



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

Enrollment	<i>Eligible Members Enrolled</i>	1,265,821
Distinct Member Count	<i>Unique Members Utilizing Transport</i>	25,653
Utilization Rate	<i>Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)</i>	25.4%

RESERVATION

February

Reservations Scheduled	<i>All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs</i>	391,329
Cancelled	<i>Cancelled Trip Legs</i>	69,635
Member No Show	<i>Trips Where Member Does Not Use Scheduled Service</i>	7,722
Denials	<i>Number of Denied Trip Attempts</i>	4,501
Same Day Trip Legs	<i>Completed Trip Legs with less than 24 hour Notice</i>	48,615
Standing Order Trip Legs	<i>Completed Trip Legs Associated with a Recurring Appointment</i>	71,934
Completed Legs	<i>Completed Trip Legs</i>	320,966

Lodging (Cost)	<i>Cost of Lodging Reimbursed</i>	\$11,400.52
Lodging (Nights)	<i>Number of Lodging Nights Reimbursed</i>	179
Meals (Cost)	<i>Cost of Meals Reimbursed</i>	\$2,437.02
Meals (Reimbursed)	<i>Number of Meals Reimbursed</i>	808

TRANSPORT MODE

February

Ambulance	<i>Vehicle Equipped with Ambulance Support</i>	941
Bus	<i>System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)</i>	13,848
Cab	<i>Sedan, Van, Taxi</i>	197,479
Completed By Owner Operator	<i>Completed Trips by Owner Operator (Including Volunteer Driver Trips)</i>	6,273
Gas Reimbursement	<i>Member Self-Located Suitable Transportation and Received Mileage Reimbursement</i>	95,447
Stretcher	<i>Vehicle Equipped to Transport Stretcher</i>	666
Wheelchair Lift	<i>Vehicle Equipped to Transport Wheelchair</i>	6,312
Completed Legs	<i>Completed Trip Legs</i>	320,966

CALL STATISTICS

February

Calls Presented	<i>Total Number of Calls Presented</i>	104,943
Average Handle Time (seconds)	<i>Average Time to Handle Complete Call from Live Response to Call End</i>	394
Average Speed of Answer (seconds)	<i>Difference in Time from Caller Entering Queue and Receiving Live Response</i>	46
Abandonment Rate (%)	<i>Percentage of Calls Abandoned Prior to Live Response</i>	6.20%

QUALITY MANAGEMENT

February

Complaint Free Percentage	<i>Substantiated Complaints Compared to Completed Trips</i>	99.78%
Customer Service	<i>Issues with MTM Agent</i>	22
Disagree with processes/protocols	<i>Issue Resulting from Process Disagreement</i>	4
Discharge Issues	<i>Issue Resulting from Discharge Trip</i>	1
Driver	<i>Issue with Driver</i>	39
Driver Service/Delivery Issues	<i>Issue Resulting from Service or Delivery</i>	19
Mileage Reimbursement Issues	<i>Issue Related to Mileage Reimbursement Claim / Process</i>	7
No Show	<i>MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive</i>	268
Provider Service Behavior	<i>Issue Related to Service Provider Behavior</i>	13
Timeliness	<i>Issue Related to Service Timeliness</i>	98
Trip Accuracy/Disagreement	<i>Issue Related to Trip Scheduling</i>	36
Turn Back Issues	<i>Issue related to Trip Turnback by Provider</i>	204
Vehicle	<i>Issue with Vehicle</i>	5
Total Substantiated Complaints	<i>Total Number of Substantiated Complaints</i>	716



Wisconsin Completed Trip Legs February

Completed Legs	320,966
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County Statistics
Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,231
Ashland	911
Barron	2,907
Bayfield	386
Brown	17,910
Buffalo	428
Burnett	702
Calumet	452
Chippewa	2,036
Clark	837
Columbia	2,507
Crawford	572
Dane	35,902
Dodge	3,370
Door	427
Douglas	1,024
Dunn	1,806
East Claire	7,390
Florence	110
Fond Du Lac	5,460
Forest	237
Grant	1,255
Green	919
Green Lake	831
Iowa	832
Iron	73
Jackson	637
Jefferson	2,912
Juneau	1,842
Kenosha	7,191
Kewaunee	481
La Crosse	7,622
Lafayette	306
Langlade	883
Lincoln	875
Manitowoc	4,382
Marathon	8,287
Marquette	1,955
Menominee	1,173
Menominee	617
Missaukee	101,511
Monroe	2,089
Oconto	1,276
Oneida	1,845
Outagamie	9,339
Ozaukee	1,646
Papin	226
Pierce	502
Polk	1,497
Portage	1,868
Price	559
Racine	9,759
Richland	431
Rock	9,736
Rusk	743
Saint Croix	1,169
Sauk	2,348
Sawyer	1,162
Shawano	2,246
Sheboygan	6,128
Taylor	821
Trempealeau	639
Vernon	857
Vilas	454
Walworth	2,555
Washburn	707
Washington	3,249
Waushara	10,394
Waupaca	2,893
Waushara	914
Winnebago	7,588
Wood	4,067

Outside of Wisconsin Completed Trip Legs

Illinois	71
Iowa	141
Michigan	96
Minnesota	735



Wisconsin Substantiated Complaints February

Substantiated Complaints	716
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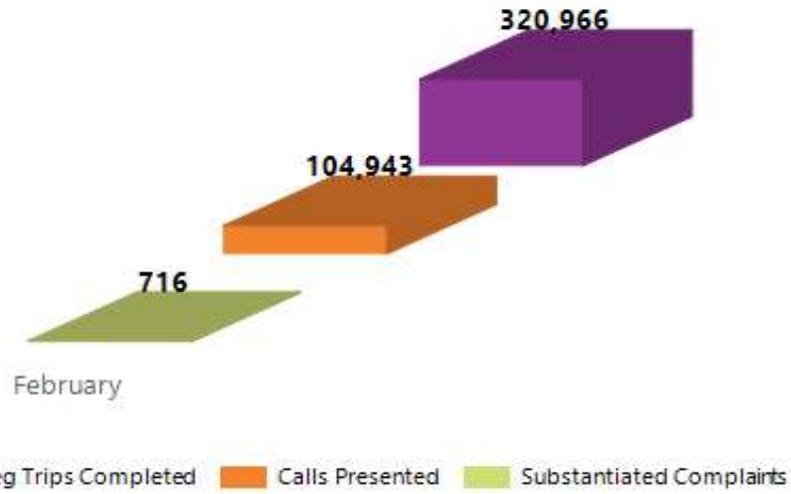
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	4
Ashland	1
Barron	5
Bayfield	2
Brown	21
Buffalo	1
Burnett	1
Calumet	2
Chippewa	6
Clark	4
Columbia	7
Crawford	2
Dane	62
Dodge	31
Door	1
Douglas	4
Dunn	1
Eau Claire	7
Florence	4
Fond Du Lac	7
Forest	2
Grant	3
Green	1
Green Lake	5
Iowa	1
Iron	0
Jackson	1
Jackson	8
Jefferson	1
Juneau	11
Kenosha	3
Kewaunee	7
La Crosse	0
Lafayette	4
Langlade	1
Lincoln	8
Manitowish	7
Marathon	7
Marquette	2
Menominee	0
Menominee	231
Missaukee	6
Monroe	4
Oconto	3
Oneida	11
Outagamie	3
Ozaukee	0
Pepin	6
Pierce	7
Polk	1
Portage	1
Price	18
Racine	2
Richland	13
Rock	2
Rusk	2
Saint Croix	10
Sauk	5
Sawyer	11
Shawano	3
Sheboygan	3
Taylor	2
Trempealeau	3
Vernon	4
Vilas	11
Walworth	2
Washburn	11
Washington	38
Waushara	13
Waupaca	5
Waushara	16
Winnebago	12
Wood	

Outside of Wisconsin Substantiated Complaints

Illinois	1
Other	10



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
February	716	104,943	320,966