



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	March	April	May	June	July
Enrollment	Eligible Members Enrolled	1,147,913	1,144,495	1,143,112	1,129,663	1,112,511	1,060,314	1,053,842
Distinct Member Count	Unique Members Utilizing Transport	26,018	25,015	24,977	26,020	25,287	24,736	25,382
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%	25.3%	27.2%	28.4%	28.7%	28.6%	30.3%

RESERVATION		January	February	March	April	May	June	July
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688	381,422	405,085	413,761	411,704	392,316	410,119
Cancelled	Cancelled Trip Legs	98,787	91,418	94,105	92,178	91,938	88,963	90,518
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,900	8,292	8,462	8,261	8,304	8,654	9,420
Denials	Number of Denied Trip Attempts	5,161	5,474	4,687	5,494	5,440	9,977	9,950
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050	31,993	30,843	33,629	31,581	30,715	32,342
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300	199,504	218,669	220,951	225,760	212,468	222,814
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359	319,543	303,215	319,394
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68	\$24,438.23	\$35,935.32	\$20,568.72	\$22,993.96	\$40,356.60	\$34,689.45
Lodging (Nights)	Number of Lodging Nights Reimbursed	53	40	53	43	44	88	73
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44	\$20,641.49	\$31,870.70	\$13,180.34	\$12,981.10	\$19,965.82	\$24,758.58
Meals (Reimbursed)	Number of Meals Reimbursed	2,383	2,085	3,209	1,335	1,310	2,041	2,500

TRANSPORT MODE		January	February	March	April	May	June	July
Ambulance	Vehicle Equipped with Ambulance Support	971	833	960	1,036	1,065	1,183	1,235
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032	6,164	7,837	8,300	8,405	7,740	8,890
Cab	Sedan, Van, Taxi	208,670	192,309	205,149	211,287	208,182	179,001	188,656
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915	6,949	7,201	6,792	7,308	25,189	26,655
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201	76,314	81,863	85,615	86,449	82,431	85,661
Stretcher	Vehicle Equipped to Transport Stretcher	785	729	752	752	805	750	913
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086	6,517	7,023	7,577	7,329	6,921	7,384
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359	319,543	303,215	319,394

CALL STATISTICS		January	February	March	April	May	June	July
Calls Presented	Total Number of Calls Presented	87,979	78,704	76,855	81,249	78,898	79,522	79,221
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	413	414	403	381	393	394	398
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	18	12	13	13	30	64	55
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%	0.67%	0.80%	0.70%	1.34%	3.52%	2.86%

QUALITY MANAGEMENT		January	February	March	April	May	June	July
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%	99.81%	99.86%	99.84%	99.87%	99.86%	99.85%
Customer Service	Issues with MTM Agent	23	21	16	18	16	21	29
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1	3	0	5	3	1	3
Discharge Issues	Issue Resulting from Discharge Trip	1	1	0	1	0	1	0
Driver	Issue with Driver	47	52	39	54	42	44	38
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34	40	28	27	37	32	59
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19	15	18	17	15	7	10
Member Facing Technology Issue	Issue Related to External Application Issue	9	5	8	3	3	4	5
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18	7	6	3	2	5	15
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200	153	165	164	148	131	146
Other	Issue Not Related to Main Complaint Categories	15	17	11	7	11	5	3
Provider Service Behavior	Issue Related to Service Provider Behavior	23	33	16	22	20	16	26
Safety	Issue Related to Member Safety	5	2	3	7	2	4	0
Timeliness	Issue Related to Service Timeliness	89	99	74	95	83	92	86
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11	27	13	35	17	36	23
Turn Back Issues	Issue related to Trip Turnback by Provider	67	68	28	43	19	13	10
Vehicle	Issue with Vehicle	9	5	8	14	10	6	18
Total Substantiated Complaints	Total Number of Substantiated Complaints	571	548	433	515	428	418	471



Wisconsin Completed Trip Legs	January	February	March	April	May	June	July
<b>Completed Legs</b>	<b>315,660</b>	<b>289,815</b>	<b>310,785</b>	<b>321,359</b>	<b>319,543</b>	<b>303,215</b>	<b>319,394</b>

**County Statistics**

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460	1,311	1,523	1,490	1,701	1,689	1,566
Ashland	741	631	707	827	797	739	871
Barron	2,587	2,301	2,307	2,617	2,444	2,275	2,526
Bayfield	358	310	324	354	322	265	327
Brown	16,511	15,236	16,254	16,801	16,969	15,698	16,404
Buffalo	250	248	236	302	304	270	293
Burnett	647	602	579	669	650	653	678
Calumet	476	412	537	617	564	503	601
Chippewa	1,951	2,005	1,939	2,148	2,225	2,155	2,188
Clark	888	778	777	887	833	831	831
Columbia	2,851	2,573	2,710	2,780	2,816	2,738	2,842
Crawford	470	411	491	507	523	583	600
Dane	35,048	32,499	35,772	36,261	35,668	33,690	35,314
Dodge	3,253	2,947	3,403	3,570	3,610	3,225	3,400
Door	471	419	437	411	458	496	480
Douglas	942	1,021	1,027	1,021	1,063	996	1,103
Dunn	1,540	1,571	1,538	1,670	1,732	1,645	1,803
Eau Claire	6,626	6,437	6,688	7,116	7,086	6,603	6,938
Florence	89	75	77	77	68	66	65
Fond Du Lac	5,419	4,798	5,333	5,620	5,522	5,266	5,982
Forest	279	308	347	339	368	401	447
Grant	1,523	1,356	1,448	1,551	1,696	1,597	1,665
Green	957	727	872	857	851	747	776
Green Lake	916	796	813	889	946	998	1,004
Iowa	998	860	884	852	873	887	782
Iron	121	115	123	156	154	125	133
Jackson	1,041	1,001	1,097	1,133	1,131	1,014	1,031
Jefferson	2,146	1,892	1,939	2,163	2,294	2,371	2,528
Juneau	1,595	1,351	1,485	1,673	1,776	1,781	1,931
Kenosha	7,818	6,903	7,251	7,843	8,020	7,510	8,073
Kewaunee	429	424	452	429	514	475	489
La Crosse	7,847	7,085	7,643	7,443	7,521	7,034	7,456
Lafayette	400	335	366	374	373	313	291
Langlade	941	805	789	854	793	748	722
Lincoln	650	561	571	597	617	677	743
Manitowoc	4,065	3,529	3,692	4,050	3,919	3,881	4,027
Marathon	7,439	7,020	7,342	7,639	7,360	6,672	7,065
Marinette	1,915	1,670	1,839	1,953	1,785	1,685	1,736
Marquette	1,150	970	1,049	1,209	1,213	1,171	1,176
Menominee	662	609	628	584	718	757	772
Milwaukee	101,849	92,831	100,666	103,550	102,274	98,361	103,812
Monroe	2,166	2,062	2,161	2,063	2,226	2,122	2,261
Oconto	1,379	1,260	1,438	1,567	1,500	1,413	1,528
Oneida	1,428	1,267	1,366	1,405	1,348	1,263	1,289
Outagamie	8,446	8,003	8,281	8,472	8,388	7,485	8,044
Ozaukee	1,665	1,579	1,694	1,747	1,650	1,617	1,769
Pepin	241	224	230	234	218	212	230
Pierce	575	492	558	735	684	682	688
Polk	1,124	1,041	1,115	1,304	1,088	1,024	1,108
Portage	1,749	1,525	1,521	1,676	1,655	1,479	1,733
Price	643	545	562	593	450	429	459
Racine	9,346	8,512	9,262	9,326	9,247	8,595	8,911
Richland	555	458	531	561	551	487	556
Rock	9,659	9,243	9,837	10,068	9,915	9,827	10,094
Rusk	598	651	729	778	837	700	661
Saint Croix	1,050	952	1,065	1,100	1,017	951	1,067
Sauk	2,626	2,499	2,874	2,920	3,017	2,742	2,833
Sawyer	1,181	1,074	1,144	1,193	1,157	1,118	1,227
Shawano	2,125	1,925	1,870	2,099	2,184	2,092	2,136
Sheboygan	5,742	5,288	5,639	5,917	6,329	5,897	6,164
Taylor	767	680	698	795	758	738	772
Trempealeau	947	755	843	840	737	695	808
Vernon	972	911	862	803	702	637	681
Vilas	756	721	788	857	828	697	675
Walworth	2,450	2,346	2,232	2,318	2,276	2,117	2,354
Washburn	643	511	658	693	643	606	623
Washington	3,355	3,057	3,146	3,164	3,073	3,044	3,098
Waukesha	11,087	10,171	10,608	10,533	10,696	9,955	10,415
Waupaca	2,076	1,955	2,140	2,190	2,187	2,144	2,225
Waushara	860	765	644	801	912	897	1,021
Winnebago	7,288	6,772	7,358	7,626	7,813	7,309	7,634
Wood	3,930	3,945	3,991	4,053	3,941	3,694	3,878

**Outside of Wisconsin Completed Trip Legs**

Illinois	94	67	56	59	76	64	80
Iowa	81	82	77	81	65	50	46
Michigan	57	80	85	93	78	74	68
Minnesota	675	656	732	807	745	745	770
Other	5	8	35	5	1	33	17



Wisconsin Substantiated Complaints	January	February	March	April	May	June	July
Substantiated Complaints	571	548	433	515	428	418	471

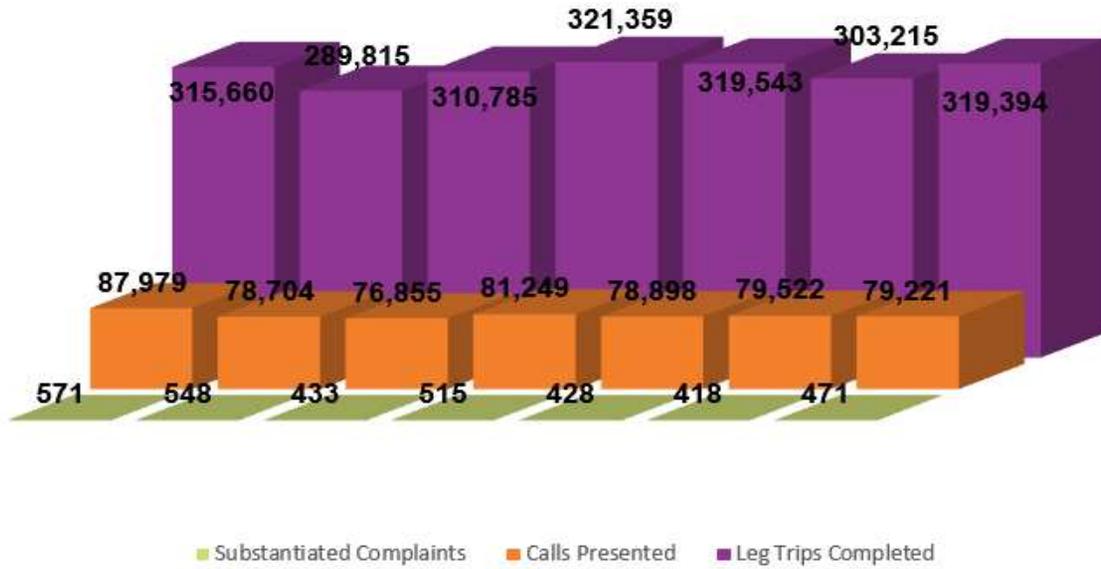
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	3	3	1	0	2	1	0
Ashland	0	1	1	0	0	0	1
Barron	2	0	0	1	1	3	1
Bayfield	5	1	1	2	0	0	1
Brown	11	14	10	13	10	16	30
Buffalo	1	0	1	0	0	0	0
Burnett	0	0	1	0	2	1	0
Calumet	0	3	3	2	1	2	0
Chippewa	0	0	0	4	4	0	0
Clark	1	3	1	5	3	0	2
Columbia	9	5	3	1	7	3	2
Crawford	1	1	0	1	0	0	5
Dane	41	48	25	30	39	27	33
Dodge	2	3	9	2	1	4	5
Door	0	0	0	3	1	1	0
Douglas	2	0	1	2	0	3	0
Dunn	2	6	1	3	2	1	4
Eau Claire	1	2	2	4	0	2	6
Florence	0	0	0	0	1	0	3
Fond Du Lac	8	10	0	1	6	6	3
Forest	0	0	1	2	1	0	0
Grant	6	4	3	1	0	3	1
Green	3	0	0	1	0	1	0
Green Lake	0	0	2	0	0	3	1
Iowa	4	0	1	2	2	4	1
Iron	0	2	0	0	0	0	0
Jackson	0	0	1	0	0	2	4
Jefferson	0	2	1	6	1	1	2
Juneau	2	9	1	1	0	3	5
Kenosha	18	12	10	3	8	12	12
Kewaunee	1	0	0	0	1	0	0
La Crosse	2	1	4	3	2	3	3
Lafayette	1	2	0	0	0	0	0
Langlade	0	0	0	1	0	0	1
Lincoln	1	2	1	1	2	2	2
Manitowoc	5	4	5	4	3	5	8
Marathon	3	9	1	7	0	3	5
Marinette	4	0	3	3	5	1	5
Marquette	1	0	0	2	1	1	3
Menominee	0	0	0	0	0	1	0
Milwaukee	241	237	200	239	212	166	150
Monroe	1	0	1	6	2	1	3
Oconto	5	0	2	0	1	0	1
Oneida	3	3	2	2	1	0	0
Outagamie	15	5	7	10	4	10	7
Ozaukee	3	2	5	2	1	1	8
Pepin	1	0	0	0	0	0	0
Pierce	0	0	2	1	1	0	1
Polk	0	0	1	0	0	0	0
Portage	0	0	0	1	1	3	1
Price	1	1	2	1	0	1	1
Racine	14	9	7	14	4	10	16
Richland	7	1	0	0	0	1	0
Rock	10	23	9	18	22	6	19
Rusk	2	2	2	2	0	1	0
Saint Croix	1	0	0	3	0	0	0
Sauk	3	3	3	3	3	2	2
Sawyer	1	2	2	2	1	0	0
Shawano	2	1	1	0	2	1	3
Sheboygan	8	8	7	6	6	2	3
Taylor	2	0	2	0	0	0	0
Trempealeau	2	2	1	1	0	0	0
Vernon	4	4	0	1	0	2	0
Vilas	0	1	0	1	1	0	0
Walworth	3	7	4	6	2	6	7
Washburn	2	0	0	1	1	1	0
Washington	7	6	0	4	1	8	0
Waukesha	11	17	17	10	11	13	16
Waupaca	1	2	3	7	2	2	4
Waushara	4	1	0	0	0	0	1
Winnebago	12	9	4	16	7	6	9
Wood	1	1	3	4	3	2	2
No County or State Information	63	52	50	43	31	56	67

Outside of Wisconsin Substantiated Complaints

Illinois	1	2	0	0	0	0	0
Minnesota	0	0	2	0	1	2	1
Other	0	0	0	0	1	0	0



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660
February	548	78,704	289,815
March	433	76,855	310,785
April	515	81,249	321,359
May	428	78,898	319,543
June	418	79,522	303,215
July	471	79,221	319,394