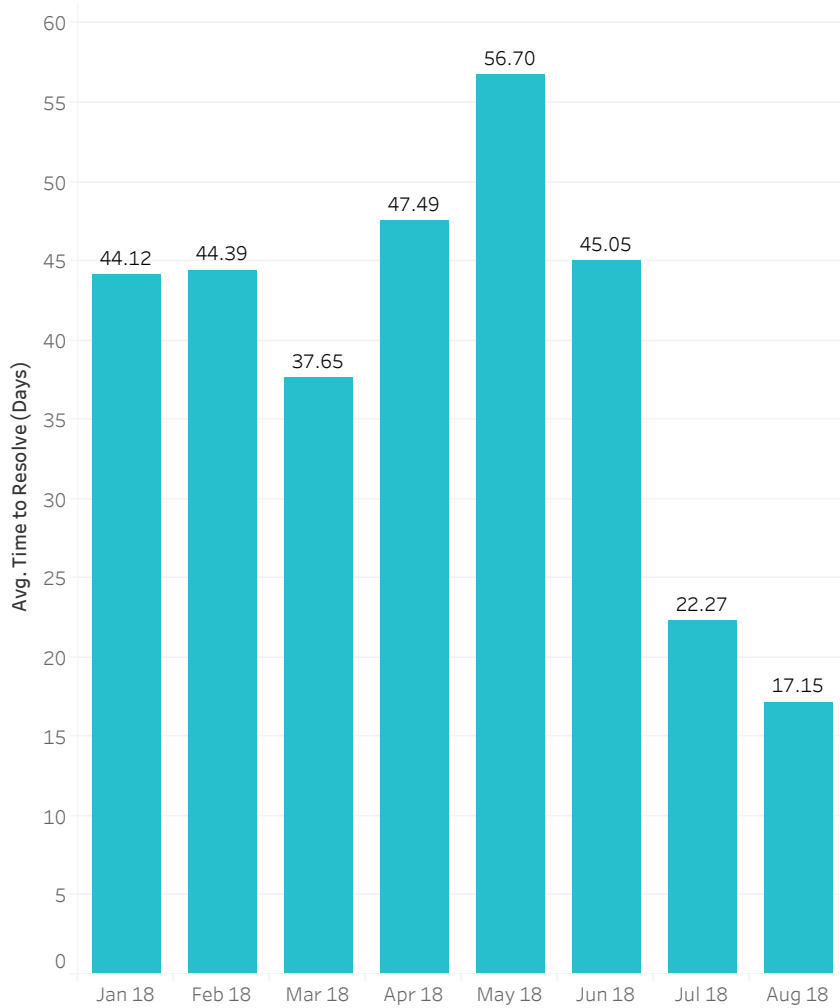


■ Substantiated %
■ Substantiated Complaints

| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|----------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Completed Trips | 296,048 | 272,386 | 295,345 | 319,713 | 365,444 | 354,489 | 364,872 | 377,785 |
| Substantiated Complaints | 298 | 225 | 138 | 187 | 313 | 261 | 149 | 194 |
| Substantiated Complaint % | 0.10% | 0.08% | 0.05% | 0.06% | 0.09% | 0.07% | 0.04% | 0.05% |



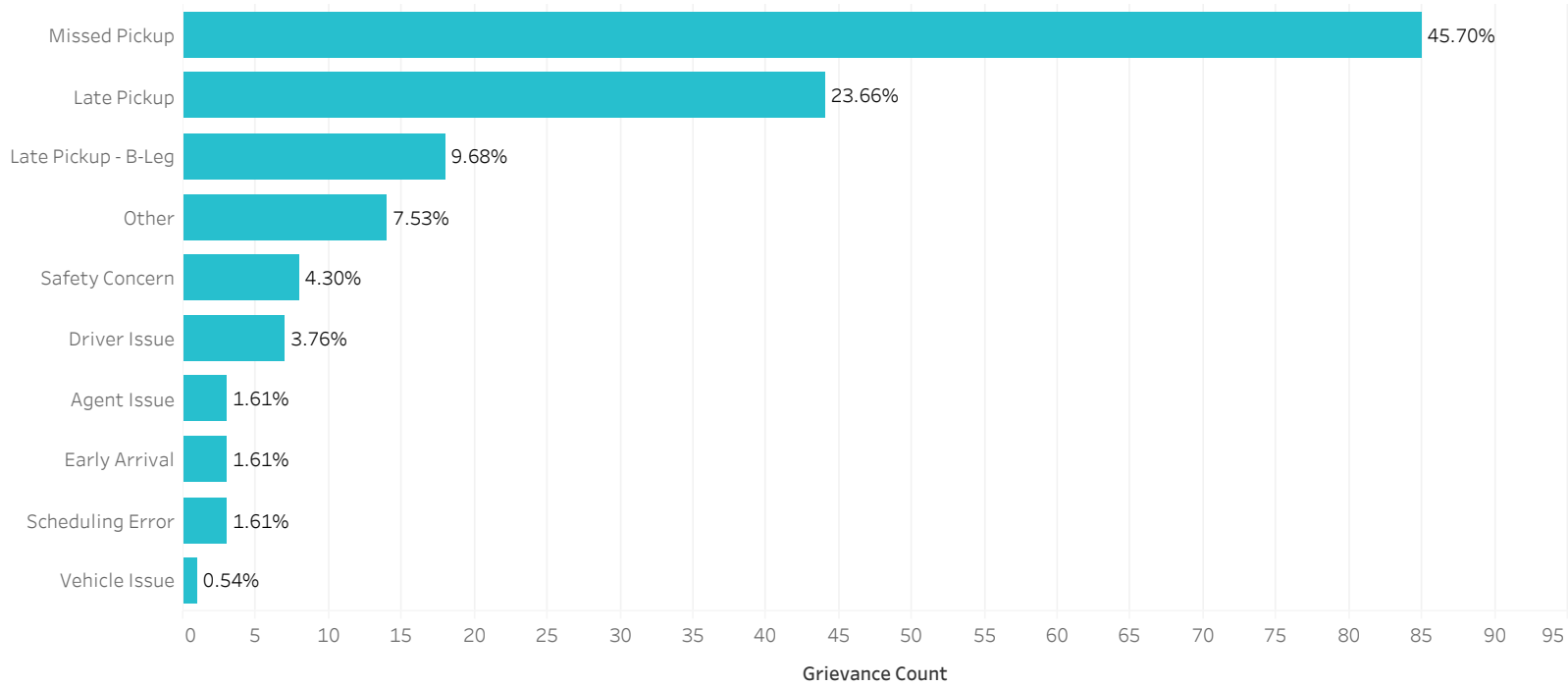
Average Time to Resolve



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|------------------------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Grievance Count | 778 | 556 | 606 | 378 | 469 | 459 | 398 | 497 |
| Resolved Count | 778 | 556 | 606 | 378 | 468 | 374 | 211 | 240 |
| Avg. Time to Resolve (Days) | 44.12 | 44.39 | 37.65 | 47.49 | 56.70 | 45.05 | 22.27 | 17.15 |

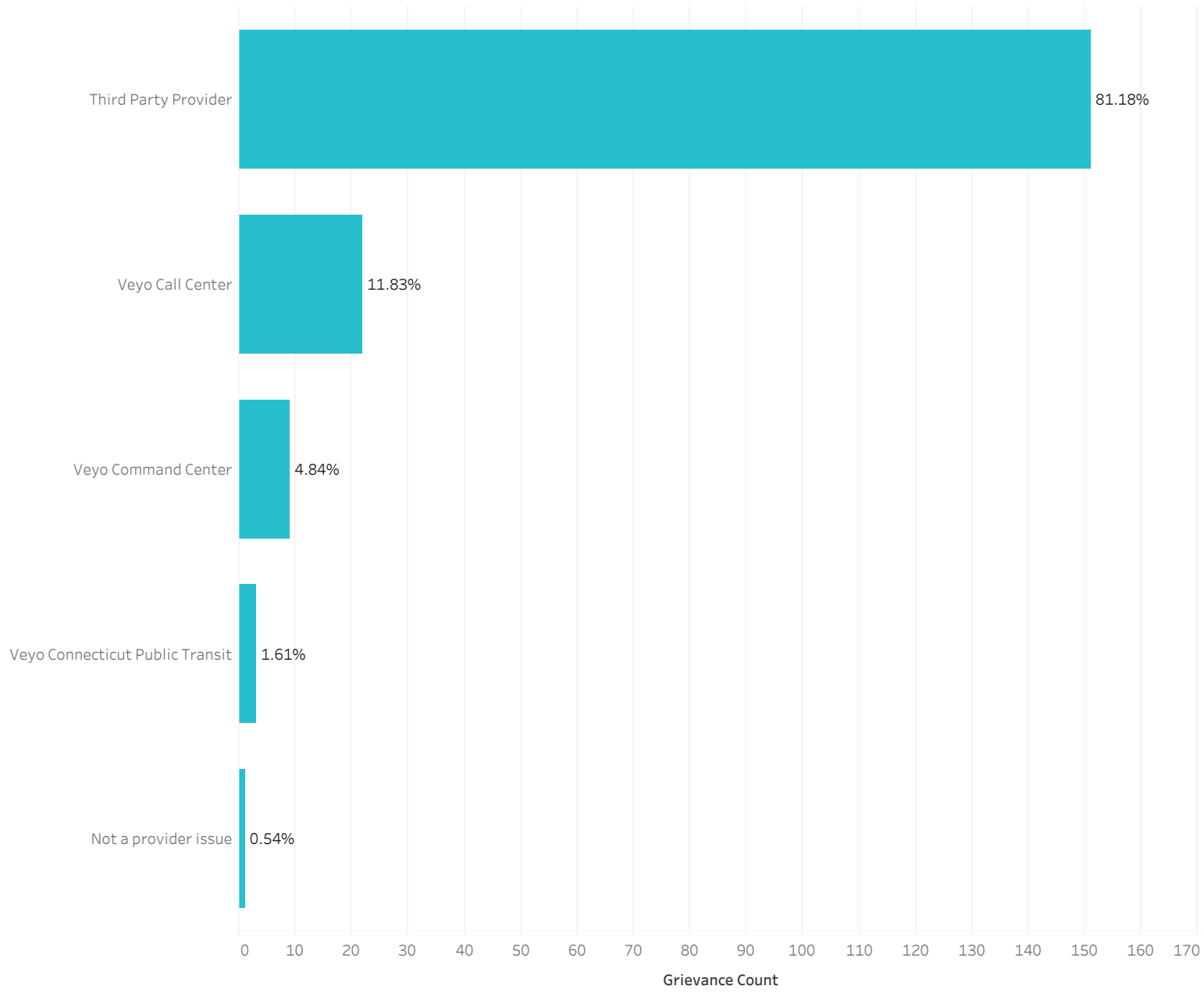


Substantiated Complaints by Subcategory

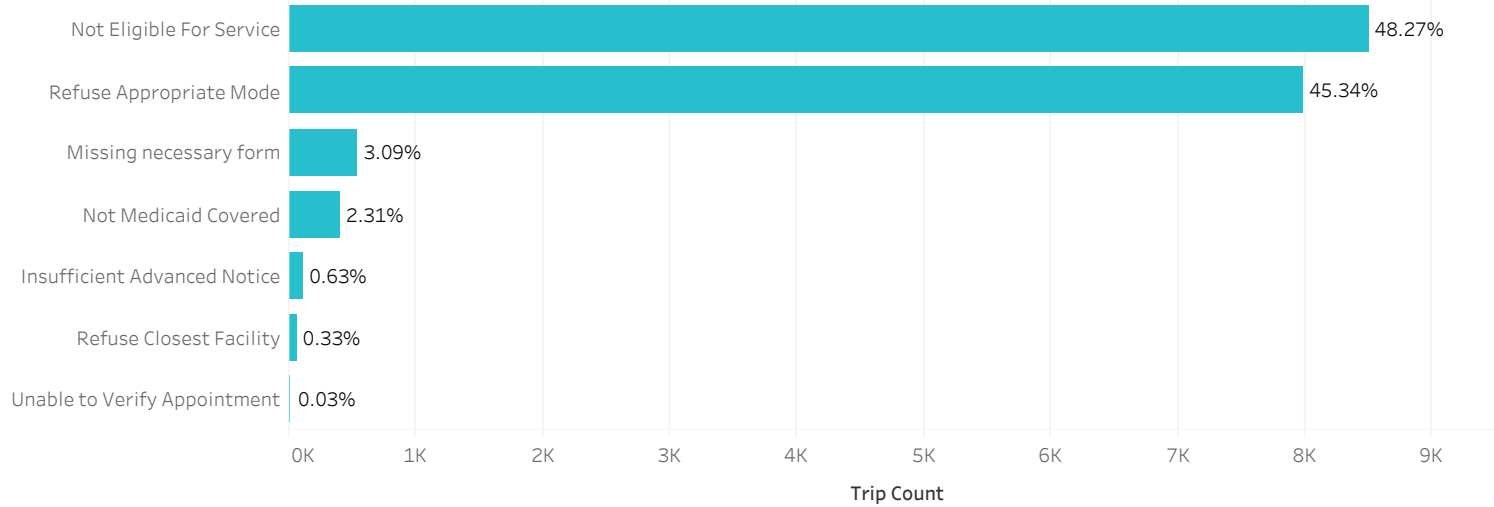


| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 |
|---------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|
| Missed Pickup | 181 | 130 | 56 | 98 | 167 | 160 | 69 | 90 |
| Late Pickup | 43 | 45 | 34 | 37 | 80 | 51 | 32 | 45 |
| Other | 17 | 10 | 20 | 13 | 12 | 8 | 19 | 14 |
| Driver Issue | 17 | 10 | 4 | 21 | 23 | 14 | 12 | 8 |
| Late Pickup - B-Leg | 6 | 9 | 6 | 6 | 21 | 12 | 11 | 19 |
| Scheduling Error | 20 | 11 | 9 | 5 | 3 | 8 | 3 | 3 |
| Safety Concern | 6 | 4 | 1 | 2 | 3 | 4 | 3 | 8 |
| Agent Issue | | 1 | 2 | 2 | 1 | 1 | | 3 |
| Early Arrival | 1 | 2 | 1 | 2 | | 1 | | 3 |
| Vehicle Issue | | 2 | 2 | 1 | 2 | 2 | | 1 |
| Technical Issue | 7 | 1 | | | | | | |
| Damage/Injury | 1 | 2 | | | 1 | | | |

Substantiated Complaints by Provider

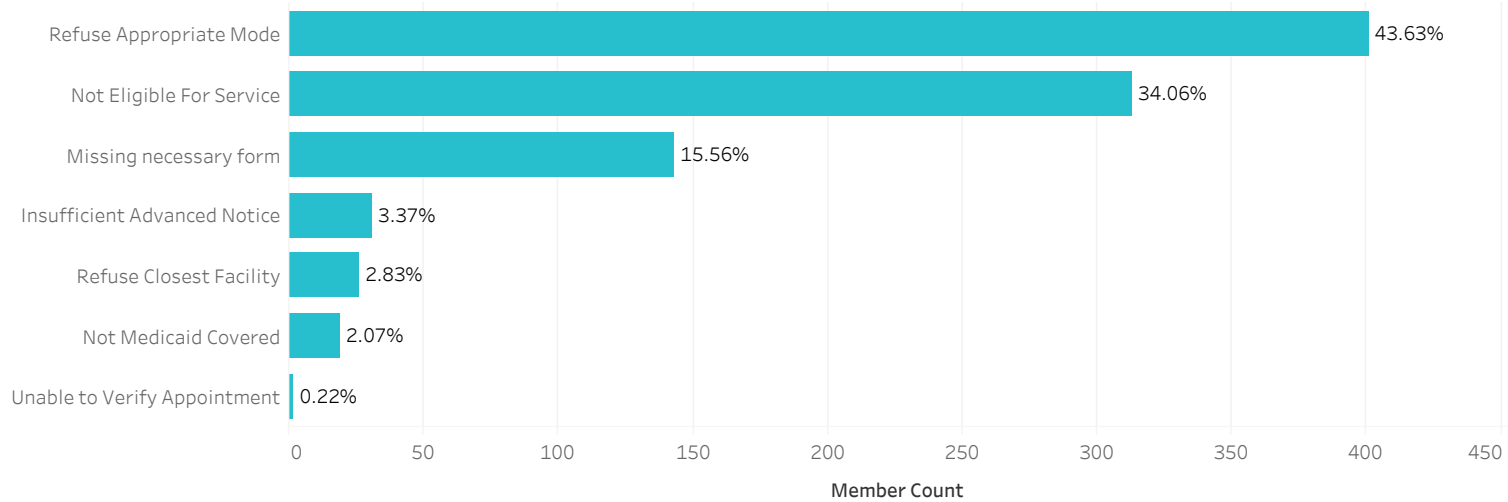


Denied Trips



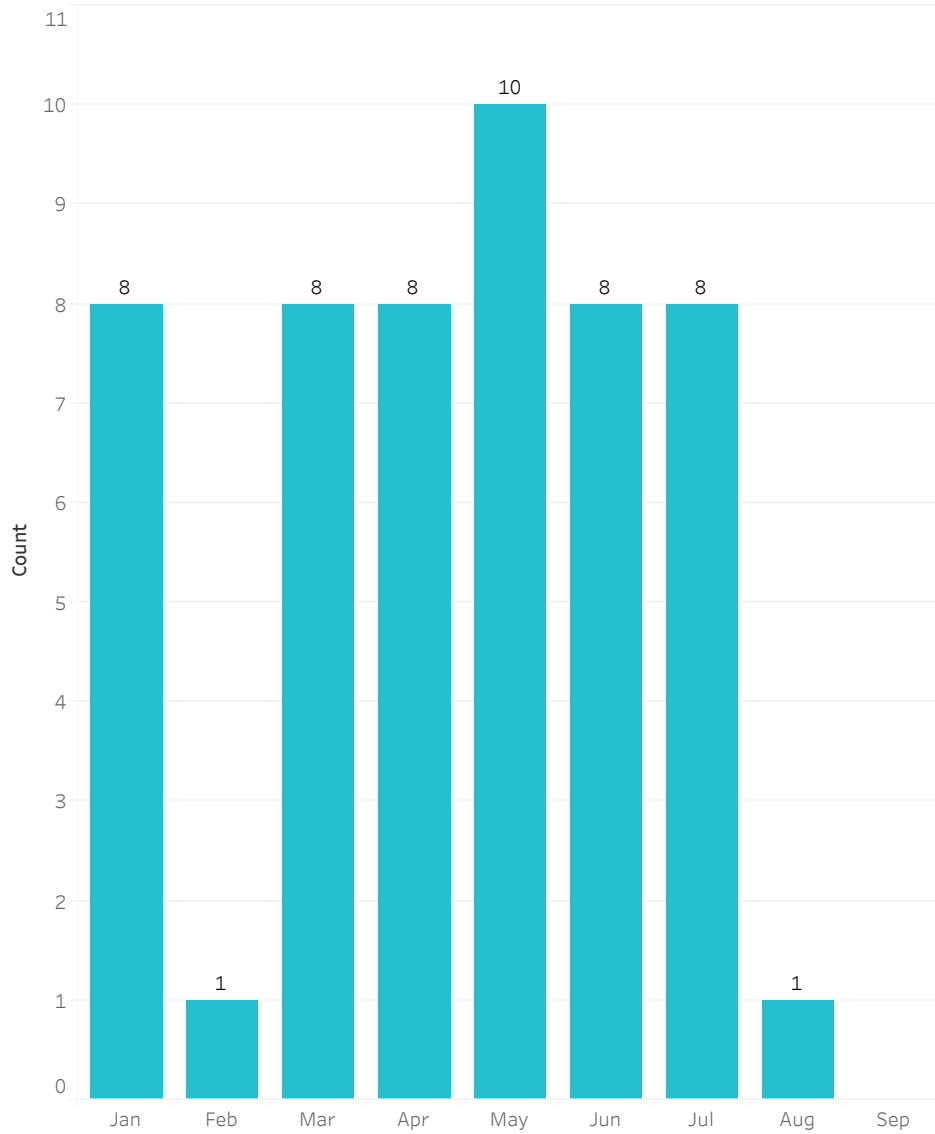
| | | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 |
|--------------------------------|------------------------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|--------|
| Unique Requests | Not Eligible For Service | 31 | 38 | 40 | 32 | 80 | 66 | 41 | 64 |
| | Refuse Appropriate Mode | 647 | 285 | 341 | 344 | 212 | 291 | 250 | 264 |
| | Missing necessary form | 59 | 52 | 184 | 355 | 414 | 454 | 330 | 200 |
| | Not Medicaid Covered | 4 | 8 | 2 | 5 | 4 | 2 | 8 | 5 |
| | Unable to Verify Appointment | 12 | 12 | 9 | 14 | 4 | 2 | | 5 |
| | Insufficient Advanced Notice | 59 | 70 | 40 | 36 | 34 | 28 | 58 | 55 |
| | Refuse Closest Facility | 138 | 26 | 14 | 40 | 58 | 58 | 86 | 46 |
| | Too Many Passengers | 2 | | 2 | 2 | 1 | 2 | 1 | |
| Total | 952 | 491 | 632 | 828 | 807 | 903 | 774 | 639 | |
| Trips Under Recurring Schedule | Not Eligible For Service | 2,304 | 2,448 | 4,775 | 3,986 | 5,892 | 6,069 | 5,923 | 8,444 |
| | Refuse Appropriate Mode | 594 | 384 | 322 | 216 | 221 | 1,410 | 4,129 | 7,728 |
| | Missing necessary form | 566 | 62 | 62 | 212 | 2,539 | 6,809 | 3,074 | 344 |
| | Not Medicaid Covered | 18 | 130 | 56 | 239 | 613 | 794 | 333 | 402 |
| | Unable to Verify Appointment | 62 | 8 | | 326 | 280 | | | |
| | Insufficient Advanced Notice | | 28 | 72 | 32 | | 1 | 18 | 56 |
| | Refuse Closest Facility | | 14 | 12 | 44 | 2 | | 4 | 12 |
| | Too Many Passengers | 36 | | | | | | | |
| Total | 3,580 | 3,074 | 5,299 | 5,055 | 9,547 | 15,083 | 13,481 | 16,986 | |

Members Receiving Notices of Action



| | | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 |
|--------------------------------------|------------------------------|------------|------------|------------|------------|------------|------------|------------|--------|
| Member Booked Unique Request | Refuse Appropriate Mode | 307 | 140 | 167 | 165 | 106 | 140 | 124 | 112 |
| | Missing necessary form | 26 | 26 | 93 | 173 | 201 | 219 | 162 | 101 |
| | Not Eligible For Service | 16 | 16 | 18 | 9 | 28 | 27 | 22 | 21 |
| | Refuse Closest Facility | 67 | 13 | 7 | 20 | 29 | 29 | 43 | 23 |
| | Insufficient Advanced Notice | 30 | 36 | 20 | 18 | 17 | 14 | 29 | 28 |
| | Not Medicaid Covered | 2 | 4 | 1 | 3 | 2 | 1 | 4 | 2 |
| | Unable to Verify Appointment | 6 | 6 | 5 | 7 | 2 | 1 | | 2 |
| | Too Many Passengers | 1 | | 1 | 1 | 1 | 1 | 1 | |
| Total | 452 | 241 | 307 | 386 | 376 | 421 | 375 | 284 | |
| Member Has Recurring Schedule | Refuse Appropriate Mode | 33 | 30 | 24 | 20 | 29 | 75 | 246 | 305 |
| | Missing necessary form | 15 | 9 | 7 | 14 | 162 | 230 | 156 | 42 |
| | Not Eligible For Service | 55 | 131 | 198 | 188 | 266 | 307 | 271 | 293 |
| | Refuse Closest Facility | | 1 | 2 | 3 | 1 | | 2 | 3 |
| | Insufficient Advanced Notice | | 3 | 2 | 3 | | 1 | 2 | 3 |
| | Not Medicaid Covered | 3 | 5 | 3 | 13 | 36 | 22 | 29 | 17 |
| | Unable to Verify Appointment | 1 | 1 | | 8 | 9 | | | |
| | Too Many Passengers | 1 | | | | | | | |
| Total | 108 | 180 | 236 | 248 | 502 | 623 | 692 | 654 | |

Admin Hearing Requests



| | January 2018 | February 2018 | March 2018 | April 2018 | May 2018 | June 2018 | July 2018 | August 2018 | September 2018 |
|-------------------|--------------|---------------|------------|------------|----------|-----------|-----------|-------------|----------------|
| Received Requests | 8 | 1 | 8 | 8 | 10 | 8 | 8 | 1 | |



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.