



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	April	May	June	July	August	September
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
Distinct Member Count	Unique Members Utilizing Transport	26,018	25,015	24,977	26,020	25,287	24,628	25,206	24,921	25,593
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%	25.3%	27.2%	28.4%	28.7%	28.6%	30.2%	29.1%	28.7%

RESERVATION		January	February	March	April	May	June	July	August	September
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	392,056	409,493	395,062	396,931
Cancelled	Cancelled Trip Legs	98,787	91,418	94,105	92,178	91,938	88,963	90,512	87,765	92,850
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
Denials	Number of Denied Trip Attempts	5,161	5,474	4,687	5,494	5,440	9,047	8,105	6,953	7,054
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	36,050	31,993	30,843	33,629	31,581	30,398	31,594	30,115	32,676
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	214,300	199,504	218,669	220,951	225,760	212,389	222,488	215,302	206,530
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359	319,543	302,955	318,774	307,142	303,878
Lodging (Cost)	Cost of Lodging Reimbursed	\$26,779.68	\$24,438.23	\$35,935.32	\$20,568.72	\$22,993.96	\$36,297.07	\$23,013.43	\$23,060.64	\$27,630.02
Lodging (Nights)	Number of Lodging Nights Reimbursed	53	40	53	43	44	78	48	38	52
Meals (Cost)	Cost of Meals Reimbursed	\$23,464.44	\$20,641.49	\$31,870.70	\$13,180.34	\$12,981.10	\$11,754.28	\$8,448.56	\$10,898.04	\$10,628.58
Meals (Reimbursed)	Number of Meals Reimbursed	2,383	2,085	3,209	1,335	1,310	1,197	857	1,104	1,073

TRANSPORT MODE		January	February	March	April	May	June	July	August	September
Ambulance	Vehicle Equipped with Ambulance Support	971	833	960	1,036	1,065	1,042	1,018	1,083	1,080
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	8,887	7,903	8,090
Cab	Sedan, Van, Taxi	208,670	192,309	205,149	211,287	208,182	197,222	207,354	199,237	176,021
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915	6,949	7,201	6,792	7,308	6,991	8,007	8,005	28,587
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201	76,314	81,863	85,615	86,449	82,289	85,209	82,994	82,369
Stretcher	Vehicle Equipped to Transport Stretcher	785	729	752	752	805	750	915	760	500
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,086	6,517	7,023	7,577	7,329	6,921	7,384	7,160	7,231
Completed Legs	Completed Trip Legs	315,660	289,815	310,785	321,359	319,543	302,955	318,774	307,142	303,878

CALL STATISTICS		January	February	March	April	May	June	July	August	September
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
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
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
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.00%	0.67%	0.80%	0.70%	1.34%	3.52%	2.86%	2.94%	3.14%

QUALITY MANAGEMENT		January	February	March	April	May	June	July	August	September
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.82%	99.81%	99.86%	99.84%	99.87%	99.86%	99.87%	99.89%	99.87%
Customer Service	Issues with MTM Agent	23	21	16	18	16	20	27	18	22
Disagree with processes/protocols	Issue Resulting from Process Disagreement	1	3	0	5	3	1	2	1	2
Discharge Issues	Issue Resulting from Discharge Trip	1	1	0	1	0	1	0	2	1
Driver	Issue with Driver	47	52	39	54	42	44	32	32	33
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34	40	28	27	37	31	56	33	22
Internal MTM Technology Issue	Issue Related to Internal Application Issue	19	15	18	17	15	6	6	7	5
Member Facing Technology Issue	Issue Related to External Application Issue	9	5	8	3	3	4	3	2	5
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	18	7	6	3	2	3	0	5	8
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	200	153	165	164	148	131	141	99	134
Other	Issue Not Related to Main Complaint Categories	15	17	11	7	11	4	2	7	14
Provider Service Behavior	Issue Related to Service Provider Behavior	23	33	18	22	20	16	22	23	26
Safety	Issue Related to Member Safety	5	2	3	7	2	4	0	4	2
Timeliness	Issue Related to Service Timeliness	89	99	74	95	83	93	84	60	74
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	11	27	13	35	17	32	21	14	18
Turn Back Issues	Issue related to Trip Turnback by Provider	67	68	28	43	19	13	10	19	27
Vehicle	Issue with Vehicle	9	5	8	14	10	6	15	7	9
Total Substantiated Complaints	Total Number of Substantiated Complaints	571	548	433	515	428	409	421	333	402



Wisconsin Completed Trip Legs

	January	February	March	April	May	June	July	August	September
<b>Completed Legs</b>	<b>315,660</b>	<b>289,815</b>	<b>310,785</b>	<b>321,359</b>	<b>319,543</b>	<b>302,955</b>	<b>318,774</b>	<b>307,142</b>	<b>303,878</b>

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,460	1,311	1,523	1,490	1,701	1,688	1,565	1,377	1,347
Ashland	741	631	707	827	797	732	860	800	823
Barron	2,587	2,301	2,307	2,617	2,444	2,275	2,525	2,371	2,494
Bayfield	358	310	324	354	322	258	314	277	342
Brown	16,511	15,236	16,254	16,801	16,969	15,699	16,359	15,986	15,686
Buffalo	250	248	236	302	304	270	293	297	300
Burnett	647	602	579	669	650	653	677	729	746
Calumet	476	412	537	617	564	500	601	586	521
Chippewa	1,951	2,005	1,939	2,148	2,225	2,154	2,185	2,085	2,056
Clark	888	778	777	887	833	830	830	808	841
Columbia	2,851	2,573	2,710	2,780	2,816	2,741	2,845	2,952	2,965
Crawford	470	411	491	507	523	583	599	580	482
Dane	35,048	32,499	35,772	36,261	35,668	33,634	35,221	34,018	32,645
Dodge	3,253	2,947	3,403	3,570	3,610	3,225	3,399	3,371	3,501
Door	471	419	437	411	458	495	479	438	484
Douglas	942	1,021	1,027	1,021	1,063	985	1,100	960	861
Dunn	1,540	1,571	1,538	1,670	1,732	1,641	1,739	1,723	1,650
Eau Claire	6,626	6,437	6,688	7,116	7,086	6,598	6,927	6,958	7,187
Florence	89	75	77	77	68	66	65	59	73
Fond Du Lac	5,419	4,798	5,333	5,620	5,522	5,260	5,977	5,523	5,397
Forest	279	308	347	339	368	399	447	419	367
Grant	1,523	1,356	1,448	1,551	1,696	1,596	1,661	1,504	1,573
Green	957	727	872	857	851	744	773	846	881
Green Lake	916	796	813	889	946	995	1,001	942	805
Iowa	998	860	884	852	873	886	781	718	712
Iron	121	115	123	156	154	125	133	117	117
Jackson	1,041	1,001	1,097	1,133	1,131	1,013	1,028	998	1,007
Jefferson	2,146	1,892	1,939	2,163	2,294	2,371	2,522	2,100	1,933
Juneau	1,595	1,351	1,485	1,673	1,776	1,781	1,931	1,899	1,815
Kenosha	7,818	6,903	7,251	7,843	8,020	7,485	8,045	7,909	8,004
Kewaunee	429	424	452	429	514	475	489	548	519
La Crosse	7,847	7,085	7,643	7,443	7,521	7,031	7,452	7,271	7,317
Lafayette	400	335	366	374	373	313	291	296	248
Langlade	941	805	789	854	793	748	720	613	700
Lincoln	650	561	571	597	617	676	741	715	739
Manitowoc	4,065	3,529	3,692	4,050	3,919	3,879	3,999	3,884	3,573
Marathon	7,439	7,020	7,342	7,639	7,360	6,672	7,066	7,140	7,123
Marquette	1,915	1,670	1,839	1,953	1,785	1,685	1,734	1,648	1,614
Marquette	1,150	970	1,049	1,209	1,213	1,171	1,167	1,167	1,207
Menominee	862	609	628	584	718	762	772	716	670
Milwaukee	101,849	92,831	100,666	103,550	102,274	98,342	103,730	98,629	97,844
Monroe	2,166	2,062	2,161	2,063	2,226	2,122	2,263	2,356	2,266
Oconto	1,379	1,260	1,438	1,567	1,500	1,413	1,527	1,427	1,382
Oneida	1,428	1,267	1,366	1,405	1,348	1,262	1,285	1,262	1,224
Outagamie	8,446	8,003	8,281	8,472	8,388	7,470	8,037	7,837	7,684
Ozaukee	1,665	1,579	1,694	1,747	1,650	1,615	1,768	1,612	1,643
Papin	241	224	230	234	218	211	230	226	211
Pierce	575	492	558	735	684	682	688	605	633
Polk	1,124	1,041	1,115	1,304	1,088	1,024	1,108	1,113	1,045
Portage	1,749	1,525	1,521	1,676	1,655	1,479	1,731	1,612	1,689
Price	643	545	562	593	450	429	457	466	444
Racine	9,346	8,512	9,262	9,326	9,247	8,591	8,885	8,604	8,644
Richland	555	458	531	561	551	487	556	501	509
Rock	9,659	9,243	9,837	10,068	9,915	9,794	10,049	9,715	9,963
Rusk	598	651	729	778	837	700	658	585	636
Saint Croix	1,050	952	1,065	1,100	1,017	950	1,066	1,064	1,051
Sauk	2,626	2,499	2,874	2,920	3,017	2,743	2,835	2,645	2,601
Sawyer	1,181	1,074	1,144	1,193	1,157	1,116	1,226	1,137	1,105
Shawano	2,125	1,925	1,870	2,099	2,184	2,092	2,121	1,986	2,005
Sheboygan	5,742	5,288	5,639	5,917	6,329	5,896	6,142	6,115	5,732
Taylor	767	680	698	795	758	738	767	725	757
Trempealeau	947	755	843	840	737	695	808	762	819
Vernon	972	911	862	803	702	636	680	648	739
Vilas	756	721	788	857	828	697	675	646	612
Watworth	2,450	2,346	2,232	2,318	2,276	2,087	2,317	2,545	2,454
Washburn	643	511	658	693	643	606	623	656	667
Washington	3,355	3,057	3,146	3,164	3,073	3,044	3,098	2,947	3,049
Waukesha	11,087	10,171	10,608	10,533	10,696	9,965	10,404	9,807	9,724
Waupaca	2,076	1,955	2,140	2,190	2,187	2,139	2,221	2,233	2,420
Wausara	860	765	844	801	912	895	1,021	1,072	985
Winnebago	7,288	6,772	7,358	7,626	7,813	7,296	7,626	7,446	7,241
Wood	3,930	3,945	3,991	4,053	3,941	3,692	3,874	3,866	3,838

Outside of Wisconsin Completed Trip Legs

Illinois	94	67	56	59	76	60	72	117	100
Iowa	81	82	77	81	65	50	46	23	23
Michigan	57	80	85	93	78	74	68	53	72
Minnesota	675	656	732	807	745	736	763	740	730
Other	5	8	35	5	1	33	36	11	12



Wisconsin Substantiated Complaints

January February March April May June July August September

Substantiated Complaints	571	548	433	515	428	409	421	333	402
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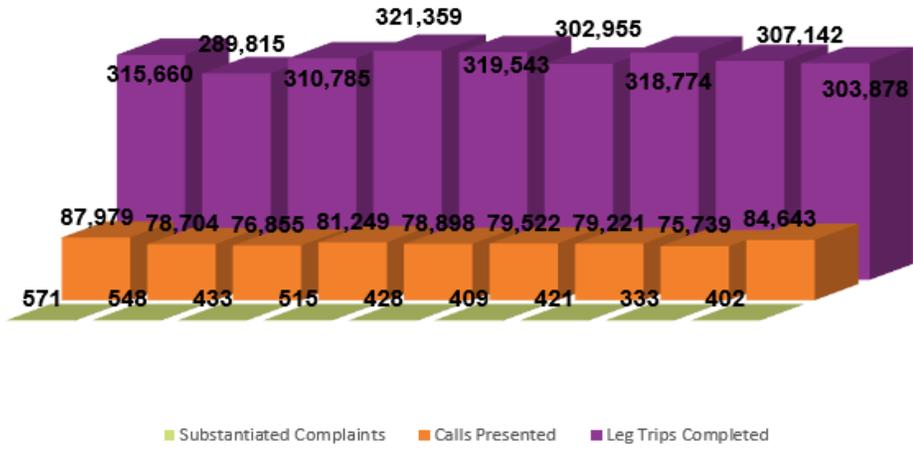
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	3	3	1	0	2	1	0	4	2
Ashland	0	1	1	0	0	0	1	1	0
Barron	2	0	0	1	1	3	0	0	3
Bayfield	5	1	1	2	0	0	1	0	1
Brown	11	14	10	13	10	16	30	10	13
Buffalo	1	0	1	0	0	0	0	0	0
Burnett	0	0	1	0	2	0	0	2	0
Calumet	0	3	3	2	1	2	0	0	0
Chippewa	0	0	0	4	4	0	0	0	0
Clark	1	3	1	5	3	0	2	0	0
Columbia	9	5	3	1	7	3	2	4	4
Crawford	1	1	0	1	0	0	4	1	0
Dane	41	48	25	30	39	27	26	26	44
Dodge	2	3	9	2	1	4	4	3	1
Door	0	0	0	3	1	1	0	2	0
Douglas	2	0	1	2	0	3	0	2	1
Dunn	2	6	1	3	2	1	3	0	1
Eau Claire	1	2	2	4	0	2	4	1	1
Florence	0	0	0	0	1	0	3	0	0
Fond Du Lac	8	10	0	1	6	6	2	8	4
Forest	0	0	1	2	1	0	0	1	0
Grant	6	4	3	1	0	3	1	0	0
Green	3	0	0	1	0	1	0	0	0
Green Lake	0	0	2	0	0	3	1	0	0
Iowa	4	0	1	2	2	4	1	2	1
Iron	0	2	0	0	0	0	0	0	1
Jackson	0	0	1	0	0	2	4	0	1
Jefferson	0	2	1	6	1	1	2	0	0
Juneau	2	9	1	1	0	3	4	0	0
Kenosha	18	12	10	3	8	12	12	15	16
Kewaunee	1	0	0	0	1	0	0	1	0
La Crosse	2	1	4	3	2	3	3	1	5
Lafayette	1	2	0	0	0	0	0	0	1
Langlade	0	0	0	1	0	0	1	1	0
Lincoln	1	2	1	1	2	2	1	5	2
Manitowoc	5	4	5	4	3	5	7	4	4
Marathon	3	9	1	7	0	3	5	7	3
Marinette	4	0	3	3	5	1	3	5	0
Marquette	1	0	0	2	1	1	2	1	1
Menominee	0	0	0	0	0	1	0	0	0
Milwaukee	241	237	200	239	212	167	142	121	173
Monroe	1	0	1	6	2	1	3	0	3
Oconto	5	0	2	0	1	0	1	3	2
Oneida	3	3	2	2	1	0	0	2	1
Outagamie	15	5	7	10	4	10	6	6	4
Ozaukee	3	2	5	2	1	1	8	0	3
Papin	1	0	0	0	0	0	0	0	0
Pierce	0	0	2	1	1	0	1	2	1
Polk	0	0	1	0	0	0	0	0	0
Portage	0	0	0	1	1	3	1	0	1
Price	1	1	2	1	0	1	0	0	0
Racine	14	9	7	14	4	9	16	5	9
Richland	7	1	0	0	0	1	0	0	1
Rock	10	23	9	18	22	6	19	18	9
Rusk	2	2	2	2	0	1	0	0	2
Saint Croix	1	0	0	3	0	0	0	0	0
Sauk	3	3	3	3	3	2	1	4	2
Sawyer	1	2	2	2	1	0	0	1	2
Shawano	2	1	1	0	2	1	3	1	0
Sheboygan	8	8	7	6	6	2	3	4	1
Taylor	2	0	2	0	0	0	0	1	0
Trempealeau	2	2	1	1	0	0	0	1	0
Vernon	4	4	0	1	0	2	0	0	1
Vilas	0	1	0	1	1	0	0	0	1
Watworth	3	7	4	6	2	5	6	2	3
Washburn	2	0	0	1	1	1	0	0	0
Washington	7	6	0	4	1	8	0	1	3
Waukesha	11	17	17	10	11	12	16	12	6
Waupaca	1	2	3	7	2	2	4	0	2
Wausara	4	1	0	0	0	0	1	0	1
Winnebago	12	9	4	16	7	6	9	2	5
Wood	1	1	3	4	3	2	2	3	4
No County or State Information	63	52	50	43	31	49	50	36	50

Outside of Wisconsin Substantiated Complaints

Illinois	1	2	0	0	0	0	0	0	1
Minnesota	0	0	2	0	1	2	0	1	1
Other	0	0	0	0	1	0	0	0	0



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	409	79,522	302,955
July	421	79,221	318,774
August	333	75,739	307,142
September	402	84,643	303,878