



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
Enrollment	Eligible Members Enrolled	1,147,913	1,144,495	1,143,112
Distinct Member Count	Unique Members Utilizing Transport	26,018	25,015	24,977
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%	25.3%	27.2%
RESERVATION		January	February	March
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688	381,422	405,085
Cancelled	Cancelled Trip Legs	98,787	91,418	94,105
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,900	8,292	8,462
Denials	Number of Denied Trip Attempts	5,161	5,474	4,687
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050	31,993	30,843
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300	199,504	218,669
Completed Legs	Completed Trip Legs	315,660	289,815	310,785
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68	\$24,438.23	\$35,935.32
Lodging (Nights)	Number of Lodging Nights Reimbursed	53	40	53
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44	\$20,641.49	\$31,870.70
Meals (Reimbursed)	Number of Meals Reimbursed	2,383	2,085	3,209
TRANSPORT MODE		January	February	March
Ambulance	Vehicle Equipped with Ambulance Support	971	833	960
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032	6,164	7,837
Cab	Sedan, Van, Taxi	208,670	192,309	205,149
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915	6,949	7,201
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201	76,314	81,863
Stretcher	Vehicle Equipped to Transport Stretcher	785	729	752
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086	6,517	7,023
Completed Legs	Completed Trip Legs	315,660	289,815	310,785
CALL STATISTICS		January	February	March
Calls Presented	Total Number of Calls Presented	87,979	78,704	76,855
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	413	414	403
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	18	12	13
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%	0.67%	0.80%
QUALITY MANAGEMENT		January	February	March
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%	99.81%	99.86%
Customer Service	Issues with MTM Agent	23	21	16
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1	3	0
Discharge Issues	Issue Resulting from Discharge Trip	1	1	0
Driver	Issue with Driver	47	52	39
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34	40	28
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19	15	18
Member Facing Technology Issue	Issue Related to External Application Issue	9	5	8
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18	7	6
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200	153	165
Other	Issue Not Related to Main Complaint Categories	15	17	11
Provider Service Behavior	Issue Related to Service Provider Behavior	23	33	16
Safety	Issue Related to Member Safety	5	2	3
Timeliness	Issue Related to Service Timeliness	89	99	74
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11	27	13
Turn Back Issues	Issue related to Trip Turnback by Provider	67	68	28
Vehicle	Issue with Vehicle	9	5	8
Total Substantiated Complaints	Total Number of Substantiated Complaints	571	548	433



Wisconsin Completed Trip Legs	January	February	March
Completed Legs	315,660	289,815	310,785

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460	1,311	1,523
Ashland	741	631	707
Barron	2,587	2,301	2,307
Bayfield	358	310	324
Brown	16,511	15,236	16,254
Buffalo	250	248	236
Burnett	647	602	579
Calumet	476	412	537
Chippewa	1,951	2,005	1,939
Clark	888	778	777
Columbia	2,851	2,573	2,710
Crawford	470	411	491
Dane	35,048	32,499	35,772
Dodge	3,253	2,947	3,403
Door	471	419	437
Douglas	942	1,021	1,027
Dunn	1,540	1,571	1,538
Eau Claire	6,626	6,437	6,688
Florence	89	75	77
Fond Du Lac	5,419	4,798	5,333
Forest	279	308	347
Grant	1,523	1,356	1,448
Green	957	727	872
Green Lake	916	796	813
Iowa	998	860	884
Iron	121	115	123
Jackson	1,041	1,001	1,097
Jefferson	2,146	1,892	1,939
Juneau	1,595	1,351	1,485
Kenosha	7,818	6,903	7,251
Kewaunee	429	424	452
La Crosse	7,847	7,085	7,643
Lafayette	400	335	366
Langlade	941	805	789
Lincoln	650	561	571
Manitowoc	4,065	3,529	3,692
Marathon	7,439	7,020	7,342
Marinette	1,915	1,670	1,839
Marquette	1,150	970	1,049
Menominee	662	609	628
Milwaukee	101,849	92,831	100,666
Monroe	2,166	2,062	2,161
Oconto	1,379	1,260	1,438
Oneida	1,428	1,267	1,366
Outagamie	8,446	8,003	8,281
Ozaukee	1,665	1,579	1,694
Peplin	241	224	230
Pierce	575	492	558
Polk	1,124	1,041	1,115
Portage	1,749	1,525	1,521
Price	643	545	562
Racine	9,346	8,512	9,262
Richland	555	458	531
Rock	9,659	9,243	9,837
Rusk	598	651	729
Saint Croix	1,050	952	1,065
Sauk	2,626	2,499	2,874
Sawyer	1,181	1,074	1,144
Shawano	2,125	1,925	1,870
Sheboygan	5,742	5,288	5,639
Taylor	767	680	698
Trempealeau	947	755	843
Vernon	972	911	862
Vilas	756	721	788
Walworth	2,450	2,346	2,232
Washburn	643	511	658
Washington	3,355	3,057	3,146
Waukesha	11,087	10,171	10,608
Waupaca	2,076	1,955	2,140
Waushara	860	765	644
Winnebago	7,288	6,772	7,358
Wood	3,930	3,945	3,991

Outside of Wisconsin Completed Trip Legs

Illinois	94	67	56
Iowa	81	82	77
Michigan	57	80	85
Minnesota	675	656	732
Other	5	8	35



Wisconsin Substantiated Complaints	January	February	March
Substantiated Complaints	571	548	433

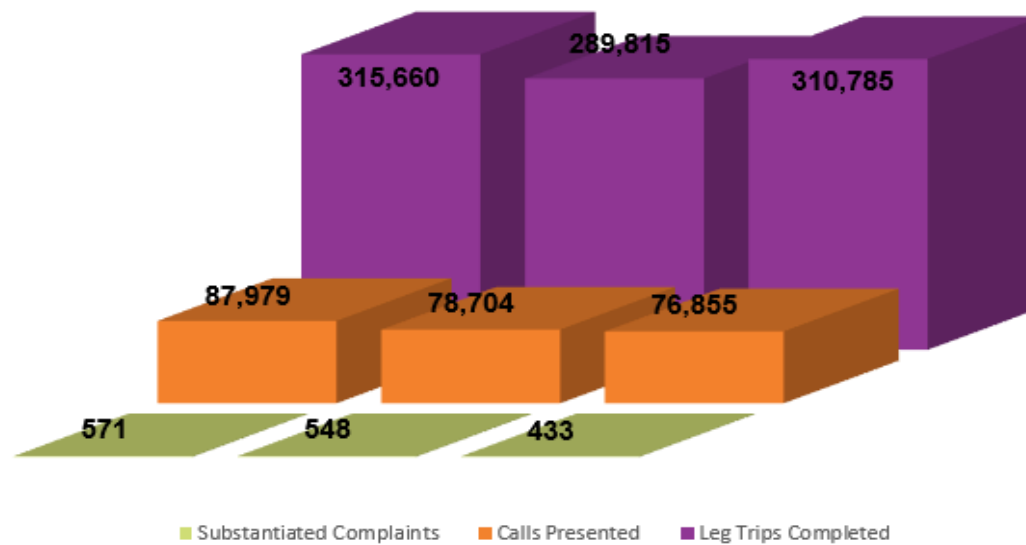
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

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

Outside of Wisconsin Substantiated Complaints

Illinois	1	2	0
Minnesota	0	0	2



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