



| 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

| | | February | March | April | May | June | July | August | September | October | November |
|-----------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Enrollment | Eligible Members Enrolled | 1,265,821 | 1,185,507 | 1,215,317 | 1,194,094 | 1,176,097 | 1,159,933 | 1,150,177 | 1,149,849 | 1,144,951 | 1,145,629 |
| Distinct Member Count | Unique Members Utilizing Transport | 25,770 | 25,069 | 25,568 | 25,244 | 23,596 | 24,311 | 24,510 | 23,924 | 25,856 | 24,351 |
| Utilization Rate | Percentage of Services Usage (Completed Trip Legs/Eligible Members Enrolled) | 25.4% | 27.4% | 26.7% | 27.5% | 25.2% | 26.9% | 27.2% | 25.5% | 28.7% | 26.2% |

RESERVATION

| | | 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 | 392,403 | 418,612 | 418,057 | 421,159 | 383,748 | 412,057 | 410,010 | 381,988 | 424,842 | 392,794 |
| Cancelled | Cancelled Trip Legs | 69,774 | 93,485 | 93,061 | 92,843 | 87,092 | 100,074 | 97,370 | 86,644 | 95,972 | 92,963 |
| Member No Show | Trips Where Member Does Not Use Scheduled Service | 7,719 | 8,448 | 8,131 | 8,365 | 7,555 | 8,131 | 8,028 | 7,311 | 8,359 | 7,722 |
| Denials | Number of Denied Trip Attempts | 4,702 | 3,165 | 5,083 | 5,503 | 5,848 | 5,840 | 6,523 | 6,723 | 3,319 | 4,004 |
| Same Day Trip Legs | Completed Trip Legs with less than 24 hour Notice | 49,723 | 36,410 | 38,356 | 37,532 | 33,083 | 34,861 | 34,047 | 31,165 | 36,150 | 31,338 |
| Standing Order Trip Legs | Completed Trip Legs Associated with a Recurring Appointment | 72,434 | 171,982 | 230,694 | 234,432 | 213,485 | 221,336 | 221,925 | 207,192 | 227,120 | 212,624 |
| Completed Legs | Completed Trip Legs | 321,901 | 324,860 | 324,751 | 327,993 | 296,442 | 311,760 | 312,343 | 293,069 | 328,607 | 299,641 |
| Lodging (Cost) | Cost of Lodging Reimbursed | \$30,764.95 | \$23,130.26 | \$27,985.25 | \$21,868.38 | \$40,363.22 | \$14,694.90 | \$27,041.42 | \$18,638.46 | \$7,148.02 | \$40,658.37 |
| Lodging (Nights) | Number of Lodging Nights Reimbursed | 251 | 288 | 234 | 163 | 518 | 220 | 279 | 260 | 24 | 45 |
| Meals (Cost) | Cost of Meals Reimbursed | \$12,605.70 | \$16,680.47 | \$18,366.08 | \$18,310.88 | \$13,653.77 | \$19,743.56 | \$18,848.67 | \$27,496.19 | \$15,895.48 | \$22,789.78 |
| Meals (Reimbursed) | Number of Meals Reimbursed | 1,210 | 1,676 | 1,840 | 1,834 | 1,366 | 1,975 | 1,886 | 2,751 | 1,622 | 2,309 |

TRANSPORT MODE

| | | February | March | April | May | June | July | August | September | October | November |
|-----------------------------|---|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|
| Ambulance | Vehicle Equipped with Ambulance Support | 1,080 | 1,016 | 1,105 | 1,147 | 1,043 | 1,195 | 1,160 | 1,075 | 983 | 843 |
| Bus | System of Public Transportation including Inter-City Bus (Including Para Transl/Deviated Fixed-Route) | 13,848 | 13,140 | 12,021 | 11,379 | 9,733 | 10,106 | 10,885 | 8,493 | 9,576 | 8,295 |
| Cab | Sedan, Van, Taxi | 197,649 | 198,648 | 199,546 | 201,267 | 182,390 | 191,650 | 192,081 | 182,847 | 208,646 | 191,574 |
| 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 | 8,553 | 7,110 | 6,685 | 6,296 |
| Gas Reimbursement | Member Self-Located Suitable Transportation and Received Mileage Reimbursement | 96,071 | 98,426 | 97,514 | 98,977 | 88,633 | 93,189 | 91,854 | 86,322 | 94,200 | 84,965 |
| Stretcher | Vehicle Equipped to Transport Stretcher | 666 | 735 | 842 | 830 | 650 | 696 | 822 | 787 | 899 | 813 |
| Wheelchair | Vehicle Equipped to Transport Wheelchair | 6,314 | 6,289 | 6,750 | 7,105 | 6,443 | 6,856 | 6,988 | 6,435 | 7,618 | 6,855 |
| Completed Legs | Completed Trip Legs | 321,901 | 324,860 | 324,751 | 327,993 | 296,442 | 311,760 | 312,343 | 293,069 | 328,607 | 299,641 |

CALL STATISTICS

| | | February | March | April | May | June | July | August | September | October | November |
|-----------------------------------|---|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|
| Calls Presented | Total Number of Calls Presented | 104,943 | 86,258 | 92,912 | 87,044 | 79,059 | 85,528 | 83,349 | 79,854 | 85,443 | 75,579 |
| Average Handle Time (seconds) | Average Time to Handle Complete Call from Live Response to Call End | 394 | 396 | 376 | 357 | 361 | 360 | 353 | 350 | 346 | 408 |
| Average Speed of Answer (seconds) | Difference in Time from Caller Entering Queue and Receiving Live Response | 46 | 38 | 30 | 27 | 30 | 29 | 31 | 29 | 28 | 98 |
| Abandonment Rate (%) | Percentage of Calls Abandoned Prior to Live Response | 6.20% | 0.74% | 1.62% | 1.99% | 1.96% | 2.34% | 2.38% | 3.09% | 3.71% | 5.15% |

QUALITY MANAGEMENT

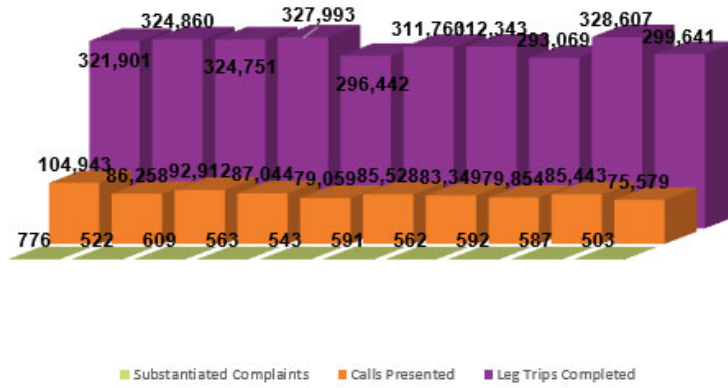
| | | February | March | April | May | June | July | August | September | October | November |
|-----------------------------------|--|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|
| Complaint Free Percentage | Substantiated Complaints Compared to Completed Trips | 99.76% | 99.84% | 99.81% | 99.83% | 99.82% | 99.81% | 99.82% | 99.80% | 99.82% | 99.83% |
| Abusive Behavior | Issues Related to Provider Abusive Behavior | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bus Pass/Fund Issues | Issues Related to Bus Passes or Inadequate Funds | 0 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 0 |
| Customer Service | Issues with MTM Agent | 23 | 19 | 23 | 29 | 17 | 27 | 30 | 22 | 19 | 15 |
| Disagree with processes/protocols | Issue Resulting from Process Disagreement | 5 | 5 | 15 | 7 | 12 | 7 | 8 | 3 | 3 | 3 |
| Discharge Issues | Issue Resulting from Discharge Trip | 1 | 3 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 1 |
| Driver | Issue with Driver | 39 | 51 | 52 | 52 | 44 | 72 | 54 | 38 | 63 | 43 |
| Driver Service/Delivery Issues | Issue Resulting from Service or Delivery | 20 | 25 | 32 | 34 | 42 | 30 | 43 | 38 | 35 | 37 |
| Internal MTM Technology Issue | Issue Related to Internal Application Issue | 12 | 8 | 8 | 10 | 7 | 7 | 3 | 7 | 11 | 9 |
| Member Facing Technology Issue | Issue Related to External Application Issue | 1 | 2 | 2 | 1 | 4 | 1 | 2 | 6 | 3 | 0 |
| Mileage Reimbursement Issues | Issue Related to Mileage Reimbursement Claim / Process | 25 | 26 | 30 | 27 | 30 | 29 | 14 | 21 | 16 | 12 |
| No Show | MTM Unable to Locate a Vehicle or Transportation Provider Did Not Arrive | 269 | 166 | 195 | 144 | 152 | 166 | 154 | 185 | 205 | 158 |
| Other | Issue Not Related to Main Complaint Categories | 0 | 0 | 0 | 0 | 31 | 25 | 30 | 20 | 10 | 18 |
| Provider Service Behavior | Issue Related to Service Provider Behavior | 13 | 21 | 17 | 16 | 11 | 19 | 17 | 20 | 23 | 26 |
| Safety | Issue Related to Member Safety | 2 | 4 | 2 | 0 | 2 | 3 | 3 | 6 | 4 | 2 |
| Timeliness | Issue Related to Service Timeliness | 98 | 75 | 107 | 101 | 88 | 108 | 96 | 108 | 102 | 106 |
| Trip Accuracy/Disagreement | Issue Related to Trip Scheduling | 50 | 37 | 39 | 35 | 31 | 22 | 35 | 38 | 29 | 17 |
| Turn Back Issues | Issue related to Trip Turnback by Provider | 209 | 69 | 77 | 90 | 62 | 66 | 68 | 68 | 56 | 50 |
| Vehicle | Issue with Vehicle | 9 | 7 | 7 | 14 | 9 | 9 | 5 | 11 | 6 | 6 |
| Total Substantiated Complaints | Total Number of Substantiated Complaints | 776 | 522 | 609 | 563 | 543 | 591 | 562 | 592 | 587 | 503 |



| Wisconsin Completed Trip Legs | February | March | April | May | June | July | August | September | October | November |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Completed Legs | 321,901 | 324,860 | 324,751 | 327,993 | 296,442 | 311,760 | 312,343 | 293,069 | 328,607 | 299,641 |
| County Statistics | | | | | | | | | | |
| Total Number of Completed Trip Legs by County of Trip Origination | | | | | | | | | | |
| Adams | 1,231 | 1,242 | 1,216 | 1,300 | 1,247 | 1,309 | 1,266 | 1,177 | 1,363 | 1,290 |
| Ashland | 940 | 856 | 828 | 828 | 652 | 731 | 724 | 678 | 835 | 705 |
| Barron | 2,909 | 2,780 | 2,774 | 2,886 | 2,518 | 2,681 | 2,549 | 2,287 | 2,519 | 2,305 |
| Bayfield | 395 | 444 | 427 | 449 | 392 | 409 | 390 | 300 | 386 | 327 |
| Brown | 17,931 | 17,840 | 16,866 | 17,114 | 16,064 | 16,970 | 16,586 | 15,203 | 16,966 | 15,599 |
| Buffalo | 429 | 419 | 408 | 441 | 378 | 369 | 330 | 288 | 298 | 255 |
| Burnett | 703 | 621 | 710 | 719 | 580 | 671 | 715 | 695 | 812 | 633 |
| Calumet | 452 | 429 | 463 | 528 | 501 | 457 | 460 | 491 | 610 | 488 |
| Chippewa | 2,041 | 1,903 | 1,933 | 1,988 | 1,766 | 1,868 | 1,682 | 1,551 | 1,844 | 1,658 |
| Clark | 863 | 908 | 921 | 859 | 772 | 949 | 944 | 901 | 956 | 847 |
| Columbia | 2,510 | 2,396 | 2,505 | 2,801 | 2,502 | 2,779 | 2,952 | 2,836 | 3,115 | 2,801 |
| Crawford | 574 | 583 | 588 | 550 | 479 | 483 | 518 | 472 | 590 | 475 |
| Dane | 35,993 | 37,453 | 35,735 | 35,478 | 32,247 | 34,083 | 34,911 | 33,276 | 36,341 | 32,902 |
| Dodge | 3,395 | 3,395 | 3,483 | 3,619 | 3,519 | 3,545 | 3,533 | 3,262 | 3,747 | 3,138 |
| Door | 429 | 502 | 563 | 565 | 465 | 588 | 501 | 479 | 521 | 517 |
| Douglas | 1,027 | 1,015 | 1,167 | 1,266 | 1,187 | 1,051 | 985 | 757 | 963 | 891 |
| Dunn | 1,810 | 1,695 | 1,731 | 1,762 | 1,595 | 1,771 | 1,689 | 1,489 | 1,597 | 1,453 |
| Eau Claire | 7,399 | 7,408 | 7,338 | 7,864 | 6,717 | 7,186 | 6,695 | 6,038 | 6,934 | 6,331 |
| Florence | 110 | 107 | 120 | 117 | 107 | 172 | 96 | 115 | 126 | 102 |
| Fond Du Lac | 5,467 | 5,081 | 5,515 | 5,940 | 5,496 | 5,683 | 5,533 | 4,941 | 5,530 | 5,250 |
| Forest | 238 | 205 | 273 | 265 | 274 | 268 | 275 | 287 | 283 | 240 |
| Grant | 1,258 | 1,471 | 1,437 | 1,470 | 1,216 | 1,356 | 1,415 | 1,323 | 1,371 | 1,432 |
| Green | 819 | 777 | 756 | 802 | 815 | 922 | 924 | 879 | 945 | 899 |
| Green Lake | 831 | 903 | 852 | 785 | 797 | 859 | 852 | 753 | 930 | 832 |
| Iowa | 833 | 870 | 872 | 861 | 864 | 1,025 | 965 | 938 | 920 | 927 |
| Iron | 73 | 69 | 62 | 66 | 38 | 76 | 59 | 73 | 78 | 88 |
| Jackson | 938 | 928 | 1,009 | 1,126 | 997 | 1,017 | 1,076 | 1,011 | 1,225 | 1,041 |
| Jefferson | 2,012 | 2,233 | 2,385 | 2,290 | 2,129 | 2,092 | 1,955 | 1,865 | 2,070 | 1,966 |
| Juneau | 1,641 | 1,648 | 1,571 | 1,606 | 1,334 | 1,598 | 1,601 | 1,434 | 1,586 | 1,534 |
| Kenosha | 7,295 | 7,315 | 7,716 | 7,716 | 6,977 | 7,073 | 7,214 | 6,799 | 7,910 | 7,098 |
| Kewaunee | 460 | 423 | 519 | 502 | 467 | 413 | 391 | 347 | 403 | 427 |
| La Crosse | 7,651 | 7,638 | 7,776 | 7,949 | 6,930 | 7,303 | 7,340 | 6,950 | 7,761 | 7,536 |
| Lafayette | 306 | 302 | 264 | 335 | 279 | 268 | 255 | 260 | 276 | 282 |
| Langlade | 885 | 891 | 1,064 | 1,036 | 739 | 733 | 807 | 780 | 689 | 668 |
| Lincoln | 877 | 871 | 867 | 939 | 828 | 720 | 732 | 674 | 692 | 563 |
| Manitowish | 4,384 | 4,440 | 4,257 | 4,162 | 4,076 | 4,260 | 4,168 | 4,574 | 4,010 | 4,010 |
| Marathon | 8,364 | 8,421 | 8,224 | 7,892 | 7,339 | 7,221 | 7,238 | 6,877 | 7,373 | 7,077 |
| Marinette | 1,960 | 1,861 | 1,941 | 1,958 | 1,818 | 1,924 | 1,739 | 1,860 | 2,062 | 1,934 |
| Marquette | 1,218 | 1,144 | 1,204 | 1,147 | 1,161 | 1,293 | 1,343 | 1,258 | 1,238 | 1,165 |
| Menominee | 616 | 612 | 608 | 586 | 568 | 633 | 732 | 672 | 684 | 659 |
| Milwaukee | 101,660 | 100,911 | 103,215 | 103,738 | 93,619 | 99,677 | 100,772 | 93,465 | 106,632 | 96,505 |
| Monroe | 2,118 | 2,215 | 2,121 | 2,170 | 2,072 | 2,169 | 2,078 | 2,229 | 2,445 | 2,295 |
| Oconto | 1,277 | 1,300 | 1,377 | 1,466 | 1,191 | 1,158 | 1,134 | 1,185 | 1,344 | 1,305 |
| Oneida | 1,851 | 1,748 | 1,799 | 1,846 | 1,515 | 1,693 | 1,646 | 1,481 | 1,433 | 1,254 |
| Outagamie | 9,358 | 9,154 | 8,883 | 9,444 | 8,965 | 8,291 | 8,090 | 7,545 | 8,738 | 8,149 |
| Ozaukee | 1,849 | 1,875 | 1,810 | 1,867 | 1,748 | 1,804 | 1,869 | 1,749 | 1,840 | 1,545 |
| Pepin | 226 | 228 | 272 | 286 | 242 | 266 | 238 | 208 | 251 | 241 |
| Pierce | 504 | 468 | 548 | 607 | 662 | 694 | 689 | 650 | 663 | 549 |
| Polk | 1,498 | 1,402 | 1,456 | 1,433 | 1,200 | 1,200 | 1,077 | 1,083 | 1,283 | 1,096 |
| Portage | 1,988 | 2,037 | 2,058 | 2,147 | 1,943 | 2,035 | 1,984 | 1,894 | 2,041 | 1,806 |
| Price | 562 | 515 | 533 | 466 | 436 | 502 | 533 | 525 | 585 | 533 |
| Racine | 9,862 | 10,051 | 9,780 | 9,477 | 8,633 | 9,082 | 9,186 | 9,105 | 10,705 | 9,613 |
| Richland | 431 | 483 | 425 | 441 | 459 | 460 | 431 | 480 | 548 | 484 |
| Rock | 9,754 | 10,251 | 9,807 | 10,089 | 9,354 | 9,293 | 9,470 | 8,871 | 9,825 | 9,347 |
| Rusk | 744 | 707 | 735 | 857 | 579 | 719 | 710 | 704 | 704 | 611 |
| Saint Croix | 1,166 | 1,153 | 1,133 | 1,162 | 1,066 | 1,259 | 1,189 | 1,169 | 1,233 | 1,065 |
| Sauk | 2,351 | 2,512 | 2,335 | 2,377 | 2,263 | 2,379 | 2,604 | 2,688 | 2,690 | 2,384 |
| Sawyer | 1,172 | 1,182 | 1,298 | 1,373 | 1,170 | 1,002 | 1,050 | 977 | 1,149 | 1,094 |
| Shawano | 2,246 | 2,563 | 2,474 | 2,461 | 2,430 | 2,468 | 2,386 | 2,156 | 2,320 | 2,100 |
| Sheboygan | 6,128 | 6,136 | 5,873 | 5,919 | 5,204 | 5,512 | 5,701 | 5,474 | 5,685 | 5,325 |
| Taylor | 820 | 860 | 932 | 938 | 750 | 743 | 720 | 725 | 807 | 716 |
| Trempealeau | 630 | 613 | 684 | 616 | 519 | 635 | 672 | 617 | 733 | 788 |
| Vernon | 857 | 926 | 996 | 955 | 884 | 882 | 849 | 799 | 960 | 861 |
| Vilas | 486 | 545 | 605 | 536 | 478 | 421 | 422 | 501 | 753 | 590 |
| Walworth | 2,565 | 2,771 | 2,896 | 2,788 | 2,541 | 2,710 | 2,702 | 2,543 | 2,900 | 2,489 |
| Washington | 709 | 645 | 682 | 704 | 604 | 585 | 650 | 589 | 716 | 602 |
| Washington | 3,252 | 3,564 | 3,615 | 3,715 | 3,519 | 3,551 | 3,284 | 3,016 | 3,332 | 3,033 |
| Waukesha | 10,407 | 11,220 | 11,364 | 11,092 | 10,120 | 10,573 | 10,588 | 9,817 | 11,086 | 10,037 |
| Waupaca | 2,706 | 2,578 | 2,402 | 2,629 | 2,317 | 2,462 | 2,380 | 2,156 | 2,494 | 2,194 |
| Waushara | 914 | 994 | 1,040 | 926 | 777 | 913 | 956 | 853 | 878 | 842 |
| Winnebago | 7,576 | 7,660 | 7,467 | 7,260 | 6,457 | 7,099 | 7,262 | 6,924 | 7,420 | 7,076 |
| Wood | 4,086 | 4,008 | 4,114 | 4,379 | 3,693 | 4,034 | 3,752 | 3,613 | 4,155 | 3,627 |
| Outside of Wisconsin Completed Trip Legs | | | | | | | | | | |
| Illinois | 75 | 83 | 99 | 60 | 57 | 114 | 136 | 100 | 134 | 111 |
| Iowa | 125 | 151 | 128 | 128 | 54 | 77 | 72 | 64 | 99 | 72 |
| Michigan | 96 | 87 | 75 | 91 | 72 | 64 | 78 | 100 | 118 | 77 |
| Minnesota | 751 | 752 | 815 | 904 | 792 | 796 | 736 | 647 | 784 | 691 |
| Other | 16 | 5 | 20 | 7 | 1 | 3 | 15 | 5 | 11 | 92 |



| Wisconsin Substantiated Complaints | February | March | April | May | June | July | August | September | October | November |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Substantiated Complaints | 776 | 822 | 609 | 563 | 543 | 591 | 562 | 592 | 587 | 503 |
| County Statistics | | | | | | | | | | |
| Total Number of Substantiated Complaints Reported by County of Trip Origination | | | | | | | | | | |
| Adams | 4 | 2 | 2 | 2 | 4 | 0 | 2 | 2 | 3 | 1 |
| Ashland | 4 | 1 | 2 | 2 | 4 | 1 | 2 | 2 | 2 | 2 |
| Barron | 5 | 0 | 1 | 1 | 4 | 4 | 3 | 4 | 2 | 1 |
| Bayfield | 2 | 0 | 0 | 0 | 1 | 3 | 2 | 1 | 1 | 1 |
| Brown | 21 | 32 | 30 | 18 | 16 | 11 | 15 | 15 | 7 | 8 |
| Buffalo | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| Burnett | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| Calumet | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| Chippewa | 8 | 2 | 3 | 4 | 1 | 2 | 2 | 2 | 1 | 1 |
| Clark | 4 | 3 | 4 | 3 | 2 | 2 | 0 | 1 | 0 | 2 |
| Columbia | 8 | 8 | 1 | 5 | 4 | 5 | 7 | 3 | 8 | 1 |
| Crawford | 2 | 6 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 0 |
| Dane | 66 | 25 | 55 | 58 | 45 | 56 | 63 | 40 | 40 | 30 |
| Dodge | 33 | 3 | 3 | 3 | 2 | 1 | 4 | 3 | 3 | 4 |
| Door | 1 | 3 | 1 | 0 | 1 | 4 | 3 | 0 | 0 | 1 |
| Douglas | 5 | 3 | 2 | 3 | 2 | 4 | 0 | 2 | 0 | 2 |
| Dunn | 1 | 2 | 2 | 5 | 1 | 4 | 5 | 3 | 2 | 4 |
| Eau Claire | 7 | 0 | 8 | 2 | 2 | 0 | 3 | 7 | 1 | 4 |
| Florence | 4 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 1 |
| Fond Du Lac | 8 | 8 | 8 | 2 | 6 | 6 | 5 | 8 | 7 | 6 |
| Forest | 2 | 2 | 1 | 5 | 0 | 1 | 0 | 3 | 0 | 0 |
| Grant | 3 | 0 | 3 | 3 | 0 | 1 | 3 | 1 | 1 | 5 |
| Green | 1 | 0 | 2 | 2 | 1 | 3 | 2 | 2 | 0 | 2 |
| Green Lake | 5 | 4 | 2 | 4 | 2 | 0 | 0 | 0 | 3 | 0 |
| Iowa | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 3 |
| Iron | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 |
| Jackson | 2 | 1 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 1 |
| Jefferson | 8 | 4 | 11 | 5 | 8 | 5 | 8 | 3 | 6 | 6 |
| Juneau | 1 | 1 | 7 | 6 | 4 | 2 | 2 | 2 | 1 | 1 |
| Kenosha | 13 | 16 | 11 | 13 | 14 | 21 | 24 | 18 | 11 | 10 |
| Kewaunee | 3 | 3 | 3 | 2 | 3 | 0 | 0 | 3 | 0 | 0 |
| La Crosse | 7 | 4 | 3 | 11 | 3 | 10 | 4 | 5 | 4 | 6 |
| Lafayette | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 |
| Langlade | 4 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| Lincoln | 1 | 3 | 4 | 0 | 1 | 1 | 1 | 0 | 0 | 0 |
| Manitowish | 8 | 5 | 3 | 4 | 3 | 5 | 5 | 2 | 5 | 5 |
| Marathon | 8 | 4 | 5 | 4 | 5 | 9 | 1 | 13 | 7 | 3 |
| Marquette | 7 | 4 | 8 | 6 | 7 | 4 | 2 | 9 | 5 | 4 |
| Marquette | 4 | 9 | 3 | 5 | 5 | 2 | 3 | 2 | 2 | 4 |
| Menominee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Milwaukee | 241 | 207 | 200 | 162 | 171 | 226 | 211 | 248 | 284 | 230 |
| Monroe | 8 | 3 | 3 | 3 | 4 | 2 | 2 | 8 | 2 | 4 |
| Oconto | 4 | 2 | 5 | 4 | 1 | 1 | 0 | 4 | 0 | 0 |
| Oneida | 3 | 6 | 3 | 1 | 1 | 4 | 1 | 2 | 3 | 0 |
| Outagamie | 12 | 3 | 14 | 11 | 11 | 10 | 9 | 10 | 8 | 1 |
| Ozaukee | 4 | 4 | 3 | 4 | 6 | 7 | 3 | 5 | 2 | 1 |
| Pepin | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 1 | 0 | 0 |
| Pierce | 6 | 0 | 3 | 2 | 3 | 0 | 1 | 3 | 3 | 2 |
| Polk | 7 | 0 | 0 | 4 | 0 | 1 | 1 | 0 | 0 | 2 |
| Portage | 0 | 5 | 1 | 3 | 3 | 3 | 0 | 2 | 2 | 0 |
| Price | 2 | 0 | 3 | 3 | 4 | 2 | 0 | 0 | 2 | 2 |
| Racine | 18 | 22 | 14 | 7 | 14 | 19 | 10 | 14 | 13 | 7 |
| Richland | 2 | 1 | 0 | 1 | 6 | 0 | 2 | 1 | 3 | 0 |
| Rock | 15 | 4 | 11 | 15 | 18 | 8 | 13 | 17 | 21 | 10 |
| Rusk | 3 | 3 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Saint Croix | 3 | 5 | 2 | 7 | 11 | 2 | 2 | 2 | 2 | 2 |
| Sauk | 15 | 4 | 8 | 5 | 10 | 16 | 7 | 3 | 1 | 1 |
| Sawyer | 5 | 1 | 0 | 5 | 0 | 4 | 1 | 0 | 1 | 0 |
| Shawano | 12 | 3 | 4 | 3 | 2 | 2 | 5 | 2 | 0 | 3 |
| Sheboygan | 3 | 0 | 10 | 5 | 7 | 6 | 3 | 0 | 2 | 8 |
| Taylor | 4 | 1 | 2 | 5 | 1 | 0 | 0 | 0 | 0 | 0 |
| Trempealeau | 2 | 2 | 2 | 3 | 1 | 1 | 1 | 2 | 0 | 3 |
| Vernon | 3 | 3 | 1 | 2 | 2 | 0 | 2 | 0 | 2 | 6 |
| Vilas | 5 | 3 | 1 | 0 | 0 | 0 | 2 | 4 | 2 | 2 |
| Walworth | 13 | 6 | 8 | 10 | 10 | 4 | 22 | 13 | 11 | 6 |
| Washington | 3 | 2 | 3 | 2 | 1 | 1 | 0 | 0 | 0 | 0 |
| Washington | 11 | 2 | 7 | 9 | 5 | 4 | 1 | 5 | 5 | 2 |
| Waukesha | 40 | 20 | 37 | 24 | 20 | 21 | 16 | 21 | 17 | 24 |
| Waupaca | 14 | 8 | 6 | 6 | 7 | 6 | 4 | 2 | 2 | 3 |
| Waushara | 5 | 3 | 4 | 0 | 1 | 2 | 1 | 2 | 0 | 0 |
| Winnebago | 17 | 13 | 11 | 11 | 10 | 11 | 7 | 10 | 14 | 13 |
| Wood | 12 | 6 | 7 | 3 | 7 | 3 | 1 | 1 | 5 | 3 |
| No County or State Information | 17 | 18 | 36 | 31 | 57 | 46 | 47 | 50 | 43 | 43 |
| Outside of Wisconsin Substantiated Complaints | | | | | | | | | | |
| Illinois | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Minnesota | 0 | 1 | 2 | 4 | 3 | 0 | 5 | 2 | 0 | 2 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |



| 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 |