

	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr
Completed Trips	426,377	390,355	428,191	425,636	401,180	449,246	411,726	417,178	433,631	392,873	386,619	
Miles traveled	2,682,575	2,450,486	2,622,022	2,565,375	2,393,335	2,722,007	2,443,389	2,415,802	2,575,896	2,277,304	2,073,624	1,378,857
Public Transportation	261,653	240,527	271,510	267,771	253,946	279,799	264,232	272,612	271,519	243,720	259,838	243,129
Livery/Taxi/Car	120,470	107,821	111,643	112,741	104,725	120,595	104,591	103,169	119,641	112,937	95,295	41,258
IDP(subset of above)	12,441	15,368	19,565	22,579	23,025	27,570	26,042	24,823	33,270	34,287	29,111	11,521
Wheelchair vehicle	25,778	23,795	25,559	25,508	23,904	27,543	24,281	24,243	26,715	25,148	21,736	12,722
Gas reimbursement	15,209	15,234	16,295	16,398	15,487	17,921	15,498	14,079	12,404	7,953	6,259	2,919
Ambulance *	3,267	2,978	3,184	3,218	3,118	3,388	3,124	3,075	3,352	3,115	3,491	1,730
On time percentage **	92.23%	92.73%	92.78%	91.62%	91.30%	90.24%	89.24%	89.07%	91.88%	93.04%	92.81%	92.03%
A leg	89.38%	89.86%	89.99%	88.64%	88.31%	87.11%	86.19%	85.55%	89.65%	91.00%	90.32%	88.95%
B leg	95.16%	95.69%	95.67%	94.78%	94.50%	93.61%	92.56%	92.88%	94.32%	95.32%	95.55%	95.30%

* 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	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr
Livery/Taxi/Car	15,152	14,164	14,597	14,965	13,401	14,025	12,068	12,192	12,421	10,786	11,463	7,561
Bariatric Wheelchair	59	46	45	36	49	34	24	53	70	52	51	30
Wheelchair	1,276	1,193	1,404	1,511	1,127	852	902	943	890	660	743	627
Total	16,487	15,403	16,046	16,512	14,577	14,911	12,994	13,188	13,381	11,498	12,257	8,218
Provider no show	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr
Livery/Taxi/Car	180	177	230	219	229	230	149	335	253	162	102	115
Bariatric Wheelchair	3	2	0	1	2	0	4	6	0	2	2	0
Wheelchair	31	31	14	27	25	64	29	34	28	16	17	6
Total	214	210	244	247	256	294	182	375	281	180	121	121
Trips not confirmed	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr
Livery/Taxi/Car	121	92	52	55	62	68	99	201	140	250	90	64
Bariatric Wheelchair	15	5	1	3	4	5	6	16	9	7	8	7
Wheelchair	35	30	17	8	31	20	15	52	37	28	20	10
Total	171	127	70	66	97	93	120	269	186	285	118	81

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, appointment ran late and no one updated NEMT, 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.