



MEMBERS

January 2018 February 2018 March 2018 April 2018 May 2018 June 2018

Enrollment Eligible Members Enrolled
Members Served Unique Members Utilizing Transport
Utilization Rate Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)

971,284	977,770	974,153	980,186	976,513	967,386
30,411	29,292	28,795	28,543	28,661	27,575
36.0%	32.9%	34.5%	33.3%	35.2%	33.5%

RESERVATION

January 2018 February 2018 March 2018 April 2018 May 2018 June 2018

Reservations Scheduled All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
Cancelled Cancelled Trip Legs
Member No Shows Trips where Member Does Not Use Scheduled Service
Completed Legs Total Number of Completed Trip Legs

381,767	351,996	367,597	355,405	373,304	351,997
24,521	23,566	24,537	23,780	24,149	22,661
7,194	6,739	6,502	5,345	5,782	5,546
350,052	321,691	336,558	326,280	343,373	323,790

Denials Number of Denied Trip Attempts

3,532	3,391	4,988	3,762	3,706	3,585
-------	-------	-------	-------	-------	-------

Same Day Trip Legs Completed Trip Legs < 24 hour Notice
Completed by Volunteer Completed Trip Legs by Volunteer Driver
Standing Order Trip Legs Trip Legs Associated with a Recurring Appointment

36,459	32,651	37,958	34,833	35,630	32,064
1,158	1,228	1,338	1,325	1,372	1,235
210,262	192,962	198,585	195,257	210,008	202,109

Lodging (cost) Cost of Lodging Reimbursed
Lodging (nights) Number of Lodging Nights Reimbursed
Meals (cost) Cost of Meals Reimbursed
Meals (reimbursed) Number of Meals Reimbursed

\$ 5,116	\$ 6,734	\$ 6,143	\$ 7,277	\$ 3,549	\$ 2,247
101	152	147	141	71	38
\$ 2,331	\$ 894	\$ 1,735	\$ 1,951	\$ 2,131	\$ 1,885
353	113	261	242	318	270

TRANSPORT MODE

January 2018 February 2018 March 2018 April 2018 May 2018 June 2018

Advanced Life Support Vehicle Equipped with Advanced Life Support
Ambulatory Sedan, Van, and Taxi
Basic Life Support Vehicle Equipped with Basic Life Support
Commercial Air Air Transport
Mileage Reimbursement Member Self-Located Suitable Transportation and Received Mileage Reimbursement
Mass Transit System of Public Transportation including Inter-City Bus
Public Entity Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System
Stretcher Stretcher Van Transport
Wheelchair Vehicle Equipped to Transport Wheelchair
Completed Legs Total Number of Completed Trip Legs

294	309	318	295	297	307
186,699	172,088	183,617	175,556	181,105	167,079
165	137	143	114	146	118
0	0	0	0	0	0
110,585	101,282	101,175	98,633	107,459	105,567
44,581	41,013	43,782	44,705	47,202	44,119
0	0	0	0	0	0
1,074	968	1,087	1,080	1,087	1,042
6,654	5,894	6,436	5,897	6,077	5,558
350,052	321,691	336,558	326,280	343,373	323,790

CALL STATISTICS

January 2018 February 2018 March 2018 April 2018 May 2018 June 2018

Calls Presented Number of Calls Presented
Average Speed of Answer Difference in Time from Caller Entering Queue and Receiving Live Response
Average Handle Time Average Time to Handle Complete Call from Live Response to Call End
Abandonment Rate Percentage of Calls Abandoned Prior to Live Response

119,981	102,324	101,416	103,824	100,229	92,983
0:02:18	0:02:13	0:01:59	0:02:15	0:01:56	0:01:59
0:06:43	0:06:39	0:06:37	0:06:43	0:06:40	0:06:41
9.5%	8.8%	7.0%	8.5%	7.0%	7.1%

QUALITY MANAGEMENT

January 2018 February 2018 March 2018 April 2018 May 2018 June 2018

Complaint Free Percentage Substantiated Complaints Compared to Completed Trip Legs
Internal Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy
Driver Member Issue with Driver
Vehicle Member Issue with Vehicle
Provider Member Issue with Transportation Provider: Dispatch/Office Staff
Provider Late Transportation Provider Arrived Late for Scheduled Pickup or Return Ride
Unsuccessful Trips* MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Substantiated Complaints Total Number of Valid Complaints Reported

99.8%	99.8%	99.8%	99.8%	99.8%	99.8%
69	67	68	57	87	63
152	149	130	144	165	112
20	15	15	17	19	15
85	93	102	75	95	97
180	192	210	162	193	133
159	121	151	135	139	148
665	637	676	590	698	568

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

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



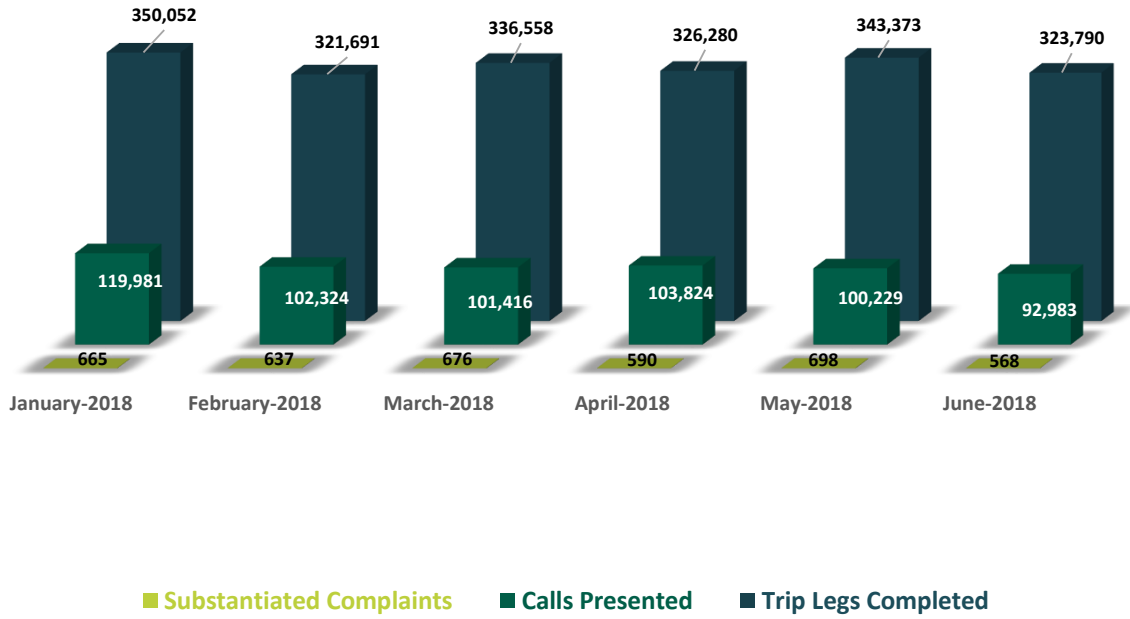
COUNTY STATISTICS

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Completed Trip Legs	350,052	321,691	336,558	326,280	343,373	323,790
Total Number of Completed Trip Legs by County of Trip Origination						
Adams County	2,494	2,453	2,602	2,457	2,621	2,525
Ashland County	987	984	940	881	994	917
Barron County	2,651	2,534	2,625	2,414	2,391	2,259
Bayfield County	808	763	779	657	743	589
Brown County	9,906	9,462	9,231	9,158	10,009	8,984
Buffalo County	485	409	468	532	478	428
Burnett County	828	803	959	793	800	756
Calumet County	949	886	770	700	734	732
Chippewa County	3,059	2,899	3,280	3,107	3,203	3,176
Clark County	1,435	1,390	1,696	1,613	1,654	1,576
Columbia County	4,545	4,223	4,447	4,493	4,385	4,363
Crawford County	679	600	650	613	647	646
Dane County	28,576	25,667	24,266	24,692	26,296	25,317
Dodge County	7,352	6,669	6,685	6,244	6,924	6,825
Door County	717	617	577	557	607	597
Douglas County	1,509	1,474	1,554	1,342	1,431	1,472
Dunn County	1,945	1,956	2,025	2,111	2,205	1,886
Eau Claire County	3,696	3,625	4,057	3,664	3,838	3,623
Florence County	107	123	125	133	133	97
Fond du Lac County	4,066	3,575	3,440	3,263	3,540	3,957
Forest County	735	675	811	695	714	732
Grant County	1,593	1,531	1,750	1,605	1,549	1,424
Green County	1,357	1,212	1,337	1,269	1,435	1,224
Green Lake County	1,260	1,334	1,340	1,423	1,503	1,331
Iowa County	958	900	1,059	1,087	1,112	1,029
Iron County	288	238	261	244	224	189
Jackson County	1,172	1,294	1,300	1,296	1,346	1,134
Jefferson County	3,231	3,109	3,412	3,135	3,350	2,980
Juneau County	2,294	2,138	2,321	2,337	2,501	2,388
Kenosha County	9,902	9,264	10,145	9,842	10,556	9,741
Kewaunee County	764	690	582	535	565	578
La Crosse County	5,848	5,083	4,862	4,691	5,112	5,094
Lafayette County	631	533	485	507	634	635
Langlade County	1,814	1,594	1,730	1,772	1,803	1,678
Lincoln County	1,294	1,274	1,431	1,357	1,420	1,268
Manitowoc County	6,884	6,651	6,824	5,668	6,206	6,304
Marathon County	5,434	4,901	5,330	5,082	5,423	5,067
Marinette County	3,749	3,438	3,845	3,514	3,645	3,504
Marquette County	2,349	2,198	2,408	2,280	2,330	2,249
Menominee County	1,762	1,511	1,581	1,424	1,785	1,852
Milwaukee County	119,850	109,743	118,994	115,337	118,612	109,445
Monroe County	2,760	2,623	2,907	3,033	3,377	3,177
Oconto County	1,973	1,759	1,951	1,792	1,811	1,716
Oneida County	1,840	1,631	1,920	1,933	1,999	1,884
Outagamie County	4,449	3,949	4,025	4,058	4,265	4,583
Ozaukee County	943	864	1,325	1,358	1,575	1,400
Pepin County	374	363	435	347	392	402
Pierce County	844	700	779	805	819	790
Polk County	1,340	1,157	1,279	1,231	1,374	1,258
Portage County	2,870	2,569	2,680	2,699	2,992	2,871
Price County	622	594	571	681	833	698
Racine County	12,498	11,418	12,124	11,998	12,433	11,541
Richland County	548	519	542	552	626	659
Rock County	13,097	12,111	11,727	11,583	12,512	12,257
Rusk County	871	867	926	803	813	783
Saint Croix County	1,171	1,221	1,329	1,375	1,543	1,276
Sauk County	3,919	3,476	3,802	3,675	4,083	3,892
Sawyer County	1,193	1,042	1,152	1,235	1,515	1,199
Shawano County	3,973	3,528	3,537	3,417	3,608	3,462
Sheboygan County	4,966	4,377	3,983	3,497	3,738	3,703
Taylor County	837	749	824	762	735	781
Trempealeau County	918	934	896	805	864	1,050
Vernon County	926	929	916	789	883	825
Vilas County	1,130	1,006	1,027	1,159	1,293	1,113
Walworth County	3,886	3,580	3,716	3,991	4,174	3,720
Washburn County	705	647	912	863	858	919
Washington County	3,643	3,370	3,611	3,330	3,819	3,367
Waukesha County	8,649	8,311	8,284	7,891	8,066	7,975
Waupaca County	4,915	4,141	3,958	4,036	4,215	4,059
Waushara County	1,401	1,311	1,393	1,404	1,397	1,392
Winnebago County	7,230	6,376	5,677	5,352	5,611	5,405
Wood County	5,485	5,045	5,241	5,188	5,506	4,885
Completed Trip Legs Outside Wisconsin						
Illinois	21	14	23	13	30	48
Iowa	3	2	2	4	3	1
Michigan	11	8	4	10	14	4
Minnesota	77	77	95	87	139	120
Other	1	0	1	0	0	4



COUNTY STATISTICS

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Substantiated Complaints	665	637	676	590	698	568
Total Number of Substantiated Complaints Reported by County of Trip Origination						
Adams County	4	5	8	0	4	1
Ashland County	0	0	3	2	3	2
Barron County	4	1	7	0	3	1
Bayfield County	3	1	0	2	0	0
Brown County	14	8	5	11	11	12
Buffalo County	1	2	0	2	4	0
Burnett County	0	3	5	2	0	2
Calumet County	2	0	1	1	2	2
Chippewa County	5	5	3	2	1	6
Clark County	2	4	1	1	0	2
Columbia County	1	5	2	9	10	3
Crawford County	0	8	1	1	1	1
Dane County	43	56	48	41	59	47
Dodge County	15	5	6	12	7	6
Door County	3	3	0	2	0	0
Douglas County	1	1	2	2	0	0
Dunn County	0	1	2	0	1	7
Eau Claire County	3	7	4	6	5	0
Florence County	0	0	0	0	0	0
Fond du Lac County	1	3	9	0	5	3
Forest County	2	0	1	1	0	1
Grant County	0	4	2	5	5	3
Green County	1	3	1	10	5	14
Green Lake County	1	2	2	2	0	1
Iowa County	1	2	1	0	11	1
Iron County	0	0	0	3	0	0
Jackson County	1	0	1	1	1	1
Jefferson County	6	8	3	2	9	4
Juneau County	2	5	2	1	5	3
Kenosha County	17	20	16	27	22	20
Kewaunee County	0	0	0	0	0	3
La Crosse County	3	2	9	9	9	9
Lafayette County	0	0	0	0	0	3
Langlade County	5	1	1	3	1	2
Lincoln County	0	1	0	1	3	7
Manitowoc County	1	1	5	3	21	2
Marathon County	2	4	5	4	9	2
Marinette County	9	4	8	8	5	6
Marquette County	1	1	2	2	1	2
Menominee County	1	0	2	4	1	0
Milwaukee County	355	321	341	271	310	227
Monroe County	4	3	10	2	1	4
Oconto County	4	1	7	4	4	3
Oneida County	1	2	1	3	2	0
Outagamie County	12	11	10	9	4	10
Ozaukee County	1	3	8	3	4	0
Pepin County	0	0	0	2	2	0
Pierce County	5	1	2	0	1	2
Polk County	2	2	2	0	0	3
Portage County	5	3	1	2	5	0
Price County	0	2	0	0	2	3
Racine County	29	20	24	15	25	10
Richland County	0	2	0	0	0	3
Rock County	11	16	13	10	8	12
Rusk County	0	0	1	0	1	0
Saint Croix County	0	4	3	3	7	1
Sauk County	6	6	2	6	15	5
Sawyer County	3	0	2	0	1	2
Shawano County	2	5	4	1	3	4
Sheboygan County	11	6	3	10	8	10
Taylor County	0	0	3	6	3	3
Trempealeau County	0	0	0	0	0	0
Vernon County	3	5	4	1	5	6
Vilas County	1	6	4	3	0	1
Walworth County	7	4	11	7	8	15
Washburn County	0	1	0	5	2	0
Washington County	11	3	8	10	11	8
Waukesha County	20	21	36	14	25	34
Waupaca County	3	2	1	4	5	1
Waushara County	3	0	0	2	0	2
Winnebago County	10	6	5	6	3	6
Wood County	1	4	2	9	9	13
Substantiated Complaints Outside Wisconsin						
Illinois	0	0	0	0	0	0
Iowa	0	0	0	0	0	0
Michigan	0	0	0	0	0	0
Minnesota	0	1	0	0	0	1
Other	0	0	0	0	0	0



Information updated October 12, 2018

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2018	665	119,981	350,052
February-2018	637	102,324	321,691
March-2018	676	101,416	336,558
April-2018	590	103,824	326,280
May-2018	698	100,229	343,373
June-2018	568	92,983	323,790