



Definitions

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



Monthly Overview

MEMBERS		January	February	March	April
Enrollment	Eligible Members Enrolled	1,048,433	1,049,738	1,048,745	1,042,837
Distinct Member Count	Unique Members Utilizing Transport	26,218	26,219	26,246	26,896
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	28.9%	27.6%	29.3%	29.9%
RESERVATION		January	February	March	April
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	413,052	391,397	422,876	423,928
Cancelled	Cancelled Trip Legs	110,215	101,345	115,285	111,587
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,850	8,654	9,329	9,444
Denials	Number of Denied Trip Attempts	9,614	8,249	9,995	10,028
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,166	34,460	37,077	38,098
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	202,965	192,518	208,029	206,026
Completed Legs	Completed Trip Legs	302,649	289,915	307,394	312,164
Lodging (Cost)	Cost of Lodging Reimbursed	\$44,201.21	\$59,149.10	\$50,631.29	\$56,053.00
Lodging (Nights)	Number of Lodging Nights Reimbursed	100	90	85	93
Meals (Cost)	Cost of Meals Reimbursed	\$31,498.12	\$34,402.21	\$49,692.63	\$44,816.73
Meals (Reimbursed)	Number of Meals Reimbursed	3,174	3,455	4,982	4,509
TRANSPORT MODE		January	February	March	April
Ambulance	Vehicle Equipped with Ambulance Support	1,729	1,721	1,950	1,744
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,766	7,564	8,158	7,426
Cab	Sedan, Van, Taxi	175,420	167,440	176,349	175,632
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	29,307	29,673	29,464	31,297
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	81,232	76,226	83,984	88,104
Stretcher	Vehicle Equipped to Transport Stretcher	420	414	412	517
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,775	6,877	7,077	7,444
Completed Legs	Completed Trip Legs	302,649	289,915	307,394	312,164
CALL STATISTICS		January	February	March	April
Calls Presented	Total Number of Calls Presented	88,808	81,818	89,564	90,211
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	384	369	378	345
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	6	7	9	7
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	0.27%	0.27%	0.45%	0.36%
QUALITY MANAGEMENT		January	February	March	April
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.86%	99.85%	99.85%	99.85%
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2	0	0	2
Customer Service	Issues with MTM Agent	18	19	16	23
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	11	18	22
Discharge Issues	Issue Resulting from Discharge Trip	0	0	0	3
Driver	Issue with Driver	33	36	37	51
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	39	39	32	28
Internal MTM Technology Issue	Issue Related to Internal Application Issue	6	2	5	4
Member Facing Technology Issue	Issue Related to External Application Issue	3	3	3	0
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	7	5	9	1
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	181	214	250	205
Other	Issue Not Related to Main Complaint Categories	8	3	2	9
Provider Service Behavior	Issue Related to Service Provider Behavior	23	10	3	9
Safety	Issue Related to Member Safety	2	2	1	2
Timeliness	Issue Related to Service Timeliness	57	74	69	73
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	16	9	14	31
Turn Back Issues	Issue related to Trip Turnback by Provider	7	0	0	4
Vehicle	Issue with Vehicle	10	11	8	7
Total Substantiated Complaints	Total Number of Substantiated Complaints	417	438	467	474



Completed Trips

Wisconsin Completed Trip Legs	January	February	March	April
Completed Legs	302,649	289,915	307,394	312,164
County Statistics				
Total Number of Completed Trip Legs by County of Trip Origination				
Adams	1,220	1,291	1,341	1,361
Ashland	814	740	751	702
Barron	2,022	2,115	2,241	2,461
Bayfield	367	405	367	382
Brown	15,003	14,200	15,139	15,397
Buffalo	257	242	265	293
Burnett	679	732	751	823
Calumet	545	473	585	554
Chippewa	1,915	1,873	2,021	2,173
Clark	885	840	892	1,027
Columbia	2,714	2,468	2,509	2,729
Crawford	415	379	534	504
Dane	33,393	30,928	32,381	33,670
Dodge	3,442	3,377	3,439	3,343
Door	409	385	457	417
Douglas	844	814	888	932
Dunn	1,582	1,553	1,571	1,679
Eau Claire	7,486	7,033	8,020	8,067
Florence	53	64	55	67
Fond Du Lac	5,826	5,435	5,787	5,733
Forest	297	280	267	301
Grant	1,516	1,465	1,713	1,670
Green	942	914	957	972
Green Lake	624	552	580	617
Iowa	682	629	644	647
Iron	98	102	124	137
Jackson	1,010	1,045	1,052	1,141
Jefferson	2,025	1,920	2,039	2,056
Juneau	2,028	1,904	2,112	2,103
Kenosha	7,964	7,911	8,229	8,803
Kewaunee	383	285	361	490
La Crosse	7,644	7,077	8,006	8,395
Lafayette	304	315	294	291
Langlade	776	843	759	852
Lincoln	961	906	930	994
Manitowoc	3,679	3,192	3,583	3,720
Marathon	7,083	6,928	7,393	7,219
Marquette	1,879	1,756	1,773	2,031
Marquette	1,141	1,031	1,077	1,021
Menominee	665	624	643	626
Milwaukee	96,462	93,548	97,637	96,381
Monroe	2,509	2,315	2,499	2,366
Oconto	1,353	1,243	1,275	1,286
Oneida	1,239	1,253	1,283	1,331
Outagamie	7,421	7,489	7,966	8,084
Ozaukee	1,724	1,608	1,681	1,804
Pepin	208	194	211	267
Pierce	674	866	960	804
Polk	1,065	1,095	1,168	1,392
Portage	1,796	1,596	1,764	1,708
Price	332	376	420	445
Racine	8,629	7,850	8,666	9,174
Richland	504	396	454	491
Rock	9,380	9,301	10,117	10,497
Rusk	630	646	659	687
Saint Croix	1,076	1,153	1,235	1,226
Sauk	2,705	2,540	2,678	2,808
Sawyer	1,114	1,103	1,235	1,289
Shawano	2,012	1,913	1,884	1,916
Sheboygan	5,624	5,290	5,795	5,589
Taylor	719	645	687	745
Trempealeau	825	795	876	855
Vernon	717	747	799	905



Completed Trips

Vilas	742	730	845	832
Walworth	2,523	2,519	2,817	2,873
Washburn	739	709	733	694
Washington	2,951	2,895	3,012	3,024
Waukesha	10,284	9,722	10,407	10,678
Waupaca	1,982	1,964	2,064	2,087
Waushara	946	924	993	1,147
Winnebago	7,441	7,000	7,379	7,408
Wood	3,850	3,631	3,722	3,946

Outside of Wisconsin Completed Trip Legs

Illinois	149	114	124	146
Iowa	34	48	49	35
Michigan	51	51	49	57
Minnesota	662	616	667	770
Other	2	2	53	17
Wisconsin	3	2	1	0



Substantiated Complaints

Wisconsin Substantiated Complaints	January	February	March	April
Substantiated Complaints	417	438	467	474
County Statistics				
Total Number of Substantiated Complaints Reported by County of Trip Origination				
Adams	2	2	3	0
Ashland	1	0	0	1
Barron	3	4	3	1
Bayfield	0	3	0	1
Brown	3	18	19	7
Buffalo	2	0	2	1
Burnett	1	0	0	0
Calumet	3	2	1	0
Chippewa	0	3	1	4
Clark	3	1	2	5
Columbia	3	9	5	2
Crawford	2	0	1	1
Dane	42	42	56	44
Dodge	6	4	2	2
Door	1	0	1	0
Douglas	3	3	6	2
Dunn	3	2	0	1
Eau Claire	2	2	3	9
Florence	0	0	0	0
Fond Du Lac	4	2	6	4
Forest	2	0	1	1
Grant	4	1	2	9
Green	2	0	0	1
Green Lake	2	0	0	0
Iowa	0	2	1	2
Iron	1	1	1	0
Jackson	3	0	0	0
Jefferson	3	5	3	0
Juneau	3	3	3	1
Kenosha	7	13	6	14
Kewaunee	0	3	1	3
La Crosse	0	5	3	4
Lafayette	1	2	1	1
Langlade	0	0	2	0
Lincoln	0	2	0	1
Manitowoc	14	5	3	6
Marathon	5	5	2	5
Marinette	2	4	1	5
Marquette	0	1	0	1
Menominee	0	0	0	0
Milwaukee	167	179	172	178
Monroe	4	6	1	3
Oconto	1	1	3	3
Oneida	1	1	1	2
Outagamie	9	8	9	5
Ozaukee	2	0	1	1
Pepin	1	0	0	1
Pierce	1	0	5	8
Polk	1	2	1	1
Portage	1	5	1	1
Price	2	0	2	1
Racine	9	8	16	10
Richland	0	0	0	0
Rock	7	9	9	11
Rusk	1	0	0	2
Saint Croix	1	2	1	1
Sauk	0	2	8	6
Sawyer	1	2	5	1
Shawano	0	1	1	6
Sheboygan	4	4	5	0
Taylor	0	0	1	0
Trempealeau	0	0	0	1
Vernon	1	1	4	1



Substantiated Complaints

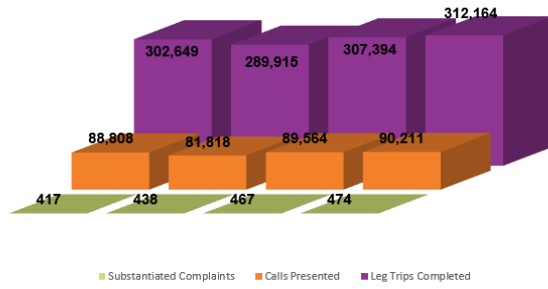
Vilas	0	0	2	1
Walworth	0	5	1	3
Washburn	0	2	1	1
Washington	5	2	3	2
Waukesha	12	10	17	18
Waupaca	6	3	4	8
Waushara	1	3	1	2
Winnebago	9	2	7	7
Wood	8	1	2	3
No County or State Information	28	27	41	45

Outside of Wisconsin Substantiated Complaints

Minnesota	1	3	1	0
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Summary Graph



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	417	88,808	302,649
February	438	81,818	289,915
March	467	89,564	307,394
April	474	90,211	312,164