

Reported Metric	Definition
	Percentage of Calls Abandonded Prior to Live Response
Agent Issue	Issue with MTM Agent
Ambulance - ALS	Vehicle Equipped with Advanced Life Support
	Vehicle Equipped with Basic Life Support
	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
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
Calls Presented	Total Number of Calls Presented
Cancelled	Cancelled Trip Legs
	Substantiated Complaints Compared to Completed Trips
	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
	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 Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	MTM Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	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
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
	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
	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
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



MEMBERS		February	March	April	May	June
Enrollment	Eligible Members Enrolled	1,265,821	1,185,507	1,215,317	1,194,094	1,176,097
Distinct Member Count	Unique Members Utilizing Transport	25,770		25,568	25,244	23,596
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
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Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,403	418,612	418,057	421,159	
Cancelled	Cancelled Trip Legs	69,774	93,485	93,061	92,843	87,092
	Trips Where Member Does Not Use Scheduled Service	7,719		8,131	8,365	7,555
Denials	Number of Denied Trip Attempts	4,702	6,165	5,083	5,503	5,848
	Completed Trip Legs with less than 24 hour Notice	49,723			37,532	33,083
	Completed Trip Legs Associated with a Recurring Appointment	72,434		230,694	234,432	213,485
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442
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	Cost of Lodging Reimbursed	\$30,764.95			\$21,868.38	
	Number of Lodging Nights Reimbursed	251		234	163	518
	Cost of Meals Reimbursed	\$12,605.70		\$18,366.08	\$18,310.88	
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,840	1,834	1,366
RANSPORT MODE		February	March	April	May	June
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	Vehicle Equipped with Ambulance Support	1,080		1,105	1,147	
	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,848		12,021	11,379	9,733
	Sedan, Van, Taxi	197,649		199,546	201,267	182,390
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273		6,973	7,288	7,550
	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,071		97,514	98,977	88,633
	Vehicle Equipped to Transport Stretcher	666		842	830	650
	Vehicle Equipped to Transport Wheelchair	6,314		6,750	7,105	6,443 296,442
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	200,772
	Completed 11th Legs	February	March	April	May	June
CALL STATISTICS		February	March	April	Мау	June
CALL STATISTICS Calls Presented	Total Number of Calis Presented	February 104,943	March 86,258	April 92,912	May 87,044	June 79,059
Calls Presented Average Handle Time (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	February 104,943	March 86,258	April 92,912 376	May 87,044 357	June 79,059
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	February 104,943 394 46	March 86,258 396 38	April 92,912 376 30	May 87,044 357 27	June 79,059 361 30
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	February 104,943	March 86,258 396 38	April 92,912 376	May 87,044 357	June 79,059 361 30
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%)	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	February 104,943 394 46	March 86,258 396 38	April 92,912 376 30	May 87,044 357 27	June 79,059
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT	Total Number of Calis Presented Average Time to Handie Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response	104,943 394 46 6.20%	March 86,258 396 38 0.74% March	92,912 376 30 1.62%	87,044 357 27 1,99% May	June 79,059 361 30 1.96% June
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage	Total Number of Calis Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Galler Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	February 104,943 399 46 6.20% February 99.76%	March 88,258 396 38 0.74% March 99.84%	April 92,912 376 30 1.62% April 99.81%	87,044 357 27 1.99%	June 79,059 361 30 1.96% June 99.82%
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior	Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time from Calier Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abustve Behavior	104,943 394 44 6,20% February	March 86,258 396 38 0.74% March 99.84% 0	April 92,912 376 30 1.62% April 99.81%	87,044 357 27 1,99% May	June 79,059 381 30 1,95% June 99.82% 0
CALL STATISTICS Calls Presented. Average Handle Time (seconds). Average Speed of Answer (seconds). Abandonment Rate (%). QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassFrund Issues	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time Hom Galler Entering 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 Bus Passes or Indequate Funds	February 104,943 394 44 6.20% February 99.76%	March 86,258 396 38 0.74% March 99.84% 4	April 92,912 376 30 1.62% April 99.81% 0 2	87,044 357 27 1.99% May 99.83%	June 79,059 361 30 1,96% June 99,82% 0 0
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abundorment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Custome Speed	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving 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 Bus Passes or Inadequate Funds Issues with MTM Agent	February 104,045 394 44 6.20% February 99.76% (March 86,258 396 388 0.74% March 99,84% 0 4 4 19	April 92,912 376 300 1.62% April 99.81% 0 2 2 3 23	87,044 357 27 1,99% May	June 79,059 361 30 1,96% June 99.82% 0 0 17
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Outstomer Service Disagree with processes protocols	Total Number of Calls Presented Average Time to Handia Complete Call from Live Response to Call End Offlerence in Time from Caller Entering Queue and Receiving 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 Bus Passes or Inadequate Funds Issues Related To Time Trips Called Trips Issues Related To Trips Trips Called Trips Issues Related To Trips Trips Called Trips Issues Related To Trips Trips Called Trips Issues Related Trips Trips Issues Related Trips Trips Issues Related Trips Issues Trips Issues Related Trips Issues Trips Issues Trips Issues Trips Issues Trip	February 104,945 394 44 6.20% February 99.76%	March 86,258 390 388 0.74% March 99.84% 0 4 4 199 5 5	April 92,912 376 30 1.62% April 99.81% 0 2	87,044 357 27 1.99% May 99.83%	June 79,059 361 30 1,96% June 99.82% 0 0 17
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abundomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Sans-Fund Issues Dischage fessues Dischage (several processes) protocol Di	Total Number of Calls Presented Average Time to Handle Compilete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Compilaints Compared to Compileted Trips Issues Related to Provider Abustve Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTH Agent Issues Resulting from Process Disagreement Issues Resulting from Discharge Trip	February 104,944 399 44 6.20% February 99.76% (23	March 86,258 386 388 0.74% 99,84% 0 4 19 5 3	April 92,912 376 300 1.62% April 99.81% 0 2 23 15	87,044 357 27 1,99% May 99,83% 1 2 29 7	June 79,059 381 300 1,96% June 99,82% 0 0 17 122 1
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Calls Fresented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) Abandomment Rate (%) Abandomment Rate (%) Abandomment Rate (%) COMPAINT Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Issues	Total Number of Calls Presented Average Time to Handis Complete Call from Live Response to Call End Difference in Time from Caller Entering Gueue and Recoeking 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 Bus Passes or Inadequate Funds Issues Resulted Dist Passes or Inadequate Funds Issues Resulted Time Provider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue With Driver Issue Resulting from Discharge Trip Issue With Driver Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue With Driver Issue Resulting from Service or Delivery Issue Resulting Internal Application Issue	February 104,943 399 44 6.20% February 99.76% 6 222 5 34 22 112	March 86,258 396 388 0.74% March 99,84% 19 5 5 1 25 8 8 8	April 92,912 376 30 1.62% April 99.81% 0 2 233 15 15 1 5 2	May 87,044 357 27 1.99% May 99.83% 1 2 2 9 7 7 0 52	June 79,059 361 301 1,06% June 99,82% 0 0 17 12 14 44 42 7 7
Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Service Customer Service Disagree with processes/protocols Discharge Issues Driver Service/Delivery (Issues Internal MTM Technology (ssue	Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time Time Galer Entering Gueue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Deroviter Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Discharge Tip Issue Resulting from Service or Delivery Issue Resulting from Infernal Application Issue Issues Resulting from Infernal Application Issue	February 104,944 399 44 6.20% February 99.76% 6 6 22: 5 33 22: 11	March 86.258 380 380 0.74% March 99.84% 199.5 3 3 5 1 2 5 8 8 2 2 5	April 92,912 376 370 30 1.62% April 99.81% 0 2 23 155 1 1 62 32 8	May 87,044 357 27 1.99% May 99.83% 1 2 20 7 0 52 34 10 1 1	June 79,059 361 361 301 1,98% June 99,82% 0 0 177 12 1 1 444 42 7 7 4 4 42
Calls Fresented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Oustomer Service Disagree with processes/protocols Discharge Issues Discharge Issues Discharge Issues America Polivery Issues Member Facing Technology Issue Meilage Rembursement Jesues Meilage Rembursement Jesues Meilage Rembursement Jesues Meilage Rembursement Jesues	Total Number of Calls Presented Average Time to Handis Complete Call from Live Response to Call End Difference in Time from Caller Entering Gueue and Receiving Live Response Piercentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Resulted Dissu Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue With Differ from Process Disagreement Issue Resulting from Discharge Trip Issue With Differ Internal Application Issue Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting Issue Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to External Application Issue	February 104,645 399 44 6.20% February 99.76% 6 22 25 34 22 11 11	March 80,258 360 380	April 92,912 376 300 1,62% April 99,81% 0 2 23323 15 5 2 2 3 3 3 3	May 87,044 3575 27 1,99% May 99,83% 1 22 22 24 44 10 11 27	June 79,059 361 301 1,96% June 99,82% 0 0 17 12 12 14 42 7 4 300
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocol Disagree With second Disagree Diver Service Delivery Issues Internal MTM Technology (sus Member Facing Technology (sus Mileage Rembursement Issues Nickson No Shom N	Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time Time Galer Entering Gueue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Deroviter Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Discharge Tip Issue Resulting from Service or Delivery Issue Resulting from Infernal Application Issue Issues Resulting from Infernal Application Issue	February 104,943 394 44 6.207 February 99.76% (22 21 21 22 21 22 26	March 86,258 8 8 8 8 8 8 8 8 9 74%	April 92,912 376 376 300 1,02% April 99,81% 99,81% 10,223 23 23 30,30 30	May 87,044 357 27 1.99% May 99.83% 1 2 20 7 0 52 34 10 1 1	June 79,050 9 1,00% June 1,00% June 90,82% 1,00%
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols DisAngre Issues Disagree protocols DisAngre Issues Driver Service-Pelivery Issues Internal MTM Technology Issues Member Facing Technology Issues Mileage Reimbursement Service No Show	Total Number of Calls Presented Average Time to Handis Complete Call from Live Response to Call End Difference in Time from Caller Entering Gueue and Receiving 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 Bus Passes or Inadequate Funds Issues Resident Disur Passes or Inadequate Funds Issues Resident Disur Passes or Inadequate Funds Issues Resident from Process Disagreement Issue Resuling from Discharge Trip Issue With Direct Passes (Insues With Direct Passes) Issues Resuling from Service or Delivery Issue Resuling from Service or Delivery Issue Resuling from Service or Delivery Issue Resulating Mideal Resident Issue Issue Resided to External Application Issue Issue Related to External Application Issue	February 104,945 39-39-39-44 6.205 February 99.785 6.225 2.25 3.3 2.26 1.1 2.26 2.26 2.26	March 06,256 360 360 380 0.74% March 09,84% 0 5 5 5 5 5 2 2 20 106	April 92,912 376 376 3876 3876 3876 3876 3876 3876 3	May 67,044 357 27 1,99% May 99,85% 7 0 52 29 43 11 12 27 144 0	June 79,0506 361 361 361 361 361 361 361 361 361 36
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) QUALITY MANAGEMENT Complaint Free Percentage Abusive Bethavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disharge Issues Driver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Member Sangre Technology Issue Member Service Bellevice No Show Other	Total Number of Calis Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Galler Entering Queue and Receiving 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 Bus Passes or Inadequate Funds Issues Resident of Disc Praces or Inadequate Funds Issues Resident from Process Disagreement Issue Resulting from Decisarge Trip Issue Resulting from Decisarge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resident on Internal Application Issue Issue Resident on Internal Application Issue Issue Resident on Internal Application Issue Issue Resided to Miseage Reimbursement Calim / Process MTM Unable to Locate a Vehelor or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior	February 104,945 394 44 6.207 February 99.76% (22 21 21 22 26 (11	March 86,259 368 388 3	April 92,912 92,912 92,912 92,912 92,912 92,912 92,913 92,81% 92,81% 92,81% 92,81% 93,913 94,913	May 87,044 87,044 357 27 1,99% May 99,83% 1 2 2 2 2 3 3 4 10 10 1 2 7 7 1444 0 0 16 16	June 79,0596 3811 381 381 381 381 381 381 381 381 38
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) Abandonment Rate (%) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFriend Issues Customer Service Disagree with processes protocols Discharge Issues Disagree with processes protocols Discharge Issues Driver Service/Delivery Issues Member Facing Technology Issue Member Facing Technology Issue Melleage Rembursement Service No Show Office Provider Service Behavior Safety	Total Number of Calls Presented Average Time to Handis Complete Call from Live Response to Call End Difference in Time from Caller Entering Gueue and Receiving 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 Bus Passes or Inadequate Funds Issues Resulted Dissu Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue With DTM Agent Issue With DTM Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting the Internal Application Issue Issue Related to External Application Issue Issue Related to Member Safety Issue Related to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Levrice Provider Behavior Issues Related to Member Safety	February 104,945 104,945 104,945 104,945 105,205 105 105 105 105 105 105 105 105 105 1	March 86,258 258	April 92,912 376 376 300 1.62% April 99,81% 69,81% 62 233 316 52 23 30 166 69 69 69 69 69 69 69 69 69 69 69 69 6	May 87,044 87,044 87,044 87,044 87,044 May May 99,83% 99,83% 10,000 11,000 11,000 144 16,000 16,000	June 79,0596 June 99,82% 0 0 177 122 1 1 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1 2 2 1 1 1 1 1 2 2 1 1 1 1 1 1 2 2 1 1 1 1 1 1 2 2 1
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Pandle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Ashandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Frend Issues Customer Service Disagree with processes/protocols Disagree Rembusement Issues Melber Facing Technology (ssue	Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Galler Entering Queue and Receiving 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 Bus Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issues Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Tanaportation Issue Issue Resulting from Service or Tanaportation Provider Did Not Arrive Issue Resided to Mileage Reinflustrement Calim / Process Issue Related to Calcel a Vehicle or Tanaportation Provider Did Not Arrive Issue Related to Service Timeliness Seue Related to Service Provider Behavior Issue Related to Service Timeliness	February 104,945 394 440 0.207) February 99.76% (22 23 24 24 25 26 (11 26 26 26 26 26 26 26 26 26 26 26 26 26	March 86,259 368 388 389 387 389 389 389 389 389 449 559 559 528 628 606 607 614	April 92,912 92,912 92,912 92,912 92,912 92,912 92,81% 99,81%	May 87,044 357 27 1,99% May 99,83% 1 2 2 20 3 3 10 17 27 1444 0 0 1610	June 79,055 361 361 361 361 361 361 361 361 361 361
CALL STATISTICS Calls Presented Average Handle Time (seconds) Alverage Speed of Answer (seconds) Alverage Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass-Fund Issues Custome Service Disagree with processes/protosole Disagree with processes/protosole Disagree with processes/protosole Disharpe (seuse) Internal MTM Technology Issue Member Facing Technology Issue	Total Number of Calls Presented Average Time to Handle Compilete Call from Live Response to Call End Difference in Time Internal Call End International Compilete Call from Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Compilarits Compared to Compileted Trips Issues Related to Provitier Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTM Agent Issues with MTM Agent Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Mileage Reinbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Reinbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related to Service Timeliness Issue Related to The Scheduling	February 104,945 104,945 104,945 104,945 105,205 105 105 105 105 105 105 105 105 105 1	March 86,258 258	April 92,912 April 92,912 April 92,912 April 92,912 April 92,81% 0 2 2 3 3 16 5 1 1 5 2 2 3 3 0 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	May 87,044 87,049 357 1,99% May 99,83% 1 2 29 77 0 622 344 101 11 227 1444 0 0 101 101 55	June 79,0596 5 1 1 1 1 1 1 1 2 2 8 8 8 3 31 1 3 1 1 1 1 1 1 1 1 1 1 1 1
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) QUALITY MANAGEMENT Complaint Free Percentage Absuse Behavior Bus PassiFrue Issues Customer Service Disagree with processes protocols Disagree with Time Technology Issue Member Facing Technology Issue	Total Namber of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time Hom Galler Entering Queue and Receiving 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 Bus Passes or Indequate Funds Issues Related to Bus Passes or Indequate Funds Issues Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to External Application Issue Issue Related to Delivery Business Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related To Service Timeliness Issue Related To Tip Tumback by Provider Issue Related To Tip Tumback by Provider	February 104,945 394 440 0.207) February 99.76% (22 23 24 25 26 (11 24 26 26 27 27 28 28 28 28 28 28 28 28 28 28 28 28 28	March	April 92,912 April 92,912 April 92,912 April 92,912 April 92,81% 0 2 2 3 3 16 5 1 1 5 2 2 3 3 0 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	May 87,044 357 27 1,99% May 90,83% 1 2 2 2 3 3 1 1 2 2 2 1 4 4 0 0 1 1 1 1 2 1 1 3 5 5 6 0 0	June 79,0596 301 301 301 301 301 301 301 301 301 301
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Passi-Fund Issues Custome Service Discapree with processes/protocols Discapree Service Discapree Service Discapree Service Discapree Service Discapree Service Mileage Reimbursement Issues Mileage Reimbursement Issues Step Timp Accuracy/Disagree Timp Accuracy/Disagree Timp Back Issues Visual Service Visual	Total Number of Calls Presented Average Time to Handle Compilete Call from Live Response to Call End Difference in Time Internal Call End International Compilete Call from Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Compilarits Compared to Compileted Trips Issues Related to Provitier Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTM Agent Issues with MTM Agent Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Mileage Reinbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Mileage Reinbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related to Service Timeliness Issue Related to The Scheduling	February 104,945 104,945 104,945 104,945 105,205 105 105 105 105 105 105 105 105 105 1	March 86,258 258	April 92,912 376 376 300 1.62% April 90,81% April 90,81% 15 52 23 32 8 8 2 2 9 30 10 177 277 177 777 77	May 87,044 87,049 357 1,99% May 99,83% 1 2 29 77 0 622 344 101 11 227 1444 0 0 101 101 356	June 79,0509 301 1,00% 301

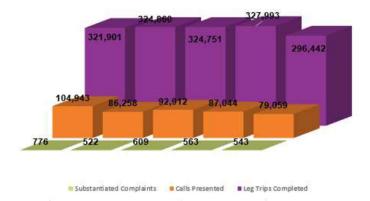


Wisconsin Completed Trip Legs	February Ma	arch Apr	11 May	y J
Completed Legs	321,901	324,860	324,761	327,993
County Statistics Total Number of Completed Trip Legs by County of Trip Origination				
Adams	1,231	1,242	1,216	1,390
Ashland Barron	949 2,909	856 2,780	857 2,774	828 2,886
Bayfield	395	444	427	449
Brown	17,931	17,840	16,866	17,114
Buffaio	429	419	408	441
Burnett	703	621 429	710	719
Calumet Chippewa	452 2,041	1,903	1,933	528 1,988
Clark	863	908	921	859
Columbia	2,510	2,396	2,505	2,601
Crawford	574	583	588	550
Dane	35,993	37,453	35,735	35,478
Door Door	3,395	3,395 502	3,483	3,619
Douglas	1,027	1,015	1,167	1.356
Dunn	1,810	1,695	1,731	1,762
Eau Claire	7,399	7,408	7,338	7,864
Florence	110	107	120	117
Fond Du Lac Forest	5,467 238	5,681 205	5,515 273	5,940 285
Grant	1,258	1,471	1,437	1,470
Green	819	777	756	802
Green Lake	831	903	852	785
lows	833	870	872	861
Iron Jackson	73 938	69 928	1.009	1,126
Jefferson	2,012	2.233	2,385	2.290
Juneau	1,641	1,648	1,571	1,606
Kenosha	7,295	7,315	7,716	7,716
Kewaunee	460	433	519	502
La Crosse	7,651	7,638 302	7,776	7,949 335
Lafayette Langlade	306 885	302 891	1,064	1,036
Lincoln	877	871	867	939
Manitowoc	4,384	4,440	4,257	4,182
Marathon	8,364	8,421	8,224	7,892
Marinette	1,960	1,861	1,941	1,958
Marquette Menominee	1,218	1,144	1,204	1,147
Miwaukee	101,660	100,911	103,215	103,738
Morroe	2,118	2,215	2,121	2,170
Oconto	1,277	1,300	1,377	1,466
Oneida	1,851	1,748	1,799	1,846
Outagamie Ozaukee	9,358 1,649	9,154 1,675	8,883 1,810	9,444 1,867
Peoin	226	226	272	289
Pierce	504	468	548	607
Polk	1,498	1,402	1,456	1,433
Portage	1,988	2,037	2,058	2,147
Price Racine	9,862	515 10,051	533 9,780	495 9,477
Richland	431	483	425	441
Rock	9,754	10,251	9,807	10,089
Rusk	744	707	735	857
Saint Croix	1,166	1,153	1,133	1,182
Sauk	2,351	2,512	2,335	2,377
Sawyer Shawano	1,172	1,182	1,298 2,474	1,373 2,461
Sheboygan	6,128	6,136	5,873	5,919
Taylor	820	860	932	938
Trempesiesu	639	613	684	616
Vernon	857	926	996	955
Vias	496	545	605	536
Walworth Washburn	2,565 709	2,771 645	2,806 682	2,768
Washington	3,252	3,564	3,615	3,715
Waukesha	10,407	11,220	11,364	11,092
Waupaca	2,706	2,578	2,402	2,629
Waushara	914	994	1,040	926
Winnebago	7,576	7,660	7,467	7,280
Wood	4,096	4,008	4,114	4,379
Outside of Wisconsin Completed Trip Legs				
Illnois	75	83	99	60
owa Michigan	125 96	151 87	126 75	128 91
	20			
Minnesota	751	752	815	904



Country Statistics	Wisconsin Substantiated Complaints	February	March	April N	lay J	une
Total Number of Sustantiana Resonate by Country of The Origination	Substantiated Complaints	778	622	609	683	643
Assignment	County Statistics Total Number of Substantiated Compilaints Reported by County of Trip Origination					
Sarron Sa	Adams	4	2	2	2	4
Septed 2	Ashland	4	1	2		4
Part	Ваттоп					4
Burnet	Bayfield					1
Burnet						16
Calument						0
Columbia						1
Comment						1
Transfer 2 6 2 0	Clark		3		3	2
Same Same Same Same Same Same Same Same	Columbia					4
1000pc						0
1 3 1 0						45
Suicisize 7				3	3	2 1 2
Suicisize 7			-			2
Sau Claire					5	1
orest						2
Servet	Porence		0	0	1	2 0 6
Servet	Fond Du Lac	8	8	8	2	6
Internal size		2				0
intern Lake					3	0
1						2
Section 0 0 0 0 1 1 0 0 1 1 0 0 0 0 1 1 0						1
Incompany Inco						1
1 1 7 6		2	1		0	0
1 1 7 6	lefferson	8	4	11	5	0
Censulane 3 3 2 2 2 2 2 2 2 2	Juneau		1			4
2 Crosse 7						14
anglade					2	3
anglade						3
Incom	anajette				1	1
Maritonoc S						1
Marathori						1
Memorismee 0		8	4	5	4	5
Memorismee 0						7
Ministree 241 207 200 182 17	Varquette		9		5	5
Montrol			0			0
A	Invauree	241			182	1/1
Deciding 3 6 3 1	Conto		-	-		1
12 3 14 11 11 12 13 14 11 11 12 13 14 11 11 12 13 14 11 11 12 13 14 11 11 12 13 14 11 12 13 14 12 13 14 14 14 15 14 15 14 15 14 15 14 15 14 15 15			6			1
Sacine 18 22 14 7 1	Outagamie		3		11	11
Sacine 18 22 14 7 1						6
Sacine 18 22 14 7 1					2	0
Sacine 18 22 14 7 1					2	3
National 18						- 2
National 18		3			3	4
Contained 2						14
Sect 15			1		1	6
Supplementary	Rock			11	15	18
Savy 15	Rusk .		-	1	2	
Savyer S					7	1
Taylor			4			10
Sylor			1			2 7
Taylor	Shehousen					
Temperaless 2				2	5	-
Vermon 3 3 1 2	Trempesieau		-	2	3	1
13 6 8 10 1	Vernon	3	3	1	2	2
Washington 11 2 7 9 Washersha 40 20 37 24 2 Waupaca 14 8 6 6 Vascharia 5 3 4 0 Winnestago 17 13 11 11 11 11 11 11 11 11 10 10 10 10 10 10 10 10 10 10 10 10 10 11 12 12 12 12<	/ias					0
Washington 11 2 7 9 Washersha 440 20 37 24 2 Washersha 144 8 6 6 Macutaria 5 3 4 0 Winnestago 17 13 11 11 11 11 11 11 11 11 11 11 11 10 10 10 10 10 10 10 10 10 10 10 10 10 11 12 12 12 12 12 <td< td=""><td>Valworth</td><td></td><td>6</td><td></td><td>10</td><td>10</td></td<>	Valworth		6		10	10
Wouldestha 40 20 37 24 2			2			1
Visuposa	Vasnington Naukerha			7		20
Minnesago						
Minnesago						1
Wood 12 6 7 3 No County or State Information 17 18 36 31 5 Outside of Wisconsin Substantiated Complaints						10
No County or State Information 17 18 36 31 5 Outside of Wisconcin Substantiated Complaints	Nood	12	6	7	3	
	No County or State Information	17	18	36	31	57
Indis	Outside of Wisconsin Substantiated Complaints					
1		41	3		, al	
Other O O O					4	
	Other		0			0 3 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