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 Transporation 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	August	September	October
Enrollment	*Eligible Members Enrolled*	1,147,913	1,144,495	1,143,112	1,129,663	1,112,511	1,060,314	1,053,842	1,056,614	1,057,052	1,056,269
Distinct Member Count	*Unique Members Utilizing Transport*	26,018	25,015	24,977	26,020	25,287	24,736	25,382	25,111	25,762	26,518
Utilization Rate	*Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)*	27.5%	25.3%	27.2%	28.4%	28.7%	28.6%	30.3%	29.1%	28.8%	30.7%

RESERVATION

		January	February	March	April	May	June	July	August	September	October
Reservations Scheduled	*All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs*	414,688	381,422	405,085	413,761	411,704	392,316	410,119	395,607	397,390	423,566
Cancelled	*Cancelled Trip Legs*	98,787	91,418	94,105	92,178	91,938	88,963	90,518	87,767	92,869	99,031
Member No Show	*Trips Where Member Does Not Use Scheduled Service*	8,900	8,292	8,462	8,261	8,304	8,654	9,420	8,483	9,304	8,662
Denials	*Number of Denied Trip Attempts*	5,161	5,474	4,687	5,494	5,440	9,977	9,950	8,904	9,174	9,780
Same Day Trip Legs	*Completed Trip Legs with less than 24 hour Notice*	36,050	31,993	30,843	33,629	31,581	30,715	32,342	30,876	33,332	36,181
Standing Order Trip Legs	*Completed Trip Legs Associated with a Recurring Appointment*	214,300	199,504	218,669	220,951	225,760	212,468	222,814	215,520	206,628	219,529
Completed Legs	*Completed Trip Legs*	315,660	289,815	310,785	321,359	319,543	303,215	319,394	307,685	304,318	324,371
Lodging (Cost)	*Cost of Lodging Reimbursed*	$26,779.68	$24,438.23	$35,935.32	$20,568.72	$22,993.96	$40,356.60	$34,689.45	$30,604.98	$28,556.86	$41,468.84
Lodging (Nights)	*Number of Lodging Nights Reimbursed*	53	40	53	43	44	88	73	52	59	76
Meals (Cost)	*Cost of Meals Reimbursed*	$23,464.44	$20,641.49	$31,870.70	$13,180.34	$12,981.10	$19,965.82	$24,758.58	$12,125.74	$18,379.85	$26,678.79
Meals (Reimbursed)	*Number of Meals Reimbursed*	2,383	2,085	3,209	1,335	1,310	2,041	2,500	1,232	1,849	2,675

TRANSPORT MODE

		January	February	March	April	May	June	July	August	September	October
Ambulance	*Vehicle Equipped with Ambulance Support*	971	833	960	1,036	1,065	1,183	1,235	1,355	1,324	1,398
Bus	*System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)*	7,032	6,164	7,837	8,300	8,405	7,740	8,890	7,903	8,090	8,772
Cab	*Sedan, Van, Taxi*	208,670	192,309	205,149	211,287	208,182	179,001	188,656	180,688	175,865	187,553
Completed By Owner Operator	*Completed Trips by Owner Operator (Including Volunteer Driver Trips)*	7,915	6,949	7,201	6,792	7,308	25,189	26,655	26,450	28,587	29,948
Gas Reimbursement	*Member Self-Located Suitable Transportation and Received Mileage Reimbursement*	83,201	76,314	81,863	85,615	86,449	82,431	85,661	83,369	82,721	88,149
Stretcher	*Vehicle Equipped to Transport Stretcher*	785	729	752	752	805	750	913	760	500	558
Wheelchair	*Vehicle Equipped to Transport Wheelchair*	7,086	6,517	7,023	7,577	7,329	6,921	7,384	7,160	7,231	7,993
Completed Legs	*Completed Trip Legs*	315,660	289,815	310,785	321,359	319,543	303,215	319,394	307,685	304,318	324,371

CALL STATISTICS

		January	February	March	April	May	June	July	August	September	October
Calls Presented	*Total Number of Calls Presented*	87,979	78,704	76,855	81,249	78,898	79,522	79,221	75,739	84,643	86,461
Average Handle Time (seconds)	*Average Time to Handle Complete Call from Live Response to Call End*	413	414	403	381	393	394	398	396	385	384
Average Speed of Answer (seconds)	*Difference in Time from Caller Entering Queue and Receiving Live Response*	18	12	13	13	30	64	55	65	66	58
Abandonment Rate (%)	*Percentage of Calls Abandonded Prior to Live Response*	1.00%	0.67%	0.80%	0.70%	1.34%	3.52%	2.86%	2.94%	3.14%	2.46%

QUALITY MANAGEMENT

		January	February	March	April	May	June	July	August	September	October
Complaint Free Percentage	*Substantiated Complaints Compared to Completed Trips*	99.82%	99.81%	99.86%	99.84%	99.87%	99.86%	99.85%	99.86%	99.86%	99.89%
Customer Service	*Issues with MTM Agent*	23	21	16	18	16	21	29	20	23	18
Disagree with processes/protocols	*Issue Resulting from Process Disagreement*	1	3	0	5	3	1	3	43	11	4
Discharge Issues	*Issue Resulting from Discharge Trip*	1	1	0	1	0	1	0	2	2	0
Driver	*Issue with Driver*	47	52	39	54	42	44	38	40	39	34
Driver Service/Delivery Issues	*Issue Resulting from Service or Delivery*	34	40	28	27	37	32	59	35	23	17
Internal MTM Technology Issue	*Issue Related to Internal Application Issue*	19	15	18	17	15	7	10	7	7	6
Member Facing Technology Issue	*Issue Related to External Application Issue*	9	5	8	3	3	4	5	2	5	1
Mileage Reimbursement Issues	*Issue Related to Mileage Reimbursement Claim / Process*	18	7	6	3	2	5	15	11	15	5
No Show	*MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive*	200	153	165	164	148	131	146	104	135	104
Other	*Issue Not Related to Main Complaint Categories*	15	17	11	7	11	5	3	7	15	7
Provider Service Behavior	*Issue Related to Service Provider Behavior*	23	33	16	22	20	16	26	24	27	29
Safety	*Issue Related to Member Safety*	5	2	3	7	2	4	0	4	3	1
Timeliness	*Issue Related to Service Timeliness*	89	99	74	95	83	92	86	68	73	62
Trip Accuracy/Disagreement	*Issue Related to Trip Scheduling*	11	27	13	35	17	36	23	24	23	30
Turn Back Issues	*Issue related to Trip Turnback by Provider*	67	68	28	43	19	13	10	19	27	29
Vehicle	*Issue with Vehicle*	9	5	8	14	10	6	18	8	12	6
Total Substantiated Complaints	*Total Number of Substantiated Complaints*	571	548	433	515	428	418	471	418	440	353

Wisconsin Completed Trip Legs	January	February	March	April	May	June	July	August	September	October
Completed Legs	**315,660**	**289,815**	**310,785**	**321,359**	**319,543**	**303,215**	**319,394**	**307,685**	**304,318**	**324,371**

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

	January	February	March	April	May	June	July	August	September	October
Adams	1,460	1,311	1,523	1,490	1,701	1,689	1,566	1,380	1,344	1,337
Ashland	741	631	707	827	797	739	871	826	841	989
Barron	2,587	2,301	2,307	2,617	2,444	2,275	2,526	2,372	2,494	2,567
Bayfield	358	310	324	354	322	265	327	298	362	442
Brown	16,511	15,236	16,254	16,801	16,969	15,698	16,404	16,035	15,789	15,857
Buffalo	250	248	236	302	304	270	293	297	300	317
Burnett	647	602	579	669	650	653	678	729	748	798
Calumet	476	412	537	617	564	503	601	588	529	565
Chippewa	1,951	2,005	1,939	2,148	2,225	2,155	2,188	2,087	2,063	2,290
Clark	888	778	777	887	833	831	831	810	845	880
Columbia	2,851	2,573	2,710	2,780	2,816	2,738	2,842	2,958	2,960	2,886
Crawford	470	411	491	507	523	583	600	580	482	562
Dane	35,048	32,499	35,772	36,261	35,668	33,690	35,314	34,011	32,602	35,231
Dodge	3,253	2,947	3,403	3,570	3,610	3,225	3,400	3,352	3,506	3,833
Door	471	419	437	411	458	496	480	440	484	453
Douglas	942	1,021	1,027	1,021	1,063	986	1,103	960	861	939
Dunn	1,540	1,571	1,538	1,670	1,732	1,645	1,803	1,807	1,709	1,738
Eau Claire	6,626	6,437	6,688	7,116	7,086	6,603	6,938	6,990	7,198	7,864
Florence	89	75	77	77	68	66	65	59	76	77
Fond Du Lac	5,419	4,798	5,333	5,620	5,522	5,266	5,982	5,532	5,396	5,787
Forest	279	308	347	339	368	401	447	421	367	382
Grant	1,523	1,356	1,448	1,551	1,696	1,597	1,665	1,508	1,576	1,759
Green	957	727	872	857	851	747	776	851	890	944
Green Lake	916	796	813	889	946	998	1,004	946	806	837
Iowa	998	860	884	852	873	887	782	718	716	795
Iron	121	115	123	156	154	125	133	117	118	129
Jackson	1,041	1,001	1,097	1,133	1,131	1,014	1,031	1,003	1,013	1,202
Jefferson	2,146	1,892	1,939	2,163	2,294	2,371	2,528	2,122	1,934	2,159
Juneau	1,595	1,351	1,485	1,673	1,776	1,781	1,931	1,900	1,801	1,872
Kenosha	7,818	6,903	7,251	7,843	8,020	7,510	8,073	7,917	8,037	8,708
Kewaunee	429	424	452	429	514	475	489	548	515	614
La Crosse	7,847	7,085	7,643	7,443	7,521	7,034	7,456	7,254	7,308	7,906
Lafayette	400	335	366	374	373	313	291	296	247	253
Langlade	941	805	789	854	793	748	722	615	700	783
Lincoln	650	561	571	597	617	677	743	720	741	880
Manitowoc	4,065	3,529	3,692	4,050	3,919	3,881	4,027	3,920	3,595	3,826
Marathon	7,439	7,020	7,342	7,639	7,360	6,672	7,065	7,144	7,129	7,293
Marinette	1,915	1,670	1,839	1,953	1,785	1,685	1,736	1,648	1,614	1,829
Marquette	1,150	970	1,049	1,209	1,213	1,171	1,176	1,167	1,207	1,241
Menominee	662	609	628	584	718	757	772	721	696	724
Milwaukee	101,849	92,831	100,666	103,550	102,274	98,361	103,812	98,696	97,916	103,250
Monroe	2,166	2,062	2,161	2,063	2,226	2,122	2,261	2,352	2,265	2,471
Oconto	1,379	1,260	1,438	1,567	1,500	1,413	1,528	1,430	1,382	1,531
Oneida	1,428	1,267	1,366	1,405	1,348	1,263	1,289	1,267	1,235	1,299
Outagamie	8,446	8,003	8,281	8,472	8,388	7,485	8,044	7,849	7,686	8,202
Ozaukee	1,665	1,579	1,694	1,747	1,650	1,617	1,769	1,618	1,647	1,803
Pepin	241	224	230	234	218	212	230	226	211	231
Pierce	575	492	558	735	684	682	688	605	633	856
Polk	1,124	1,041	1,115	1,304	1,088	1,024	1,108	1,114	1,045	1,246
Portage	1,749	1,525	1,521	1,676	1,655	1,479	1,733	1,618	1,690	1,723
Price	643	545	562	593	450	429	459	468	445	462
Racine	9,346	8,512	9,262	9,326	9,247	8,595	8,911	8,625	8,661	9,013
Richland	555	458	531	561	551	487	556	502	509	577
Rock	9,659	9,243	9,837	10,068	9,915	9,827	10,094	9,733	9,976	10,580
Rusk	598	651	729	778	837	700	661	586	638	747
Saint Croix	1,050	952	1,065	1,100	1,017	951	1,067	1,065	1,051	1,173
Sauk	2,626	2,499	2,874	2,920	3,017	2,742	2,833	2,624	2,579	2,727
Sawyer	1,181	1,074	1,144	1,193	1,157	1,118	1,227	1,138	1,108	1,221
Shawano	2,125	1,925	1,870	2,099	2,184	2,092	2,136	2,030	2,004	2,164
Sheboygan	5,742	5,288	5,639	5,917	6,329	5,897	6,164	6,147	5,731	5,962
Taylor	767	680	698	795	758	738	772	728	762	777
Trempealeau	947	755	843	840	737	695	808	763	819	908
Vernon	972	911	862	803	702	637	681	647	729	816
Vilas	756	721	788	857	828	697	675	647	613	778
Walworth	2,450	2,346	2,232	2,318	2,276	2,117	2,354	2,560	2,457	2,703
Washburn	643	511	658	693	643	606	623	657	668	736
Washington	3,355	3,057	3,146	3,164	3,073	3,044	3,098	2,947	3,064	3,129
Waukesha	11,087	10,171	10,608	10,533	10,696	9,955	10,415	9,806	9,728	10,960
Waupaca	2,076	1,955	2,140	2,190	2,187	2,144	2,225	2,237	2,424	2,367
Waushara	860	765	644	801	912	897	1,021	1,069	979	996
Winnebago	7,288	6,772	7,358	7,626	7,813	7,309	7,634	7,452	7,236	8,044
Wood	3,930	3,945	3,991	4,053	3,941	3,694	3,878	3,871	3,886	4,287

Outside of Wisconsin Completed Trip Legs

	January	February	March	April	May	June	July	August	September	October
Illinois	94	67	56	59	76	64	80	124	105	112
Iowa	81	82	77	81	65	50	46	23	23	32
Michigan	57	80	85	93	78	74	68	53	72	83
Minnesota	675	656	732	807	745	745	770	750	735	754
Other	5	8	35	5	1	33	17	11	7	103

Wisconsin Substantiated Complaints

	January	February	March	April	May	June	July	August	September	October
Substantiated Complaints	**571**	**548**	**433**	**515**	**428**	**418**	**471**	**418**	**440**	**353**

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

	January	February	March	April	May	June	July	August	September	October
Adams	3	3	1	0	2	1	0	6	2	2
Ashland	0	1	1	0	0	0	1	1	0	0
Barron	2	0	0	1	1	3	1	0	3	1
Bayfield	5	1	1	2	0	0	1	0	2	0
Brown	11	14	10	13	10	16	30	13	16	9
Buffalo	1	0	1	0	0	0	0	0	0	0
Burnett	0	0	1	0	2	1	0	2	0	0
Calumet	0	3	3	2	1	2	0	0	0	0
Chippewa	0	0	0	4	4	0	0	0	0	1
Clark	1	3	1	5	3	0	2	0	0	0
Columbia	9	5	3	1	7	3	2	4	4	2
Crawford	1	1	0	1	0	0	5	1	0	1
Dane	41	48	25	30	39	27	33	33	48	44
Dodge	2	3	9	2	1	4	5	3	1	4
Door	0	0	0	3	1	1	0	2	1	0
Douglas	2	0	1	2	0	3	0	2	1	1
Dunn	2	6	1	3	2	1	4	0	1	1
Eau Claire	1	2	2	4	0	2	6	2	3	2
Florence	0	0	0	0	1	0	3	0	0	0
Fond Du Lac	8	10	0	1	6	6	3	9	4	4
Forest	0	0	1	2	1	0	0	1	0	0
Grant	6	4	3	1	0	3	1	0	1	2
Green	3	0	0	1	0	1	0	0	0	0
Green Lake	0	0	2	0	0	3	1	0	0	3
Iowa	4	0	1	2	2	4	1	2	1	1
Iron	0	2	0	0	0	0	0	0	1	1
Jackson	0	0	1	0	0	2	4	0	1	0
Jefferson	0	2	1	6	1	1	2	0	0	0
Juneau	2	9	1	1	0	3	5	0	0	4
Kenosha	18	12	10	3	8	12	12	15	16	9
Kewaunee	1	0	0	0	1	0	0	2	0	3
La Crosse	2	1	4	3	2	3	3	1	5	2
Lafayette	1	2	0	0	0	0	0	0	1	2
Langlade	0	0	0	1	0	0	1	1	0	1
Lincoln	1	2	1	1	2	2	2	5	2	1
Manitowoc	5	4	5	4	3	5	8	4	4	3
Marathon	3	9	1	7	0	3	5	7	4	2
Marinette	4	0	3	3	5	1	5	6	0	1
Marquette	1	0	0	2	1	1	3	1	1	2
Menominee	0	0	0	0	0	1	0	1	0	0
Milwaukee	241	237	200	239	212	166	150	137	181	132
Monroe	1	0	1	6	2	1	3	0	3	1
Oconto	5	0	2	0	1	0	1	3	2	2
Oneida	3	3	2	2	1	0	0	3	1	0
Outagamie	15	5	7	10	4	10	7	7	4	1
Ozaukee	3	2	5	2	1	1	8	0	3	0
Pepin	1	0	0	0	0	0	0	0	0	1
Pierce	0	0	2	1	1	0	1	2	1	1
Polk	0	0	1	0	0	0	0	0	0	3
Portage	0	0	0	1	1	3	1	0	1	2
Price	1	1	2	1	0	1	1	1	0	2
Racine	14	9	7	14	4	10	16	10	9	11
Richland	7	1	0	0	0	1	0	0	1	0
Rock	10	23	9	18	22	6	19	22	10	10
Rusk	2	2	2	2	0	1	0	0	2	0
Saint Croix	1	0	0	3	0	0	0	0	0	0
Sauk	3	3	3	3	3	2	2	4	2	2
Sawyer	1	2	2	2	1	0	0	1	3	2
Shawano	2	1	1	0	2	1	3	5	0	0
Sheboygan	8	8	7	6	6	2	3	5	1	3
Taylor	2	0	2	0	0	0	0	1	0	0
Trempealeau	2	2	1	1	0	0	0	1	0	2
Vernon	4	4	0	1	0	2	0	0	1	1
Vilas	0	1	0	1	1	0	0	0	1	0
Walworth	3	7	4	6	2	6	7	2	3	2
Washburn	2	0	0	1	1	1	0	0	0	1
Washington	7	6	0	4	1	8	0	1	3	2
Waukesha	11	17	17	10	11	13	16	17	7	12
Waupaca	1	2	3	7	2	2	4	0	2	1
Waushara	4	1	0	0	0	0	1	0	2	1
Winnebago	12	9	4	16	7	6	9	2	5	3
Wood	1	1	3	4	3	2	2	3	5	9
No County or State Information	63	52	50	43	31	56	67	66	62	36

Outside of Wisconsin Substantiated Complaints

	January	February	March	April	May	June	July	August	September	October
Illinois	1	2	0	0	0	0	0	0	1	1
Minnesota	0	0	2	0	1	2	1	1	1	0
Other	0	0	0	0	1	0	0	0	0	0

Last Updated 3/19/2026
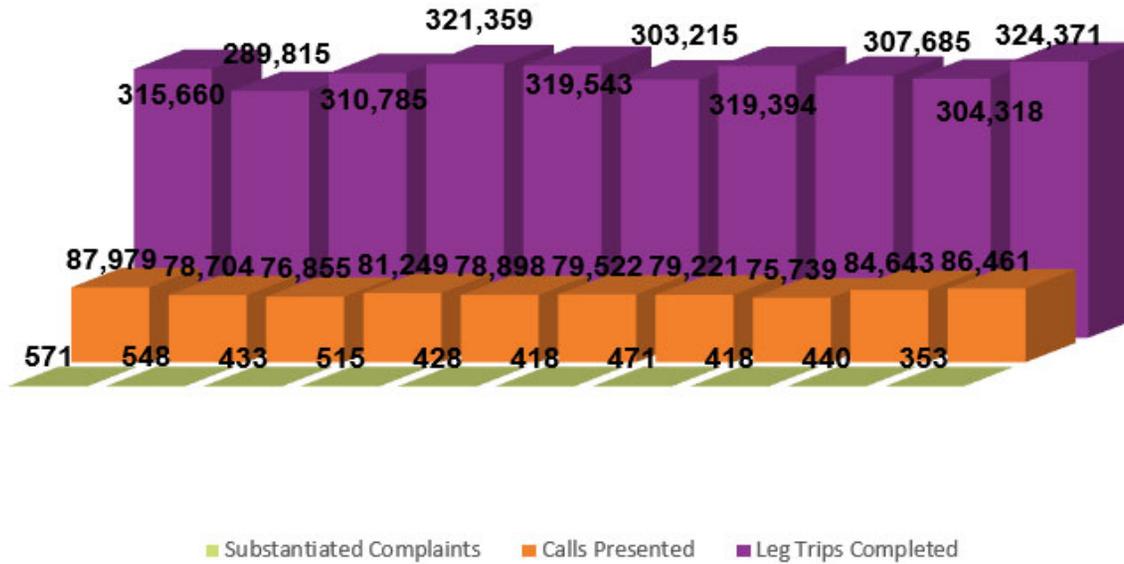
Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660
February	548	78,704	289,815
March	433	76,855	310,785
April	515	81,249	321,359
May	428	78,898	319,543
June	418	79,522	303,215
July	471	79,221	319,394
August	418	75,739	307,685
September	440	84,643	304,318
October	353	86,461	324,371