



MEMBERS		January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Enrollment	Eligible Members Enrolled	933,802	946,817	946,548	958,507	971,398	985,430	979,582	963,107	984,182	981,743	989,665	984,046
Members Served	Unique Members Utilizing Transport	25,263	23,985	23,753	25,343	25,569	25,709	26,606	26,754	27,935	29,811	28,130	28,531
Utilization Rate	Percentage of Services Usage (Completed Legs / Eligible Members Enrolled)	23.0%	21.6%	22.9%	24.2%	24.5%	23.7%	25.8%	26.2%	26.6%	29.9%	25.8%	28.4%

RESERVATION		January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	236,219	222,542	234,263	250,520	255,076	251,471	271,424	271,426	283,538	317,547	277,426	303,693
Cancelled	Cancelled Trip Legs	16,676	14,366	14,156	15,037	13,525	13,323	13,641	14,717	16,696	18,262	17,270	18,708
Member No Shows	Trips where Member Does Not Use Scheduled Service	4,431	3,862	3,549	3,938	4,009	4,360	4,816	4,542	5,168	5,552	4,831	5,513
Completed Legs	Total Number of Completed Trip Legs	215,112	204,314	216,558	231,545	237,542	233,788	252,967	252,167	261,674	293,733	255,325	279,472
Denials	Number of Denied Trip Attempts	4,433	3,578	3,922	3,635	3,169	3,532	2,832	2,329	2,487	2,599	3,102	3,245
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	32,825	28,571	33,989	33,061	32,043	31,280	35,084	29,075	30,942	34,226	28,568	31,736
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	1,406	1,349	1,338	1,336	1,350	1,291	1,228	1,158	1,202	1,283	1,169	1,164
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	96,231	94,159	103,962	111,143	116,437	113,517	122,463	128,496	129,591	146,725	132,276	146,906
Lodging (cost)	Cost of Lodging Reimbursed	\$ 7,128	\$3,427	\$ 5,556	\$ 7,946	\$9,069	\$4,955	\$10,550	\$5,317	\$7,760	\$11,034	\$2,160	\$5,756
Lodging (nights)	Number of Lodging Nights Reimbursed	105	50*	91*	113*	124*	71	152	82	117	175	30	128
Meals (cost)	Cost of Meals Reimbursed	\$ 1,790	\$1,701	\$ 1,970	\$ 2,059	\$2,130	\$2,290	\$2,580	\$4,520	\$3,350	\$4,954	\$3,318	\$3,557
Meals (reimbursed)	Number of Meals Reimbursed	179*	172*	197*	207*	213*	229*	258	452	335*	504	333	365

TRANSPORT MODE		January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Advanced Life Support	Vehicle Equipped with Advanced Life Support	116	102	48	83	64	75	77	95	99	73	47	70
Ambulatory	Sedan, Van, and Taxi	154,759	145,566	153,547	160,882	161,898	157,841	168,977	164,052	170,589	191,135	165,608	182,906
Basic Life Support	Vehicle Equipped with Basic Life Support	153	178	193	291	357	381	538	689	673	731	656	628
Commercial Air	Air Transport	0	0	0	0	0	0	0	0	0	0	0	0
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	33,717	33,488	37,321	41,599	44,213	43,665	50,024	51,460	54,202	61,647	53,561	58,174
Mass Transit	System of Public Transportation including Inter-City Bus	18,669	17,833	17,597	20,430	22,667	24,126	25,082	28,074	28,357	31,667	28,280	29,913
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System	6	2	0	0	0	0	0	0	0	4	10	10
Stretcher	Stretcher Van Transport	399	334	356	354	249	215	161	124	132	147	139	256
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,293	6,811	7,496	7,906	8,094	7,485	8,108	7,673	7,622	8,329	7,024	7,515
Completed Legs	Total Number of Completed Trip Legs	215,112	204,314	216,558	231,545	237,542	233,788	252,967	252,167	261,674	293,733	255,325	279,472

CALL STATISTICS		January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Calls Presented	Number of Calls Presented	123,729	99,856	98,770	101,795	101,225	103,442	112,767	114,570	129,091	120,129	107,912	104,549
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:02:59	0:03:16	0:02:23	0:02:46	0:03:00	0:02:56	0:03:32	0:03:29	0:04:08	0:02:14	0:01:27	0:01:17
Average Handle Time	Average time to Handle Complete Call from Live Response to Call End	0:06:45	0:07:01	0:06:54	0:06:48	0:06:56	0:06:59	0:06:56	0:06:47	0:06:49	0:06:48	0:06:46	0:06:36
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	14.5%	14.0%	10.3%	11.8%	12.5%	14.3%	17.2%	21.0%	24.1%	11.5%	7.1%	6.4%

QUALITY MANAGEMENT		January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.6%	99.6%	99.5%	99.6%	99.7%	99.7%	99.7%	99.7%	99.6%	99.7%	99.8%	99.8%
Internal	Issue with MTM, Inc.: Processes, Customer Services, Client Protocol, Trip Accuracy	137	108	157	106	105	112	125	138	161	129	80	94
Driver	Member issue with Driver	119	148	117	175	143	143	146	118	75	105	96	86
Vehicle	Member issue with Vehicle	20	17	15	34	26	18	16	23	22	12	12	7
No Vehicle Available	MTM was unable to locate a vehicle for transport	117	81	57	17	11	13	30	20	65	29	39	26
No Vehicle Available - Critical Care	MTM was unable to locate a vehicle for transport for a dialysis or cancer treatment trip	1	1	0	0	0	2	2	0	1	0	0	2
Provider	Member issue with Transportation Provider: Dispatch/Office Staff	75	97	100	85	68	59	80	108	154	75	65	71
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	202	183	214	186	242	227	254	208	232	241	139	154
Provider No Show	Transportation Provider Did Not Arrive for Scheduled Pickup or Return Ride	273	256	328	248	192	205	228	203	230	204	142	148
Substantiated Complaints	Total Number of Valid Complaints Reported	944	891	988	851	787	779	881	878	940	795	573	588

*Information was updated to reflect a correction to the number reimbursed.
Updated 4/6/2015

reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support	Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory	any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time	average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer	difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support	Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented	total number of calls that are received
cancelled	all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air	a system for scheduled air transport of passengers
complaint free percentage	substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer	total number of trip legs completed by volunteer driver
completed legs	All authorized trip legs for which MTM did not receive cancellation or other notification after date of service indicating transportation was not performed. Note: A trip leg is a unit of measure for a transport between two points (For example, a member's residence to a doctor's office).
denials	number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints	member issue with driver
enrollment	eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints	issue with MTM, Inc.: processes, customer service, client protocol, trip accuracy
lodging (cost)	total cost of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nights)	total number of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit	a system of public transportation including Inter-city bus
meals (cost)	total cost of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed)	total number of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
member no shows	all trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick up time.
members served	number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement	number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
no vehicle available	MTM, Inc. was unable to locate a vehicle for transport for any trip reason except for dialysis or cancer treatment
no vehicle available - critical care	MTM, Inc. was unable to locate a vehicle for transport for a dialysis or cancer treatment trip
provider complaints	member issue with transportation provider: dispatch/office staff
provider late	member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
provider no show	member issue with transportation provider that did not arrive for scheduled pickup or return ride
public entity	a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled	all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs	completed trip legs with less than 24 hour advance notice
standing order trip legs	trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretcher	transportation provider stretcher van
substantiated complaints	total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
utilization rate	the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints	member issue with vehicle
wheelchair	transportation provider vehicle equipped to transport wheelchair



COUNTY STATISTICS

Completed Trip Legs

Total Number of Completed Trip Legs by County of Trip Origination

	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Completed Trip Legs	215,112	204,314	216,558	231,545	237,542	233,788	252,967	252,167	261,674	293,733	255,325	279,472
Adams County	612	511	617	778	848	745	962	866	905	1,177	945	996
Ashland County	413	388	422	403	483	566	611	583	501	548	423	419
Barron County	1,684	1,582	1,679	1,639	1,654	1,641	1,702	1,652	1,736	1,798	1,499	1,715
Bayfield County	358	429	361	476	480	449	448	448	492	555	447	468
Brown County	5,702	5,509	5,878	6,318	6,375	6,189	6,560	6,355	6,572	7,566	7,041	8,075
Buffalo County	322	327	421	308	356	353	394	383	289	277	252	250
Burnett County	420	445	558	495	482	402	441	412	517	557	477	555
Calumet County	630	604	655	695	670	701	647	641	680	750	663	773
Chippewa County	1,975	2,050	2,144	1,818	1,867	1,842	2,008	1,918	2,040	2,345	1,899	2,017
Clark County	740	652	757	809	842	865	980	967	890	1,069	955	969
Columbia County	2,445	2,187	2,281	2,308	2,465	2,490	2,737	2,680	2,703	2,824	2,536	2,746
Crawford County	315	438	463	444	490	421	459	593	602	704	567	533
Dane County	15,978	15,119	16,304	17,794	17,700	18,167	20,416	20,541	20,591	23,297	20,459	22,081
Dodge County	2,277	2,188	2,371	2,612	2,891	2,911	3,170	3,158	3,310	3,852	3,739	4,469
Door County	301	252	258	275	221	215	292	257	295	334	276	357
Douglas County	720	645	752	791	922	879	901	1,009	1,000	1,181	1,044	1,294
Dunn County	1,628	1,613	1,730	1,776	1,501	1,435	1,652	1,564	1,561	1,825	1,476	1,449
Eau Claire County	2,597	2,424	2,801	2,904	2,983	2,854	3,005	2,859	3,103	3,538	3,083	3,362
Florence County	121	88	160	162	184	142	155	148	108	148	122	105
Fond du Lac County	2,236	2,281	2,300	2,583	2,805	2,890	2,961	3,116	3,345	3,905	3,285	3,437
Forest County	435	393	397	413	530	440	450	475	515	552	333	392
Grant County	721	711	848	951	974	949	1,179	920	950	1,129	858	903
Green County	694	749	847	845	864	828	995	862	933	1,178	1,027	1,170
Green Lake County	271	364	412	509	504	498	486	456	445	455	372	391
Iowa County	843	770	736	768	686	596	666	630	796	873	769	829
Iron County	112	120	119	123	108	124	173	200	158	170	106	108
Jackson County	634	593	767	869	924	973	1,301	1,248	1,218	1,189	1,060	1,258
Jefferson County	1,306	1,388	1,601	1,702	1,886	1,917	1,930	1,947	1,928	2,143	1,954	1,951
Juneau County	425	382	438	481	474	500	612	556	720	1,016	962	1,597
Kenosha County	7,276	7,380	7,586	7,726	7,510	7,673	8,081	7,848	8,249	8,885	7,626	8,396
Kewaunee County	382	391	414	451	396	368	497	628	748	885	758	885
La Crosse County	2,233	2,321	2,708	2,925	3,435	3,102	3,426	3,646	3,635	4,365	3,825	4,535
Lafayette County	63	111	128	217	287	341	316	269	280	310	210	234
Langlade County	767	739	833	980	979	1,067	1,291	1,376	1,277	1,459	1,195	1,415
Lincoln County	710	687	777	786	812	835	927	858	914	968	731	966
Marinette County	2,143	2,044	2,291	2,450	2,667	2,422	2,694	2,842	2,815	3,152	3,008	3,233
Marathon County	2,178	2,020	2,271	2,565	2,498	2,514	2,876	2,576	2,685	3,164	2,597	2,876
Marquette County	1,386	1,313	1,569	1,773	1,675	1,669	1,810	1,781	1,931	2,438	2,047	2,040
Marquette County	742	700	713	801	907	927	1,011	984	963	1,163	896	1,023
Menominee County	436	457	532	476	605	644	866	1,000	1,008	1,072	926	1,027
Milwaukee County	100,914	93,300	95,257	102,434	104,533	102,808	109,387	110,034	115,304	127,204	109,623	117,761
Monroe County	1,167	1,075	1,416	1,725	2,053	1,800	2,076	2,275	2,390	2,600	2,529	2,962
Oconto County	937	817	896	957	971	927	1,008	987	1,008	1,223	980	1,054
Oneida County	566	602	679	762	840	776	887	922	916	1,150	880	966
Outagamie County	2,033	2,020	2,212	2,514	2,531	2,529	2,405	2,344	2,735	3,140	2,709	2,941
Ozaukee County	404	337	383	309	404	429	475	361	391	460	475	454
Pepin County	136	136	191	198	151	160	127	113	167	223	151	151
Pierce County	436	456	489	536	608	623	641	546	609	669	523	585
Polk County	1,108	1,150	1,257	1,342	1,212	1,113	1,289	1,184	1,300	1,238	1,123	1,251
Portage County	1,350	1,348	1,418	1,331	1,405	1,520	1,651	1,771	1,792	2,032	1,612	1,943
Price County	513	438	482	568	547	593	565	532	525	675	540	622
Racine County	6,592	6,125	6,476	6,792	6,801	6,743	7,425	7,439	7,851	9,102	7,933	9,101
Richland County	270	242	203	284	278	279	340	352	457	450	357	396
Rock County	7,655	7,899	8,922	8,531	9,273	8,706	9,751	9,656	10,071	11,176	9,917	10,965
Rusk County	568	522	576	592	567	549	768	746	623	729	533	597
Saint Croix County	945*	858*	909	947	941	981	1,161	946	967	1,172	1,034	1,273
Sauk County	1925*	1629*	1,752	2,077	2,145	1,904	1,994	2,104	2,047	2,444	2,233	2,547
Sawyer County	487*	546*	580	523	372	447	469	460	459	540	543	659
Shawano County	1597*	1592*	1,704	1,732	1,874	1,967	2,071	2,098	2,031	2,367	2,223	2,309
Sheboygan County	1548*	1516*	1,716	1,850	1,740	1,833	1,860	1,807	1,818	1,910	1,876	1,862
Taylor County	590	528	583	696	719	724	821	656	642	636	581	693
Trempealeau County	621	648	694	734	807	729	789	725	778	882	829	787
Vernon County	624	634	758	935	967	924	970	946	1,008	1,200	988	941
Vilas County	816	739	824	1,011	1,031	1,001	1,143	1,244	1,334	1,738	1,538	1,604
Walworth County	1,887	1,932	2,146	2,702	2,668	2,477	2,747	2,925	3,062	3,243	3,028	3,202
Washington County	596	556	622	682	618	629	727	698	619	614	519	590
Washington County	1,060	1,093	1,136	1,135	1,574	1,295	1,349	1,383	1,303	1,541	1,225	1,560
Waukesha County	3,567	3,608	3,839	4,132	4,016	4,297	4,627	4,232	4,267	5,270	4,784	5,492
Waupaca County	2,113	2,073	2,258	2,355	2,518	2,502	2,669	2,799	2,900	3,317	3,079	3,241
Waushara County	687	747	739	1,016	1,074	1,096	1,136	1,108	967	1,016	1,009	1,143
Winnebago County	2,725	2,799	2,932	3,156	3,489	3,424	3,632	3,717	3,586	4,221	3,729	4,475
Wood County	3,343	2,967	3,520	3,653	3,749	3,320	3,773	3,661	4,231	4,633	3,682	3,929
Completed Trip Legs Outside Wisconsin												
Illinois	8	14	3	9	11	4	5	4	7	19	7	27
Iowa	10	4	6	6	8	4	1	0	1	0	0	4
Michigan	24	29	28	24	3	7	2	5	5	11	6	8
Minnesota	58	70	53	95	103	124	138	135	97	70	77	77
Other	1	0	0	1	0	0	0	0	0	2	2	1

*Information was updated to reflect corrections to the alphabetical order of counties. Data remains unchanged.



COUNTY STATISTICS

Substantiated Complaints

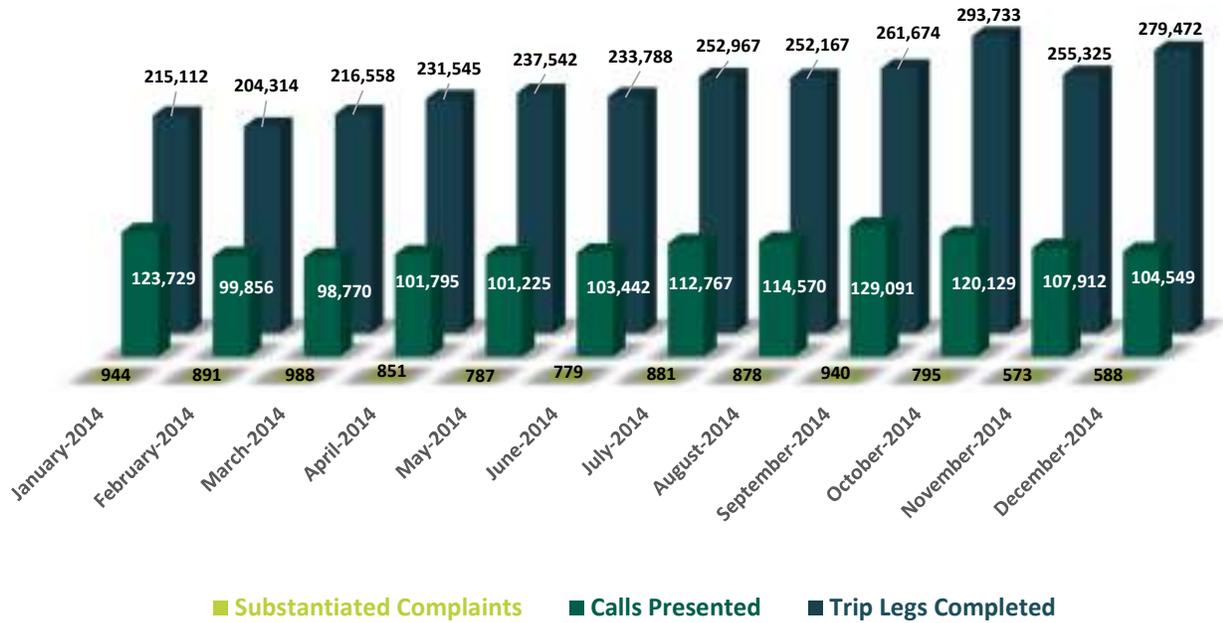
Total Number of Substantiated Complaints Reported by County of Trip Origination

	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Substantiated Complaints	944	891	988	851	787	779	881	878	940	795	573	588
Adams County	2	3	3	1	2	2	0	0	0	2	1	4
Ashland County	2	3	2	0	2	0	2	1	4	0	2	0
Barron County	2	3	5	0	2	1	1	5	2	1	1	0
Bayfield County	3	0	0	1	1	1	1	0	2	0	1	1
Brown County	12	22	10	14	12	13	21	24	19	12	11	7
Buffalo County	2	1	0	0	0	1	1	3	0	0	0	0
Burnett County	5	3	0	0	0	0	0	0	1	0	1	0
Calumet County	1	0	0	0	0	2	14	5	0	0	0	1
Chippewa County	1	3	3	2	0	0	5	3	4	7	3	1
Clark County	0	1	1	0	1	1	3	1	0	0	1	2
Columbia County	8	6	6	6	6	5	9	4	2	9	5	7
Crawford County	3	0	0	1	3	1	0	2	0	1	0	1
Dane County	53	53	54	77	58	78	71	76	75	119	78	56
Dodge County	5	8	3	9	7	3	5	10	6	9	5	11
Door County	0	0	1	0	0	1	0	1	1	0	0	1
Douglas County	2	1	1	1	2	0	1	0	1	7	0	1
Dunn County	2	4	2	3	2	3	4	1	0	2	4	3
Eau Claire County	6	4	3	7	4	7	3	4	7	13	9	7
Florence County	0	0	0	1	1	0	1	0	0	0	0	1
Fond du Lac County	0	2	3	4	1	1	8	7	3	9	4	4
Forest County	0	0	0	0	3	0	0	0	1	1	0	2
Grant County	2	0	7	3	1	2	5	1	4	3	5	0
Green County	1	3	2	2	1	0	3	5	3	1	0	0
Green Lake County	0	0	2	2	0	2	0	2	3	0	1	0
Iowa County	0	0	0	0	0	0	1	1	4	0	0	1
Iron County	1	1	0	0	0	0	0	0	1	0	0	0
Jackson County	1	1	0	0	0	1	0	0	1	6	1	0
Jefferson County	8	4	5	3	1	0	1	2	3	3	1	2
Juneau County	3	1	0	1	5	2	3	2	1	0	3	3
Kenosha County	24	61	41	39	39	45	69	66	47	42	30	15
Kewaunee County	5	0	1	1	0	0	0	8	0	1	1	2
La Crosse County	5	4	4	8	3	6	1	7	6	0	4	6
Lafayette County	0	0	1	1	0	0	0	0	0	2	1	0
Langlade County	0	0	3	2	0	2	4	5	2	1	0	3
Lincoln County	1	3	3	1	4	0	1	0	0	0	0	0
Manitowoc County	1	7	1	1	1	2	2	2	4	1	1	0
Marathon County	3	3	3	2	2	2	6	7	6	1	2	3
Marinette County	12	8	2	3	3	2	9	4	4	1	4	2
Marquette County	6	2	0	1	3	3	3	1	0	1	2	2
Menominee County	0	0	0	0	0	0	2	3	2	0	0	4
Milwaukee County	538	486	636	525	458	441	444	450	467	381	280	282
Monroe County	0	1	2	2	4	2	2	0	6	4	0	8
Oconto County	0	0	3	2	2	0	2	0	1	1	3	2
Oneida County	0	0	0	0	1	0	1	2	3	4	0	1
Outagamie County	7	6	4	8	4	3	5	11	15	10	2	3
Ozaukee County	2	15	4	2	2	4	3	2	5	4	3	1
Pepin County	2	2	0	0	0	1	2	0	0	0	1	0
Pierce County	4	3	1	1	2	1	1	0	1	0	0	0
Polk County	4	3	4	2	6	3	1	2	2	0	0	2
Portage County	3	3	3	1	4	2	0	5	3	0	3	1
Price County	2	0	1	0	1	1	1	4	1	0	0	0
Racine County	43	34	30	29	21	31	48	55	56	38	21	25
Richland County	2	0	2	2	0	3	0	0	1	2	0	2
Rock County	37	29	36	21	21	22	23	26	38	16	17	22
Rusk County	4	2	4	0	0	0	0	0	1	0	0	0
Saint Croix County	2*	2*	2	0	2	0	1	0	5	1	1	1
Sauk County	3*	2	0	2	6	3	5	6	6	11	5	6
Sawyer County	7*	7*	6	0	0	0	1	0	1	1	0	0
Shawano County	9*	1*	12	5	2	5	2	6	5	2	1	10
Sheboygan County	12*	1	9	4	1	4	10	3	4	8	8	7
Taylor County	0	2	1	1	2	0	1	2	1	5	1	0
Trempealeau County	0	2	1	0	0	0	0	0	1	1	1	4
Vernon County	9	1	0	1	0	2	1	0	5	5	2	2
Vilas County	3	2	3	0	2	2	6	1	3	2	1	3
Walworth County	13	17	5	4	11	6	13	5	12	7	5	4
Washburn County	1	4	4	0	2	0	2	0	1	0	1	0
Washington County	4	5	3	5	5	6	5	1	9	5	6	4
Waukesha County	23	19	21	22	36	30	26	14	42	18	16	23
Waupaca County	6	6	3	3	4	4	2	2	5	2	8	8
Waushara County	3	6	2	2	1	1	2	1	2	2	0	0
Winnebago County	7	6	5	10	10	8	8	8	15	6	3	8
Wood County	12	9	9	0	7	5	3	9	4	2	2	6

Substantiated Complaints Outside Wisconsin

Illinois	0	0	0	0	0	0	0	0	0	0	0	0
Iowa	0	0	0	0	0	0	0	0	0	0	0	0
Michigan	0	0	0	0	0	0	0	0	0	0	0	0
Minnesota	0	0	0	0	0	0	0	0	0	2	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

*Information was updated to reflect corrections to the alphabetical order of counties. Data remains unchanged.



Information updated March 27, 2015

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2014	944	123,729	215,112
February-2014	891	99,856	204,314
March-2014	988	98,770	216,558
April-2014	851	101,795	231,545
May-2014	787	101,225	237,542
June-2014	779	103,442	233,788
July-2014	881	112,767	252,967
August-2014	878	114,570	252,167
September-2014	940	129,091	261,674
October-2014	795	120,129	293,733
November-2014	573	107,912	255,325
December-2014	588	104,549	279,472