



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**

Enrollment	Eligible Members Enrolled	1,147,913
Distinct Member Count	Unique Members Utilizing Transport	26,018
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%

RESERVATION**January**

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688
Cancelled	Cancelled Trip Legs	98,787
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,900
Denials	Number of Denied Trip Attempts	5,161
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300
Completed Legs	Completed Trip Legs	315,660
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68
Lodging (Nights)	Number of Lodging Nights Reimbursed	53
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44
Meals (Reimbursed)	Number of Meals Reimbursed	2,383

TRANSPORT MODE**January**

Ambulance	Vehicle Equipped with Ambulance Support	971
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032
Cab	Sedan, Van, Taxi	208,670
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201
Stretcher	Vehicle Equipped to Transport Stretcher	785
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086
Completed Legs	Completed Trip Legs	315,660

CALL STATISTICS**January**

Calls Presented	Total Number of Calls Presented	87,979
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	413
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	18
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%

QUALITY MANAGEMENT**January**

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%
Customer Service	Issues with MTM Agent	23
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1
Discharge Issues	Issue Resulting from Discharge Trip	1
Driver	Issue with Driver	47
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19
Member Facing Technology Issue	Issue Related to External Application Issue	9
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200
Other	Issue Not Related to Main Complaint Categories	15
Provider Service Behavior	Issue Related to Service Provider Behavior	23
Safety	Issue Related to Member Safety	5
Timeliness	Issue Related to Service Timeliness	89
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11
Turn Back Issues	Issue related to Trip Turnback by Provider	67
Vehicle	Issue with Vehicle	9
Total Substantiated Complaints	Total Number of Substantiated Complaints	571

**Wisconsin Completed Trip Legs**

January

Completed Legs	315,660
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460
Ashland	741
Barron	2,587
Bayfield	358
Brown	16,511
Buffalo	250
Burnett	647
Calumet	476
Chippewa	1,951
Clark	888
Columbia	2,851
Crawford	470
Dane	35,048
Dodge	3,253
Door	471
Douglas	942
Dunn	1,540
Eau Claire	6,626
Florence	89
Fond Du Lac	5,419
Forest	279
Grant	1,523
Green	957
Green Lake	916
Iowa	998
Iron	121
Jackson	1,041
Jefferson	2,146
Juneau	1,595
Kenosha	7,818
Kewaunee	429
La Crosse	7,847
Lafayette	400
Langlade	941
Lincoln	650
Manitowoc	4,065
Marathon	7,439
Marinette	1,915
Marquette	1,150
Menominee	662
Milwaukee	101,849
Monroe	2,166
Oconto	1,379
Oneida	1,428
Outagamie	8,446
Ozaukee	1,665
Pepin	241
Pierce	575
Polk	1,124
Portage	1,749
Price	643
Racine	9,346
Richland	555
Rock	9,659
Rusk	598
Saint Croix	1,050
Sauk	2,626
Sawyer	1,181
Shawano	2,125
Sheboygan	5,742
Taylor	767
Trempealeau	947
Vernon	972
Vilas	756
Walworth	2,450
Washburn	643
Washington	3,355
Waukesha	11,087
Waupaca	2,076
Waushara	860
Winnebago	7,288
Wood	3,930

Outside of Wisconsin Completed Trip Legs

Illinois	94
Iowa	81
Michigan	57
Minnesota	675
Other	5

**Wisconsin Substantiated Complaints**

January

Substantiated Complaints	571
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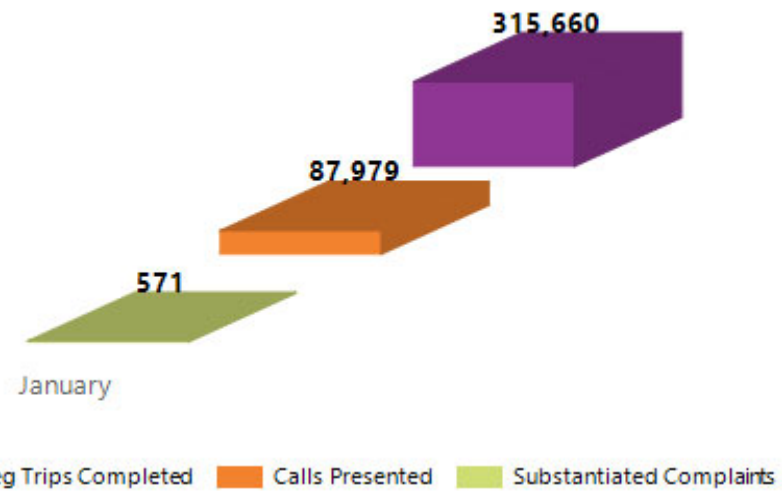
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

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

Outside of Wisconsin Substantiated Complaints

Minnesota	1
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Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660