



**MEMBERS**

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
Enrollment	Eligible Members Enrolled	987,318	993,096	994,575	981,156	994,801	985,363	978,729	985,495
Members Served	Unique Members Utilizing Transport	28,839	28,415	27,994	27,256	27,168	26,929	25,668	27,257
Utilization Rate	Percentage of Services Usage (Completed Legs / Eligible Members Enrolled)	29.6%	30.3%	32.1%	31.1%	30.4%	31.1%	29.4%	32.1%

**RESERVATION**

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	316,776	326,532	344,496	327,936	325,715	329,420	309,141	340,553
Cancelled	Cancelled Trip Legs	18,482	19,270	19,252	17,305	17,149	16,909	15,881	17,719
Member No Shows	Trips where Member Does Not Use Scheduled Service	6,279	6,467	6,097	5,429	6,027	6,089	5,490	6,562
Completed Legs	Total Number of Completed Trip Legs	292,015	300,795	319,147	305,202	302,539	306,422	287,770	316,272
Denials	Number of Denied Trip Attempts	3,044	2,658	2,812	2,560	2,621	2,670	2,444	2,527
Same Day Trip Legs Completed by Volunteer	Completed Trip Legs < 24 hour Notice	32,036	29,543	31,860	29,753	29,932	32,206	29,280	33,535
Standing Order Trip Legs	Completed Trip Legs by Volunteer Driver	1,023	1,064	978	922	1,105	1,191	1,028	966
	Trip Legs Associated with a Recurring Appointment	161,189	170,568	188,524	183,986	182,458	184,912	179,070	190,828
Lodging (cost)	Cost of Lodging Reimbursed	\$ 479	\$ 1,671	\$ 4,022	\$ 2,591	\$ 2,918	\$ 634	\$ 1,558	\$ 1,899
Lodging (nights)	Number of Lodging Nights Reimbursed	7	20	98	37	63	9	22	30
Meals (cost)	Cost of Meals Reimbursed	\$ 1,844	\$ 645	\$ 2,296	\$ 1,262	\$ 1,848	\$ 406	\$ 500	\$ 645
Meals (reimbursed)	Number of Meals Reimbursed	188	67	290	165	197	45	55	78

**TRANSPORT MODE**

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
Advanced Life Support	Vehicle Equipped with Advanced Life Support	169	176	235	214	234	207	209	213
Ambulatory	Sedan, Van, and Taxi	172,518	174,727	177,948	166,846	165,538	168,237	156,561	171,975
Basic Life Support	Vehicle Equipped with Basic Life Support	886	848	942	963	904	867	851	877
Commercial Air	Air Transport	0	0	0	0	0	0	0	0
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	76,707	81,202	91,822	91,194	92,065	93,499	89,834	100,409
Mass Transit	System of Public Transportation including Inter-City Bus	34,656	36,348	40,049	38,478	36,425	36,438	33,656	35,304
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System	0	0	0	0	0	0	0	0
Stretcher	Stretcher Van Transport	71	63	92	33	62	22	35	55
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,008	7,431	8,059	7,474	7,311	7,152	6,624	7,439
Completed Legs	Total Number of Completed Trip Legs	292,015	300,795	319,147	305,202	302,539	306,422	287,770	316,272

**CALL STATISTICS**

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
Calls Presented	Number of Calls Presented	116,801	106,870	105,281**	96,490	95,966	97,580	93,060	103,134
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:03:04	0:02:21	0:02:12**	0:02:02	0:01:08	0:01:41	0:01:51	0:01:26
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End	0:06:35	0:06:23	0:06:10**	0:06:01	0:05:50	0:05:51	0:05:53	0:05:50
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	13.3%	10.4%	9.7%**	9.1%	5.6%	8.7%	9.5%	7.5%

**QUALITY MANAGEMENT**

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	65	63	61	38	65	54	31	54
Driver	Member Issue with Driver	125	127	151	89	96	126	95	116
Vehicle	Member Issue with Vehicle	19	16	19	12	12	15	16	14
Provider	Member Issue with Transportation Provider: Dispatch/Office Staff	79	73	69	51	54	61	38	76
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	197	147	133	147	119	125	116	113
Unsuccessful Trips*	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	205	173	125	123	109	122	122	92
Substantiated Complaints	Total Number of Valid Complaints Reported	690	599	558	460	455	503	418	465

\*The sum of complaints previously categorized as "No Vehicle Available," "No Vehicle Available - Critical Care," and "Provider No Show"

\*\*Information was corrected to reflect March data

reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support	Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory	any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time	average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer	difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support	Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented	total number of calls that are received
cancelled	all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air	a system for scheduled air transport of passengers
complaint free percentage	substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer	total number of trip legs completed by volunteer driver
completed legs	All authorized trip legs for which MTM did not receive cancellation or other notification after date of service indicating transportation was not performed. Note: A trip leg is a unit of measure for a transport between two points (For example, a member's residence to a doctor's office).
denials	number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints	member issue with driver
enrollment	eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints	issue with MTM, Inc.: processes, customer service, client protocol, trip accuracy
lodging (cost)	total cost of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nights)	total number of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit	a system of public transportation including Inter-city bus
meals (cost)	total cost of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed)	total number of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
member no shows	all trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick-up time.
members served	number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement	number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
provider complaints	member issue with transportation provider: dispatch/office staff
provider late	member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
public entity	a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled	all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs	completed trip legs with less than 24 hour advance notice
standing order trip legs	trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretcher	transportation provider stretcher van
substantiated complaints	total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
unsuccessful trips	MTM, Inc. was unable to locate and schedule an appropriate vehicle for transport for any trip reason or transportation provider did not arrive for scheduled pick-up or return ride
utilization rate	the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints	member issue with vehicle
wheelchair	transportation provider vehicle equipped to transport wheelchair



COUNTY STATISTICS

	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016
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**Completed Trip Legs**

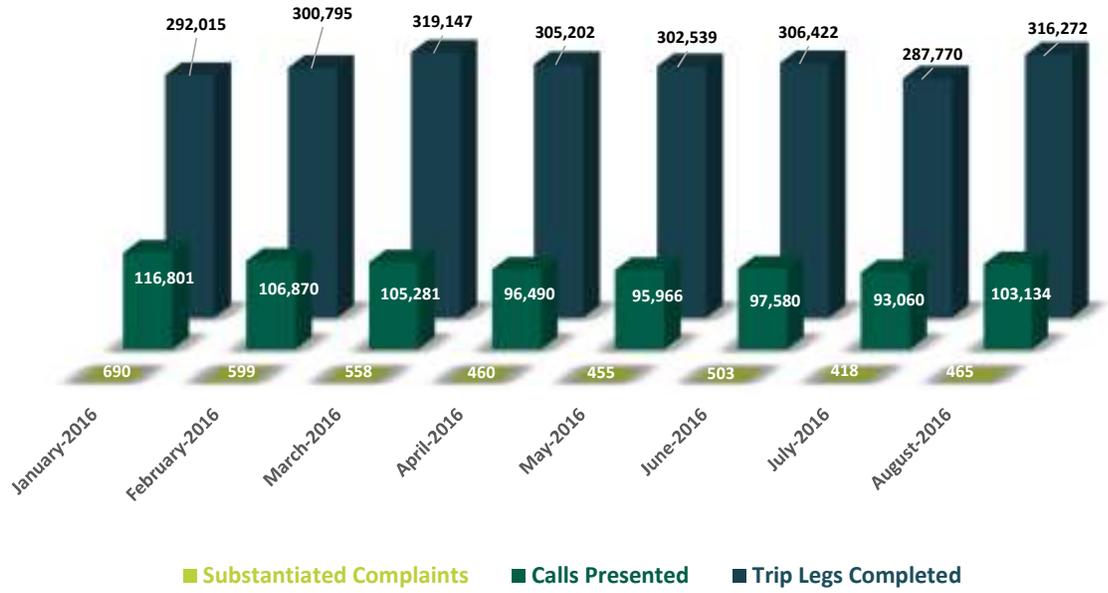
Total Number of Completed Trip Legs by County of Trip Origination

	292,015	300,795	319,147	305,202	302,539	306,422	287,770	316,272
Adams County	1,351	1,464	1,573	1,657	1,531	1,778	1,661	1,846
Ashland County	532	566	683	617	665	660	624	761
Barron County	1,709	1,630	1,832	1,582	1,757	1,612	1,439	1,735
Bayfield County	545	603	654	679	663	805	585	671
Brown County	8,736	9,049	9,307	8,941	8,700	8,610	8,183	9,540
Buffalo County	280	249	274	325	299	308	343	467
Burnett County	573	489	664	650	755	675	548	620
Calumet County	516	562	618	670	704	767	619	791
Chippewa County	2,337	2,228	2,298	2,212	2,188	2,214	2,063	2,324
Clark County	1,232	1,296	1,476	1,237	1,179	1,231	1,341	1,361
Columbia County	3,617	3,581	4,119	4,070	3,923	4,351	4,049	4,560
Crawford County	608	657	697	664	610	635	626	756
Dane County	22,591	24,731	26,583	25,389	25,174	24,855	23,496	26,237
Dodge County	5,159	5,255	5,731	5,748	6,170	6,344	6,410	7,228
Door County	429	435	517	547	549	442	405	591
Douglas County	1,039	1,127	1,269	1,241	1,163	1,192	1,126	1,285
Dunn County	1,492	1,543	1,613	1,550	1,644	1,595	1,572	1,784
Eau Claire County	3,754	3,649	3,860	3,750	3,683	3,469	3,568	3,967
Florence County	121	101	157	126	102	136	104	177
Fond du Lac County	3,830	3,816	4,339	3,968	4,045	3,907	3,865	4,158
Forest County	465	653	707	728	738	765	715	896
Grant County	1,197	1,270	1,250	1,096	1,072	1,198	1,142	1,285
Green County	1,369	1,336	1,409	1,529	1,617	1,596	1,435	1,499
Green Lake County	1,063	1,165	1,174	1,182	1,002	926	933	1,056
Iowa County	746	764	901	884	951	957	907	884
Iron County	249	203	273	253	217	213	143	213
Jackson County	939	1,152	1,121	1,127	1,083	972	833	896
Jefferson County	2,408	2,517	2,784	2,627	2,939	2,954	2,775	3,052
Juneau County	1,831	1,848	1,980	2,098	2,140	1,848	1,755	2,001
Kenosha County	9,481	10,023	10,398	9,645	9,660	9,906	8,802	9,637
Kewaunee County	504	548	561	571	619	584	555	541
La Crosse County	4,918	5,053	5,067	4,998	5,066	5,229	5,148	5,535
Lafayette County	386	417	514	388	369	383	323	318
Langlade County	1,328	1,500	1,598	1,644	1,606	1,814	1,677	1,737
Lincoln County	879	842	988	819	952	1,065	1,162	1,261
Manitowoc County	4,338	4,799	5,619	5,511	5,729	6,102	6,024	6,384
Marathon County	3,541	3,764	4,128	4,048	4,193	4,149	3,603	4,232
Marinette County	3,058	3,021	3,404	3,338	3,334	3,468	3,276	3,632
Marquette County	1,365	1,510	1,799	1,664	1,722	1,728	1,684	1,820
Menominee County	1,263	1,268	1,332	1,376	1,403	1,463	1,510	1,664
Milwaukee County	110,285	110,717	113,617	105,720	103,615	104,492	96,656	104,055
Monroe County	2,869	2,812	2,943	2,925	3,148	3,505	3,323	3,388
Oconto County	1,491	1,495	1,614	1,612	1,670	1,630	1,615	1,826
Oneida County	1,675	1,748	1,809	1,627	1,699	1,874	1,885	2,236
Outagamie County	3,405	3,525	3,931	3,579	3,911	3,900	3,758	4,200
Ozaukee County	685	768	894	936	864	930	934	893
Pepin County	190	189	266	282	322	254	212	207
Pierce County	752	749	785	681	630	775	865	1,112
Polk County	1,066	1,081	1,271	1,366	1,379	1,277	1,083	1,287
Portage County	2,872	2,798	3,139	3,087	3,098	3,043	2,865	3,281
Price County	701	721	919	834	889	865	772	835
Racine County	9,671	10,147	10,740	10,242	9,967	10,540	9,760	11,063
Richland County	636	544	519	588	617	593	517	658
Rock County	11,623	11,713	12,292	12,491	12,015	11,685	10,931	11,885
Rusk County	665	762	804	733	691	711	733	869
Saint Croix County	1,150	1,162	1,291	1,182	1,037	890	825	1,035
Sauk County	3,043	3,195	3,589	3,494	3,381	3,843	3,915	4,044
Sawyer County	700	789	796	830	796	800	712	894
Shawano County	3,004	3,181	3,562	3,752	3,826	4,038	3,924	4,361
Sheboygan County	2,508	2,805	3,164	3,330	3,230	3,730	3,269	3,658
Taylor County	961	945	943	852	806	704	612	747
Trempealeau County	469	552	920	812	804	867	810	936
Vernon County	1,264	1,246	1,523	1,417	1,542	1,493	1,413	1,306
Vilas County	2,153	2,219	2,083	2,071	1,985	1,956	1,999	1,962
Walworth County	3,002	3,346	3,584	3,668	3,705	3,607	3,222	3,427
Washburn County	638	643	727	656	628	600	497	637
Washington County	2,344	2,393	2,516	2,168	2,108	2,289	2,312	2,536
Waukesha County	7,112	7,735	8,125	7,288	6,966	7,281	6,909	7,613
Waupaca County	3,755	3,810	4,075	4,406	4,269	4,359	4,029	4,228
Waushara County	998	1,131	1,318	1,364	1,360	1,329	1,276	1,587
Winnebago County	4,632	4,974	5,482	5,238	4,908	5,289	5,112	5,469
Wood County	3,787	4,143	4,517	4,731	4,651	4,269	3,920	4,502

Completed Trip Legs Outside Wisconsin

Illinois	52	10	27	19	27	8	13	28
Iowa	2	0	0	0	5	2	1	1
Michigan	7	6	9	9	10	7	2	6
Minnesota	67	57	81	63	64	79	60	97
Other	2	0	1	0	0	2	0	1





Information updated November 29, 2016

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2016	690	116,801	292,015
February-2016	599	106,870	300,795
March-2016	558	105,281	319,147
April-2016	460	96,490	305,202
May-2016	455	95,966	302,539
June-2016	503	97,580	306,422
July-2016	418	93,060	287,770
August-2016	465	103,134	316,272