



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		February	March	April	May	June	July	August	September	October	November	December
Enrollment	Eligible Members Enrolled	1,265,821	1,185,507	1,215,317	1,194,094	1,176,097	1,159,933	1,150,177	1,149,849	1,144,951	1,145,629	1,144,878
Distinct Member Count	Unique Members Utilizing Transport	25,770	25,069	25,568	25,244	23,596	24,311	24,510	23,924	25,856	24,351	24,036
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.4%	27.4%	26.7%	27.5%	25.2%	26.9%	27.2%	25.5%	28.7%	26.2%	26.2%
RESERVATION		February	March	April	May	June	July	August	September	October	November	December
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,403	418,612	418,057	421,159	383,748	412,057	410,010	381,988	424,842	392,794	395,458
Cancelled	Cancelled Trip Legs	69,774	93,485	93,061	92,843	87,092	100,074	97,370	88,644	95,972	92,963	95,524
Member No Show	Trips Where Member Does Not Use Scheduled Service	7,719	8,448	8,131	8,365	7,555	8,131	8,028	7,311	8,359	7,722	8,887
Denials	Number of Denied Trip Attempts	4,702	6,165	5,083	5,503	5,848	5,840	6,523	6,723	3,319	4,004	3,855
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	49,723	36,410	38,356	37,532	33,083	34,661	34,047	31,166	36,150	31,338	31,828
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	72,434	171,982	230,694	234,432	213,485	221,336	221,925	207,192	227,120	212,624	213,305
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069	328,607	299,641	299,739
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764.95	\$23,130.26	\$27,965.25	\$21,868.38	\$40,363.22	\$14,694.90	\$27,041.42	\$18,638.46	\$7,148.02	\$40,658.37	\$21,258.66
Lodging (Nights)	Number of Lodging Nights Reimbursed	251	288	234	163	518	220	279	260	24	45	37
Meals (Cost)	Cost of Meals Reimbursed	\$12,605.70	\$16,680.47	\$18,366.08	\$18,310.88	\$13,653.77	\$19,743.56	\$18,848.67	\$27,496.19	\$15,895.48	\$22,789.78	\$17,360.03
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,840	1,834	1,366	1,975	1,886	2,751	1,622	2,309	1,748
TRANSPORT MODE		February	March	April	May	June	July	August	September	October	November	December
Ambulance	Vehicle Equipped with Ambulance Support	1,080	1,016	1,105	1,147	1,043	1,195	1,160	1,075	983	843	693
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,848	13,140	12,021	11,379	9,733	10,106	10,885	8,493	9,576	8,295	8,198
Cab	Sedan, Van, Taxi	197,649	198,648	199,546	201,267	182,390	191,650	192,081	182,847	208,648	191,574	193,767
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,606	6,973	7,288	7,560	8,068	8,553	7,110	6,685	6,296	7,661
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,071	98,426	97,514	98,977	88,633	93,189	91,854	86,322	94,200	84,965	82,050
Stretcher	Vehicle Equipped to Transport Stretcher	666	735	842	830	660	696	822	787	899	813	852
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,314	6,289	6,750	7,105	6,443	6,856	6,988	6,435	7,618	6,855	6,518
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069	328,607	299,641	299,739
CALL STATISTICS		February	March	April	May	June	July	August	September	October	November	December
Calls Presented	Total Number of Calls Presented	104,943	86,258	92,912	87,044	79,059	85,528	83,349	79,854	85,443	75,579	78,660
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	394	396	376	357	361	360	353	350	346	408	423
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	46	38	30	27	30	29	31	29	28	98	28
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	6.20%	0.74%	1.62%	1.99%	1.96%	2.34%	2.38%	3.09%	3.71%	5.15%	1.62%
QUALITY MANAGEMENT		February	March	April	May	June	July	August	September	October	November	December
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.76%	99.84%	99.81%	99.83%	99.82%	99.81%	99.82%	99.80%	99.82%	99.83%	99.82%
Abusive Behavior	Issues Related to Provider Abusive Behavior	0	0	0	1	0	0	0	0	0	0	0
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	0	4	2	2	0	0	0	0	1	0	0
Customer Service	Issues with MTM Agent	23	19	23	29	17	27	30	22	19	15	16
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	5	15	7	12	7	8	3	3	3	3
Discharge Issues	Issue Resulting from Discharge Trip	1	3	1	0	1	0	0	1	1	1	0
Driver	Issue with Driver	39	51	52	52	44	72	54	38	63	43	47
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	20	25	32	34	42	30	43	38	35	37	30
Internal MTM Technology Issue	Issue Related to Internal Application Issue	12	8	8	10	7	7	3	7	11	9	7
Member Facing Technology Issue	Issue Related to External Application Issue	1	2	2	1	4	1	2	6	3	0	2
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	25	26	30	27	30	29	14	21	16	12	7
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	269	166	195	144	152	166	154	185	205	158	187
Other	Issue Not Related to Main Complaint Categories	0	0	0	0	31	25	30	20	10	18	22
Provider Service Behavior	Issue Related to Service Provider Behavior	13	21	17	16	11	19	17	20	23	26	26
Safety	Issue Related to Member Safety	2	4	2	0	2	3	3	6	4	2	0
Timeliness	Issue Related to Service Timeliness	98	75	107	101	88	108	96	108	102	106	64
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	50	37	39	35	31	22	35	38	29	17	36
Turn Back Issues	Issue related to Trip Turnback by Provider	209	69	77	90	62	66	68	68	56	50	95
Vehicle	Issue with Vehicle	9	7	7	14	9	9	5	11	6	6	5
Total Substantiated Complaints	Total Number of Substantiated Complaints	776	522	609	563	543	591	562	592	587	503	547



Wisconsin Completed Trip Legs	February	March	April	May	June	July	August	September	October	November	December
Completed Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069	328,607	299,641	299,739

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,231	1,242	1,216	1,390	1,247	1,309	1,266	1,177	1,353	1,290	1,297
Ashland	949	856	857	828	652	731	724	678	835	709	691
Barron	2,909	2,780	2,774	2,886	2,518	2,681	2,549	2,287	2,519	2,305	2,304
Bayfield	395	444	427	449	392	409	390	300	386	327	297
Brown	17,931	17,840	16,866	17,114	16,064	16,870	16,586	15,203	16,996	15,599	15,441
Buffalo	429	419	408	441	378	369	330	298	298	255	269
Burnett	703	621	710	719	580	671	715	695	812	633	608
Calumet	452	429	463	528	501	457	460	491	610	488	455
Chippewa	2,041	1,903	1,933	1,988	1,766	1,868	1,682	1,551	1,844	1,658	1,692
Clark	863	908	921	859	772	949	944	901	956	847	900
Columbia	2,510	2,396	2,505	2,601	2,502	2,778	2,952	2,836	3,115	2,801	2,690
Crawford	574	583	588	550	479	483	518	472	590	475	538
Dane	35,993	37,453	35,735	35,478	32,247	34,083	34,911	33,276	36,341	32,902	33,126
Dodge	3,395	3,395	3,483	3,619	3,519	3,545	3,533	3,262	3,747	3,138	3,109
Door	429	502	563	565	455	588	501	479	521	517	417
Douglas	1,027	1,015	1,167	1,356	1,187	1,051	985	757	963	891	737
Dunn	1,810	1,695	1,731	1,762	1,595	1,771	1,689	1,489	1,597	1,453	1,265
Eau Claire	7,399	7,408	7,338	7,864	6,717	7,186	6,695	6,038	6,934	6,331	6,332
Florence	110	107	120	117	107	72	96	115	126	102	104
Fond Du Lac	5,467	5,681	5,515	5,940	5,496	5,683	5,533	4,941	5,530	5,230	5,108
Forest	238	205	273	285	274	288	275	287	283	240	247
Grant	1,258	1,471	1,437	1,470	1,216	1,356	1,415	1,323	1,371	1,432	1,398
Green	819	777	756	802	815	922	924	879	945	899	948
Green Lake	831	903	852	785	797	859	852	753	930	832	841
Iowa	833	870	872	861	864	1,025	965	938	920	927	838
Iron	73	69	62	66	38	76	59	73	78	88	74
Jackson	938	928	1,009	1,126	997	1,017	1,076	1,011	1,225	1,041	1,098
Jefferson	2,012	2,233	2,385	2,290	2,129	2,092	1,955	1,865	2,070	1,966	2,022
Juneau	1,641	1,648	1,571	1,606	1,334	1,598	1,601	1,434	1,586	1,534	1,576
Kenosha	7,295	7,315	7,716	7,716	6,977	7,073	7,214	6,799	7,910	7,098	6,867
Kewaunee	460	433	519	502	467	413	391	347	403	427	442
La Crosse	7,651	7,638	7,776	7,949	6,930	7,303	7,340	6,950	7,761	7,536	7,516
Lafayette	306	302	264	335	279	268	255	260	276	382	367
Langlade	885	891	1,064	1,036	739	733	807	780	689	668	738
Lincoln	877	871	867	939	828	720	732	674	692	563	564
Manitowoc	4,384	4,440	4,257	4,182	3,710	4,076	4,260	4,168	4,574	4,010	3,896
Marathon	8,364	8,421	8,224	7,892	7,339	7,221	7,238	6,877	7,373	7,077	7,040
Marinette	1,960	1,861	1,941	1,958	1,818	1,924	1,739	1,860	2,062	1,934	1,757
Marquette	1,218	1,144	1,204	1,147	1,161	1,293	1,343	1,258	1,238	1,165	1,116
Menominee	616	612	608	586	568	633	732	672	684	659	641
Milwaukee	101,660	100,911	103,215	103,738	93,619	99,677	100,772	93,465	106,632	96,509	98,287
Monroe	2,118	2,215	2,121	2,170	2,072	2,169	2,078	2,229	2,445	2,299	2,209
Oconto	1,277	1,300	1,377	1,466	1,191	1,158	1,134	1,185	1,344	1,305	1,320
Oneida	1,851	1,748	1,799	1,846	1,515	1,693	1,646	1,481	1,433	1,254	1,240
Outagamie	9,358	9,154	8,883	9,444	8,565	8,291	8,090	7,545	8,738	8,149	7,756
Ozaukee	1,649	1,675	1,810	1,867	1,748	1,804	1,869	1,749	1,840	1,545	1,451
Pepin	226	226	272	289	242	266	238	208	251	241	231
Pierce	504	468	548	607	662	694	689	650	663	549	511
Polk	1,498	1,402	1,456	1,433	1,200	1,200	1,077	1,083	1,283	1,096	1,040
Portage	1,988	2,037	2,058	2,147	1,943	2,035	1,984	1,894	2,041	1,806	1,706
Price	562	515	533	495	436	502	533	525	585	533	593
Racine	9,862	10,051	9,780	9,477	8,633	9,082	9,186	9,105	10,705	9,613	9,154
Richland	431	483	425	441	459	460	431	480	548	484	524
Rock	9,754	10,251	9,807	10,089	9,354	9,293	9,470	8,871	9,825	9,347	9,515
Rusk	744	707	735	857	579	719	710	704	704	611	496
Saint Croix	1,166	1,153	1,133	1,182	1,068	1,259	1,189	1,169	1,233	1,069	1,049
Sauk	2,351	2,512	2,335	2,377	2,263	2,379	2,604	2,588	2,660	2,384	2,448
Sawyer	1,172	1,182	1,298	1,373	1,170	1,002	1,050	977	1,149	1,094	1,201
Shawano	2,246	2,563	2,474	2,461	2,430	2,468	2,386	2,156	2,320	2,100	2,112
Sheboygan	6,128	6,136	5,873	5,919	5,204	5,512	5,701	5,474	5,685	5,325	5,485
Taylor	820	860	932	938	750	743	720	725	807	716	712
Trempealeau	639	613	684	616	519	635	672	617	733	788	822
Vernon	857	926	996	955	884	882	849	799	960	861	929
Vilas	486	545	605	536	478	421	422	501	753	590	627
Walworth	2,565	2,771	2,806	2,768	2,541	2,710	2,702	2,543	2,900	2,489	2,320
Washburn	709	645	682	704	604	585	650	589	716	602	567
Washington	3,252	3,564	3,615	3,715	3,519	3,551	3,284	3,016	3,332	3,033	3,190
Waukesha	10,407	11,220	11,364	11,092	10,120	10,573	10,588	9,817	11,086	10,037	10,408
Waupaca	2,706	2,578	2,402	2,629	2,317	2,462	2,380	2,155	2,494	2,194	2,047
Waushara	914	994	1,040	926	777	913	956	853	878	843	782
Winnebago	7,576	7,660	7,467	7,280	6,457	7,090	7,262	6,924	7,420	7,076	7,138
Wood	4,086	4,008	4,114	4,379	3,693	4,034	3,752	3,613	4,155	3,627	3,556

Outside of Wisconsin Completed Trip Legs

Illinois	75	83	99	60	57	114	136	109	134	111	140
Iowa	125	151	126	128	54	77	72	64	99	72	78
Michigan	96	87	75	91	72	64	78	100	118	77	64
Minnesota	751	752	815	904	792	796	736	647	784	691	607
Other	16	5	20	7	1	3	15	5	11	92	58



Wisconsin Substantiated Complaints	February	March	April	May	June	July	August	September	October	November	December
Substantiated Complaints	776	522	609	563	543	591	562	592	587	503	547

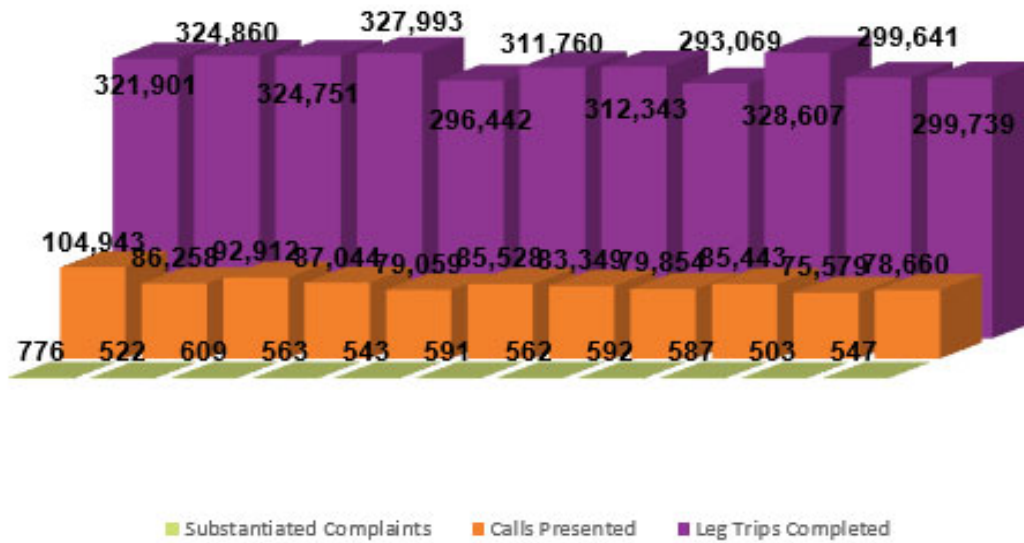
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	4	2	2	2	4	0	2	2	3	1	3
Ashland	4	1	2	2	4	1	2	2	2	2	3
Barron	5	0	1	1	4	4	3	4	2	1	2
Bayfield	2	0	0	0	1	3	2	1	1	1	0
Brown	21	32	30	18	16	11	15	15	7	8	9
Buffalo	1	0	0	0	0	0	1	0	1	1	1
Burnett	1	0	0	1	1	0	1	0	0	0	0
Calumet	2	0	0	1	1	0	0	1	0	1	2
Chippewa	8	2	3	4	1	2	2	2	1	1	0
Clark	4	3	4	3	2	2	0	1	0	2	1
Columbia	8	8	1	5	4	5	7	3	8	1	3
Crawford	2	6	2	0	0	2	1	0	0	0	0
Dane	66	25	55	58	45	56	63	40	40	30	52
Dodge	33	3	3	3	2	1	4	3	3	4	3
Door	1	3	1	0	1	4	3	0	0	1	2
Douglas	5	3	2	3	2	4	0	2	0	2	1
Dunn	1	2	2	5	1	4	5	3	2	4	1
Eau Claire	7	0	8	2	2	0	3	7	1	4	1
Florence	4	0	0	1	0	2	1	1	0	1	1
Fond Du Lac	8	8	8	2	6	6	5	8	7	6	3
Forest	2	2	1	5	0	1	0	3	0	0	0
Grant	3	0	3	3	0	1	3	1	1	5	1
Green	1	0	2	2	1	3	2	2	0	2	3
Green Lake	5	4	2	4	2	0	0	0	3	0	3
Iowa	1	1	1	1	1	1	0	1	2	3	0
Iron	0	0	0	1	1	1	1	0	0	0	0
Jackson	2	1	1	0	0	1	2	0	1	1	0
Jefferson	8	4	11	5	8	5	8	3	6	6	4
Juneau	1	1	7	6	4	2	2	2	1	1	3
Kenosha	13	16	11	13	14	21	24	18	11	10	9
Kewaunee	3	3	3	2	3	0	0	0	0	0	0
La Crosse	7	4	3	11	3	10	5	7	4	6	6
Lafayette	0	0	0	0	0	3	3	0	0	0	0
Langlade	4	0	1	1	1	1	0	0	0	0	1
Lincoln	1	3	4	0	1	1	1	0	0	0	2
Manitowoc	8	5	3	4	3	5	5	2	5	5	4
Marathon	8	4	5	4	5	9	1	13	7	3	4
Marinette	7	4	8	6	7	4	2	9	5	4	4
Marquette	4	9	3	5	5	2	3	2	2	4	4
Menominee	0	0	0	0	0	0	0	0	0	0	0
Milwaukee	241	207	200	182	171	226	211	248	294	230	223
Monroe	8	3	3	3	4	2	2	8	2	4	3
Oconto	4	2	5	4	1	1	0	4	0	0	2
Oneida	3	6	3	1	1	4	1	2	3	0	2
Outagamie	12	3	14	11	11	10	9	10	8	1	5
Ozaukee	4	4	3	4	6	7	3	5	2	1	3
Pepin	0	0	4	2	0	0	0	1	0	0	1
Pierce	6	0	3	2	3	0	1	3	3	2	0
Polk	7	0	0	4	0	1	1	0	0	2	1
Portage	0	5	1	3	3	3	0	2	2	0	1
Price	2	0	3	3	4	2	0	0	2	2	1
Racine	18	22	14	7	14	19	10	14	13	7	14
Richland	2	1	0	1	6	0	2	1	3	0	2
Rock	15	4	11	15	18	8	13	17	21	10	16
Rusk	3	3	1	2	0	0	0	0	0	2	0
Saint Croix	3	5	2	7	1	2	2	2	2	2	0
Sauk	15	4	8	5	10	16	7	3	1	1	2
Sawyer	5	1	0	5	0	4	1	0	1	0	1
Shawano	12	3	4	3	2	2	5	2	0	3	2
Sheboygan	3	0	10	5	7	6	3	0	2	8	5
Taylor	4	1	2	5	1	0	0	0	0	0	3
Trempealeau	2	2	2	3	1	1	1	2	0	3	0
Vernon	3	3	1	2	2	0	2	0	2	6	0
Vilas	5	3	1	0	0	0	2	4	2	2	4
Walworth	13	6	8	10	10	4	22	13	11	6	7
Washburn	3	2	3	2	1	1	0	0	0	0	0
Washington	11	2	7	9	5	4	1	5	5	2	1
Waukesha	40	20	37	24	20	21	16	21	17	24	17
Waupaca	14	8	6	6	7	6	4	2	2	3	8
Waushara	5	3	4	0	1	2	1	2	0	0	6
Winnebago	17	13	11	11	10	11	7	10	14	13	5
Wood	12	6	7	3	7	3	1	1	5	3	10
No County or State Information	17	18	36	31	57	46	47	50	43	43	66

Outside of Wisconsin Substantiated Complaints

Illinois	1	2	0	0	0	0	0	0	1	0	0
Minnesota	0	1	2	4	3	0	5	2	0	2	0
Other	0	0	0	0	0	1	0	0	0	0	0



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
February	776	104,943	321,901
March	522	86,258	324,860
April	609	92,912	324,751
May	563	87,044	327,993
June	543	79,059	296,442
July	591	85,528	311,760
August	562	83,349	312,343
September	592	79,854	293,069
October	587	85,443	328,607
November	503	75,579	299,641
December	547	78,660	299,739