Reported Metric	Definition
Abandonment Rate (%)	*Percentage of Calls Abandonded 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 Transporation 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 Transporation 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*	1,048,433	1,049,738	1,048,745	1,042,837	1,039,221	1,035,308	1,035,071
Distinct Member Count	*Unique Members Utilizing Transport*	26,218	26,219	26,246	26,896	26,178	26,537	26,495
Utilization Rate	*Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)*	28.9%	27.6%	29.3%	29.9%	29.0%	29.8%	30.1%

RESERVATION		January	February	March	April	May	June	July
Reservations Scheduled	*All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs*	413,052	391,397	422,876	423,928	406,006	413,748	415,871
Cancelled	*Cancelled Trip Legs*	110,215	101,345	115,285	111,587	104,602	105,105	104,518
Member No Show	*Trips Where Member Does Not Use Scheduled Service*	8,850	8,654	9,329	9,444	8,566	8,878	8,921
Denials	*Number of Denied Trip Attempts*	9,614	8,249	9,995	10,028	8,822	9,710	10,251
Same Day Trip Legs	*Completed Trip Legs with less than 24 hour Notice*	36,166	34,460	37,077	38,098	36,143	37,582	38,651
Standing Order Trip Legs	*Completed Trip Legs Associated with a Recurring Appointment*	202,965	192,518	208,029	206,026	203,022	203,450	205,295
Completed Legs	*Completed Trip Legs*	302,649	289,915	307,394	312,164	301,246	308,485	311,160

Lodging (Cost)	*Cost of Lodging Reimbursed*	$44,201.21	$59,149.10	$50,631.29	$56,053.00	$52,152.10	$61,035.10	$86,597.70
Lodging (Nights)	*Number of Lodging Nights Reimbursed*	100	90	85	93	95	118	120
Meals (Cost)	*Cost of Meals Reimbursed*	$31,498.12	$34,402.21	$49,692.63	$44,816.73	$62,525.65	$50,372.23	$69,352.37
Meals (Reimbursed)	*Number of Meals Reimbursed*	3,174	3,455	4,982	4,509	6,258	5,053	6,942

TRANSPORT MODE		January	February	March	April	May	June	July
Ambulance	*Vehicle Equipped with Ambulance Support*	1,729	1,721	1,950	1,744	2,033	2,038	2,117
Bus	*System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)*	7,766	7,564	8,158	7,426	6,577	6,919	6,438
Cab	*Sedan, Van, Taxi*	175,420	167,440	176,349	175,632	168,467	172,360	174,664
Completed By Owner Operator	*Completed Trips by Owner Operator (Including Volunteer Driver Trips)*	29,307	29,673	29,464	31,297	29,259	29,558	29,209
Gas Reimbursement	*Member Self-Located Suitable Transportation and Received Mileage Reimbursement*	81,232	76,226	83,984	88,104	87,582	90,134	91,038
Stretcher	*Vehicle Equipped to Transport Stretcher*	420	414	412	517	496	497	499
Wheelchair	*Vehicle Equipped to Transport Wheelchair*	6,775	6,877	7,077	7,444	6,832	6,979	7,195
Completed Legs	*Completed Trip Legs*	302,649	289,915	307,394	312,164	301,246	308,485	311,160

CALL STATISTICS		January	February	March	April	May	June	July
Calls Presented	*Total Number of Calls Presented*	88,808	81,818	89,564	90,211	83,620	85,819	84,312
Average Handle Time (seconds)	*Average Time to Handle Complete Call from Live Response to Call End*	384	369	378	345	343	342	352
Average Speed of Answer (seconds)	*Difference in Time from Caller Entering Queue and Receiving Live Response*	6	7	9	7	25	23	17
Abandonment Rate (%)	*Percentage of Calls Abandonded Prior to Live Response*	0.27%	0.27%	0.45%	0.36%	2.27%	2.06%	1.28%

QUALITY MANAGEMENT		January	February	March	April	May	June	July
Complaint Free Percentage	*Substantiated Complaints Compared to Completed Trips*	99.86%	99.85%	99.85%	99.85%	99.84%	99.84%	99.84%
Bus Pass/Fund Issues	*Issues Related to Bus Passes or Inadequate Funds*	2	0	0	2	1	0	0
Customer Service	*Issues with MTM Agent*	18	19	16	23	26	29	35
Disagree with processes/protocols	*Issue Resulting from Process Disagreement*	5	11	18	22	20	22	21
Discharge Issues	*Issue Resulting from Discharge Trip*	0	0	0	3	0	1	0
Driver	*Issue with Driver*	33	36	37	51	54	38	44
Driver Service/Delivery Issues	*Issue Resulting from Service or Delivery*	39	39	32	28	32	48	34
Internal MTM Technology Issue	*Issue Related to Internal Application Issue*	6	2	5	4	3	11	7
Member Facing Technology Issue	*Issue Related to External Application Issue*	3	3	3	0	2	4	5
Mileage Reimbursement Issues	*Issue Related to Mileage Reimbursement Claim / Process*	7	5	9	1	7	10	9
No Show	*MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive*	181	214	250	205	197	180	200
Other	*Issue Not Related to Main Complaint Categories*	8	3	2	9	4	6	1
Provider Service Behavior	*Issue Related to Service Provider Behavior*	23	10	3	9	10	14	9
Safety	*Issue Related to Member Safety*	2	2	1	2	0	0	1
Timeliness	*Issue Related to Service Timeliness*	57	74	69	73	92	85	104
Trip Accuracy/Disagreement	*Issue Related to Trip Scheduling*	16	9	14	31	27	25	16
Turn Back Issues	*Issue related to Trip Turnback by Provider*	7	0	0	4	2	1	1
Vehicle	*Issue with Vehicle*	10	11	8	7	4	6	12
Total Substantiated Complaints	*Total Number of Substantiated Complaints*	417	438	467	474	481	480	499

MTM

Wisconsin Completed Trip Legs	January	February	March	April	May	June	July
Completed Legs	**302,649**	**289,915**	**307,394**	**312,164**	**301,246**	**308,485**	**311,160**

County Statistics
Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,220	1,291	1,341	1,361	1,286	1,353	1,267
Ashland	814	740	751	702	714	698	779
Barron	2,022	2,115	2,241	2,461	2,294	2,521	2,440
Bayfield	367	405	367	382	379	360	392
Brown	15,003	14,200	15,139	15,397	15,072	14,750	15,191
Buffalo	257	242	265	293	254	356	386
Burnett	679	732	751	823	767	685	609
Calumet	545	473	585	554	531	629	622
Chippewa	1,915	1,873	2,021	2,173	2,092	2,293	2,299
Clark	885	840	892	1,027	866	1,048	1,062
Columbia	2,714	2,468	2,509	2,729	2,838	2,700	2,775
Crawford	415	379	534	504	502	489	526
Dane	33,393	30,928	32,381	33,670	33,291	33,257	33,653
Dodge	3,442	3,377	3,439	3,343	3,239	3,272	3,322
Door	409	385	457	417	390	442	460
Douglas	844	814	888	932	952	997	1,023
Dunn	1,582	1,553	1,571	1,679	1,545	1,753	1,787
Eau Claire	7,486	7,033	8,020	8,067	7,689	7,949	8,242
Florence	53	64	55	67	67	69	92
Fond Du Lac	5,826	5,435	5,787	5,733	5,567	5,306	5,152
Forest	297	280	267	301	289	305	300
Grant	1,516	1,465	1,713	1,670	1,506	1,664	1,685
Green	942	914	957	972	977	962	820
Green Lake	624	552	580	617	626	627	708
Iowa	682	629	644	647	624	770	780
Iron	98	102	124	137	108	108	85
Jackson	1,010	1,045	1,052	1,141	1,170	1,205	1,145
Jefferson	2,025	1,920	2,039	2,056	1,849	2,016	2,065
Juneau	2,028	1,904	2,112	2,103	2,179	2,139	2,450
Kenosha	7,964	7,911	8,229	8,803	8,292	8,505	8,175
Kewaunee	383	285	361	490	579	499	490
La Crosse	7,644	7,077	8,006	8,395	7,945	8,107	8,328
Lafayette	304	315	294	291	270	263	220
Langlade	776	843	759	852	857	876	911
Lincoln	961	906	930	994	934	908	926
Manitowoc	3,679	3,192	3,583	3,720	3,536	3,407	3,530
Marathon	7,083	6,928	7,393	7,219	7,319	7,325	7,874
Marinette	1,879	1,756	1,773	2,031	2,003	1,950	2,093
Marquette	1,141	1,031	1,077	1,021	1,094	1,090	1,100
Menominee	665	624	643	626	675	666	655
Milwaukee	96,462	93,548	97,637	96,381	92,710	95,820	96,004
Monroe	2,509	2,315	2,499	2,366	2,229	2,346	2,465
Oconto	1,353	1,243	1,275	1,286	1,279	1,354	1,389
Oneida	1,239	1,253	1,283	1,331	1,280	1,317	1,409
Outagamie	7,421	7,489	7,966	8,084	7,435	7,735	7,545
Ozaukee	1,724	1,608	1,681	1,804	1,792	1,844	1,896
Pepin	208	194	211	267	240	289	224
Pierce	674	866	960	804	776	903	780
Polk	1,065	1,095	1,168	1,392	1,205	1,279	1,173
Portage	1,796	1,596	1,764	1,708	1,611	1,688	1,692
Price	332	376	420	445	469	558	504
Racine	8,629	7,850	8,666	9,174	9,137	9,251	9,289
Richland	504	396	454	491	467	448	483
Rock	9,380	9,301	10,117	10,497	10,195	10,233	10,369
Rusk	630	646	659	687	598	640	615
Saint Croix	1,076	1,153	1,235	1,226	1,117	1,254	1,396
Sauk	2,705	2,540	2,678	2,808	2,633	2,735	2,853
Sawyer	1,114	1,103	1,235	1,289	1,180	1,224	929
Shawano	2,012	1,913	1,884	1,916	1,876	1,891	1,900
Sheboygan	5,624	5,290	5,795	5,589	5,153	5,242	5,368
Taylor	719	645	687	745	672	723	741
Trempealeau	825	795	876	855	829	905	916
Vernon	717	747	799	905	909	910	905
Vilas	742	730	845	832	877	999	932
Walworth	2,523	2,519	2,817	2,873	2,716	2,890	3,094
Washburn	739	709	733	694	702	698	613
Washington	2,951	2,895	3,012	3,024	2,920	3,184	2,993
Waukesha	10,284	9,722	10,407	10,678	10,286	10,606	10,427
Waupaca	1,982	1,964	2,064	2,087	2,044	2,038	1,910
Waushara	946	924	993	1,147	1,092	1,131	1,186
Winnebago	7,441	7,000	7,379	7,408	6,842	6,865	7,133
Wood	3,850	3,631	3,722	3,946	3,862	4,121	4,587

Outside of Wisconsin Completed Trip Legs

Illinois	149	114	124	146	100	109	103
Iowa	34	48	49	35	35	45	37
Michigan	51	51	49	57	67	86	67
Minnesota	662	616	667	770	720	753	802
Other	2	2	53	17	23	52	12
Wisconsin	3	2	1	0	1	0	0

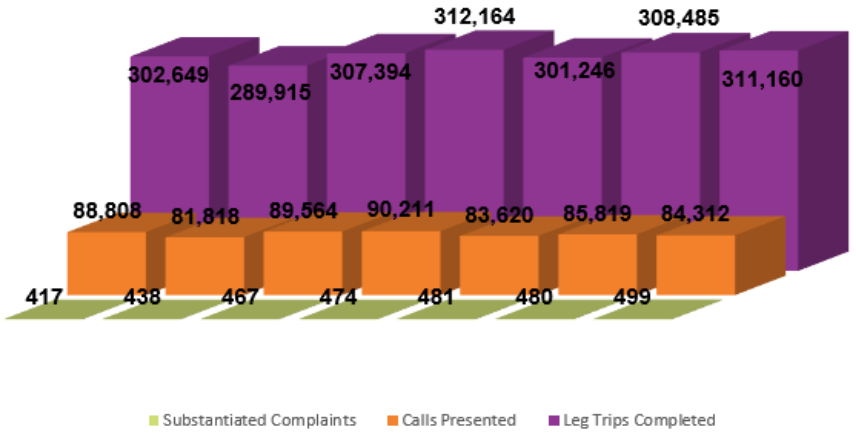
Wisconsin Substantiated Complaints	January	February	March	April	May	June	July
Substantiated Complaints	**417**	**438**	**467**	**474**	**481**	**480**	**499**

County Statistics
Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2	2	3	0	1	1	0
Ashland	1	0	0	1	2	0	2
Barron	3	4	3	1	6	2	4
Bayfield	0	3	0	1	0	2	0
Brown	3	18	19	7	17	14	8
Buffalo	2	0	2	1	1	0	0
Burnett	1	0	0	0	2	3	1
Calumet	3	2	1	0	1	0	1
Chippewa	0	3	1	4	0	5	0
Clark	3	1	2	5	1	1	5
Columbia	3	9	5	2	1	5	6
Crawford	2	0	1	1	2	1	1
Dane	42	42	56	44	35	44	53
Dodge	6	4	2	2	4	7	3
Door	1	0	1	0	0	2	1
Douglas	3	3	6	2	1	1	2
Dunn	3	2	0	1	2	0	0
Eau Claire	2	2	3	9	3	4	1
Florence	0	0	0	0	0	0	1
Fond Du Lac	4	2	6	4	4	5	4
Forest	2	0	1	1	0	1	0
Grant	4	1	2	9	1	3	2
Green	2	0	0	1	2	0	1
Green Lake	2	0	0	0	0	0	0
Iowa	0	2	1	2	0	2	3
Iron	1	1	1	0	0	2	0
Jackson	3	0	0	0	3	0	0
Jefferson	3	5	3	0	2	1	3
Juneau	3	3	3	1	1	1	0
Kenosha	7	13	6	14	12	13	13
Kewaunee	0	3	1	3	0	1	0
La Crosse	0	5	3	4	12	7	6
Lafayette	1	2	1	1	0	1	0
Langlade	0	0	2	0	1	0	1
Lincoln	0	2	0	1	0	1	2
Manitowoc	14	5	3	6	4	5	4
Marathon	5	5	2	5	4	6	3
Marinette	2	4	1	5	5	1	2
Marquette	0	1	0	1	2	0	1
Menominee	0	0	0	0	0	0	0
Milwaukee	167	179	172	178	164	148	190
Monroe	4	6	1	3	2	1	2
Oconto	1	1	3	3	3	4	7
Oneida	1	1	1	2	1	1	1
Outagamie	9	8	9	5	9	4	8
Ozaukee	2	0	1	1	1	7	0
Pepin	1	0	0	1	0	0	0
Pierce	1	0	5	8	5	0	1
Polk	1	2	1	1	1	2	3
Portage	1	5	1	1	1	1	2
Price	2	0	2	1	0	0	0
Racine	9	8	16	10	19	9	13
Richland	0	0	0	0	1	0	0
Rock	7	9	9	11	10	25	13
Rusk	1	0	0	2	0	2	0
Saint Croix	1	2	1	1	2	2	1
Sauk	0	2	8	6	4	5	4
Sawyer	1	2	5	1	0	5	1
Shawano	0	1	1	6	4	1	5
Sheboygan	4	4	5	0	7	1	5
Taylor	0	0	1	0	1	1	0
Trempealeau	0	0	0	1	1	0	0
Vernon	1	1	4	1	1	0	1
Vilas	0	0	2	1	0	1	0
Walworth	0	5	1	3	5	1	5
Washburn	0	2	1	1	0	2	1
Washington	5	2	3	2	1	6	7
Waukesha	12	10	17	18	32	23	17
Waupaca	6	3	4	8	4	0	8
Waushara	1	3	1	2	1	2	0
Winnebago	9	2	7	7	7	6	10
Wood	8	1	2	3	2	4	2
No County or State Information	28	27	41	45	59	74	57

Outside of Wisconsin Substantiated Complaints

Minnesota	1	3	1	0	0	0	1



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	417	88,808	302,649
February	438	81,818	289,915
March	467	89,564	307,394
April	474	90,211	312,164
May	481	83,620	301,246
June	480	85,819	308,485
July	499	84,312	311,160