

eported Metric	Definition Percentage of Calls Abandonded Prior to Live Response
	Issue with MTM Agent
	Vehicle Equipped with Advanced Life Support
	Vehicle Equipped with Basic Life Support
	Sedan, Van, Taxi
	Average Time to Handle Complete Call from Live Response to Call End
	Difference in Time from Caller Entering Queue and Receiving Live Response
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
	Total Number of Calls Presented
	Cancelled Trip Legs
	Substantiated Complaints Compared to Completed Trips
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)
	Number of Denied Trip Attempts
	Issue with Driver
Early Arrival	Provider Arrived Early
	Eligible Members Enrolled
Hold Time	Issue with Speed of Answer
	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 Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	MTM Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	All Complaints not Accurately Captured in the Other Listed Categories
	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
	Completed Trip Legs Associated with a Recurring Appointment
	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle

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MEMBERS		February	March /	April N	ay J	une J	uly A	ugust S	September O	ctober N	lovember D	
Enrollment	Eliaible Members Enrolled	1.265.82	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
	Unique Members Utilizing Transport	25,77		25,568	25,244	23,596	24,311	24,510	23,924	25,856	24,351	24,036
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.49		26.7%	27.5%	25.2%	26.9%	27.2%	25.5%	28.7%	26.2%	26.2%
RESERVATION		February		1	1	1		1	1		1	ecember
	All Completed Trip Leas including Cancelled Trip Leas and Member No Show Trip Leas	392,403		418,057	421.159	383.748	412,057	410,010	381,988	424,842	392,794	395,458
	Cancelled Trip Legs	69.77		93.061	92.843	87.092	100.074	97.370	88,644	95.972	92,963	95.524
	Trips Where Member Does Not Use Scheduled Service	7,71		8,131	8,365	7,555	8,131	8,028	7,311	8,359	7,722	8,887
	Number of Denied Trip Attempts	4,70		5,083	5,503	5,848	5,840	6,523	6,723	3,319	4.004	3,855
	Completed Trip Legs with less than 24 hour Notice	49,72		38,356	37,532	33,083	34,661	34,047	31,166	36,150	31,338	31,82
	Completed Trip Legs Associated with a Recurring Appointment	72,43	171,982	230,694	234,432	213,485	221,336	221,925	207,192	227,120	212,624	213,30
Completed Legs	Completed Trip Legs	321,90	324,860	324,751	327,993	296,442	311,760	312,343	293,069	328,607	299,641	299,73
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764.9	\$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	\$21,258.6
Lodging (Nights)	Number of Lodging Nights Reimbursed	25		234	163	518	220	279	260	24	45	3
	Cost of Meals Reimbursed	\$12,605.7		\$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	1,21	1,676	1,840	1,834	1,366	1,975	1,886	2,751	1,622	2,309	1,74
TRANSPORT MODE		February	March /	April N	ay J	une J	uly A	ugust S	September O	ctober N	lovember D	ecember
Ambulance	Vehicle Equipped with Ambulance Support	1,08		1,105	1,147	1,043	1,195	1,160	1,075	983	843	693
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,84		12,021	11,379	9,733	10,106	10,885	8,493	9,576	8,295	8,198
	Sedan, Van, Taxi	197,64		199,546	201,267	182,390	191,650	192,081	182,847	208,646	191,574	193,76
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273		6,973	7,288	7,550	8,068	8,553	7,110	6,685	6,296	7,66
Gas Reimburgement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,07	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	66		842	830	650	696	822	787	899	813	
Stretcher Wheelchair		660 6,31 321,90	6,289	842 6,750 324,751	830 7,105 327,993	650 6,443 296,442	696 6,856 311,760	822 6,988 312,343	787 6,435 293,069	899 7,618 328,607	813 6,855 299,641	6,518
Stretcher Wheelchair	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair	6,31 321,90 February	6,289 324,860 March	6,750 324,751	7,105 327,993	6,443 296,442	6,856 311,760	6,988 312,343	6,435 293,069	7,618 328,607 Petober N	6,855 299,641	852 6,518 299,739 ecember
Stretcher Wheelchair Completed Legs CALL STATISTICS Calls Presented	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented	6,31 321,90 February 104,943	6,289 324,860 March 86,258	6,750 324,751 April N 92,912	7,105 327,993	6,443 296,442 une J 79,059	6,856 311,760 uly A 85,528	6,988 312,343 ugust S 83,349	6,435 293,069 September O 79,854	7,618 328,607 Ictober N 85,443	6,855 299,641 lovember D 75,579	6,518 299,739 ecember 78,660
Streicher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds)	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	6,31, 321,90 February 104,94 39	6,289 324,860 March 86,258 396	6,750 324,751 April N 92,912 376	7,105 327,993 ay J 87,044 357	6,443 296,442 une J 79,059 361	6,856 311,760 uly A 85,528 360	6,988 312,343 ugust S 83,349 353	6,435 293,069 September O 79,854 350	7,618 328,607 Actober N 85,443 346	6,855 299,641 lovember D 75,579 408	6,518 299,739 ecember 78,660 423
Stretcher Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	6,31, 321,90 February 104,94 394 4	6,289 324,860 March 86,258 396 38	6,750 324,751 April N 92,912 376 30	7,105 327,993 ay J 87,044 357 27	6,443 296,442 une J 79,059 361 30	6,856 311,760 uly A 85,528 360 29	6,988 312,343 ugust S 83,349 353 31	6,435 293,069 September O 79,854 350 29	7,618 328,607 Actober N 85,443 346 28	6,855 299,641 lovember D 75,579 408 98	6,518 299,739 ecember 78,660 423 28
Stretcher Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	6,31, 321,90 February 104,94 39	6,289 324,860 March 86,258 396 38	6,750 324,751 April N 92,912 376	7,105 327,993 ay J 87,044 357	6,443 296,442 une J 79,059 361	6,856 311,760 uly A 85,528 360	6,988 312,343 ugust S 83,349 353	6,435 293,069 September O 79,854 350	7,618 328,607 Actober N 85,443 346	6,855 299,641 lovember D 75,579 408	6,518 299,739 ecember
Stretcher Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	6,31, 321,90 February 104,94 394 4	6,289 324,860 March // 86,258 396 338 0.74%	6,750 324,751 April N 92,912 376 30 1.62%	7,105 327,993 ay J 87,044 357 27 1.99%	6,443 296,442 une J 79,059 361 30 1.96%	6,856 311,760 uly A 85,528 360 29 2.34%	6,988 312,343 ugust S 83,349 353 31 2.38%	6,435 293,069 September O 79,854 350 29 3.09%	7,618 328,607 Notober N 85,443 346 28 3.71%	6,855 299,641 lovember D 75,579 408 98 5.15%	6,518 299,739 ecember 78,660 423 28
Streicher Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	6,31 321,90 February 104,94 39 4 6,209	6,289 324,860 March // 86,258 396 338 0.74% March // 99,84%	6,750 324,751 April N 92,912 376 30 1.62%	7,105 327,993 ay J 87,044 357 27 1.99%	6,443 296,442 79,059 361 30 1.96% une J 99.82%	6,856 311,760 uly A 85,528 360 29 2.34% uly A 99.81%	6,988 312,343 ugust S 83,349 353 31 2.38%	6,435 293,069 September O 79,854 350 29 3.09% September O 99.80%	7,618 328,607 Notober N 85,443 346 28 3.71%	6,855 299,641 lovember D 75,579 408 98 5.15%	6,51 299,73 ecember 78,66 42 2 1.62%
Stretcher Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior	6,31, 321,90 February 104,94 39 40 6,209 February	6,289 324,860 March / 86,258 396 38 0.74% March / 99,84% 0	6,750 324,751 xpril N 92,912 376 30 1.62% xpril N	7,105 327,993 ay J 87,044 357 27 1.99% ay J	6,443 296,442 une J 79,059 361 30 1.96% une J	6,856 311,760 uly A 85,528 360 29 2.34% uly A 99,81% 0	6,988 312,343 ugust S 83,349 353 31 2.38% ugust S	6,435 293,069 3eptember O 79,854 350 29 3.09% 3.09% 3.09% 99.80% 0	7,618 328,607 N N 85,443 346 28 3,71% N N Ctober N	6,855 299,641 Iovember D 75,579 408 98 5,15% Iovember D	6,51 299,73 ecember 78,66 42 2 1.629 ecember
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Stretcher Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Avarage Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Devider Abusive Behavior Issues Related to Devider Abusive Behavior Issues Related To Devider Abusive Behavior	6,31, 321,90 February 104,94 39 40 6,209 February	6,289 324,860 March / 86,258 396 388 0.74% March / 99,84% 0 4 19	6,750 324,751 N 92,912 376 30 1.62% N 99.81% 0 2 23	7,105 327,993 ay J 87,044 357 27 1.99% ay J	6,443 296,442 79,059 361 30 1.96% 4 99,82% 0 0 17	6,856 311,760 uly A 85,528 360 29 2,34% uly A 99,81% 0 0 27	6,988 312,343 ugust S 83,349 353 31 2.38% ugust S	6,435 293,069 3eptember O 79,854 350 29 3.09% 3.09% 3.09% 99.80% 0	7,618 328,607 kctober N 85,443 346 28 3.71% kctober N 99,82% 0 1 19	6,855 299,641 Iovember D 75,579 408 98 5,15% Iovember D	6,51 299,73 ecember 78,66 42 2 1.62° ecember 99.82°
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Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Dravider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Related from Discharge Trip	6,31 321,90 February 104,94 39 44 6,209 February 99,765 9 10 10 10 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March / 86,258 396 388 0.74% March / 99,84% 0 0 4 19 5 3	6,750 324,751 92,912 376 30 1.62% 99,81% 0 2 2 23 15	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99,83% 1 2 2 29,83% 1 2 2 99,83% 0	6,443 296,442 une J 79,059 361 300 1.96% 99.82% 0 0 0 177 12 1	6,856 311,760 uly A 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 0	6.988 312,343 ugust S 83,349 353 31 2.38% 0 99.82% 0 0 0 0 30 8 0 0	6,435 293,069 September O 79,854 350 29 3.09% September O 99,80% 0 0 0 22 3 1	7,618 328,607 kctober N 85,443 346 28 3,71% kctober N 99,82% 0 1 1 199 3 1	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 0 15 3 1	6,51 299,73 ecember 78,66 42 2 2 1.62 ecember 99,82 1
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Issues Unit	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Relating from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip	6,31, 321,90 February 104,94 39 44 6,209 February 99,769 1 1 1 2 2 2 1 1 2 2 1 3 3	6,289 324,860 March 86,258 396 388 0.74% March 99,84% 0 4 4 99,84% 0 4 99,84% 3 3 5 5 3 3 6,51	6,750 324,751 xpril N 92,912 376 300 1.62% ypril N 99.81% 0 2 23 15 1 52	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99.83% 1 2 29 29 7 0 52	6,443 296,442 une J 79,059 361 300 1.96% une J 99.82% 0 0 0 177 12 12 1 44	6,856 311,760 uly A 85,528 360 29 2,34% 99,81% 0 0 0 27 7 0 72	6.988 312,343 ugust S 83,349 353 311 2.38% 99.82% 0 0 0 0 0 0 0 0 8 0 0 30 30 30 54	6,435 293,069 September O 79,854 350 29 3.09% September O 99.80% 0 0 0 22 3.1 1 3.8	7,618 328,607 N 85,443 346 28 3.71% N Ctober N 99.82% 0 1 1 19 3 1 1 63	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99.83% 0 0 0 15 3 1 1 43	6,51 299,73 ecember 78,66 42 2 1,629 ecember 99,829 1 1
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Discharge Issues Diriver Service/Delivery Issues	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Dus Passes or Indequate Funds Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue with Driver	6,31 321,90 February 104,94 39- 44 6,209 February 99,769 99,769 99,769 10 10 10 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March 86,258 396 38 0.74% March 99.84% 0 4 199 5 3 51 25	6,750 324,751 92,912 376 30 1.62% 99,81% 0 2 2 23 15	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99,83% 1 2 2 29,83% 1 2 2 99,83% 0	6,443 296,442 une J 79,059 361 300 1.96% 99.82% 0 0 0 177 12 1	6,856 311,760 uly A 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 0	6.988 312,343 ugust S 83,349 353 31 2.38% 0 99.82% 0 0 0 0 30 8 0 0	6,435 293,069 September O 79,854 350 29 3.09% September O 99,80% 0 0 0 22 3 1	7,618 328,607 kctober N 85,443 346 28 3,71% kctober N 99,82% 0 1 1 199 3 1	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 0 15 3 1	6,51 299,73 ecember 78,66 422 2 1.62 ecember 99,82 1 1 4 3 3
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Avarage Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols Disagree/protocols	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Relating from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip	6,31, 321,90 February 104,94 39 44 6,209 February 99,769 1 1 1 2 2 2 1 1 2 2 1 3 3	6,289 324,860 March / 86,258 396 388 0.74% March / 99,84% 0 4 19 5 33 51 51 25 8	6,750 324,751 xpril N 92,912 376 300 1.62% ypril N 99.81% 0 2 23 15 1 52	7,105 327,993 ay J 87,044 357 27 1.99% ay 99.83% 1 29 7 0 52 34	6,443 296,442 une J 79,059 361 300 1.96% une J 99.82% 0 0 0 177 12 12 1 44	6,856 311,760 uly A 85,528 360 29 2,34% uly A 99,81% 0 0 0 27 7 7 7 30	6.988 312,343 ugust S 83,349 353 311 2.38% 99.82% 0 0 0 0 0 0 0 0 8 0 0 30 30 30 54	6,435 293,069 September O 79,854 350 29 3.09% September O 99,80% 0 0 0 0 22 3 3 1 38 38	7.618 328,607 N 85,443 28 3.71% Victober N 99.82% 0 1 19 3 1 63 3.5	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99.83% 0 0 0 15 3 1 1 43	6,51 299,73 ecember 78,66 42 2 1,629 ecember 99,829 1 1 4 3
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processe/protocols Discharge Issues Discharge Issues Internal MTM Technology Issue Internal MTM Technology Issue Member Facing Technology Issue	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Drovider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Resulting from Discharge Trip Issue with Driver Issue Resulting from Discharge Trip Issue with Driver Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery	6,31 321,90 February 104,94 39 44 6,209 February 99,769 99,769 1 1 2 2 3 3 3 3 2 2 1 1 1	6,289 324,860 March 86,258 396 38 0.74% March 99,84% 0 41 19 51 33 51 25 8 2	6,750 324,751 xpril N 92,912 376 30 1.62% ypril N 99.81% 0 2 23 15 1 52 52 32 8	7,105 327,993 ay J 87,044 357 27 1.99% ay 99.83% 1 29 7 0 52 34	6,443 296,442 une J 79,059 361 300 1.96% 99,82% 0 0 0 177 12 1 1 44 44 42 7	6,856 311,760 uly A 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 27 7 0 7 7 0 7 7 7 0 7 7 7 7 7 7 7 7 7 7 7 7 7	6.988 312,343 ugust S 83,349 353 311 2.38% ugust S 99.82% 0 0 0 0 0 0 0 8 0 0 30 30 30 54	6,435 293,069 September O 79,854 350 29 3.09% September O 99.80% 0 0 22 3 3 1 38 38 38 7	7.618 328.607 No. 85.443 346 28 3.71% 99.82% 0 1 1 99.82% 0 1 1 63 3.5 1 1 63 3.5 1	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 15 3 1 1 433 43 37 9	6,51 299,73 ecember 78,66 42 2 1.62' ecember 99.82' 99.82' 1 4 3
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Diver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Millage Reinbursement Issues	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Discharge Trip Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to Internal Application Issue	6,31 321,90 February 104,94 44 6,209 February 99,769 99,769 1 1 1 2 2 3 3 3 2 2 1 1 1	6,289 324,860 March / 86,258 396 38 0.74% March / 99.84% 0 0 4 4 19 5 3 51 25 8 8 2 2 26	6,750 324,751 April N 92,912 376 30 1.62% 99.81% 0 2 23 1.5 1 52 32 8 2 8 2	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99.83% 1 2 299.7 0 52 34 10 1	6,443 296,442 79,059 361 30 1.96% 0 99,82% 0 0 0 17 12 1 1 4 4 4 2 7 4	6,856 311,760 uly A 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 27 7 7 7 0 72 300 77 1 29 166	6.988 312,343 ugust S 83,349 353 311 2.38% 99.82% 99.82% 0 0 0 0 0 0 0 0 30 0 54 43 3 2	6,435 293,069 September O 79,854 350 29 3.09% September O 99.80% 0 0 0 22 3 3 3 3 3 3 3 3 3 3 3 5 7 6	7.618 328.607 N 85.443 346 28 3.71% Victober 99.82% 0 1 19 3 1 63 35 11 3 35 11 3	6,855 299,641 iovember D 75,579 408 98 5,15% iovember D 99,83% 0 0 0 15 3 3 1 1 4 3 37 9 0 0	6.51 299,73 ecember 78,66 42 2 1.623 ecember 99,823 99,824 1 4 3 3 18
Stretcher Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abausive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Dirker Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reinbursement Issues No Show	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulted to Internal Application Issue Issue Resulted to External Application Issue Issue Resulted to External Application Issue Issue Resulted to External Application Issue	6,31 321,90 February 104,94 39 40 6,209 February 99,769 99,769 10 10 10 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March ////////////////////////////////////	6,750 324,751 xpril N 92,912 376 300 1.62% xpril N 99.81% 0 0 2 23 15 1 52 32 8 8 2 30	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99,83% 1 1 2 29 7 0 52 29 7 0 52 34 10 1 1 27	6,443 296,442 79,059 361 30 1.96% 99,82% 0 0 0 177 12 1 44 42 7 7 4 30	6,856 311,760 uly A 85,528 360 29 2.34% uly A 99,81% 0 0 0 0 27 7 7 7 0 0 72 300 7 1 29	6,988 312,343 ugust S 83,349 353 311 2.38% 0 99,82% 0 0 0 0 0 0 0 300 8 0 0 54 43 3 2 14	6,435 293,069 September O 79,854 360 29 3.09% September O 99,80% 0 0 0 22 3 1 388 38 7 6 21	7.618 328.607 N 85,443 346 28 3.71% October N 99.82% 0 0 1 1 63 35 11 35 11 3 16	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 0 15 3 1 43 43 43 9 9 0 0 12	6,51 299,73 ecember 78,66 42 42 2 1,62* ecember 99,82* 99,82* 1 1 4 3
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonmeni Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Parsa/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reinbursement Issues No Show	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Scharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulted to Internal Application Issue Issue Related to Mileage Relimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	6,31,90 321,90 February 104,94 399 44 6,209 February 99,769 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March 86,258 396 388 0.74% March 99,84% 0 0 4 99,84% 19 5 3 51 25 8 8 2 6 16 6 0 0 0 0 0 0 0 0 0 0 0 0 0	6,750 324,751 xpril N 92,912 376 300 1.62% xpril N 99.81% 0 2 23 55 1 52 32 8 8 2 30 155 1 52 32 8 1 52 32 1 52 32 1 52 32 1 52 32 30 152 152 152 152 152 152 152 152	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99.83% 1 2 7 0 52 34 10 1 27	6,443 296,442 une J 79,059 361 300 1.96% 99.82% 0 0 1.96% 0 1.96% 1.96% 1.96% 4.4 4.4 4.4 4.2 7 1.4 4.4 4.2 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5	6,856 311,760 uly A 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 27 7 7 7 0 72 300 77 1 29 166	6.988 312,343 ugust S 83,349 333 311 2.38% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 3300 29 3.09% September O 99.80% 0 0 22 23 3 1 1 38 38 7 6 6 21 1 85	7.618 328,607 N 85,443 346 28 3.71% 99.82% 0 1 99.82% 0 1 19 3 1 63 35 11 3 16 205	6,855 299,641 lovember D 75,579 408 98 5,15% 0 0 0 15 3 3 1 1 43 37 9 9 0 0 15 3 3 1 1 43 37 1 5,579	6.5' 299,7' ecember 78,66 42 2 1.62 ecember 99,82 99,82 1 1 2 4 4 5 1 8 2 1 8 2 1 8 2 9 9,82 1 1 8 2 9 9,82 1 1 8 2 9 9,82 1 1 8 2 9 9,82 1 1 8 2 9 9,82 1 1 8 1 8 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 9 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 9 1 8 1 8
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Customer Service Disagree with processes/protocols Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reimbursement Issues No Show Other Provider Service Behavior	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Completints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Diver Abusive Behavior Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Frovider Did Not Arrive Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Frovider Did Not Arrive Issue Related to Service Provider Edension Issue Related to Main Complaint Categories Issue Related to Member Sately	6,31 321,90 February 104,94 33- 44 6,209 February 99,769 99,769 99,769 10 10 10 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March 86,258 396 38 0.74% March 99.84% 0 4 199 5 31 51 225 8 2 26 166 0 24	6,750 324,751 %pril N 92,912 376 300 1.62% %pril N 99.81% 0 2 2 32 15 1 52 32 8 2 30 195 0 17 2	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99,83% 1 22 99,83% 1 29 7 0 52 34 10 1 27 34 10 1 27 10 12 34 10 11 27 144 0 16 0	6,443 296,442 79,059 361 30 1.96% 0 99,82% 0 0 0 17 12 12 1 1 4 4 4 4 2 7 7 4 30 152 31 31 11 2	6,856 311,760 uly A 85,528 360 29 2.34% uly A 99,81% 0 0 0 27 7 7 7 30 7 1 29 166 25 19 3	6,988 312,343 ugust S 83,349 353 311 2,38% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 350 29 3.09% September O 99,80% 0 0 0 0 0 22 3 3 1 38 7 6 21 185 20 20 0 0 0 0 0 0 0 0 0 0 0 0 0	7.618 328.607 N 85,443 346 28 3.71% Actober N 99.82% 0 1 99.82% 0 1 19 3 1 63 35 111 3 16 205 10 23 4	6,855 299,641 iovember D 75,579 408 98 5,15% iovember D 99,83% 0 0 0 15 3 3 1 4 3 3 7 9 9 0 12 158 158 188 26 2	6.5 299,7 ecember 78,66 42 1.62 ecember 99.82
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Diver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reimbursemnt Issues No Show Other Provider Service Behavior Safety Timeliness	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues with MTM Agent Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Resulting from Service or Delivery Issue Related to Mileage Reimbursement Calls / Process MTM Unable to Locate a Vehicle Provider Did Not Arrive Issue Related to Locate a Vehicle Provider Baley Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related to Service Timeliness	6,31 321,90 February 104,94 39 40 6,209 February 99,769 99,769 99,769 10 10 10 10 10 10 10 10 10 10 10 10 10	6,289 324,860 March 86,258 396 388 0.74% 99,84% 0 4 19 5 33 511 25 8 2 6 166 00 21 4 75	6,750 324,751 xpril N 92,912 376 300 1.62% ypril N 99.81% 0 2 23 15 1 522 32 8 2 30 155 1 522 32 8 2 30 155 1 522 32 8 2 30 155 155 155 155 155 155 155 15	7,105 327,993 ay J 87,044 337 27 1.99% ay J 99,83% 1 1 2 29 7 0 52 34 10 1 27 34 10 1 27 1.99% 1 10 10 10 10 10 10 10 10 10	6,443 296,442 79,059 361 300 1.96% 99,82% 0 0 0 17 12 1 44 42 7 7 4 42 7 1 1 44 42 7 8 8 8	6,856 311,760 uly 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 0 27 7 7 0 0 27 7 1 1 29 166 25 19 3 108	6,988 312,343 ugust S 83,349 333 311 2,38% 99,82% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 3300 29 3.09% September O 99,80% 0 0 22 3 1 388 38 38 38 38 38 7 6 21 1855 20 20 0 6 6 108	7.618 328.607 N 85,443 346 28 3.71% Actober N 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 99.82% 0 0 1 1 93.3 3 1 6.3 35.2 111 3 1 6.2 205.2 10 2.3 4 1 102	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 15 3 1 433 37 9 0 12 158 18 26 2 106	6.5 299,7: ecember 78,6(4; 2 1.62 ecember 99.82 99.82
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processe/protocols Discharge Issues Discharge Issues Diriver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Steve Diver Service Behavior Cother Provider Service Behavior Steve Trip Accuracy/Disagreement	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Drovider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Sorice or Delivery Issue Resulted to Internal Application Issue Issue Resulted to Internal Application Issue Issue Related to Mileage Relimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mender Behavior Issue Related to Mender Behavior Issue Related to Mender Behavior Issue Related to Mender Safety Issue Related to Service Timeliness Issue Related to Service Timeliness Issue Related to Service Timeliness Issue Related to Service Timeliness	6,31,90 321,90 February 104,94 39 44 6,209 February 99,769 0 1 2 2 3 3 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2	6,289 324,860 March 4 86,258 396 388 0.74% March 4 99,84% 0 99,84% 0 4 19 5 3 5 3 5 3 5 3 5 16 0 21 4 75 37 37	6,750 324,751 xpril N 92,912 376 300 1.62% ypril N 99.81% 0 2 23 55 1 52 32 8 8 2 2 30 155 1 52 32 32 30 155 1 52 32 33 155 155 1 52 32 33 155 155 155 155 155 155 155	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99.83% 1 2 7 0 52 34 10 1 27 1 29 7 1 21 34 10 16 0 101 35	6,443 296,442 361 300 1.96% 99.82% 0 0 177 12 12 1 1 44 42 7 7 7 44 42 7 7 12 12 12 12 12 12 12 12 12 12 12 12 12	6,856 311,760 uly A 85,528 360 29 2,34% 99,81% 0 0 0 27 7 7 7 7 7 7 7 1 1 29 166 25 19 3 3 108 22	6 988 312,343 ugust S 83,349 333 311 2.38% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 3300 29 3.09% 99.80% 0 0 0 0 0 22 3.3 1 1 38 38 7 6 6 21 1 1 85 20 20 6 108 38 38 38 38 38 38 38 38 38 3	7.618 328,607 N 85,443 346 28 3.71% 99.82% 0 1 99.82% 0 1 63 33 16 205 10 23 4 102 29	6,855 299,641 lovember D 75,579 408 98 5,15% 0 0 0 15 3 3 1 1 43 3 7 1 43 3 7 1 43 43 43 3 7 1 5 5 5 5 5 15% 1 43 43 43 43 43 43 43 43 43 43 43 43 43	6.5 299.7 ecember 78.6 4 1.62 ecember 99.82
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processe/protoods Discharge Issues Discharge Issues Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Trip Accuracy/Disagreement Trip Accuracy/Disagreement Trip Accuracy/Disagreement Time Back Issues	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Drovider Abusive Behavior Issues Related to Durovider Abusive Behavior Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Internal Application Issue Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Locate a Vehicle or Completication Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related to Member Safety Issue Related to Service Provider Behavior Issue Related to Member Safety Issue Related to Service Timeliness Issue Related to Service Timeliness Issue Related to Trip Umback Provider Setting Issue Related to Trip Umback by Provider	6,31 321,90 February 104,94 39 40 6,209 February 99,765 99,765 0 10 10 10 10 10 10 10 10 10 10 10 10 1	6,289 324,860 March 86,258 396 388 0.74% March 99,84% 0 0 4 99,84% 19 5 3 51 25 8 8 2 2 26 166 0 0 21 1 25 8 8 2 8 26 8 8 2 8 8 2 8 8 2 8 8 8 8 8 8 8 8 8 8 8 8 8	6,750 324,751 %pril N 92,912 376 300 1.62% %pril N 99,81% 0 0 2 2 300 1.62% 8 2 32 32 32 32 32 30 105 0 105 105 105 105 105 105	7,105 327,993 ay J 87,044 357 1.99% ay J 99,83% 1 2 29 7 0 52 34 10 1 27 144 0 16 0 101 35 90	6,443 296,442 une J 79,059 361 300 1.96% une J 99,82% 0 0 0 0 17 12 1 44 42 7 1 44 42 7 4 30 152 31 11 2 88 31 62	6,856 311,760 uly A 85,528 360 29 2.34% uly A 99,81% 0 0 0 27 7 7 0 72 300 7 1 29 166 25 3 108 22 66 66	6,988 312,343 ugust S 83,349 333 311 2,38% 99,82% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 350 29 3.09% September O 99,80% 0 0 0 22 3 1 388 7 6 211 185 200 20 20 20 6 108 388 688	7.618 328,607 N 85,443 346 28 3.71% N 99,82% 0 0 1 63 3 1 63 3 11 13 16 205 10 23 4 102 29 56	6,855 299,641 lovember D 75,579 408 98 5,15% lovember D 99,83% 0 0 0 15 3 3 1 4 3 3 7 9 9 0 12 158 18 26 18 22 106 17 50	6.5 299,7: ecember 78,64 4; 2 1.62 ecember 99,82 99,82 2 2 2 2 3 2 3 2 4 4 3 1.62 2 3 3 2 3 3 2 3 3 2 3 3 2 3 3 3 3 3 3
Stretcher Wheelchair Completed Legs CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Discharge Issues Discharge Issues Discharge Issues Diriver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Mieage Reimbursement Issues Mieage Reimbursement Issues No Show Other Provider Service Behavior Safety Timeliness Trip Accuracy/Disagreement Tum Back Issues UN Show	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Drovider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Sorice or Delivery Issue Resulted to Internal Application Issue Issue Resulted to Internal Application Issue Issue Related to Mileage Relimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mender Behavior Issue Related to Mender Behavior Issue Related to Mender Behavior Issue Related to Mender Safety Issue Related to Service Timeliness Issue Related to Service Timeliness Issue Related to Service Timeliness Issue Related to Service Timeliness	6,31,90 321,90 February 104,94 39 44 6,209 February 99,769 0 1 1 22 33 22 1 1 22 26 1 1 22 26 1 1 22 26 1 1 22 26 1 1 22 26 1 22 26 1 22 26 1 22 26 1 22 26 26 22 26 22 26 22 26 22 26 22 26 27 27 27 27 27 27 27 27 27 27	6,289 324,860 March 86,258 396 38 0.74% March 99,84% 0 4 19 51 26 8 2 8 2 8 2 166 0 21 4 75 37 69 7	6,750 324,751 xpril N 92,912 376 300 1.62% ypril N 99.81% 0 2 23 55 1 52 32 8 8 2 2 30 155 1 52 32 32 30 155 1 52 32 33 155 155 1 52 32 33 155 155 155 155 155 155 155	7,105 327,993 ay J 87,044 357 27 1.99% ay J 99.83% 1 2 7 0 52 34 10 1 27 1 29 7 1 21 34 10 16 0 101 35	6,443 296,442 361 300 1.96% 99.82% 0 0 177 12 12 1 1 44 42 7 7 7 44 42 7 7 12 12 12 12 12 12 12 12 12 12 12 12 12	6,856 311,760 uly A 85,528 360 29 2,34% 99,81% 0 0 0 27 7 7 7 7 7 7 7 1 1 29 166 25 19 3 3 108 22	6 988 312,343 ugust S 83,349 333 311 2.38% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	6,435 293,069 September O 79,854 3300 29 3.09% 99.80% 0 0 0 0 0 22 3.3 1 1 38 38 7 6 6 21 1 1 85 20 20 6 108 38 38 38 38 38 38 38 38 38 3	7.618 328,607 N 85,443 346 28 3.71% 99.82% 0 1 99.82% 0 1 63 3.5 11 3.3 16 205 10 23 4 102 29	6,855 299,641 lovember D 75,579 408 98 5,15% 0 0 0 15 3 3 1 1 43 3 7 1 43 3 7 1 43 43 43 3 7 1 5 5 5 5 5 15% 1 43 43 43 43 43 43 43 43 43 43 43 43 43	6.51 299,73 ecember 78,66 42 2 2 1.62' ecember 99,82' 99,82' 1 4 3 5 4 1 1 1

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Completed Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293.069	328,607	299,641
Completed Legs	321,901	324,000	324,751	327,993	290,442	311,760	312,343	293,069	320,007	299,641
County Statistics Total Number of Completed Trip Legs by County of Trip Origina	ation									
Adams	1,231	1,242	1,216	1,390	1,247	1,309	1,266	1,177	1,353	1,290
Ashland	949	856	857	828	652	731	724	678	835	709
Barron	2,909	2,780	2,774	2,886	2,518	2,681	2,549	2,287	2,519	2,305
Bayfield	395	444	427	449	392	409	390	300	386	327
Brown	17,931	17,840	16,866	17,114	16,064	16,870	16,586	15,203	16,996	15,599
Buffalo	429	419	408	441	378	369	330	298	298	255
Burnett	703	621	710	719	580	671	715	695	812	633
Calumet	452	429 1,903	463 1,933	528 1.988	501 1,766	457 1,868	460 1,682	491	610 1,844	488
Chippewa Clark	863	908	921	859	772	949	944	901	956	847
Columbia	2,510	2,396	2,505	2,601	2,502	2,778	2,952	2,836	3,115	2,801
Crawford	574	2,390	2,505	550	479	483	518	472	590	475
Dane	35,993	37,453	35,735	35,478	32,247	34,083	34,911	33,276	36,341	32,902
Dodge	3.395	3,395	3,483	3,619	3,519	3.545	3.533	3.262	3,747	3,138
Door	429	502	563	565	455	588	501	479	521	517
Douglas	1,027	1,015	1,167	1,356	1,187	1,051	985	757	963	891
Dunn	1,810	1,695	1,731	1,762	1,595	1,771	1,689	1,489	1,597	1,453
Eau Claire	7,399	7,408	7,338	7,864	6,717	7,186	6,695	6,038	6,934	6,331
Florence	110	107	120	117	107	72	96	115	126	102
Fond Du Lac	5,467	5,681	5,515	5,940	5,496	5,683	5,533	4,941	5,530	5,230
Forest	238	205	273	285	274	288	275	287	283	240
Grant	1,258	1,471	1,437	1,470	1,216	1,356	1,415	1,323	1,371	1,432
Green	819	777	756	802	815	922	924	879	945	899
Green Lake	831	903	852	785	797	859	852	753	930	832
lowa	833	870	872	861	864	1,025	965	938	920	927
Iron	73	69	62	66	38	76	59	73	78	88
Jackson	938	928	1,009	1,126	997	1,017	1,076	1,011	1,225	1,041
Jefferson	2,012	2,233	2,385	2,290	2,129	2,092	1,955	1,865	2,070	1,966
Juneau	1,641	1,648	1,571	1,606	1,334	1,598	1,601	1,434	1,586	1,534
Kenosha	7,295	7,315	7,716	7,716	6,977 467	7,073	7,214	6,799	7,910	7,098
Kewaunee La Crosse	460 7,651	433 7,638	519 7,776	502 7,949	6,930	413 7,303	391 7,340	347 6,950	403 7,761	427
	306	302	264	335	279	268	255	260	276	382
Lafayette Langlade	885	302 891	1.064	1.036	739	733	807	260	689	668
Lincoln	883	871	867	939	828	733	732	674	692	563
Manitowoc	4,384	4 440	4,257	4,182	3,710	4,076	4,260	4,168	4.574	4,010
Marathon	8,364	8,421	8,224	7,892	7,339	7,221	7,238	6,877	7,373	7,077
Marinette	1,960	1,861	1,941	1,958	1,818	1,924	1,739	1,860	2,062	1,934
Marquette	1,218	1,144	1,204	1,147	1,161	1,293	1,343	1,258	1,238	1,165
Menominee	616	612	608	586	568	633	732	672	684	659
Milwaukee	101,660	100,911	103,215	103,738	93,619	99,677	100,772	93,465	106,632	96,509
Monroe	2,118	2,215	2,121	2,170	2,072	2,169	2,078	2,229	2,445	2,299
Oconto	1,277	1,300	1,377	1,466	1,191	1,158	1,134	1,185	1,344	1,305
Oneida	1,851	1,748	1,799	1,846	1,515	1,693	1,646	1,481	1,433	1,254
Outagamie	9,358	9,154	8,883	9,444	8,565	8,291	8,090	7,545	8,738	8,149
Ozaukee	1,649	1,675	1,810	1,867	1,748	1,804	1,869	1,749	1,840	1,545
Pepin	226	226	272	289	242	266	238	208	251	241
Pierce	504	468	548	607	662	694	689	650	663	549
Polk	1,498	1,402	1,456	1,433	1,200	1,200	1,077	1,083	1,283	1,096
Portage	1,988	2,037	2,058	2,147	1,943	2,035	1,984	1,894	2,041	1,806
Price	562	515	533	495	436	502	533	525	585	533
Racine	9,862	10,051	9,780	9,477	8,633	9,082	9,186	9,105	10,705	9,613 484
Richland Rock	431 9,754	483 10,251	425 9,807	441 10,089	459 9,354	460 9,293	431 9,470	480 8,871	548 9,825	484 9,347
	9,754									
Rusk Spint Craix	1,166	707	735	857 1,182	579 1,068	719 1,259	710 1,189	704	704	611 1,069
Saint Croix Sauk	2,351	1,153	2,335	2,377	2,263	2,379	2,604	2,588	2,660	2,384
Sawyer	2,351	2,512	2,335	1,373	2,263	2,379	2,604	2,588	2,660	2,384
Sawyer Shawano	2,246	2,563	2.474	2.461	2.430	2,468	2,386	2,156	2.320	2,100
Sheboygan	6,128	6,136	5,873	5,919	5,204	5,512	5,701	5,474	5,685	5,325
Taylor	820	860	932	938	5,204	743	5,701	5,474	5,665	5,325
Trempealeau	639	613	932 684	936	519	635	672	617	733	716
Vernon	857	926	996	955	884	882	849	799	960	861
Vilas	486	920 545	605	536	478	421	422	501	753	590
Walworth	2,565	2,771	2,806	2,768	2,541	2,710	2,702	2,543	2,900	2,489
Walworth	2,565	645	2,806	2,766	2,541	585	650	2,543	2,900	2,469
Washington	3,252	3,564	3,615	3,715	3,519	3,551	3,284	3,016	3,332	3,033
Washington Waukesha	3,252	3,564	11,364	11,092	10,120	10,573	10,588	9,817	11,086	10.037
Waukesha Waupaca	2,706	2,578	2,402	2,629	2,317	2,462	2,380	2,155	2,494	2,194
Waupaca Waushara	914	2,576	1.040	2,629	2,317	2,402	2,360	2,155	2,494	2,194
Winnebago	7,576	7,660	7,467	7,280	6,457	7,090	7,262	6,924	7,420	7,076

Outside of Wisconsin Completed Trip Legs

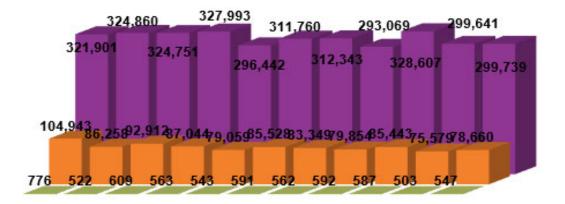
Illinois	75	83	99	60	57	114	136	109	134	111	140
lowa	125	151	126	128	54	77	72	64	99	72	78
Michigan	96	87	75	91	72	64	78	100	118	77	64
Minnesota	751	752	815	904	792	796	736	647	784	691	607
Other	16	5	20	7	1	3	15	5	11	92	58

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Wisconsin Substantiated Complaints	February	March	April	May	Jun			August	September	October	November	
Substantiated Complaints	7	776	522	609	563	543	591	56	2 5	92 5	37 50)3
County Statistics Total Number of Substantiated Complaints Reported by County of Trip Origination												
Adams		4	2	2	2	4	0		2	2	-	1
Ashland Barron		4	1	2	2	4	1		2	2 4		2
Barton Bayfield		2	0	0	0	4	4		2	1		1
Brown		21	32	30	18	16	11			15		8
Buffalo		1	0	0	0	0	0		1	0	1	
Burnett		1	0	0	1	1	0		1	0		(
Calumet		2	0	0	1	1	0					
Chippewa Clark		4	2	3	4	1	2		2	2		1
Columbia		8	8	1	5	4	2		7		8	-
Crawford		2	6	2	0	0	2		1			(
Dane		66	25	55	58	45	56	6	3 4	40 4	10 3	30
Dodge		33	3	3	3	2	1					4
Door		1	3	1	0	1	4		3		0	
Douglas Dunn		5	3	2	3	2	4			3		-
Eau Claire		7	0	8	2	2	4			7		4
Florence		4	0	0	1	0	2		1	1		
Fond Du Lac		8	8	8	2	6	6			8	7	(
Forest		2	2	1	5	0	1			3		(
Grant		3	0	3	3	0	1		3	1		1
Green Lake		5	0	2	2	1	3		2	2		:
Green Lake Iowa		5	4	1	4	2	1		0			;
Iron		0	0	0	1	1	1					1
Jackson		2	1	1	0	0	1		2	0	1	1
Jefferson		8	4	11	5	8	5					1
Juneau		1	1	7	6	4	2			2		
Kenosha Kewaunee		13 3	16 3	11 3	13 2	14	21 0	2			1 1	10
La Crosse		7	4	3	11	3	10					(
Lafayette		0	0	0	0	0	3					(
Langlade		4	0	1	1	1	1		0			(
Lincoln		1	3	4	0	1	1		1			(
Manitowoc		8	5	3	4	3	5					5
Marathon Marinette		8	4	5 8	4	5	9					
Marquette		4	9	3	5	5	2					
Menominee		0	0	0	0	0	0		0	0	0	(
Milwaukee	2	241		200	182	171	226	21		48 29		
Monroe		8	3	3	3	4	2					4
Oconto Oneida		4	2	5	4	1	1					(
Orleda Outagamie		12	3	14	11	11	10					1
Ozaukee		4	4	3	4	6	7					
Pepin		0	0	4	2	0	0		0	1	0	(
Pierce		6	0	3	2	3	0		1	3		2
Polk		7	0	0	4	0	1					2
Portage Price		0	5	1	3	3	3		0	2		-
Racine		18	22	14	7	4	19	1				1
Richland		2	1	0	1	6	0		2	1	3	(
Rock		15	4	11	15	18	8	1	3	17	21 1	1(
Rusk		3	3	1	2	0	0		0	0	0	1
Saint Croix		3	5	2	7	1	2		2	2		1
Sauk Sawyer		15 5	4	8 0	5 5	10 0	16 4			3		
Sawyer Shawano		12	3	4	5	2	4					:
Sheboygan		3	0	10	5	7	6		3	0		-
Taylor		4	1	2	5	1	0		0	0	0	(
Trempealeau		2	2	2	3	1	1					;
Vernon		3	3	1	2	2	0					1
Vilas Walworth		5 13	3	1	0 10	0 10	0		2			:
Walworth Washburn		3	2	3	10	10	4	2				6
Washington		11	2	7	2	5	4					2
Washington		40	20	37	24	20	21	1			7 2	
Waupaca		14	8	6	6	7	6		4	2	2	3
Waushara		5	3	4	0	1	2					(
Winnebago		17	13	11	11	10			7		4 1	
Wood No County or State Information		12 17	6 18	7 36	3 31	7 57	3 46		1	1 50 -		3
	1	1/1	181	361	31	57	46	4	/1	501 4	43 4	11

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





Substantiated Complaints	Calls Presented 🛛 🔳 🛚
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Leg Trips Completed

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
Мау	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