



To: Beth Cotter
House Committee on Oversight

From: Phil Stalboerger
MTM, Inc.

Date: June 8, 2021

Re: Follow-up questions

Thank you for the opportunity to provide additional information to the House Oversight Committee.

In response to your questions:

Can the complaints broken down in all the categories?

There were 695 complaints March 2020-21:

PROVIDER - NO SHOW PICK UP	194
PROVIDER - NO SHOW RETURN	20
PROVIDER - LATE PICK UP	95
PROVIDER - LATE RETURN	49
PROVIDER - EARLY PICK UP	26
PROVIDER - MULTI TIMELINESS	4
PROVIDER - TRAVEL TIME	4
PROVIDER - DRIVER - BEHAVIOR	79
PROVIDER - DRIVER - SERVICE/DELIVERY	30
PROVIDER - DRIVER - APPEARANCE/ODOR	2
PROVIDER - SERVICE/BEHAVIOR	19
PROVIDER - VEHICLE - APPEARANCE/ODOR	8
PROVIDER - VEHICLE - QUALITY/SAFETY	6
INTERNAL COMPLAINT - MTM PROCESSES	98
INTERNAL COMPLAINT - TRIP ACCURACY	34
INTERNAL COMPLAINT - CUSTOMER SERVICE	24
INTERNAL COMPLAINT - CLIENT PROTOCOLS	3

How much has MTM received in payments from the state in the past year? How much has MTM paid out to transportation providers?

In 2020:

Payments from EOHHS:	\$33,731,091.57
Payments to Transportation Providers:	\$20,809,767.00
RI Program Expenses:	\$10,769,458.00

Please let me know if you have any additional questions.

