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MEMBERS

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Enrollment	Eligible Members Enrolled	987,318	979,639	981,278	986,718	983,391	972,602	980,412	974,404	968,744	977,319	971,129	965,306
Members Served	Unique Members Utilizing Transport	28,526	28,189	28,713	27,058	27,905	27,378	26,289	28,029	27,321	28,912	28,730	27,793
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)	31.5%	30.8%	34.7%	30.9%	33.6%	32.9%	30.5%	34.4%	32.0%	34.6%	34.0%	33.1%

RESERVATION

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	340,368	328,222	369,293	328,347	356,765	346,202	322,303	360,826	335,626	364,433	357,441	346,206
Cancelled	Cancelled Trip Legs	22,895	20,389	22,582	18,679	19,923	19,258	17,588	19,337	18,860	19,634	20,629	20,330
Member No Shows	Trips where Member Does Not Use Scheduled Service	6,642	5,660	6,185	5,135	6,116	6,549	5,660	6,277	6,427	6,593	6,896	6,286
Completed Legs	Total Number of Completed Trip Legs	310,831	302,173	340,526	304,533	330,726	320,395	299,055	335,212	310,339	338,206	329,916	319,590
Denials	Number of Denied Trip Attempts	3,197	3,483	3,812	3,523	3,797	3,382	3,137	3,296	3,346	3,010	2,568	2,775
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	34,891	31,767	35,532	32,518	35,672	34,045	30,369	34,945	32,290	34,937	34,545	31,262
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	1,020	905	976	887	955	914	833	996	951	877	1,097	971
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	182,336	178,935	204,990	187,740	201,025	196,058	186,937	204,725	189,741	203,710	200,769	200,768
Lodging (cost)	Cost of Lodging Reimbursed	$ 2,247	$ 1,275	$ 7,390	$ 814	$ 499	$ 280	$ 3,126	$ 2,212	$ 7,061	$ 1,413	$ 560	$ 1,087
Lodging (nights)	Number of Lodging Nights Reimbursed	50	16	217	12	8	4	99	33	156	34	8	13
Meals (cost)	Cost of Meals Reimbursed	$ 741	$ 1,280	$ 1,813	$ 1,165	$ 1,026	$ 557	$ 1,291	$ 2,109	$ 1,297	$ 2,208	$ 1,526	$ 953
Meals (reimbursed)	Number of Meals Reimbursed	98	154	209	134	120	74	152	230	194	263	180	111

TRANSPORT MODE

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Advanced Life Support	Vehicle Equipped with Advanced Life Support	118	140	170	162	218	236	270	257	242	286	291	323
Ambulatory	Sedan, Van, and Taxi	176,586	167,229	184,854	159,834	173,946	165,805	151,870	171,882	157,107	173,092	168,789	164,823
Basic Life Support	Vehicle Equipped with Basic Life Support	385	432	445	462	407	333	284	262	319	204	175	143
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	96,256	94,891	110,430	103,387	111,296	107,960	103,370	114,304	105,068	111,946	110,011	106,549
Mass Transit	System of Public Transportation including Inter-City Bus	30,764	32,052	36,065	33,130	36,295	37,873	35,865	40,297	39,957	44,581	42,999	40,300
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	692	507	632	599	763	775	793	873	864	919	1,025	1,062
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,030	6,922	7,930	6,959	7,801	7,413	6,603	7,337	6,782	7,178	6,626	6,390
Completed Legs	Total Number of Completed Trip Legs	310,831	302,173	340,526	304,533	330,726	320,395	299,055	335,212	310,339	338,206	329,916	319,590

CALL STATISTICS

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Calls Presented	Number of Calls Presented	116,813	103,350	108,681	97,343	103,618	98,292	94,308	101,880	97,922	105,419	99,288	94,552
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:02:20	0:02:29	0:02:00	0:03:01	0:02:22	0:02:49	0:02:47	0:02:28	0:03:03	0:02:58	0:01:41	0:01:41
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End	0:06:02	0:05:53	0:05:54	0:06:15	0:05:58	0:06:08	0:06:10	0:06:17	0:06:38	0:06:26	0:06:24	0:06:31
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	10.1%	10.4%	8.6%	12.6%	9.4%	11.4%	11.1%	10.0%	12.0%	11.4%	6.9%	7.4%

QUALITY MANAGEMENT

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.8%	99.8%	99.8%	99.8%	99.9%	99.8%	99.8%	99.8%	99.8%	99.9%	99.8%	99.8%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	75	61	69	55	53	80	59	58	58	67	87	71
Driver	Member Issue with Driver	112	114	143	114	116	147	111	138	98	132	108	117
Vehicle	Member Issue with Vehicle	15	15	11	14	6	11	19	9	7	15	15	14
Provider	Member Issue with Transportation Provider: Dispatch/Office Staff	82	53	53	70	71	71	71	85	56	61	60	75
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	138	138	168	123	100	114	108	163	138	123	153	155
Unsuccessful Trips*	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	133	124	121	105	98	111	102	113	118	104	95	126
Substantiated Complaints	Total Number of Valid Complaints Reported	555	505	565	481	444	534	470	566	475	502	518	558

*The sum of complaints previously categorized as "No Vehicle Available," "No Vehicle Available - Critical Care," and "Provider No Show"

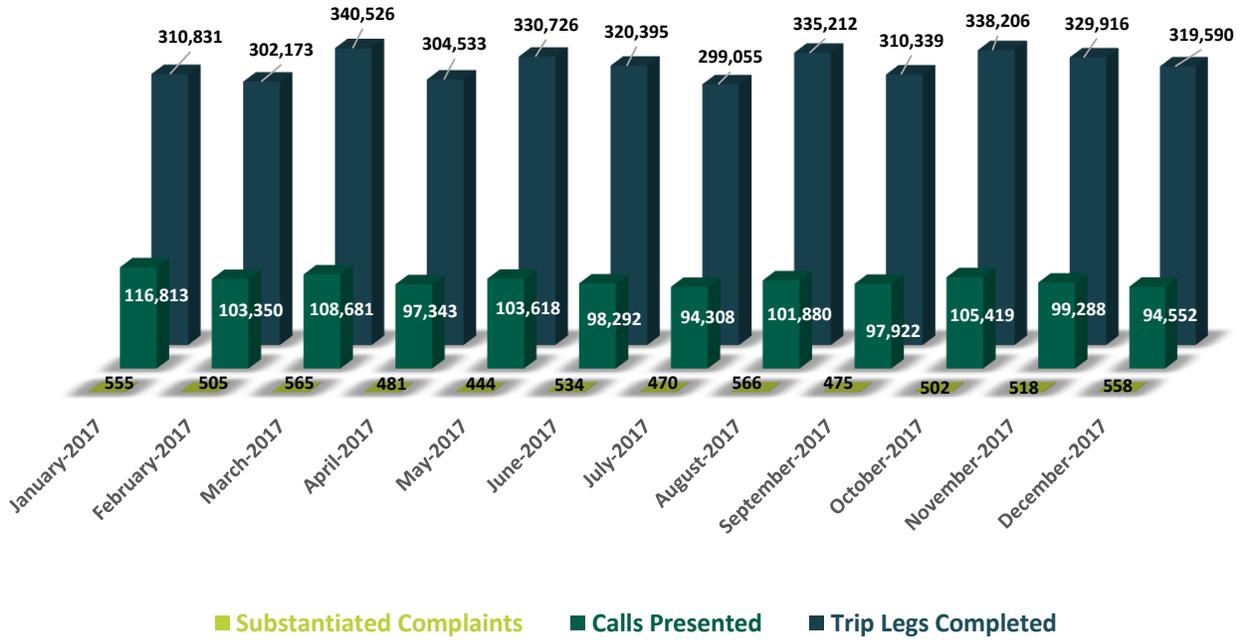| reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average 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)
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 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.
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.
unsuccessful trips	MTM, Inc. was unable to locate and schedule an appropriate vehicle for transport for any trip reason or transportation provider did not arrive for scheduled pick-up or return ride
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

MTM

COUNTY STATISTICS

	January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Completed Trip Legs	**310,831**	**302,173**	**340,526**	**304,533**	**330,726**	**320,395**	**299,055**	**335,212**	**310,339**	**338,206**	**329,916**	**319,590**
Total Number of Completed Trip Legs by County of Trip Origination												
Adams County	1,594	1,680	1,882	1,642	1,886	1,985	1,964	2,355	2,278	2,503	2,343	2,407
Ashland County	808	772	974	752	882	822	860	1,017	939	1,004	975	881
Barron County	1,989	2,076	2,507	2,216	2,541	2,566	2,235	2,445	2,253	2,574	2,724	2,402
Bayfield County	696	741	882	622	750	763	747	836	706	788	844	706
Brown County	9,419	9,000	9,845	9,142	9,750	9,129	8,615	9,655	8,485	9,520	8,997	9,079
Buffalo County	373	386	403	349	374	346	349	468	444	528	464	394
Burnett County	638	594	717	730	772	724	601	606	699	683	743	673
Calumet County	883	762	950	798	817	925	839	963	794	880	885	970
Chippewa County	2,856	2,946	3,141	2,743	2,996	2,945	2,947	3,007	2,800	2,840	2,705	2,651
Clark County	1,474	1,524	1,802	1,709	1,763	1,631	1,476	1,553	1,499	1,479	1,380	1,363
Columbia County	4,338	4,243	5,114	4,506	4,627	4,705	4,518	5,321	4,813	4,919	4,544	4,592
Crawford County	651	585	690	685	781	753	617	679	632	617	560	554
Dane County	26,399	25,593	29,702	27,041	28,950	27,489	26,062	28,584	26,291	28,948	28,400	26,837
Dodge County	7,340	7,130	8,231	7,118	7,977	7,693	7,420	8,260	7,273	7,199	7,180	6,890
Door County	481	500	536	466	557	572	554	630	550	575	572	695
Douglas County	1,381	1,321	1,440	1,060	1,103	1,177	987	1,234	1,010	1,099	1,089	1,166
Dunn County	1,682	1,599	1,871	1,601	1,715	1,358	1,251	1,457	1,546	1,700	1,693	1,599
Eau Claire County	3,885	3,834	4,390	3,956	4,315	3,789	3,600	4,023	3,708	3,933	3,631	3,195
Florence County	139	108	138	143	153	121	63	81	79	129	106	116
Fond du Lac County	3,979	4,018	4,297	3,910	4,346	4,394	4,176	4,368	3,788	4,029	3,904	3,925
Forest County	782	847	1,009	792	899	798	650	717	732	745	691	684
Grant County	1,348	1,357	1,335	1,136	1,422	1,342	1,341	1,550	1,489	1,562	1,569	1,505
Green County	1,604	1,456	1,720	1,504	1,532	1,510	1,494	1,617	1,528	1,565	1,350	1,231
Green Lake County	1,379	1,463	1,627	1,406	1,450	1,236	1,048	1,168	1,222	1,226	1,234	1,091
Iowa County	785	868	1,027	1,082	1,143	1,180	1,133	1,236	1,057	1,125	1,143	1,106
Iron County	214	258	260	242	235	196	220	270	237	269	269	267
Jackson County	861	880	999	776	860	810	748	859	1,030	1,170	1,140	966
Jefferson County	2,949	2,813	3,136	3,074	3,356	3,262	3,017	3,206	3,009	3,329	3,097	2,892
Juneau County	2,203	2,273	2,264	2,013	2,092	2,081	2,060	2,128	1,849	2,142	2,030	2,105
Kenosha County	10,045	9,539	10,596	9,687	10,655	10,133	8,653	9,582	9,246	9,869	9,149	9,156
Kewaunee County	399	460	586	563	581	574	682	789	643	697	650	621
La Crosse County	5,153	5,102	5,819	5,265	5,629	5,414	5,154	5,425	4,816	5,134	5,228	5,259
Lafayette County	215	247	376	401	427	478	465	595	605	616	654	646
Langlade County	1,860	1,861	2,018	1,773	2,118	1,976	1,803	2,152	2,030	2,190	1,860	1,823
Lincoln County	1,076	1,059	1,190	1,185	1,378	1,308	1,237	1,353	1,250	1,320	1,272	1,164
Manitowoc County	6,573	6,263	7,061	6,314	6,676	6,364	5,894	6,607	6,170	6,430	6,108	6,418
Marathon County	4,599	4,765	5,542	4,977	5,239	4,956	4,553	4,952	4,782	5,331	5,314	5,145
Marinette County	3,549	3,399	3,855	3,472	3,723	3,743	3,473	3,797	3,306	3,578	3,515	3,419
Marquette County	1,883	1,800	2,201	1,993	2,431	2,382	2,268	2,571	2,176	2,318	2,242	2,352
Menominee County	1,928	1,923	2,008	1,847	1,962	1,959	1,794	1,924	1,752	1,863	1,820	1,783
Milwaukee County	99,965	96,699	107,766	95,404	104,547	103,337	95,494	108,080	102,224	113,609	111,402	107,378
Monroe County	2,527	2,462	2,844	2,650	2,916	2,738	2,614	2,959	2,700	2,808	2,617	2,581
Oconto County	1,876	1,658	1,831	1,590	1,700	1,541	1,506	1,668	1,480	1,653	1,645	1,639
Oneida County	2,188	2,044	2,288	2,126	2,313	2,180	1,832	1,879	1,768	1,970	1,976	1,963
Outagamie County	4,446	4,234	4,578	4,109	4,250	4,210	3,843	4,412	4,093	4,597	4,450	4,373
Ozaukee County	1,019	955	1,229	1,057	1,112	1,039	1,010	1,099	917	964	859	880
Pepin County	256	214	271	229	362	333	286	303	337	304	317	314
Pierce County	842	803	935	849	898	917	919	974	954	940	866	782
Polk County	1,452	1,313	1,571	1,306	1,487	1,413	1,215	1,277	1,280	1,576	1,500	1,110
Portage County	3,150	2,873	3,050	2,586	2,765	2,773	2,856	3,324	2,709	2,888	2,823	2,749
Price County	635	713	812	795	782	685	598	674	604	640	717	603
Racine County	11,399	10,772	12,658	11,294	12,723	11,426	10,294	12,137	11,037	11,624	11,655	11,348
Richland County	638	596	662	573	637	677	519	594	482	548	584	461
Rock County	12,350	12,281	13,262	11,856	12,188	11,957	11,048	12,370	11,798	12,988	12,333	11,931
Rusk County	747	788	879	805	867	788	737	991	871	774	881	949
Saint Croix County	1,195	1,210	1,259	1,286	1,370	1,415	1,285	1,346	1,065	1,097	1,100	1,001
Sauk County	3,339	3,300	3,599	3,223	3,571	3,728	3,567	3,917	3,428	3,711	3,805	3,667
Sawyer County	853	754	995	887	959	912	783	923	892	965	1,021	1,025
Shawano County	4,036	3,676	4,190	3,560	3,667	3,674	3,915	4,335	4,027	4,049	3,882	3,754
Sheboygan County	3,561	3,290	3,816	3,460	3,821	3,889	3,440	3,682	3,476	3,756	4,167	4,518
Taylor County	843	740	851	999	995	879	805	857	775	890	810	765
Trempealeau County	932	998	1,205	989	901	778	828	1,015	939	981	884	843
Vernon County	913	925	1,094	849	952	906	878	1,035	899	828	880	826
Vilas County	1,776	1,719	1,634	1,453	1,486	1,490	1,349	1,318	1,260	1,263	1,170	973
Walworth County	3,272	3,221	3,808	3,471	3,943	3,613	3,570	3,888	3,445	4,002	3,802	3,546
Washburn County	603	639	812	846	989	881	791	971	790	805	644	594
Washington County	2,443	2,574	2,640	2,049	2,488	2,577	2,296	2,910	2,739	3,175	3,571	3,500
Waukesha County	7,175	7,030	8,094	7,733	8,033	7,687	7,283	8,348	7,179	8,106	8,034	7,766
Waupaca County	3,928	4,000	4,626	4,402	4,640	4,497	4,422	4,920	4,460	4,780	4,534	4,489
Waushara County	1,302	1,480	1,632	1,392	1,567	1,488	1,345	1,494	1,453	1,525	1,370	1,231
Winnebago County	5,520	5,071	5,970	5,328	5,540	5,319	5,304	6,192	5,654	6,305	6,143	6,235
Wood County	5,098	4,982	5,395	4,583	5,280	4,961	4,773	5,129	4,907	5,490	5,290	4,954
Completed Trip Legs Outside Wisconsin												
Illinois	28	19	27	11	15	20	11	28	20	19	9	14
Iowa	8	6	5	4	3	6	3	4	3	6	8	19
Michigan	10	14	10	12	15	9	4	6	9	28	10	9
Minnesota	96	75	87	75	81	63	64	112	147	116	83	71
Other	0	0	0	1	0	0	0	1	2	0	0	1

MTM

COUNTY STATISTICS

	January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017
Substantiated Complaints	**555**	**505**	**565**	**481**	**444**	**534**	**470**	**566**	**475**	**502**	**518**	**558**
Total Number of Substantiated Complaints Reported by County of Trip Origination												
Adams County	4	5	2	1	1	2	3	8	0	4	4	1
Ashland County	0	0	0	1	1	3	0	3	0	7	7	0
Barron County	8	5	0	2	1	6	2	1	0	0	0	9
Bayfield County	0	0	2	0	2	1	2	1	2	1	1	1
Brown County	2	10	10	10	2	10	8	10	10	9	8	15
Buffalo County	3	2	0	2	1	0	0	0	0	0	0	0
Burnett County	0	0	3	0	0	1	3	2	1	0	0	3
Calumet County	0	1	1	0	0	0	0	1	0	1	0	2
Chippewa County	2	5	3	5	3	9	1	1	0	1	3	3
Clark County	0	4	2	0	1	0	0	1	1	0	0	0
Columbia County	0	0	1	2	4	2	5	6	3	5	5	4
Crawford County	3	0	1	0	0	1	0	1	2	0	1	0
Dane County	53	48	74	55	40	57	48	51	33	41	30	33
Dodge County	0	9	3	9	3	8	10	18	7	3	15	9
Door County	0	0	0	0	0	1	3	0	0	1	0	0
Douglas County	1	1	2	0	2	1	0	0	0	0	5	0
Dunn County	3	6	3	6	0	2	1	2	2	0	0	1
Eau Claire County	1	5	1	5	4	2	2	1	2	1	4	1
Florence County	0	0	0	0	0	0	0	0	0	0	0	0
Fond du Lac County	3	4	2	0	2	5	3	4	2	2	1	3
Forest County	5	0	1	3	0	2	0	0	0	2	3	5
Grant County	0	1	3	3	5	2	1	2	1	0	2	1
Green County	1	0	0	2	0	0	1	1	2	0	0	0
Green Lake County	0	2	3	0	1	0	0	2	1	0	2	1
Iowa County	0	0	1	1	4	0	2	1	1	1	1	2
Iron County	0	0	0	0	3	0	3	0	2	0	0	1
Jackson County	1	0	0	1	0	1	0	1	0	0	1	0
Jefferson County	7	3	5	1	5	3	1	5	7	2	5	0
Juneau County	6	15	7	3	1	4	5	3	2	1	0	5
Kenosha County	18	18	16	20	20	26	11	43	28	30	14	17
Kewaunee County	0	0	0	0	0	1	3	0	0	0	0	2
La Crosse County	9	13	23	6	6	7	10	9	9	2	5	2
Lafayette County	0	0	0	0	0	3	0	3	0	0	0	0
Langlade County	0	2	2	0	2	1	0	1	0	1	3	3
Lincoln County	0	0	0	0	0	3	1	0	0	1	2	5
Manitowoc County	3	2	2	4	2	0	1	1	5	3	0	2
Marathon County	4	1	1	7	3	3	3	3	4	4	4	6
Marinette County	5	1	4	3	3	2	3	2	2	1	5	2
Marquette County	2	4	2	5	2	1	1	2	1	0	2	1
Menominee County	2	1	1	2	1	0	2	2	1	4	0	1
Milwaukee County	243	198	221	197	177	228	208	226	204	222	250	281
Monroe County	10	9	9	3	1	0	1	1	2	8	0	8
Oconto County	4	2	1	3	4	0	1	0	0	0	2	1
Oneida County	3	3	2	1	2	0	1	0	8	1	4	3
Outagamie County	6	1	5	9	5	6	3	3	8	16	3	4
Ozaukee County	10	1	5	0	1	5	1	3	5	1	1	0
Pepin County	0	0	0	0	1	0	0	0	1	0	1	0
Pierce County	7	8	1	0	5	1	1	1	0	1	2	3
Polk County	5	3	2	0	1	2	0	1	1	0	1	3
Portage County	1	1	0	7	1	1	2	0	2	0	0	0
Price County	6	2	0	0	1	0	3	1	1	1	0	1
Racine County	15	31	28	25	19	24	22	31	26	17	37	11
Richland County	0	0	0	0	1	0	0	3	0	0	0	0
Rock County	12	15	17	12	18	11	12	10	13	20	8	14
Rusk County	0	0	1	1	0	1	0	1	1	0	3	1
Saint Croix County	5	8	3	5	1	1	0	1	3	0	0	3
Sauk County	2	4	7	2	8	15	8	8	7	6	3	4
Sawyer County	2	2	2	1	1	0	0	0	4	2	1	1
Shawano County	4	1	3	0	4	1	5	5	0	5	6	4
Sheboygan County	4	2	4	2	4	4	3	5	3	8	10	19
Taylor County	5	3	4	0	0	1	0	1	0	0	0	0
Trempealeau County	0	0	0	2	2	1	0	2	0	1	1	0
Vernon County	2	3	0	0	0	0	2	1	2	0	0	0
Vilas County	0	0	3	2	1	2	2	3	2	0	0	2
Walworth County	6	6	13	12	9	8	5	12	2	17	10	7
Washburn County	4	0	1	0	0	0	0	0	2	0	0	0
Washington County	6	3	5	0	9	9	8	6	6	1	5	9
Waukesha County	22	14	26	26	27	19	21	44	23	25	19	25
Waupaca County	6	5	6	4	2	2	5	1	0	1	1	1
Waushara County	3	7	4	0	0	1	1	0	4	0	1	0
Winnebago County	7	2	8	0	9	11	7	2	8	10	4	6
Wood County	9	3	2	8	5	10	8	1	5	11	12	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	1	0	0	0	1	1	1	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

Information updated March 30, 2018

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2017	555	116,813	310,831
February-2017	505	103,350	302,173
March-2017	565	108,681	340,526
April-2017	481	97,343	304,533
May-2017	444	103,618	330,726
June-2017	534	98,292	320,395
July-2017	470	94,308	299,055
August-2017	566	101,880	335,212
September-2017	475	97,922	310,339
October-2017	502	105,419	338,206
November-2017	518	99,288	329,916
December-2017	558	94,552	319,590