

Abandanasat Data (0/)	Descentage of Calle Abandandad Driesta Live Descenses
	Percentage of Calls Abandonded Prior to Live Response
	Issue with MTM Agent
	Vehicle Equipped with Advanced Life Support
	Vehicle Equipped with Basic Life Support
	Sedan, Van, Taxi
	Average Time to Handle Complete Call from Live Response to Call End
	Difference in Time from Caller Entering Queue and Receiving Live Response
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
	Total Number of Calls Presented
	Cancelled Trip Legs
	Substantiated Complaints Compared to Completed Trips
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)
	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
	Member Self-Located Suitable Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
	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 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
	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
	Issue Resulting from Scheduling Issue
	Completed Trip Legs Associated with a Recurring Appointment
	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle



MEMBERS		February	March	April	May	June J	uly	Aug
Family	Eligible Members Enrolled	1,265,82	1,185,507	1.215.317	1,194,094	1,176,097	1,159,933	_
	Unique Members Utilizing Transport	25,770		25.568	25,244	23.596	24.311	_
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.49		28.7%		25.2%	26.9%	-
RESERVATION		February	March	April	May	June J	uly	Aug
RESERVATION		rebluary	march	Арт	may	Julie J	uly	Mug
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,400		418,057	421,159	383,748	412,057	
Cancelled		69,774		93,061	92,843	87,092	100,074	
Member No Show		7,710		8,131	8,365	7,555	8,131	
	Number of Denied Trip Attempts	4,700		5,083	5,503	5,848	5,840	
	Completed Trip Legs with less than 24 hour Notice	49,72		38,356	37,532	33,083	34,661	
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	72,43	171,982	230,694	234,432	213,485	221,336	
Completed Legs	Completed Trip Legs	321,90	324,860	324,751	327,993	296,442	311,760	
	Cost of Lodging Reimbursed	\$30,764.95				\$40,363.22	\$14,694.90	
	Number of Lodging Nights Reimbursed	25		234	163	518	220	
	Cost of Meals Reimbursed	\$12,605.70		\$18,366.08	\$18,310.88	\$13,653.77	\$19,743.56	
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,840	1,834	1,366	1,975	
TRANSPORT MODE		February	March	April	May	June J	uly	Aug
				•			•	
	Vehicle Equipped with Ambulance Support	1,080		1,105		1,043	1,195	
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,84	13,140	12,021	11,379	9,733	10,106	
Cab	Sedan, Van, Taxi	197,640		199,546	201,267	182,390	191,650	
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,606	6,973	7,288	7,550	8,068	
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,07	98,426	97,514	98,977	88,633	93,189	
Stretcher	Vehicle Equipped to Transport Stretcher	66	735	842	830	650	696	Т
	Vehicle Equipped to Transport Wheelchair	6.314		6,750	7,105	6,443	6,856	$\overline{}$
Completed Legs	Completed Trip Legs	321,90	324,860	324,751	327,993	296,442	311,760	
								_
CALL STATISTICS		February		April				Aug
Calls Presented	Total Number of Calls Presented	104,94	86,258	92,912	87,044	79,059	85,528	Aug
Calls Presented Average Handle Time (seconds)	Average Time to Handle Complete Gall from Live Response to Gall End	104,94	8 86,258	92,912 376	87,044 357	79,059 361	85,528 360	Aug
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	104,943 39-	8 86,258 396 3 38	92,912 376 30	87,044 357 27	79,059 361 30	85,528 360 29	Aug
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Average Time to Handle Complete Gall from Live Response to Gall End	104,94	8 86,258 396 3 38	92,912 376	87,044 357	79,059 361	85,528 360	Au
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	104,943 39-	86,258 396 3 38 0.74%	92,912 376 30 1.62%	87,044 357 27 1.99%	79,059 361 30 1.96%	85,528 380 29 2.34%	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Caller Entering Uses and Recognitive (ARR Response Percentage of Calls Abandonded Prior to Live Response	104,943 39- 44 6.209 February	8 86,258 396 3 38 0.74% March	92,912 376 30 1.62%	87,044 357 27 1.99%	79,059 361 30 1.96% June J	85,528 360 29 2.34% uly	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage	Average Time to Handle Complete Call from Live Response to Call End Ofference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Compilaints Compared to Completed Trips	104,945 39- 44 6.205 February	8 86,258 396 3 38 0.74% March	92,912 376 30 1.62%	87,044 357 27 1.99% May	79,059 361 30 1.96%	85,528 380 29 2.34%	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandoment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Caller Enterform Quee and Recepting Live Response Pércentage of Calls Abandonded Prior to Live Response Substantialed Complaints Compared to Completed Tips Issues Related to Provider Abusive Behavior	104,945 39- 44 6.207 February	8 88,258 9 396 0 38 0.74% March	92,912 376 30 1.62%	87,044 357 27 1.99%	79,059 361 30 1,96% June J 99.82%	85,528 360 29 2.34% uly	
Calls Presented Average Handle Time (seconds) Average Speed of Arswer (seconds) Average Speed of Arswer (seconds) Average Speed of Arswer (seconds) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass-Firm (Seconds)	Average Time to Handle Complete Call from Live Response to Call End Offleence in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Souse Related to Provider Abouse Behavior Issues Related to Drovider Abouse Delavior Lossues Related to Drovider Abouse Delavior	104,944 394 44 6.209 February	8 86,258 396 3 38 0.74% March	92,912 376 30 1.62% April 99.81% 0 2	87,044 357 27 1.99% May 99.83% 1 2	79,059 361 30 1.96% June J 99.82% 0	85,528 360 29 2,34% uly 99.81% 0	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus Pass/Fund (seconds) Custome Service Custome Service	Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related Complaints Compared to Completed Trips Issues Related to Drivorder Abusive Behavior Issues Related to Bust Plasses or Inadequate Funds Issues with MITM Agent	104,945 399 44 6.209 February	8 80,258 396 3 38 0.74% March 99,84% 0 0 1 4	92,912 376 30 1.62% April 99.81% 0 23	87,044 357 27 1.99% May 99.83% 1 2 2	79,059 361 30 1.96% June J 99.82% 0 0 17	85,528 360 29 2.34% uly	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abause Behavior Bus Pass-Fund Cystome Service Disagree with processes protocols	Average Time to Handle Complete Call from Live Response to Call End Offleence in Time from Caller Etterloy Queue and Receiving Live Response Percentage of Calls Abundonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to De Provider Abusive Behavior Issues Related to De Provider Abusive Behavior Issues Related to De Provider Abusive Behavior Issues Related De Provider Abusive Behavior Issues Related To Provider Abusive Behavior Issues Resulting Form Provess Disagreement	104,944 394 44 6.209 February	8 80,258 396 3 38 0.74% March 99,84% 0 0 1 4	92,912 376 30 1.62% April 99.81% 0 2	87,044 357 27 1.99% May 99.83% 1 2 2	79,059 361 30 1,96% June J 99,82% 0 0 17 12	85,528 360 29 2,34% uly 99.81% 0	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Percentage Abusive Behavior Bus PassiFund (second) Custome Service Disagree with processes/protocosts Discharge (sold)	Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related Complaints Compared to Completed Trips Issues Related to Disur Passes or Inadequate Funds Issues with UTIM Agenel Josue Resulting from Process Disagreement Josue Resulting from Rocharge Trip Josue Resulting from Discharge Trip Josue Resulting from Discharge Trip Josue Resulting from Discharge Trip	104,64 349 44 6.205 February	88, 258 9 396 38 0.74% March 99.84% 90.84% 19 5 3 19 5 5 3 3	92,912 376 30 1.62% April 99.81% 0 2 23 155	87,044 357 27 1,99% May 99,83% 1 2 29 7	79,059 361 30 1,98% June J 99,82% 0 0 17 12 1	85,528 380 29 2.34% uly 99.81% 0 0 27 7 0	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abause Behavior Bus Pass-Front (Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols	Average Time by Handle Complete Call from Live Response to Call End Offleence in Time from Caller Etterlog Queue and Receiving Live Response Percentiage of Calls Abandonded Prior to Live Response Substantilated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related Sub Provider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Disobarge Trip Issue with Univer	104,041 39- 44 6.205 February 99.765	80,258 90,390 00,74% March 99,84% 00,74% 10,74%	92,912 376 30 1,82% April 99,81% 0 2 23 15 1 52	87,044 357 27 1,99% May 99,83% 1 2 29 7 0 552	79,059 361 30 1,96% June J 99,82% 0 0 17 12 12	85,528 360 29 2.34% uly 99.81% 0 0 27 7 0 72	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abaseve Behavior Bus PassiFund Issuese Custome Speed Custome Speed Discharge of Discharge to Discharge Discharge for Discharge for the Complaint Free Percentage Discharge of D	Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Enterfor Queue and Receivering Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues with MITM Agent Issue Resulting from Toosca Disagreement Issue Resulting from Tooscharge Trip Issue Resulting from Poolscharge Trip Issue Resulting from Discharge Trip	104,944 39- 44 6,205 February 99,765 (22- 2- 31	80,258 9 300 3 38 0.74% March 99.84% 0 0 1 19 5 5 3 3 5 11 2 25	92,912 376 30 1.62% April 99.81% 0 2 23 31 15 1 52 32	87,044 357 27 1,99% May 99,83% 1 2 29 7 0 52	79,059 301 30 1,99% June J 99,82% 0 0 17 12 1 44 42	85,528 380 29 2.34% uly 99.81% 0 0 27 7 0	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abuse Behavior Bus Fass Fund Issues Disagree with processes process Disagree with processes process Driver Service/Delivery Issues Internal MTM Technology Issues Internal MTM Technology Issues	Average Time to Handle Complete Call from Live Response to Call End Offleence in Time from Caller Etterlog Queue and Receiving Live Response Percentiage of Calls Abandonded Prior to Live Response Substantilisted Complaints Compared to Completed Trips Issues Related to Provider Abustre Behavior Issues Related to Provider Abustre Behavior Issues Related to Sub Passas or Invalequate Funds Issues Reculting from Toocharpe Trip Issue Reculting from Bocharpe Trip Issue with Driver Issue Web Univer Issue Resulting from Bocharpe Frip Issue with Criver Issue Resulting from Service or Delivery Issue Resulting to Internal Application Issue	104,041 39- 44 6.205 February 99.765	80,258 900 380 0.74% March 99.84% 0 0 4 1 1 1 5 3 1 5 1 2 2 8	92,912 376 30 1.62% April 99,81% 0 2,23 15 1 52 32 8	87,044 357 27 1,99% May 99,83% 1 2 29 7 0 552	79,059 301 30 1,96% June J 99,82% 0 0 17 12 1 44 44 42	85,528 360 29 2.34% uly 99.81% 0 0 27 7 0 72	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus Pass/Fund (second) Custome Service Disagree with processes/protocold Disagree (second) Disagree (Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Enterfor Queue and Receivehing Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Disur Passos or Inadequate Funds Issues with Lift Agenet Josse Resulting from Process Disagreement Josse Resulting from Discharge Frip Josse Resulting from Service or Delivery	104,645 38- 410 6.207 February 99.765 2.2 3.3 3.2 2.1	80,258 396 30,38 0,74% March 99,84% 0 0 0 4 3 19 5 5 3 3 9 51 2 25 8 8	92,912 376 30 1,62% April 99,81% 0 2 23 15 1 52 32 8	87,044 357 27 1,99% May 99,83% 1 1 2 29 7 0 52 34 10 1	79,059 361 30 1,96% 99,82% 0 0 177 12 1 1 44 42 7	85,528 360 29 2,34% uly 99,81% 0 0 27 7 0 72 30 7	
Calis Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Pree Percentage Abusive Behavior But Pass Fund Issue Costomic General Castomic General Disagree with proposition of State Driver Service/Delivery Issues Internal MTM Technology Issues Member Facing Technology Issues Minage Rembursement Issues	Average Time to Handle Complete Call from Live Response to Call End Difference in Time On Caller Enterior Queue and Recoking Live Response Purcentage of Calls Abandonded Prior to Live Response Substantialed Complaints Compared to Completed Trips Substantialed Complaints Compared to Completed Trips Subset Related to Bus Pass or Inadequate Funds Susues with International Complaints Compared Com	104,644 99-39-39-44 9-44-45-45-45-45-45-45-45-45-45-45-45-45-	8 80,258 9 900 3 38 0 74% March 99.84% 0 0 1 4 1 19 5 3 9 51 0 255 8 20	92,912 376 30 1.62% April 99.81% 0 23 15 1 52 32 8 2	97,044 357 27 1,99% May 99,83% 1 2 29 7 0 52 34 10 11	79,059 361 30 1.96% June J 99.82% 0 0 0 17 12 1 1 44 42 7 7	85,528 360 29 2.34% uly 99.81% 0 0 27 7 0 72 30 7 1 1 29	
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus PassiFund (second) Custome Service Custome Service Disagree with processes protocols Discharge (sever) Driver Service Delivery (sever) Internal MTMT fechnology (sever) Member Fanig Technology (sever) Mileage Rembursement (sever)	Average Time to Handle Complete Call from Live Response to Call End Offleencen Er Time from Caller Etterlog Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Sause Related to Provider Abastre Behavior Issues Related to Brus Passes or insulequale Funds Issues Related to Brus Passes or insulequale Funds Issues Resulting from Toocharpe Trip Issue Resulting from Toocharpe Trip Issue with Driver Issue Resulting from Service or Delvery Issue Resulting to Internal Application Issue Issue Related to External Application Issue	104,94 39-39-39-39-39-39-39-39-39-39-39-39-39-3	8 80,268 386 387 388 0.74% March 99.84% 99.84% 199.55 3 199 5 5 3 25 2 8 8 2 20 106	92,912 376 30 1.62% April 99.81% 0 2 2 33 15 1 5 2 32 8 8 2 2 30 10 10 10 10 10 10 10 10 10 10 10 10 10	97,044 357 27 1,99% May 99,83% 1 2 2 99,83% 1 0 52 34 10 0 1 1 27	79,059 361 30 1,96% 9,82% 0 0 0 17 12 1 44 42 7 7 4 4 30 152	85,528 360 29 2 34% utly 99,81% 0 0 27 7 0 7 22 30 7 1 1 29	
Calis Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior But Pass Fund Issues Custome Speed Custome Speed Disagree with processes protocole Disagree with processes protocol	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time On Caller Enterior Queue and Recoking Live Response Purcentage of Calls Abandonded Prior to Live Response Substantialistic Compilants Compared to Compileted Trips Substantialistic Compilants	104,044 939 94 4 0 229 February 99,785 0 2 2 3 3 2 2 1 1 1	8 86,258 388 388 388 388 388 388 388 388 388 3	92,912 376 30 1,62% April 99,81% 0 0 23 23 15 15 2 2 3 2 3 3 0 1,62%	87,044 357 27 1,09% May 99,83%, 1 1 2 29 7 0 52 34 4 10 1 27 144	79,059 301 30 1.99% 99,82% 0 0 0 17 12 1 44 42 7 4 30 152 31	85,528 360 29 2.34% uly 99.81% 0 0 27 7 0 0 7 29 11 29 10 6 6 6 7 11 29 10 10 10 10 10 10 10 10 10 10	
Calls Presented Average Handie Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus PassiFund (second) Gusteme Service Custome Service Disagree with processes/protocolo Disagree with processes/protocolo Disagree internal MTMT fechnology (ssue Internal MTMT fechnology (ssue Member Fanoji Technology (ssue Mileage Rembursement Issues Mileage Rembursement Issues Provider Service Behavior	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Coule Visited Quisse and Receivery Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Disur Passes or Inadequate Funds Issues with MTM Agenet Issues with MTM Agenet Issues Resulting from Process Disagreement Issue Resulting from Discharge Frip Issue Resulting from Service or Delivery Issue Resulting Caul Service or Delivery Issue Resulting Caul Service or Delivery Issue Resulted to Mileage Reinburstement Claim / Process MTM Unable to Casta & Velicio or Transportation Provider Did Not Arrive Issue Resulted to Service Provider Resupportation Issue Resulted to Service Provider Resupportation Provider Did Not Arrive Issue Resulted to Service Provider Resupportation Provider Did Not Arrive Issue Resulted to Service Provider Resupportation Provider Did Not Arrive	104,64 39- 99- 90-765 (1- 2- 2- 2- 2- 2- 2- 2- 2- 2- 2	8 86,258 8 398 388 0 74% March 99.84% 9	92,912 376 30 1,62% April 99,81% 99,81% 15 15 15 22 23 32 32 88 2 2 2 30 10 10 10 10 10 10 10 10 10 1	87,044 367 27 1,99% May 98,83% 1 2 29,9 7 7 0 52 34 100 1 1 1 27 144	79.059 381 381 301 1.60% June June June June June June June June	85,528 360 29 2 34% utly 99,81% 0 0 27 7 0 7 22 30 7 1 1 29	
Calis Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior But Pass Fund Issues Custome Speed (second) Custome Speed (second) Disagree with processes protocol Disagree with processes protocol Disagree with processes protocol Disagree with processes protocol Member Facing Tachnology Issues Member Facing Tachnology Issues Mileage Rembursement Speed No Shope Provider Service Behavior Safety	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time On Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Subcitamisted Compilarits Compared to Compileted Trips Issues Related to Disur Passes or Inadequate Funds Issues Related to Blue Passes or Inadequate Funds Issues Related to Blue Passes or Inadequate Funds Issues Related To Blue Passes or Inadequate Funds Issues Resulting Intern Elocation Funds Issues Resulting Intern Elocation Funds Issues Resulting Intern Elocation to Delatery Issues Related to External Application Issue Issue Related to External Application Issue Issue Related Issues Resulted Integer Reinforcement Claim Process MTM Unable to Locate a Verlick or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Member Sately	104,044 39- 44 0 209 February 99,769 6 2 2 2 3 3 3 2 2 2 2 2 2 2 2 2 2 2 2 2	80,259,250,250,250,250,250,250,250,250,250,250	92,912 376 30 1,62% April 99,81% 15 15 16 52 23 32 32 32 30 198 00 177	87,044 357 27 1,99% May 09,83% 1 1 2 2 29 7 7 0 5 2 34 1 1 1 2 7 1 1 1 2 1 2 1 1 1 1 1 1 1 1 1	79,059 301 30 1,09% 30 1,09% 30 1,09% 30 1,09% 30 1,09% 30 1,09% 30 152 12 14 44 42 2 7 7 4 4 30 30 152 31 11 12 2	85,528 3800 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 27 7 7 0 27 7 7 29 29 166 255 19 3 3 3	
Calls Presented Average Hande Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus Pass/Fund (second) Gus Pass/Fund (second) Custome Service Disagree with processes/protocold Disagree with processes/protocold Disagree internal MTMT fechnology (ssue Member Fanoji Technology (ssue Member Fanoji Technology (ssue Mileage Rembursement Issues Mileage Rembursement Issues Provider Service Behavior Safely Timelines	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Coulev Enterfor Queue and Receivery Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Substantiated Complaints Compared to Completed Trips Subsess Related to Provider Abusive Behavior Issues Related to Disur Passos or Inadequate Funds Issues with Intit Agenet Issues with Intit Agenet Issues Resulting from Process Disagreement Issues Resulting from Service or Delivery Issue Resulted to Mileage Reinfoursement Callan / Process MTM Unable to Cast a Velicio or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior	104,64 39- 99- 90-765 90-765 (1- 2- 2- 2- 2- 2- 2- 2- 2- 2- 1- 1- 1- 1- 1- 1- 1- 1- 1- 1	8) 86,258 84 96 96 96 96 96 96 96 96 96 96 96 96 96	22,912 376 376 1,02% April 99,81% 0 2 2 3 3 1,15 1 1 2 2 2 3 3 3 0 0 1 1 2 2 3 3 1 1 1 2 2 3 3 3 1 1 1 2 2 3 3 3 1 1 1 1	87,044 357 1,99% May 99,83% 1 2 29 7 0 52 34 44 0 1 1 1 1 1 1 1 1 1 1 1 1 1	79.059/ 3611 30 1.05%: 90.82%: 90.82%: 90.82%: 11 12 12 14 44 42 42 42 42 42 43 43 41 41 42 43 43 44 44 45 46 47 47 48 48 48 48 48 48 48 48 48 48	98.5/28 380 29 2.34% uly 9.81% 0 0 27 7 0 7 22 30 7 1 1 29 166 55 19 108	
Calis Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Pree Percentage Abusive Behavior But Pass-Fund Issues Custome Second Complaint Pree Percentage Custome General Pree Percentage Driver Service/Delivery Issues Driver Service/Delivery Issues Driver Service/Delivery Issues Mileage Reimbursement Issues Mileage Reimbursement Issues Mileage Reimbursement Issues Froulder Service Behavior School	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time On Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Subcitamisted Compilated Funds Subcitamisted Subc	104,044 39- 44 0 209 February 90,765 1 2 2 1 1 2 200 1 1 1 1 1 1 1 1 1 1 1 1	80,258,258,258,258,258,258,258,258,258,258	92,912 376 30 1,02% April 99,81% 99,81% 15,52 2,23 32,33 1,00 1,00 1,00 1,00 1,00 1,00 1,00 1	87,044 357 27 1,99% May 99,83% 1 1 2 2 29 7 0 5 2 2 3 3 4 10 10 11 12 17 14 14 10 10 10 10 10 10 10 10 10 10 10 10 10	79,059, 391, 390, 390, 390, 1,96%, 391, 395, 391, 395, 395, 395, 395, 395, 395, 395, 395	85,528 3800 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 29 29 29 29 29 29 29 29 29 29 29 29	Αυς
Calls Presented Average Handie Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complant Free Prenentage Abusive Behavior Bus Pass/Fund (second) Gusteme Service Custome Service Disagree with processes/protocol- Disagree with processes/protocol- Disagree internal MTMT fechnology (ssue Member Fanoji Technology (ssue Mileage Rembursement Issues Mileage Rembursement Issues Provider Service Behavior Safety Timelines Trip Accuracy(Disagreement Time Book (ssues)	Average Time to Handle Complete Call from Live Response to Call End Difference in Time Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Substantiated Complaints Compared to Completed Trips Substantiated Complaints Compared to Completed Trips Subsess Resided to Provider Abusive Behavior Issues Resided to Bust Passes or Inadequate Funds Issues with MITM Agenet Issues with MITM Agenet Issues Residing from Process Disagreement Issues Resided to Internal Application to Issue Issue Resided to Internal Application Issue Issue Resided to Internal Application Issue Issue Resided to Mitege Reinfoursement Calam / Process MITM Unable to Locate a Vehicle or Technology Issue Resided to Miteger Reinfoursement Calam / Process MITM Unable to Locate a Vehicle or Technology Issue Resided to Member Streinfess Issue Related to Service Provider Technology Issue Related to Service Provider Technology Issue Related to Trip Coheculary Issue related to Turmbook by Provider	104,64 39 94 0.207 February 90,765 4 2 2 1 31 22 20 26 6 1 1 1 5 5 5 20 20 20 20 20 20 20 20 20 20 20 20 20	80,256,000 80,256,000 80,256,000 80,256,000 80,	22,912 376 376 1,02% April 99,81% 0 2 2 3 3 1,15 1 1 2 2 2 3 3 3 0 0 1 1 2 2 3 3 1 1 1 2 2 3 3 3 1 1 1 2 2 3 3 3 1 1 1 1	87,044 357 1,99% May 99,83% 1 2 29 7 0 52 34 40 1 1 1 1 1 1 1 1 1 1 1 1 1	79,059 301 301 1,05% 1,05% 9,82% 0,007 17 12 14 44 42 7 7 44 30 0 15 15 2 31 11 11 2 2 88 88	85,528 360 360 360 360 360 360 360 360 360 360	
Calis Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass-Fund (second) Custome Service Custome Service Disagree with processes protocols Disagree with processes protocols Timeral MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue Member Facing Technology Issue Minage Rembursement Minage Rembursement Time Facing Service Service Believe Timeral MTM Technology Issue Minage Rembursement Time Back Issue Time Jack Visious Visious	Average Time to Handle Compilete Call from Live Response to Call End Difference in Time On Caller Enterfor Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Compilants Compared to Compileted Tips Subcitamisted Subcitamisted Compilated Funds Subcitamisted Subc	104,044 39- 44 0 209 February 90,765 1 2 2 1 1 2 200 1 1 1 1 1 1 1 1 1 1 1 1	80,258,258,258,258,258,258,258,258,258,258	92,912 376 30 1,02% April 99,81% 99,81% 15,52 2,23 32,33 1,00 1,00 1,00 1,00 1,00 1,00 1,00 1	87,044 357 27 1,99% May 99,83% 1 1 2 2 29 7 0 5 2 2 3 3 4 10 10 11 12 17 14 14 10 10 10 10 10 10 10 10 10 10 10 10 10	79,059, 391, 390, 390, 390, 1,96%, 391, 395, 391, 395, 395, 395, 395, 395, 395, 395, 395	85,528 3800 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 2 34% 29 29 29 29 29 29 29 29 29 29 29 29 29	

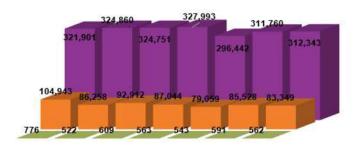


Completed Legs	321,901	324,860	324,751	327,993	296,442	311,760	
County Statistics	321,001	324,000	324,751	327,993	210,042	311,700	
Total Number of Completed Trip Legs by County of Trip Origination							
Adams Ashland	1,231	1,242 858	1,216	1,390 828	1,247 652	1,309 731	
Barron	2,900	2,780	2,774	2.886	2,518	2.681	
Bayfeld	396	444	427	449	392	409	
Brown	17,931	17,840	16,866	17,114	16,064	16,670	
Buffalo	429	419	408	441	378	360	
Burnett	709	621	710	719	580	671	
Calumet	452	429	463	628	501	457	
Chippewa	2,041	1,903	1,933	1,988	1,766	1,868	
Clark Columbia	863 2,510	908 2,398	921 2,505	2,601	772 2,502	949 2,778	_
Conwford	574	583	588	550	479	483	
Dane	35,993	37,453	35,735	35,478	32,247	34,083	
Dodge	3,396	3,395	3,483	3,619	3,519	3,545	
Door	429	502	563	566	466	588	
Dougles	1,027	1,015	1,167	1,356	1,187	1,061	
Durn	1,810	1,695	1,731	1,762	1,595	1,771	
Eau Claire	7,999 110	7,408	7,338	7,864	6,717	7,188 72	
Ford Du Lac	6 487	5.681	5.515	5.940	5.496	5.683	
Forest City City City City City City City Cit	238	205	273	265	274	288	
Grent	1,258	1,471	1,437	1,470	1,216	1,366	
Green	819	777	756	802	815	922	
Green Lake	831	903	852	765	797	859	
lowa	833	870	872	861	864	1,025	
Iron Jackson	73 938	928	1,009	1,126	38 997	1,017	
Jefferson	2.012	2,233	2.385	2,290	2,129	2.002	
Junesu	1,841	1,648	1,571	1,606	1,334	1,508	
Kenosha	7,296	7,315	7,716	7,716	6,977	7,073	
Kewsunee	460	433	519	502	467	413	
La Crosse	7,651	7,638	7,776	7,949	6,930	7,303	
Lefayette	906	902	264	335	279	268	
Langlade	886	891	1,064	1,036	730	733	
Lincoln Manitowoc	877 4,384	871 4,440	4,257	939 4.182	828 3,710	720 4,076	
Manathon	8 364	8,421	8.224	7.802	7.330	7.221	
Marinete	1,950	1,661	1,941	1,958	1,818	1,624	
Marquete	1,218	1,144	1,204	1,147	1,161	1.293	
Menominee	616	612	608	586	568	633	
Milwaukee	101,660	100,911	103,215	103,738	93,619	99,677	
Monroe	2,118	2,215	2,121	2,170	2,072	2,169	
Oconto	1,277	1,500	1,377	1,466	1,191	1,158	
Oneida Outagarnie	1,851 9,358	1,748 9,154	1,790	1,846	1,515 8,565	1,693 8,291	
Ozaukee	1,649	1,675	1,810	1,867	1,748	1,804	
Pepin	226	226	272	280	242	200	
Pierce	504	468	548	607	662	604	
Polk	1,498	1,402	1,456	1,433	1,200	1,200	
Portage	1,988	2,037	2,068	2,147	1,943	2,035	
Price	562	515	533	496	436	502	
Recine Richland	9,862 451	10,051	9,780 425	9,477	8,633 459	9,082	
Rock	9,754	10,251	9,807	10,089	9,354	9,293	_
Rusk	744	707	735	857	579	719	_
Saint Croix	1,166	1,153	1,133	1,182	1,068	1,250	
Sauk	2,351	2,512	2,335	2,377	2,263	2,379	
Sawyer	1,172	1,182	1,298	1,373	1,170	1,002	
Shawano	2,246	2,563	2,474	2,461	2,430	2,468	
Sheboygen	6,128	6,136	5,873 932	5,919	5,204 750	5,512 743	
Taylor Trempealeau	820 630	860	684	938	750 510	743 695	_
Vernon	630 857	626	996	955	884	682	
Vies	480	545	605	536	478	421	
Watworth	2,566	2,771	2,806	2,768	2,541	2,710	
Washburn	709	645	682	704	604	585	
Washington	3,252	3,564	3,615	3,715	3,519	3,551	
Weukeshe	10,407	11,220	11,364	11,092	10,120	10,573	
Waupace	2,700	2,578	2,402	2,629	2,317	2,462	
Weushere	914	994	1,040	928	777	913	
Winnebago Wood	7,578 4,088	7,660 4,008	7,467 4,114	7,280 4,379	6,457 3,693	7,090 4,094	_
Outside of Wisconsin Completed Trip Legs	,						
linos.	75	83	99	60	57]	444	
limos	75 125	151	126	128	57 54	77	
NAME .							_
Minhippe	data						
Michigan Minnesota	98 751	87 752	76 815	91 904	72 792	64 796	



Wisconsin Substantiated Complaints	February	March Ap	dl May	June	July	A
Substantiated Complaints	778	622	609	683	643	691
County Statistics Total Number of Substantiated Complaints Reported by County of Trip Original	ton.					
Adams	4	2	2	2	4	O
Ashland	4	1	2	2	4	1
Barron	5	0	1	1	4	4
Bayfeld	2	0	0	0	1	3
Brown	21	32	30	18	16	11
Buffaio	1	0	0	0	0	0
Burnett	1	0	0	1	1	0
Calumet	2	0	0	1	1	0
Chippewa Clark	8	2	3	4	1	2
Clark	4	3	4	3	2	2
Columbia	8	8	1	5	4	5
Crawford	2	6	2	0	0	2
Dane	66	25	55	58	45	56
Dodge	33	3	3	3	2	1
Door	1	3	1	0	1	4
Douglas	5	3	2	3	2	4
Dunn	1	2	2	5	1	4
Eau Claire	7	ō	8	2	2	0
Porence	4	0	0	1	ō	2
Fond Du Lac	8	8	8	2	6	6
Forest	2	2	1	5	0	1
orest Grant	3	0	3	3	0	-
	3	0		2	1	3
Green I ske		- 0	2 2	4		3
Green Lake	5				2	
owa ron	1	1	1	1	1	1
	0		0	1	1	1
Jackson		1		0	0	1
efferson	8	4	-11	5	8	5
uneau	1	1	7	6	4	2
(enosha	13	16	11	13	14	21
(ewaunee	3	3	3	2	3	0
.a Crosse	7	4	3	11	3	10
afayete	0	0	0	0	0	3
anglade	4	0	1	1	1	1
incoin	1	3	4	0	1	1
Manitowoc	8	5	3	4	3	5
Marathon	8	4	5	4	5	9
Marinette	7	4	8	6	7	4
Marquete	4	9	3	5	5	2
Menominee	0	0	0	0	0	0
Miwaukee	241	207	200	182	171	226
Monroe	8	3	3	3	4	2
Oconto	4	2	5	4	1	1
Oneida	3	6	3	1	1	4
Outagamie	12	3	14	11	11	10
Dzaukee	4	4	3	4	6	7
Pepin	0	0	4	2	0	0
Pierce	6	0	3	2	3	0
Polk	7	0	0	4	0	1
Portage	0	5	1	3	3	3
rice	2	0	3	3	4	2
Racine	18	22	14	7	14	19
Schland	2	1	0	1	6	0
Rock	15	4	11	15	18	8
lusk	3	3	1	3	0	0
saint Croix	3	5	2	2 7	1	2
auk auk	15	4	8	5	10	16
Savyer	15	1	0	5	0	16
	12	3	4	3	2	2
Shawano	12	3	10	5	- 2	6
Sheboygan			10	5	7	6
aylor	4	1		3	1	0
Tempesiesu	2	2	2			1
/emon	3	3	1	2	2	0
NE N	5	3	1	0	0	0
Valworth	13	6	8	10	10	4
Vashburn	3	2	3	2	1	1
Vashington	11	2	7	9	5	4
Vaukesha	40	20	37	24	20	21
Vaupaca	14	8	6	6	7	6
Vaushara	5	3	4	0	1	2
Winnebago	17	13	11	11	10	11
Nood	12	6	7	3	7	3
No County or State Information	17	18	36	31	57	46
Outside of Wisconsin Substantiated Complaints						
linois Jinnesota	1 0	2	0 2	0	3	0





Substantiated Complaints	Calls Presented	■ Leg Trips Completed
--------------------------	-----------------	-----------------------

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