



Veyo / Total Transit Update

May 11, 2018

A photograph of a man with a mustache and goatee, wearing a light blue button-down shirt, driving a car. He is smiling and looking towards the right. He is holding a tablet computer in his left hand. The car's interior, including the steering wheel and dashboard, is visible. The background shows green foliage outside the car window.

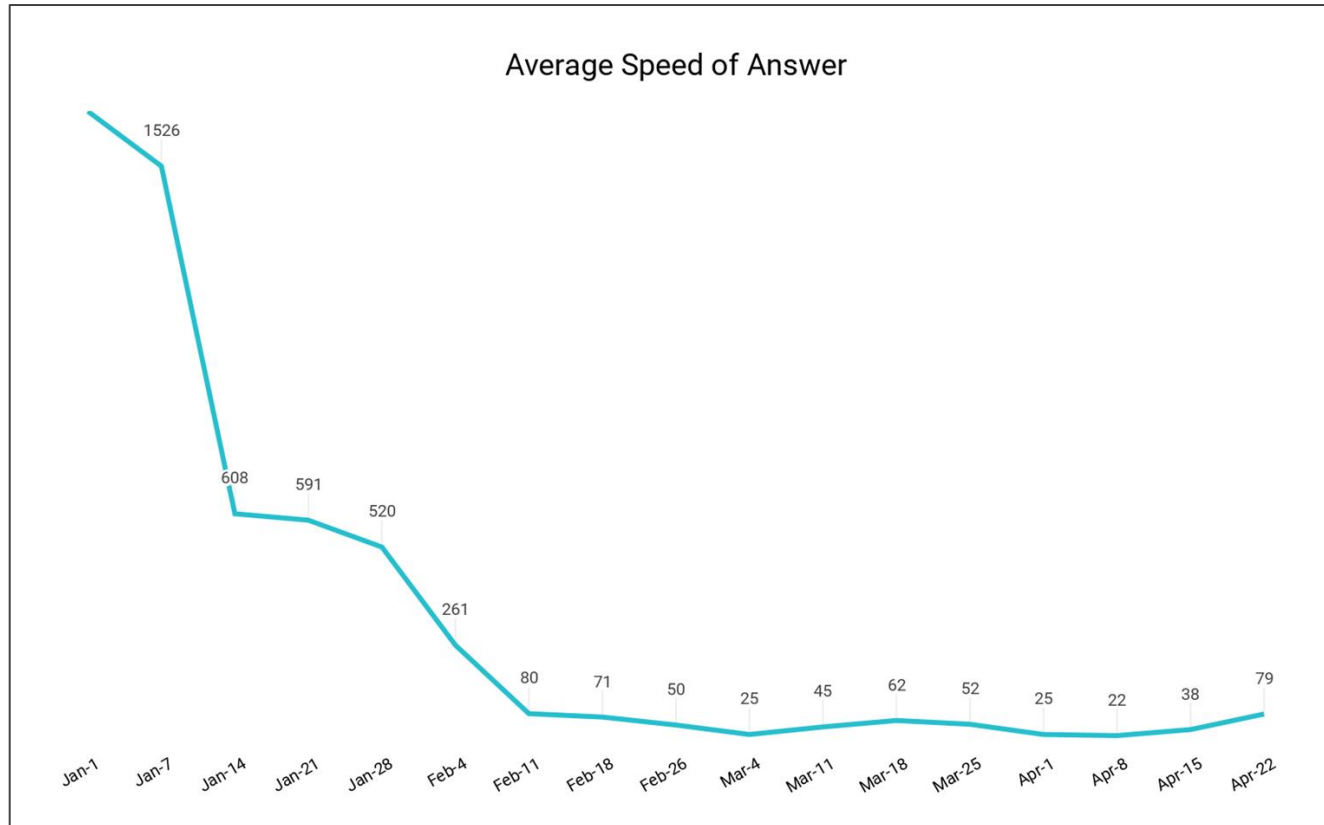
April Metrics

Call Center Summary

Call volumes continue to normalize. We have added additional resources to help manage and ensure that we're staffed adequately and we are meeting all service levels. Call volumes increased over the past week as did overall trip volume.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/04	Week of 3/11	Week of 3/18	Week of 3/25	Week of 4/01	Week of 4/08	Week of 4/15	Week of 4/22
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241	19,305	20,206	21,166	19,671	19,703	19,574	20,736	22,443

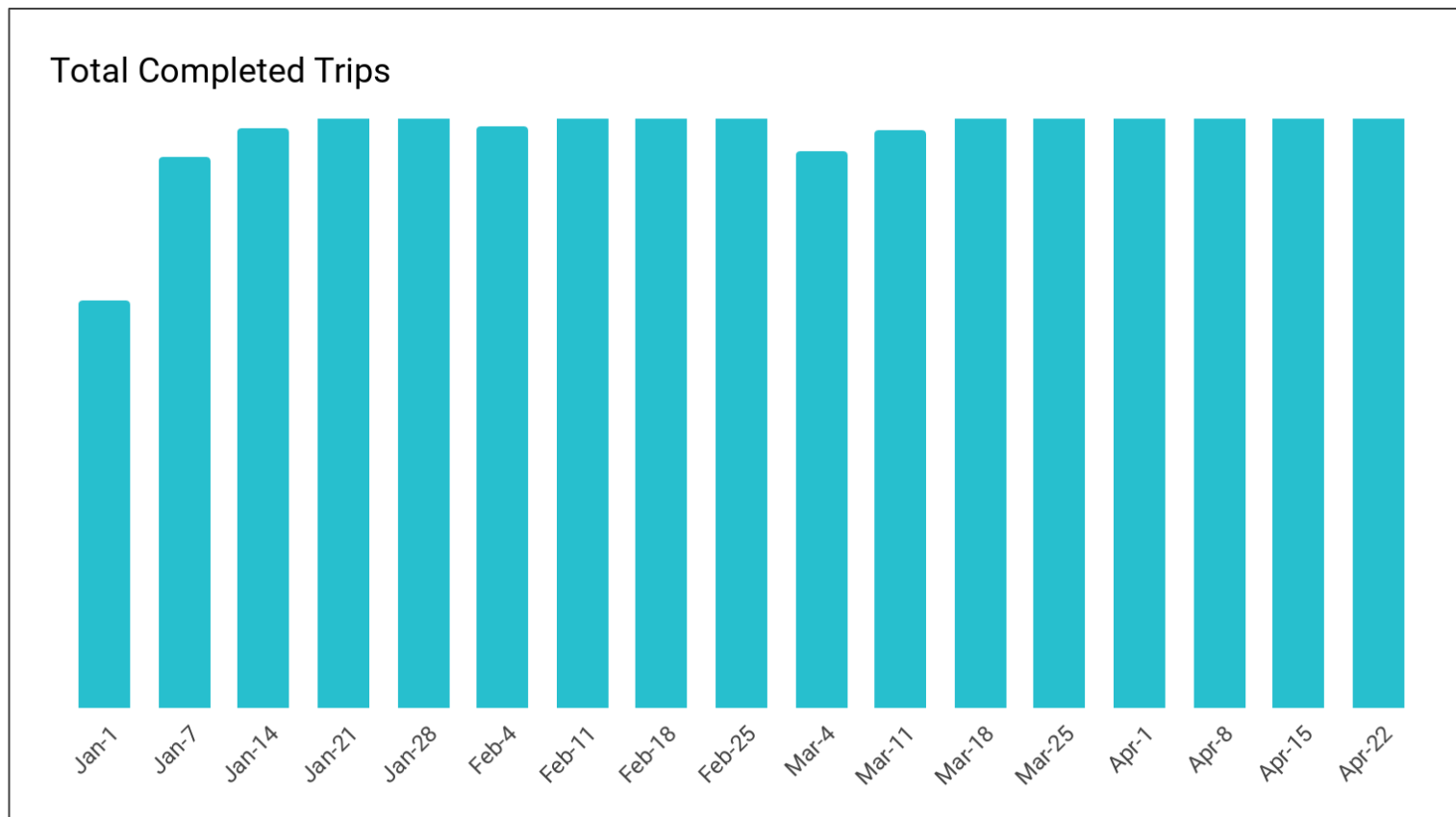
Average Speed of Answer



- Hold times continue to meet expectations.
- The last two weeks in April we experienced a spike in call volume but continue to sustain the targeted ASA goal.

	Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/04	Week of 3/11	Week of 3/18	Week of 3/25	Week of 4/01	Week of 4/08	Week of 4/15	Week of 4/22
Total Calls Received	30,086	29,349	22,183	23,459	23,272	21,051	21,048	19,523	20,241	19,305	20,206	21,166	19,671	19,703	19,574	20,736	22,443
Avg Speed of Answer (seconds)	1,671	1,526	608	591	520	261	80	71	60	25	45	62	52	25	22	38	79

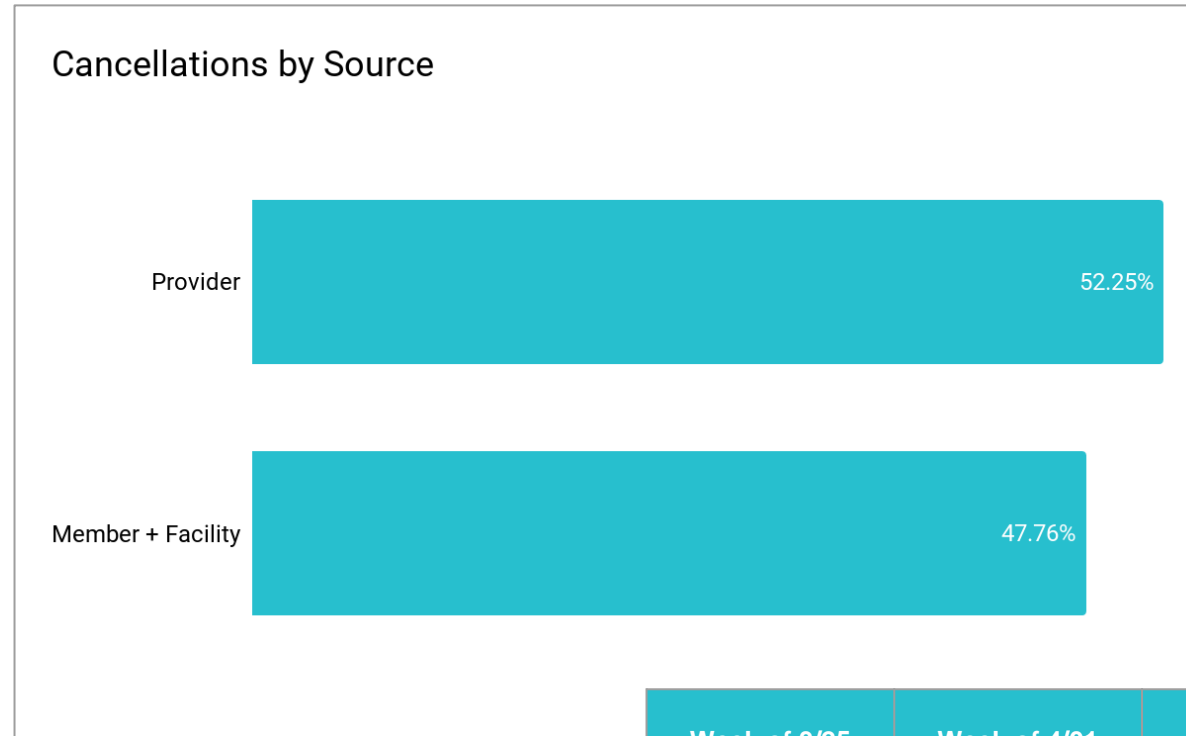
Total Completed Trips



Trip volumes are increasing. Veyo is evaluating steady state levels to ensure access to care and lowest cost, most appropriate modes are in effect.

Week of 1/01	Week of 1/07	Week of 1/14	Week of 1/21	Week of 1/28	Week of 2/04	Week of 2/11	Week of 2/18	Week of 2/25	Week of 3/4	Week of 3/11	Week of 3/18	Week of 3/25	Week of 4/1	Week of 4/8	Week of 4/15	Week of 4/22	Total
5,032	60,853	63,947	72,172	66,574	64,165	67,648	68,823	66,130	61,434	63,714	66,326	71,695	73,142	74,835	75,725	79,497	1,141,7

Cancellation Rate by Source



	Week of 3/25	Week of 4/01	Week of 4/8	Week of 4/15	Week of 4/22
Provider Cancellations	5,373	5,620	5,400	5,455	5,562
Member + Facility Cancellations via the Contact Center	5,524	5,778	5,045	5,129	4,568
Total Cancelled Trips	10,897	11,398	10,445	10,584	10,130

Thank You

