



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

RESERVATION

January

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	413,052
Cancelled	Cancelled Trip Legs	110,215
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,850
Denials	Number of Denied Trip Attempts	9,614
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,166
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	202,965
Completed Legs	Completed Trip Legs	302,649

Lodging (Cost)	Cost of Lodging Reimbursed	\$44,201.21
Lodging (Nights)	Number of Lodging Nights Reimbursed	100
Meals (Cost)	Cost of Meals Reimbursed	\$31,498.12
Meals (Reimbursed)	Number of Meals Reimbursed	3,174

TRANSPORT MODE

January

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

CALL STATISTICS

January

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

QUALITY MANAGEMENT

January

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



Wisconsin Completed Trip Legs

January

Completed Legs	302,649
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,220
Ashland	814
Barron	2,022
Bayfield	367
Brown	15,003
Buffalo	257
Burnett	679
Calumet	545
Chippewa	1,915
Clark	885
Columbia	2,714
Crawford	415
Dane	33,393
Dodge	3,442
Door	409
Douglas	844
Dunn	1,582
Eau Claire	7,486
Florence	53
Fond Du Lac	5,826
Forest	297
Grant	1,516
Green	942
Green Lake	624
Iowa	682
Iron	98
Jackson	1,010
Jefferson	2,025
Juneau	2,028
Kenosha	7,964
Kewaunee	383
La Crosse	7,644
Lafayette	304
Langlade	776
Lincoln	961
Manitowoc	3,679
Marathon	7,083
Marinette	1,879
Marquette	1,141
Menominee	665
Milwaukee	96,462
Monroe	2,509
Oconto	1,353
Oneida	1,239
Outagamie	7,421
Ozaukee	1,724
Peplin	208
Pierce	674
Polk	1,065
Portage	1,796
Price	332
Racine	8,629
Richland	504
Rock	9,380
Rusk	630
Saint Croix	1,076
Sauk	2,705
Sawyer	1,114
Shawano	2,012
Sheboygan	5,624
Taylor	719
Trempealeau	825
Vernon	717
Vilas	742
Walworth	2,523
Washburn	739
Washington	2,951
Waukesha	10,284
Waupaca	1,982
Waushara	946
Winnebago	7,441
Wood	3,850

Outside of Wisconsin Completed Trip Legs

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



Wisconsin Substantiated Complaints

January

Substantiated Complaints	417
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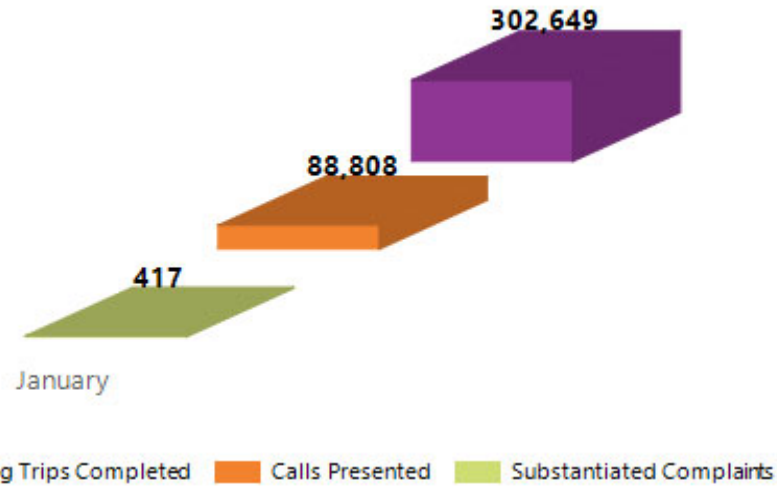
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

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

Outside of Wisconsin Substantiated Complaints

Minnesota	1
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Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	417	88,808	302,649