MTM

MEMBERS

		January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Enrollment	Eligible Members Enrolled	971,033	1,000,756	1,012,696	999,836	992,435	993,930	989,698	996,736	987,622	980,665	990,122	985,728
Members Served	Unique Members Utilizing Transport	30,585	29,524	29,853	29,211	27,870	27,394	27,816	27,489	27,971	28,389	27,252	27,376
Utilization Rate	Percentage of Services Usage {Completed Legs /Eligible Members Enrolled}	29.9%	27.8%	30.0%	30.1%	28.1%	29.4%	29.3%	28.6%	28.6%	30.6%	27.9%	29.7%

RESERVATION

		January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	315,776	302,655	328,512	324,559	299,941	313,302	315,179	306,600	304,098	322,442	297,942	316,376
Cancelled	Cancelled Trip Legs	19,908	18,970	19,296	18,114	16,307	16,189	17,885	16,480	16,539	17,289	16,157	17,811
Member No Shows	Trips where Member Does Not Use Scheduled Service	5,155	5,173	5,459	5,131	4,717	5,049	7,732	5,361	4,919	5,214	5,320	5,892
Completed Legs	Total Number of Completed Trip Legs	290,713	278,512	303,757	301,314	278,917	292,064	289,562	284,759	282,640	299,939	276,465	292,673
Denials	Number of Denied Trip Attempts	3,466	3,191	3,206	3,128	2,709	3,023	2,956	2,406	2,670	2,871	2,662	2,917
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	36,502	31,220	33,932	32,386	29,714	30,553	32,915	31,370	32,788	32,588	28,793	30,603
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	1,160	982	1,038	1,232	1,224	1,208	1,083	964	985	1,122	1,017	990
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	146,441	143,117	159,026	160,078	151,500	158,234	154,427	154,358	150,472	162,289	154,324	167,185
Lodging (cost)	Cost of Lodging Reimbursed	$ 1,558	$ 5,756	$ 7,423	$ 10,233	$ 5,696	$ 3,436	$ 5,857	$ 5,232	$ 910	$ 6,990	$ 2,860	$ 9,946
Lodging (nights)	Number of Lodging Nights Reimbursed	23	85	129	157	103	51	147	137	13	137	41	162
Meals (cost)	Cost of Meals Reimbursed	$ 6,956	$ 5,007	$ 4,457	$ 4,974	$ 5,839	$ 6,518	$ 4,676	$ 6,748	$ 3,725	$ 7,666	$ 2,961	$ 2,855
Meals (reimbursed)	Number of Meals Reimbursed	712	531	474	576	629	658	469	684	381	828	309	331

TRANSPORT MODE

		January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Advanced Life Support	Vehicle Equipped with Advanced Life Support	104	117	178	197	160	173	168	173	233	171	175	179
Ambulatory	Sedan, Van, and Taxi	192,752	183,439	196,883	191,854	175,009	180,290	179,890	168,060	165,475	173,993	160,785	170,903
Basic Life Support	Vehicle Equipped with Basic Life Support	731	628	802	726	738	759	813	806	770	741	735	868
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	59,592	59,057	67,311	69,251	65,594	69,209	70,138	73,313	73,249	79,416	73,732	77,583
Mass Transit	System of Public Transportation including Inter-City Bus	29,700	27,883	30,530	31,015	29,687	33,848	30,765	35,160	35,716	38,265	34,089	36,073
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System	0	0	0	0	0	0	0	0	0	0	0	0
Stretcher	Stretcher Van Transport	168	133	127	122	130	88	88	91	80	98	62	71
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,666	7,255	7,926	8,149	7,599	7,697	7,700	7,156	7,117	7,255	6,887	6,996
Completed Legs	Total Number of Completed Trip Legs	290,713	278,512	303,757	301,314	278,917	292,064	289,562	284,759	282,640	299,939	276,465	292,673

CALL STATISTICS

		January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Calls Presented	Number of Calls Presented	131,132	116,921	121,613	115,608	107,200	104,537	106,008	103,367	106,461	105,233	96,165	101,007
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:00:59	0:01:08	0:01:50	0:02:23	0:02:46	0:02:37	0:02:24	0:02:12	0:02:53	0:02:23	0:02:08	0:01:55
Average Handle Time	Average time to Handle Complete Call from Live Response to Call End	0:06:29	0:06:38	0:06:37	0:06:30	0:06:49	0:06:33	0:06:34	0:06:40	0:06:49	0:06:36	0:06:39	0:06:31
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	5.2%	5.9%	8.9%	12.0%	13.2%	12.6%	11.5%	10.6%	12.6%	10.4%	9.7%	8.9%

QUALITY MANAGEMENT

		January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.8%	99.8%	99.8%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.8%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	97	55	86	96	87	107	87	85	103	57	64	68
Driver	Member issue with Driver	113	116	131	127	108	129	117	119	164	125	113	117
Vehicle	Member issue with Vehicle	27	11	14	19	28	14	21	16	23	19	9	9
No Vehicle Available	MTM was unable to locate a vehicle for transport	39	33	40	20	22	25	29	53	32	31	20	25
No Vehicle Available - Critical Care	MTM was unable to locate a vehicle for transport for a dialysis or cancer treatment trip	2	0	2	3	0	0	0	0	0	0	0	1
Provider	Member issue with Transportation Provider: Dispatch/Office Staff	78	60	85	93	76	86	84	91	109	98	73	77
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	135	153	165	167	168	189	213	207	286	229	178	212
Provider No Show	Transportation Provider Did Not Arrive for Scheduled Pickup or Return Ride	161	140	173	187	181	186	198	173	231	172	167	156
Substantiated Complaints	Total Number of Valid Complaints Reported	652	568	696	712	670	736	749	744	948	731	624	665

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

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COUNTY STATISTICS

	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Completed Trip Legs	**290,713**	**278,512**	**303,757**	**301,314**	**278,917**	**292,064**	**289,562**	**284,759**	**282,640**	**299,939**	**276,465**	**292,673**
Total Number of Completed Trip Legs by County of Trip Origination												
Adams County	1,006	1,080	1,305	1,319	1,224	1,317	1,234	1,024	1,089	1,212	1,146	1,240
Ashland County	508	488	511	514	491	551	516	512	542	574	476	547
Barron County	1,789	1,717	1,836	1,658	1,529	1,624	1,728	1,655	1,544	1,673	1,660	1,717
Bayfield County	464	443	514	518	466	472	504	399	441	526	456	522
Brown County	8,620	8,313	9,285	9,420	8,662	9,120	8,843	8,365	8,450	9,328	8,775	9,114
Buffalo County	217	164	251	212	190	215	260	226	184	249	261	274
Burnett County	547	593	599	546	538	518	463	428	421	448	441	524
Calumet County	721	763	831	872	749	808	775	783	670	690	697	479
Chippewa County	2,215	2,099	2,444	2,411	2,203	2,278	2,419	2,236	2,293	2,474	2,222	2,262
Clark County	943	870	925	1,078	1,065	1,059	1,090	1,019	945	1,135	1,068	1,154
Columbia County	2,897	2,749	3,129	3,135	2,928	3,166	3,282	3,268	3,167	3,441	3,173	3,344
Crawford County	611	489	566	620	506	551	501	489	562	727	609	572
Dane County	23,100	22,511	24,292	23,830	21,718	22,235	22,354	22,913	22,833	24,370	22,615	23,266
Dodge County	4,130	3,965	4,357	4,464	4,046	4,401	4,518	4,849	4,733	5,317	4,992	5,271
Door County	419	414	462	475	480	489	462	387	434	529	474	473
Douglas County	1,342	1,287	1,376	1,457	1,316	1,219	1,208	1,069	1,035	1,105	878	958
Dunn County	1,437	1,492	1,688	1,698	1,585	1,567	1,514	1,408	1,611	1,728	1,532	1,467
Eau Claire County	3,435	3,569	4,018	4,176	4,008	3,989	4,317	3,945	3,976	3,927	3,531	3,579
Florence County	64	81	119	120	102	61	74	68	71	78	59	84
Fond du Lac County	3,803	3,589	3,699	3,395	3,152	3,381	3,437	3,285	2,999	3,242	3,013	3,448
Forest County	484	421	483	497	454	502	444	434	421	467	448	491
Grant County	925	888	950	1,093	895	914	1,059	1,047	1,178	1,161	966	1,028
Green County	1,245	1,217	1,312	1,302	1,255	1,240	1,299	1,350	1,366	1,551	1,519	1,500
Green Lake County	501	484	564	561	500	589	559	614	657	791	905	956
Iowa County	866	816	836	888	816	852	793	852	887	840	828	840
Iron County	124	138	132	124	146	214	211	161	138	227	203	208
Jackson County	1,334	1,256	1,353	1,353	1,259	1,226	972	833	1,124	1,194	1,148	987
Jefferson County	1,966	2,185	2,420	2,467	2,209	2,223	2,333	2,297	2,390	2,503	2,218	2,237
Juneau County	1,772	1,860	2,170	2,282	2,179	2,042	1,988	2,160	2,080	2,065	1,859	2,080
Kenosha County	8,747	8,304	8,853	9,136	8,211	8,569	8,517	8,569	8,982	9,657	8,765	9,650
Kewaunee County	785	703	813	941	910	724	572	574	679	683	598	543
La Crosse County	4,837	4,821	5,540	5,189	4,917	4,943	5,277	4,854	4,960	5,034	4,743	4,920
Lafayette County	244	251	275	291	348	282	310	375	377	368	397	414
Langlade County	1,384	1,285	1,286	1,277	1,305	1,427	1,484	1,618	1,516	1,495	1,384	1,378
Lincoln County	782	803	848	887	900	1,169	1,061	1,077	982	944	989	1,012
Manitowoc County	3,510	3,194	3,353	3,384	3,488	3,684	3,507	3,792	3,448	3,642	3,443	4,022
Marathon County	3,105	3,251	3,747	3,577	2,939	2,926	2,845	2,942	2,932	3,166	2,980	3,380
Marinette County	2,286	2,133	2,452	2,505	2,384	2,562	2,548	2,722	2,682	2,789	2,550	2,895
Marquette County	1,170	1,071	1,279	1,344	1,365	1,317	1,315	1,313	1,264	1,472	1,364	1,452
Menominee County	987	935	1,116	1,218	1,207	1,425	1,459	1,510	1,358	1,455	1,249	1,208
Milwaukee County	121,698	115,307	124,088	121,703	111,036	116,804	113,799	109,855	109,071	114,353	103,793	110,711
Monroe County	3,136	3,031	3,175	2,937	2,924	2,868	2,927	2,970	3,109	3,335	3,138	3,051
Oconto County	1,072	1,159	1,276	1,517	1,407	1,579	1,650	1,522	1,315	1,504	1,413	1,501
Oneida County	918	879	1,031	1,008	1,010	1,301	1,405	1,218	1,304	1,411	1,531	1,778
Outagamie County	3,171	3,055	3,548	3,633	3,442	3,339	3,396	3,558	3,395	3,742	3,514	3,573
Ozaukee County	486	476	607	611	470	530	635	594	590	688	695	632
Pepin County	197	197	209	249	190	127	100	230	181	189	209	206
Pierce County	634	617	551	590	620	713	692	603	701	769	723	697
Polk County	1,491	1,473	1,659	1,594	1,458	1,815	1,709	1,463	1,215	1,249	1,137	1,196
Portage County	2,025	1,882	2,370	2,231	2,082	2,413	2,338	2,388	2,648	2,796	2,505	2,863
Price County	656	588	779	645	676	605	735	762	783	733	669	715
Racine County	9,920	8,741	9,132	9,181	8,768	9,739	9,174	9,379	9,174	9,483	8,985	9,371
Richland County	432	417	544	515	504	544	647	730	681	671	519	527
Rock County	11,031	10,107	11,233	11,151	9,982	10,676	10,729	10,913	10,573	11,547	10,734	11,686
Rusk County	623	635	721	717	644	621	706	649	694	644	649	668
Saint Croix County	1,190	1,191	1,184	989	961	881	912	876	951	1,069	1,057	1,114
Sauk County	2,635	2,513	2,710	2,836	2,748	3,102	3,390	3,444	2,865	3,064	2,824	3,088
Sawyer County	760	816	1,006	853	763	769	690	543	547	570	538	663
Shawano County	2,521	2,644	2,880	2,893	2,632	2,798	2,663	2,791	2,665	2,973	2,957	3,033
Sheboygan County	2,127	2,100	2,290	2,370	2,177	2,297	2,284	2,336	2,454	2,597	2,489	2,564
Taylor County	646	607	699	742	695	748	762	754	737	868	668	829
Trempealeau County	796	711	783	710	726	783	738	677	731	784	602	481
Vernon County	981	1,008	1,114	1,046	1,072	1,108	1,130	1,187	1,269	1,359	1,288	1,368
Vilas County	1,566	1,639	1,848	1,590	1,503	1,595	1,704	1,915	1,859	2,145	2,097	2,242
Walworth County	3,489	3,239	3,310	3,411	3,237	3,196	3,283	3,227	3,322	3,440	2,980	3,094
Washburn County	532	624	697	626	637	694	636	712	606	602	571	603
Washington County	1,541	1,578	1,851	2,246	2,083	2,081	2,200	2,120	2,219	2,084	2,159	2,282
Waukesha County	5,832	5,897	6,654	6,675	6,679	6,821	6,686	6,706	6,345	7,030	6,538	6,920
Waupaca County	3,443	3,273	3,767	3,799	3,602	3,628	3,709	3,780	3,947	4,167	3,853	3,863
Waushara County	1,132	948	1,046	997	992	1,029	1,073	1,006	933	1,161	1,210	1,215
Winnebago County	4,556	4,222	4,501	4,498	4,262	4,507	4,405	4,489	4,564	4,663	4,291	4,686
Wood County	4,053	4,108	4,356	4,319	4,170	4,357	4,452	3,823	3,708	3,849	3,386	3,818
Completed Trip Legs Outside Wisconsin												
Illinois	50	71	89	102	62	93	58	21	8	17	35	61
Iowa	2	1	1	0	1	1	1	1	0	1	2	0
Michigan	2	12	4	6	1	1	2	2	3	9	3	3
Minnesota	47	54	55	90	56	50	89	91	52	95	69	67
Other	0	0	0	0	0	0	1	2	0	1	0	8

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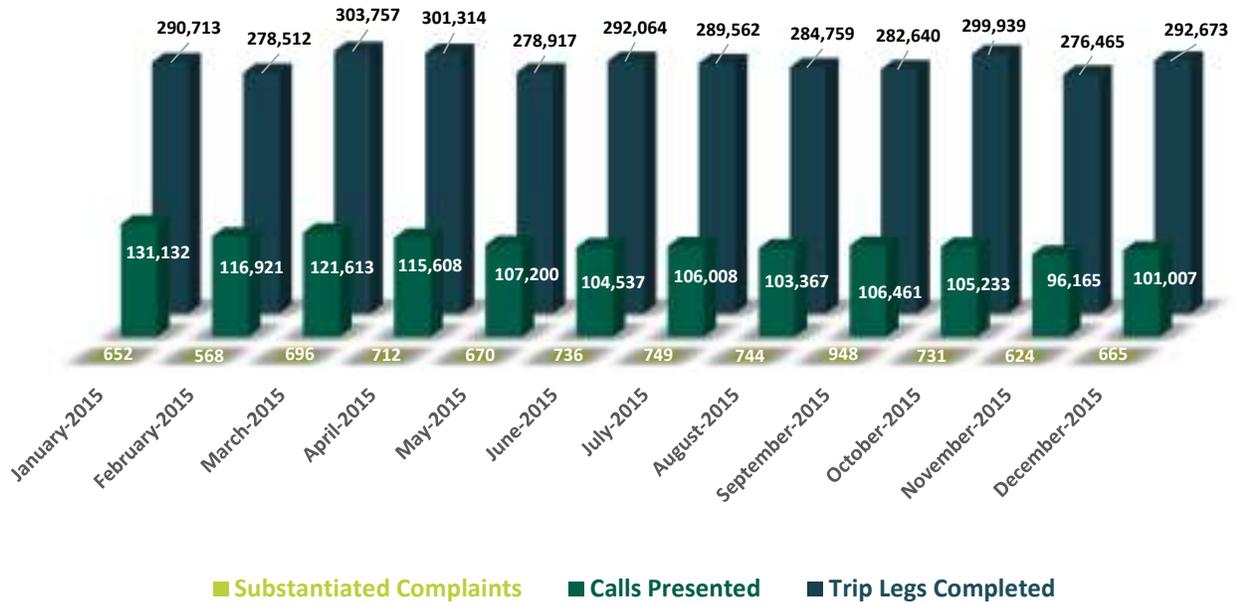|	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Substantiated Complaints	**652**	**568**	**696**	**712**	**670**	**736**	**749**	**744**	**948**	**731**	**624**	**665**
Total Number of Substantiated Complaints												
Reported by County of Trip Origination												
Adams County	1	1	2	3	1	4	2	0	3	2	4	5
Ashland County	1	3	2	0	0	2	2	0	1	2	1	0
Barron County	2	2	7	1	2	3	1	3	1	1	0	4
Bayfield County	0	1	1	2	0	1	0	1	3	0	1	0
Brown County	13	11	7	18	9	13	9	13	5	8	4	15
Buffalo County	3	0	0	0	2	4	0	0	1	0	0	0
Burnett County	1	1	3	6	0	3	0	0	0	0	0	1
Calumet County	4	1	2	2	0	1	0	1	0	1	1	0
Chippewa County	6	3	1	2	0	5	2	0	2	1	1	4
Clark County	1	1	1	1	1	0	0	0	1	0	0	0
Columbia County	6	5	2	4	3	4	8	2	11	4	5	4
Crawford County	0	0	1	0	2	0	1	1	1	0	0	3
Dane County	78	52	60	57	71	42	86	71	111	68	84	70
Dodge County	5	5	2	1	3	10	6	5	11	2	9	3
Door County	0	0	0	1	0	0	1	0	0	1	2	0
Douglas County	2	2	7	2	1	0	2	2	0	1	0	0
Dunn County	0	1	3	1	1	0	2	0	1	1	0	8
Eau Claire County	3	1	3	11	8	6	4	3	1	7	4	3
Florence County	0	0	0	0	0	0	0	0	0	0	0	0
Fond du Lac County	0	5	5	5	4	2	3	2	3	2	3	3
Forest County	0	1	2	1	0	1	3	0	1	1	2	0
Grant County	3	2	4	2	0	3	6	1	5	1	2	6
Green County	1	5	5	2	0	9	1	3	8	3	3	1
Green Lake County	3	1	0	0	3	0	2	2	4	1	0	1
Iowa County	0	0	0	1	0	6	5	1	7	7	2	6
Iron County	0	0	0	0	0	0	0	1	0	0	0	0
Jackson County	2	0	1	6	4	0	3	0	0	2	1	0
Jefferson County	1	3	11	3	3	1	5	1	4	4	4	3
Juneau County	2	0	3	2	6	7	8	1	9	5	8	5
Kenosha County	33	40	23	24	11	34	12	26	30	36	23	24
Kewaunee County	0	3	3	4	0	2	1	1	2	0	1	2
La Crosse County	3	7	5	2	4	7	2	6	1	3	2	3
Lafayette County	0	0	2	0	0	4	0	1	3	1	0	0
Langlade County	2	2	2	5	0	2	0	0	2	2	0	8
Lincoln County	0	1	1	1	6	2	0	0	1	1	0	2
Manitowoc County	2	0	2	1	1	2	1	2	0	0	1	4
Marathon County	3	8	16	5	6	3	2	4	10	3	1	2
Marinette County	6	5	7	2	2	3	5	5	2	3	5	3
Marquette County	1	1	3	2	1	3	2	0	1	5	6	4
Menominee County	3	1	0	0	0	1	0	1	0	2	1	0
Milwaukee County	274	274	365	360	389	382	372	405	497	417	320	363
Monroe County	3	3	4	9	2	11	7	5	4	3	1	4
Oconto County	2	1	1	2	1	0	0	1	1	0	0	1
Oneida County	3	2	0	2	5	2	2	2	2	4	2	1
Outagamie County	6	4	8	7	6	7	4	6	2	4	2	5
Ozaukee County	6	3	6	6	6	0	9	8	8	0	8	3
Pepin County	0	0	1	2	0	1	1	0	0	0	0	0
Pierce County	1	0	1	1	0	2	0	2	0	2	0	0
Polk County	4	1	0	0	2	3	1	0	0	0	0	1
Portage County	1	3	1	3	5	6	3	1	0	0	1	0
Price County	0	2	1	2	0	3	0	0	0	0	1	0
Racine County	24	24	25	29	19	32	40	39	42	28	24	17
Richland County	1	3	1	1	0	0	0	1	1	1	2	1
Rock County	34	21	32	26	5	19	16	15	29	19	19	13
Rusk County	2	0	1	0	0	3	0	1	1	1	0	0
Saint Croix County	0	2	0	0	2	0	0	3	4	0	1	1
Sauk County	10	0	2	5	3	5	7	9	9	5	4	3
Sawyer County	2	1	0	0	1	1	0	2	0	0	0	0
Shawano County	2	0	4	2	5	2	3	1	9	5	3	7
Sheboygan County	7	4	5	8	2	4	19	7	9	9	5	4
Taylor County	3	1	0	0	0	0	2	1	3	2	2	0
Trempealeau County	4	2	1	0	0	0	4	0	0	4	0	0
Vernon County	0	3	2	4	2	3	5	3	1	1	1	4
Vilas County	0	4	2	2	7	4	4	5	0	2	0	1
Walworth County	17	7	8	16	3	4	3	9	14	3	3	7
Washburn County	2	0	0	0	1	0	0	2	1	0	4	0
Washington County	4	1	5	4	9	9	4	7	7	3	3	3
Waukesha County	25	13	12	20	28	23	31	23	35	22	24	13
Waupaca County	8	3	3	8	4	4	4	7	3	1	2	3
Waushara County	1	0	1	1	1	0	0	4	5	0	0	1
Winnebago County	12	7	2	8	5	9	7	9	9	8	11	7
Wood County	3	4	3	4	2	7	14	5	5	6	0	4
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	1	1	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0

Information updated March 22, 2016

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2015	652	131,132	290,713
February-2015	568	116,921	278,512
March-2015	696	121,613	303,757
April-2015	712	115,608	301,314
May-2015	670	107,200	278,917
June-2015	736	104,537	292,064
July-2015	749	106,008	289,562
August-2015	744	103,367	284,759
September-2015	948	106,461	282,640
October-2015	731	105,233	299,939
November-2015	624	96,165	276,465
December-2015	665	101,007	292,673