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

RESERVATION		January	February	March	April	May	June
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
Cancelled	*Cancelled Trip Legs*	110,215	101,345	115,285	111,587	104,602	105,105
Member No Show	*Trips Where Member Does Not Use Scheduled Service*	8,850	8,654	9,329	9,444	8,566	8,878
Denials	*Number of Denied Trip Attempts*	9,614	8,249	9,995	10,028	8,822	9,710
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
Standing Order Trip Legs	*Completed Trip Legs Associated with a Recurring Appointment*	202,965	192,518	208,029	206,026	203,022	203,450
Completed Legs	*Completed Trip Legs*	302,649	289,915	307,394	312,164	301,246	308,485

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

TRANSPORT MODE		January	February	March	April	May	June
Ambulance	*Vehicle Equipped with Ambulance Support*	1,729	1,721	1,950	1,744	2,033	2,038
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
Cab	*Sedan, Van, Taxi*	175,420	167,440	176,349	175,632	168,467	172,360
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
Gas Reimbursement	*Member Self-Located Suitable Transportation and Received Mileage Reimbursement*	81,232	76,226	83,984	88,104	87,582	90,134
Stretcher	*Vehicle Equipped to Transport Stretcher*	420	414	412	517	496	497
Wheelchair	*Vehicle Equipped to Transport Wheelchair*	6,775	6,877	7,077	7,444	6,832	6,979
Completed Legs	*Completed Trip Legs*	302,649	289,915	307,394	312,164	301,246	308,485

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

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

MTM

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

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

Outside of Wisconsin Completed Trip Legs

Illinois	149	114	124	146	100	109
Iowa	34	48	49	35	35	45

Last Updated 9/22/2026

Michigan	51	51	49	57	67	86
Minnesota	662	616	667	770	720	753
Other	2	2	53	17	23	52
Wisconsin	3	2	1	0	1	0

Wisconsin Substantiated Complaints	January	February	March	April	May	June
Substantiated Complaints	**417**	**438**	**467**	**472**	**481**	**480**

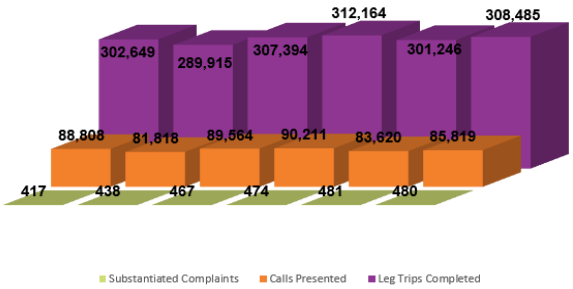
County Statistics
Total Number of Substantiated Complaints Reported by County of Trip Origination

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

Outside of Wisconsin Substantiated Complaints

Minnesota	1	3	1	0	0	0

Last Updated 9/22/2026



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