



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
Enrollment	Eligible Members Enrolled	1,147,913	1,144,495
Distinct Member Count	Unique Members Utilizing Transport	26,018	25,015
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%	25.3%
RESERVATION		January	February
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688	381,422
Cancelled	Cancelled Trip Legs	98,787	91,418
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,900	8,292
Denials	Number of Denied Trip Attempts	5,161	5,474
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050	31,993
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300	199,504
Completed Legs	Completed Trip Legs	315,660	289,815
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68	\$24,438.23
Lodging (Nights)	Number of Lodging Nights Reimbursed	53	40
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44	\$20,641.49
Meals (Reimbursed)	Number of Meals Reimbursed	2,383	2,085
TRANSPORT MODE		January	February
Ambulance	Vehicle Equipped with Ambulance Support	971	833
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032	6,164
Cab	Sedan, Van, Taxi	208,670	192,309
Completed By Owner Operator	Completed Trips by Owner Operator (including Volunteer Driver Trips)	7,915	6,949
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201	76,314
Stretcher	Vehicle Equipped to Transport Stretcher	785	729
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086	6,517
Completed Legs	Completed Trip Legs	315,660	289,815
CALL STATISTICS		January	February
Calls Presented	Total Number of Calls Presented	87,979	78,704
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	413	414
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	18	12
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%	0.67%
QUALITY MANAGEMENT		January	February
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%	99.81%
Customer Service	Issues with MTM Agent	23	21
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1	3
Discharge Issues	Issue Resulting from Discharge Trip	1	1
Driver	Issue with Driver	47	52
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34	40
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19	15
Member Facing Technology Issue	Issue Related to External Application Issue	9	5
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18	7
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200	153
Other	Issue Not Related to Main Complaint Categories	15	17
Provider Service Behavior	Issue Related to Service Provider Behavior	23	33
Safety	Issue Related to Member Safety	5	2
Timeliness	Issue Related to Service Timeliness	89	99
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11	27
Turn Back Issues	Issue related to Trip Turnback by Provider	67	68
Vehicle	Issue with Vehicle	9	5
Total Substantiated Complaints	Total Number of Substantiated Complaints	571	548



Wisconsin Completed Trip Legs	January	February
Completed Legs	315,660	289,815

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460	1,311
Ashland	741	631
Barron	2,587	2,301
Bayfield	358	310
Brown	16,511	15,236
Buffalo	250	248
Burnett	647	602
Calumet	476	412
Chippewa	1,951	2,005
Clark	888	778
Columbia	2,851	2,573
Crawford	470	411
Dane	35,048	32,499
Dodge	3,253	2,947
Door	471	419
Douglas	942	1,021
Dunn	1,540	1,571
Eau Claire	6,626	6,437
Florence	89	75
Fond Du Lac	5,419	4,798
Forest	279	308
Grant	1,523	1,356
Green	957	727
Green Lake	916	796
Iowa	998	860
Iron	121	115
Jackson	1,041	1,001
Jefferson	2,146	1,892
Juneau	1,595	1,351
Kenosha	7,818	6,903
Kewaunee	429	424
La Crosse	7,847	7,085
Lafayette	400	335
Langlade	941	805
Lincoln	650	561
Manitowoc	4,065	3,529
Marathon	7,439	7,020
Marquette	1,915	1,670
Marquette	1,150	970
Menominee	662	609
Milwaukee	101,849	92,831
Monroe	2,166	2,062
Oconto	1,379	1,260
Oneida	1,428	1,267
Outagamie	8,446	8,003
Ozaukee	1,665	1,579
Pepin	241	224
Pierce	575	492
Polk	1,124	1,041
Portage	1,749	1,525
Price	643	545
Racine	9,346	8,512
Richland	555	458
Rock	9,659	9,243
Rusk	598	651
Saint Croix	1,050	952
Sauk	2,626	2,499
Sawyer	1,181	1,074
Shawano	2,125	1,925
Sheboygan	5,742	5,288
Taylor	767	680
Trempealeau	947	755
Vernon	972	911
Vilas	756	721
Walworth	2,450	2,346
Washburn	643	511
Washington	3,355	3,057
Waukesha	11,087	10,171
Waupaca	2,076	1,955
Waushara	860	765
Winnebago	7,288	6,772
Wood	3,930	3,945

Outside of Wisconsin Completed Trip Legs

Illinois	94	67
Iowa	81	82
Michigan	57	80
Minnesota	675	656
Other	5	8



Wisconsin Substantiated Complaints		January	February
Substantiated Complaints		571	548

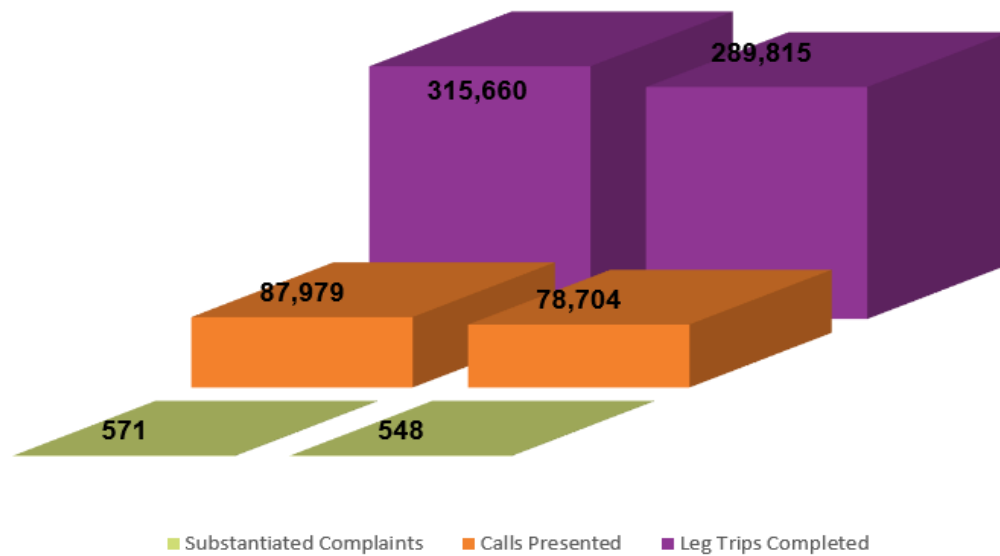
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

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

Outside of Wisconsin Substantiated Complaints

Illinois	1	2
Minnesota	0	0



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660
February	548	78,704	289,815