

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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MEMBERS		February	March	April	May	June	July 1	August S	September	October
Enrollment	Eliable Members Enrolled	1,265,82	1,185,507	1,215,317	1,194,094	1,176,097	1,159,933	1,150,177	1,149,849	1,144,95
	Unique Members Utilizing Transport	25.77		25.568	25,244	23,596		24,510	23,924	25,85
	Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled)	25.49		26.7%		25.2%		27.2%	25.5%	28.7
RESERVATION		February	March	April	May	June	July	August 5	September	October
Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	392,40	418,612	418,057	421,159	383,748	412,057	410,010	381,988	424,84
Cancelled	Cancelled Trip Legs	69,77		93,061	92.843	87,092		97,370	88,644	95,97
	Trips Where Member Does Not Use Scheduled Service	7,71		8.131	8.365	7,555		8.028	7.311	8.35
	Number of Denied Trip Attempts	4,70		5,083	5,503	5,848		6,523	6,723	3,31
Same Day Trip Legs		49.72		38.356	37.532	33.083		34.047	31,166	36,15
Standing Order Trip Legs		72.43		230,694	234.432	213,485		221,925	207.192	227.12
	Completed Trip Legs	321.90		324.751	327,993	296,442		312.343	293.069	328.60
	Cost of Lodging Reimbursed	\$30,764.9		\$27,965.25		\$40,363.22		\$27,041.42	\$18,638.46	\$7,148.0
	Number of Lodging Nights Reimbursed	25		234	163	518	220	279	260	2
	Cost of Meals Reimbursed	\$12,605.7		\$18,366.08	\$18,310.88	\$13,653.77		\$18,848.67	\$27,496.19	\$15,895.4
Meals (Reimbursed)	Number of Meals Reimbursed	1,21	1,676	1,840	1,834	1,366	1,975	1,886	2,751	1,62
TRANSPORT MODE		February	March	April	May	June	July	August \$	September	October
Amelication	Makinin Turinand with Ambulance Company	4.00	1 1040	1 105	1 4 4 7	4 040	1 400	1 100	1.075	98
	Vehicle Equipped with Ambulance Support System of Public Transportation including Inter-City Bus (including Para Transit/Deviated Fixed-Route)	1,08		1,105 12,021	1,147 11,379			1,160 10,885	1,075 8,493	9,57
	Sedan, Van, Taxi	197,64 6,27		199,546 6,973	201,267 7,288	182,390		192,081 8,553	182,847	208,64
	Completed Trips by Owner Operator (Including Volunteer Driver Trips)	96,07		97,514	98,977	7,550 88,633		91,854	7,110 86,322	94,20
	Member Self-Located Suitable Transportation and Received Mileage Reimbursement			97,514	830	650		91,854	787	94,20
	Vehicle Equipped to Transport Miscalabais	66								
Wheelchair Completed Legs	Vehicle Equipped to Transport Stretcher Vehicle Equipped to Transport Wheelchair Completed Trip Legs	6,31 321,90	6,289 324,860	6,750 324,751	7,105 327,993	6,443 296,442	6,856 311,760	6,988 312,343	6,435 293,069	7,61 328,60
Wheelchair Completed Legs CALL STATISTICS	Vehicle Equipped to Transport Wheelchair Completed Trip Legs	6,31 321,90 February	6,289 324,860 March	6,750 324,751 April	7,105 327,993 May	6,443 296,442 June	6,856 311,760 July	6,988 312,343 August	6,435 293,069 September	7,61 328,60 October
Wheelchair Completed Legs CALL STATISTICS Calls Presented	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented	6,31 321,90 February	6,289 324,860 March	6,750 324,751 April 92,912	7,105 327,993 May 87,044	6,443 296,442 June 79,059	6,856 311,760 July 85,528	6,988 312,343 August \$	6,435 293,069 September 79,854	7,61 328,60 October 85,44
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds)	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	6,31 321,90 February	6,289 324,860 March 8 86,258 9 396	6,750 324,751 April 92,912 376	7,105 327,993 May 87,044 357	6,443 296,442 June 79,059 361	6,856 311,760 July 85,528 360	6,988 312,343 August \$83,349 353	6,435 293,069 September 79,854 350	7,61 328,60 October 85,44
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Vehicle Equipped to Transport Wheelchair 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	6,31 321,90 February	6,289 324,860 March 8 86,258 9 396 8 38	6,750 324,751 April 92,912	7,105 327,993 May 87,044 357 27	6,443 296,442 June 79,059 361 30	6,856 311,760 July 85,528 360 29	6,988 312,343 August \$	6,435 293,069 September 79,854	7,61 328,60 October 85,44
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds)	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End	6,31 321,90 February 104,94 39	6,289 324,860 March 8 86,258 9 396 8 38	6,750 324,751 April 92,912 376 30 1.62%	7,105 327,993 May 87,044 357 27 1.99%	6,443 296,442 June 79,059 361 30 1.96%	6,856 311,760 July 85,528 360 29 2,34%	6,988 312,343 August 8 83,349 353 31 2.38%	6,435 293,069 September 79,854 350 29 3.09%	7,61 328,60 October 85,44 34
Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT	Vehicle Equipped to Transport Wheelchair 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	6,31 321,90 February 104,94 39 4 6,205	6,289 324,860 March 8 86,258 396 38 0.74% March	6,750 324,751 April 92,912 376 30 1.62%	7,105 327,993 May 87,044 357 27 1.99%	6,443 296,442 June 79,059 361 30 1.96%	6,856 311,760 July 85,528 360 29 2,34%	6,988 312,343 August 8 83,349 353 31 2.38%	6,435 293,069 September 79,854 350 29 3.09%	7,61 328,60 October 85,44 34 2 3.71
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior	6,31 321,90 February 104,94 399 4 6.209 February	6,289 324,860 March 8 86,258 396 38 0.74% March	6,750 324,751 April 92,912 376 30 1.62%	7,105 327,993 May 87,044 357 27 1,99% May	6,443 296,442 June 79,059 361 300 1.96% June	6,856 311,760 July 85,528 360 29 2,34% July 99,81%	6,988 312,343 August \$ 83,349 353 31 2,38%	6,435 293,069 September 79,854 350 29 3.09%	7,61 328,60 October 85,44 34 2 3.71
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassPirud Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips	6,31 321,90 February 104,94 33 4 6,205 February 99,761	6,289 324,860 March 86,258 396 38 0,74% March 99,84%	6,750 324,751 April 92,912 376 30 1.62% April 99.81% 0 0 2	7,105 327,993 May 87,044 357 27 1,99% May 99.83% 1 2	6,443 296,442 June 79,059 361 30 1,96% June 99.82% 0	6,856 311,760 July 85,528 360 29 2.34% July 99,81% 0	6,988 312,343 August \$ 83,349 353 311 2,38% August \$ 99,82% 0	6,435 293,069 September 79,854 350 29 3,09% September 99.80% 0	7,61 328,60 October 85,44 34 2 3.71 ¹ October
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time from Calier Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues With MTM Agent	6,31 321,90 February 104,94 399 4 6.209 February	6,289 324,860 March	6,750 324,751 April 92,912 376 30 1.62% April 99.81% 0 2	7,105 327,993 May 87,044 357 27 1.99% May 99.83% 1 2 29	6,443 296,442 June 79,059 361 30 1.96% June 99.82% 0	6,856 311,760 July 85,528 360 29 2,34% July 99.81% 0 0	6,988 312,343 August \$ 83,349 353 31 2,38% August \$ 99.82%	6,435 293,069 September 79,854 350 29 3.09%	7,61 328,60 October 85,44 34 2 3.71
Wheekhair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassFund Issues Customer Service Disagree with processes/protocols	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passas or Inadequate Funds Issues Resident from Process Disagreement	6,31 321,90 February 104,94 33 4 6,205 February 99,761	6,289 324,860 March 86,258 396 38 0,74% March 99,84%	6,750 324,751 April 92,912 376 30 1.62% April 99.81% 0 0 2	7,105 327,993 May 87,044 357 277 1,99% May 99.83% 1 2 2 29	6,443 296,442 June 79,059 361 30 1,96% June 99.82% 0	6,856 311,760 July 85,528 360 29 2,34% July 99,81% 0 0 0 7	6,988 312,343 August : 83,349 353 311 2,38% August : 99,82% 0 0	6,435 293,069 September 79,854 350 29 3,09% September 99.80% 0	7,61 328,60 October 85,44 34 2 3.71 ¹ October
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service Disagree with processes/protocods Discharge Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Companed to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTM Agent Issue Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip	6,31 321,90 February 104,94 93 4 6,205 February 99,765	6,289 324,860 March	6,750 324,751 April 92,912 376 30 1.62% April 99.81% 0 2 23 15	7,105 327,993 May 87,044 357 27 1.99% May 99.83% 1 2 29 7	6,443 296,442 June 79,059 361 30 1.96% June 99.82% 0 0 177 122	6,856 311,760 July 85,528 360 29 2,34% July 99,81% 0 0 27 7	6,988 312,343 August \$ 83,349 353 311 2.38% August \$ 99.82% 0 0 0 330 8	6,435 293,069 September 79,854 350 29 3.09% September 99,80% 0 0 0 22 3	7,613 328,60 October 85,44 34 2 3.71 October 99.82
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Related Tom Provess Disagreement Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue With Driver	6,31,90 February 104,94 4 6,20' February 99,76'	6,289 324,860 March	6,750 324,751 April 92,912 376 300 1.62% April 99.81% 0 2 23 3 15	7,105 327,993 May 87,044 357 27 1.99% May 99.83% 1 2 29 7 0 522	6,443 296,442 June 79,059 361 30 1.96% June 99.82% 0 0 17 12 1 1	9,856 311,760 July 85,528 360 29 2.34% July 99,81% 0 0 0 27 7 0	6,988 312,343 83,349 353 311 2.38% August 99,82% 0 0 0 0 30 8 8 0 54	6,435 293,069 September 79,854 350 29 3.09% September 99,80% 0 0 0 22 2 3 3	7.61 328.6C October 85,44 34 2 3.71 October 99.82
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavlor Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Issues Driver Driver Service/Delivery Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantilated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues with MTA Agent Issue Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue With Driver Issue Resulting from Service or Delivery	6,31 321,90 February	6,289 324,860 March	6,750 324,751 April 92,912 376 30 1.62% April 99.81% 0 2 2 3 15 1 5 2	7,105 327,993 May 87,044 357 27 1,99% May 99,83% 1 2 29 7 0 52 34	6,443 296,442 June 79,059 361 30 1.96% June 99.82% 0 0 177 122 1 1	9,856 311,760 July 85,528 360 29 2.34% July 99,81% 0 0 0 27 7 0	6,988 312,343 August \$ 83,349 353 311 2.38% August \$ 99.82% 0 0 0 330 8	6,435 293,069 September 79,854 350 29 3.09% September 99,80% 0 0 0 22 3	7,61 328,60 October 85,44 3,4 2,2 3,71* October 99,82*
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Discarge with processes/protocols Discharge Issues Diriver Service/Delivery Issues Internal MTM Technology Issue	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Dessess or Inadequate Funds Issues with Thirt Agent Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from S	6,31,90 February 104,94 4 6,20' February 99,76'	March 8 86,288 8 86,258 9 386 9 386 0 .74% March 99,84% 1 99 1 4 4 3 199 5 5 5 3 3 51 5 55 6 55 8 85	6,750 324,751 April 92,912 376 300 1,62% April 99,81% 99,81% 15 11 52 32 32 8	7,105 327,993 May 87,044 357 27 1,99% May 99,83% 1 2 2 9 9 7 7 0 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	6,443 296,442 June 79,059 361 303 1,98% June 99,82% 0 0 0 17 12 12 14 44 42 7	July 85,528 360 2.34% July 99,81% 99,81% 0 0 27 7 0 0 72 30 7 7	6,988 312,343 83,349 553 311 2,38% 99,82% 0 0 0 300 8 8 0 0 54 43 3 3 3 3 1 1 1 2,38%	6,435 293,669 79,854 350 299 3,09% September 99,80% 0 0 2 2 2 3 1 1 38 38 7 7	7,610 328,60 October 85,444 2 3,711 October 99,822
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Passi-Fund Issues Customer Service Disagree with processes/protocols Dischare Fervice Disagree results Driver Driver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calls Presented Average Time to Handle Complete Call from Live Response to Call End Difference in Time Irom Caller Entering Queue and Receiving Live Response Percentage of Calls Abandonded Prior to Live Response Recentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Related to Information Compared Indicated Funds Issues with MTM Agent Issue Resulting Irom Process Disagreement Issue Resulting Trom Discharge Trip Issue with Driver Issue Resulting Trom Schorlege Trip Issue Resulting from Service or Delivery Issue Resulting from Issues Issue Resulting Internation Issue Issue Resulting Internation Issue Issue Resulting Internation Issue	6,31 321,90 February	March 31 86,258	6,750 324,751 92,912 376 30 1,62% April 99,81% 0 2 23 23 1515 1 1 52 322 8 8	7,105 327,993 May 87,0444 87,0444 99,83% 1 2 29 29 7 0 0 1 1 1 1	6,443 296,442 June 79,059 361 361 39,82% 0 0 177 171 122 121 121 144 427 7	G,556 311,760 July 85,528 360 29 2,34% July 99,81% 0 0 27 7 7 0 7 7 1	6,988 312,343 4 8 8 3.349 5 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	6,435 293,069 September 79,854 350 30,9% September 99,80% 0 0 22 3 1 1 1 38 38 38 7 6	7,610 328,60 October 85,444 34 2 3,711 October 99,82*
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFrund Issues Customer Service Disagree with processestyrotocols Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue Member Facing Technology Issue Member Reinbursement Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Devoider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting Trom Service or Delivery Issue Resulting Trom Service or Delivery Issue Resulted to External Application Issue Issue Resulted to External Application Issue Issue Resulted Unitergal Replication Issue Issue Resulted to External Application Issue	6,31 321,90 February 104,94 93,36 4 4 6,20' February 99,76' 2 2 1 1 2 2	March 8 86.258 86 258	6,750 324,751 92,912 376 300 1,62% April 99,81% 99,81% 15 15 22 33 23 32 88 2	7.105 27,993 May 87,044 357 27 1,998 May 99,83% 12 2 2 2 2 3 3 4 10 1 1 2 7	6,443 June 79,059 361 361 361 361 361 361 361 361 361 361	6,856 311,760 July 85,528 360 29 2,34% July 99,81% 0 0 0 7 7 0 7 7 2 3 3 0 7 7 1 1 1 2 9	6,988 6,988 8,349	6.435 293.069 8eptember (1) 293.069 9.80% 8eptember (1) 293.06% 8e	7,613,28,60 October 85,44 34 22 3.71 October 99,82 1 1 1 1
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Issues Driver Driver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue Mileage Relimbursement Issues Nileage Relimbursement Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Disur Passes or Inadequate Funds Issues Related to Bus Passes or Inadequate Funds Issue Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Telivery Issue Resulting from Service	6,31 321,90 February	March 86.25826 93.4860 March 1 398.84% 0 7.44% March 1 99.84% 1 99.556 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	6,750 324,751 April 92,912 330 30,1,62% April 99,81% 0 2 23 15 1 1 5 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	7,105 327,993 May 87,044 47,105 327,993 May 87,044 47,199% May 99,83% 1 2 29 29 7 7 0 0 525 34 34 44 10 10 27 7 144 44 44 14 14 14 14 14 14 14 14 14 14	6,443 296,442 June 79,059 361 361 30 1,96% 0 0 0 17 12 1 1 1 44 42 7 4 3 3 3 3 3 3 3 3 3 3 3 4 3 4 4 4 4 4	G,556 311,760 July 85,528 360 29 2,34% July 99,81% 0 0 27 7 7 2 30 7 7 1 1 29 99,81%	6,988 312,343 32,343 4August 83,349 553 311 2,389 4August 99,82% 0 0 0 0 0 0 0 1 0 1 1 1 1 1 1 1 1 1 1	6.435 (293,669) September (49,854) (393,669) September (49,854) (395,669) September (49,854) (393,669) (39	7,61 328,60 October 85,44 34 34 2 2 3.71 October 99.82 1 1 6 5 3 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocobs Discharge Issues Driver Driver Service/Delivery Issues Internal MTM Technology Issue Member Facing Technology Issue Member Facing Technology Issue Mileage Reimbursement Issues No Show Other	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Related to Bus Passas or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Internal Application Issue Issue Related to Internal Application Issue Issue Related to External Application Issue Issue Related to Marter Complainer Categories MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Marter Complaint Categories	6,31 321,90 February 104,94 38 4 4 6,207 February 99,763	March 8 8 258 8 2	6,750 324,751 92,912 376 300 1,62% April 99,81% 99,81% 90,81% 15 15 22 33 22 32 30 195 0	7.105 27,993 May 87,044 357 27 1,998 May 99,83% 1,2 2,2 3,3 4,1 1,0 1,1 1,1 1,1 1,1 1,1 1,1 1,1 1,1 1	6,443 June 79,059 361 361 361 361 361 361 361 361 361 361	6,556 311,760 July 85,528 360 29 2.34% July 99.81% 0 0 7 7 7 7 7 9 7 1 29 166 25	6,988 5,349 5,343 4,349 6,349	6,435 September 19,854 S	7,613,800 October 85,44 34 32 3,71 October 99,82 1 1 1 2 2 2 1 1
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Abandomment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusine Behawlor Bus PassiFund Issues Customer Service Disagree with processesprotocols Discharge Issues Driver Driver Service Delivery Issues Member Facing Technology Issue Member Benavior Provider Service Behawlor	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Call from Live Response to Call End Difference 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 Abusive Behavior Issues Related to Dev Povider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Trips Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to External Application Issue Issue Related to Rembursament Callain / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Revice Provider Behavior	6,31 321,90 February 104,94 93,36 4 4 6,20' February 99,76' 2 2 1 1 2 2	March 6,2894,860 324,860 34,860 36,258 38,38 38,38 38,38 4,4 99,84% 19 5 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 6 6 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 10	6,750 324,751 April 92,912 330 30 1,52% April 99,81% 15 1 1 5 2 3 3 3 3 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7.105 327,993 May 87,044 4 1,000 4 1,0	6,443 296,442 June 79,059 30,059 30,000 1,996 99,82% 0 0 177 12 1 1 4 4 4 4 4 4 4 4 4 7 7 7 4 4 4 4 4 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1	9,856 311,760 July 8,528 360 2.34% July 99,81% 0 0 27 7 0 72 30 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1	6,988 312,343 32,343 4August 83,349 553 311 2,389 4August 99,82% 0 0 0 0 0 0 0 1 0 1 1 1 1 1 1 1 1 1 1	6.435 (293,669) September (49,854) (393,669) September (49,854) (395,669) September (49,854) (393,669) (39	7.616 7.616
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time from Calier Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Dischage Trip Issue Resulting from Dischage Trip Issue Resulting from Service or Delivery Issue Related to Internal Application Issue Issue Related to Nieleogy Reimbursement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Main Complaint Categories Issue Related to Service or Vehicle or Transportation Provider Did Not Arrive Issue Related to Service or Transportation Provider Did Not Arrive Issue Related to Service or Transportation Provider Did Not Arrive Issue Related to Service or Transportation Provider Did Not Arrive Issue Related to Service Provider Behavior Issue Related to Service Member Safety Issue Related to Member Safety Issue Related to Member Safety Issue Related to Member Safety	6,31 321,90 February	March 8 86.258 86 98 99.84% 99.84% 99.84% 1 99.84% 1 99.84% 2 2 8 8 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8 9	6,750 324,751 92,912 376 300 1,62% April 99,81% 99,81% 15 12 23 23 25 22 30 165 17 17 27	7.105 27.993 May 87,044 357 27 37 4998 May 99.83% 29 7 7 7 0 52 52 54 44 101 101 17 144 144 166	6,443 June 79,059 3616 300 1,96% June 99,82% 0 0 1717 1212 1444 42 77 4 30 152 313 111 11 2 2	6,556 311,760 July 85,528 360 29 2.34% July 99.81% 0 0 0 27 7 7 7 29 166 25 19 30	6,988 549 549 549 549 549 549 549 549 549 549	6,435 (233,069) (233,069) (233,069) (233,069) (243,069)	7.616 7.616
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Driver Driver Service/Delivery Issues Member Facing Technology Issue Member Facing Service Behavior Provider Service Behavior Safety Timeliness	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Bus Passes or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting Indiage Reinbrusement Claim / Process MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive Issue Related to Main Complaint Edepoires Issue Related to Main Complaint Edepoires Issue Related to Main Complaint Edepoires Issue Related to Service Provider Behavior Issue Related to Member Safety	6,31 321,90 February	March 6,2894,860 324,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 34,860 35,860 36,860	6,750 324,751 92,912 336 300 300 1,62% April 99,81% 155 23 32 23 155 11 52 32 88 20 105 105 17 17 20 17 17	7,105 327,993 May 87,044 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6,443 296,442 June 79,059 361 361 361 309 200 1,998 400 0 177 171 1 444 42 7 7 44 4 44 4 45 152 888	9,856 311,760 July 8,528 360 29 2,34% July 99,81% 0 0 0 7 7 0 7 1 1 1 1 1 1 1 1 1 1 1 1 1	6,988 312,343 312,343 43 43 43 43 43 43 43 43 43 45 44 44 45 44 45 44 45 45 45 45 45 45	6,435 293,069 September 79,854 330 39 3,99 3,09% September 99,80% 0 0 0 22 23 1 1 38 38 38 7 6 6 21 11 185 20 6 108	7.616 7.616
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behawlor Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Insues Driver Driver Service/Delivery Issues Internal MTM Technology Issue Mileage Reimbursement Issues No Show Other Provider Service Behawlor Safety Timeliness Trip Accuracy/Disagreement	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time from Calier Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Terespondion Issue Issue Resultaded to Internal Application Issue Issue Related to Mileage Reimbursement Colom / Process Issue Related to Milea Complaint Categories Issue Related to Mileage Reimbursement Colom / Process Issue Related to M	6,31 321,90 February	March 8 86,258 86 9 99,84% 9 99,84% 1 19 1 5 5 2 8 8 2 25 2 16 66 1 166 2 12 4 4 7 75	6,750 324,751 92,912 376 300 1,62% April 99,81% 99,81% 15 15 15 22 23 22 20 30 1985 197 17 20 107	7.105 27.993 May 87,044 357 27 1.99% May 99.83% 1 2 2 9 7 7 0 5 2 6 2 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	6,443 June 79,059 361 301 302 301 302 302 302 302 302 302 302 302 302 302	6,556 311,760 July 85,528 360 2.9 2.34% July 99.81% 0 0 27 7 7 7 2 30 7 1 1 2 9 166 25 19 3 108 22 2	6,988 312,343 312,343 4 august 83,349 553 3 31 2 31 4 august 99,82% 0 0 0 0 30 8 0 54 43 3 3 2 1 14 153 3 9 2 1 17 7 7 96	6.435 (233,069) (233,069) (233,069) (243,069)	7.616 7.616
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus Pass/Fund Issues Customer Service Disagree with processes/protocols Discharge Issues Discharge Issues Internal MTM Technology Issue Member Facing Technology Issue Mileage Reimbursement Issues No Show Cither Provider Service Behavior Safety Timmelness Trip Accuracy/Disagreement Turn Back Issues	Vehicle Equipped to Transport Wheelchair 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 Percentage of Calls Abandonded Prior to Live Response Percentage of Calls Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Related to Bus Passas or Inadequate Funds Issues Resulting from Process Disagreement Issue Resulting from Discharge Trip Issue Resulting from Discharge Trip Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Related to External Application Issue Issue Related to Main Complaint Categories Issue Related to Main Complaint Categories Issue Related to Main Complaint Categories Issue Related to Service Timeliness Issue Related to Service Provider Behavior Issue Related to Service Provider Behavior Issue Related to Trip Scheduling Issue Related to Trip Turnback by Provider	6,31 321,90 February	March 8 6,258 86 9 99,84% 9 99,84% 1 195 1 2 2 2 2 2 4 1 75 3 3 3 6 99 84%	6,750 324,751 92,912 376 376 30 1.62% April 99,81% 99,81% 1.52 2.2 30 30 1.52 32 32 31 32 32 33 33 33 33 33 33 33 33 33 33 33	7,105 27,993 May 87,044 May 87,044 May 99,83% 99,83% 1 2 2 29 7 0 0 52 3 4 4 10 1 1 2 27 4 144 144 16 16 16 16 16 10 0 0 10 10 10 10 3 55 9 9	6,443 June 79,059 34 1,96% 36	July 8,528 360 29 2,34% 360 2 29 2,34% 360 2 27 7 2 30 7 7 2 30 7 1 2 29 1666 255 108 108 22 666	6,988 312,343 312,343 313 31 31 31 31 31 31 31 31 31 31 31 3	6,435 293,069 8eptember 79,854 390 3,99 3,099 9,800% 0,00 0,00 0,00 0,00 0,00 0,00 0,00	7,616 328,60 October 85,44 33,71 October 99,82 1 1 1 1 1 1 2 2 1 1 2 1 1 2 1 1 2 2 1 1 2 2 1 1 2 2 4 1 1 2 2 4 1 1 2 4 4 4 4
Wheelchair Completed Legs CALL STATISTICS Calls Presented Average Handle Time (seconds) Average Speed of Answer (seconds) Abandonment Rate (%) QUALITY MANAGEMENT Complaint Free Percentage Abusive Behavior Bus PassiFund Issues Customer Service Disagree with processes/protocols Discharge Issues Internal MTM Technology Issue Internal MTM Technology Issue Member Facing Technology Issues Amileage Reimbursement Issues No Show Other Provider Service Behavior Safety Timp Accuracy/Disagreement Turn Back Issues Vehicle	Vehicle Equipped to Transport Wheelchair Completed Trip Legs Total Number of Calis Presented Average Time to Handle Complete Cali from Live Response to Cali End Difference in Time from Calier Entering Queue and Receiving Live Response Percentage of Calis Abandonded Prior to Live Response Percentage of Calis Abandonded Prior to Live Response Substantiated Complaints Compared to Completed Trips Issues Related to Provider Abusive Behavior Issues Related to Provider Abusive Behavior Issues Resulting from Process Disagreement Issue Resulting from Process Disagreement Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Delivery Issue Resulting from Service or Terespondion Issue Issue Resultaded to Internal Application Issue Issue Related to Mileage Reimbursement Colom / Process Issue Related to Milea Complaint Categories Issue Related to Mileage Reimbursement Colom / Process Issue Related to M	6,31 321,90 February	March 86,258 86,258 39,66 39,66 39,67 40 41 19 55 28 88 26 26 26 27 44 37 75 69 77	6,750 324,751 92,912 376 300 1,62% April 99,81% 99,81% 15 15 15 22 23 22 20 30 1985 197 17 20 107	7.105 27.993 May 87,044 367 27 4.99% May 99.83% 1 2 2 3 7 0 6 5 2 4 4 4 1 1 1 2 7 7 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6,4432 June 79,059 3616 300 1,98% June 99,82% 0,000 1,000	6,856 311,760 July 85,528 360 2.9 2.34% July 99.81% 0 0 27 7 0 7 2 30 0 7 1 1 2.9 26 25 19 3 1088 22 66 6 9 9	6,988 312,343 312,343 4 august 83,349 553 3 31 2 31 4 august 99,82% 0 0 0 0 30 8 0 54 43 3 3 2 1 14 153 3 9 2 1 17 7 7 96	6.435 (233,069) (233,069) (233,069) (243,069)	7.616 7.616

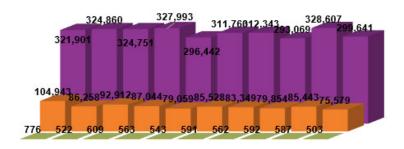


Total Australia Compilated Tip Logo by County of Tip Organism 1291 \$550 \$129	Completed Trip Legs		larch Ap					-			vemb
Trian Marient Computed Tips Lapp by County of Tip Crigorosis 1,281 1,282 1,593 1,596	Legs	321,901	324,860	324,751	327,993	296,442	311,760	312,343	293,069	328,607	2
Marie											
Anhand		1,231	1,242	1,216	1,390	1,247	1,309	1,266	1,177	1,353	
September 1960 19		949	856	857	828	652	731	724	678	835	
17.00 17.00 17.00 17.00 17.00 18.0										2,519	
State										386 16,996	
Calcardes										298	
Chippone		703		710			671	715		812	
Carbon		452		463			457	460		610	
Calendard										1,844	
Created										956 3,115	
District										590	
Dodge										36,341	
1,007		3,395	3,395	3,483	3,619	3,519	3,545	3,533	3,262	3,747	
1,800										521	
Second										963	
Figure 1 10 107 120 177 177 188 115 157 177 177 188 115 157 177 177 188 115 157 177 177 178 188 115 157 177 175 188 175 157 157 157 157 157 157 157 157 157										1,597 6,934	
Free Dist. Lec. 5,667										126	
Forest 1.28	;	5,467	5,681	5,515	5,940	5,496	5,683	5,533	4,941	5,530	
Simple S			205	273	285		288	275	287	283	
Green Label										1,371	
Section Sect								924		945	
Tree men										930 920	
Section										78	
Inference 2,012 2,233 2,386 2,200 2,109 2,000 1,956 1,968 2,1		938	928	1,009		997			1,011	1,225	
According 7,256										2,070	
Account Acco										1,586	
A										7,910	
Inflyering			433		7.040					403 7,761	
Marging 885										276	
April										689	
Marenton 8,366 8,427 8,224 7,802 7,339 7,221 7,238 6,877 7, therenter 1,000 1,861 1,944 1,006 1,818 1,942 1,739 1,800 1,861 1,941 1,161 1,028 1,174 1,161 1,202 1,147 1,161 1,203 1,343 1,255 1,246 1,176 1,			871							692	
Marmette 1,960 1,861 1,941 1,968 1,818 1,924 1,739 1,860 2,4										4,574	
Menuse 1.218										7,373	
Nemomines 616								1,739		2,062 1,238	
Meaukee 101,660 100,911 103,215 103,738 93,619 90,677 100,772 93,465 106, force 2,118 2,215 2,172 2,170 2,072 2,268 2,076 2,229 2,2 2,		1,218	612	608	586	568	633	732	672	1,238	
Memore 2,116		101,660	100,911	103,215	103,738	93,619	99,677	100,772	93,465	106,632	
1,851 1,748 1,759 1,846 1,515 1,639 1,646 1,481 1,1482 1,4482		2,118		2,121	2,170	2,072	2,169	2,078	2,229	2,445	
Dubgame 9,358 9,154 8,885 9,444 8,685 8,291 8,099 7,545 8,752 7,246 8,105 8,105 8,										1,344	
1,649		1,851	1,748				1,693	1,646 8,090		1,433 8,738	
Sept 226 227 249 242 256 238 208										1.840	
Perce			226		289			238	208	251	
1,988 2,037 2,058 2,147 1,943 2,035 1,984 1,99		504	468	548	607	662	694	689	650	663	
Price		1,498	1,402	1,456	1,433	1,200	1,200	1,077	1,083	1,283	
Section Sect		1,988			2,147					2,041	
Nichard 431 448 425 441 459 466 431 480 180										10,705	
Rock 9.764 10.251 9.807 10.089 9.354 9.333 9.470 8,871 9. Nusk 744 707 735 857 579 719 710 701 736 same Crook 1,166 1,158 1,133 1,122 1,088 1,259 1,189 1,169 1,189 1,189 1,189 1,189 1,189 1,160 1,181 1,122 2,337 2,004 2,288 2,288 2,277 2,004 2,288 2,288 2,277 2,004 2,288 2,209 2,004 2,288 2,209 2,004 2,288 2,209 2,004 2,288 2,277 2,004 2,288 2,277 2,004 2,288 2,18 1,170 1,002 1,150 1,172 1,182 1,282 1,333 1,170 1,002 1,150 1,150 1,172 1,182 1,288 1,170 1,002 1,150 1,172 1,182 1,182 1,182 1,182 1,182 1			483	425		459				548	
Nask 744 707 736 867 579 710 710 704 705 867 879 710 710 704 705 867 705 879 710 710 704 705 867 705 879 710 704 705 867 705							9,293			9,825	
Sauk		744	707	735	857	579	719	710		704	
1.172										1,233	
Inhawano		2,351	2,512		2,377		2,379	2,604		2,660 1,149	
Section Sect										1,149 2.320	
800 800 932 938 750 740 720 725			6,136		5,919				5,474	5,685	
1879 1879		820	860	932	938	750	743	720	725	807	
Ass	1									733	
Valvorin 2,565 2,771 2,808 2,788 2,541 2,710 2,702 2,543 2,741 2,702 2,543 2,742 2,808 2,788 2,781 2,710 2,702 2,543 2,243 2,241 2,702 2,543 2,243 2,241 2,702 2,543 2,243 2,241 2,702 2,545 2,240 2,240 2,241 3,551 3,551 3,551 3,551 3,551 3,551 3,551 3,551 3,551 3,551 3,581 3,108 3,51 3,108 3,551 3,109 3,551 3,294 3,016 3,71 11 3,052 3,581 3,109 3,511 3,109 3,51 3,591 3,511 3,591 3,511 3,591 3,511 3,591 3,512 3,591 3,512 3,591 3,512 3,591 3,512 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,591 3,										960	
Vashburn 709										753 2,900	
Vashington 3.282 3.564 3.615 3.715 3.591 3.551 3.284 3.016 3.37 Vasheshan 10.407 11.220 11.364 11.002 11.012										716	
Valuebah 10,407 11,220 11,364 11,002 10,102 10,575 10,588 9,917 11,11111120 11,1111120 11,111120 11,111120 11,1120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120 11,11120		3,252	3,564	3,615	3,715	3,519	3,551	3,284	3,016	3,332	
Naupaca 2,706 2,578 2,402 2,699 2,317 2,462 2,380 2,155 2,			11,220	11,364	11,092	10,120	10,573	10,588		11,086	
		2,706	2,578	2,402	2,629	2,317	2,462	2,380	2,155	2,494	
	-									878	
Dutside of Wisconsin Completed Trip Legs										7,420 4,155	
Illinois 75 83 99 60 57 114 138 109 109 128	Wisconsin Completed Trip Legs									. "!	
towa 125 151 126 128 54 77 72 64 Mchigan 96 87 75 91 72 64 78 100 Minesota 751 752 815 994 792 796 736 647		75	831	99	601	57	114	136	109	134	
Minnesota 751 752 815 904 792 796 736 647										99	
Minnesota 751 752 815 904 792 796 736 647		96	87	75	91	72	64	78	100	118	
						792	796			784	
Jiner 10 5 20 7 1 3 15 5		16	5	20	7	- 1	3	15	5	11	



Substantiated Complaints	77	76 522	609	563	543	591	562	2 5	92	587
			, 000			,				00.1
County Statistics Total Number of Substantiated Complaints Reported by County of Trip Origina	ation									
Adams Ashland		4 2	2	2	4	0		2	2	3
Barron		5 0		1			- :	1	4	2
Bayfield		2 0					-	j e	1	1
Brown		21 32					15	5	15	7
Buffalo		1 0				0		1	0	1
Burnett		1 0							0	0
Calumet		2 0		1	1	0	(1	0
Chippewa		8 2							2	1
Clark		4 3				2 2	(1	0
Columbia Crawford		2 6							3	8
Dane		26 25							40	40
Dodge		33 3	3						3	3
Door		1 3	1	0	1		3	3	0	0
Douglas		5 3	2	3	2	4	(i	2	0
Dunn		1 2	2					>	3	2
Eau Claire		7 0	8				- 3	3	7	1
Florence		4 0							1	0
Fond Du Lac		8 8							8	7
Forest Grant		2 2			C	1 1		3	3	0
Green		1 0		2	1	3) 	2	0
Green Lake		5 4					-		0	3
lowa		1 1	1			1	(1	2
Iron		0 0		1	1	1 1			0	0
Jackson		2 1	1					2	0	1
Jefferson		8 4	11		8		8	3	3	6
Juneau		1 1	7	6	4	2		2	2	1
Kenosha		13 16					24		18	11
Kewaunee La Crosse		7 4	3		3			4	7	0
Lafayette		0 0						3	0	0
Langlade		4 0							0	0
Lincoln		1 3							0	0
Manitowoc		8 5	3	4	3			5	2	5
Marathon		8 4	5	4					13	7
Marinette		7 4	Ü		7		- 2		9	5
Marquette		4 9					3		2	2
Menominee		0 0			171	0	211		48	0 294
Milwaukee Monroe	24	8 3	200				21		8	294
Oconto		4 2					-		4	0
Oneida		3 6	3	1	1				2	3
Outagamie		12 3					9		10	8
Ozaukee		4 4		4	6	7		3	5	2
Pepin		0 0					()	1	0
Pierce		6 0						í	3	3
Polk		7 0		4		1			0	0
Portage		0 5			3		(0	2
Price Racine		2 0							14	13
Richland		2 1	0			3 0	10		1	3
Rock		15 4					13		17	21
Rusk		3 3			C	0			0	0
Saint Croix		3 5	2	7	1	2			2	2
Sauk	1	15 4	. 8	5	10	16	i	7	3	1
Sawyer		5 1	0						0	1
Shawano	1	12 3		3	7	2 2			2	0
Sheboygan		3 0					- 3		0	2
Taylor Trempealeau		4 1 2	2	5	1	0			2	0
Vernon		3 3							0	2
Vilas		5 3	1		0				4	2
Walworth		13 6			10	4	2		13	11
Washburn		3 2	3	2	1				0	0
Washington		11 2	7	9					5	5
Waukesha		10 20	37	24	20		16		21	17
Waupaca		14 8							2	2
Waushara		5 3		0	1				2	0
Winnebago Wood		17 13 12 6				11			10	14
No County or State Information		17 18							50	43
y Owno mormunon		10	. 30	31	3/	1 40	4			70
Outside of Wisconsin Substantiated Complaints										
Outside of Wisconsin Substantiated Complaints										
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Substantiated Complaints	Calls Presented	■ Leg Trips Completed
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Month	Substantiated Complaints	Calls Presented	Leg Trips Completed
February	776	104,943	321,901
March	522	86,258	324,860
April	609	92,912	324,751
May	563	87,044	327,993
June	543	79,059	296,442
July	591	85,528	311,760
August	562	83,349	312,343
September	592	79,854	293,069
October	587	85,443	328,607
November	503	75,579	299,641