



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**

Maroh

<b>Enrollment</b>	Eligible Members Enrolled	1,185,507
<b>Distinct Member Count</b>	Unique Members Utilizing Transport	25,069
<b>Utilization Rate</b>	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.4%

**RESERVATION**

Maroh

<b>Reservations Scheduled</b>	All Completed Trip Legs Including Canceled Trip Legs and Member No Show Trip Legs	418,612
<b>Canceled</b>	Canceled Trip Legs	93,485
<b>Member No Show</b>	Trips Where Member Does Not Use Scheduled Service	8,448
<b>Denials</b>	Number of Denied Trip Attempts	6,165
<b>Same Day Trip Legs</b>	Completed Trip Legs with less than 24 hour Notice	36,410
<b>Standing Order Trip Legs</b>	Completed Trip Legs Associated with a Recurring Appointment	171,992
<b>Completed Legs</b>	Completed Trip Legs	324,860
<b>Lodging (Cost)</b>	Cost of Lodging Reimbursed	\$9,249.39
<b>Lodging (Nights)</b>	Number of Lodging Nights Reimbursed	288
<b>Meals (Cost)</b>	Cost of Meals Reimbursed	\$11,605.58
<b>Meals (Reimbursed)</b>	Number of Meals Reimbursed	3,418

**TRANSPORT MODE**

Maroh

<b>Ambulance</b>	Vehicle Equipped with Ambulance Support	1,016
<b>Bus</b>	System of Public Transportation Including Inter-City Bus (including Para Trans/Deviated Fixed-Route)	13,140
<b>Cab</b>	Sedan, Van, Taxi	198,648
<b>Completed By Owner Operator</b>	Completed Trips by Owner Operator (including Volunteer Driver Trips)	6,606
<b>Gas Reimbursement</b>	Member Self-located Suitable Transportation and Received Mileage Reimbursement	98,428
<b>Stretcher</b>	Vehicle Equipped to Transport Stretcher	735
<b>Wheelchair</b>	Vehicle Equipped to Transport Wheelchair	6,289
<b>Completed Legs</b>	Completed Trip Legs	324,860

**CALL STATISTICS**

Maroh

<b>Calls Presented</b>	Total Number of Calls Presented	86,259
<b>Average Handle Time (seconds)</b>	Average Time to Handle Complete Call from Live Response to Call End	395
<b>Average Speed of Answer (seconds)</b>	Difference in Time from Caller Entering Queue and Receiving Live Response	38
<b>Abandonment Rate (%)</b>	Percentage of Calls Abandoned Prior to Live Response	0.74%

**QUALITY MANAGEMENT**

Maroh

<b>Complaint Free Percentage</b>	Substantiated Complaints Compared to Completed Trips	99.84%
<b>Abusive Behavior</b>	Issues Related to Provider Abusive Behavior	0
<b>Bus Pass/Fund Issues</b>	Issues Related to Bus Passes or Inadequate Funds	4
<b>Customer Service</b>	Issues with MTM Agent	19
<b>Disagree with processes/protocols</b>	Issue Resulting from Process Disagreement	5
<b>Discharge Issues</b>	Issue Resulting from Discharge Trip	3
<b>Driver</b>	Issue with Driver	51
<b>Driver Service/Delivery Issues</b>	Issue Resulting from Service or Delivery	25
<b>Internal MTM Technology Issue</b>	Issue Related to Internal/ Application Issue	8
<b>Member Facing Technology Issue</b>	Issue Related to External Application Issue	2
<b>Mileage Reimbursement Issues</b>	Issue Related to Mileage Reimbursement Claim / Process	25
<b>No Show</b>	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	166
<b>Provider Service Behavior</b>	Issue Related to Service Provider Behavior	21
<b>Safety</b>	Issue Related to Member Safety	4
<b>Timeliness</b>	Issue Related to Service Timeliness	75
<b>Trip Accuracy/Disagreement</b>	Issue Related to Trip Scheduling	37
<b>Turn Back Issues</b>	Issue related to Trip Turnback by Provider	69
<b>Vehicle</b>	Issue with Vehicle	7
<b>Total Substantiated Complaints</b>	Total Number of Substantiated Complaints	522



Wisconsin Completed Trip Legs

March

Completed Legs	324,880
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,242
Ashland	856
Barron	2,780
Bayfield	444
Brown	17,840
Buffalo	419
Burnett	621
Calumet	429
Chippewa	1,903
Clark	908
Columbia	2,396
Crawford	583
Dane	37,453
Dodge	3,395
Door	502
Douglas	1,015
Dunn	1,695
Eau Claire	7,408
Florence	107
Fond Du Lac	5,681
Forest	205
Grant	1,471
Green	777
Green Lake	903
Iowa	870
Iron	69
Jackson	928
Jefferson	2,233
Juneau	1,648
Kenosha	7,315
Kewaunee	433
La Crosse	7,638
Lafayette	302
Langlade	891
Lincoln	871
Manitowoc	4,440
Marathon	8,421
Marinette	1,861
Marquette	1,144
Menominee	612
Milwaukee	100,911
Monroe	2,215
Oconto	1,300
Oneida	1,748
Outagamie	9,154
Ozaukee	1,678
Peplin	238
Pierce	468
Polk	1,402
Portage	2,037
Price	518
Racine	10,051
Richland	483
Rock	10,251
Rusk	707
Saint Croix	1,153
Sauk	2,512
Sawyer	1,182
Shawano	2,863
Sheboygan	6,136
Taylor	860
Trempealeau	613
Vernon	928
Vilas	648
Walworth	2,771
Washburn	645
Washington	3,564
Waukesha	11,220
Waupaca	2,578
Waushara	994
Winnebago	7,660
Wood	4,208

Outside of Wisconsin Completed Trip Legs

Illinois	83
Iowa	151
Michigan	87
Minnesota	752
Other	5



Wisconsin Substantiated Complaints

March

Substantiated Complaints	622
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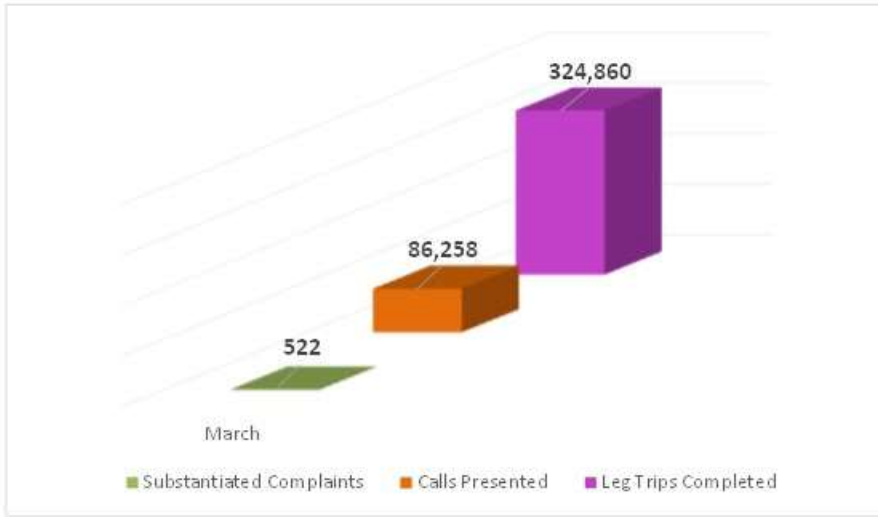
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2
Ashland	1
Barron	0
Bayfield	0
Brown	32
Buffalo	0
Burnett	0
Calumet	0
Chippewa	2
Clark	3
Columbia	8
Crawford	8
Dane	28
Dodge	3
Door	3
Douglas	3
Dunn	2
Eau Claire	0
Florence	0
Fond Du Lac	8
Forest	2
Grant	0
Green	0
Green Lake	4
Iowa	1
Iron	0
Jackson	1
Jefferson	4
Juneau	1
Kenosha	16
Kewaunee	3
La Crosse	4
Lafayette	0
Lanai	0
Lincoln	3
Manitowoc	5
Marathon	4
Marquette	4
Marquette	9
Menominee	0
Milwaukee	207
Monroe	3
Oconto	2
Oneida	6
Outagamie	3
Ozaukee	4
Pepin	0
Pierce	0
Polk	0
Portage	5
Price	0
Racine	22
Richland	1
Rock	4
Rusk	3
Saint Croix	5
Sauk	4
Sawyer	1
Shawano	3
Sheboygan	0
Taylor	1
Trempealeau	2
Vernon	3
Vilas	3
Walworth	6
Washtenaw	2
Washington	2
Waukesha	20
Waupaca	8
Waushara	3
Winnebago	13
Wood	6

Outside of Wisconsin Substantiated Complaints

Illinois	3
Minnesota	1
Other	18



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
March	522	86,258	324,860