



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	April	May
Enrollment	Eligible Members Enrolled	1,048,433	1,049,738	1,048,745	1,042,837	1,039,221
Distinct Member Count	Unique Members Utilizing Transport	26,218	26,219	26,246	26,896	26,178
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	28.9%	27.6%	29.3%	29.9%	29.0%
RESERVATION		January	February	March	April	May
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
Cancelled	Cancelled Trip Legs	110,215	101,345	115,285	111,587	104,602
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,850	8,654	9,329	9,444	8,566
Denials	Number of Denied Trip Attempts	9,614	8,249	9,995	10,028	8,822
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,166	34,460	37,077	38,098	36,143
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	202,965	192,518	208,029	206,026	203,022
Completed Legs	Completed Trip Legs	302,649	289,915	307,394	312,164	301,246
Lodging (Cost)	Cost of Lodging Reimbursed	\$44,201.21	\$59,149.10	\$50,631.29	\$56,053.00	\$52,152.10
Lodging (Nights)	Number of Lodging Nights Reimbursed	100	90	85	93	95
Meals (Cost)	Cost of Meals Reimbursed	\$31,498.12	\$34,402.21	\$49,692.63	\$44,816.73	\$62,525.65
Meals (Reimbursed)	Number of Meals Reimbursed	3,174	3,455	4,982	4,509	6,258
TRANSPORT MODE		January	February	March	April	May
Ambulance	Vehicle Equipped with Ambulance Support	1,729	1,721	1,950	1,744	2,033
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
Cab	Sedan, Van, Taxi	175,420	167,440	176,349	175,632	168,467
Completed By Owner Operator	Completed Trips by Owner Operator (including Volunteer Driver Trips)	29,307	29,673	29,464	31,297	29,259
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	81,232	76,226	83,984	88,104	87,582
Stretcher	Vehicle Equipped to Transport Stretcher	420	414	412	517	496
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,775	6,877	7,077	7,444	6,832
Completed Legs	Completed Trip Legs	302,649	289,915	307,394	312,164	301,246
CALL STATISTICS		January	February	March	April	May
Calls Presented	Total Number of Calls Presented	88,808	81,818	89,564	90,211	83,620
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	384	369	378	345	343
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	6	7	9	7	25
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	0.27%	0.27%	0.45%	0.36%	2.27%
QUALITY MANAGEMENT		January	February	March	April	May
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.86%	99.85%	99.85%	99.85%	99.84%
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2	0	0	2	1
Customer Service	Issues with MTM Agent	18	19	16	23	26
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	11	18	22	20
Discharge Issues	Issue Resulting from Discharge Trip	0	0	0	3	0
Driver	Issue with Driver	33	36	37	51	54
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	39	39	32	28	32
Internal MTM Technology Issue	Issue Related to Internal Application Issue	6	2	5	4	3
Member Facing Technology Issue	Issue Related to External Application Issue	3	3	3	0	2
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	7	5	9	1	7
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	181	214	250	205	197
Other	Issue Not Related to Main Complaint Categories	8	3	2	9	4
Provider Service Behavior	Issue Related to Service Provider Behavior	23	10	3	9	10
Safety	Issue Related to Member Safety	2	2	1	2	0
Timeliness	Issue Related to Service Timeliness	57	74	69	73	92
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	16	9	14	31	27
Turn Back Issues	Issue related to Trip Turnback by Provider	7	0	0	4	2
Vehicle	Issue with Vehicle	10	11	8	7	4
Total Substantiated Complaints	Total Number of Substantiated Complaints	417	438	467	474	481



Completed Trips

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

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,220	1,291	1,341	1,361	1,286
Ashland	814	740	751	702	714
Barron	2,022	2,115	2,241	2,461	2,294
Bayfield	367	405	367	382	379
Brown	15,003	14,200	15,139	15,397	15,072
Buffalo	257	242	265	293	254
Burnett	679	732	751	823	767
Calumet	545	473	585	554	531
Chippewa	1,915	1,873	2,021	2,173	2,092
Clark	885	840	892	1,027	866
Columbia	2,714	2,468	2,509	2,729	2,838
Crawford	415	379	534	504	502
Dane	33,393	30,928	32,381	33,670	33,291
Dodge	3,442	3,377	3,439	3,343	3,239
Door	409	385	457	417	390
Douglas	844	814	888	932	952
Dunn	1,582	1,553	1,571	1,679	1,545
Eau Claire	7,486	7,033	8,020	8,067	7,689
Florence	53	64	55	67	67
Fond Du Lac	5,826	5,435	5,787	5,733	5,567
Forest	297	280	267	301	289
Grant	1,516	1,465	1,713	1,670	1,506
Green	942	914	957	972	977
Green Lake	624	552	580	617	626
Iowa	682	629	644	647	624
Iron	98	102	124	137	108
Jackson	1,010	1,045	1,052	1,141	1,170
Jefferson	2,025	1,920	2,039	2,056	1,849
Juneau	2,028	1,904	2,112	2,103	2,179
Kenosha	7,964	7,911	8,229	8,803	8,292
Kewaunee	383	285	361	490	579
La Crosse	7,644	7,077	8,006	8,395	7,945
Lafayette	304	315	294	291	270
Langlade	776	843	759	852	857
Lincoln	961	906	930	994	934
Manitowoc	3,679	3,192	3,583	3,720	3,536
Marathon	7,083	6,928	7,393	7,219	7,319
Marquette	1,879	1,756	1,773	2,031	2,003
Marquette	1,141	1,031	1,077	1,021	1,094
Menominee	665	624	643	626	675
Milwaukee	96,462	93,548	97,637	96,381	92,710
Monroe	2,509	2,315	2,499	2,366	2,229
Oconto	1,353	1,243	1,275	1,286	1,279
Oneida	1,239	1,253	1,283	1,331	1,280
Outagamie	7,421	7,489	7,966	8,084	7,435
Ozaukee	1,724	1,608	1,681	1,804	1,792
Pepin	208	194	211	267	240
Pierce	674	866	960	804	776
Polk	1,065	1,095	1,168	1,392	1,205
Portage	1,796	1,596	1,764	1,708	1,611
Price	332	376	420	445	469
Racine	8,629	7,850	8,666	9,174	9,137
Richland	504	396	454	491	467
Rock	9,380	9,301	10,117	10,497	10,195
Rusk	630	646	659	687	598
Saint Croix	1,076	1,153	1,235	1,226	1,117
Sauk	2,705	2,540	2,678	2,808	2,633
Sawyer	1,114	1,103	1,235	1,289	1,180
Shawano	2,012	1,913	1,884	1,916	1,876
Sheboygan	5,624	5,290	5,795	5,589	5,153
Taylor	719	645	687	745	672
Trempealeau	825	795	876	855	829
Vernon	717	747	799	905	909
Vilas	742	730	845	832	877
Walworth	2,523	2,519	2,817	2,873	2,716
Washburn	739	709	733	694	702
Washington	2,951	2,895	3,012	3,024	2,920
Waukesha	10,284	9,722	10,407	10,678	10,286
Waupaca	1,982	1,964	2,064	2,087	2,044
Waushara	946	924	993	1,147	1,092
Winnebago	7,441	7,000	7,379	7,408	6,842
Wood	3,850	3,631	3,722	3,946	3,862

Outside of Wisconsin Completed Trip Legs

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



Completed Trips

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

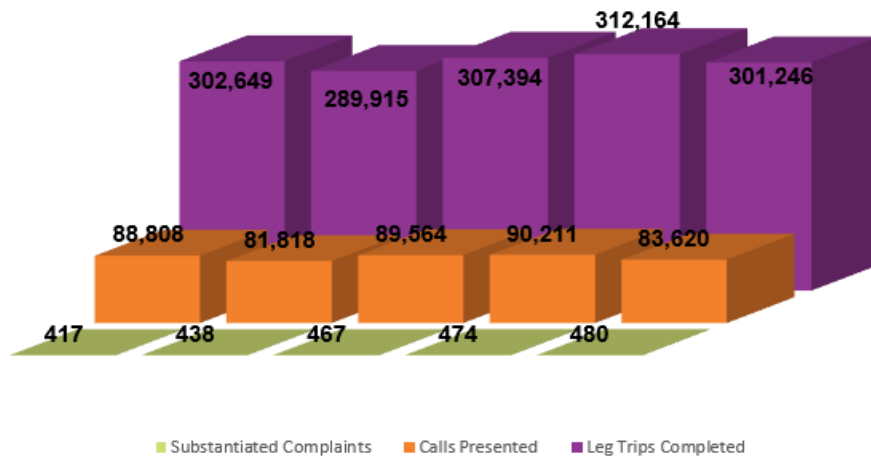


Substantiated Complaints

Wisconsin Substantiated Complaints	January	February	March	April	May
Substantiated Complaints	417	438	467	472	480
County Statistics					
Total Number of Substantiated Complaints Reported by County of Trip Origination					
Adams	2	2	3	0	1
Ashland	1	0	0	1	2
Barron	3	4	3	1	6
Bayfield	0	3	0	1	0
Brown	3	18	19	7	17
Buffalo	2	0	2	1	1
Burnett	1	0	0	0	2
Calumet	3	2	1	0	1
Chippewa	0	3	1	4	0
Clark	3	1	2	5	1
Columbia	3	9	5	2	1
Crawford	2	0	1	1	2
Dane	42	42	56	44	35
Dodge	6	4	2	2	4
Door	1	0	1	0	0
Douglas	3	3	6	2	1
Dunn	3	2	0	1	2
Eau Claire	2	2	3	9	3
Florence	0	0	0	0	0
Fond Du Lac	4	2	6	4	4
Forest	2	0	1	1	0
Grant	4	1	2	9	1
Green	2	0	0	1	2
Green Lake	2	0	0	0	0
Iowa	0	2	1	2	0
Iron	1	1	1	0	0
Jackson	3	0	0	0	3
Jefferson	3	5	3	0	2
Juneau	3	3	3	1	1
Kenosha	7	13	6	14	12
Kewaunee	0	3	1	3	0
La Crosse	0	5	3	4	12
Lafayette	1	2	1	1	0
Langlade	0	0	2	0	1
Lincoln	0	2	0	1	0
Manitowoc	14	5	3	6	4
Marathon	5	5	2	5	4
Marinette	2	4	1	5	5
Marquette	0	1	0	1	2
Menominee	0	0	0	0	0
Milwaukee	167	179	172	178	164
Monroe	4	6	1	3	2
Oconto	1	1	3	3	3
Oneida	1	1	1	2	1
Outagamie	9	8	9	5	9
Ozaukee	2	0	1	1	1
Pepin	1	0	0	1	0
Pierce	1	0	5	8	5
Polk	1	2	1	1	1
Portage	1	5	1	1	1
Price	2	0	2	1	0
Racine	9	8	16	10	19
Richland	0	0	0	0	1
Rock	7	9	9	11	10
Rusk	1	0	0	2	0
Saint Croix	1	2	1	1	2
Sauk	0	2	8	6	4
Sawyer	1	2	5	1	0
Shawano	0	1	1	6	4
Sheboygan	4	4	5	0	7
Taylor	0	0	1	0	1
Trempealeau	0	0	0	1	1
Vernon	1	1	4	1	1
Vilas	0	0	2	1	0
Walworth	0	5	1	3	5
Washburn	0	2	1	1	0
Washington	5	2	3	2	1
Waukesha	12	10	17	18	32
Waupaca	6	3	4	8	4
Waushara	1	3	1	2	1
Winnebago	9	2	7	7	7
Wood	8	1	2	3	2
No County or State Information	28	27	41	45	59
Outside of Wisconsin Substantiated Complaints					
	1	3	1	0	



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
April	474	90,211	312,164
May	480	83,620	301,246