



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



MEMBER		May
Enrollment	Eligible Members Enrolled	1,194,094
Distinct Member Count	Unique Members Utilizing Transport	25,244
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%

RESERVATION		May
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	421,159
Cancelled	Cancelled Trip Legs	92,843
Member No Show	Trips Where Member Does Not Use Scheduled Service	8,365
Denials	Number of Denied Trip Attempts	5,503
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	37,532
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	234,432
Completed Legs	Completed Trip Legs	327,993

Lodging (Cost)	Cost of Lodging Reimbursed	\$7,530.97
Lodging (Nights)	Number of Lodging Nights Reimbursed	163
Meals (Cost)	Cost of Meals Reimbursed	\$10,664.35
Meals (Reimbursed)	Number of Meals Reimbursed	1,864

TRANSPORT MODE		May
Ambulance	Vehicle Equipped with Ambulance Support	1,147
Bus	System of Public Transportation including Inter-City Bus (Including Para Trans/Deviated Fixed-Route)	11,379
Cab	Sedan, Van, Taxi	201,267
Completed By Owner Operator	Completed Trips by Owner Operator (including Volunteer Driver Trips)	7,288
Gas Reimbursement	Member Self-located Suitable Transportation and Received Mileage Reimbursement	98,977
Stretcher	Vehicle Equipped to Transport Stretcher	830
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,105
Completed Legs	Completed Trip Legs	327,993

CALL STATISTICS		May
Calls Presented	Total Number of Calls Presented	87,044
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	357
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	27
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.99%

QUALITY MANAGEMENT		May
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.83%
Abusive Behavior	Issues Related to Provider Abusive Behavior	1
Bus Pass/Fund Issues	Issues Related to Bus Passes or Inadequate Funds	2
Customer Service	Issues with MTM Agent	29
Disagree with processes/protocols	Issue Resulting from Process Disagreement	7
Discharge Issues	Issue Resulting from Discharge Trip	0
Driver	Issue with Driver	62
Driver Service/Delivery Issues	Issue Resulting from Service or Delivery	34
Internal MTM Technology Issue	Issue Related to Internal Application Issue	10
Member Facing Technology Issue	Issue Related to External Application Issue	1
Mileage Reimbursement Issues	Issue Related to Mileage Reimbursement Claim / Process	27
No Show	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	144
Provider Service Behavior	Issue Related to Service Provider Behavior	16
Safety	Issue Related to Member Safety	0
Timeliness	Issue Related to Service Timeliness	101
Trip Accuracy/Disagreement	Issue Related to Trip Scheduling	36
Turn Back Issues	Issue Related to Trip Turnback by Provider	90
Vehicle	Issue with Vehicle	14
Total Substantiated Complaints	Total Number of Substantiated Complaints	563



Wisconsin Completed Trip Legs

May

Completed Legs	827,893
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County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,390
Ashland	828
Barron	2,886
Bayfield	449
Brown	17,114
Buffalo	441
Burnett	719
Calumet	528
Chippewa	1,988
Clark	859
Columbia	2,601
Crawford	580
Dane	35,478
Dodge	3,519
Door	565
Douglas	1,356
Dunn	1,762
Eau Claire	7,864
Florence	117
Fond Du Lac	5,940
Forest	285
Grant	1,470
Green	802
Green Lake	785
Iowa	861
Iron	66
Jackson	1,126
Jefferson	2,280
Juneau	1,606
Kenosha	7,715
Kewaunee	502
La Crosse	7,949
Lafayette	335
Lansing	1,036
Lincoln	939
Manitowoc	4,162
Marathon	7,892
Marricette	1,958
Marquette	1,147
Menominee	586
Milwaukee	103,738
Monroe	2,170
Oconto	1,466
Oneida	1,848
Ozaukee	9,444
Pepin	1,867
Pepin	289
Pierce	607
Polk	1,433
Portage	2,147
Price	495
Racine	9,477
Richland	441
Rock	10,089
Rusk	867
Saint Croix	1,182
Sauk	2,377
Sawyer	1,373
Shawano	2,461
Sheboygan	5,919
Taylor	938
Trempealeau	616
Vernon	965
Vilas	538
Walworth	2,768
Washburn	704
Washington	3,715
Waushara	11,092
Waupaca	2,629
Waushara	926
Winnebago	7,280
Wood	4,379

Outside of Wisconsin Completed Trip Legs

Illinois	60
Iowa	128
Michigan	91
Minnesota	904
Other	7



Wisconsin Substantiated Complaints

May

Substantiated Complaints	683
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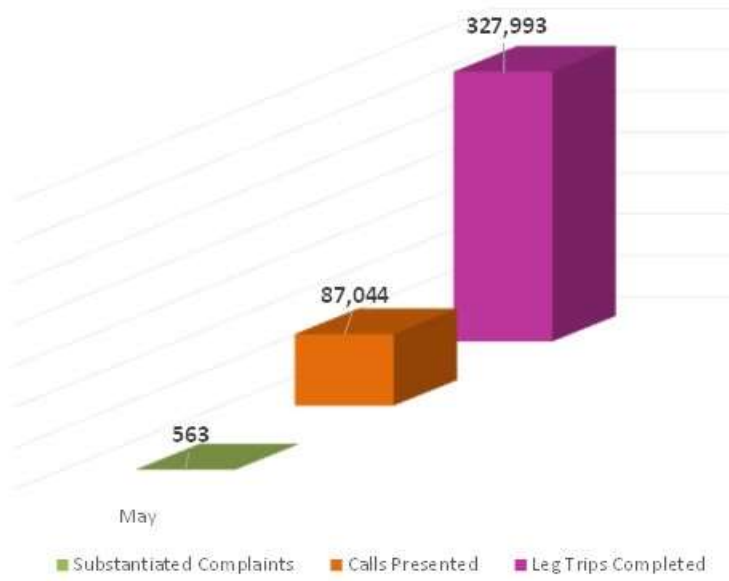
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

Adams	2
Ashland	2
Barron	1
Bayfield	0
Brown	18
Buffalo	0
Burnett	1
Calumet	1
Chippewa	4
Clark	3
Columbia	5
Crawford	0
Dane	58
Dodge	3
Door	0
Douglas	3
Dunn	5
Eau Claire	2
Florence	1
Fond Du Lac	2
Forest	5
Grant	3
Green	2
Green Lake	4
Iowa	1
Iron	1
Jackson	0
Jefferson	5
Juneau	5
Kenosha	13
Kewaunee	2
La Crosse	11
Lafayette	0
Langlade	1
Lincoln	0
Manitowoc	4
Marathon	4
Marquette	5
Marquette	5
Menominee	0
Milwaukee	182
Monroe	3
Oconto	4
Oneida	1
Outagamie	11
Ozaukee	4
Pepin	2
Pierce	2
Polk	4
Portage	3
Price	3
Racine	7
Richland	1
Rock	15
Rusk	2
Saint Croix	7
Sauk	5
Sawyer	5
Shawano	3
Sheboygan	5
Taylor	5
Trempealeau	3
Vernon	2
Vilas	0
Walworth	10
Washington	2
Washington	9
Waukesha	24
Waupaca	5
Waushara	0
Winnebago	11
Wood	3

Outside of Wisconsin Substantiated Complaints

Illinois	0
Minnesota	4
Other	31



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
May	563	87,044	327,993