MTM

MEMBERS

		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Enrollment	Eligible Members Enrolled	971,284	977,770	974,153	980,186	976,513	967,386	972,747	968,032	972,502	967,161	958,109
Members Served	Unique Members Utilizing Transport	30,411	29,292	28,795	28,543	28,661	27,575	27,433	28,433	27,228	29,215	28,197
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)	36.0%	32.9%	34.5%	33.3%	35.2%	33.5%	32.7%	34.9%	30.5%	35.8%	32.5%

RESERVATION

		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	381,767	351,996	367,597	355,405	373,304	351,997	345,343	365,899	320,928	376,458	340,472
Cancelled	Cancelled Trip Legs	24,521	23,566	24,537	23,780	24,149	22,661	22,362	23,111	19,624	24,522	24,421
Member No Shows	Trips where Member Does Not Use Scheduled Service	7,194	6,739	6,502	5,345	5,782	5,546	5,278	5,173	4,433	5,252	4,725
Completed Legs	Total Number of Completed Trip Legs	350,052	321,691	336,558	326,280	343,373	323,790	317,703	337,615	296,871	346,684	311,326
Denials	Number of Denied Trip Attempts	3,532	3,391	4,988	3,762	3,706	3,585	4,030	4,376	4,042	4,364	4,524
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	36,459	32,651	37,958	34,833	35,630	32,064	32,097	34,727	31,323	36,103	32,491
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	1,158	1,228	1,338	1,325	1,372	1,235	1,227	1,130	1,045	1,191	965
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	210,262	192,962	198,585	195,257	210,008	202,109	196,117	205,007	181,000	206,505	183,605
Lodging (cost)	Cost of Lodging Reimbursed	$ 5,116	$ 6,734	$ 6,143	$ 7,277	$ 3,549	$ 2,247	$ 4,215	$ 4,197	$ 4,677	$ 2,051	$ 2,966
Lodging (nights)	Number of Lodging Nights Reimbursed	101	152	147	141	71	38	88	104	130	40	73
Meals (cost)	Cost of Meals Reimbursed	$ 2,331	$ 894	$ 1,735	$ 1,951	$ 2,131	$ 1,885	$ 1,606	$ 1,851	$ 1,538	$ 1,508	$ 1,789
Meals (reimbursed)	Number of Meals Reimbursed	353	113	261	242	318	270	209	216	190	201	232

TRANSPORT MODE

		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Advanced Life Support	Vehicle Equipped with Advanced Life Support	294	309	318	295	297	307	297	317	308	313	269
Ambulatory	Sedan, Van, and Taxi	186,699	172,088	183,617	175,556	181,105	167,079	162,771	172,486	152,449	182,107	168,453
Basic Life Support	Vehicle Equipped with Basic Life Support	165	137	143	114	146	118	142	199	176	226	204
Commercial Air	Air Transport	0	0	0	0	0	0	0	0	0	0	0
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	110,585	101,282	101,175	98,653	107,459	105,567	102,920	109,596	96,481	111,124	96,400
Mass Transit	System of Public Transportation including Inter-City Bus	44,581	41,013	43,782	44,705	47,202	44,119	45,301	48,120	41,476	46,069	39,582
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
Stretcher	Stretcher Van Transport	1,074	968	1,087	1,080	1,087	1,042	1,043	1,110	954	1,003	1,009
Wheelchair	Vehicle Equipped to Transport Wheelchair	6,654	5,894	6,436	5,897	6,077	5,558	5,229	5,787	5,027	5,842	5,409
Completed Legs	Total Number of Completed Trip Legs	350,052	321,691	336,558	326,280	343,373	323,790	317,703	337,615	296,871	346,684	311,326

CALL STATISTICS

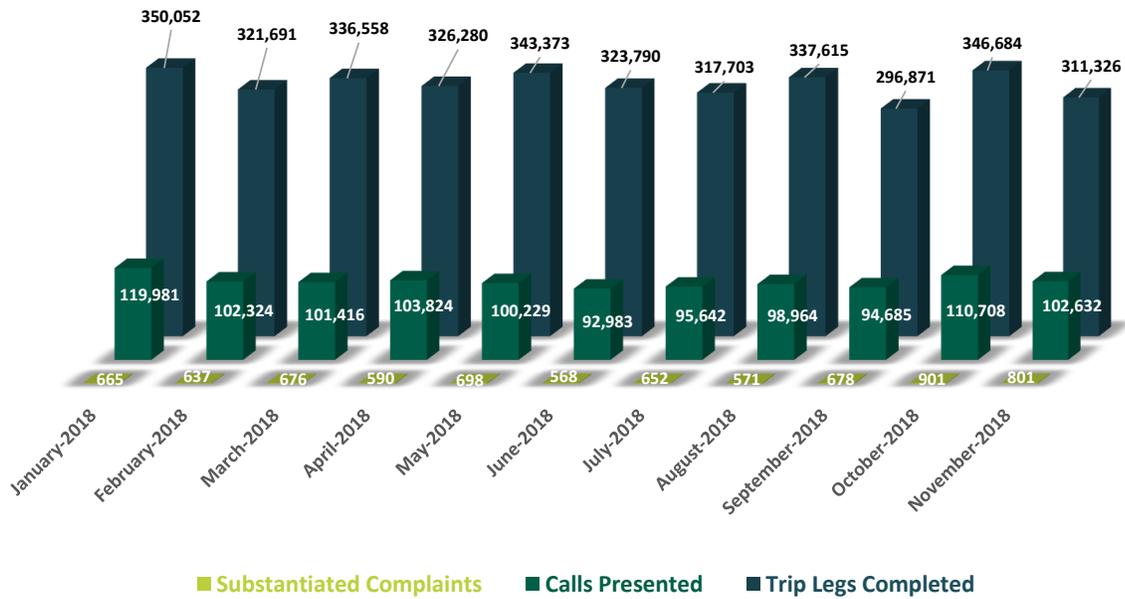|		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Calls Presented	Number of Calls Presented	119,981	102,324	101,416	103,824	100,229	92,983	95,642	98,964	94,685	110,708	102,632
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	0:02:18	0:02:13	0:01:59	0:02:15	0:01:56	0:01:59	0:01:55	0:01:22	0:02:12	0:02:06	0:01:25
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End	0:06:43	0:06:39	0:06:37	0:06:43	0:06:40	0:06:41	0:06:44	0:06:39	0:07:01	0:07:11	0:07:26
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	9.5%	8.8%	7.0%	8.5%	7.0%	7.1%	6.7%	4.9%	7.7%	7.8%	5.3%

QUALITY MANAGEMENT

		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.7%	99.7%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	69	67	68	57	87	63	93	75	114	116	100
Driver	Member Issue with Driver	152	149	130	144	165	112	127	120	126	192	135
Vehicle	Member Issue with Vehicle	20	15	15	17	19	15	20	12	6	9	13
Provider	Member Issue with Transportation Provider: Dispatch/Office Staff	85	93	102	75	95	97	85	86	86	108	95
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	180	192	210	162	193	133	122	130	163	214	176
Unsuccessful Trips	MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	159	121	151	135	139	148	205	148	183	262	282
Substantiated Complaints	Total Number of Valid Complaints Reported	665	637	676	590	698	568	652	571	678	901	801

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

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Completed Trip Legs	350,052	321,691	336,558	326,280	343,373	323,790	317,703	337,615	296,871	346,684	311,326
Total Number of Completed Trip Legs by County of Trip Origination											
Adams County	2,494	2,453	2,602	2,457	2,621	2,525	2,322	2,465	2,217	2,736	2,574
Ashland County	987	984	940	881	994	917	909	1,075	792	1,022	1,013
Barron County	2,651	2,534	2,625	2,414	2,391	2,259	2,534	2,829	2,496	2,672	2,470
Bayfield County	808	763	779	657	743	589	666	730	608	777	779
Brown County	9,906	9,462	9,231	9,158	10,009	8,984	8,811	9,532	8,392	9,721	8,600
Buffalo County	485	409	468	532	478	428	403	445	323	377	355
Burnett County	828	803	959	793	800	756	616	630	519	573	553
Calumet County	949	886	770	700	734	732	845	911	905	935	720
Chippewa County	3,059	2,899	3,280	3,107	3,203	3,176	3,182	3,564	3,006	3,620	3,407
Clark County	1,435	1,390	1,696	1,613	1,654	1,576	1,628	1,684	1,471	1,670	1,678
Columbia County	4,545	4,223	4,447	4,493	4,385	4,363	4,569	4,828	4,455	4,835	4,154
Crawford County	679	600	650	613	647	646	683	744	725	887	785
Dane County	28,576	25,667	24,266	24,692	26,296	25,317	23,043	24,092	21,196	25,444	22,737
Dodge County	7,352	6,669	6,685	6,244	6,924	6,825	6,592	6,783	5,926	6,449	5,940
Door County	717	617	577	557	607	597	599	650	598	719	673
Douglas County	1,509	1,474	1,554	1,342	1,431	1,472	1,446	1,500	1,106	1,224	1,142
Dunn County	1,945	1,956	2,025	2,111	2,205	1,886	1,795	1,699	1,548	2,162	1,948
Eau Claire County	3,696	3,625	4,057	3,664	3,838	3,623	3,754	4,066	3,526	4,171	3,982
Florence County	107	123	125	133	133	97	105	86	90	110	124
Fond du Lac County	4,066	3,575	3,440	3,263	3,540	3,957	4,236	4,579	4,059	4,782	4,041
Forest County	735	675	811	695	714	732	701	728	588	802	776
Grant County	1,593	1,531	1,750	1,605	1,549	1,424	1,489	1,742	1,425	1,829	1,487
Green County	1,357	1,212	1,337	1,269	1,435	1,224	1,273	1,356	1,003	1,236	1,160
Green Lake County	1,260	1,334	1,340	1,423	1,503	1,331	1,353	1,481	1,250	1,526	1,376
Iowa County	958	900	1,059	1,087	1,112	1,029	1,008	1,065	822	994	865
Iron County	288	238	261	244	224	189	251	185	162	189	194
Jackson County	1,172	1,294	1,300	1,296	1,346	1,134	1,130	1,354	1,268	1,553	1,365
Jefferson County	3,231	3,109	3,412	3,135	3,350	2,980	3,022	3,362	2,955	3,103	2,843
Juneau County	2,294	2,138	2,321	2,337	2,501	2,388	2,490	2,468	2,309	2,767	2,379
Kenosha County	9,902	9,264	10,145	9,842	10,556	9,741	9,099	9,878	8,641	9,525	8,487
Kewaunee County	764	690	582	535	565	578	711	886	725	862	723
La Crosse County	5,848	5,083	4,862	4,691	5,112	5,094	5,478	5,817	4,812	5,315	4,596
Lafayette County	631	533	485	507	634	635	589	569	527	669	577
Langlade County	1,814	1,594	1,730	1,772	1,803	1,678	1,547	1,824	1,690	1,774	1,337
Lincoln County	1,294	1,274	1,431	1,357	1,420	1,268	1,363	1,351	1,192	1,405	1,295
Manitowoc County	6,884	6,651	6,824	5,668	6,206	6,304	6,107	6,189	5,179	5,736	5,489
Marathon County	5,434	4,901	5,330	5,082	5,423	5,067	4,727	4,979	4,409	5,359	4,821
Marinette County	3,749	3,438	3,845	3,514	3,645	3,504	3,276	3,624	3,259	3,878	3,472
Marquette County	2,349	2,198	2,408	2,280	2,330	2,249	2,132	2,366	2,326	2,605	2,304
Menominee County	1,762	1,511	1,581	1,424	1,785	1,852	1,799	1,859	1,559	1,789	1,612
Milwaukee County	119,850	109,743	118,994	115,337	118,612	109,445	106,844	112,463	100,162	116,658	104,250
Monroe County	2,760	2,623	2,907	3,033	3,377	3,177	3,202	3,379	2,877	3,445	3,179
Oconto County	1,973	1,759	1,951	1,792	1,811	1,716	1,695	1,663	1,493	1,591	1,563
Oneida County	1,840	1,631	1,920	1,933	1,999	1,884	1,818	2,044	1,846	2,098	1,979
Outagamie County	4,449	3,949	4,025	4,058	4,265	4,583	4,930	5,265	4,485	5,364	5,059
Ozaukee County	943	864	1,325	1,358	1,575	1,400	1,356	1,416	1,214	1,481	1,392
Pepin County	374	363	435	347	392	402	364	313	312	376	358
Pierce County	844	700	779	805	819	790	1,008	1,084	842	1,001	916
Polk County	1,340	1,157	1,279	1,231	1,374	1,258	1,235	1,260	1,292	1,661	1,571
Portage County	2,870	2,569	2,680	2,699	2,992	2,871	2,756	2,785	2,328	2,953	2,709
Price County	622	594	571	681	833	698	758	795	699	926	839
Racine County	12,498	11,418	12,124	11,998	12,433	11,541	10,940	12,246	10,626	12,595	11,036
Richland County	548	519	542	552	626	659	613	531	460	572	489
Rock County	13,097	12,111	11,727	11,583	12,512	12,257	12,228	12,869	10,861	12,379	11,557
Rusk County	871	867	926	803	813	783	855	880	877	1,103	1,066
Saint Croix County	1,171	1,221	1,329	1,375	1,543	1,276	1,273	1,292	1,198	1,565	1,321
Sauk County	3,919	3,476	3,802	3,675	4,083	3,892	3,611	3,967	3,683	4,160	4,128
Sawyer County	1,193	1,042	1,152	1,235	1,515	1,199	992	1,263	1,143	1,540	1,326
Shawano County	3,973	3,528	3,537	3,417	3,608	3,462	3,414	3,842	3,292	3,910	3,205
Sheboygan County	4,966	4,377	3,983	3,497	3,738	3,703	3,724	4,156	3,835	4,208	3,721
Taylor County	837	749	824	762	735	781	759	928	922	1,082	1,010
Trempealeau County	918	934	896	805	864	1,050	1,056	1,160	1,018	1,118	1,037
Vernon County	926	929	916	789	883	825	928	921	778	996	1,032
Vilas County	1,130	1,006	1,027	1,159	1,293	1,113	998	1,100	963	1,166	1,051
Walworth County	3,886	3,580	3,716	3,991	4,174	3,720	3,600	3,554	3,112	3,788	3,528
Washburn County	705	647	912	863	858	919	842	925	764	904	864
Washington County	3,643	3,370	3,611	3,330	3,819	3,367	3,183	3,458	3,029	3,579	3,369
Waukesha County	8,649	8,311	8,284	7,891	8,066	7,975	8,062	8,997	7,849	9,511	8,325
Waupaca County	4,915	4,141	3,958	4,036	4,215	4,059	3,951	3,959	3,433	3,852	3,240
Waushara County	1,401	1,311	1,393	1,404	1,397	1,392	1,457	1,554	1,360	1,743	1,382
Winnebago County	7,230	6,376	5,677	5,352	5,611	5,405	5,698	6,011	5,168	5,939	5,319
Wood County	5,485	5,045	5,241	5,188	5,506	4,885	5,101	5,387	4,711	5,405	4,504
Completed Trip Legs Outside Wisconsin											
Illinois	21	14	23	13	30	48	37	50	56	78	73
Iowa	3	2	2	4	3	1	0	0	4	3	6
Michigan	11	8	4	10	14	4	15	15	8	19	13
Minnesota	77	77	95	87	139	120	115	106	112	111	73
Other	1	0	1	0	0	4	2	2	0	2	3

COUNTY STATISTICS

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018
Substantiated Complaints	**665**	**637**	**676**	**590**	**698**	**568**	**652**	**571**	**678**	**901**	**801**
Total Number of Substantiated Complaints Reported by County of Trip											
Adams County	4	5	8	0	4	1	2	6	1	2	0
Ashland County	0	0	3	2	3	2	1	1	3	3	5
Barron County	4	1	7	0	3	1	1	2	6	3	4
Bayfield County	3	1	0	2	0	0	0	0	1	1	1
Brown County	14	8	5	11	11	12	6	1	8	6	6
Buffalo County	1	2	0	2	4	0	1	1	4	1	3
Burnett County	0	3	5	2	0	2	2	0	2	0	0
Calumet County	2	0	1	1	2	2	7	2	4	3	0
Chippewa County	5	5	3	2	1	6	2	2	0	8	7
Clark County	2	4	1	1	0	2	3	2	4	1	5
Columbia County	1	5	2	9	10	3	5	2	14	2	5
Crawford County	0	8	1	1	1	1	3	2	0	1	0
Dane County	43	56	48	41	59	47	62	50	59	64	51
Dodge County	15	5	6	12	7	6	8	8	7	7	17
Door County	3	3	0	2	0	0	1	0	1	1	2
Douglas County	1	1	2	2	0	0	1	0	4	0	1
Dunn County	0	1	2	0	1	7	11	4	3	4	9
Eau Claire County	3	7	4	6	5	0	4	1	6	2	9
Florence County	0	0	0	0	0	0	2	0	0	0	0
Fond du Lac County	1	3	9	0	5	3	2	3	9	1	3
Forest County	2	0	1	1	0	1	0	1	5	4	2
Grant County	0	4	2	5	5	3	1	2	3	6	5
Green County	1	3	1	10	5	14	2	3	10	1	6
Green Lake County	1	2	2	2	0	1	2	0	1	0	0
Iowa County	1	2	1	0	11	1	1	0	4	0	1
Iron County	0	0	0	3	0	0	0	0	0	0	1
Jackson County	1	0	1	1	1	1	1	0	1	0	1
Jefferson County	6	8	3	2	9	4	10	4	9	21	18
Juneau County	2	5	2	1	5	3	1	0	1	9	2
Kenosha County	17	20	16	27	22	20	18	19	27	66	28
Kewaunee County	0	0	0	0	0	3	1	3	0	1	0
La Crosse County	3	2	9	9	9	9	12	10	6	7	8
Lafayette County	0	0	0	0	0	3	0	0	0	4	0
Langlade County	5	1	1	3	1	2	0	0	2	3	2
Lincoln County	0	1	0	1	3	7	1	0	3	0	1
Manitowoc County	1	1	5	3	21	2	3	0	2	1	2
Marathon County	2	4	5	4	9	2	1	1	7	7	5
Marinette County	9	4	8	8	5	6	5	5	6	9	4
Marquette County	1	1	2	2	1	2	1	2	1	3	1
Menominee County	1	0	2	4	1	0	0	0	0	2	0
Milwaukee County	355	321	341	271	310	227	287	268	282	378	366
Monroe County	4	3	10	2	1	4	1	6	2	4	5
Oconto County	4	1	7	4	4	3	3	1	2	1	2
Oneida County	1	2	1	3	2	0	1	1	4	6	9
Outagamie County	12	11	10	9	4	10	2	4	2	2	11
Ozaukee County	1	3	8	3	4	0	2	4	0	1	4
Pepin County	0	0	0	2	2	0	0	0	2	2	0
Pierce County	5	1	2	0	1	2	3	6	3	5	8
Polk County	2	2	2	0	0	3	2	2	0	4	0
Portage County	5	3	1	2	5	0	3	0	2	1	3
Price County	0	2	0	0	2	3	2	0	0	0	0
Racine County	29	20	24	15	25	10	27	17	32	73	39
Richland County	0	2	0	0	0	3	0	0	2	0	0
Rock County	11	16	13	10	8	12	9	18	6	32	29
Rusk County	0	0	1	0	1	0	1	0	0	1	2
Saint Croix County	0	4	3	3	7	1	1	4	0	10	6
Sauk County	6	6	2	6	15	5	13	1	10	3	3
Sawyer County	3	0	2	0	1	2	1	3	2	2	4
Shawano County	2	5	4	1	3	4	4	0	7	2	2
Sheboygan County	11	6	3	10	8	10	17	14	14	19	7
Taylor County	0	0	3	6	3	3	1	1	1	0	4
Trempealeau County	0	0	0	0	0	0	1	0	1	5	4
Vernon County	3	5	4	1	5	6	13	1	3	5	2
Vilas County	1	6	4	3	0	1	1	1	1	0	1
Walworth County	7	4	11	7	8	15	27	8	25	22	14
Washburn County	0	1	0	5	2	0	0	6	1	2	3
Washington County	11	3	8	10	11	8	5	4	4	6	8
Waukesha County	20	21	36	14	25	34	21	30	32	42	27
Waupaca County	3	2	1	4	5	1	12	2	1	3	2
Waushara County	3	0	0	2	0	2	0	1	0	1	2
Winnebago County	10	6	5	6	3	6	3	11	6	5	11
Wood County	1	4	2	9	9	13	5	20	7	9	8
Substantiated Complaints Outside Wisconsin											
Illinois	0	0	0	0	0	0	0	0	0	0	0
Iowa	0	0	0	0	0	0	0	0	0	0	0
Michigan	0	0	0	0	0	0	0	0	0	0	0
Minnesota	0	1	0	0	0	1	0	0	0	1	0
Other	0	0	0	0	0	0	0	0	0	0	0

Information updated December 30, 2018

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2018	665	119,981	350,052
February-2018	637	102,324	321,691
March-2018	676	101,416	336,558
April-2018	590	103,824	326,280
May-2018	698	100,229	343,373
June-2018	568	92,983	323,790
July-2018	652	95,642	317,703
August-2018	571	98,964	337,615
September-2018	678	94,685	296,871
October-2018	901	110,708	346,684
November-2018	801	102,632	311,326