



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

April

Enrollment	Eligible Members Enrolled	1,215,317
Distinct Member Count	Unique Members Utilizing Transport	25,588
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	28.7%

RESERVATION

April

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	418,057
Cancelled	Cancelled Trip Legs	93,061
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,131
Denials	Number of Denied Trip Attempts	5,083
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	38,356
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	230,694
Completed Legs	Completed Trip Legs	324,751

Lodging (Cost)	Cost of Lodging Reimbursed	\$7,855.92
Lodging (Nights)	Number of Lodging Nights Reimbursed	234
Meals (Cost)	Cost of Meals Reimbursed	\$12,889.54
Meals (Reimbursed)	Number of Meals Reimbursed	3,137

TRANSPORT MODE

April

Ambulance	Vehicle Equipped with Ambulance Support	1,105
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	12,021
Cab	Sedan, Van, Taxi	190,546
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,973
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	97,514
Stretcher	Vehicle Equipped to Transport Stretcher	842
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,750
Completed Legs	Completed Trip Legs	324,751

CALL STATISTICS

April

Calls Presented	Total Number of Calls Presented	92,912
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	376
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	30
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.62%

QUALITY MANAGEMENT

April

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.81%
Abusive Behavior	Issues Related to Provider Abusive Behavior	0
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2
Customer Service	Issues with MTM Agent	23
Disagree with processes/protocols	Issue Resulting from Process Disagreement	15
Discharge Issues	Issue Resulting from Discharge Trip	1
Driver	Issue with Driver	52
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	32
Internal MTM Technology Issue	Issue Related to Internal Application Issue	8
Member Facing Technology Issue	Issue Related to External Application Issue	2
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	30
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	165
Provider Service Behavior	Issue Related to Service Provider Behavior	17
Safety	Issue Related to Member Safety	2
Timeliness	Issue Related to Service Timeliness	107
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	39
Turn Back Issues	Issue related to Trip Turnback by Provider	77
Vehicle	Issue with Vehicle	7
Total Substantiated Complaints	Total Number of Substantiated Complaints	609



Wisconsin Completed Trip Legs

April

Completed Legs	324,761
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,216
Ashland	857
Barron	2,774
Bayfield	427
Brown	16,866
Buffalo	408
Burnett	710
Calumet	463
Chippewa	1,933
Clark	921
Columbia	2,605
Crawford	688
Dane	35,735
Dodge	3,483
Door	663
Douglas	1,167
Dunn	1,731
Eau Claire	7,338
Florence	120
Fond Du Lac	5,515
Forest	273
Grant	1,437
Green	756
Green Lake	852
Iowa	872
Iron	62
Jackson	1,009
Jefferson	2,385
Juneau	1,571
Kenosha	7,718
Kewaunee	519
La Crosse	7,776
Lafayette	254
Langlade	1,064
Lincoln	867
Manitowoc	4,257
Marathon	8,224
Marquette	1,941
Marquette	1,204
Menominee	608
Milwaukee	103,215
Monroe	2,121
Oconto	1,377
Oneida	1,789
Outagamie	8,883
Ozaukee	1,810
Pepin	272
Pierce	548
Polk	1,456
Portage	2,059
Price	533
Racine	9,780
Richland	425
Rock	9,807
Rusk	735
Saint Croix	1,133
Sauk	2,335
Sawyer	1,299
Shawano	2,474
Sheboygan	5,873
Taylor	932
Trempealeau	684
Vernon	956
Vilas	805
Walworth	2,806
Washburn	682
Washington	3,615
Waukesha	11,364
Waupaca	2,402
Waushara	1,040
Winnebago	7,467
Wood	4,114

Outside of Wisconsin Completed Trip Legs

Illinois	89
Iowa	126
Michigan	75
Minnesota	815
Other	20



Wisconsin Substantiated Complaints

April

Substantiated Complaints	898
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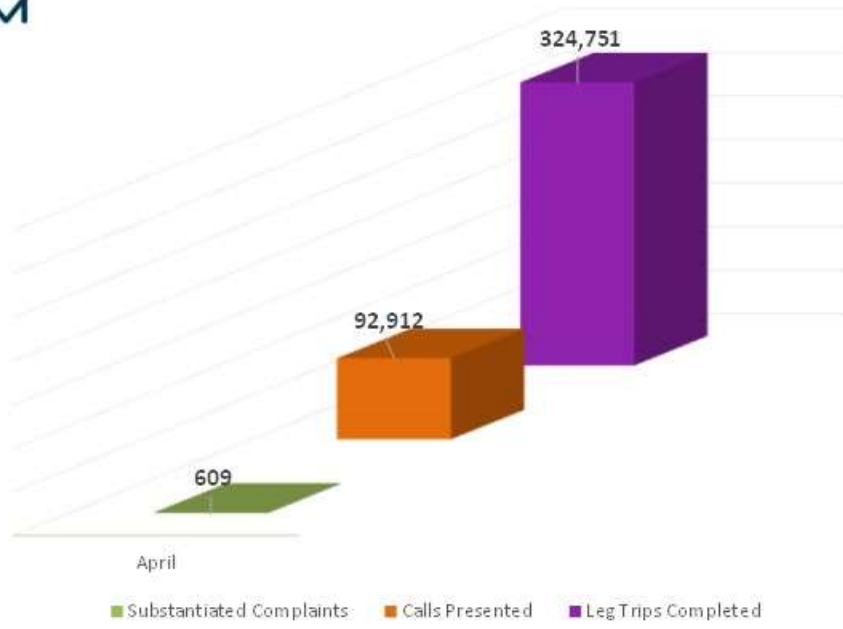
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2
Ashland	2
Barron	1
Bayfield	0
Brown	30
Buffalo	0
Burnett	0
Calumet	0
Chippewa	3
Clark	4
Columbia	1
Crawford	2
Dane	55
Dodge	3
Door	1
Douglas	2
Dunn	2
Eau Claire	8
Florence	0
Fond Du Lac	8
Forest	1
Grant	3
Green	2
Green Lake	2
Iowa	1
Iron	0
Jackson	1
Jefferson	11
Juneau	7
Kenosha	11
Kewaunee	3
La Crosse	3
Lafayette	0
Lanoline	1
Lincoln	4
Manitowoc	3
Marathon	5
Marrinette	8
Marquette	3
Menominee	0
Milwaukee	200
Monroe	3
Oconto	5
Oneida	3
Outagamie	14
Ozaukee	3
Pepin	4
Pierce	3
Polk	0
Portage	1
Price	3
Racine	14
Richland	0
Rock	11
Rusk	1
Saint Croix	2
Sauk	8
Sawyer	0
Shawano	4
Sheboygan	10
Taylor	2
Trempealeau	2
Vernon	1
Vilas	1
Waushara	6
Washington	3
Washington	7
Waukesha	37
Waupaca	6
Waushara	4
Winnebago	11
Wood	7

Outside of Wisconsin Substantiated Complaints

Illinois	0
Minnesota	2
Other	36



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
April	609	92,912	324,751