

	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul	Total
Completed Trips	377,873	340,192	385,748	358,649	356,200	393,928	362,908	401,948	408,390	425,941	389,491	426,261	4,627,529
Miles traveled	2,600,804	2,340,595	2,635,196	2,385,038	2,392,338	2,658,637	2,471,360	2,693,434	2,649,392	2,678,034	2,441,205	2,603,136	30,549,169
Public Transportation	219,026	197,379	219,952	209,025	207,825	230,177	210,928	234,239	243,966	261,653	240,527	271,510	2,746,207
Livery/Taxi/Car	120,039	107,530	125,101	112,346	111,722	124,061	115,478	126,793	122,000	120,465	107,827	111,661	1,405,023
IDP(subset of above)	2,619	2,759	3,969	3,527	4,065	5,710	5,839	8,062	10,954	12,415	15,365	19,533	94,817
Wheelchair vehicle	26,350	23,427	26,554	23,956	22,874	24,784	22,626	25,181	25,901	25,774	23,828	25,596	296,851
Gas reimbursement	8,917	8,683	10,469	9,922	10,491	11,303	10,766	12,514	13,505	14,935	14,780	15,225	141,510
Ambulance *	3,541	3,173	3,672	3,400	3,288	3,603	3,110	3,221	3,018	3,114	2,529	2,269	37,938
On time percentage **	79.67%	79.68%	80.46%	77.70%	80.59%	89.85%	89.18%	88.30%	88.78%	89.73%	90.38%	90.51%	
A leg	68.14%	68.11%	69.94%	66.65%	69.58%	84.95%	83.81%	82.42%	82.88%	84.40%	85.19%	85.48%	
B leg	91.53%	91.52%	91.33%	89.29%	92.11%	94.38%	94.63%	94.36%	94.86%	95.16%	95.69%	95.67%	

* does not include cross over claims

** on time performance does not include public transit, mileage or ambulance transports. The methodology starting January 1, 2019 has been modified to exclude trips where the data is likely erroneous. On time was calculated for the A leg as arriving by the time of the appointment.

Member no show	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul
Livery/Taxi/Car	15,847	10,565	11,683	10,938	12,237	13,708	12,518	13,683	13,505	15,152	14,164	14,573
Bariatric Wheelchair	73	45	93	107	88	72	66	90	87	59	46	45
Wheelchair	938	840	966	936	871	1,092	987	1,161	1,172	1,276	1,193	1,404
Total	16,858	11,450	12,742	11,981	13,196	14,872	13,571	14,934	14,764	16,487	15,403	16,022
Provider no show	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul
Livery/Taxi/Car	301	358	390	389	286	235	261	297	192	180	177	230
Bariatric Wheelchair	4	12	4	8	2	2	2	6	0	3	2	0
Wheelchair	43	43	57	52	43	50	17	37	34	31	31	14
Total	348	413	451	449	331	287	280	340	226	214	210	244
Trips not confirmed	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul
Livery/Taxi/Car	238	505	886	298	256	148	302	434	335	123	95	54
Bariatric Wheelchair	48	64	52	44	37	33	33	52	35	15	5	1
Wheelchair	99	95	130	75	97	52	64	106	114	35	30	16
Total	385	664	1,068	417	390	233	399	592	484	173	130	71

Members can be a no show for a number of reasons besides a missed connection: the member is hospitalized, deceased, canceled the appointment/no longer attends the program, forgot, had another way to get there/back, etc.

Trips not confirmed have been offered to a provider and the provider has not "refused" the trip for assignment to another provider but has also not closed the trip out as completed in the system.