



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
Enrollment	Eligible Members Enrolled	1,265,621	1,185,507	1,215,317	1,194,094	1,176,097
Distinct Member Count	Unique Members Utilizing Transport	25,770	26,069	25,568	25,244	23,696
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.4%	27.4%	26.7%	27.5%	25.2%

RESERVATION		February	March	April	May	June
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
Cancelled	Cancelled Trip Legs	69,774	93,455	93,061	92,843	87,092
Member No Show	Trips Where Member Does Not Use Scheduled Service	7,719	8,448	8,131	8,365	7,555
Denials	Number of Denied Trip Attempts	4,702	6,165	5,083	5,503	5,848
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	49,723	36,410	38,359	37,532	33,083
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	72,434	171,982	230,664	234,432	213,485
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764.95	\$23,130.26	\$27,965.25	\$21,868.38	\$40,363.22
Lodging (Nights)	Number of Lodging Nights Reimbursed	251	288	234	163	518
Meals (Cost)	Cost of Meals Reimbursed	\$12,605.70	\$16,680.47	\$18,368.08	\$18,310.88	\$13,653.77
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,846	1,834	1,366

TRANSPORT MODE		February	March	April	May	June
Ambulance	Vehicle Equipped with Ambulance Support	1,080	1,016	1,105	1,147	1,043
Bus	System of Public Transportation including Inter-City Bus (including Para Transi/Deviated Fixed-Route)	13,848	13,140	12,021	11,379	9,733
Cab	Sedan, Van, Taxi	197,549	198,648	199,540	201,267	182,390
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,606	6,973	7,288	7,550
Gas Reimbursement	Member Self-Localized Suitable Transportation and Received Mileage Reimbursement	96,071	98,426	97,514	98,977	88,633
Stretcher	Vehicle Equipped to Transport Stretcher	666	735	942	330	650
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,314	6,289	6,750	7,105	6,443
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442

CALL STATISTICS		February	March	April	May	June
Calls Presented	Total Number of Calls Presented	104,943	86,258	92,912	87,044	79,059
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	394	396	376	357	361
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	46	38	30	27	30
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	6.20%	0.74%	1.62%	1.99%	1.96%

QUALITY MANAGEMENT		February	March	April	May	June
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.76%	99.84%	99.81%	99.83%	99.82%
Abusive Behavior	Issues Related to Provider Abusive Behavior	0	0	0	1	0
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	0	4	2	2	0
Customer Service	Issues with MTM Agent	23	19	23	29	17
Disagree with processes/protocols	Issue Resulting from Process Disagreement	5	5	16	7	12
Discharge Issues	Issue Resulting from Discharge Trip	1	3	1	0	1
Driver	Issue with Driver	39	51	52	52	44
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	20	25	32	34	42
Internal MTM Technology Issue	Issue Related to Internal Application Issue	12	8	8	10	7
Member Facing Technology Issue	Issue Related to External Application Issue	1	2	2	1	4
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	25	26	30	27	30
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	269	166	195	144	152
Other		0	0	0	0	31
Provider Service Behavior	Issue Related to Service Provider Behavior	13	21	17	16	11
Safety	Issue Related to Member Safety	2	4	2	0	2
Timeliness	Issue Related to Service Timeliness	98	75	107	101	88
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	50	37	39	35	31
Turn Back Issues	Issue related to Trip Turnback by Provider	209	69	77	90	62
Vehicle	Issue with Vehicle	9	7	7	14	9
Total Substantiated Complaints	Total Number of Substantiated Complaints	776	522	609	553	543

dated 9/30/2024



Wisconsin Completed Trip Legs	February	March	April	May	June
Completed Legs	321,901	324,880	324,761	327,993	296,442

County Statistics  
Total Number of Completed Trip Legs by County of Trip Origination

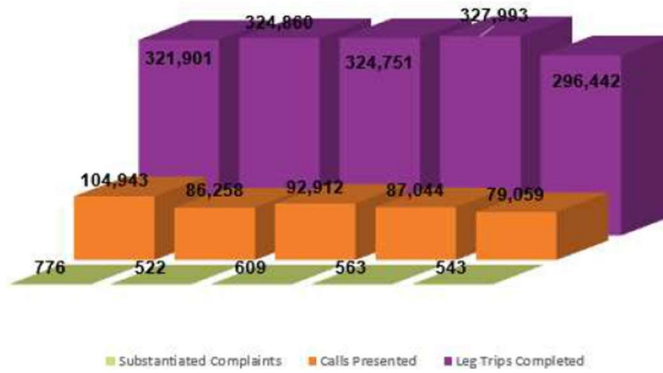
Adams	1,231	1,242	1,216	1,390	1,247
Achland	949	956	857	838	652
Barnes	2,909	2,780	2,774	2,886	2,618
Bayfield	395	444	427	449	392
Brown	17,931	17,840	16,866	17,114	16,064
Buffalo	429	419	408	441	378
Burnett	703	621	710	719	580
Calumet	452	429	463	528	501
Chippewa	2,041	1,903	1,933	1,988	1,766
Clark	863	908	921	859	772
Columbia	2,510	2,396	2,505	2,601	2,502
Crawford	574	583	588	560	479
Dane	35,993	37,453	35,735	35,478	32,247
Dodge	3,395	3,395	3,483	3,619	3,519
Door	429	502	553	565	455
Douglas	1,027	1,015	1,167	1,356	1,187
Dunn	1,810	1,695	1,731	1,762	1,595
Eau Claire	7,399	7,408	7,338	7,864	6,717
Florence	110	107	120	117	107
Fond Du Lac	5,467	5,681	5,515	5,940	5,496
Forest	238	205	273	285	274
Grant	1,258	1,471	1,437	1,470	1,216
Green	819	777	756	802	815
Green Lake	831	803	852	785	797
Iowa	833	870	872	861	864
Iron	73	69	62	66	38
Jackson	938	928	1,009	1,125	997
Jefferson	2,012	2,233	2,385	2,290	2,126
Juneau	1,641	1,648	1,571	1,606	1,334
Kenosha	7,295	7,315	7,716	7,716	6,977
Kewaunee	460	433	519	502	487
La Crosse	7,651	7,638	7,776	7,949	6,930
Lafayette	306	302	254	335	279
Langlade	885	891	1,054	1,036	739
Lincoln	877	871	867	939	828
Manitowoc	4,384	4,440	4,257	4,182	3,710
Marathon	8,364	8,421	8,224	7,892	7,339
Marquette	1,960	1,861	1,941	1,958	1,818
Marquette	1,218	1,144	1,204	1,147	1,161
Menominee	616	612	608	586	568
Milwaukee	101,660	100,911	103,215	103,738	93,619
Monroe	2,118	2,215	2,121	2,170	2,072
Oconto	1,277	1,300	1,377	1,466	1,191
Oneida	1,851	1,748	1,799	1,846	1,515
Outagamie	9,358	9,154	8,883	9,444	8,565
Ozaukee	1,649	1,675	1,810	1,867	1,748
Pepin	226	226	272	289	242
Pierce	504	468	548	607	662
Polk	1,498	1,402	1,456	1,433	1,200
Portage	1,988	2,037	2,058	2,147	1,943
Price	562	515	533	495	436
Racine	9,862	10,051	9,780	9,477	8,633
Richland	431	483	425	441	459
Rock	9,754	10,251	9,807	10,089	9,354
Rusk	744	707	735	857	579
Saint Croix	1,166	1,153	1,133	1,182	1,068
Sauk	2,351	2,512	2,335	2,377	2,263
Sawyer	1,172	1,182	1,298	1,373	1,170
Shawano	2,246	2,563	2,474	2,461	2,430
Sheboygan	6,128	6,136	5,873	5,919	5,204
Taylor	820	860	932	938	780
Trempealeau	639	613	684	616	519
Vernon	857	926	996	955	884
Vilas	486	548	605	536	478
Walworth	2,555	2,771	2,806	2,768	2,541
Washburn	709	645	682	704	604
Washington	3,252	3,564	3,615	3,715	3,519
Waukesha	10,407	11,220	11,364	11,092	10,120
Waupaca	2,706	2,578	2,402	2,629	2,317
Waushara	914	954	1,040	926	777
Winnebago	7,576	7,660	7,467	7,280	6,457
Wood	4,086	4,008	4,114	4,379	3,693

Outside of Wisconsin Completed Trip Legs

Illinois	75	83	99	60	57
Iowa	125	151	126	128	54
Michigan	96	87	75	91	72
Minnesota	751	752	815	804	782
Other	16	5	20	7	1



Wisconsin Substantiated Complaints		February	March	April	May	June
Substantiated Complaints		776	622	608	683	643
<b>County Statistics</b>						
Total Number of Substantiated Complaints Reported by County of Trip Origination						
Adams		4	2	2	2	4
Ashland		4	1	2	2	4
Barron		5	0	1	1	4
Bayfield		2	0	0	0	1
Brown		21	32	20	18	16
Buffalo		1	0	0	0	0
Burnett		1	0	0	1	1
Calumet		2	0	0	1	1
Chippewa		8	2	3	4	1
Clark		4	3	4	3	2
Columbia		8	8	1	5	4
Crawford		2	6	2	0	0
Dane		66	25	55	58	48
Dodge		33	3	3	3	2
Door		1	3	1	0	1
Douglas		5	3	2	3	2
Dunn		1	2	2	5	1
Eau Claire		7	0	8	2	2
Florence		4	0	0	1	0
Fond Du Lac		8	8	8	2	6
Forest		2	2	1	5	0
Grant		3	0	3	3	0
Green		1	0	2	2	1
Green Lake		5	4	2	4	2
Iowa		1	1	1	1	1
Iron		0	0	0	1	1
Jackson		2	1	1	0	0
Jefferson		8	4	11	5	8
Juneau		1	1	7	6	4
Kenosha		13	16	11	13	14
Kewaunee		3	3	3	2	3
La Crosse		7	4	3	11	3
Lafayette		0	0	0	0	0
Lafayette		4	0	1	1	1
Lincoln		1	3	4	0	1
Manitowoc		8	5	3	4	3
Marathon		8	4	5	4	5
Marquette		7	4	8	6	7
Marquette		4	9	3	5	5
Menominee		0	0	0	0	0
Milwaukee		241	207	200	182	171
Monroe		8	3	3	3	4
Oconto		4	2	5	4	1
Oneida		3	6	3	1	1
Outagamie		12	3	14	11	11
Ozaukee		4	4	3	4	6
Pepin		0	0	4	2	0
Pierce		6	0	3	2	3
Polk		7	0	0	4	0
Portage		0	5	1	3	3
Price		2	0	3	3	4
Racine		18	22	14	7	14
Richland		2	1	0	1	6
Rock		15	4	11	15	18
Rusk		3	3	1	2	0
Saint Croix		3	5	2	7	1
Sauk		15	4	8	5	10
Savoy		5	1	0	5	0
Shawano		12	3	4	3	2
Sheboygan		3	0	10	5	7
Taylor		4	1	2	5	1
Trempealeau		2	2	2	3	1
Vernon		3	3	1	2	2
Vilas		5	3	1	0	0
Walworth		13	6	8	10	10
Washburn		3	2	3	2	1
Washington		11	2	7	9	5
Waushara		40	20	37	24	20
Waupaca		14	8	6	6	7
Waushara		5	3	4	0	1
Winnebago		17	13	11	11	10
Wood		12	6	7	3	7
No County or State Information		17	18	36	31	57
<b>Outside of Wisconsin Substantiated Complaints</b>						
Illinois		1	2	0	0	0
Minnesota		0	1	2	4	3
Other		0	0	0	0	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