



MEMBERS		January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Enrollment	Eligible Members Enrolled	956,111	959,733	958,086	968,812	969,704	976,281	968,882	967,264	974,848	971,474	967,554	975,239
Members Served	Unique Members Utilizing Transport	27,792	27,293	27,958	28,194	28,163	26,685	27,242	27,520	27,245	28,925	27,599	27,004
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)	32.9%	30.6%	32.7%	32.8%	33.7%	30.9%	33.1%	33.5%	31.0%	35.5%	32.0%	32.2%

RESERVATION		January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	349,341	325,227	344,027	348,901	355,072	327,085	348,760	351,801	328,897	375,851	339,405	344,096
Cancelled	Cancelled Trip Legs	28,777	26,551	24,772	24,690	22,955	20,133	22,170	21,908	21,235	24,964	24,437	24,450
Member No Shows	Trips where Member Does Not Use Scheduled Service	5,627	5,399	5,743	6,179	5,721	4,901	5,827	5,604	5,378	6,356	5,482	6,043
Completed Legs	Total Number of Completed Trip Legs	314,937	293,277	313,512	318,032	326,396	302,051	320,763	324,289	302,284	344,531	309,486	313,603
Denials	Number of Denied Trip Attempts	4,307	3,647	3,662	3,661	3,755	3,245	3,702	3,436	3,711	3,964	4,035	3,818
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	32,612	30,267	32,973	34,842	36,094	32,742	35,100	35,684	33,715	38,580	32,906	32,469
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	894	679	849	871	817	698	814	780	774	844	685	593
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	185,960	173,346	185,284	186,412	193,498	183,237	194,235	195,869	178,614	203,068	187,728	195,815
Lodging (cost)	Cost of Lodging Reimbursed	\$ 6,055	\$ 3,029	\$ 2,192	\$ 3,255	\$ 2,222	\$ 1,350	\$ 2,209	\$ 2,277	\$ 2,817	\$ 2,560	\$ 2,026	\$ 2,818
Lodging (nights)	Number of Lodging Nights Reimbursed	130	47	41	67	37	25	44	40	57	44	36	45
Meals (cost)	Cost of Meals Reimbursed	\$ 2,375	\$ 1,569	\$ 1,695	\$ 2,160	\$ 2,732	\$ 1,505	\$ 1,558	\$ 1,943	\$ 1,619	\$ 2,407	\$ 1,456	\$ 2,542
Meals (reimbursed)	Number of Meals Reimbursed	266	196	196	261	296	187	171	241	190	269	154	328

TRANSPORT MODE		January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Advanced Life Support	Vehicle Equipped with Advanced Life Support	284	235	300	265	292	261	266	236	294	254	224	250
Ambulatory	Sedan, Van, and Taxi	173,797	165,460	177,422	178,843	181,189	164,134	173,278	172,917	161,345	183,036	166,701	168,476
Basic Life Support	Vehicle Equipped with Basic Life Support	250	240	228	243	288	262	245	228	230	335	216	213
Commercial Air	Air Transport	0	0	0	0	0	0	0	0	0	0	0	0
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,447	87,787	95,327	97,452	99,978	94,684	101,360	104,082	95,770	110,207	99,167	100,398
Mass Transit	System of Public Transportation including Inter-City Bus	38,213	33,986	34,303	35,211	38,605	37,057	39,819	40,975	39,371	44,611	37,486	38,388
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	0	0	0	0
Stretcher	Stretcher Van Transport	1,055	983	1,074	947	977	958	942	946	963	1,146	1,055	1,190
Wheelchair	Vehicle Equipped to Transport Wheelchair	4,891	4,586	4,858	5,071	5,067	4,695	4,853	4,905	4,311	4,942	4,637	4,688
Completed Legs	Total Number of Completed Trip Legs	314,937	293,277	313,512	318,032	326,396	302,051	320,763	324,289	302,284	344,531	309,486	313,603

CALL STATISTICS		January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Calls Presented	Number of Calls Presented	121,771	112,159	100,544	102,146	100,290	88,140	99,004	95,590	99,335	109,804	100,622	98,416
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:06:31	0:05:14	0:01:36	0:01:20	0:01:03	0:00:57	0:01:43	0:01:05	0:01:43	0:01:18	0:01:36	0:01:28
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End	0:08:02	0:08:45	0:08:11	0:07:51	0:07:30	0:07:29	0:07:42	0:07:35	0:07:38	0:07:30	0:07:41	0:08:00
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	21.1%	16.2%	5.6%	4.7%	4.0%	3.8%	6.3%	4.1%	6.1%	4.8%	5.8%	4.9%

QUALITY MANAGEMENT		January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	87	63	51	38	31	33	36	29	35	40	43	33
Driver	Member Issue with Driver	103	105	91	94	94	95	102	95	72	104	90	91
Vehicle	Member Issue with Vehicle	9	19	6	4	14	8	9	5	14	11	12	9
Provider	Member Issue with Transportation Provider: Dispatch/Office Staff	63	74	62	43	55	46	39	49	34	44	44	36
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	89	135	136	109	124	111	106	104	99	116	148	98
Unsuccessful Trips	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	150	135	102	106	125	85	90	90	113	115	144	166
Substantiated Complaints	Total Number of Valid Complaints Reported	501	531	448	394	443	378	382	372	367	430	481	433

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

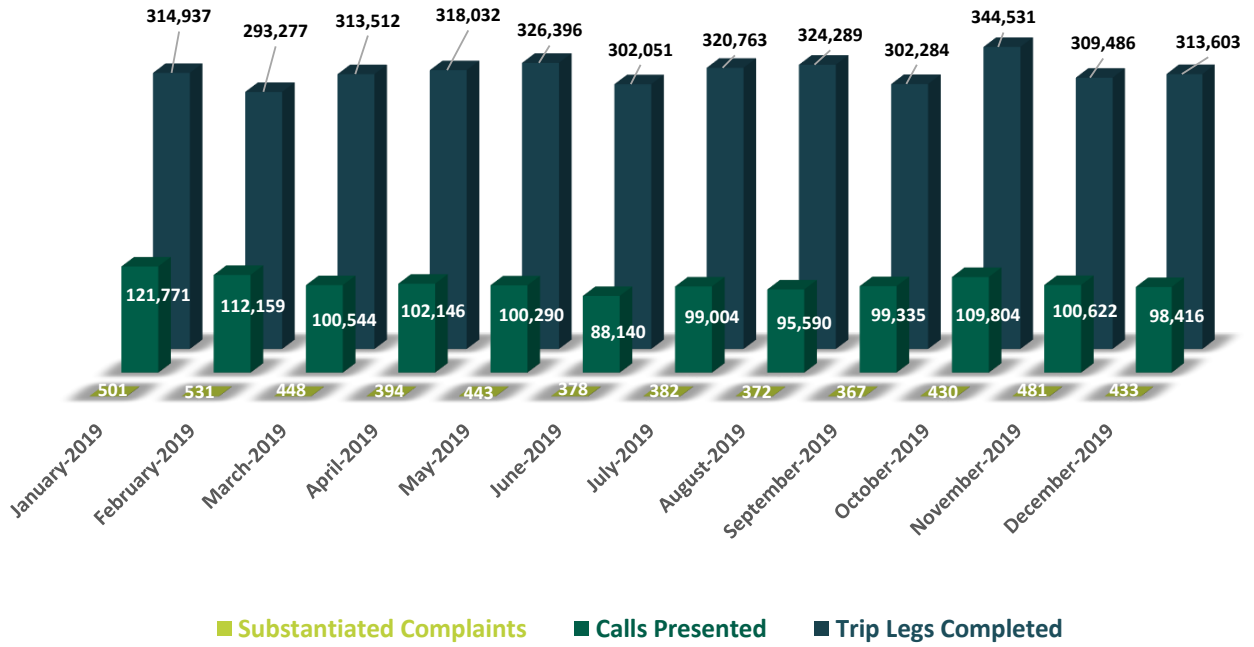


COUNTY STATISTICS

	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Completed Trip Legs	314,937	293,277	313,512	318,032	326,396	302,051	320,763	324,289	302,284	344,531	309,486	313,603
Total Number of Completed Trip Legs by County of Trip Origination												
Adams County	2,396	2,345	2,516	2,517	2,767	2,661	2,785	2,776	2,436	2,995	2,460	2,509
Ashland County	1,190	934	966	1,031	1,112	1,067	1,017	1,081	1,013	1,341	1,037	970
Barron County	2,735	2,429	3,119	3,261	3,147	2,673	2,821	2,864	2,658	3,211	2,989	2,993
Bayfield County	784	706	852	882	857	698	850	831	711	830	648	590
Brown County	8,841	8,506	8,889	9,340	9,735	8,634	9,497	9,804	9,137	10,164	9,594	9,539
Buffalo County	509	503	609	594	499	465	537	520	420	495	442	557
Burnett County	564	494	630	610	675	597	669	667	671	781	741	814
Calumet County	737	624	605	632	759	756	865	894	858	928	808	775
Chippewa County	3,089	2,735	3,107	3,196	3,361	3,228	3,668	3,548	3,100	3,556	3,203	3,283
Clark County	1,394	1,076	1,217	1,240	1,259	1,096	1,445	1,413	1,479	1,833	1,543	1,486
Columbia County	4,237	4,373	4,354	4,137	4,040	4,011	4,472	4,659	4,375	4,965	4,511	4,747
Crawford County	775	633	692	588	538	665	640	736	787	780	658	647
Dane County	22,012	21,565	23,710	24,502	24,223	22,142	24,014	24,553	23,795	26,835	23,834	24,559
Dodge County	6,036	5,847	5,948	6,106	6,418	5,668	6,143	5,881	5,097	5,411	5,176	5,435
Door County	684	625	790	722	710	667	646	708	777	1,029	769	805
Douglas County	1,488	1,499	1,601	1,697	1,719	1,559	1,846	1,980	1,679	1,829	1,592	1,668
Dunn County	2,239	1,833	1,987	1,934	1,901	1,707	1,858	2,011	1,653	2,048	1,546	1,550
Eau Claire County	4,215	3,674	4,365	4,388	4,241	3,617	3,639	3,662	3,577	4,171	3,964	4,471
Florence County	145	130	140	150	143	149	178	168	174	197	158	114
Fond du Lac County	4,289	4,165	4,610	4,659	4,774	4,331	4,544	4,669	4,265	4,782	4,305	4,444
Forest County	792	689	662	633	558	589	552	509	544	515	454	435
Grant County	1,380	1,405	1,624	1,433	1,574	1,622	1,804	1,656	1,576	1,835	1,466	1,398
Green County	1,010	1,089	1,309	1,352	1,394	1,382	1,365	1,405	1,224	1,437	1,239	1,363
Green Lake County	1,268	1,173	1,403	1,567	1,517	1,506	1,383	1,477	1,444	1,696	1,591	1,490
Iowa County	1,026	1,072	1,090	1,070	1,114	1,129	1,102	931	896	1,044	858	1,043
Iron County	152	156	225	235	217	283	370	329	295	365	226	178
Jackson County	1,471	1,295	1,384	1,253	1,230	1,098	1,011	1,105	1,067	1,264	1,122	1,044
Jefferson County	3,003	2,977	3,170	3,265	3,587	3,291	3,248	3,427	2,784	3,173	3,153	3,352
Juneau County	2,062	1,864	2,101	1,976	2,163	2,098	2,133	2,166	2,173	2,562	2,277	2,289
Kenosha County	9,354	9,055	9,321	9,629	9,234	8,469	8,784	8,422	7,698	8,823	7,939	7,563
Kewaunee County	1,000	931	718	794	782	744	791	744	717	771	765	753
La Crosse County	4,686	4,204	4,530	4,825	5,084	4,844	4,670	5,482	5,155	5,557	4,573	4,537
Lafayette County	559	572	489	506	780	714	846	813	677	722	538	632
Langlade County	1,360	1,191	1,336	1,386	1,424	1,464	1,484	1,517	1,498	1,807	1,728	1,654
Lincoln County	1,525	1,255	1,209	1,144	1,278	1,029	1,110	1,091	1,018	1,109	1,124	1,016
Manitowoc County	5,529	4,934	5,504	5,654	5,892	5,525	5,911	6,171	5,567	6,216	5,693	6,033
Marathon County	4,900	4,372	4,510	4,616	4,457	4,020	4,625	4,517	4,348	4,446	3,977	3,891
Marinette County	3,478	3,042	3,436	3,502	3,505	3,268	3,463	3,601	3,269	3,589	2,976	3,027
Marquette County	2,535	2,397	2,435	2,318	2,401	2,170	2,389	2,329	2,112	2,423	2,393	2,477
Menominee County	1,881	1,799	1,745	1,828	1,791	1,742	1,804	1,816	1,697	1,914	1,654	1,579
Milwaukee County	102,463	95,359	100,068	101,127	104,887	97,890	102,880	102,921	98,382	113,435	101,553	102,311
Monroe County	3,466	2,922	2,955	2,882	3,128	2,760	2,899	2,857	2,606	3,275	3,213	3,231
Oconto County	1,521	1,342	1,551	1,561	1,584	1,647	1,908	2,140	1,865	2,008	1,812	1,849
Oneida County	1,873	1,941	2,134	2,066	2,010	1,693	1,851	1,969	1,728	1,800	1,927	1,955
Outagamie County	4,899	4,958	5,338	5,390	5,415	4,906	5,367	5,142	4,863	5,639	4,582	4,683
Ozaukee County	1,547	1,596	1,711	1,696	1,633	1,484	1,509	1,741	1,714	1,911	1,579	1,692
Pepin County	308	218	254	350	412	367	433	335	298	299	361	385
Pierce County	906	843	1,011	1,128	1,194	1,027	1,257	1,195	1,171	1,197	1,011	845
Polk County	1,813	1,563	1,544	1,503	1,533	1,266	1,420	1,344	1,221	1,301	1,202	1,177
Portage County	2,889	2,779	2,799	3,018	3,274	3,042	3,323	3,233	2,717	3,118	3,105	2,878
Price County	774	657	741	795	872	808	864	883	966	1,169	944	774
Racine County	10,357	10,069	10,477	10,181	10,491	9,705	10,314	10,823	10,238	11,564	10,455	9,782
Richland County	439	388	431	542	596	471	533	618	553	584	469	413
Rock County	12,532	11,062	11,891	12,369	12,080	11,150	11,697	12,043	10,775	12,398	11,059	12,045
Rusk County	1,076	802	979	1,043	1,141	1,128	1,260	1,238	1,204	1,427	1,092	1,150
Saint Croix County	1,382	1,060	1,205	1,251	1,329	1,011	1,106	1,098	1,130	1,361	1,141	1,084
Sauk County	3,970	3,935	4,098	4,103	4,035	3,703	3,784	4,254	3,765	4,023	3,852	4,126
Sawyer County	1,296	1,119	1,251	1,294	1,474	1,272	1,421	1,470	1,237	1,504	1,145	1,118
Shawano County	3,518	2,983	3,375	3,595	3,543	3,322	3,650	4,056	3,679	3,894	3,372	3,358
Sheboygan County	4,258	4,096	4,629	4,056	4,519	4,144	3,951	3,945	3,394	3,653	3,428	3,886
Taylor County	953	843	988	990	965	859	982	1,021	916	1,072	1,004	1,019
Trempealeau County	1,230	1,204	1,235	1,162	1,325	1,253	1,250	1,339	1,212	1,623	1,281	1,201
Vernon County	1,242	1,086	1,105	1,092	1,109	981	1,135	1,065	924	1,096	948	1,040
Vilas County	1,199	1,212	1,454	1,494	1,465	1,232	1,479	1,442	1,304	1,391	1,191	1,108
Walworth County	3,573	3,315	3,342	3,428	3,359	3,114	3,310	3,942	3,596	3,925	3,721	3,887
Washburn County	855	676	767	874	932	902	923	1,021	1,031	1,124	993	938
Washington County	3,492	3,376	3,644	3,910	3,829	3,288	3,822	3,592	3,240	3,991	3,747	3,820
Waukesha County	8,594	7,801	8,443	8,236	9,353	8,734	9,157	8,998	7,774	8,886	8,384	8,833
Waupaca County	3,498	3,102	3,379	3,713	3,723	3,741	3,668	3,550	3,103	3,457	3,165	2,998
Waushara County	1,428	1,336	1,361	1,561	1,476	1,411	1,565	1,542	1,600	1,745	1,473	1,455
Winnebago County	5,180	4,740	5,253	5,102	5,401	5,466	5,812	5,463	4,873	5,730	5,371	5,687
Wood County	4,919	4,524	5,019	5,215	5,347	4,826	5,164	4,986	4,723	5,392	5,111	5,099

Completed Trip Legs Outside Wisconsin

Illinois	81	112	67	58	13	5	12	8	6	6	9	9
Iowa	3	1	3	3	2	2	4	3	4	0	4	0
Michigan	18	23	18	3	8	15	7	11	5	3	1	6
Minnesota	53	66	83	68	79	78	67	78	46	79	57	51
Other	2	0	1	1	0	0	4	1	0	2	0	0



Information updated May 1, 2020

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2019	501	121,771	314,937
February-2019	531	112,159	293,277
March-2019	448	100,544	313,512
April-2019	394	102,146	318,032
May-2019	443	100,290	326,396
June-2019	378	88,140	302,051
July-2019	382	99,004	320,763
August-2019	372	95,590	324,289
September-2019	367	99,335	302,284
October-2019	430	109,804	344,531
November-2019	481	100,622	309,486
December-2019	433	98,416	313,603