



Definitions

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



Monthly Overview

MEMBERS		January	February	March
Enrollment	Eligible Members Enrolled	1,048,433	1,049,738	1,048,745
Distinct Member Count	Unique Members Utilizing Transport	26,218	26,219	26,246
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	28.9%	27.6%	29.3%
RESERVATION		January	February	March
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	413,052	391,397	422,876
Cancelled	Cancelled Trip Legs	110,215	101,345	115,285
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,850	8,654	9,329
Denials	Number of Denied Trip Attempts	9,614	8,249	9,995
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,166	34,460	37,077
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	202,965	192,518	208,029
Completed Legs	Completed Trip Legs	302,649	289,915	307,394
Lodging (Cost)	Cost of Lodging Reimbursed	\$44,201.21	\$59,149.10	\$50,631.29
Lodging (Nights)	Number of Lodging Nights Reimbursed	100	90	85
Meals (Cost)	Cost of Meals Reimbursed	\$31,498.12	\$34,402.21	\$49,692.63
Meals (Reimbursed)	Number of Meals Reimbursed	3,174	3,455	4,982
TRANSPORT MODE		January	February	March
Ambulance	Vehicle Equipped with Ambulance Support	1,729	1,721	1,950
Bus	System of Public Transportation including Inter-City Bus (including Para Translt/Deviated Fixed-Route)	7,766	7,564	8,158
Cab	Sedan, Van, Taxi	175,420	167,440	176,349
Completed By Owner Operator	Completed Trips by Owner Operator (including Volunteer Driver Trips)	29,307	29,673	29,464
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	81,232	76,226	83,984
Stretcher	Vehicle Equipped to Transport Stretcher	420	414	412
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,775	6,877	7,077
Completed Legs	Completed Trip Legs	302,649	289,915	307,394
CALL STATISTICS		January	February	March
Calls Presented	Total Number of Calls Presented	88,808	81,818	89,564
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	384	369	378
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	6	7	9
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	0.27%	0.27%	0.45%
QUALITY MANAGEMENT		January	February	March
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.86%	99.85%	99.85%
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2	0	0
Customer Service	Issues with MTM Agent	18	19	16
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	11	18
Driver	Issue with Driver	33	36	37
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	39	39	32
Internal MTM Technology Issue	Issue Related to Internal Application Issue	6	2	5
Member Facing Technology Issue	Issue Related to External Application Issue	3	3	3
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	7	5	9
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	181	214	250
Other	Issue Not Related to Main Complaint Categories	8	3	2
Provider Service Behavior	Issue Related to Service Provider Behavior	23	10	3
Safety	Issue Related to Member Safety	2	2	1
Timeliness	Issue Related to Service Timeliness	57	74	69
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	16	9	14
Turn Back Issues	Issue related to Trip Turnback by Provider	7	0	0
Vehicle	Issue with Vehicle	10	11	8
Total Substantiated Complaints	Total Number of Substantiated Complaints	417	438	467



Completed Trips

Wisconsin Completed Trip Legs	January	February	March
Completed Legs	302,649	289,915	307,394
County Statistics			
Total Number of Completed Trip Legs by County of Trip Origination			
Adams	1,220	1,291	1,341
Ashland	814	740	751
Barron	2,022	2,115	2,241
Bayfield	367	405	367
Brown	15,003	14,200	15,139
Buffalo	257	242	265
Burnett	679	732	751
Calumet	545	473	585
Chippewa	1,915	1,873	2,021
Clark	885	840	892
Columbia	2,714	2,468	2,509
Crawford	415	379	534
Dane	33,393	30,928	32,381
Dodge	3,442	3,377	3,439
Door	409	385	457
Douglas	844	814	888
Dunn	1,582	1,553	1,571
Eau Claire	7,486	7,033	8,020
Florence	53	64	55
Fond Du Lac	5,826	5,435	5,787
Forest	297	280	267
Grant	1,516	1,465	1,713
Green	942	914	957
Green Lake	624	552	580
Iowa	682	629	644
Iron	98	102	124
Jackson	1,010	1,045	1,052
Jefferson	2,025	1,920	2,039
Juneau	2,028	1,904	2,112
Kenosha	7,964	7,911	8,229
Kewaunee	383	285	361
La Crosse	7,644	7,077	8,006
Lafayette	304	315	294
Langlade	776	843	759
Lincoln	961	906	930
Manitowoc	3,679	3,192	3,583
Marathon	7,083	6,928	7,393
Marinette	1,879	1,756	1,773
Marquette	1,141	1,031	1,077
Menominee	665	624	643
Milwaukee	96,462	93,548	97,637
Monroe	2,509	2,315	2,499
Oconto	1,353	1,243	1,275
Oneida	1,239	1,253	1,283
Outagamie	7,421	7,489	7,966
Ozaukee	1,724	1,608	1,681
Pepin	208	194	211
Pierce	674	866	960
Polk	1,065	1,095	1,168
Portage	1,796	1,596	1,764
Price	332	376	420
Racine	8,629	7,850	8,666
Richland	504	396	454
Rock	9,380	9,301	10,117
Rusk	630	646	659
Saint Croix	1,076	1,153	1,235



Completed Trips

Sauk	2,705	2,540	2,678
Sawyer	1,114	1,103	1,235
Shawano	2,012	1,913	1,884
Sheboygan	5,624	5,290	5,795
Taylor	719	645	687
Trempealeau	825	795	876
Vernon	717	747	799
Vilas	742	730	845
Walworth	2,523	2,519	2,817
Washburn	739	709	733
Washington	2,951	2,895	3,012
Waukesha	10,284	9,722	10,407
Waupaca	1,982	1,964	2,064
Waushara	946	924	993
Winnebago	7,441	7,000	7,379
Wood	3,850	3,631	3,722

Outside of Wisconsin Completed Trip Legs

Illinois	149	114	124
Iowa	34	48	49
Michigan	51	51	49
Minnesota	662	616	667
Other	2	2	53
Wisconsin	3	2	1



Substantiated Complaints

Wisconsin Substantiated Complaints	January	February	March
Substantiated Complaints	417	438	467

County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2	2	3
Ashland	1	0	0
Barron	3	4	3
Bayfield	0	3	0
Brown	3	18	19
Buffalo	2	0	2
Burnett	1	0	0
Calumet	3	2	1
Chippewa	0	3	1
Clark	3	1	2
Columbia	3	9	5
Crawford	2	0	1
Dane	42	42	56
Dodge	6	4	2
Door	1	0	1
Douglas	3	3	6
Dunn	3	2	0
Eau Claire	2	2	3
Florence	0	0	0
Fond Du Lac	4	2	6
Forest	2	0	1
Grant	4	1	2
Green	2	0	0
Green Lake	2	0	0
Iowa	0	2	1
Iron	1	1	1
Jackson	3	0	0
Jefferson	3	5	3
Juneau	3	3	3
Kenosha	7	13	6
Kewaunee	0	3	1
La Crosse	0	5	3
Lafayette	1	2	1
Langlade	0	0	2
Lincoln	0	2	0
Manitowoc	14	5	3
Marathon	5	5	2
Marinette	2	4	1
Marquette	0	1	0
Menominee	0	0	0
Milwaukee	167	179	172
Monroe	4	6	1
Oconto	1	1	3
Oneida	1	1	1
Outagamie	9	8	9
Ozaukee	2	0	1
Pepin	1	0	0
Pierce	1	0	5
Polk	1	2	1
Portage	1	5	1
Price	2	0	2
Racine	9	8	16
Richland	0	0	0
Rock	7	9	9
Rusk	1	0	0
Saint Croix	1	2	1



Substantiated Complaints

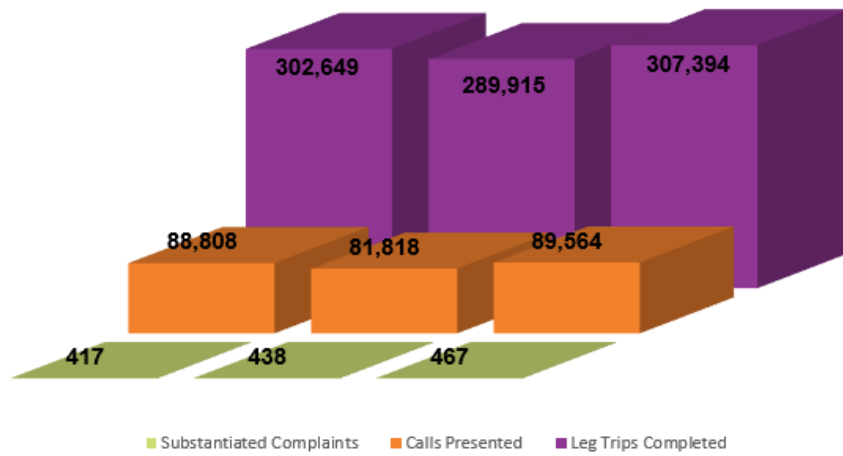
Sauk	0	2	8
Sawyer	1	2	5
Shawano	0	1	1
Sheboygan	4	4	5
Taylor	0	0	1
Trempealeau	0	0	0
Vernon	1	1	4
Vilas	0	0	2
Walworth	0	5	1
Washburn	0	2	1
Washington	5	2	3
Waukesha	12	10	17
Waupaca	6	3	4
Waushara	1	3	1
Winnebago	9	2	7
Wood	8	1	2
No County or State Information	28	27	41

Outside of Wisconsin Substantiated Complaints

Minnesota	1	3	1
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Summary Graph



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