



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		February	March	April	May	June	July	August
Enrollment	Eligible Members Enrolled	1,285,821	1,185,507	1,215,317	1,194,094	1,176,007	1,159,933	1,150,177
Distinct Member Count	Unique Members Utilizing Transport	25,770	25,069	25,568	25,244	23,596	24,311	24,410
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.4%	27.4%	28.7%	27.5%	25.2%	28.9%	27.2%

RESERVATION		February	March	April	May	June	July	August
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,403	418,612	418,057	421,159	383,748	412,057	410,010
Cancelled	Cancelled Trip Legs	69,774	93,485	93,061	92,843	87,092	100,074	97,370
Member No Show	Trips Where Member Does Not Use Scheduled Service	7,719	8,448	8,131	8,365	7,555	8,131	8,028
Denials	Number of Denied Trip Attempts	4,702	6,165	5,083	5,503	5,848	5,840	6,523
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	49,723	30,410	38,356	37,532	33,083	34,661	34,047
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	12,434	171,982	230,694	234,432	213,465	221,330	221,925
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764.95	\$23,130.20	\$27,965.20	\$21,866.38	\$40,363.22	\$14,694.90	\$27,041.42
Lodging (Nights)	Number of Lodging Nights Reimbursed	251	289	234	183	518	220	279
Meals (Cost)	Cost of Meals Reimbursed	\$12,805.70	\$16,680.47	\$18,368.09	\$18,310.99	\$13,653.77	\$19,743.59	\$18,848.67
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,840	1,834	1,366	1,975	1,888

TRANSPORT MODE		February	March	April	May	June	July	August
Ambulance	Vehicle Equipped with Ambulance Support	1,080	1,016	1,198	1,147	1,043	1,198	1,160
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,846	13,140	12,021	11,379	9,733	10,106	10,885
Cab	Sedan, Van, Taxi	197,549	198,648	199,549	201,267	182,390	191,650	192,081
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,006	6,973	7,288	7,650	8,068	8,563
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,071	98,426	97,514	98,977	88,633	93,189	91,854
Stretcher	Vehicle Equipped to Transport Stretcher	696	735	842	830	650	696	822
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,314	6,269	6,760	7,105	6,443	6,856	6,968
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343

CALL STATISTICS		February	March	April	May	June	July	August
Calls Presented	Total Number of Calls Presented	104,943	86,258	92,912	87,644	79,059	85,538	83,349
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	394	396	376	357	361	360	353
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	46	38	30	27	30	29	31
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	6.20%	0.74%	1.62%	1.99%	1.96%	2.34%	2.38%

QUALITY MANAGEMENT		February	March	April	May	June	July	August
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.78%	99.84%	99.81%	99.83%	99.82%	99.81%	99.82%
Abusive Behavior	Issues Related to Provider Abusive Behavior	0	0	0	1	0	0	0
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	0	4	2	2	0	0	0
Customer Service	Issues with MTM Agent	23	19	23	29	17	27	30
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	5	15	7	12	7	8
Discharge Issues	Issue Resulting from Discharge Trip	1	3	1	0	1	0	0
Driver	Issue with Driver	39	51	52	62	44	72	54
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	20	25	32	34	42	30	43
Internal MTM Technology Issue	Issue Related to Internal Application Issue	12	8	8	10	7	7	3
Member Facing Technology Issue	Issue Related to External Application Issue	1	2	2	1	4	1	2
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	25	26	30	27	30	29	14
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	269	166	195	144	152	160	154
Other		0	0	0	0	31	26	30
Provider Service Behavior	Issue Related to Service Provider Behavior	13	21	17	16	11	19	17
Safety	Issue Related to Member Safety	2	4	2	0	2	3	3
Timeliness	Issue Related to Service Timeliness	69	75	107	101	88	108	90
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	50	37	39	35	31	22	30
Turn Back Issues	Issue related to Trip Turnback by Provider	209	69	77	90	62	66	68
Vehicle	Issue with Vehicle	9	7	7	14	9	9	5
Total Substantiated Complaints	Total Number of Substantiated Complaints	776	522	609	563	543	591	562



Wisconsin Completed Trip Legs

February March April May June July August

Completed Legs	321,901	324,890	324,751	327,993	296,442	311,760	312,343
----------------	---------	---------	---------	---------	---------	---------	---------

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,231	1,242	1,216	1,390	1,247	1,309	1,266
Ashland	940	856	857	828	652	731	724
Barron	2,900	2,785	2,774	2,886	2,518	2,881	2,549
Bayfield	395	444	427	440	392	439	392
Brown	17,931	17,842	16,898	17,114	16,064	16,870	16,586
Buffalo	420	419	408	441	378	369	350
Burnett	703	621	710	719	580	671	715
Calumet	452	429	463	528	501	457	460
Chippewa	2,041	1,903	1,933	1,988	1,796	1,868	1,682
Clark	863	908	921	859	772	949	944
Columbia	2,510	2,396	2,505	2,601	2,502	2,778	2,952
Crawford	574	583	588	550	479	483	518
Dane	35,993	37,453	35,735	36,478	32,247	34,083	34,911
Dodge	3,395	3,395	3,483	3,819	3,519	3,545	3,533
Door	429	502	563	565	455	588	601
Douglas	1,027	1,015	1,167	1,356	1,187	1,051	985
Dunn	1,810	1,695	1,731	1,762	1,565	1,771	1,689
Eau Claire	7,399	7,408	7,338	7,864	6,717	7,186	6,656
Florence	110	107	120	117	107	72	96
Fond Du Lac	5,467	5,681	5,515	5,940	5,496	5,683	5,533
Forest	238	205	273	285	274	288	275
Grant	1,258	1,471	1,437	1,470	1,216	1,356	1,415
Green	819	777	796	802	815	922	924
Green Lake	831	903	852	785	797	859	852
Iowa	833	870	872	861	864	1,025	965
Iron	73	69	62	66	38	76	50
Jackson	938	928	1,006	1,126	907	1,017	1,076
Jefferson	2,012	2,335	2,385	2,290	2,129	2,062	1,955
Juneau	1,841	1,848	1,571	1,608	1,334	1,588	1,603
Kewaunee	7,295	7,315	7,716	7,716	6,977	7,073	7,214
Kewaunee	460	433	519	502	467	413	391
La Crosse	7,651	7,638	7,776	7,949	6,930	7,303	7,340
Lafayette	306	302	284	335	279	268	255
Laporte	885	891	1,064	1,036	739	733	807
Lincoln	877	871	867	939	828	720	732
Manitowoc	4,384	4,440	4,257	4,182	3,710	4,076	4,260
Marathon	8,364	8,421	8,224	7,862	7,339	7,221	7,238
Matilne	1,980	1,861	1,941	1,958	1,818	1,924	1,739
Marquette	1,218	1,144	1,204	1,147	1,161	1,293	1,343
Menominee	616	612	608	596	568	633	732
Milwaukee	101,990	100,911	103,215	103,738	98,619	99,677	100,772
Monroe	2,118	2,215	2,121	2,170	2,072	2,166	2,078
Oconto	1,277	1,300	1,377	1,496	1,161	1,158	1,134
Oneida	1,851	1,748	1,790	1,846	1,515	1,693	1,646
Outagamie	9,358	9,154	8,893	9,444	8,565	8,291	8,000
Ozaukee	1,640	1,675	1,810	1,867	1,748	1,804	1,869
Pepin	226	226	272	280	242	266	238
Pierce	504	488	548	607	662	654	689
Pok	1,498	1,402	1,456	1,433	1,200	1,200	1,077
Portage	1,988	2,037	2,058	2,147	1,943	2,035	1,984
Price	662	515	533	495	436	502	533
Racine	9,862	10,051	9,786	9,477	8,633	9,062	9,186
Richland	431	485	425	441	469	463	431
Rock	9,754	10,251	9,807	10,089	9,354	9,299	9,470
Rusk	744	707	735	857	579	719	710
Saint Croix	1,166	1,153	1,133	1,182	1,068	1,269	1,189
Sauk	2,351	2,512	2,335	2,377	2,263	2,379	2,604
Sawyer	1,172	1,182	1,208	1,373	1,170	1,002	1,050
Shawano	2,246	2,563	2,474	2,461	2,430	2,468	2,386
Sheboygan	6,128	6,136	5,873	5,919	5,204	5,512	5,701
Taylor	820	860	932	938	750	743	720
Trempealeau	639	613	664	616	519	635	672
Vernon	857	926	966	955	894	862	849
Vilas	486	545	605	536	478	421	422
Walworth	2,665	2,771	2,806	2,768	2,541	2,710	2,702
Washburn	706	645	662	704	604	585	650
Washington	3,252	3,594	3,615	3,715	3,519	3,551	3,264
Waukesha	10,407	11,220	11,394	11,092	10,120	10,573	10,588
Waupaca	2,706	2,578	2,402	2,629	2,317	2,462	2,380
Waushara	914	994	1,040	926	777	913	956
Winnebago	7,576	7,660	7,467	7,280	6,457	7,060	7,262
Wood	4,086	4,008	4,114	4,379	3,693	4,034	3,752

Outside of Wisconsin Completed Trip Legs

Illinois	75	83	90	60	57	114	138
Iowa	125	151	126	128	54	77	72
Michigan	96	87	75	91	72	64	78
Minnesota	751	752	815	904	792	796	736
Other	16	5	20	7	1	3	15



Wisconsin Substantiated Complaints

	February	March	April	May	June	July	August
Substantiated Complaints	776	622	608	660	643	681	662

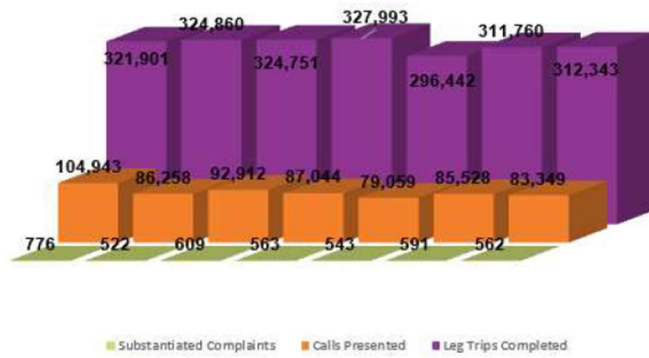
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	4	2	2	2	4	0	2
Ashland	4	1	2	2	4	1	2
Barron	5	0	1	1	4	4	3
Bayfield	2	0	0	0	1	3	2
Brown	21	32	30	18	16	11	15
Buffalo	1	0	0	0	0	0	1
Burnett	1	0	0	1	1	0	1
Calumet	2	0	0	1	1	0	0
Chippewa	8	2	3	4	1	2	2
Clark	4	3	4	3	2	2	0
Columbia	8	8	1	5	4	5	7
Crawford	2	6	2	0	0	2	1
Dane	66	25	55	58	45	56	63
Dodge	33	3	3	3	2	1	4
Door	1	3	1	0	1	4	3
Douglas	5	3	2	3	2	4	0
Dunn	1	2	2	5	1	4	5
Eau Claire	7	0	8	2	2	0	3
Florence	4	0	0	1	0	2	1
Fond Du Lac	8	8	8	2	6	6	5
Forest	2	2	1	5	0	1	0
Grant	3	0	3	3	0	1	3
Green	1	0	2	2	1	3	2
Green Lake	5	4	2	4	2	0	0
Iowa	1	1	1	1	1	1	0
Iron	0	0	0	1	1	1	1
Jackson	2	1	1	0	0	1	2
Jefferson	8	4	11	5	8	5	8
Juneau	1	1	7	6	4	2	2
Kenosha	13	16	11	13	14	21	24
Kewaunee	3	3	3	2	3	0	0
La Crosse	7	4	3	11	3	10	5
Lafayette	0	0	0	0	0	3	3
Langlade	4	0	1	1	1	1	0
Lincoln	1	3	4	0	1	1	1
Manitowoc	8	5	3	4	3	5	5
Marathon	8	4	5	4	5	5	1
Marquette	7	4	8	6	7	4	2
Marquette	4	9	3	5	5	2	3
Menominee	0	0	0	0	0	0	0
Milwaukee	241	207	200	182	171	226	211
Monroe	8	3	3	3	4	2	2
Oconto	4	2	5	4	1	1	0
Oneida	3	6	3	1	1	4	1
Outagamie	12	3	14	11	11	10	9
Ozaukee	4	4	3	4	6	7	3
Pepin	0	0	4	2	0	0	0
Pierce	6	0	3	2	3	0	1
Polk	7	0	0	4	0	1	1
Portage	0	5	1	3	3	3	0
Price	2	0	3	3	4	2	0
Racine	18	22	14	7	14	19	10
Richland	2	1	0	1	6	0	2
Rock	15	4	11	15	18	8	13
Rusk	3	3	1	2	0	0	0
Saint Croix	3	5	2	7	1	2	2
Sauk	15	4	8	5	10	16	7
Sawyer	5	1	0	5	0	4	1
Shawano	12	3	4	3	2	2	5
Sheboygan	3	0	10	5	7	6	3
Taylor	4	1	2	5	1	0	0
Trempealeau	2	2	2	3	1	1	1
Vernon	3	3	1	2	2	0	2
Vilas	5	3	1	0	0	0	2
Walworth	13	6	8	10	10	4	22
Washington	3	2	3	2	1	1	0
Washington	11	2	7	5	5	4	1
Waushara	40	20	37	24	20	21	16
Waupaca	14	8	5	5	7	5	4
Waushara	5	3	4	0	1	2	1
Winnebago	17	13	11	11	10	11	7
Wood	12	6	7	3	7	3	1
No County or State Information	17	18	36	31	57	46	47

Outside of Wisconsin Substantiated Complaints

Illinois	1	2	0	0	0	0	0
Minnesota	0	1	2	4	3	0	5
Other	0	0	0	0	0	1	0



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
February	776	104,943	321,901
March	522	86,258	324,860
April	609	92,912	324,751
May	563	87,044	327,993
June	543	79,059	296,442
July	591	85,528	311,760
August	562	83,349	312,343