



Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response
Agent Issue	Issue with Veyo Agent
Ambulance - ALS	Vehicle Equipped with Advanced Life Support
Ambulance - BLS	Vehicle Equipped with Basic Life Support
Ambulatory	Sedan, Van, Taxi
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements
Calls Presented	Total Number of Calls Presented
Cancelled	Cancelled Trip Legs
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips
Completed by Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)
Denials	Number of Denied Trip Attempts
Driver Issue	Issue with Driver
Early Arrival	Provider Arrived Early
Enrollment	Eligible Members Enrolled
Hold Time	Issue with Speed of Answer
Late Pickup	Provider Arrived Late
Lodging (Cost)	Cost of Lodging Reimbursed
Lodging (Nights)	Number of Lodging Nights Reimbursed
Meals (Cost)	Cost of Meals Reimbursed
Meals (Reimbursed)	Number of Meals Reimbursed
Member No Show	Trips Where Member Does Not Use Scheduled Service
Members Served	Unique Members Utilizing Transport
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Other Complaints	All Complaints not Accurately Captured in the Other Listed Categories
Provider No Show	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)
Public Transit	Issue Related to Public Transit
Reservation Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs
Safety Concern	Issue Resulting from Safety Concern
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice
Scheduling Error	Issue Resulting from Scheduling Issue
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment
Stretcher	Vehicle Equipped to Transport Stretcher
Technical Issue	Issue Resulting from Technical Issue
Total Substantiated Complaints	Total Number of Substantiated Complaints
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
Vehicle Issue	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



MEMBERS		January	February	March	April	May	June	July	August	September	October	November	December
Enrollment	Eligible Members Enrolled	1,428,529	1,437,460	1,430,078	1,447,440	1,458,028	1,399,000	1,330,123	1,327,152	1,299,139	1,280,654	1,286,589	1,245,908
Members Served	Unique Members Utilizing Transport	24,429	23,469	25,081	24,161	25,069	24,471	23,596	25,119	24,083	25,041	24,353	22,886
Utilization Rate	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	19.8%	18.0%	21.0%	19.5%	21.0%	21.1%	21.5%	23.2%	21.6%	23.3%	22.2%	21.5%

RESERVATION		January	February	March	April	May	June	July	August	September	October	November	December
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	336,908	312,505	356,445	327,861	357,356	343,850	327,398	352,147	324,921	344,695	329,136	316,113
Cancelled	Cancelled Trip Legs	45,374	45,731	45,957	37,759	39,774	35,626	30,374	32,135	32,137	34,957	36,955	36,583
Member No Show	Trips Where Member Does Not Use Scheduled Service	9,206	8,528	9,762	8,544	11,318	13,023	11,085	12,409	11,718	11,936	11,485	11,216
Denials	Number of Denied Trip Attempts	2,508	2,588	2,982	2,774	3,626	2,544	2,093	2,643	2,405	3,070	2,836	2,412
Same Day Trip Legs	Completed Trip Legs with less than 24 hour Notice	11,476	10,017	11,754	10,919	12,567	11,892	11,221	11,613	10,863	11,856	11,364	10,135
Standing Order Trip Legs	Completed Trip Legs Associated with a Recurring Appointment	193,813	177,304	205,548	197,125	213,203	207,169	204,587	212,598	196,890	205,762	193,779	191,955
Completed Legs	Completed Trip Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268,314
Lodging (Cost)	Cost of Lodging Reimbursed	\$11,103.93	\$9,892.49	\$13,943.70	\$13,091.38	\$14,740.73	\$28,097.31	\$22,324.24	\$23,108.06	\$10,732.51	\$10,595.91	\$10,525.59	\$8,547.81
Lodging (Nights)	Number of Lodging Nights Reimbursed	241	206	261	228	386	518	487	524	238	185	236	225
Meals (Cost)	Cost of Meals Reimbursed	\$2,659.73	\$3,153.53	\$3,290.39	\$4,003.70	\$6,413.00	\$6,934.69	\$6,415.96	\$5,371.05	\$3,576.44	\$5,386.59	\$5,857.29	\$4,455.98
Meals (Reimbursed)	Number of Meals Reimbursed	165	194	197	220	361	369	353	288	183	290	299	238

TRANSPORT MODE		January	February	March	April	May	June	July	August	September	October	November	December
Ambulance - ALS	Vehicle Equipped with Advanced Life Support	253	265	276	237	276	275	235	217	220	209	202	193
Ambulance - BLS	Vehicle Equipped with Basic Life Support	828	764	845	763	877	832	774	801	756	803	759	840
Ambulatory	Stair, Van, Taxi	181,047	165,760	182,345	178,005	183,676	185,454	177,481	189,720	175,554	185,684	180,213	176,140
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	14,765	13,757	15,658	15,384	16,094	17,649	18,510	21,411	19,301	21,770	21,856	20,951
Mileage Reimbursement	Member Self-Loaded Suitable Transportation and Received Mileage Reimbursement	72,704	65,650	76,357	71,077	75,342	72,884	70,443	73,532	65,816	67,189	62,390	56,108
Public Transit	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	5,285	5,279	7,510	9,073	10,071	10,356	11,471	14,290	12,390	14,756	7,756	7,253
Stretcher	Vehicle Equipped to Transport Stretcher	533	491	602	532	695	667	529	520	487	522	518	463
Bariatric Stretcher	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements	73	80	76	104	128	127	167	166	167	188	166	209
Wheelchair	Vehicle Equipped to Transport Wheelchair	5,916	5,360	6,173	5,782	6,272	6,139	5,554	6,100	5,570	5,924	5,897	5,490
Bariatric Wheelchair	Vehicle Equipped to Transport Wheelchair for Individuals with Higher Weight Requirements	922	840	882	721	833	818	775	846	805	833	900	897
Completed Legs	Completed Trip Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268,314

CALL STATISTICS		January	February	March	April	May	June	July	August	September	October	November	December
Calls Presented	Total Number of Calls Presented	106,481	94,910	104,297	89,305	96,874	90,410	86,658	98,414	91,760	96,735	92,282	83,514
Average Handle Time (seconds)	Average Time to Handle Complete Call from Live Response to Call End	278	297	290	291	296	302	313	306	310	311	304	302
Average Speed of Answer (seconds)	Difference in Time from Caller Entering Queue and Receiving Live Response	22	13	19	20	33	31	21	23	85	46	35	13
Abandonment Rate (%)	Percentage of Calls Abandoned Prior to Live Response	1.41%	0.48%	0.95%	0.91%	1.41%	1.51%	1.07%	1.24%	3.73%	1.86%	1.46%	0.42%

QUALITY MANAGEMENT		January	February	March	April	May	June	July	August	September	October	November	December
Complaint Free Percentage	Substantiated Complaints Compared to Completed Trips	99.77%	99.77%	99.77%	99.78%	99.77%	99.79%	99.80%	99.81%	99.84%	99.82%	99.81%	99.81%
Agent Issue	Issue with Veyo Agent	23	10	30	17	27	17	21	19	21	21	12	16
Driver Issue	Issue with Driver	42	49	51	42	75	106	102	87	65	96	91	98
Early Arrival	Provider Arrived Early	11	4	11	14	18	10	14	20	5	5	16	8
Hold Time	Issue with Speed of Answer	1	0	0	2	1	0	0	0	5	0	3	0
Late Pickup	Provider Arrived Late	148	144	169	160	190	118	143	128	107	105	97	82
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process	14	23	16	10	15	14	21	12	9	6	6	1
Provider No Show	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	298	260	319	275	287	288	209	229	185	236	213	232
Moving Violation	Issue Related to Moving Violation	2	0	0	0	0	2	1	0	1	1	0	0
No vehicle available or unsuccessful trip	Veyo Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	30	35	25	25	9	10	12	17	14	13	23	20
Safety Concern	Issue Resulting from Safety Concern	9	16	14	12	12	10	12	12	8	14	13	7
Scheduling Error	Issue Resulting from Scheduling Issue	52	53	54	40	57	61	34	36	31	37	44	41
Technical Issue	Issue Resulting from Technical Issue	6	4	2	10	6	6	5	6	1	1	1	2
Vehicle Issue	Issue with Vehicle	4	0	8	0	5	5	5	7	6	6	4	6
Public Transit	Issue Related to Public Transit	0	4	0	1	0	4	3	0	1	2	0	1
Long Distance Trips	Issue with Distance of Trip	0	0	0	0	0	0	0	0	1	0	0	0
Other	All Complaints not Accurately Captured in the Other Listed Categories	0	0	0	0	0	0	0	2	2	2	3	4
Total Substantiated Complaints	Total Number of Substantiated Complaints	638	602	699	608	702	621	582	573	462	545	526	518

Last Updated 2/22/2024



Wisconsin Completed Trip Legs

	January	February	March	April	May	June	July	August	September	October	November	December
Completed Legs	282,328	258,246	300,726	281,678	306,264	295,201	285,939	307,603	281,066	297,802	280,696	268,314

County Statistics

Total Number of Completed Trip Legs by County of Trip Origination

Adams	1,469	1,331	1,487	1,433	1,615	1,465	1,524	1,567	1,442	1,574	1,505	1,537
Ashland	867	875	1,022	834	955	933	900	895	838	793	803	617
Barron	2,102	1,840	2,311	1,989	2,337	2,092	2,002	2,262	2,090	2,392	2,061	1,938
Bayfield	485	416	626	470	546	499	420	454	427	497	455	332
Brown	14,329	13,065	14,826	14,182	15,453	15,081	14,862	15,631	14,281	15,367	14,719	14,374
Buffalo	219	204	270	290	334	410	388	370	371	380	342	288
Burnett	596	511	694	630	813	689	625	708	696	821	687	627
Calumet	649	601	762	763	743	870	753	727	707	756	695	576
Chippewa	2,146	1,903	2,251	1,942	2,054	2,068	1,912	2,012	1,765	1,777	1,611	1,457
Clark	706	664	752	745	785	736	730	785	726	803	733	628
Columbia	1,735	1,551	1,857	1,794	2,149	1,802	1,705	1,758	1,592	1,665	1,719	1,648
Crawford	443	364	475	448	455	463	460	480	381	405	428	381
Dane	32,885	29,184	33,132	31,853	33,949	32,596	32,270	34,715	31,667	33,466	31,505	30,659
Dodge	3,439	3,204	3,640	3,352	3,566	3,373	3,454	3,758	3,408	3,418	3,035	2,807
Door	406	358	523	496	599	524	419	460	446	519	513	396
Douglas	1,049	942	1,204	1,220	1,230	1,105	1,096	1,206	1,049	1,029	1,014	947
Dunn	1,383	1,181	1,394	1,209	1,384	1,218	1,220	1,337	1,417	1,580	1,467	1,309
Eau Claire	6,734	6,077	7,208	6,508	7,203	6,803	6,685	6,705	6,510	6,884	6,353	5,616
Florence	141	122	158	149	139	135	122	120	164	157	150	149
Fond Du Lac	5,789	5,474	6,304	5,662	5,844	5,372	5,316	5,526	5,266	5,319	5,244	5,131
Forest	323	326	336	314	405	316	264	328	265	282	303	292
Grant	1,178	1,004	1,194	1,049	1,097	1,144	983	1,064	972	1,065	1,024	989
Green	662	604	587	560	588	558	593	585	517	594	593	614
Green Lake	964	860	1,073	991	999	922	915	914	865	909	829	805
Iowa	579	550	590	560	599	569	556	523	555	568	548	556
Iron	159	159	120	120	81	125	104	114	129	104	98	59
Jackson	1,131	1,034	1,279	1,078	1,154	1,160	1,113	1,121	967	1,162	1,157	1,040
Jefferson	2,011	1,819	2,223	2,115	2,273	2,253	2,140	2,227	1,998	1,973	1,895	1,889
Juneau	1,671	1,451	1,689	1,416	1,532	1,517	1,492	1,573	1,508	1,547	1,477	1,515
Kenosha	5,948	5,537	6,604	6,182	6,914	6,871	6,698	7,107	6,571	7,178	6,499	6,327
Kewaunee	313	264	339	279	360	396	336	384	316	361	328	324
La Crosse	7,234	6,869	7,695	6,818	7,260	7,369	7,319	7,668	6,933	6,927	6,722	6,866
Lafayette	252	221	304	258	304	302	231	256	271	297	270	261
Langlade	625	488	603	599	757	733	634	713	660	707	705	617
Lincoln	617	528	697	657	726	701	587	687	613	663	576	562
Manitowoc	4,079	3,784	4,240	4,023	4,264	4,339	4,124	4,252	3,737	3,833	3,629	3,782
Marathon	7,204	6,539	8,007	7,593	7,872	7,953	7,550	7,911	7,553	7,899	7,593	6,996
Marquette	1,172	1,560	1,838	1,769	1,774	1,752	1,667	1,832	1,705	1,516	1,580	1,562
Marquette	1,111	976	1,016	945	1,032	1,102	1,098	1,217	999	1,073	1,057	916
Menominee	632	568	727	821	909	900	923	768	715	761	691	621
Milwaukee	86,570	80,286	92,618	88,249	96,437	93,905	91,280	99,611	90,154	96,520	90,631	86,928
Monroe	1,853	1,699	1,885	1,643	1,829	1,732	1,878	1,974	1,750	1,733	1,790	1,771
Oconto	1,172	996	1,194	1,150	1,279	1,219	1,161	1,186	1,092	1,171	1,018	1,011
Oneida	1,887	1,785	2,182	2,024	1,971	1,743	1,416	1,507	1,367	1,336	1,495	1,516
Outagamie	6,379	5,778	7,060	6,634	7,522	6,913	6,751	7,296	6,694	7,375	7,455	6,993
Ozaukee	1,668	1,534	1,799	1,541	1,845	1,742	1,677	1,832	1,627	1,781	1,630	1,455
Pepin	178	174	237	211	243	231	228	228	219	187	191	210
Pierce	416	386	473	412	413	374	368	418	325	423	378	301
Polk	1,219	1,125	1,365	1,289	1,529	1,279	1,168	1,418	1,367	1,503	1,406	1,199
Portage	1,888	1,720	2,040	1,861	1,992	1,978	1,978	2,203	1,972	1,882	1,809	1,716
Price	456	420	459	350	433	416	415	478	409	448	388	306
Racine	8,406	7,425	8,605	7,990	8,656	8,497	8,194	9,380	8,634	9,111	8,322	8,326
Richland	286	225	300	286	320	281	278	325	281	301	255	249
Rock	9,164	8,516	9,836	9,370	9,895	9,307	9,346	9,594	9,055	9,699	8,957	8,691
Rusk	623	633	646	605	648	681	569	605	553	582	606	523
Sauk	2,898	2,572	2,856	2,733	3,029	2,757	2,475	2,626	2,446	2,483	2,476	2,194
Sawyer	969	850	1,168	1,146	1,187	1,045	956	1,050	984	1,052	948	919
Shawano	1,898	1,743	2,063	1,849	2,002	1,786	1,732	1,922	1,789	1,853	1,640	1,768
Sheboygan	5,831	5,187	5,881	5,500	6,279	6,265	5,877	6,272	5,995	5,866	5,403	5,223
St Croix	1,075	1,017	1,318	1,157	1,230	1,106	1,009	1,128	1,124	1,226	1,015	926
Taylor	662	675	746	557	596	668	578	680	662	668	590	558
Trempealeau	501	437	508	570	674	555	524	560	584	575	565	485
Vernon	660	552	670	596	713	797	707	908	828	856	733	716
Vilas	584	523	591	600	617	555	527	520	455	499	465	415
Walworth	2,367	2,266	2,600	2,369	2,712	2,712	2,551	2,684	2,328	2,547	2,263	2,111
Washburn	646	542	692	589	692	619	605	686	652	617	603	570
Washington	3,330	3,069	3,800	3,404	3,557	3,365	3,237	3,470	3,166	3,395	3,270	3,016
Waukesha	9,084	8,482	9,979	9,531	10,328	9,924	9,216	10,112	8,775	8,998	8,718	7,976
Waupaca	1,829	1,668	2,115	1,711	1,825	1,803	1,815	2,135	1,934	1,969	1,880	1,762
Waushara	966	807	1,010	903	901	881	891	944	849	875	725	685
Winnebago	6,368	6,073	7,063	6,371	6,903	6,356	6,336	6,861	6,556	7,019	6,562	6,567
Wood	3,425	3,266	3,781	3,412	3,797	3,439	3,145	3,240	2,771	2,987	2,907	2,823

Outside of Wisconsin Completed Trip Legs

Illinois	199	177	186	145	161	179	131	128	88	106	111	107
Iowa	18	17	65	46	47	46	41	46	53	54	41	44
Michigan	96	74	68	80	74	86	52	70	63	74	47	51
Minnesota	755	683	798	744	825	733	652	830	838	900	855	731
Other	24	35	42	20	21	19	19	24	12	16	15	12

Wisconsin Substantiated Complaints	January	February	March	April	May	June	July	August	September	October	November	December
Substantiated Complaints	638	602	699	608	702	621	582	573	462	545	526	518

County Statistics
Total Number of Substantiated Complaints Reported by County of Trip Origination

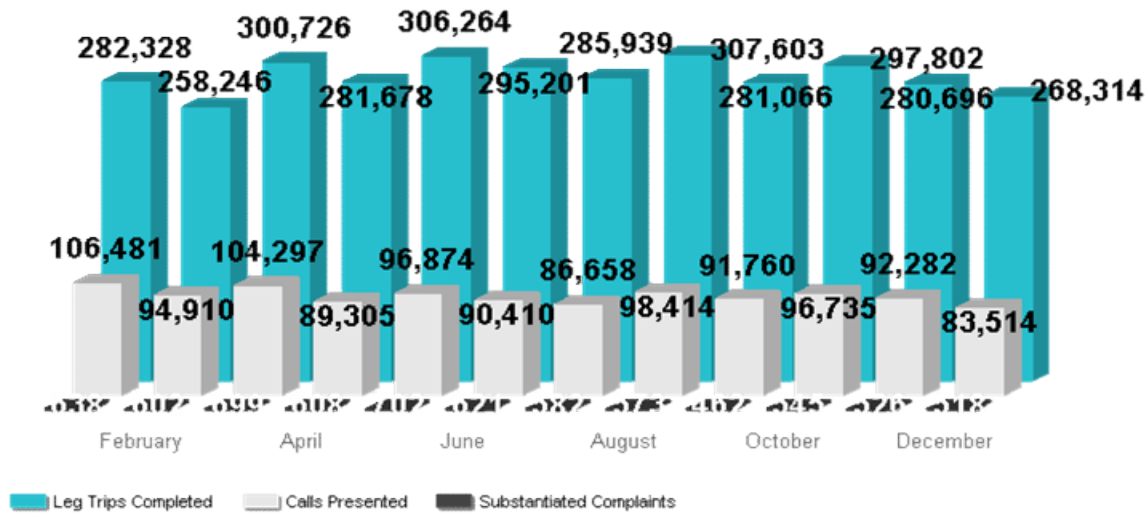
Adams	1	2	2	2	5	3	5	0	1	4	1	1
Ashland	0	0	2	2	2	1	5	1	1	0	0	1
Barren	4	4	3	2	2	4	5	2	2	1	2	4
Bayfield	2	3	2	1	3	1	3	1	5	0	4	2
Brown	22	18	24	29	32	18	19	16	6	17	20	18
Buffalo	1	0	1	0	0	0	0	0	0	0	0	0
Burnett	0	0	0	1	0	1	1	3	0	0	2	1
Calumet	3	4	3	3	2	1	1	2	0	1	3	2
Chippewa	1	2	4	2	5	3	8	1	8	6	2	0
Clark	3	2	3	0	2	2	1	3	0	2	1	5
Columbia	3	1	2	5	4	4	2	3	8	10	3	9
Crawford	0	2	0	0	0	0	1	1	1	1	1	0
Dane	73	58	50	57	74	70	55	49	47	68	42	54
Dodge	4	4	4	4	7	5	5	6	6	6	2	4
Door	1	0	1	0	1	2	3	1	1	2	0	1
Douglas	4	1	0	1	2	4	2	1	2	0	1	6
Dunn	1	3	4	7	7	2	1	0	2	2	2	5
Eau Claire	8	8	8	12	11	11	9	4	4	3	6	3
Florence	1	0	3	1	2	0	0	0	1	0	0	4
Fond Du Lac	9	12	10	6	10	2	3	4	3	6	7	9
Forest	0	0	0	1	0	2	0	0	1	1	2	0
Grant	1	2	2	1	1	0	2	1	2	1	2	2
Green	6	0	4	1	0	0	1	2	0	0	2	0
Green Lake	2	4	2	0	2	1	0	0	0	0	0	2
Iowa	2	1	1	2	0	1	0	1	2	1	0	1
Iron	0	0	0	1	0	0	0	0	1	0	1	0
Jackson	2	3	8	5	2	4	2	1	2	2	1	0
Jefferson	6	7	6	6	6	7	1	6	4	4	6	7
Juneau	0	2	4	2	2	3	2	4	0	2	1	7
Kenosha	14	12	16	14	19	10	26	15	9	15	18	9
Kewaunee	0	0	0	0	1	1	0	0	0	1	0	0
La Crosse	3	5	1	3	14	8	2	4	5	2	8	3
Lafayette	1	1	2	1	0	2	1	0	0	0	0	0
Langlade	3	1	1	0	2	1	5	1	2	3	0	3
Lincoln	0	0	0	1	1	2	1	1	1	3	1	1
Manitowac	4	10	4	4	4	1	3	2	2	6	7	7
Marathon	8	5	10	9	8	2	15	12	5	5	7	7
Marquette	2	3	3	2	2	2	3	2	4	3	0	2
Marquette	0	0	0	3	1	1	1	4	0	1	5	1
Menominee	1	0	0	0	0	0	1	0	0	0	0	0
Milwaukee	246	229	305	252	263	249	222	223	177	202	198	168
Monroe	2	1	1	0	7	3	7	3	7	1	2	2
Oconto	1	2	2	1	3	1	0	5	3	0	1	4
Oneida	3	2	2	3	3	2	2	3	4	5	1	5
Outagamie	12	14	22	16	9	11	12	6	5	13	12	8
Ozaukee	5	0	5	6	5	2	5	6	5	3	2	4
Pepin	0	1	1	2	0	0	0	0	2	1	0	0
Pierce	0	2	4	1	1	3	1	1	1	3	0	0
Polk	1	3	3	0	1	2	5	1	3	0	1	4
Portage	2	3	2	1	3	3	2	1	3	7	4	1
Price	1	2	3	1	0	1	1	1	1	0	1	0
Racine	27	18	34	14	27	25	12	24	18	21	24	15
Richland	2	0	0	2	0	2	0	2	1	1	0	0
Rock	24	22	16	19	30	20	21	23	17	15	11	14
Rusk	0	0	0	0	2	2	0	1	0	1	0	0
Sauk	7	15	4	5	5	7	0	5	4	6	4	16
Sawyer	3	0	0	2	1	2	1	0	0	0	0	2
Shawano	10	2	0	2	6	3	5	2	1	3	1	2
Sheboygan	8	8	2	1	6	6	6	4	5	6	6	2
St Croix	1	3	2	2	3	3	0	6	5	4	0	1
Taylor	0	2	3	4	1	1	1	1	0	0	1	0
Trempealeau	1	1	3	5	2	1	0	0	1	0	0	0
Vernon	0	2	0	0	1	1	0	1	0	0	1	2
Vilas	3	0	0	0	0	4	1	1	0	0	1	4
Walworth	4	5	2	7	2	11	15	9	6	7	13	5
Washburn	0	2	2	1	1	0	0	2	0	0	0	0
Washington	5	4	6	3	5	7	8	5	8	10	9	8
Waukesha	28	24	35	29	22	21	30	28	24	24	29	27
Waupaca	1	3	1	1	1	1	0	4	1	2	6	4
Waushara	4	4	3	1	3	3	2	2	1	2	1	0
Winnebago	18	16	17	22	21	6	4	14	5	16	18	14
Wood	3	4	7	5	4	7	9	10	3	2	2	13

Outside of Wisconsin Substantiated Complaints

Illinois	2	0	0	0	0	1	0	2	0	0	0	1
Iowa	0	0	0	0	0	1	0	0	0	0	0	0
Michigan	0	0	0	1	0	1	1	0	0	0	0	0
Minnesota	3	4	0	1	2	3	0	3	2	0	0	1
Other	19	20	20	11	26	13	13	15	13	11	17	11



2023



Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	638	106,481	282,328
February	602	94,910	258,246
March	699	104,297	300,726
April	608	89,305	281,678
May	702	96,874	306,264
June	621	90,410	295,201
July	582	86,658	285,939
August	573	98,414	307,603
September	462	91,760	281,066
October	545	96,735	297,802
November	526	92,282	280,696
December	518	83,514	268,314

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