

Reported Metric	Definition
	Percentage of Calls Abandonded Prior to Live Response
•	Issue with MTM Agent
	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
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
	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
	Cost of Meals Reimbursed
. ,	Number of Meals Reimbursed
· · · · · · · · · · · · · · · · · · ·	Trips Where Member Does Not Use Scheduled Service
	Unique Members Utilizing Transport
	Member Self-Located Suitable Transporation and Received Mileage Reimbursement
	Issue Related to Mileage Reimbursement Claim / Process
	MTM Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
	All Complaints not Accurately Captured in the Other Listed Categories
	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
Same Day Trip Legs	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
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle

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MEMBERS		February	March	April	May .	June J	July /	August	September C	Octo
Enrollment	Eligible Members Enrolled	1,265,821	1,185,507	1,215,317	1,194,094	1,176,097	1,159,933	1,150,177	1,149,849	
	Unique Members Utilizing Transport	25,770		25,568	25,244	23,596	24,311	24,510	23.924	
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.4%		26.7%	27.5%	25.2%	26.9%	27.2%	25.5%	
RESERVATION		February	March	April	May	June J	July J	August	September C	Oct
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	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,403		418,057	421,159	383,748	412,057	410,010	381,988	
	Cancelled Trip Legs	69,774		93,061	92,843	87,092	100,074	97,370	88,644	
	Trips Where Member Does Not Use Scheduled Service	7,719		8,131	8,365	7,555	8,131	8,028	7,311	
Denials	Number of Denied Trip Attempts	4,702		5,083	5,503	5,848	5,840	6,523	6,723	
	Completed Trip Legs with less than 24 hour Notice	49,723		38,356	37,532	33,083	34,661	34,047	31,166	
	Completed Trip Legs Associated with a Recurring Appointment	72,434		230,694	234,432	213,485	221,336	221,925	207,192	
Completed Legs	Completed Trip Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069	
Lodging (Cost)	Cost of Lodging Reimburged	\$30,764.95	\$23,130.26	\$27,965.25	\$21,868.38	\$40,363.22	\$14,694.90	\$27,041.42	\$18,638.46	
	Cost of Lodging Reimbursed									
	Number of Lodging Nights Reimbursed	251 \$12,605.70	288 \$16,680.47	234 \$18,366.08	163 \$18,310.88	518 \$13,653.77	220 \$19,743.56	279 \$18,848.67	260 \$27,496.19	
	Cost of Meals Reimbursed Number of Meals Reimbursed	\$12,605.70		\$18,366.08	\$18,310.88	\$13,653.77	\$19,743.56	\$18,848.67	\$27,496.19	
Meals (Reimbursed)	Number of Meals Reimbursed	1,210	1,676	1,840	1,834	1,366	1,975	1,886	2,751	
TRANSPORT MODE		February	March	April	May .	June J	July A	August	September C	Oc
Ambulance	Vehicle Equipped with Ambulance Support	1,080	1,016	1,105	1,147	1,043	1,195	1,160	1,075	
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,848	13,140	12,021	11,379	9,733	10,106	10,885	8,493	
Cab	Sedan, Van, Taxi	197,649	198,648	199,546	201,267	182,390	191,650	192,081	182,847	
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,606	6,973	7,288	7,550	8,068	8,553	7,110	
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,071	98,426	97,514	98,977	88,633	93,189	91,854	86,322	
Stretcher	Vehicle Equipped to Transport Stretcher	666	735	842	830	650	696	822	787	
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	Vehicle Equipped to Transport Wheelchair	6,314		6,750	7,105	6,443	6,856	6,988	6,435	
	Vehicle Equipped to Transport Wheelchair Completed Trip Legs	6,314 321,901		6,750 324,751	7,105 327,993	6,443 296,442	6,856 311,760	6,988 312,343	6,435 293,069	
			324,860	324,751	327,993	296,442	311,760	312,343	293,069	Oc
Completed Legs	Completed Trip Legs	321,901 February	324,860 March	324,751 April	327,993 May	296,442 June J	311,760 July	312,343 August	293,069 September C	Dc
Completed Legs CALL STATISTICS Calls Presented	Completed Trip Legs Total Number of Calls Presented	321,901 February 104,943	324,860 March 86,258	324,751 April 92,912	327,993 May	296,442 June	311,760 July 2 85,528	312,343 August 83,349	293,069 September C 79,854	Oc
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	321,901 February 104,943 394	324,860 March 86,258 396	324,751 April 92,912 376	327,993 May	296,442 June J 79,059 361	311,760 July 2 85,528 360	312,343 August 83,349 353	293,069 September C 79,854 350	Oc
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Completed Trip Legs 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	321,901 February 104,943 394 46	324,860 March 86,258 396 38	324,751 April 92,912 376 30	327,993 May 87,044 357 27	296,442 June J 79,059 361 30	311,760 July / 85,528 360 29	312,343 August 83,349 353 31	293,069 September C 79,854 350 29	Oc
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	321,901 February 104,943 394 46 6.20%	324,860 March 86,258 396 38 0.74%	324,751 April 92,912 376 30 1.62%	327,993 May	296,442 June J 79,059 361 30 1.96%	311,760 July 85,528 360 29 2.34%	312,343 August 83,349 353 31 2.38%	293,069 September C 79,854 350 29 3.09%	
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Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage	Completed Trip Legs 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	321,901 February 104,943 394 46 6.20% February 99.76%	324,860 March 86,258 396 38 0.74% March 99.84%	324,751 April 92,912 376 30 1.62%	327,993 May	296,442 June J 79,059 361 30 1.96%	311,760 July 85,528 360 29 2.34%	312,343 August 83,349 353 31 2.38%	293,069 September C 79,854 350 29 3.09%	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rete (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior	Completed Trip Legs 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	321,901 February 104,943 394 6.20% February 99.76% 0	324,860 March 86,258 396 38 0.74% March 99,84% 0	324,751 April 92,912 376 300 1.62% April 99.81% 0	327,993 May 87,044 357 27 1.99% May 99.83% 1	296,442 June J 79,059 361 30 1.96% June J 99,82% 0	311,760 July / 85,528 360 29 2.34% July / 99.81% 0	312,343 August 83,349 353 31 2.38% August	293,069 September C 79,854 350 29 3.09% September C 99.80% 0	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass <sup>F</sup> /rund Issues	Completed Trip Legs 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 Bus Passes or Inadequate Funds	321,901           February           104,943           394           46           6.20%           February           99.76%           0           0	324,860 March 86,258 396 38 0.74% March 99,84% 0 4	324,751 <b>April</b> 92,912 376 300 1.62% <b>April</b> 99.81% 0 2	327,993 May	296,442 June 3 79,059 361 300 1.96% June 3 99,82% 0 0	311,760 July J 85,528 360 29 2,34% July J 99,81% 0 0	312,343 August 83,349 353 353 31 2.38% August 99,82% 0 0 0	293,069 September C 79,854 350 29 3.09% September C 99.80% 0 0	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavio Bus Pass/Fund Issues Customer Service	Completed Trip Legs 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 Dravider Abusive Behavior Issues Related to Drusive Rousive Behavior Issues Related to Bus Passes or Inadequate Funds Issues MI MTM Agent	321,901 February 104,943 394 44 6,20% February 99,76% 0 (	324,860 March 86,258 396 38 0.74% March 99.84% 0 4 19	324,751 April 92,912 376 300 1.62% April 99.81% 0 2 23	327,993 May 87,044 357 27 1.99% May 99,83% 1 2 29	296,442 June 79,059 361 300 1.96% June 99,82% 0 0 17	311,760 July J 85,528 360 29 2.34% July J 99,81% 0 0 27	312,343 August 83,349 353 31 2.38% August 99,82% 0 0 0 30	293,069 September C 79,854 350 29 3.09% September C 99.80% 0 0 22	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols	Completed Trip Legs 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 Issues Subtantific from Provess Disagreement	321,901 February 104,943 394 44 6.6.0% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 38 0.74% March 99,84% 0 4 4 199 5	324,751 <b>April</b> 92,912 376 300 1.62% <b>April</b> 99.81% 0 2	327,993 May 87,044 357 27 1.99% May . 99.83% 1 2 29 7 7	296,442 June 3 79,059 361 300 1.96% June 3 99,82% 0 0	311,760 July J 85,528 360 29 2.34% July J 99,81% 0 0 0 27 7	312,343 August 83,349 353 353 31 2.38% August 99,82% 0 0 0	293,069 September C 79,854 350 29 3.09% September C 99.80% 0 0	
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Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues	Completed Trip Legs 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 Related to Bus Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Kesulting from Discharge Trip	321,901 February 104,943 394 46 6.20% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 38 0.74% March 99,84% 99,84% 99,84% 199 5 3 3 51	324,751 April 92,912 376 300 1.62% April 99.81% 0 0 2 233 15 1 52	327,993 May 87,044 357 277 1,99% May 99,83% 99,83% 99,83% 1 2 29 7 7 0 52	296,442 June J 79,059 361 300 1.96% June J 99,82% 0 0 0 0 17 12 12 44	311,760 July // 85,528 360 29 2.34% July // 99.81% 0 0 0 27 7 7 0 72	312,343 August 83,349 353 353 31 2,38% August 99,82% 0 0 0 0 0 8 8 0 0 54	293.069 September C 79.854 350 29 3.09% September C 99.80% 0 0 0 0 22 3.3 1 38	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Discharge Issues Discharge Issues Driver Driver Service/Del/very Issues	Completed Trip Legs 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 Completing Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTM Agent Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery	321,901 February 104,943 394 44 6,20% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 388 0.74% March 99,84% 0 4 19 5 3 3 51 25	324,751 April 92,912 376 300 1.62% April 99.81% 0 2 233 15 1 52 32	327,993 May 87,044 357 27 1,99% May 99,83% 1 2 29 7 7 0 0 52 34	296,442 79,059 361 30 1.96% 99.82% 0 0 17 12 1 4 4 42	311,760 July 4 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 0 23 30 0 23 30 0 23 30 0 23 30 0 23 30 0 23 30 0 23 30 0 23 30 0 23 23 30 0 23 23 23 23 23 23 23 23 23 23	312,343 August 83,349 353 353 353 353 353 353 402 805 805 805 805 805 805 805 805	293.069 September C 79,854 350 29 3.09% 0 99.80% 0 0 22 3 1 1 38 38	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Discharge Issues Driver Service/Delivery Issues Internal MTM Technology Issue	Completed Trip Legs 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 Issue Related to Bus Passes or Inadequate Funds Issues Related to Bus Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from	321,901           Fobruary           104,943           394           46           620%           Fobruary           99,76%           00           22           99,76%           00           22           93           36           22           1336           22           1336           22           142	324.860 March 86.258 306 388 0.74% March 99.84% 0 4 19 5 5 3 3 5 1 25 8	324,751 April 92,912 376 300 1.62% April 99,81% 0 2 2 3 15 1 1 52 32 8 8	327,993 May 87,044 357 277 1,99% May 99,83% 99,83% 99,83% 1 2 29 7 7 0 52	296,442 296,442 79,059 361 361 300 1.96% 99,82% 0 0 17 12 12 14 44 42 7	311,760 July // 85,528 360 29 2.34% July // 99.81% 0 0 0 27 7 7 0 72	312,343 August 83,349 353 311 2,38% August 99,82% 0 0 0 0 0 0 0 0 0 0 300 8 0 54 4 3 3 3 3 3 3 3 3 3 3 3 3 3	293,069 September C 79,854 350 29 3,09% September C 99,80% 0 0 0 0 0 22 3 3 3 3 3 3 3 3 3 3 3 3 3	
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Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abasive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Driver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue	Completed Trip Legs 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 Frovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to External Application Issue Issue Related to Sues Passes Issue Related to Internal Application Issue Issue Related to IstemBatton Issue Related to Isoues Is	321,901           February           104,943           394           46           6.20%           February           99,76%           0           0           22           133           24           333           44           6.20%           February           99,76%           0           0           133           22           11           33           22           12           13           22           12           12           13	324,860 March 86,258 336 338 0.74% March 99.84% 0 4 19 5 3 3 5 1 25 8 8 2 2 26	324,751 April 92,912 376 300 1.62% April 99.81% 0 2 2 33 15 1 1 52 32 8 2 30 30 30 1.62% 1 5 30 30 30 30 30 30 30 30 30 30	327,993 May 87,044 357 27 1,99% May 99,83% 1 2 29 7 0 52 34 10 1 27	296,442 June J 79,059 361 30 1.96% June J 99,82% 0 0 17 12 1 44 42 7 7 4 30	311,760 311,760 85,528 360 29 2,34% 99,81% 0 0 0 0 27 7 7 0 7 23 30 7 1 29 27 7 2 30 0 7 1 29 27 7 1 29 27 27 27 27 27 27 27 27 27 27	312,343 August 83,349 353 353 353 353 353 353 353 35	293,069 September C 350 29 3.09% September C 99.80% 0 0 22 3 3 1 38 38 38 7 6 21	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Discharge Issues Internal MTM Technology Issue Internal MTM Technology Issue Mileage Reimbursement Issues No Show	Completed Trip Legs 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 Drovider Abusive Behavior Issues Related to Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Sucharge Trip Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to Mileage Relimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	321,901 February 104,943 394 44 6.02 February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 38 0.74% March 99,84% 99,84% 99,84% 199 5 3 3 51 255 8 8 2 2 6 166 166	324,751 April 92,912 376 300 1.62% April 99.81% 0 2 2 3 1 5 1 52 32 8 2 30 195 195	327,993 May 87,044 357 277 1,99% May 99,83% 99,83% 99,83% 1 2 29 99,83% 1 2 29 34 10 52 34 10 12 7 0 52 34 10 12 7 14 44	296,442 June 79,059 361 300 1.96% 99,82% 0 0 0 0 17 12 1 1 44 42 7 7 4 30 152	311.760 July 85.528 360 29 2.34% 99.81% 99.81% 0 0 0 0 7 7 0 72 300 7 7 1 29 166	312,343 August 83,349 353 31 2.38% August 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 September C 79.854 350 29 3.09% September C 99.80% 0 0 0 0 0 22 3 1 38 38 38 38 36 6 24 18	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Diriver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reimbursement Issues No Show	Completed Trip Legs 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 Completing 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 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 Internal Application Issue Issue Related to Internal Application Issue Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Locade a Venice or Timsportation Provider Did Not Arrive Issue Related to Main Compared Issue	321,901 February 104,943 344 6,20% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 388 0.74% March 99,84% 0 4 19 5 3 3 51 25 8 22 8 22 26 166 0 0	324,751 April 92,912 376 300 1.62% April 99.81% 0 2 233 15 1 1 52 32 8 8 2 32 8 2 32 8 0 0 0 0 0 0 0 0 0 0 0 0 0	327,993 May 87,044 357 27 1,99% May 99,83% 1 2 29 97 7 0 0 52 34 10 1 27 144 0 0	296,442 79,059 361 300 1.96% 99.82% 0 0 0 17 12 1 44 42 7 4 4 42 7 4 30 0 152 31	311,760 July 4 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 0 77 0 0 77 30 7 1 29 30 7 2 30 2 2 30 2 30 2 30 30 30 30 30 30 30 30 30 30	312,343 August 83,349 353 351 2.38% August 99.82% 0 0 0 0 0 0 30 0 54 43 3 2 14 154 30 155 31 2.38% 0 0 0 0 30 30 31 31 31 31 31 31 35 31 35 31 35 31 35 35 35 35 35 35 35 35 35 35	293.069 September C 350 29 3.09% September C 99.80% 0 0 0 22 3 1 1 388 7 6 21 185 20	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Avarde of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/profocods Disagree the provider Service Behavior No Show Other Provider Service Behavior	Completed Trip Legs 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 Dravider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to Enternal Application Issue Issue Related to Enternal Application Issue Issue Related to Enternal Application Issue Issue Related to External Application Resue Issue Related to External Application Resue Issue Related to External Application Resue Issue Related to Service Provider Transportation Provider Did Not Arrive Issue Related to Service Provider Ebenvior	321,901 February 104,943 394 464 6,620% February 99,76% 00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 306 308 0.74% March 99,84% 0 4 199 5 3 3 51 25 8 2 26 8 2 26 166 166 0 21	324,751 April 92,912 376 300 1.62% April 99,81% 0 2 233 15 1 52 32 8 2 30 195 1 52 32 8 2 30 195 1 52 8 2 30 1 52 1 52 8 2 30 1 52 52 1 52 1 52 52 52 52 52 52 52 52 52 52	327,993 May 87,044 357 27 1.99% May 99,83% 99,83% 99,83% 1 2 29 7 7 0 52 34 10 1 27 144 10 1 27 144 0 16 16 16 16 16 16 16 16 16 16	296,442 June J 79,059 361 300 1.96% 99.82% 0 0 0 17 12 12 1 1 44 4 42 7 7 4 30 152 31 1	311,760 July / 85,528 360 29 2.34% 99,81% 99,81% 0 0 0 0 27 7 7 7 0 27 30 7 7 1 29 166 25 19	312,343 August 83,349 353 31 2.38% August 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 September C 79.854 350 29 3.09% September C 99.80% 99.80% 99.80% 0 0 0 22 3.3 1 3.8 3.8 3.8 7 6 6 21 1.85 20 22 20 20 20 22 20 20 22 22	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Disagres with processes/protocols Discharge Issues Internal MTM Technology Issue Mileage Reimbursement Issues No Show Other Provider Service Behavior	Completed Trip Legs 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 Behaviar Issues Related to Drovider Abusive Behaviar Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Related to Internal Application Issue Issue Related to Internal Application Issue Issue Related to Lextenal Application Issue Issue Related to Lextenal Application Issue Issue Related to Locate a Vehicure Trappetition Provider Did Not Arrive Issue Rolated to Mileoge Reimburgement Calin / Process MTM Unable to Locate a Vehicure Trappetition Provider Did Not Arrive Issue Rolated to Service Provider Behavior Issue Rolated to Member Srefety	321,901 February 104,943 394 44 6,20% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860           March           86,258           396           38           0.74%           99,84%           0           4           19           51           25           8           26           166           0           21	324,751 April 92,912 376 300 1.62% April 99,81% 0 2 2 30 0 2 2 3 1 5 2 32 8 8 2 30 195 0 0 195 0 0 107 107 107 107 107 107 10	327,993 May 87,044 357 27 1,99% May 99,83% 99,83% 1 2 29 97 7 7 0 52 34 10 11 27 144 0 10 10 10 10 10 10 10 10 10	296,442 79,059 361 300 1.96% 99,82% 0 0 0 0 17 12 1 44 44 42 7 4 44 42 7 4 30 152 31 11 12	311,760 July 29 2,34% 99,81% 0 0 0 0 0 77 7 0 0 72 30 7 1 29 166 25 19 3	312,343 August 83,349 353 31 2.38% August 99,82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 September C 79.854 350 29 3.09% 0 99.80% 0 0 0 0 0 0 0 22 3 1 1 38 38 7 6 21 1 28 3.09% 0 0 0 0 0 0 0 0 0 0 0 0 0	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Avandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Driver Service/Delivery Issues Internal MTM Technology Issue Mileage Reinbursement Issues No Show Other Provider Service Behavior Safety Timeliness	Completed Trip Legs 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 lisues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to Milegae Reinbursement Clain / Process Issue Related to External Application Issue Issue Related to Milegae Reinbursement Clain / Process Issue Related to External Application Issue Issue Related to Milegae Reinbursement Clain / Process Issue Related to External Application Issue Issue Related to Milegae Reinbursement Clain / Process Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to Milegae Reinbursement Clain / Process If Winable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Milegae Reinbursement Clain / Severe Time Issue Issue Related to Milegae Reinbursement Clain / Process If Sub Related to Milegae Reinbursement Clain / Process If Winable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Memore Safety Issue Related Issue Related to Memore Safety Issue Related Issue Related to Memore Safety Issue Related to Memore Safety Issue Related to Memore Safety Issue Related Issue Related to Memore Safety Issue Related	321,901 February 104,943 104,943 44 6,20% February 99,76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324.860 March 86.258 396 38 0.74% March 99.84% 99.84% 0 4 19 5 3 5 1 25 8 2 26 166 0 0 21 4 75	324,751 April 92,912 376 300 1.62% April 99,81% 99,81% 0 2 2 3 15 1 52 32 8 2 30 2 30 1 52 32 8 2 30 1 52 52 52 52 52 52 52 52 52 52	327,993 May 87,044 357 27 1.99% May 99.83% 99.83% 99.83% 1 2 29 7 0 52 34 10 12 7 10 10 10 10 10 10 10 10 10 10	296,442 June J 79,059 361 301 1.96% 99,82% 0 0 0 17 12 1 44 42 7 4 44 42 7 4 30 152 31 11 2 88	311,760 July / 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 0 0 7 7 7 0 72 30 7 7 1 29 166 255 19 3 108	312,343 August 83,349 353 311 2,38% August 99,82% 99,82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 September C 79.854 350 29 3.09% September C 99.80% 0 0 0 0 0 0 0 22 3.3 3 1 38 38 38 7 6 21 185 20 20 6 108 108 108 108 108 108 108 108	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Avarage Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Internal MTM Technology Issue Menber Facing Technology Issue Mileage Reimbursement Issues No Show Other Provider Service Behavior Safety Timeliness Trip Accurracy/Disagreement	Completed Trip Legs 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 Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Tocsa Disagreement Issue Resulting from Discharge Trip Issue Resulting from Sucharge Trip Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Coste a Vehicle or Transportation Provider Did Not Arrive Issue Related to Menoter Behavior Issue Related to Menoter Behavior Issue Related to Menoter Safety Issue Related to Menoter Safety Issue Related to France Timeliness Issue Related to Service Provider Behavior Issue Related to Service Trimeliness Issue Related to Service Provider Behavior	321,901 February 104,943 394 449 66,209 February 99.76% 00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860           March           86,258           396           38           0.74%           March           99,84%           0           4           19           5           3           51           25           8           2           6           166           0           21           4           75           37	324,751 April 92,912 376 300 1.62% April 99.81% 99.81% 0 0 2 2 3 1 5 2 3 2 3 0 195 0 177 2 2 3 3 0 177 3 3 3 3 3 3 3 3 3 3 3 3 3	327,993 May 87,044 357 277 1,99% May 99,83% 99,83% 99,83% 99,83% 1 2 2 99 34 10 0 52 34 10 1 2 7 0 52 34 10 1 2 7 0 52 34 10 1 2 7 0 52 34 10 10 10 10 10 10 10 10 10 10	296,442 June 79,059 361 300 1.96% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 12 12 1 44 42 2 7 4 30 152 31 111 2 8 8 31 32 32 32 33 33 33 33 33 33 33	311,760 July // 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 0 0 7 7 0 72 30 0 72 30 0 7 1 29 166 255 19 3 108 29 108 29 108 29 108 29 2,34% 0 0 0 0 108 29 108 108 108 108 108 108 108 108	312,343 August 83,349 353 31 2.38% August 99.82% 99.82% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 293.069 293.069 79.854 350 29 3.09% September C 99.80% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Avardenment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Internal MTM Technology Issue Mileage Reimbursement Issues No Show Other Provider Service Behavior Safety Timeliness Trip Accuracy/Disagreement Tum Back Issues	Completed Trip Legs 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 Furvider Abusive Behavior Issues Related to Furvider State Trip Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to Milege Remuserement Issue Related to External Application Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to External Application Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Issue Issue Issue Related to Issue Issue Issue Related to Milege Remuserement Issue Related to External Application Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Issue Issue Issue Related to Milege Remuserement Issue Related to Issue Issue Issue Related to Milege Remuserement Issue Related to Issue Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Internal Application Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Internal Application Issue Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Milege Remuserement Issue Related to Internation Provider Idd Not Arrive Issue Related to Internation Internation Provider Idd Not Arrive Issue Related to Internation Internation Internation Issue Related to Internation Internation Issue Related to Internation Internation Issue Related Internation Issue Rel	321,901 February 104,943 394 44 6,20% February 99.76% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 388 0.74% March 99,84% 0 4 19 5 3 3 51 25 8 22 26 166 0 0 21 4 75 37 69	324,751 April 92,912 376 300 1.62% April 99,81% 0 22 23 15 1 52 32 8 8 2 30 15 1 5 32 8 2 32 8 0 10 15 32 32 15 10 10 15 32 15 10 15 10 15 10 15 15 15 15 15 15 15 15 15 15	327,993 87,044 357 27 1.99% May 99,83% 1 2 29 7 0 52 29 7 0 52 34 10 12 29 7 0 52 34 10 12 29 34 10 52 34 10 52 34 10 52 34 10 52 52 52 52 52 52 52 52 52 52	296,442 79,059 361 300 1.96% 99.82% 0 0 0 177 12 1 44 42 7 4 4 30 0 152 31 111 2 88 31 62	311,760 July / 85,528 360 29 2.34% 99,81% 0 0 0 27 7 0 0 77 0 0 72 30 7 1 29 30 7 1 29 30 166 29 30 166 29 30 167 30 167 29 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 2.34% 167 20 20 2.34% 177 20 20 20 20 20 20 20 20 20 20	312,343 August 83,349 353 31 2.38% August 99,82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 September C 79.854 350 29 3.09% September C 99.80% 0 0 0 0 0 0 22 3 3 1 38 38 38 38 38 38 38 38 38 38	
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Compliant Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue Member Facing Technology Issue Mileage Reinbursement Issues No Show Other Provider Service Behavior Safety TimeIness Trip Accuracy/Disagreement Tum Back Issues Vehicle	Completed Trip Legs 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 Drovider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Tocsa Disagreement Issue Resulting from Discharge Trip Issue Resulting from Sucharge Trip Issue Related to Mileage Reimbursement Claim / Process MTM Unable to Coste a Vehicle or Transportation Provider Did Not Arrive Issue Related to Menoter Behavior Issue Related to Menoter Behavior Issue Related to Menoter Safety Issue Related to Menoter Safety Issue Related to France Timeliness Issue Related to Service Provider Behavior Issue Related to Service Trimeliness Issue Related to Service Provider Behavior	321,901 February 104,943 394 449 66,209 February 99.76% 00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	324,860 March 86,258 396 398 0.74% March 99,84% 99,84% 99,84% 99,84% 199 5 3 3 511 255 8 8 2 2 6 166 0 0 211 4 75 3,37 6 9 7 7	324,751 April 92,912 376 300 1.62% April 99.81% 99.81% 0 0 2 2 3 1 5 2 3 2 3 0 195 0 177 2 2 3 3 0 177 3 3 3 3 3 3 3 3 3 3 3 3 3	327,993 May 87,044 357 277 1,99% May 99,83% 99,83% 99,83% 99,83% 1 2 2 99 34 10 0 52 34 10 1 2 7 0 52 34 10 1 2 7 0 52 34 10 1 2 7 0 52 34 10 10 10 10 10 10 10 10 10 10	296,442 June 79,059 361 300 1.96% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 12 12 1 44 42 2 7 4 30 152 31 111 2 8 8 31 32 32 32 33 33 33 33 33 33 33	311,760 July // 85,528 360 29 2,34% 99,81% 99,81% 0 0 0 0 0 7 7 0 72 30 0 72 30 0 7 1 29 166 255 19 3 108 29 108 29 108 29 108 29 2,34% 0 0 0 0 108 29 108 108 108 108 108 108 108 108	312,343 August 83,349 353 31 2.38% August 99.82% 99.82% 99.82% 0 0 0 0 0 0 0 0 0 0 0 0 0	293.069 293.069 293.069 79.854 350 29 3.09% September C 99.80% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	

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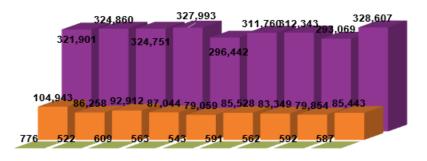
Completed Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069
County Statistics Total Number of Completed Trip Legs by County of Trip Origination								
Adams	1,231	1,242	1,216	1,390	1,247	1,309	1,266	1,177
Ashland	949	856	857	828	652	731	724	678
Barron	2,909	2,780 444	2,774 427	2,886 449	2,518 392	2,681 409	2,549 390	2,287
Bayfield Brown	17,931	444 17,840	427	17,114	16,064	16,870	16,586	15,203
Buffalo	429	419	408	441	378	369	330	296
Burnett	703	621	710	719	580	671	715	695
Calumet	452	429	463	528	501	457	460	49
Chippewa	2,041	1,903	1,933	1,988	1,766	1,868	1,682	1,55
Clark	863	908	921	859	772	949	944	90
Columbia Crawford	2,510 574	2,396 583	2,505	2,601 550	2,502 479	2,778	2,952 518	2,83
Dane	35,993	37,453	35,735	35,478	32,247	34,083	34,911	33,27
Dodge	3,395	3,395	3,483	3,619	3,519	3,545	3,533	3,26
Door	429	502	563	565	455	588	501	47
Douglas	1,027	1,015	1,167	1,356	1,187	1,051	985	75
Dunn	1,810	1,695	1,731	1,762	1,595	1,771	1,689	1,48
Eau Claire Florence	7,399	7,408 107	7,338	7,864 117	6,717 107	7,186 72	6,695 96	6,03
Fond Du Lac	5,467	5,681	5,515	5,940	5,496	5,683	5,533	4,94
Forest	238	205	273	285	274	288	275	28
Grant	1,258	1,471	1,437	1,470	1,216	1,356	1,415	1,32
Green	819	777	756	802	815	922	924	87
Green Lake	831	903	852	785	797	859	852	75 93
lowa lowa	833	870 69	872 62	861 66	864 38	1,025 76	965 59	93
Jackson	938	928	1,009	1,126	997	1,017	1,076	1,01
Jefferson	2,012	2,233	2,385	2,290	2,129	2,092	1,955	1,86
Juneau	1,641	1,648	1,571	1,606	1,334	1,598	1,601	1,43
Kenosha	7,295	7,315	7,716	7,716	6,977	7,073	7,214	6,79
Kewaunee	460	433	519	502 7,949	467	413 7,303	391	34
La Crosse Lafayette	7,651	7,638 302	7,776 264	335	6,930 279	268	7,340 255	6,95 26
Langlade	885	891	1,064	1,036	739	733	807	78
Lincoln	877	871	867	939	828	720	732	67
Manitowoc	4,384	4,440	4,257	4,182	3,710	4,076	4,260	4,16
Marathon	8,364	8,421	8,224	7,892	7,339	7,221	7,238	6,87
Marinette Marquette	1,960	1,861 1,144	1,941 1,204	1,958 1,147	1,818 1,161	1,924 1,293	1,739 1,343	1,86 1,25
Menominee	616	612	608	586	568	633	732	67
Milwaukee	101,660	100,911	103,215	103,738	93,619	99,677	100,772	93,46
Monroe	2,118	2,215	2,121	2,170	2,072	2,169	2,078	2,22
Oconto	1,277	1,300	1,377	1,466	1,191	1,158	1,134	1,18
Oneida Outagamie	1,851 9,358	1,748 9,154	1,799 8,883	1,846 9,444	1,515 8,565	1,693 8,291	1,646 8,090	1,48 7,54
Ocayanne Ozaukee	1,649	1,675	1,810	1,867	1,748	1,804	1,869	1,74
Pepin	226	226	272	289	242	266	238	20
Pierce	504	468	548	607	662	694	689	65
Polk	1,498	1,402	1,456	1,433	1,200	1,200	1,077	1,08
Portage Price	1,988	2,037 515	2,058 533	2,147 495	1,943 436	2,035 502	1,984 533	1,89 52
Price Racine	9,862	515	9,780	495 9,477	436 8,633	9,082	9,186	9,10
Richland	431	483	425	9,477	459	9,082 460	431	9,10
Rock	9,754	10,251	9,807	10,089	9,354	9,293	9,470	8,87
Rusk	744	707	735	857	579	719	710	70
Saint Croix	1,166	1,153	1,133	1,182	1,068	1,259	1,189	1,16
Sauk	2,351	2,512	2,335	2,377	2,263	2,379	2,604	2,58
Sawyer Shawano	1,172 2,246	1,182 2,563	1,298 2,474	1,373 2,461	1,170 2.430	1,002 2,468	1,050 2,386	2,15
Sheboygan	6,128	2,563	2,474	2,401	5,204	2,406	2,300	2,15
Taylor	820	860	932	938	750	743	720	72
Trempealeau	639	613	684	616	519	635	672	61
Vernon	857	926	996	955	884	882	849	79
Vilas	486	545	605	536	478	421	422	50
Walworth	2,565	2,771	2,806	2,768	2,541	2,710	2,702	2,54 58
Washburn Washington	709 3,252	645 3,564	682 3,615	704 3,715	604 3,519	585 3,551	650 3,284	3,01
Waukesha	3,252	3,564	11,364	11,092	10,120	10,573	3,284	9,81
Waupaca	2,706	2,578	2,402	2,629	2,317	2,462	2,380	2,15
Waushara	914	994	1,040	926	777	913	956	85
	7,576	7,660	7.467	7,280	6,457	7,090	7,262	6,92
Winnebago Wood	4,086	4,008	4,114	4,379	3,693	4,034	3,752	3,61

Ilinois	75	83	99	60	57	114	136	109	134
Iowa	125	151	126	128	54	77	72	64	99
Michigan	96	87	75	91	72	64	78	100	118
Minnesota	751	752	815	904	792	796	736	647	784
Other	16	5	20	7	1	3	15	5	11

## мтм

Substantiated Complaints	77	6 522	609	563	543	591	562	592
County Statistics		0 022			0.0		002	
Total Number of Substantiated Complaints Reported by County of Trip Origination								
Adams		4 2	2	2 2	4		2	-
Ashland Barron		4 1 5 0	2		4	1	2	
Bayfield		2 0				4	2	
Brown		1 32	30		16		15	1
Bifwin		1 0	30			0	1	
Burnett		1 0				0	1	
Calumet			(			0	0	
Chippewa		2 0 8 2				2	2	
Clark		4 3	4			2	0	
Columbia		8 8	1			5	7	
Crawford		2 6	2				1	
Dane	6	6 25	55			56	63	4
Dodge		3 3	3			1	4	
Door		1 3	1		1	4	3	
Douglas		5 3	2			4	0	
Dunn		1 2	2			4	5	
Eau Claire Florence		7 0 4 0				0	3	
Florence Fond Du Lac		4 0 8 8	(				1	
Forest		2 2	1				0	
Grant		2 2			0		3	
Green		1 0	2			3	2	
Green Lake		5 4	2		2	0	0	
lowa		1 1	1				0	
Iron		0 0	(	1	1	1	1	
Jackson		2 1	1	1 0	0		2	
Jefferson		8 4	11	1 5	8		8	
Juneau		1 1	7	6	4		2	
Kenosha	1	3 16 3 3	11	1 13	14	21	24	1
Kewaunee			3			0	0	
La Crosse		7 4	3			10	5	
Lafayette		0 0 4 0	1		0	3	3 0	
Langlade Lincoln		1 3	4			1	1	
Manitowoc		8 5				5	5	
Marathon		8 4	F			9	1	1
Marinette		7 4	8		7	4	2	
Marquette		4 9	3		5	2	3	
Menominee		0 0	(			0	0	
Milwaukee	24	1 207	200	182	171	226	211	24
Monroe		8 3	3			2	2	
Oconto		4 2	ŧ			1	0	
Oneida		3 6		3 1	1	4	1	
Outagamie	1	2 3	14				9	1
Ozaukee		4 4	3		6	7	3	
Pepin		0 0					0	
Pierce		6 0 7 0	3		3		1	
Polk Portage		0 5	1		3	3	1	
Price			3				0	
Racine	1	2 0 8 22	14		4		10	1
Richland		2 1	(	1	6	0	2	
Rock		5 4	11				13	
Rusk		3 3	1	1 2	0		0	
Saint Croix		3 5	2	2 7	1		2	
Sauk	1	5 4	8	3 5	10	16	7	
Sawyer		5 1	0	5	0	4	1	
Shawano			4				5	
Sheboygan		3 0	10		7	6	3	
Taylor		4 1	2			0	0	
Trempealeau		2 2	2		1		1	
Vernon Vilas		3 3	1		2		2	
		5 3 3 6	1				2	
Walworth Washburn		3 6 3 2	3		10	4	22 0	1
Washington		3 <u>2</u> 1 2	7		5	4	1	
Waukesha		0 20	37				16	:
Waunesia		4 8	6	6 6	20	6	4	
Waushara		5 3	4		1	2	1	
Winnebago		7 13	11				7	1
Wood		2 6	7		7	3	1	
No County or State Information		7 18	36	6 31	57		47	5
						. 1		
Outside of Wisconsin Substantiated Complaints								
Illinois Minnesota		1 2 0 1	2				0 5	

## МТМ



Substantiated Complaints Calls Presented Leg Trips Completed

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
August	562	83,349	312,343
September	592	79,854	293,069
October	587	85,443	328,607