

Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
Agent Issue	Issue with MTM 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
	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 Transporation and Received Mileage Reimbursement
Mileage Reimbursement	Issue Related to Mileage Reimbursement Claim / Process
No Vehicle Available or Unsuccessful Trip	MTM Unable to Locate a Vehicle or Transporation Provider Did Not Arrive
Other Complaints	All Complaints not Accurately Captured in the Other Listed Categories
Provider No Show	MTM 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)
	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 Dav Trip Legs	Completed Trip Legs with less than 24 hour Notice
	Issue Resulting from Scheduling Issue
_	Completed Trip Legs Associated with a Recurring Appointment
	Vehicle Equipped to Transport Stretcher
	Issue Resulting from Technical Issue
	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
	Vehicle Equipped to Transport Wheelchair
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	January	February	March	April
Enrollment Eligible Members Enrolled	1,147,913	1,144,495	1,143,112	1,129,663
Distinct Member Count Unique Members Utilizing Transport	26,018			26,020
Utilization Rate Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	27.5%			28.4%
RESERVATION	January	February	March	April
Reservations Scheduled All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	414,688	381,422	405,085	413.761
Reservations consulted an Completed in places including Cancelled in places and weither No Show Trip Legs Cancelled Cancelled Trip Legs	98.787			92.178
Member No Show Trips Where Member Does Not Use Scheduled Service	8,900			8,261
Denials Number of Denial of Trip Attempts	5,161			5,494
Detinal vulnier or beine Trip Auerinpis Same Day Trip Legs Completed Trip Legs with less than 24 hour Notice	36.050			33.629
Standing Order Trip Legs Completed Trip Legs Associated with a Recurring Appointment	214.300	. , ,		220.951
Completed Legs Completed Trip Legs Associated with a Recurring Appointment	315,660	,	-,	321,359
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Lodging (Cost) Cost of Lodging Reimbursed	\$26,779.68			\$20,568.72
Lodging (Nights) Number of Lodging Nights Reimbursed	53			43
Meals (Cost) Cost of Meals Reimbursed Meals (Reimbursed) Number of Meals Reimbursed	\$23,464.44 2,383			
TRANSPORT MODE	January	February	March	April
TRANSFORT MODE	January	rebruary	March	Aprii
Ambulance Vehicle Equipped with Ambulance Support	971			
Bus System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	7,032			8,300
Cab Sedan, Van, Taxi	208,670			211,287
Completed By Owner Operator Completed Trips by Owner Operator (Including Volunteer Driver Trips)	7,915		7,201	6,792
Gas Reimbursement Member Self-Located Suitable Transportation and Received Mileage Reimbursement	83,201			85,615
Stretcher Vehicle Equipped to Transport Stretcher	785			752
Wheelchair Vehicle Equipped to Transport Wheelchair Completed Legs Completed Trip Legs	315,660			7,577 321,359
CALL STATISTICS	January	February	March	April
Calls Presented Total Number of Calls Presented	87,979			81,249
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End	413	414	403	381
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response	413	414	403 13	381 13
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response	413 18 1.00%	414 12 0.67%	403 13 0.80%	381 13 0.70%
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT	413 18 1.00% January	414 12 0.67% February	403 13 0.80% March	381 13 0.70% April
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Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent	413 18 1.00% January 99.82%	414 12 0.67% February 99.81% 21	403 13 0.80% March 99.86%	381 13 0.70% April 99.84%
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement	413 18 1.00% January	414 12 0.67% February 99.81% 21	403 13 0.80% March 99.86% 16	381 13 0.70% April 99.84% 18
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Customer Service (issues with MTM Agent Disagree with processes/protocols issue Resulting from Process Disagreement Discharge Issues issue Resulting from Discharge Trip	413 18 1.00% January 99.82% 23	414 12 0.67% February 99.81% 21 3	403 13 0.80% March 99.86% 16 0	381 13 0.70% April 99.84% 18 5
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Discharge Trip Direct Issue Sissue Resulting from Discharge Trip Driver Issue with Driver	413 1 18 1.00% January 99.82% 23 1 1 1 1	414 12 0.67% February 99.81% 21 3 1	403 13 0.80% March 99.86% 16 0 0 39	381 13 0.70% April 99.84% 18 5 1
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Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues with Driver Internal MTM Technology Issues Issue Resulting from Service or Delivery Internal MTM Technology Issues Issue Resulting from Service or Delivery Internal MTM Technology Issues Issue Resulting from Service or Delivery Internal MTM Technology Issues Issue Related to Internal Application Issue	413 1 18 1.00% January 99.82% 23 1 1 44 4 4 1 1 1	414 12 0.67% February 99.81% 21 3 1 52 40 15	403 13 0.80% March 99.86% 166 0 0 39 288 18	381 12 0.70% April 99.84% 18 5 1 1 54 227
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to External Application Issue	413 16 1.00% January 99.82% 23 1 1 4 4 3 3 3 1 1 8	414 12 0.67% February 99.81% 21 3 1 1 52 40 155	403 13 0.80% March 99.86% 16 0 0 0 339 28 188	381 12 0.70% April 99.84% 18 5 1 1 1 5 27 117
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Customer Service Substantiated Complaints Compared to Completed Trips Customer Service Issues with NTTM Agent Disagree with processes/protocols. Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues, Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Mileage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process	413 11 1.00% January 99.82% 23 24 47 47 48 49 11 11 15	414 12 0.67% February 99.81% 21 3 1 5 5 40 15	403 13 0.80% March 99.86% 16 0 0 39 28 18 8 6	381 12 0.70% April 99.84% 18 5 1 1 5 5 27 17
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Ssues with MTM Agent Disagree with processes/protocols ssue Resulting from Process Disagreement Discharge Issues ssue Resulting from Discharge Trip Driver Ssue with Driver Disver Service/Delivery Issues ssue Resulting from Service or Delivery Internal MTM Technology Issue ssue Related to Internal Application Issue Member Facing Technology Issue ssue Related to External Application Issue Mileage Reimbursement Issues ssue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive	413 1 18 1.00% January 99.82% 22 1 1 1 4 4 4 4 1 18 5 9 9.82% 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	414 12 0.67% February 99.81% 21 3 3 1 5 5 40 0 15 5 7 7	403 13 0.80% March 99.86% 16 0 0 3.9 2.8 8 8 6 6	381 13 0.70% April 99.84% 18 5 1 1 5 5 4 27 17 3 3
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Issue with Driver Driver Service/Delivery Issues Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to Internal Application Issue Mileage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Issue Not Related to Main Complaint Categories	413 1 1.00% January 99.82% 233 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	414 12 0.67% February 99.81% 21 3 1 5 5 2 4 40 15 5 7 7	403 13 0.80% March 99.86% 16 0 0 39 28 18 8 6 6	381 12 0.70% April 99.84% 18 5 5 1 4 5 5 27 17 3 3
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Customer Service Substantiated Complaints Compared to Completed Trips Customer Service Issues with NTTM Agent Disagree with processes/protocols. Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues, Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Mileage Reimbursement Issues Issue Related to Malend Application Issue Mileage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Issue Not Related to Service Provider Behavior	413 11 11 11 100% January 99.82% 23 21 11 47 43 43 43 116 5 11 12 200 115 22 22	414 12 0.67% February 99.81% 21 3 3 1 1 522 40 15 5 7 7 153	403 13 0.80% March 99.86% 16 0 0 2.8 18 8 6 6 155 111	381 12 0.70% April 99.84% 18 5 5 1 4 5 5 27 17 3 3
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Customer Service Substantiated Complaints Compared to Completed Trips Customer Service Susue with MTM Agent Disagree with processes/protocols Issue with MTM Agent Discharge Issues Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Susue with Driver Disver Service/Delivery Issues Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to External Application Issue Mileage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Issue Not Related to Main Complaint Categories Provider Service Behavior Issue Related to Member Safety Issue Related to Member Safety	413 1100% January 99.82% 23 11 44 33 115 5 11 220	414 12 0.67% February 99.81% 21 3 1 5 5 2 440 15 5 7 7 1533 17 3 3 3 2 2	403 13 0.80% March 99.86% 166 0 0 39 28 18 8 6 6 1655 111 16	381 13 0.70% April 99.84% 116 54 227 117 3 3 164 7 7
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to External Application Issue Mieage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Issue Not Related to Member Safety Timeliness Issue Related to Service Provider Behavior Safety Issue Related to Service Provider Behavior Timeliness Issue Related to Service Provider Behavior	413 1100% January 99.82% 223 41 41 43 44 51 18 200 118 223	414 12 0.67% February 99.81% 21 3 1 52 40 15 5 7 7 153 171 33 2	403 13 0.80% March 99.86% 16 0 0 39 28 18 8 6 6 155 111	381 12 0.70% April 99.84% 18 54 27 11 3 3 3 164 7 7
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response Customer Service Customer Service (Issues with MTM Agent Disagree with processes/protocols). Size Resulting from Process Disagreement Discharge Issues Discharge Issues Diver (Issue with Driver Driver Service/Delivery Issues, Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to External Application Issue Mileage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show, MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Provider Service Behavior (Issue Related to Service Provider Behavior Safety) Issue Related to Member Safety Timeliness Issue Related to Tryn Scheduling Trip Accuracy/Disagreement Issues Related to Tryn Scheduling	413 11 11 11 100% January 99.82% 23 21 11 47 47 47 47 47 47 47 47 47 47 47 47 47	414 12 0.67% February 99.81% 21 3 3 1 1 52 40 40 15 5 7 7 153 173 3 2 2 9.81% 2 9.81% 2 1 9.81% 2 1 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	403 13 0.80% March 99.86% 16 0 0 0 39 28 18 8 6 6 115 116 165 117 116 116 117 117 117 117 117 117 117	381 13 0.70% April 99.84% 16 54 227 17 3 3 164 7 7 222 7
Average Handle Time (seconds) Average Time to Handle Complete Call from Live Response to Call End Average Speed of Answer (seconds) Difference in Time from Caller Entering Queue and Receiving Live Response Abandonment Rate (%) Percentage of Calls Abandonded Prior to Live Response QUALITY MANAGEMENT Complaint Free Percentage Substantiated Complaints Compared to Completed Trips Customer Service Issues with MTM Agent Disagree with processes/protocols Issue Resulting from Process Disagreement Discharge Issues Issue Resulting from Discharge Trip Driver Service/Delivery Issues Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Resulting from Service or Delivery Internal MTM Technology Issue Issue Related to Internal Application Issue Member Facing Technology Issue Issue Related to External Application Issue Mieage Reimbursement Issues Issue Related to Mileage Reimbursement Claim / Process No Show MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Other Issue Not Related to Member Safety Timeliness Issue Related to Service Provider Behavior Safety Issue Related to Service Provider Behavior Timeliness Issue Related to Service Provider Behavior	413 1100% January 99.82% 223 41 41 43 44 51 18 200 118 223	414 12 0.67% February 99.81% 21 3 1 5 5 2 40 15 5 7 7 153 3 3 2 99.99	403 13 0.80% March 99.86% 166 0 0 39 28 18 8 6 65 111 16 3 74 13 28	381 13 0.70% April 99.84% 16 54 227 17 3 3 164 7 7 222 7

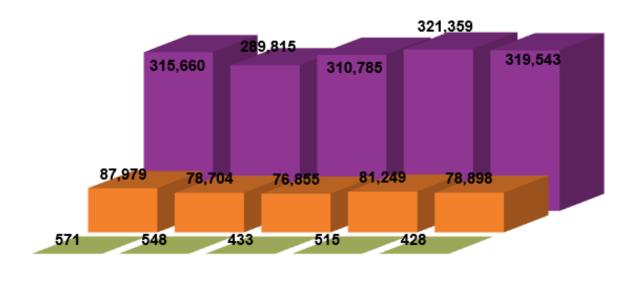


Wisconsin Completed Trip Legs	January	February		April May	
Completed Legs County Statistics	315,660	289,815	310,785	321,359	319,54
Total Number of Completed Trip Legs by County of Trip Origination					
Adams	1,460	1,311	1,523	1,490	1,70
Ashland	741	631	707	827	79
Barron	2,587	2,301	2,307	2,617	2,44
Bayfield	358	310	324	354	32
Brown Buffalo	16,511 250	15,236 248	16,254 236	16,801 302	16,96
Burnett	647	602	579	669	6
Calumet	476		537	617	56
Chippewa	1,951	2,005	1,939	2,148	2,2
Clark	888	778	777	887	8
Columbia	2,851	2,573	2,710	2,780	2,8
Crawford	470		491	507	5:
Dane Danie	35,048		35,772	36,261	35,6
Dodge	3,253	2,947	3,403	3,570	3,6
Door	471 942	419 1,021	437 1,027	411 1,021	1,0
Douglas Dunn	1,540		1,538	1,670	1,7
Eau Claire	6,626		6,688	7,116	7,0
Florence	89		77	77	7,0
Fond Du Lac	5,419		5,333	5,620	5,52
Forest	279		347	339	3
Grant	1,523	1,356	1,448	1,551	1,6
Green	957	727	872	857	8
Green Lake	916		813	889	9
Iowa	998		884	852	8
Iron	121	115	123	156	1
Jackson Jefferson	1,041 2,146	1,001 1,892	1,097 1,939	1,133 2,163	1,1 2,2
	1,595	1,351	1,485	1,673	1,7
Juneau Kenosha	7,818		7,251	7,843	8,0:
Kewaunee	429		452	429	5
La Crosse	7,847	7,085	7,643	7,443	7,5
Lafayette	400	335	366	374	3
Langlade	941	805	789	854	7
Lincoln	650	561	571	597	6
Manitowoc	4,065		3,692	4,050	3,9
Marathon	7,439		7,342	7,639	7,3
Marinette	1,915		1,839	1,953	1,7
Marquette	1,150	970 609	1,049	1,209 584	1,2°
Menominee Milwaukee	662 101,849	92,831	628 100,666	103,550	102,2
Monroe	2,166		2,161	2,063	2,2
Oconto	1,379		1,438	1,567	1,5
Oneida	1,428		1,366	1,405	1,34
Outagamie	8,446	8,003	8,281	8,472	8,38
Ozaukee	1,665		1,694	1,747	1,6
Pepin	241	224	230	234	2
Pierce	575		558	735	6
Polk	1,124		1,115	1,304	1,08
Portage	1,749		1,521	1,676	
Price Racine	9,346		562 9,262	593 9,326	9,2
Richland	555	458	531	561	5
Rock	9,659		9,837	10,068	9,9
Rusk	598		729	778	8
Saint Croix	1,050		1,065	1,100	1,0
Sauk	2,626		2,874	2,920	3,0
Sawyer	1,181	1,074	1,144	1,193	1,1
Shawano	2,125		1,870	2,099	2,1
Sheboygan	5,742		5,639	5,917	6,3
Taylor	767	366	698	795	7
	947 972	755 911	843 862	840 803	7
Trempealeau Verron			788	857	8
Vernon	756		2,232	2,318	2,2
Vernon Vilas	756 2.450				
Vernon Vilas Walworth	2,450	2,346		693	6
Vernon Vilas		2,346 511	658 3,146	693 3,164	
Vernon Vilas Walworth Washburn	2,450 643	2,346 511 3,057	658		3,0
Vernon Vilas Wahworth Washburn Washington Waukesha Waupaca	2,450 643 3,355 11,087 2,076	2,346 511 3,057 10,171 1,955	658 3,146 10,608 2,140	3,164 10,533 2,190	3,0° 10,69 2,19
Vernon Vilas Walworth Washburn Washington Waukesha Waupaca Wauphaca	2,450 643 3,355 11,087 2,076 860	2,346 511 3,057 10,171 1,955 765	658 3,146 10,608 2,140 644	3,164 10,533 2,190 801	3,0 10,6 2,1 9
Vernon Vilas Wahworth Washburn Washington Waukesha Waupaca Waupaca Waupana Winnebago	2,450 643 3,355 11,087 2,076 860 7,288	2,346 511 3,057 10,171 1,955 765 6,772	658 3,146 10,608 2,140 644 7,358	3,164 10,533 2,190 801 7,626	3,0 10,6 2,1 9 7,8
Vernon Vilas Wahworth Washburn Washington Waukesha Waupaca Waushara Winnebago Wood	2,450 643 3,355 11,087 2,076 860	2,346 511 3,057 10,171 1,955 765 6,772	658 3,146 10,608 2,140 644	3,164 10,533 2,190 801	3,0 10,6 2,1 9 7,8
Vernon Vilas Wahouth Washburn Washington Waukesha Waupaca Waushara Winnebago Wood Outside of Wisconsin Completed Trip Legs	2,450 643 3,355 11,087 2,076 860 7,288 3,930	2,346 511 3,057 10,171 1,955 765 6,772 3,945	658 3,146 10,608 2,140 644 7,358 3,991	3,164 10,533 2,190 801 7,626 4,053	3,0 10,6 2,1 9 7,8 3,9
Vernon Vilas Walworth Washburn Washington Waukesha Waupaca Waupaca Waushara Winnebago Wood Outside of Wisconsin Completed Trip Legs	2,450 643 3,355 11,087 2,076 860 7,288 3,930	2,346 511 3,057 10,171 1,955 765 6,772 3,945	658 3,146 10,608 2,140 644 7,358 3,991	3,164 10,533 2,190 801 7,626 4,053	3,0 10,6 2,1 9 7,8 3,9
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Vernon Vilas Wahorth Washburn Washington Waukesha Waupaca Waupaca Winnebago Wood Outside of Wisconsin Completed Trip Legs	2,450 643 3,355 11,087 2,076 860 7,288 3,930	2,346 511 3,057 10,171 1,955 765 6,772 3,945	658 3,146 10,608 2,140 644 7,358 3,991	3,164 10,533 2,190 801 7,626 4,053	62 3,07 10,68 2,18 97 7,87 3,94



Wisconsin Substantiated Complaints	January	February	March	April	Мау
Substantiated Complaints	571	548	433	515	428
County Statistics					
Total Number of Substantiated Complaints Reported by County of Trip Origination					
Adams	3			0	2
Ashland Barron	0 2			0	0
Bayfield	5		1	2	0
Brown	11		10	13	10
Buffalo Burnett	1 0			0	2
Calumet	0			2	1
Chippewa	0	0	0	4	4
Clark	1			5	3
Columbia Crawford	9		3	1	7
Dane	41		25	30	39
Dodge	2			2	1
Door Douglas	2			3	1
Dunn	2			3	2
Eau Claire	1	2	2	4	0
Florence	0			0	1
Forest	8			1 2	6 1
Forest Grant	6			1	(
Green	3	0	0	1	(
Green Lake	0	0	2	0	(
lowa	4			2	2
Iron Jackson	0			0	(
Jefferson	0			6	1
Juneau	2	9	1	1	(
Kenosha	18		10	3	8
Kewaunee La Crosse	1 2		0	0	1
Lafayette	1			0	2
Langlade	0			1	C
Lincoln	1			1	2
Manitowoc Marathon	5			7	3
Marinette	3			3	5
Marquette	1	0	0	2	1
Menominee	0			0	(
Milwaukee Monroe	241	237	200	239 6	212
Oconto	5			0	1
Oneida	3	3	2	2	1
Dutagamie	15			10	4
Ozaukee Pepin	3			2 0	1
Pierce	0			1	1
Polk	0	0	1	0	(
Portage	O			1	1
Price Pagina	1		7	1 14	0
Racine Richland	14		7	14	0
Rock	10		9	18	22
Rusk	2	2	2	2	C
Saint Croix	1			3	0
			3	3	3
	3				
Sawyer	1 2	2			
Sawyer Shawano Sheboygan	1 2 8	2 1 8	2 1 7	0 6	6
Sawyer Shawano Sheboygan Taylor	1 2 8 2	2 1 8 0	2 1 7 2	0 6 0	(
Sawyer Shawano Sheboygan Taylor Trempealeau	1 2 8 2 2 2	2 1 8 0	2 1 7 2	0 6 0	(
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon	1 2 8 2	2 1 8 0 2 4	2 1 7 2	0 6 0	(
Sawyer Shawano Sheboygan Taylor Trempealeau Vilas	1 2 8 2 2 2 4 0 3	2 1 8 0 2 4 1 7	2 1 7 2 1 0 0 4	0 6 0 1 1 1 1	(
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Villas Walworth Washburn	1 2 8 2 2 2 4 4 0 3 3	2 1 8 0 2 4 1 7 0	2 1 7 2 1 0 0 4	0 6 0 1 1 1 6	(
Shawano Sheboygan Taylor Trempealeau Vernon Vilas Walworth Washburn Washington	1 2 8 8 2 2 2 4 4 0 0 3 3 7 7	2 1 8 0 0 2 4 4 1 1 7 0 0 6	2 1 7 2 1 0 0 4 0 0	0 6 0 1 1 1 1 6 1 4	(
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Vilias Walworth Washburn Washington Waukesha	1 1 2 8 8 2 2 2 4 4 0 0 3 3 2 2 7 111	2 1 8 0 2 4 1 1 7 0 6 6	2 1 7 2 1 0 0 0 4 0 0 0	0 6 0 1 1 1 1 6 1 4	(((((((((((((((((((
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Vilas Walworth Washburn Washington Waukesha Waupaca Waupaca	1 2 8 8 2 2 4 4 0 0 3 2 7 7 11 1	2 1 8 0 2 4 4 1 7 0 6 6 17 2 1	2 1 7 2 2 1 1 0 0 4 4 0 0 0 0 1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	0 6 0 1 1 1 1 6 6 1 4 4 10 7	()
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Vilas Wahworth Washburn Washington Waukesha Waupaca Waushara Winnebago	1 1 2 8 8 9 2 2 4 4 0 0 3 3 2 2 7 7 11 1 4 4 1 12	2 1 8 0 0 2 2 4 1 1 7 7 0 6 6 6 17 2 2	2 1 7 2 2 1 1 0 0 4 4 0 0 17 3 3 0 0 4 4 4 0 4 4 4 4 4 6 1 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8	0 6 0 1 1 1 1 6 1 4 10 7	1
Sawyer Shawano Shawano Taylor Trempealeau Vernon Vilas Walworth Washburn Washburn Washington Waukesha Waupaca Wauphara Winnebago	1 1 2 8 8 8 9 2 2 2 4 4 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2 1 8 8 0 0 2 4 4 1 1 7 7 0 6 6 177 2 2 1 1 1 9	2 1 7 2 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 6 0 0 1 1 1 1 1 1 1 6 1 1 1 1 4 4 1 1 0 0 7 0 1 1 6 4 4	6 C C C C C C C C C C C C C C C C C C C
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Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Vilas Walworth Washburn Washburn Washington Waukesha Waupaca Waushara Wuinnebago Wood	1 1 2 8 8 8 8 2 2 2 2 4 4 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2 1 8 8 0 0 2 4 4 1 1 7 7 0 6 6 177 2 2 1 1 1 9	2 1 7 2 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 6 0 0 1 1 1 1 1 1 1 6 1 1 1 1 4 4 1 1 0 0 7 0 1 1 6 4 4	11 2 2 ()
Sawyer Shawano Sheboygan Taylor Trempealeau Vernon Vilas Washourn Washourn Washburn Washburn Washbarn Waukesha Waupaca Waupaca Winnebago Wood No County or State Information Outside of Wisconsin Substantiated Complaints	1 1 2 8 8 9 2 2 4 4 0 0 0 3 3 2 2 7 7 111 4 122 1 1 6 6 3	2 1 8 0 0 2 2 4 1 1 7 7 0 0 6 6 177 2 2 1 1 9 1 5 5 2	2 1 1 7 7 2 2 1 1 0 0 0 0 0 0 0 0 0 0 1 7 7 3 3 0 0 0 4 4 3 3 5 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 6 0 0 1 1 1 1 1 1 1 6 6 1 1 1 4 4 1 1 1 1 1 6 6 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 6 0 0 0 1 1 2 1 1 1 1 1 2 0 7 7 3 3
Sawyer Shawano Sheboygan Taylor Taylor Trempealeau Vernon Vilas Walworth Washburn Washburn Washington Waukesha Waupaca Wauphara Winnebago Wood No County or State Information Outside of Wisconsin Substantiated Complaints	1 1 2 8 8 8 9 2 2 2 2 4 4 9 9 9 9 9 9 9 9 9 9 9 9 9	2 1 1 8 0 0 0 2 2 4 4 1 1 7 7 0 0 6 6 177 2 1 1 5 2 2 2 0 0	2 1 1 7 2 2 1 1 1 0 0 0 0 0 1 7 7 3 3 0 0 4 4 3 3 3 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 6 0 1 1 1 1 6 1 4 10 7 7 0 0 16 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	6 C C C 1 1 2 1 1 1 1 1 1 2 0 0 7 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9





Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
January	571	87,979	315,660
February	548	78,704	289,815
March	433	76,855	310,785
April	515	81,249	321,359
May	428	78,898	319,543

■ Calls Presented

■ Leg Trips Completed

Substantiated Complaints