	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	Total
Completed Trips	364,444	353,372	364,057	377,865	340,176	385,704	358,597	356,130	393,661	362,578	401,385	406,372	4,057,969
Miles traveled	2,490,044	2,443,449	2,449,728	2,600,804	2,340,595	2,635,196	2,385,038	2,392,190	2,655,448	2,469,244	2,690,624	2,628,566	30,180,926
Public Transportation	210,858	206,095	219,987	219,026	197,379	219,952	209,025	207,825	230,177	210,928	234,239	243,966	2,609,457
Livery/Taxi/Car	119,204	113,504	109,757	120,039	107,530	125,101	112,346	111,722	124,061	115,478	126,793	121,998	1,407,533
IDP(subset of above)	2,345	2,291	2,476	2,619	2,759	3,969	3,527	4,065	5,710	5,839	8,062	10,954	
Wheelchair vehicle	25,292	24,540	24,042	26,350	23,427	26,554	23,956	22,874	24,784	22,626	25,181	25,901	221,819
Gas reimbursement	5,554	5,992	7,030	8,917	8,683	10,469	9,922	10,480	11,109	10,562	12,149	12,191	113,058
Ambulance *	3,536	3,241	3,241	3,533	3,157	3,628	3,348	3,229	3,530	2,984	3,023	2,316	30,443
On time percentage			78.61%	79.67%	79.68%	80.46%	77.70%	80.59%	81.33%	80.75%	78.78%	79.91%	
A leg			66.57%	68.14%	68.11%	69.94%	66.65%	69.58%	70.79%	69.75%	66.46%	68.17%	
B leg			90.90%	91.53%	91.52%	91.33%	89.29%	92.11%	92.30%	92.17%	91.75%	92.28%	

* 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-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr
Ambulance - Advanced	0	0	0	0	0	0	1	0				
Ambulance - Basic	44	23	29	18	22	41	33	13				
Livery/Taxi/Car	10,566	9,807	12,795	15,847	10,565	11,683	10,938	12,237	13,708	12,518	13,683	13,505
Bariatric Wheelchair	49	38	93	73	45	93	107	88	72	66	90	87
Wheelchair	833	954	811	938	840	966	936	871	1,092	987	1,161	1,172
Total	11,492	10,822	13,728	16,876	11,472	12,783	12,015	13,209	14,872	13,571	14,934	14,764
Provider no show												
Ambulance - Basic	13	4	2	0	0	0	12	5				
Livery/Taxi/Car	431	286	236	301	358	390	389	286	235	261	297	192
Bariatric Wheelchair	11	4	4	4	12	4	8	2	2	2	6	0
Wheelchair	112	70	39	43	43	57	52	43	50	17	37	34
Total	567	364	281	348	413	451	461	336	287	280	340	226
Trips not confirmed												
Ambulance - Advanced	11	9	9	2	14	24	13	5				
Ambulance - Basic	149	185	166	98	168	303	196	158				
Livery/Taxi/Car	263	255	282	238	505	886	298	256	148	302	434	335
Bariatric Wheelchair	48	65	30	48	64	52	44	37	33	33	52	35
Wheelchair	116	111	110	99	95	130	75	97	52	64	106	
Other	16	2	0	0	0	0	0	0	0	0	105	114
Total	603	627	597	485	846	1,395	626	553	233	399	697	484

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.