

Reported Metric	Definition
Abandonment Rate (%)	Percentage of Calls Abandonded Prior to Live Response
Agent Issue	Issue with MTM Agent
	Vehicle Equipped with Advanced Life Support
	Vehicle Equipped with Basic Life Support
	Sedan, Van, Taxi
Average Handle Time	Average Time to Handle Complete Call from Live Response to Call End
	Difference in Time from Caller Entering Queue and Receiving Live Response
	Vehicle Equipped to Transport Stretcher for Individuals with Higher Weight Requirements
	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 Trips by Owner Operator (Including Volunteer Driver Trips)
	Number of Denied Trip Attempts
Driver Issue	Issue with Driver
Early Arrival	Provider Arrived Early
Enrollment	Eligible Members Enrolled
	Issue with Speed of Answer
Late Pickup	Provider Arrived Late
	Cost of Lodging Reimbursed
	Number of Lodging Nights Reimbursed
	Cost of Meals Reimbursed
	Number of Meals Reimbursed
	Trips Where Member Does Not Use Scheduled Service
	Unique Members Utilizing Transport
	Member Self-Located Suitable Transporation and Received 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)
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
	Issue Resulting from Scheduling Issue
	Completed Trip Legs Associated with a Recurring Appointment
	Vehicle Equipped to Transport Stretcher
Technical Issue	Issue Resulting from Technical Issue
Total Substantiated Complaints	Total Number of Substantiated Complaints
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)
	Issue with Vehicle
Wheelchair	Vehicle Equipped to Transport Wheelchair



MEMBERS		February	March	April	May .	June J	uly
Familiares	Eliable Members Enrolled	1,265,82	1,185,507	1,215,317	1,194,094	1,176,097	1,159,933
	Unique Members Utilizing Transport	25,770		25,568	25,244	23.596	24.311
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25,770		28.7%	27.5%	25.2%	26.9%
RESERVATION CONTRACTOR	(recentage or services usage (completed 11p Legislangue members chroned)	February	March				uly
Paraputions Schadular	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392.403	418.612	418.057	421,159	383.748	412.057
	Cancelled Trip Legs	69.774		93.061	92.843	87.092	100.074
	Trips Where Member Does Not Use Scheduled Service	7,719		8,131	8,365	7,555	8,131
	Number of Denied Trip Attempts	4,700		5,083	5,503	5.848	5,840
		49,72		38,356	37,532	33,083	34,661
	Completed Trip Legs with less than 24 hour Notice	72,434		230,694	234,432	213,485	221,336
	Completed Trip Legs Associated with a Recurring Appointment						
Completed Legs	Completed Trip Legs	321,90	324,860	324,751	327,993	296,442	311,760
Lodging (Cost)	Cost of Lodging Reimbursed	\$30,764,95	\$23,130.26	\$27,985.25	\$21,868.38	\$40.363.22	\$14.694.90
	Number of Lodging Nights Reimbursed	25		234	163	518	220
	Cost of Meals Reimbursed	\$12,605,70		\$18,366,08	\$18,310,88	\$13,653.77	\$19,743.56
	Number of Meals Reimbursed	1,210		1,840	1,834	1,366	1,975
RANSPORT MODE		February	March	April	May .	June J	uly
					-		
	Vehicle Equipped with Ambulance Support	1,080		1,105	1,147	1,043	1,195
Bus	System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	13,848		12,021	11,379	9,733	10,106
Cab	Sedan, Van, Taxi	197,640	198,648	199,546	201,267	182,390	191,650
Completed By Owner Operator	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	6,273	6,606	6,973	7,288	7,550	8,068
Gas Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	96,07	98,426	97,514	98,977	88,633	93,189
Stretcher	Vehicle Equipped to Transport Stretcher	666	735	842	830	650	696
Wheelchair	Vehicle Equipped to Transport Wheelchair	6.314	6.289	6.750	7.105	6,443	6.856
			0,208	0,750	7,100	0,443	
	Completed Trip Legs	321,90		324,751	327,993	296,442	311,760
Completed Legs				324,751	327,993	296,442	
Completed Legs CALL STATISTICS Calls Presented	Completed Trip Legs Total Number of Calls Presented	321,901 February	324,860 March 88,258	324,751 April 92,912	327,993 May 87,044	296,442 June J 79,059	311,760 luly 85,528
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	321,901 February	324,860 March 86,258 396	324,751 April 92,912 376	327,993 May 87,044 357	298,442 June J 79,059 361	311,760 luly 85,528 380
Completed Legs Calls STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	321,901 February 104,943 394	324,860 March 3 86,258 3 396 3 38	324,751 April 92,912 376 30	327,993 May 87,044 357 27	298,442 June J 79,059 361 30	311,760 luly 85,528 360 29
CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	321,901 February	324,860 March 3 86,258 3 396 3 38	324,751 April 92,912 376	327,993 May 87,044 357	298,442 June J 79,059 361	311,760 luly 85,528 380
Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Queue and Receiving Live Response	321,901 February 104,943 394	324,860 March 3 86,258 3 396 3 38	324,751 April 92,912 376 30 1.02%	327,993 May 87,044 367 27 1.99%	290,442 June J 79,059 301 30 1,96%	311,760 luly 85,528 360 29
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Completed Legs Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Services	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Gueue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abustive Behavior Issues Related to Provider Abustive Behavior	321,90 February 104,94 39 44 6.205 February 99,765	324,860 March 3 86,258 396 38 0.74% March 99,84% 4	324,751 April 92,912 376 30 1.62% April 99,81% 0 2	327,993 May 87,044 357 27 1,99% May	296,442 June 79,059 301 1,96% June 99,82% 0 0	311,760 luly 85,528 360 29 2,34% luly 99,81% 0
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Completed Legs CALL STATISTICS Calls Presente Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Custome Saniform Disagree with processes/protocols Discharge issues Driver Service/Delivery (issues Internal MTM Technology (ssue Mileage Rembursement Issues Mileage Rembursement Issues Provider Service Believer	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Officence in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abustive Behavior Issues Related to Disus Passes or Inadequate Funds Issues with Mith Agent Issues executing from Process Claugreement Issue Resulting from Discharge Trip Issue with Driver Issue Resulting from Service or Delivery Issue Resulted Conternal Application Issue Issue Restated to Internal Application Issue Issue Restated Sociated a Vehicle or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior	921,00 February 104,04 40 6.205 February 99.765 6 22 11 22 266 6 11	324,880 March 82,255 96,000 97,000 98,0	334,751 92,912 376 370 380 1,62% April 99,81% 99,81% 15,52% 15,52% 15,52% 16,52% 16,52% 17,52% 18,52% 18,52% 19,52	\$27,993 May \$7,044 \$37,043 \$7,049 \$1,09% May 99,83% \$1 \$2 \$29 \$7 \$0 \$0 \$52,040 \$10 \$1 \$27 \$1,040 \$10 \$10 \$10 \$10 \$10 \$10 \$10 \$10 \$10 \$1	290,442 June 79,050 79,050 30 1,055 0 0 0 1,055 1,455 1,444 42 7,44 30 1552 31	311,760 uly 85,528 360 29 2,34% uly 99,81% 0 0 27 7 0 0 72 30 77 11 29 1666
Completed Lega CALL STATISTICS Calls Presente Average Handle Time (seconds). Average Speed of Answer (seconds). Abandomment Rate (%). QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior. Bus PassiFund Issues Customer Service Disagree with processes/protocols Disagree with processes/protocols Disagree with processes/protocols Disagree Percentage Disagree Management (second). Disagr	Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time Time Caller Entering Guiseu and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abasive Behavior Issues Related to Provider Abasive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue with DTMM of Provider Provider Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting Internal Application Issue Issue Resulting Internal Application Issue Issue Resulted to External Application Issue Issue Resulted to Member Sulery Issue Resulted to Callega Revindurement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Member Sulery	92.765 February 104.64: 39- 44 6.205 February 92.765 (2.2.3 33 22 1.1 22 266 (1.1	324,880 March 80,256 360 380 387 0.74% March 99,84% 1,91 1,91 1,91 1,91 1,91 1,91 1,91 1,9	334,751 92,912 92,913 376 376 376 387 40,815 40,815 40,815 52,23 53,23 54,25 55,25 66,315 67,31	\$27,963 May \$7,044 \$37,7 1,99% May \$9,83% \$1,22 \$2,7 7 0,52 52 54,44 144 144 16 0 0	290,442 June J 79,059 381 381 381 381 482 99,82% 0 0 0 1 1 1 1 1 1 1 1 2 2	311,760 85,528 360 29 2,34% uty 99,81% 0 0 0 27 7 0 27 7 1 29 106 25 19 106 25 19 106 25 19 106 107 107 108 108 108 108 108 108 108 108
Completed Legs CALL STATISTICS Calls Presente Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abasive Behavior Bus Passi Fund Issues Custome Service Disagree with processes protocols Disagree with processes protocols internal MTM Technology Issue Member Facing Technology Issue Mileage Rembursement Issues Provider Service Believe Provider Service Believe Fronider Service Believe Timeliness Safely Timeliness	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Officience in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abustive Behavior Issues Related to Disus Passes or Inadequate Funds Issues with Mith Agent Issues executing from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Oelivery Issue Resulting from Service or Oelivery Issue Resulted Called Application Issue Issue Resulted Called Appl	921,00 February 104,04 40 6.205 February 99.785 6 6 2 2 11 22 26 6 11	324,880 March 80,2558 300,3558 300,3558 300,74% 400,74% 500,74% 600,74%	324,751 April 92,912 93,913 90,913 1,62% April 90,81% 90,81% 15 15 16 22 33 15 17 22 30 10 10 10 17 2	\$27,963 May \$7,044 \$7,047 1,995 May \$9,83% \$2 \$9,83% 7 0 62 34 10 11 27 144 0 10 10 10 10 10 10	290,442 June 79,050 79,050 30 1,96% June J 40 44 42 7 44 30 152 31 111 11 22 88	311,760 85,528 85,528 29 29 2,34% uly 99,81% 0 7 7 7 7 29 106 25,51 19 3 1088
Completed Lega Calls Fresente Average Handle Time Fresente Average Handle Time Fresente Average Handle Time Fresente Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behaviou Bus Passi-Fund Issues Customer Service Disagree with processes-protocols No Shoon Other Provider Service Behavior Service Behavior Service Service Behavior Timeliness Trp Acouracy/Disagrees Trp Acouracy/Disagrees Trp Acouracy/Disagrees	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Guisea and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abasive Behavior Issues Related to Provider Abasive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue with DTM apent Issue Resulting from Device or Delivery Issue Resulting from Bevice or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Transportation Provider Did Not Arrive Issue Resided to External Application Issue Issue Resided to Member Salety Issue Related to Service TimeRences Issue Related to Service TimeRences	\$21,90 February 104,94 44 6,207 February February 22 21 22 26 21 11 21 26 65 65	324,860 March 80,2565 80,2565 80,2565 80,3565	334,751 92,912 92,913 376 376 376 4 April 99,81% 99,81% 1,62% 2,23 3,115 1,52 2,23 3,115 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,52 1,53	327,993 May 87,044 87,044 1,0	290,442 June J 79,059 381 381 381 39825 99,825 0 0 0 1 1 44 44 49 49 40 40 40 40 40 40 40 40 40 40 40 40 40	311,760 85,528 85,528 29 29 234% 99,81% 0 7 7 7 7 7 7 7 7 7 7 7 7
Completed Legs CALL STATISTICS Calls Presente Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abase Behavior Bus Passi Fund Issues Custome Service Custome Service Disagree with processes protocols internal MTM Technology (ssue Member Facing Technology (ssue Member Facing Technology (ssue Mileage Rembursement Issues Provider Service Believe) Provider Service Believe Provider Service Believe Timeliness Trip Acouracy(Disagreement Tim Book Issues) Trip Acouracy(Disagreement Tim Book Issues) Timeliness Trip Acouracy(Disagreement Tim Book Issues)	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Officience in Time from Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abustive Behavior Issues Related to Provider Abustive Behavior Issues Related to Disus Passes or Inadequate Funds Issues with Mith Agent Issues executing from Process Disagreement Issue Resulting from Discharge Trip Issue Nest Abustive Steam September 1 Issue Resulting from Service or Delivery Issue Resulting from Issues and Issues Resulting from Service or Delivery Issue Restated to Internal Application Issue Issue Related to Centernal Application Issue Issue Related to Service Treinformant Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Service Timelines Issue Related to Tip Scheduling Issue related to Trip Surbackuling	92.1,90 February 104,94 6.205 February 99.785 6 6 22 11 22 26 11 22 26 11 22 26 26 26 27 28 28 29 20 20 20 20 20 20 20 20 20 20 20 20 20	324,880 March 8,2,255,25 339 339 339 340 344 199 55 66 67 67 67 67 67 67 67 67 67 67 67 67	324,751 April 92,912 93,913 90,913 1,62% April 90,81% 90,81% 15 15 16 22 33 15 17 22 30 10 10 10 17 2	\$27,963 \$7,044 \$7,045 1,995 May 99,83% 70 62 34 10 11 27 144 44 0 16 16 17 18 19 19 19 19 19 19 19 19 19 19	290,442 June 79,050 79,050 30 1,96% June J 90,82% 0 177 12 14 44 30 1522 31 152 88 88 81	311,760 85,528 90,919 2,34% uly 90,81% 0 7 7 7 22 30 7 11 29 166 25 199 3 1088 1088 22 66
Completed Legs Calls Fresente Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behalsion Bus Pass-Frui Behalsion Disagne with processes/protocols Disagne Provider Service Delivery Issue Member Facing Technology Issue Member Facing Technology Issue Mileage Reimbursement Issues Troy John Completed (second provider Service Behalsion Strong Time Insenses Troy Acouracy (Disagness) Time Back Issues Versice	Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time from Caller Entering Guisea and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abasive Behavior Issues Related to Provider Abasive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue with DTM apent Issue Resulting from Device or Delivery Issue Resulting from Bevice or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Transportation Provider Did Not Arrive Issue Resided to External Application Issue Issue Resided to Member Salety Issue Related to Service TimeRences Issue Related to Service TimeRences	\$21,90 February 104,94 44 6,207 February February 22 21 22 26 21 11 21 26 65 65	324,860 March 80,256,50 80,256,50 80,256,50 80,358,50 8	334,751 92,912 92,913 376 376 376 4 April 99,81% 99,81% 1,62% 2,23 3,115 1,52 2,23 3,115 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,11 1,52 1,52 1,53	327,993 May 87,044 87,044 1,0	290,442 June J 79,059 381 381 381 39825 99,825 0 0 0 1 1 44 44 49 49 40 40 40 40 40 40 40 40 40 40 40 40 40	311,760 85,528 85,528 29 29 234% 99,81% 0 7 7 7 7 7 7 7 7 7 7 7 7



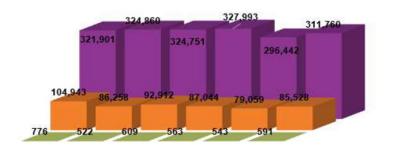
Completed Legs	321,901	324,860	324,761	327,993	296,442	
County Statistics Total Number of Completed Trip Legs by County of Trip Origination						
Adams	1,231	1,242	1,216	1,390	1,247	
Ashland	949	856	857	828	652	
Barron	2,909	2,780	2,774	2,886	2,518	
Bayfield	395	444	427	449	392	
Brown Buffaio	17,931 429	17,840	16,866	17,114	16,064	
Burnet	703	621	710	719	580	_
Calumet	452	429	463	528	501	
Chippewa	2,041	1,903	1,933	1,988	1,766	
Clark	863	908	921	859	772	
Columbia	2,510	2,396	2,505	2,601	2,502	
Crawford	574	583	588	550	479	
Dane	35,993 3,395	37,453 3,395	35,735 3,483	35,478 3,619	32,247 3,519	
Dodge Door	3,395	502	563	3,619 565	3,519 455	_
Douglas	1,027	1.015	1.167	1.356	1.187	
Dunn	1,810	1,695	1,731	1.762	1,595	
Eau Claire	7,399	7,408	7,338	7,864	6,717	
Florence	110	107	120	117	107	
Fond Du Lac	5,467	5,681	5,515	5,940	5,496	
Forest	238 1,258	205	273 1.437	285 1.470	274	
Grant		1,471			1,216	
Green Lake	819 831	777 903	756 852	802 785	815 797	
lowa	833	870	872	861	864	
iron	73	69	62	66	38	
Jackson	938	928	1,009	1,126	997	
Jefferson	2,012	2,233	2,385	2,290	2,129	
Juneau	1,641	1,648	1,571	1,606	1,334	
Kenosha	7,295	7,315	7,716	7,716	6,977	
Kewaunee La Crosse	460 7,651	433 7,638	519 7,776	502 7,949	467 6,930	_
Lafayette	306	302	264	335	279	_
Langiade	885	891	1,064	1,036	739	
Lincoln	877	871	867	939	828	
Manitowoc	4,384	4,440	4,257	4,182	3,710	
Marathon	8,364	8,421	8,224	7,892	7,339	
Marinette	1,960	1,861	1,941	1,958	1,818	
Marquette	1,218 616	1,144 612	1,204	1,147	1,161	_
Menominee Milwaukee	101.660	100 911	103.215	103,738	93,619	_
Monroe	2,118	2,215	2,121	2,170	2,072	_
Oconto	1,277	1,300	1,377	1,466	1,191	
Oneida	1,851	1,748	1,799	1,846	1,515	
Outagamie	9,358	9,154	8,883	9,444	8,565	
Ozaukee	1,649	1,675	1,810	1,867	1,748	
Pepin	226 504	226 468	272 548	289 607	242 662	
Pierce Polk	1,498	1,402	1,456	1,433	1,200	_
Portage	1,498	2,037	2,058	2,147	1,200	_
Price	562	515	533	495	436	
Racine	9,862	10,051	9,780	9,477	8,633	
Richland	431	483	425	441	459	
Rock	9,754	10,251	9,807	10,089	9,354	
Rusk	744	707 1,153	735 1,133	1,182	1.068	
Saint Croix Sauk	1,166 2,351	2,512	2,335	2,377	2,263	_
sauk Sawyer	1,172	1,182	1,298	1,373	1,170	_
Shawano	2,246	2,563	2,474	2,461	2,430	
Sheboygan	6,128	6,136	5,873	5,919	5,204	
Taylor	820	860	932	938	750	
Trempesiesu	639	613	684	616	519	
Vernon	857	926	996	955	884	
Vias	486	545	605	536	478	_
Washburn	2,565 709	2,771 645	2,806 682	2,768 704	2,541	_
Washington	3,252	3,564	3,615	3,715	3,519	_
Waukesha	10,407	11,220	11,364	11,092	10,120	-
Waupaca	2,706	2,578	2,402	2,629	2,317	
Waushara	914	994	1,040	926	777	
Winnebago	7,576	7,660	7,467	7,280	6,457	
Wood	4,096	4,008	4,114	4,379	3,693	
Outside of Wisconsin Completed Trip Legs						
Illnois	75	83	99	60	57	
lowa Michigan	125	151	126	128	54	
	96	87	75	91	72	
Minnesota	751	752	815	904	792	



Wisconsin Substantiated Complaints	February	March	April	May	June	July
Substantiated Complaints	77	6 621	609	583	643	691
County Statistics Total Number of Substantiated Complaints Reported by County of Trip Origination						
Adams		4 2	2 2	2 2	4	0
Ashland Barron				1	4	1
Bayfield		5 0	·			
Brown	2	1 33	30	18	16	11
Buffalo		1 0	0	0	0	0 0 0 2 2 2 5 5
Burnet		1 (0	1		0
Calumet					1	0
Chippewa Clark		8 3	3		1 2	2
Columbia		8 8				
Crawford		2				2
Dane	6	6 29	55	58	45	56
Dodge	3.	3 2			2	1
Door		1 :			1	4
Douglas		1				4
Dunn Eau Claire		7 .	8	5	1	4 4 0 2 6 1
Florence		4			2	2
Fond Du Lac		8 8	8	2	6	6
Forest		2		5	0	1
Grant		3 (3	3	0	1
Green		1 (2	2		3
Green Lake		5 4			1	0
lows Iron		1 1		1	1	1
Jackson		2 1	1			
Jefferson		8 4			8	5
Juneau		1 1	7	6	4	
Kenosha	1:	3 16	11	13	14	21
Kewaunee		3 3				0
La Crosse		7 4	3		3	10
Lafayette		4 0	0			3
Langlade Lincoln		1 1			1	1
Lincoln Manitowoc		8 9	3			5
Marathon		8 4			5	9
Marinette		7		6	7	9 4 2 0
Marquette		4 9	3	5	5	2
Menominee		0 0			0	0
Miwaukee	24					
Monroe		4			4	2
Oconto Oneida	+	3 6	5	4		1 4
Orlega Outagamie	1				11	40
Ozaukee	1	4			6	10 7 0 0 1 1 3 2
Pepin		0 0	4			ó
Pierce		6 0	3	2 2 4	3	0
Polk		7 (0	4	0	1
Portage		0 9				3
Price		2 (3	3	4	2
Racine Birbland	1	B 22	14		14	19
Richland Rock	1	•			18	
Rusk		3		2	0	- 3
Saint Croix		3 9	2	7	1	2
Sauk	1:	5 4	8	5	10	16
Sawyer		5 1		5	0	4
Shawano	1	2	4	3	2	2
Sheboygan		3 0				4 2 6 0
Taylor Trempealeau	-	2 :		5 3	1	0
Vemon		3	1	3	3	1
Vias		5			2	0 0 4 1
Walworth	1	3 6	8	10	10	4
Washbum		3				1
Washington	1	1	7	9	5	4
Waukesha	40			24		
Waupaca	1-	4 8	6	6	7	6
Waushara	1	5 1 7 13			10	
Winnebago Wood	1			11	70	3
No County or State Information	1					
						40
Outside of Wisconsin Substantiated Complaints		.1	,	,		
Illnois Minnesota		1 2	2	0	3	0 0
Minnesota Other		0 0		0	0	
ONE.	-	- ·	1			1 1



July



Substantiated Complaints ■ Calls Presented ■ Leg Trips Completed

85,528

311,760

Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
February	776		
March	522	86,258	324,860
April	609	92,912	324,751
May	563	87,044	327,993
June	543	79,059	296,442

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