Items Needed for Monthly Utilization Report:

1. Call Statistics
    - Date
    - Calls Offered
    - Average Speed of Answer
    - Average Call Time
    - Abandoned Calls
    - Average Abandoned Time
    - Abandoned Percentage

2. Complaints
    - Complaint Summary – Type/Valid/Closed
    - Complaint Details – Complaining Party/Complaint Against/Details of Complaint

3. Unduplicated Riders
    - All Riders with 1 or more trips
    - Level of Service
    - Verified or Cancelled
    - Unduplicated Riders by County

4. Trips by Provider
    - Trips by Provider by County
    - Trips by Provider by Level of Service
    - Trips by Provider by list of Active Drivers

5. Trips
    - Gas Reimbursement by County
    - County by Facility Type- LOS
    - County by Advanced Notice Report
    - Volume by Type

6. Denials
    - Denials Report – Trip Date/Trip ID/Level of Service/Denial Date
    - Denial Audit

7. Potential Providers
    - Potential Provider
    - City
    - Date
    - Response