



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	1,048,433	1,049,738
Distinct Member Count	Unique Members Utilizing Transport	26,218	26,219
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	28.9%	27.6%

RESERVATION		January	February
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	413,052	391,397
Cancelled	Cancelled Trip Legs	110,215	101,345
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,850	8,654
Denials	Number of Denied Trip Attempts	9,614	8,249
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,166	34,460
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	202,965	192,518
Completed Legs	Completed Trip Legs	302,649	289,915
Lodging (Cost)	Cost of Lodging Reimbursed	\$44,201.21	\$59,149.10
Lodging (Nights)	Number of Lodging Nights Reimbursed	100	90
Meals (Cost)	Cost of Meals Reimbursed	\$31,498.12	\$34,402.21
Meals (Reimbursed)	Number of Meals Reimbursed	3,174	3,455

TRANSPORT MODE		January	February
Ambulance	Vehicle Equipped with Ambulance Support	1,729	1,721
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,766	7,564
Cab	Sedan, Van, Taxi	175,420	167,440
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	29,307	29,673
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	81,232	76,226
Stretcher	Vehicle Equipped to Transport Stretcher	420	414
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,775	6,877
Completed Legs	Completed Trip Legs	302,649	289,915

CALL STATISTICS		January	February
Calls Presented	Total Number of Calls Presented	88,808	81,818
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	384	369
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	6	7
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	0.27%	0.27%

QUALITY MANAGEMENT		January	February
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.86%	99.85%
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2	0
Customer Service	Issues with MTM Agent	18	19
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	11
Driver	Issue with Driver	33	36
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	39	39
Internal MTM Technology Issue	Issue Related to Internal Application Issue	6	2
Member Facing Technology Issue	Issue Related to External Application Issue	3	3
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	7	5
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	181	214
Other	Issue Not Related to Main Complaint Categories	8	3
Provider Service Behavior	Issue Related to Service Provider Behavior	23	10
Safety	Issue Related to Member Safety	2	2
Timeliness	Issue Related to Service Timeliness	57	74
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	16	9
Turn Back Issues	Issue related to Trip Turnback by Provider	7	0
Vehicle	Issue with Vehicle	10	11
Total Substantiated Complaints	Total Number of Substantiated Complaints	417	438



Wisconsin Completed Trip Legs		January	February
<b>Completed Legs</b>		<b>302,649</b>	<b>289,915</b>

**County Statistics**

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,220	1,291
Ashland	814	740
Barron	2,022	2,115
Bayfield	367	405
Brown	15,003	14,200
Buffalo	257	242
Burnett	679	732
Calumet	545	473
Chippewa	1,915	1,873
Clark	885	840
Columbia	2,714	2,468
Crawford	415	379
Dane	33,393	30,928
Dodge	3,442	3,377
Door	409	385
Douglas	844	814
Dunn	1,582	1,553
Eau Claire	7,486	7,033
Florence	53	64
Fond Du Lac	5,826	5,435
Forest	297	280
Grant	1,516	1,465
Green	942	914
Green Lake	624	552
Iowa	682	629
Iron	98	102
Jackson	1,010	1,045
Jefferson	2,025	1,920
Juneau	2,028	1,904
Kenosha	7,964	7,911
Kewaunee	383	285
La Crosse	7,644	7,077
Lafayette	304	315
Langlade	776	843
Lincoln	961	906
Manitowoc	3,679	3,192
Marathon	7,083	6,928
Marquette	1,879	1,756
Marquette	1,141	1,031
Menominee	665	624
Milwaukee	96,462	93,548
Monroe	2,509	2,315
Oconto	1,353	1,243
Oneida	1,239	1,253
Outagamie	7,421	7,489
Ozaukee	1,724	1,608
Pepin	208	194
Pierce	674	866
Polk	1,065	1,095
Portage	1,796	1,596
Price	332	376
Racine	8,629	7,850
Richland	504	396
Rock	9,380	9,301
Rusk	630	646
Saint Croix	1,076	1,153
Sauk	2,705	2,540
Sawyer	1,114	1,103
Shawano	2,012	1,913
Sheboygan	5,624	5,290
Taylor	719	645
Trempealeau	825	795
Vernon	717	747
Vilas	742	730
Walworth	2,523	2,519
Washburn	739	709
Washington	2,951	2,895
Waukesha	10,284	9,722
Waupaca	1,982	1,964
Waushara	946	924
Winnebago	7,441	7,000
Wood	3,850	3,631

**Outside of Wisconsin Completed Trip Legs**

Illinois	149	114
Iowa	34	48
Michigan	51	51
Minnesota	662	616
Other	2	2
Wisconsin	3	2



**Wisconsin Substantiated Complaints**

**January      February**

<b>Substantiated Complaints</b>	<b>417</b>	<b>438</b>
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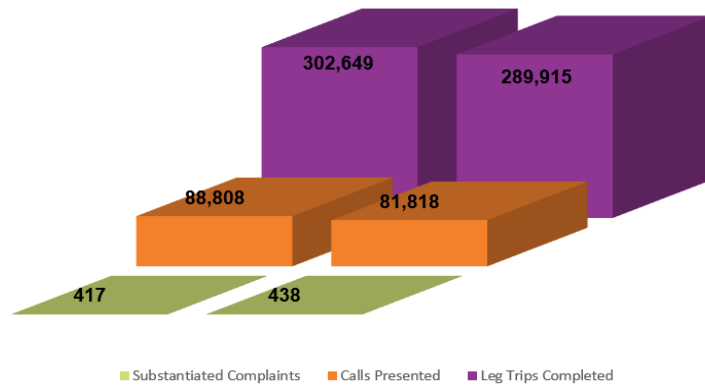
**County Statistics**

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2	2
Ashland	1	0
Barron	3	4
Bayfield	0	3
Brown	3	18
Buffalo	2	0
Burnett	1	0
Calumet	3	2
Chippewa	0	3
Clark	3	1
Columbia	3	9
Crawford	2	0
Dane	42	42
Dodge	6	4
Door	1	0
Douglas	3	3
Dunn	3	2
Eau Claire	2	2
Florence	0	0
Fond Du Lac	4	2
Forest	2	0
Grant	4	1
Green	2	0
Green Lake	2	0
Iowa	0	2
Iron	1	1
Jackson	3	0
Jefferson	3	5
Juneau	3	3
Kenosha	7	13
Kewaunee	0	3
La Crosse	0	5
Lafayette	1	2
Langlade	0	0
Lincoln	0	2
Manitowoc	14	5
Marathon	5	5
Marinette	2	4
Marquette	0	1
Menominee	0	0
Milwaukee	167	179
Monroe	4	6
Oconto	1	1
Oneida	1	1
Outagamie	9	8
Ozaukee	2	0
Pepin	1	0
Pierce	1	0
Polk	1	2
Portage	1	5
Price	2	0
Racine	9	8
Richland	0	0
Rock	7	9
Rusk	1	0
Saint Croix	1	2
Sauk	0	2
Sawyer	1	2
Shawano	0	1
Sheboygan	4	4
Taylor	0	0
Trempealeau	0	0
Vernon	1	1
Vilas	0	0
Walworth	0	5
Washburn	0	2
Washington	5	2
Waukesha	12	10
Waupaca	6	3
Waushara	1	3
Winnebago	9	2
Wood	8	1
No County or State Information	28	27

**Outside of Wisconsin Substantiated Complaints**

Minnesota	1	3
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Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	417	88,808	302,649
February	438	81,818	289,915