



Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response
Agent Issue	Issue with MTM Agent
Ambulance - ALS	Vehicle Equipped with Advanced Life Support
Ambulance - BLS	Vehicle Equipped with Basic Life Support
Ambulatory	Sedan, Van, Taxi
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
Calls Presented	Total Number of Calls Presented
Cancelled	Cancelled Trip Legs
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips
Completed by Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)
Denials	Number of Denied Trip Attempts
Driver Issue	Issue with Driver
Early Arrival	Provider Arrived Early
Enrollment	Eligible Members Enrolled
Hold Time	Issue with Speed of Answer
Late Pickup	Provider Arrived Late
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
Member No Show	Trips Where Member Does Not Use Scheduled Service
Members Served	Unique Members Utilizing Transport
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Other Complaints	All Complaints not Accurately Captured in the Other Listed Categories
Provider No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
Public Transit	Issue Related to Public Transit
Reservation Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
Safety Concern	Issue Resulting from Safety Concern
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice
Scheduling Error	Issue Resulting from Scheduling Issue
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment
Stretcher	Vehicle Equipped to Transport Stretcher
Technical Issue	Issue Resulting from Technical Issue
Total Substantiated Complaints	Total Number of Substantiated Complaints
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
Vehicle Issue	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



MEMBERS		January	February	March	April
Enrollment	Eligible Members Enrolled	1,147,913	1,144,495	1,143,112	1,129,663
Distinct Member Count	Unique Members Utilizing Transport	26,018	25,015	24,977	26,020
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%	25.3%	27.2%	28.4%
RESERVATION		January	February	March	April
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688	381,422	405,085	413,761
Cancelled	Cancelled Trip Legs	98,787	91,418	94,105	92,178
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,900	8,292	8,462	8,261
Denials	Number of Denied Trip Attempts	5,161	5,474	4,687	5,494
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050	31,993	30,843	33,629
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300	199,504	218,669	220,951
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68	\$24,438.23	\$35,935.32	\$20,568.72
Lodging (Nights)	Number of Lodging Nights Reimbursed	53	40	53	43
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44	\$20,641.49	\$31,870.70	\$13,180.34
Meals (Reimbursed)	Number of Meals Reimbursed	2,383	2,085	3,209	1,335
TRANSPORT MODE		January	February	March	April
Ambulance	Vehicle Equipped with Ambulance Support	971	833	960	1,036
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032	6,164	7,837	8,300
Cab	Sedan, Van, Taxi	208,670	192,309	205,149	211,287
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915	6,949	7,201	6,792
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201	76,314	81,863	85,615
Stretcher	Vehicle Equipped to Transport Stretcher	785	729	752	752
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086	6,517	7,023	7,577
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359
CALL STATISTICS		January	February	March	April
Calls Presented	Total Number of Calls Presented	87,979	78,704	76,855	81,249
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	413	414	403	381
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	18	12	13	13
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%	0.67%	0.80%	0.70%
QUALITY MANAGEMENT		January	February	March	April
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%	99.81%	99.86%	99.84%
Customer Service	Issues with MTM Agent	23	21	16	18
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1	3	0	5
Discharge Issues	Issue Resulting from Discharge Trip	1	1	0	1
Driver	Issue with Driver	47	52	39	54
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34	40	28	27
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19	15	18	17
Member Facing Technology Issue	Issue Related to External Application Issue	9	5	8	3
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18	7	6	3
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200	153	165	164
Other	Issue Not Related to Main Complaint Categories	15	17	11	7
Provider Service Behavior	Issue Related to Service Provider Behavior	23	33	16	22
Safety	Issue Related to Member Safety	5	2	3	7
Timeliness	Issue Related to Service Timeliness	89	99	74	95
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11	27	13	35
Turn Back Issues	Issue related to Trip Turnback by Provider	67	68	28	43
Vehicle	Issue with Vehicle	9	5	8	14
Total Substantiated Complaints	Total Number of Substantiated Complaints	571	548	433	515



Wisconsin Completed Trip Legs	January	February	March	April
Completed Legs	315,660	289,815	310,785	321,359

#### County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460	1,311	1,523	1,490
Ashland	741	631	707	827
Barron	2,587	2,301	2,307	2,617
Bayfield	358	310	324	354
Brown	16,511	15,236	16,254	16,801
Buffalo	250	248	236	302
Burnett	647	602	579	669
Calumet	476	412	537	617
Chippewa	1,951	2,005	1,939	2,148
Clark	888	778	777	887
Columbia	2,851	2,573	2,710	2,780
Crawford	470	411	491	507
Dane	35,048	32,499	35,772	36,261
Dodge	3,253	2,947	3,403	3,570
Door	471	419	437	411
Douglas	942	1,021	1,027	1,021
Dunn	1,540	1,571	1,538	1,670
Eau Claire	6,626	6,437	6,688	7,116
Florence	89	75	77	77
Fond Du Lac	5,419	4,798	5,333	5,620
Forest	279	308	347	339
Grant	1,523	1,356	1,448	1,551
Green	957	727	872	857
Green Lake	916	796	813	889
Iowa	998	860	884	852
Iron	121	115	123	156
Jackson	1,041	1,001	1,097	1,133
Jefferson	2,146	1,892	1,939	2,163
Juneau	1,595	1,351	1,485	1,673
Kenosha	7,818	6,903	7,251	7,843
Kewaunee	429	424	452	429
La Crosse	7,847	7,085	7,643	7,443
Lafayette	400	335	366	374
Langlade	941	805	789	854
Lincoln	650	561	571	597
Manitowoc	4,065	3,529	3,692	4,050
Marathon	7,439	7,020	7,342	7,639
Marinette	1,915	1,670	1,839	1,953
Marquette	1,150	970	1,049	1,209
Menominee	662	609	628	584
Milwaukee	101,849	92,831	100,666	103,550
Monroe	2,166	2,062	2,161	2,063
Oconto	1,379	1,260	1,438	1,567
Oneida	1,428	1,267	1,366	1,405
Outagamie	8,446	8,003	8,281	8,472
Ozaukee	1,665	1,579	1,694	1,747
Peplin	241	224	230	234
Pierce	575	492	558	735
Polk	1,124	1,041	1,115	1,304
Portage	1,749	1,525	1,521	1,676
Price	643	545	562	593
Racine	9,346	8,512	9,262	9,326
Richland	555	458	531	561
Rock	9,659	9,243	9,837	10,068
Rusk	598	651	729	778
Saint Croix	1,050	952	1,065	1,100
Sauk	2,626	2,499	2,874	2,920
Sawyer	1,181	1,074	1,144	1,193
Shawano	2,125	1,925	1,870	2,099
Sheboygan	5,742	5,288	5,639	5,917
Taylor	767	680	698	795
Trempealeau	947	755	843	840
Vernon	972	911	862	803
Vilas	756	721	788	857
Walworth	2,450	2,346	2,232	2,318
Washburn	643	511	658	693
Washington	3,355	3,057	3,146	3,164
Waukesha	11,087	10,171	10,608	10,533
Waupaca	2,076	1,955	2,140	2,190
Waushara	860	765	644	801
Winnebago	7,288	6,772	7,358	7,626
Wood	3,930	3,945	3,991	4,053

#### Outside of Wisconsin Completed Trip Legs

Illinois	94	67	56	59
Iowa	81	82	77	81
Michigan	57	80	85	93
Minnesota	675	656	732	807
Other	5	8	35	5



Wisconsin Substantiated Complaints	January	February	March	April
Substantiated Complaints	571	548	433	515

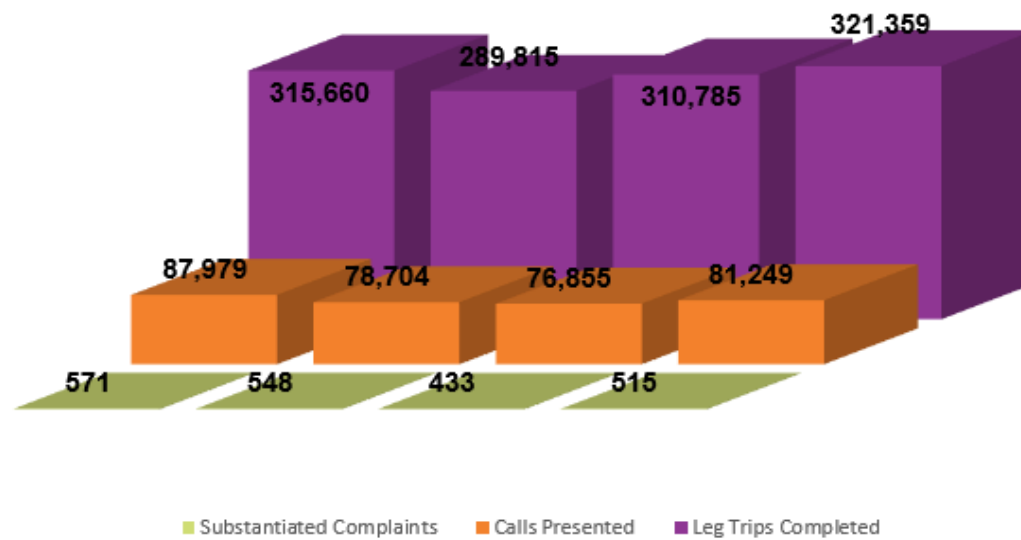
**County Statistics**

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	3	3	1	0
Ashland	0	1	1	0
Barron	2	0	0	1
Bayfield	5	1	1	2
Brown	11	14	10	13
Buffalo	1	0	1	0
Burnett	0	0	1	0
Calumet	0	3	3	2
Chippewa	0	0	0	4
Clark	1	3	1	5
Columbia	9	5	3	1
Crawford	1	1	0	1
Dane	41	48	25	30
Dodge	2	3	9	2
Door	0	0	0	3
Douglas	2	0	1	2
Dunn	2	6	1	3
Eau Claire	1	2	2	4
Florence	0	0	0	0
Fond Du Lac	8	10	0	1
Forest	0	0	1	2
Grant	6	4	3	1
Green	3	0	0	1
Green Lake	0	0	2	0
Iowa	4	0	1	2
Iron	0	2	0	0
Jackson	0	0	1	0
Jefferson	0	2	1	6
Juneau	2	9	1	1
Kenosha	18	12	10	3
Kewaunee	1	0	0	0
La Crosse	2	1	4	3
Lafayette	1	2	0	0
Langlade	0	0	0	1
Lincoln	1	2	1	1
Manitowoc	5	4	5	4
Marathon	3	9	1	7
Marinette	4	0	3	3
Marquette	1	0	0	2
Menominee	0	0	0	0
Milwaukee	241	237	200	239
Monroe	1	0	1	6
Oconto	5	0	2	0
Oneida	3	3	2	2
Outagamie	15	5	7	10
Ozaukee	3	2	5	2
Pepin	1	0	0	0
Pierce	0	0	2	1
Polk	0	0	1	0
Portage	0	0	0	1
Price	1	1	2	1
Racine	14	9	7	14
Richland	7	1	0	0
Rock	10	23	9	18
Rusk	2	2	2	2
Saint Croix	1	0	0	3
Sauk	3	3	3	3
Sawyer	1	2	2	2
Shawano	2	1	1	0
Sheboygan	8	8	7	6
Taylor	2	0	2	0
Trempealeau	2	2	1	1
Vernon	4	4	0	1
Vilas	0	1	0	1
Walworth	3	7	4	6
Washburn	2	0	0	1
Washington	7	6	0	4
Waukesha	11	17	17	10
Waupaca	1	2	3	7
Waushara	4	1	0	0
Winnebago	12	9	4	16
Wood	1	1	3	4
No County or State Information	63	52	50	43

**Outside of Wisconsin Substantiated Complaints**

Illinois	1	2	0	0
Minnesota	0	0	2	0



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660
February	548	78,704	289,815
March	433	76,855	310,785
April	515	81,249	321,359