



| Reported Metric                           | Definition   |
|---|--|
| Abandonment Rate (%)                      | Percentage of Calls Abandoned 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   |
| 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 | MTM 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                          | 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) |
| 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    |
|-----------------------------------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Enrollment                        | Eligible Members Enrolled   | 1,147,913   | 1,144,495   | 1,143,112   | 1,129,663   | 1,112,511   | 1,060,314   | 1,053,842   | 1,056,614   | 1,057,052   | 1,056,269   | 1,056,473   |
| Distinct Member Count             | Unique Members Utilizing Transport  | 26,018      | 25,015      | 24,977      | 26,020      | 25,287      | 24,736      | 25,382      | 25,111      | 25,762      | 26,518      | 24,694      |
| Utilization Rate                  | Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)                          | 27.5%       | 25.3%       | 27.2%       | 28.4%       | 28.7%       | 28.6%       | 30.3%       | 29.1%       | 28.8%       | 30.7%       | 27.3%       |
| RESERVATION                       |   | January     | February    | March       | April       | May         | June        | July        | August      | September   | October     | November    |
| Reservations Scheduled            | All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs                    | 414,688     | 381,422     | 405,085     | 413,761     | 411,704     | 392,316     | 410,119     | 395,607     | 397,390     | 423,566     | 379,235     |
| Cancelled                         | Cancelled Trip Legs   | 98,787      | 91,418      | 94,105      | 92,178      | 91,938      | 88,963      | 90,518      | 87,767      | 92,869      | 99,031      | 91,123      |
| Member No Show                    | Trips Where Member Does Not Use Scheduled Service   | 8,900       | 8,292       | 8,462       | 8,261       | 8,304       | 8,654       | 9,420       | 8,483       | 9,304       | 8,662       | 7,289       |
| Denials                           | Number of Denied Trip Attempts  | 5,161       | 5,474       | 4,687       | 5,494       | 5,440       | 9,977       | 9,950       | 8,904       | 9,174       | 9,780       | 8,185       |
| Same Day Trip Legs                | Completed Trip Legs with less than 24 hour Notice   | 36,050      | 31,993      | 30,843      | 33,629      | 31,581      | 30,715      | 32,342      | 30,876      | 33,332      | 36,181      | 30,821      |
| Standing Order Trip Legs          | Completed Trip Legs Associated with a Recurring Appointment   | 214,300     | 199,504     | 218,669     | 220,951     | 225,760     | 212,468     | 222,814     | 215,520     | 206,628     | 219,529     | 200,123     |
| Completed Legs                    | Completed Trip Legs   | 315,660     | 289,815     | 310,785     | 321,359     | 319,543     | 303,215     | 319,394     | 307,685     | 304,318     | 324,371     | 287,943     |
| Lodging (Cost)                    | Cost of Lodging Reimbursed  | \$26,779.68 | \$24,438.23 | \$35,935.32 | \$20,568.72 | \$22,993.96 | \$40,356.60 | \$34,689.45 | \$30,604.98 | \$28,556.86 | \$41,468.84 | \$40,191.24 |
| Lodging (Nights)                  | Number of Lodging Nights Reimbursed   | 53          | 40          | 53          | 43          | 44          | 88          | 73          | 52          | 59          | 76          | 77          |
| Meals (Cost)                      | Cost of Meals Reimbursed  | \$23,464.44 | \$20,641.49 | \$31,870.70 | \$13,180.34 | \$12,981.10 | \$19,965.82 | \$24,758.58 | \$12,125.74 | \$18,379.85 | \$26,678.79 | \$21,341.68 |
| Meals (Reimbursed)                | Number of Meals Reimbursed  | 2,383       | 2,085       | 3,209       | 1,335       | 1,310       | 2,041       | 2,500       | 1,232       | 1,849       | 2,675       | 2,138       |
| TRANSPORT MODE                    |   | January     | February    | March       | April       | May         | June        | July        | August      | September   | October     | November    |
| Ambulance                         | Vehicle Equipped with Ambulance Support   | 971         | 833         | 960         | 1,036       | 1,065       | 1,183       | 1,235       | 1,355       | 1,324       | 1,398       | 1,325       |
| Bus                               | System of Public Transportation including Inter-City Bus (including Para Transi/Deviated Fixed-Route) | 7,032       | 6,164       | 7,837       | 8,300       | 8,405       | 7,740       | 8,890       | 7,903       | 8,090       | 8,772       | 7,671       |
| Cab                               | Sedan, Van, Taxi  | 208,670     | 192,309     | 205,149     | 211,287     | 208,182     | 179,001     | 188,656     | 180,688     | 175,865     | 187,553     | 167,899     |
| Completed By Owner Operator       | Completed Trips by Owner Operator (Including Volunteer Driver Trips)                                  | 7,915       | 6,949       | 7,201       | 6,792       | 7,308       | 25,189      | 26,655      | 26,450      | 28,587      | 29,948      | 25,937      |
| Gas Reimbursement                 | Member Self Located Suitable Transportation and Received Mileage Reimbursement                        | 83,201      | 76,314      | 81,863      | 85,615      | 86,449      | 82,431      | 85,661      | 83,369      | 82,721      | 88,149      | 78,049      |
| Stretcher                         | Vehicle Equipped to Transport Stretcher   | 785         | 729         | 752         | 752         | 805         | 750         | 913         | 760         | 500         | 558         | 425         |
| Wheelchair                        | Vehicle Equipped to Transport Wheelchair  | 7,086       | 6,517       | 7,023       | 7,577       | 7,329       | 6,921       | 7,384       | 7,160       | 7,231       | 7,993       | 6,637       |
| Completed Legs                    | Completed Trip Legs   | 315,660     | 289,815     | 310,785     | 321,359     | 319,543     | 303,215     | 319,394     | 307,685     | 304,318     | 324,371     | 287,943     |
| CALL STATISTICS                   |   | January     | February    | March       | April       | May         | June        | July        | August      | September   | October     | November    |
| Calls Presented                   | Total Number of Calls Presented   | 87,979      | 78,704      | 76,855      | 81,249      | 78,898      | 79,522      | 79,221      | 75,739      | 84,643      | 86,461      | 72,816      |
| Average Handle Time (seconds)     | Average Time to Handle Complete Call from Live Response to Call End                                   | 413         | 414         | 403         | 381         | 393         | 394         | 398         | 396         | 385         | 384         | 392         |
| Average Speed of Answer (seconds) | Difference in Time from Caller Entering Queue and Receiving Live Response                             | 18          | 12          | 13          | 13          | 13          | 30          | 64          | 55          | 65          | 58          | 47          |
| Abandonment Rate (%)              | Percentage of Calls Abandoned Prior to Live Response  | 1.00%       | 0.67%       | 0.80%       | 0.70%       | 1.34%       | 3.52%       | 2.86%       | 2.94%       | 3.14%       | 2.46%       | 1.73%       |
| QUALITY MANAGEMENT                |   | January     | February    | March       | April       | May         | June        | July        | August      | September   | October     | November    |
| Complaint Free Percentage         | Substantiated Complaints Compared to Completed Trips  | 99.82%      | 99.81%      | 99.86%      | 99.84%      | 99.87%      | 99.86%      | 99.85%      | 99.86%      | 99.86%      | 99.89%      | 99.89%      |
| Customer Service                  | Issues with MTM Agent   | 23          | 21          | 16          | 18          | 16          | 21          | 29          | 20          | 23          | 18          | 13          |
| Disagree with processes/protocols | Issue Resulting from Process Disagreement   | 1           | 3           | 0           | 5           | 3           | 1           | 3           | 43          | 11          | 4           | 6           |
| Discharge Issues                  | Issue Resulting from Discharge Trip   | 1           | 1           | 0           | 1           | 0           | 1           | 0           | 2           | 2           | 0           | 0           |
| Driver                            | Issue with Driver   | 47          | 52          | 39          | 54          | 42          | 44          | 38          | 40          | 39          | 34          | 26          |
| Driver Service/Delivery Issues    | Issue Resulting from Service or Delivery  | 34          | 40          | 28          | 27          | 37          | 32          | 59          | 35          | 23          | 17          | 21          |
| Internal MTM Technology Issue     | Issue Related to Internal Application Issue   | 19          | 15          | 18          | 17          | 15          | 7           | 10          | 7           | 7           | 6           | 6           |
| Member Facing Technology Issue    | Issue Related to External Application Issue   | 9           | 5           | 8           | 3           | 3           | 4           | 5           | 2           | 5           | 1           | 1           |
| Mileage Reimbursement Issues      | Issue Related to Mileage Reimbursement Claim / Process  | 18          | 7           | 6           | 3           | 2           | 5           | 15          | 11          | 15          | 5           | 11          |
| No Show                           | MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive                              | 200         | 153         | 165         | 164         | 148         | 131         | 146         | 104         | 135         | 104         | 98          |
| Other                             | Issue Not Related to Main Complaint Categories  | 15          | 17          | 11          | 7           | 11          | 5           | 3           | 7           | 15          | 7           | 5           |
| Provider Service Behavior         | Issue Related to Service Provider Behavior  | 23          | 33          | 16          | 22          | 20          | 16          | 26          | 24          | 27          | 29          | 18          |
| Safety                            | Issue Related to Member Safety  | 5           | 2           | 3           | 7           | 2           | 4           | 0           | 4           | 3           | 1           | 1           |
| Timeliness                        | Issue Related to Service Timeliness   | 89          | 99          | 74          | 95          | 83          | 92          | 86          | 68          | 73          | 62          | 64          |
| Trip Accuracy/Disagreement        | Issue Related to Trip Scheduling  | 11          | 27          | 13          | 35          | 17          | 36          | 23          | 24          | 23          | 30          | 22          |
| Turn Back Issues                  | Issue related to Trip Turnback by Provider  | 67          | 68          | 28          | 43          | 19          | 13          | 10          | 19          | 27          | 29          | 12          |
| Vehicle                           | Issue with Vehicle  | 9           | 5           | 8           | 14          | 10          | 6           | 18          | 8           | 12          | 6           | 4           |
| Total Substantiated Complaints    | Total Number of Substantiated Complaints  | 571         | 548         | 433         | 515         | 428         | 418         | 471         | 418         | 440         | 353         | 308         |



| Wisconsin Completed Trip Legs | January        | February       | March          | April          | May            | June           | July           | August         | September      | October        | November       |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Completed Legs</b>         | <b>315,660</b> | <b>289,815</b> | <b>310,785</b> | <b>321,359</b> | <b>319,543</b> | <b>303,215</b> | <b>319,394</b> | <b>307,685</b> | <b>304,318</b> | <b>324,371</b> | <b>287,943</b> |

**County Statistics**  
Total Number of Completed Trip Legs by County of Trip Origination

|             |         |        |         |         |         |        |         |        |        |         |        |
|-------------|---------|--------|---------|---------|---------|--------|---------|--------|--------|---------|--------|
| Adams       | 1,460   | 1,311  | 1,523   | 1,490   | 1,701   | 1,689  | 1,566   | 1,380  | 1,344  | 1,337   | 1,194  |
| Ashland     | 741     | 631    | 707     | 827     | 797     | 739    | 871     | 826    | 841    | 989     | 807    |
| Barron      | 2,587   | 2,301  | 2,307   | 2,617   | 2,444   | 2,275  | 2,526   | 2,372  | 2,494  | 2,567   | 2,243  |
| Bayfield    | 358     | 310    | 324     | 354     | 322     | 265    | 327     | 298    | 362    | 442     | 354    |
| Brown       | 16,511  | 15,236 | 16,254  | 16,801  | 16,969  | 15,698 | 16,404  | 16,035 | 15,789 | 15,857  | 13,989 |
| Buffalo     | 250     | 248    | 236     | 302     | 304     | 270    | 293     | 297    | 300    | 317     | 271    |
| Burnett     | 647     | 602    | 579     | 669     | 650     | 653    | 678     | 729    | 748    | 798     | 579    |
| Calumet     | 476     | 412    | 537     | 617     | 564     | 503    | 601     | 588    | 529    | 565     | 546    |
| Chippewa    | 1,951   | 2,005  | 1,939   | 2,148   | 2,225   | 2,155  | 2,188   | 2,087  | 2,063  | 2,290   | 1,959  |
| Clark       | 888     | 778    | 777     | 887     | 833     | 831    | 810     | 810    | 845    | 880     | 834    |
| Columbia    | 2,851   | 2,573  | 2,710   | 2,780   | 2,816   | 2,738  | 2,842   | 2,958  | 2,960  | 2,886   | 2,465  |
| Crawford    | 470     | 411    | 491     | 507     | 523     | 583    | 600     | 580    | 482    | 562     | 497    |
| Dane        | 35,048  | 32,499 | 35,772  | 36,261  | 35,668  | 33,690 | 35,314  | 34,011 | 32,602 | 35,231  | 32,056 |
| Dodge       | 3,253   | 2,947  | 3,403   | 3,570   | 3,610   | 3,225  | 3,400   | 3,502  | 3,506  | 3,833   | 3,466  |
| Door        | 471     | 419    | 437     | 411     | 458     | 496    | 480     | 440    | 484    | 453     | 403    |
| Douglas     | 942     | 1,021  | 1,027   | 1,021   | 1,063   | 986    | 1,103   | 960    | 861    | 939     | 768    |
| Dunn        | 1,540   | 1,571  | 1,538   | 1,670   | 1,732   | 1,645  | 1,803   | 1,807  | 1,709  | 1,738   | 1,557  |
| Eau Claire  | 6,626   | 6,437  | 6,688   | 7,116   | 7,086   | 6,603  | 6,938   | 6,990  | 7,198  | 7,864   | 7,263  |
| Florence    | 89      | 75     | 77      | 77      | 68      | 66     | 65      | 59     | 76     | 77      | 56     |
| Fond Du Lac | 5,419   | 4,798  | 5,333   | 5,620   | 5,522   | 5,266  | 5,982   | 5,532  | 5,396  | 5,787   | 5,371  |
| Forest      | 279     | 308    | 347     | 339     | 368     | 401    | 447     | 421    | 367    | 382     | 328    |
| Grant       | 1,523   | 1,356  | 1,448   | 1,551   | 1,696   | 1,597  | 1,665   | 1,508  | 1,576  | 1,759   | 1,647  |
| Green       | 957     | 727    | 872     | 857     | 851     | 747    | 776     | 851    | 890    | 944     | 868    |
| Green Lake  | 916     | 796    | 813     | 889     | 946     | 998    | 1,004   | 946    | 806    | 837     | 668    |
| Iowa        | 998     | 860    | 884     | 852     | 873     | 887    | 782     | 718    | 716    | 795     | 621    |
| Iron        | 121     | 115    | 123     | 156     | 154     | 125    | 133     | 117    | 118    | 129     | 104    |
| Jackson     | 1,041   | 1,001  | 1,097   | 1,133   | 1,131   | 1,014  | 1,031   | 1,003  | 1,013  | 1,202   | 912    |
| Jefferson   | 2,146   | 1,892  | 1,939   | 2,163   | 2,294   | 2,371  | 2,528   | 2,122  | 1,934  | 2,159   | 2,086  |
| Juneau      | 1,595   | 1,351  | 1,485   | 1,673   | 1,776   | 1,781  | 1,931   | 1,900  | 1,801  | 1,872   | 1,790  |
| Kenosha     | 7,818   | 6,903  | 7,251   | 7,843   | 8,020   | 7,510  | 8,073   | 7,917  | 8,037  | 8,708   | 7,441  |
| Kewaunee    | 429     | 424    | 452     | 429     | 514     | 475    | 489     | 548    | 515    | 614     | 440    |
| La Crosse   | 7,847   | 7,085  | 7,643   | 7,443   | 7,521   | 7,034  | 7,456   | 7,254  | 7,308  | 7,906   | 7,021  |
| Lafayette   | 400     | 335    | 366     | 374     | 373     | 313    | 291     | 296    | 247    | 253     | 208    |
| Langlade    | 941     | 805    | 789     | 854     | 793     | 748    | 722     | 615    | 700    | 783     | 730    |
| Lincoln     | 650     | 561    | 571     | 597     | 617     | 677    | 743     | 720    | 741    | 880     | 708    |
| Manitowoc   | 4,065   | 3,529  | 3,692   | 4,050   | 3,919   | 3,881  | 4,027   | 3,920  | 3,595  | 3,826   | 3,365  |
| Marathon    | 7,439   | 7,020  | 7,342   | 7,639   | 7,360   | 6,672  | 7,065   | 7,144  | 7,129  | 7,293   | 6,688  |
| Marquette   | 1,915   | 1,670  | 1,839   | 1,953   | 1,785   | 1,685  | 1,736   | 1,648  | 1,614  | 1,829   | 1,493  |
| Marquette   | 1,150   | 970    | 1,049   | 1,209   | 1,213   | 1,171  | 1,176   | 1,167  | 1,207  | 1,241   | 1,067  |
| Menominee   | 662     | 609    | 628     | 584     | 718     | 757    | 772     | 721    | 696    | 724     | 631    |
| Milwaukee   | 101,849 | 92,831 | 100,666 | 103,550 | 102,274 | 98,361 | 103,812 | 98,696 | 97,916 | 103,250 | 90,455 |
| Monroe      | 2,166   | 2,062  | 2,161   | 2,063   | 2,226   | 2,122  | 2,261   | 2,352  | 2,265  | 2,471   | 2,205  |
| Oconto      | 1,379   | 1,260  | 1,438   | 1,567   | 1,500   | 1,413  | 1,528   | 1,430  | 1,382  | 1,531   | 1,366  |
| Oneida      | 1,428   | 1,267  | 1,366   | 1,405   | 1,348   | 1,263  | 1,289   | 1,267  | 1,235  | 1,299   | 1,116  |
| Outagamie   | 8,446   | 8,003  | 8,281   | 8,472   | 8,388   | 7,485  | 8,044   | 7,849  | 7,686  | 8,202   | 7,329  |
| Ozaukee     | 1,665   | 1,579  | 1,694   | 1,747   | 1,650   | 1,617  | 1,769   | 1,618  | 1,647  | 1,803   | 1,630  |
| Pepin       | 241     | 224    | 230     | 234     | 218     | 212    | 230     | 226    | 211    | 231     | 207    |
| Pierce      | 575     | 492    | 558     | 735     | 684     | 682    | 688     | 605    | 633    | 856     | 662    |
| Polk        | 1,124   | 1,041  | 1,115   | 1,304   | 1,088   | 1,024  | 1,108   | 1,114  | 1,045  | 1,246   | 1,065  |
| Portage     | 1,749   | 1,525  | 1,521   | 1,676   | 1,655   | 1,479  | 1,733   | 1,618  | 1,690  | 1,723   | 1,615  |
| Price       | 643     | 545    | 562     | 593     | 450     | 429    | 459     | 468    | 445    | 462     | 355    |
| Racine      | 9,346   | 8,512  | 9,262   | 9,326   | 9,247   | 8,595  | 8,911   | 8,625  | 8,661  | 9,013   | 8,177  |
| Richland    | 555     | 458    | 531     | 561     | 551     | 487    | 556     | 502    | 509    | 577     | 501    |
| Rock        | 9,659   | 9,243  | 9,837   | 10,068  | 9,915   | 9,827  | 10,094  | 9,733  | 9,976  | 10,580  | 9,016  |
| Rusk        | 598     | 651    | 729     | 778     | 837     | 700    | 661     | 586    | 638    | 747     | 638    |
| Saint Croix | 1,050   | 952    | 1,065   | 1,100   | 1,017   | 951    | 1,067   | 1,065  | 1,051  | 1,173   | 1,117  |
| Sauk        | 2,626   | 2,499  | 2,874   | 2,920   | 3,017   | 2,742  | 2,833   | 2,624  | 2,579  | 2,727   | 2,326  |
| Sawyer      | 1,181   | 1,074  | 1,144   | 1,193   | 1,157   | 1,118  | 1,227   | 1,138  | 1,108  | 1,221   | 1,068  |
| Shawano     | 2,125   | 1,925  | 1,870   | 2,099   | 2,184   | 2,092  | 2,136   | 2,030  | 2,004  | 2,164   | 1,835  |
| Sheboygan   | 5,742   | 5,288  | 5,639   | 5,917   | 6,329   | 5,897  | 6,164   | 6,147  | 5,731  | 5,962   | 5,725  |
| Taylor      | 767     | 680    | 698     | 795     | 758     | 738    | 772     | 728    | 762    | 777     | 681    |
| Trempealeau | 947     | 755    | 843     | 840     | 737     | 695    | 808     | 763    | 819    | 908     | 757    |
| Vernon      | 972     | 911    | 862     | 803     | 702     | 637    | 681     | 647    | 729    | 816     | 767    |
| Vilas       | 756     | 721    | 788     | 857     | 828     | 697    | 675     | 647    | 613    | 778     | 701    |
| Walworth    | 2,450   | 2,346  | 2,232   | 2,318   | 2,276   | 2,117  | 2,354   | 2,560  | 2,457  | 2,703   | 2,441  |
| Washburn    | 643     | 511    | 658     | 693     | 643     | 606    | 623     | 657    | 668    | 736     | 636    |
| Washington  | 3,355   | 3,057  | 3,146   | 3,164   | 3,073   | 3,044  | 3,098   | 2,947  | 3,064  | 3,129   | 2,835  |
| Waukesha    | 11,087  | 10,171 | 10,608  | 10,533  | 10,696  | 9,955  | 10,415  | 9,806  | 9,728  | 10,960  | 10,063 |
| Waupaca     | 2,076   | 1,955  | 2,140   | 2,190   | 2,187   | 2,144  | 2,225   | 2,237  | 2,424  | 2,367   | 1,996  |
| Waushara    | 860     | 765    | 644     | 801     | 912     | 897    | 1,021   | 1,069  | 979    | 996     | 842    |
| Winnebago   | 7,288   | 6,772  | 7,358   | 7,626   | 7,813   | 7,309  | 7,634   | 7,452  | 7,236  | 8,044   | 7,570  |
| Wood        | 3,930   | 3,945  | 3,991   | 4,053   | 3,941   | 3,694  | 3,878   | 3,871  | 3,886  | 4,287   | 3,756  |

**Outside of Wisconsin Completed Trip Legs**

|           |     |     |     |     |     |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Illinois  | 94  | 67  | 56  | 59  | 76  | 64  | 80  | 124 | 105 | 112 | 128 |
| Iowa      | 81  | 82  | 77  | 81  | 65  | 50  | 46  | 23  | 23  | 32  | 28  |
| Michigan  | 57  | 80  | 85  | 93  | 78  | 74  | 68  | 53  | 72  | 83  | 62  |
| Minnesota | 675 | 656 | 732 | 807 | 745 | 745 | 770 | 750 | 735 | 754 | 679 |
| Other     | 5   | 8   | 35  | 5   | 1   | 33  | 17  | 11  | 7   | 103 | 95  |



Wisconsin Substantiated Complaints

January February March April May June July August September October November

|                          |     |     |     |     |     |     |     |     |     |     |     |
|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Substantiated Complaints | 571 | 548 | 433 | 515 | 428 | 418 | 471 | 418 | 440 | 353 | 308 |
|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

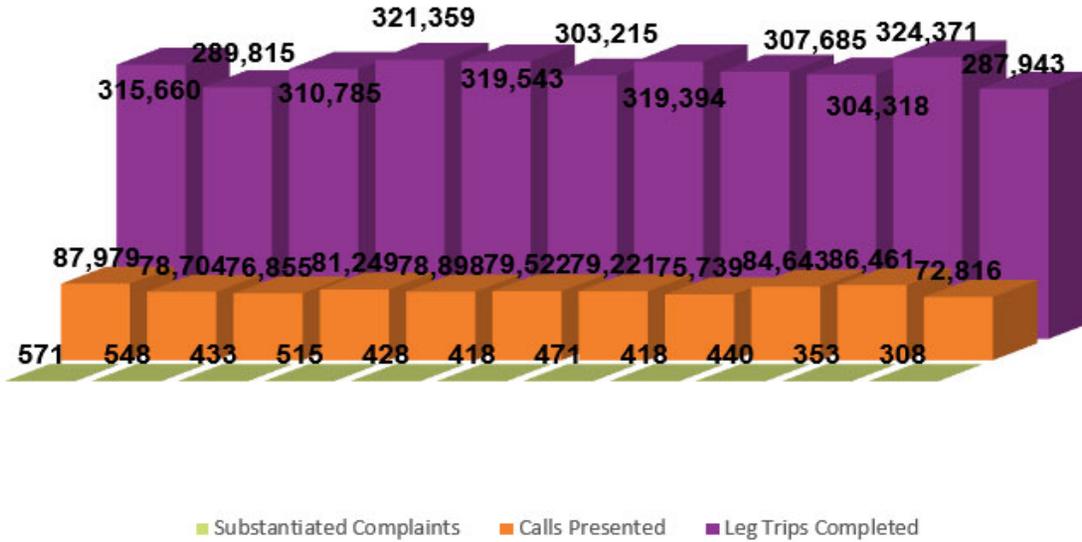
County Statistics

Total Number of Substantiated Complaints Reported by County of Trip Origination

|                                |     |     |     |     |     |     |     |     |     |     |    |
|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Adams                          | 3   | 3   | 1   | 0   | 2   | 1   | 0   | 6   | 2   | 2   | 1  |
| Ashland                        | 0   | 1   | 1   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0  |
| Barron                         | 2   | 0   | 0   | 1   | 1   | 3   | 1   | 0   | 3   | 1   | 0  |
| Bayfield                       | 5   | 1   | 1   | 2   | 0   | 0   | 1   | 0   | 2   | 0   | 1  |
| Brown                          | 11  | 14  | 10  | 13  | 10  | 16  | 30  | 13  | 16  | 9   | 10 |
| Buffalo                        | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 4  |
| Burnett                        | 0   | 0   | 1   | 0   | 2   | 1   | 0   | 2   | 0   | 0   | 1  |
| Calumet                        | 0   | 3   | 3   | 2   | 1   | 2   | 0   | 0   | 0   | 0   | 0  |
| Chippewa                       | 0   | 0   | 0   | 4   | 4   | 0   | 0   | 0   | 0   | 1   | 0  |
| Clark                          | 1   | 3   | 1   | 5   | 3   | 0   | 2   | 0   | 0   | 0   | 1  |
| Columbia                       | 9   | 5   | 3   | 1   | 7   | 3   | 2   | 4   | 4   | 2   | 5  |
| Crawford                       | 1   | 1   | 0   | 1   | 0   | 0   | 5   | 1   | 0   | 1   | 0  |
| Dane                           | 41  | 48  | 25  | 30  | 39  | 27  | 33  | 33  | 48  | 44  | 43 |
| Dodge                          | 2   | 3   | 9   | 2   | 1   | 4   | 5   | 3   | 1   | 4   | 0  |
| Door                           | 0   | 0   | 0   | 3   | 1   | 1   | 0   | 2   | 1   | 0   | 3  |
| Douglas                        | 2   | 0   | 1   | 2   | 0   | 3   | 0   | 2   | 1   | 1   | 2  |
| Dunn                           | 2   | 6   | 1   | 3   | 2   | 1   | 4   | 0   | 1   | 1   | 3  |
| Eau Claire                     | 1   | 2   | 2   | 4   | 0   | 2   | 6   | 2   | 3   | 2   | 0  |
| Florence                       | 0   | 0   | 0   | 0   | 1   | 0   | 3   | 0   | 0   | 0   | 1  |
| Fond Du Lac                    | 8   | 10  | 0   | 1   | 6   | 6   | 3   | 9   | 4   | 4   | 7  |
| Forest                         | 0   | 0   | 1   | 2   | 1   | 0   | 0   | 1   | 0   | 0   | 1  |
| Grant                          | 6   | 4   | 3   | 1   | 0   | 3   | 1   | 0   | 1   | 2   | 1  |
| Green                          | 3   | 0   | 0   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0  |
| Green Lake                     | 0   | 0   | 2   | 0   | 0   | 3   | 1   | 0   | 0   | 3   | 0  |
| Iowa                           | 4   | 0   | 1   | 2   | 2   | 4   | 1   | 2   | 1   | 1   | 2  |
| Iron                           | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0  |
| Jackson                        | 0   | 0   | 1   | 0   | 0   | 2   | 4   | 0   | 1   | 0   | 0  |
| Jefferson                      | 0   | 2   | 1   | 6   | 1   | 1   | 2   | 0   | 0   | 0   | 2  |
| Juneau                         | 2   | 9   | 1   | 1   | 0   | 3   | 5   | 0   | 0   | 4   | 1  |
| Kenosha                        | 18  | 12  | 10  | 3   | 8   | 12  | 12  | 15  | 16  | 9   | 5  |
| Kewaunee                       | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 2   | 0   | 3   | 0  |
| La Crosse                      | 2   | 1   | 4   | 3   | 2   | 3   | 3   | 1   | 5   | 2   | 3  |
| Lafayette                      | 1   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2   | 3  |
| Langlade                       | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 1   | 0   | 1   | 0  |
| Lincoln                        | 1   | 2   | 1   | 1   | 2   | 2   | 2   | 5   | 2   | 1   | 1  |
| Manitowoc                      | 5   | 4   | 5   | 4   | 3   | 5   | 8   | 4   | 4   | 3   | 4  |
| Marathon                       | 3   | 9   | 1   | 7   | 0   | 3   | 5   | 7   | 4   | 2   | 6  |
| Marquette                      | 4   | 0   | 3   | 3   | 5   | 1   | 5   | 6   | 0   | 1   | 2  |
| Marquette                      | 1   | 0   | 0   | 2   | 1   | 1   | 3   | 1   | 1   | 2   | 1  |
| Menominee                      | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 0   | 0  |
| Milwaukee                      | 241 | 237 | 200 | 239 | 212 | 166 | 150 | 137 | 181 | 132 | 95 |
| Monroe                         | 1   | 0   | 1   | 6   | 2   | 1   | 3   | 0   | 3   | 1   | 0  |
| Oconto                         | 5   | 0   | 2   | 0   | 1   | 0   | 1   | 3   | 2   | 2   | 2  |
| Oneida                         | 3   | 3   | 2   | 2   | 1   | 0   | 0   | 3   | 1   | 0   | 0  |
| Outagamie                      | 15  | 5   | 7   | 10  | 4   | 10  | 7   | 7   | 4   | 1   | 4  |
| Ozaukee                        | 3   | 2   | 5   | 2   | 1   | 1   | 8   | 0   | 3   | 0   | 0  |
| Pepin                          | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0  |
| Pierce                         | 0   | 0   | 2   | 1   | 1   | 0   | 1   | 2   | 1   | 1   | 0  |
| Polk                           | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 3   | 3  |
| Portage                        | 0   | 0   | 0   | 1   | 1   | 3   | 1   | 0   | 1   | 2   | 1  |
| Price                          | 1   | 1   | 2   | 1   | 0   | 1   | 1   | 1   | 0   | 2   | 1  |
| Racine                         | 14  | 9   | 7   | 14  | 4   | 10  | 16  | 10  | 9   | 11  | 10 |
| Richland                       | 7   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0  |
| Rock                           | 10  | 23  | 9   | 18  | 22  | 6   | 19  | 22  | 10  | 10  | 12 |
| Rusk                           | 2   | 2   | 2   | 2   | 0   | 1   | 0   | 0   | 2   | 0   | 0  |
| Saint Croix                    | 1   | 0   | 0   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 2  |
| Sauk                           | 3   | 3   | 3   | 3   | 3   | 2   | 2   | 4   | 2   | 2   | 0  |
| Sawyer                         | 1   | 2   | 2   | 2   | 1   | 0   | 0   | 1   | 3   | 2   | 0  |
| Shawano                        | 2   | 1   | 1   | 0   | 2   | 1   | 3   | 5   | 0   | 0   | 1  |
| Sheboygan                      | 8   | 8   | 7   | 6   | 6   | 2   | 3   | 5   | 1   | 3   | 1  |
| Taylor                         | 2   | 0   | 2   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1  |
| Trempealeau                    | 2   | 2   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 2   | 0  |
| Vernon                         | 4   | 4   | 0   | 1   | 0   | 2   | 0   | 0   | 1   | 1   | 0  |
| Vilas                          | 0   | 1   | 0   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 0  |
| Walworth                       | 3   | 7   | 4   | 6   | 2   | 6   | 7   | 2   | 3   | 2   | 5  |
| Washburn                       | 2   | 0   | 0   | 1   | 1   | 1   | 0   | 0   | 0   | 1   | 1  |
| Washington                     | 7   | 6   | 0   | 4   | 1   | 8   | 0   | 1   | 3   | 2   | 3  |
| Waukesha                       | 11  | 17  | 17  | 10  | 11  | 13  | 16  | 17  | 7   | 12  | 10 |
| Waupaca                        | 1   | 2   | 3   | 7   | 2   | 2   | 4   | 0   | 2   | 1   | 0  |
| Waushara                       | 4   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 2   | 1   | 1  |
| Winnebago                      | 12  | 9   | 4   | 16  | 7   | 6   | 9   | 2   | 5   | 3   | 2  |
| Wood                           | 1   | 1   | 3   | 4   | 3   | 2   | 2   | 3   | 5   | 9   | 5  |
| No County or State Information | 63  | 52  | 50  | 43  | 31  | 56  | 67  | 66  | 62  | 36  | 34 |

Outside of Wisconsin Substantiated Complaints

|           |   |   |   |   |   |   |   |   |   |   |   |
|-----------|---|---|---|---|---|---|---|---|---|---|---|
| Illinois  | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Minnesota | 0 | 0 | 2 | 0 | 1 | 2 | 1 | 1 | 1 | 0 | 0 |
| Other     | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |



| 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             |
| June      | 418                      | 79,522          | 303,215             |
| July      | 471                      | 79,221          | 319,394             |
| August    | 418                      | 75,739          | 307,685             |
| September | 440                      | 84,643          | 304,318             |
| October   | 353                      | 86,461          | 324,371             |
| November  | 308                      | 72,816          | 287,943             |