

	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	Total
Completed Trips	271,911	295,179	320,150	364,436	353,356	364,019	377,822	340,123	385,518	358,339	355,682	391,818	4,178,353
Miles traveled	1,905,225	2,034,803	2,174,546	2,490,044	2,443,449	2,449,728	2,600,804	2,340,595	2,635,019	2,427,099	2,431,020	2,658,184	28,590,516
Public Transportation	145,437	158,218	178,985	210,858	206,095	219,987	219,026	197,379	219,952	209,025	207,825	230,177	2,402,964
Livery/Taxi/Car	98,287	105,606	110,073	119,204	113,504	109,757	120,039	107,530	125,101	112,346	111,722	124,061	1,357,230
IDP (subset of above)	2,045	2,153	2,260	2,345	2,291	2,476	2,619	2,759	3,968	3,527	3,927	5,369	35,739
Wheelchair vehicle	22,646	24,145	23,769	25,292	24,540	24,042	26,350	23,427	26,550	23,933	22,870	24,752	292,316
Gas reimbursement	2,216	3,737	3,937	5,554	5,992	7,030	8,917	8,683	10,451	9,816	10,237	10,448	87,018
Ambulance *	3,325	3,473	3,386	3,528	3,225	3,203	3,490	3,104	3,464	3,219	3,028	2,380	38,825
On time percentage						78.61%	79.67%	79.68%	80.47%	77.79%	80.61%	81.27%	
A leg						66.57%	68.14%	68.11%	69.96%	66.60%	69.42%	70.71%	
B leg						90.90%	91.53%	91.52%	91.33%	89.33%	92.12%	92.27%	

* does not include cross over claims

Section VI of the contract

* A leg: wait time should not exceed 15 minutes before or after the scheduled pickup time. Must wait 5 minutes past the pickup time before the provider can leave.

* B leg: average wait time for scheduled return trip, after an appointment, shall not exceed 30 minutes.

Will call return, when a member does not have a preset pickup time set in advance, will be picked up within 1 hour.

Hospital discharge: shall be picked up within 3 hours of receipt of request.

* Exceptions: may be made for trips outside of Member's local community, unusual situations such as exceptional distances or other situations beyond the control of the Contractor.

Member no show	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	18-Jan
Ambulance - Advanced	0	2	0	0	0	0	0	0	0	1	0	0
Ambulance - Basic	18	6	5	44	23	29	18	22	41	33	13	15
Livery/Taxi/Car	8,928	10,569	10,651	10,566	9,807	12,795	15,847	10,565	11,683	10,938	12,237	13,707
Bariatric Wheelchair	42	33	42	49	38	93	73	45	93	107	88	72
Wheelchair	567	656	721	833	954	811	938	840	966	936	871	1092
Total	9,555	11,266	11,419	11,492	10,822	13,728	16,876	11,472	12,783	12,015	13,209	14,886
Provider no show	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	18-Jan
Ambulance - Basic	2	4	10	13	4	2	0	0	0	12	5	0
Livery/Taxi/Car	625	530	386	431	286	236	301	358	390	389	286	235
Bariatric Wheelchair	4	8	2	11	4	4	4	12	4	8	2	2
Wheelchair	93	71	55	112	70	39	43	43	57	52	43	50
Total	724	613	453	567	364	281	348	413	451	461	336	287
Trips not confirmed	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	18-Jan
Ambulance - Advanced	6	14	10	11	9	9	2	14	24	13	5	2
Ambulance - Basic	136	162	182	149	185	166	98	168	303	196	158	80
Livery/Taxi/Car	218	193	217	263	255	282	238	505	886	298	256	148
Bariatric Wheelchair	25	25	16	48	65	30	48	64	52	44	37	33
Wheelchair	95	64	79	116	111	110	99	95	130	75	97	52
Other	107	62	42	16	2	0	0	0	0	0	0	0
Total	587	520	546	603	627	597	485	846	1,395	626	553	315

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.