



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
Enrollment	Eligible Members Enrolled	1,265,821	1,185,507	1,215,317	1,194,004	1,176,097	1,159,933
Distinct Member Count	Unique Members Utilizing Transport	25,770	25,069	25,568	25,244	23,596	24,311
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.4%	27.4%	26.7%	27.5%	28.2%	28.9%
RESERVATION		February	March	April	May	June	July
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	362,403	418,612	418,057	421,159	383,748	412,057
Cancelled	Cancelled Trip Legs	69,774	93,485	93,061	92,843	87,092	100,074
Member No Show	Trips Where Member Does Not Use Scheduled Service	7,719	8,448	8,131	8,365	7,555	8,131
Denials	Number of Denied Trip Attempts	4,702	6,165	5,983	5,503	5,848	5,940
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	49,723	36,410	38,356	37,532	33,053	34,091
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	72,434	171,882	230,694	234,432	213,458	221,339
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764.95	\$23,130.26	\$27,955.25	\$21,868.38	\$40,363.22	\$14,694.90
Lodging (Nights)	Number of Lodging Nights Reimbursed	251	288	234	163	518	220
Meals (Cost)	Cost of Meals Reimbursed	\$12,005.70	\$16,680.47	\$18,366.08	\$18,310.88	\$13,653.77	\$19,743.56
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,876	1,840	1,834	1,366	1,975
TRANSPORT MODE		February	March	April	May	June	July
Ambulance	Vehicle Equipped with Ambulance Support	1,080	1,016	1,105	1,147	1,043	1,195
Bus	System of Public Transportation including Inter-City Bus (including Para Trans/Deviated Fixed-Route)	13,848	13,140	12,021	11,379	9,733	10,106
Cab	Sedan, Van, Taxi	197,649	198,648	199,540	201,267	182,390	191,650
Completed By Owner Operator	Completed Trips by Owner Operator (including Volunteer Driver Trips)	6,273	6,006	6,973	7,288	7,550	8,068
Gas Reimbursement	Member Self-Loaded Suitable Transportation and Received Mileage Reimbursement	95,071	98,426	97,514	98,977	88,833	93,199
Stretcher	Vehicle Equipped to Transport Stretcher	656	735	842	830	650	699
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,314	6,289	6,750	7,105	6,443	6,856
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760
CALL STATISTICS		February	March	April	May	June	July
Calls Presented	Total Number of Calls Presented	104,943	86,258	92,912	87,044	79,059	85,528
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	394	366	376	357	361	360
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	46	38	30	27	30	29
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	6.20%	0.74%	1.62%	1.99%	1.96%	2.34%
QUALITY MANAGEMENT		February	March	April	May	June	July
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.76%	99.84%	99.81%	99.83%	99.82%	99.81%
Abusive Behavior	Issues Related to Provider Abusive Behavior	0	0	0	1	0	0
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	0	4	2	2	0	0
Customer Service	Issues with MTM Agent	23	19	23	29	17	27
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	5	15	7	12	7
Discharge Issues	Issue Resulting from Discharge Trip	1	3	1	0	1	0
Driver	Issue with Driver	39	51	52	52	44	72
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	20	25	32	34	42	30
Internal MTM Technology Issue	Issue Related to Internal Application Issue	12	8	8	10	7	7
Member Facing Technology Issue	Issue Related to External Application Issue	1	2	2	1	4	1
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	25	28	30	27	30	29
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	269	166	195	144	152	166
Other		0	0	0	0	31	25
Provider Service Behavior	Issue Related to Service Provider Behavior	13	21	17	16	11	19
Safety	Issue Related to Member Safety	2	4	2	0	2	3
Timeliness	Issue Related to Service Timeliness	98	75	107	101	88	108
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	50	37	39	35	31	22
Turn Back Issues	Issue related to Trip Turnback by Provider	209	69	77	90	62	66
Vehicle	Issue with Vehicle	9	7	7	14	9	9
Total Substantiated Complaints	Total Number of Substantiated Complaints	776	522	609	563	543	591

dated 9/30/2024



Wisconsin Completed Trip Legs

	February	March	April	May	June	July
Completed Legs	321,901	324,886	324,761	327,993	298,442	311,780

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

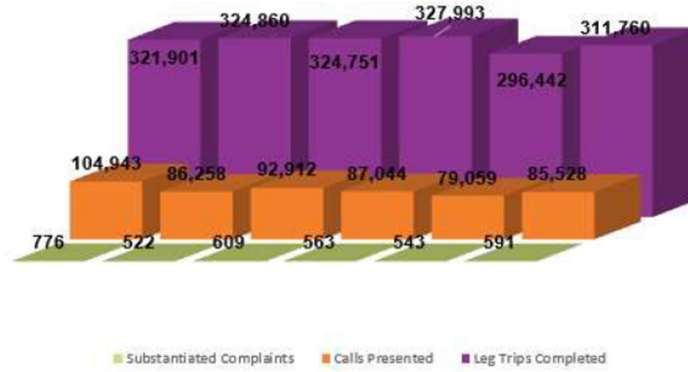
Adams	1,231	1,242	1,216	1,390	1,247	1,309
Ashland	949	856	857	828	662	731
Barron	2,909	2,780	2,774	2,886	2,518	2,681
Bayfield	395	444	427	449	392	409
Brown	17,931	17,840	16,866	17,114	16,064	16,870
Buffalo	429	419	408	441	378	369
Burnett	703	621	710	719	580	671
Calumet	452	429	463	528	501	467
Chippewa	2,041	1,903	1,933	1,988	1,766	1,868
Clark	863	908	921	859	772	949
Columbia	2,510	2,396	2,505	2,601	2,502	2,778
Crawford	574	583	588	550	479	483
Dane	35,993	37,453	35,735	35,478	32,247	34,083
Dodge	3,395	3,395	3,483	3,619	3,519	3,545
Door	429	502	563	565	455	588
Douglas	1,027	1,015	1,167	1,356	1,187	1,051
Dunn	1,810	1,695	1,731	1,762	1,595	1,771
Eau Claire	7,399	7,408	7,338	7,864	6,717	7,186
Florence	110	107	120	117	107	72
Fond Du Lac	5,457	5,681	5,515	5,940	5,496	5,683
Forest	238	205	273	285	274	288
Grant	1,258	1,471	1,437	1,470	1,216	1,356
Green	819	777	755	802	615	922
Green Lake	831	903	852	785	797	859
Iowa	833	870	872	861	864	1,025
Iron	73	69	62	66	38	75
Jackson	938	928	1,009	1,126	997	1,017
Jefferson	2,012	2,233	2,385	2,290	2,129	2,092
Juneau	1,641	1,648	1,571	1,606	1,334	1,598
Kenosha	7,295	7,315	7,716	7,716	6,977	7,073
Kewaunee	460	433	519	502	467	413
La Crosse	7,651	7,638	7,776	7,949	6,930	7,303
Lafayette	306	302	264	335	279	268
Langlade	885	891	1,064	1,036	739	733
Lincoln	877	871	867	939	828	720
Mantowoc	4,384	4,440	4,257	4,182	3,710	4,076
Marathon	8,364	8,421	8,224	7,892	7,339	7,221
Marquette	1,960	1,861	1,941	1,958	1,818	1,924
Marquette	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	1,300	1,377	1,466	1,191	1,158
Oneida	1,851	1,748	1,799	1,846	1,515	1,693
Outagamie	9,358	9,154	8,883	9,444	8,955	8,291
Ozaukee	1,649	1,675	1,810	1,867	1,748	1,804
Pepin	225	226	272	289	242	266
Pierce	524	468	548	607	652	634
Polk	1,498	1,402	1,455	1,433	1,200	1,200
Portage	1,988	2,037	2,058	2,147	1,943	2,035
Price	562	518	533	496	436	502
Racine	9,862	10,051	9,780	9,477	8,633	9,082
Richland	431	483	425	441	459	460
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	1,259
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
Sheboygan	6,128	6,136	5,873	5,919	5,204	5,512
Taylor	820	860	932	938	750	743
Trempealeau	639	613	684	616	519	635
Vernon	857	925	995	955	884	882
Vilas	486	548	605	536	478	421
Walworth	2,555	2,771	2,806	2,768	2,541	2,710
Washington	709	645	682	704	604	585
Washington	3,252	3,564	3,515	3,715	3,519	3,551
Waukesha	10,407	11,220	11,364	11,092	10,120	10,573
Waupaca	2,706	2,578	2,402	2,629	2,317	2,462
Waushara	914	994	1,040	926	777	913
Winnebago	7,575	7,660	7,467	7,280	6,457	7,090
Wood	4,086	4,008	4,114	4,379	3,693	4,034

Outside of Wisconsin Completed Trip Legs

Illinois	75	83	99	60	57	114
Iowa	125	151	126	128	54	77
Michigan	96	87	75	91	72	64
Minnesota	751	752	815	904	792	796
Other	16	5	20	7	1	3



Wisconsin Substantiated Complaints	February	March	April	May	June	July
Substantiated Complaints	776	622	608	663	643	681
County Statistics						
Total Number of Substantiated Complaints Reported by County of Trip Origination						
Adams	4	2	2	2	4	0
Ashland	4	1	2	2	4	1
Barron	5	0	1	1	4	4
Bayfield	2	0	0	0	1	3
Brown	21	32	30	18	16	11
Buffalo	1	0	0	0	0	0
Burnett	1	0	0	1	1	0
Calumet	2	0	0	1	1	0
Chippewa	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	66
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	0	8	2	2	0
Florence	4	0	0	1	0	2
Fond Du Lac	8	8	8	2	6	6
Forest	2	2	1	5	0	1
Grant	3	0	3	3	0	1
Green	1	0	2	2	1	3
Green Lake	5	4	2	4	2	0
Iowa	1	1	1	1	1	1
Iron	0	0	0	1	1	1
Jackson	2	1	1	0	0	1
Jefferson	8	4	11	5	8	5
Juneau	1	1	7	6	4	2
Kenosha	13	16	11	13	14	21
Kewaunee	3	3	3	2	3	0
La Crosse	7	4	3	11	3	10
Lafayette	0	0	0	0	0	3
Langlade	4	0	1	1	1	1
Lincoln	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
Marquette	4	9	3	5	5	2
Menominee	0	0	0	0	0	0
Milwaukee	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
Ozaukee	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
Price	2	0	3	3	4	2
Racine	18	22	14	7	14	19
Richland	2	1	0	1	5	0
Rock	15	4	11	15	18	8
Rusk	3	3	1	2	0	0
Saint Croix	3	5	2	7	1	2
Sauk	15	4	8	5	10	16
Sawyer	5	1	0	5	0	4
Shawano	12	3	4	3	2	2
Sheboygan	3	0	10	5	7	6
Taylor	4	1	2	5	1	0
Trempealeau	2	2	2	3	1	1
Vernon	3	3	1	2	2	0
Vilas	5	3	1	0	0	0
Walworth	13	6	8	10	10	4
Washburn	3	2	3	2	1	1
Washington	11	2	7	9	5	4
Waukesha	40	20	37	34	20	21
Waupaca	14	8	6	6	7	6
Waushara	5	3	4	0	1	2
Winnebago	17	13	11	11	10	11
Wood	12	6	7	3	7	3
No County or State Information	17	18	36	31	57	46
Outside of Wisconsin Substantiated Complaints						
Illinois	1	2	0	0	0	0
Minnesota	0	1	2	4	3	0
Other	0	0	0	0	0	1



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