MIAMI-DADE COUNTY TRANSIT

PARATRANSIT ~ OPERATIONS ~

MONTHLY REPORT

September 2013

MONTHLY REPORT

September 2013

SPECIAL TRANSPORTATION SERVICE

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MIAMI-DADE COUNTY TRANSIT

CONTRACTOR:

Transportation America (TA)

Sub-Contractors:

ITRANS

MMS

TA

Miami-Dade Transit coordinates the Special Transportation Service (STS) provided by Miami-Dade County in compliance with the complementary paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990. STS can be used throughout most of urbanized Miami-Dade County, and some parts of southern Broward and northern Monroe Counties. STS is a door-to-door shared ride service for people with disabilities who are unable to use Metrobus, Metrorail, or Metromover. STS offers transportation for the disabled community for work, school, shopping, recreation, medical appointments, and other needs.

SPECIAL TRANSPORTATION SERVICE

S.T.S. Expenditures Summary

September 2013

Expenditures for FY 2012-2013

(SUMMARY)

	2012 OCT	NOV	DEC	2013 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	134,603	129,219	157,888	122,437	136,320	170,318	148,182	147,589	137,147	142,070	143,011	141,788	1,710,572
AMB.	101,762	96,861	118,291	91,791	102,810	128,279	111,555	110,926	102,794	106,670	106,787	106,440	1,284,966
W/C	32,841	32,358	39,597	30,646	33,510	42,039	36,627	36,663	34,353	35,400	36,224	35,348	425,606
PROJECTED TRIPS													
TOTAL	139,966	141,682	131,241	146,866	146,527	150,848	143,252	156,491	140,794	121,136	146,966	143,763	1,709,531
AMB.	105,882	106,013	96,561	110,462	109,887	113,133	107,436	118,249	105,133	90,629	111,343	109,267	1,283,995
W/C	34,085	35,669	34,680	36,404	36,640	37,715	35,816	38,242	35,661	30,506	35,622	34,496	425,536
ACTUAL VS. PROJECTED % CHANGE	-3.83%	-8.80%	20.30%	-16.63%	-6.97%	12.91%	3.44%	-5.69%	-2.59%	17.28%	-2.69%	-1.37%	0.06%
ACTUAL NET COST													
TOTAL	$3,279,427	$3,162,132	$3,845,433	$2,974,839	$3,244,110	$4,127,475	$3,349,497	$3,380,193	$3,183,522	$3,350,248	$3,374,578	$3,343,512	$40,614,967
AMB.	$2,479,298	$2,370,296	$2,881,030	$2,230,237	$2,446,647	$3,108,705	$2,521,582	$2,540,510	$2,386,104	$2,515,457	$2,519,814	$2,509,968	$30,509,649
W/C	$800,128	$791,836	$964,403	$744,603	$797,463	$1,018,770	$827,915	$839,683	$797,418	$834,791	$854,764	$833,543	$10,105,318
AVG COST PER TRIP (NET)	$24.36	$24.47	$24.36	$24.30	$23.80	$24.23	$22.60	$22.90	$23.21	$23.58	$23.60	$23.58	$23.74
PROJECTED NET COST													
TOTAL	$3,449,996	$3,504,559	$3,263,580	$3,626,809	$3,621,781	$3,728,544	$3,373,969	$3,676,543	$3,320,881	$2,855,375	$3,449,715	$3,370,875	$41,242,626
AMB.	$2,338,182	$2,341,087	$2,132,353	$2,439,336	$2,426,630	$2,498,314	$2,249,709	$2,476,129	$2,201,490	$1,897,776	$2,331,530	$2,288,053	$27,620,588
W/C	$1,111,815	$1,163,471	$1,131,227	$1,187,473	$1,195,151	$1,230,229	$1,124,260	$1,200,415	$1,119,391	$957,599	$1,118,186	$1,082,821	$13,622,037
ACTUAL VS. PROJECTED % CHANGE	-4.94%	-9.77%	17.83%	-17.98%	-10.43%	10.70%	-0.73%	-8.06%	-4.14%	17.33%	-2.18%	-0.81%	-1.52%

Source: MDT - Accounts Payable Division.

Special Transportation Services

September 2013

Expenditures for FY 2012-2013

TA Broker

(ACTUAL & PROJECTED)

	2012 OCT	NOV	DEC	2013 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ACTUAL TRIPS													
TOTAL	134,603	129,219	157,888	122,437	136,320	170,318	148,182	147,589	137,147	142,070	143,011	141,788	1,710,572
AMBULATORY (AMB)	101,762	96,861	118,291	91,791	102,810	128,279	111,555	110,926	102,794	106,670	106,787	106,440	1,284,966
WHEELCHAIR (W/C)	32,841	32,358	39,597	30,646	33,510	42,039	36,627	36,663	34,353	35,400	36,224	35,348	425,606
ACTUAL REVENUE													
TOTAL	($344,180)	($331,435)	($404,440)	($312,885)	($348,168)	($435,570)	($440,496)	($439,083)	($408,093)	($422,589)	($426,171)	($422,031)	($4,735,141)
AMBULATORY (AMB)	($260,206)	($248,440)	($303,010)	($234,570)	($262,581)	($328,060)	($331,616)	($330,009)	($305,873)	($317,291)	($318,224)	($316,818)	($3,556,697)
WHEELCHAIR (W/C)	($83,974)	($82,995)	($101,430)	($78,315)	($85,586)	($107,510)	($108,880)	($109,074)	($102,220)	($105,298)	($107,947)	($105,213)	($1,178,444)
AVG FARE COLLECTED	($2.56)	($2.56)	($2.56)	($2.56)	($2.55)	($2.56)	($2.97)	($2.98)	($2.98)	($2.97)	($2.98)	($2.98)	($2.77)
ACTUAL GROSS COST													
TOTAL	$3,654,958	$3,517,515	$4,298,555	$3,332,755	$3,704,216	$4,629,850	$3,856,138	$3,842,615	$3,591,615	$3,772,837	$3,804,111	$3,765,543	$45,770,707
AMBULATORY (AMB)	$2,763,206	$2,636,686	$3,220,513	$2,498,566	$2,793,651	$3,487,080	$2,902,994	$2,888,060	$2,691,976	$2,832,748	$2,840,548	$2,826,786	$34,382,815
WHEELCHAIR (W/C)	$891,752	$880,828	$1,078,042	$834,189	$910,565	$1,142,770	$953,144	$954,555	$899,639	$940,089	$963,563	$938,757	$11,387,892
AVG COST PER TRIP (GROSS)	$27.15	$27.22	$27.23	$27.22	$27.17	$27.18	$26.02	$26.04	$26.19	$26.56	$26.60	$26.56	$26.76
ACTUAL NET COST													
TOTAL	$3,279,427	$3,162,132	$3,845,433	$2,974,839	$3,244,110	$4,127,475	$3,349,497	$3,380,193	$3,183,522	$3,350,248	$3,374,578	$3,343,512	$40,614,967
AMBULATORY (AMB)	$2,479,298	$2,370,296	$2,881,030	$2,230,237	$2,446,647	$3,108,705	$2,521,582	$2,540,510	$2,386,104	$2,515,457	$2,519,814	$2,509,968	$30,509,649
WHEELCHAIR (W/C)	$800,128	$791,836	$964,403	$744,603	$797,463	$1,018,770	$827,915	$839,683	$797,418	$834,791	$854,764	$833,543	$10,105,318
AVG COST PER TRIP (NET)	$24.36	$24.47	$24.36	$24.30	$23.80	$24.23	$22.60	$22.90	$23.21	$23.58	$23.60	$23.58	$23.74
PROJECTED TRIPS													
TOTAL													
AMBULATORY (AMB)													
WHEELCHAIR (W/C)													
PROJECTED REVENUE													
TOTAL													
AMBULATORY (AMB)													
WHEELCHAIR (W/C)													
PROJECTED GROSS COST													
TOTAL													
AMBULATORY (AMB)													
WHEELCHAIR (W/C)													
PROJECTED NET COST													
TOTAL													
AMBULATORY (AMB)													
WHEELCHAIR (W/C)													

Source: MDT - Accounts Payable Division.

Special Transportation Service

TA TRIP HISTORY ANALYSIS

			OCT 2012	%		NOV	%		DEC	%		JAN 2013	%	
CX	Cancellation (Advanced)	CA - 40	15,297	8.86%		21,471	12.44%		28,999	13.45%		25,168	14.78%	
	Cancellation (Same Day)	CS - 43	12,597	7.29%		11,734	6.80%		14,833	6.88%		11,459	6.73%	
	Cancellation (Center ClosedAdvanced)	CC - 44	15	0.01%		12	0.01%		-	0.00%		1	0.00%	
		Sub Total	27,909	16.16%	**22.05%**	33,217	19.25%	**25.06%**	43,832	20.33%	**26.73%**	36,628	21.51%	**28.06%**
NS	No Show	NS - 20	3,133	1.81%		3,112	1.80%		4,697	2.18%		3,849	2.26%	
	Cancellation (Late)	CL - 41	4,611	2.67%		4,375	2.54%		6,187	2.87%		5,062	2.97%	
	Cancellation (At Door)	CD - 42	2,427	1.41%		2,525	1.46%		2,920	1.35%		2,238	1.31%	
		Sub Total	10,171	5.89%		10,012	5.80%		13,804	6.40%		11,149	6.55%	
Other	Missed Trip (Not Transported)	NM - 21	36	0.02%		53	0.03%		52	0.02%		34	0.02%	
	Unschedule Trip/Schedule trip	00, 01	6	0.00%	**0.02%**	27	0.02%	**0.05%**	13	0.01%	**0.03%**	16	0.01%	**0.03%**
		Sub Total	42	0.02%		80	0.05%		65	0.03%		50	0.03%	
TA	Trips Performed (Transported)	03	134,603	77.93%		129,219	74.90%		157,888	73.24%		122,437	71.91%	
	Trips Missed (Transported)	04	1	0.00%	**77.93%**	-	0.00%	**74.90%**	-	0.00%	**73.24%**	-	0.00%	**71.91%**
		Sub Total	134,604	77.93%		129,219	74.90%		157,888	73.24%		122,437	71.91%	
	Total Trips Requested		172,726	100.00%	**100.00%**	172,528	100.00%	**100.00%**	215,589	100.00%	**100.00%**	170,264	100.00%	**100.00%**

			FEB	%		MAR	%		APR	%		MAY	%	
CX	Cancellation (Advanced)	CA - 40	16,383	9.30%		22,805	10.23%		16,668	8.66%		20,364	10.38%	
	Cancellation (Same Day)	CS - 43	11,976	6.80%		15,125	6.79%		13,497	7.02%		14,120	7.20%	
	Cancellation (Center ClosedAdvanced)	CC - 44	6	0.00%		8	0.00%		-	0.00%		1	0.00%	
		Sub Total	28,365	16.09%	**22.62%**	37,938	17.02%	**23.53%**	30,165	15.68%	**22.86%**	34,485	17.58%	**24.69%**
NS	No Show	NS - 20	3,705	2.10%		4,911	2.20%		5,337	2.77%		5,657	2.88%	
	Cancellation (Late)	CL - 41	5,620	3.19%		6,881	3.09%		6,086	3.16%		5,780	2.95%	
	Cancellation (At Door)	CD - 42	2,177	1.24%		2,711	1.22%		2,394	1.24%		2,515	1.28%	
		Sub Total	11,502	6.53%		14,503	6.51%		13,817	7.18%		13,952	7.11%	
Other	Missed Trip (Not Transported)	NM - 21	36	0.02%		60	0.03%		124	0.06%		60	0.03%	
	Unschedule Trip/Schedule trip	00, 01	19	0.01%	**0.03%**	39	0.02%	**0.04%**	81	0.04%	**0.11%**	80	0.04%	**0.07%**
		Sub Total	55	0.03%		99	0.04%		205	0.11%		140	0.07%	
TA	Trips Performed (Transported)	03	136,320	77.35%		170,318	76.42%		148,182	77.03%		147,589	75.24%	
	Trips Missed (Transported)	04	-	0.00%	**77.35%**	1	0.00%	**76.42%**	-	0.00%	**77.03%**	-	0.00%	**75.24%**
		Sub Total	136,320	77.35%		170,319	76.42%		148,182	77.03%		147,589	75.24%	
	Total Trips Requested		176,242	100.00%	**100.00%**	222,859	100.00%	**100.00%**	192,369	100.00%	**100.00%**	196,166	100.00%	**100.00%**

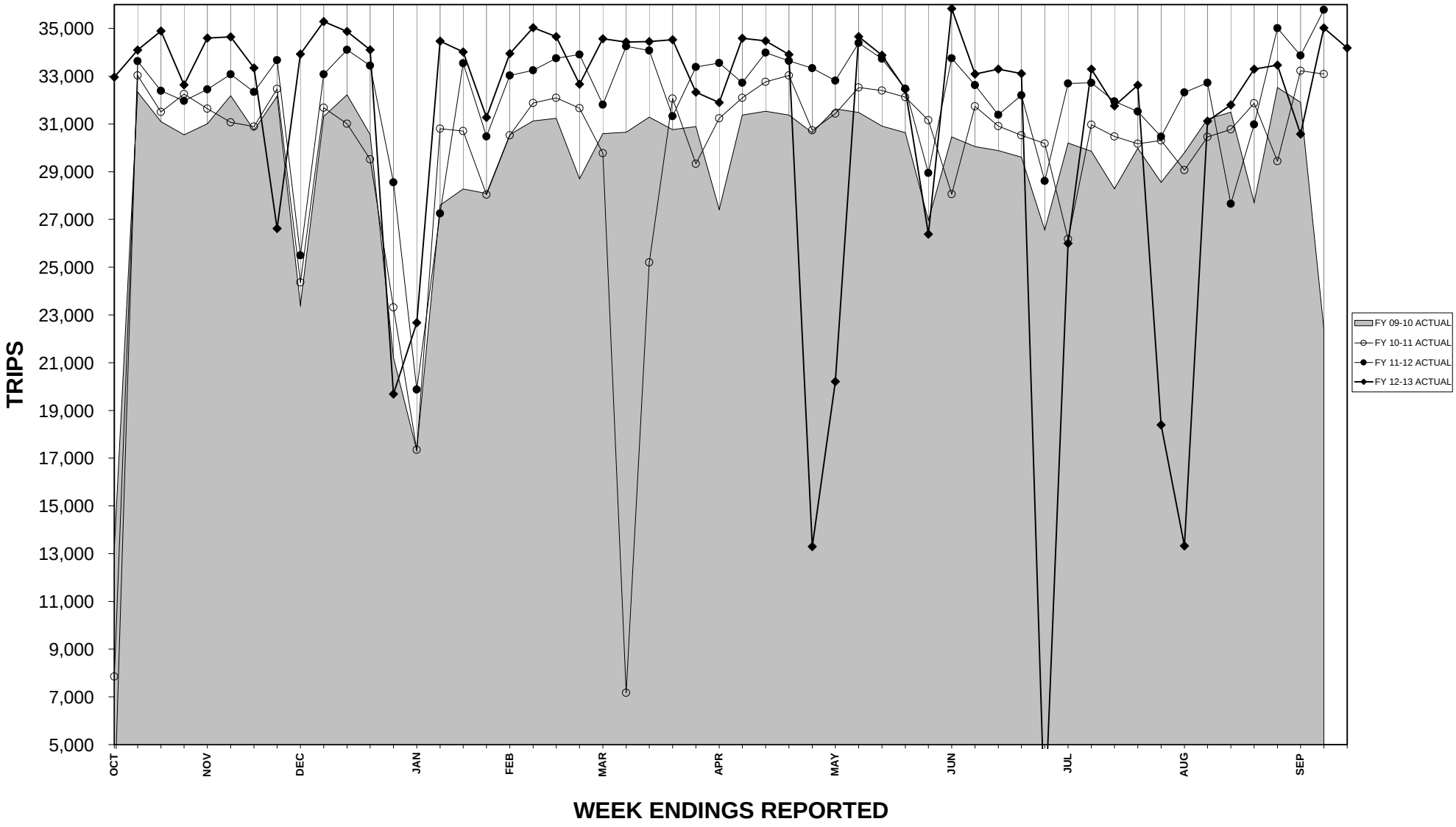
			JUN	%		JUL	%		AUG	%		SEP	%		YTD	%	
CX	Cancellation (Advanced)	CA - 40	17,252	9.54%		21,864	11.31%		19,987	10.43%		19,085	10.11%		245,343	10.79%	
	Cancellation (Same Day)	CS - 43	12,988	7.18%		14,291	7.39%		13,560	7.07%		13,569	7.19%		159,749	7.03%	
	Cancellation (Center ClosedAdvanced)	CC - 44	2	0.00%		1	0.00%		1	0.00%		-	0.00%		47	0.00%	
		Sub Total	30,242	16.72%	**24.12%**	36,156	18.70%	**26.46%**	33,548	17.50%	**25.34%**	32,654	17.30%	**24.86%**	405,139	17.82%	**24.71%**
NS	No Show	NS - 20	5,498	3.04%		5,561	2.88%		4,929	2.57%		5,255	2.78%		55,644	2.45%	
	Cancellation (Late)	CL - 41	5,206	2.88%		5,743	2.97%		5,582	2.91%		5,406	2.86%		66,539	2.93%	
	Cancellation (At Door)	CD - 42	2,697	1.49%		3,696	1.91%		4,510	2.35%		3,620	1.92%		34,430	1.51%	
		Sub Total	13,401	7.41%		15,000	7.76%		15,021	7.84%		14,281	7.56%		156,613	6.89%	
Other	Missed Trip (Not Transported)	NM - 21	76	0.04%		71	0.04%		54	0.03%		46	0.02%		702	0.03%	
	Unschedule Trip/Schedule trip	00, 01	44	0.02%	**0.07%**	59	0.03%	**0.07%**	47	0.02%	**0.05%**	26	0.01%	**0.04%**	457	0.02%	**0.05%**
		Sub Total	120	0.07%		130	0.07%		101	0.05%		72	0.04%		1,159	0.05%	
TA	Trips Performed (Transported)	03	137,147	75.81%		142,070	73.48%		143,011	74.61%		141,788	75.10%		1,710,572	75.24%	
	Trips Missed (Transported)	04	1	0.00%	**75.81%**	2	0.00%	**73.48%**	1	0.00%	**74.61%**	-	0.00%	**75.10%**	6	0.00%	**75.24%**
		Sub Total	137,148	75.81%		142,072	73.48%		143,012	74.61%		141,788	75.10%		1,710,578	75.24%	
	Total Trips Requested		180,911	100.00%	**100.00%**	193,358	100.00%	**100.00%**	191,682	100.00%	**100.00%**	188,795	100.00%	**100.00%**	2,273,489	100.00%	**100.00%**

NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

STS Weekly Ridership Comparison

September 2013

FY 09-10THRU FY 12-13



STS Weekly Ridership Comparison

September 2013

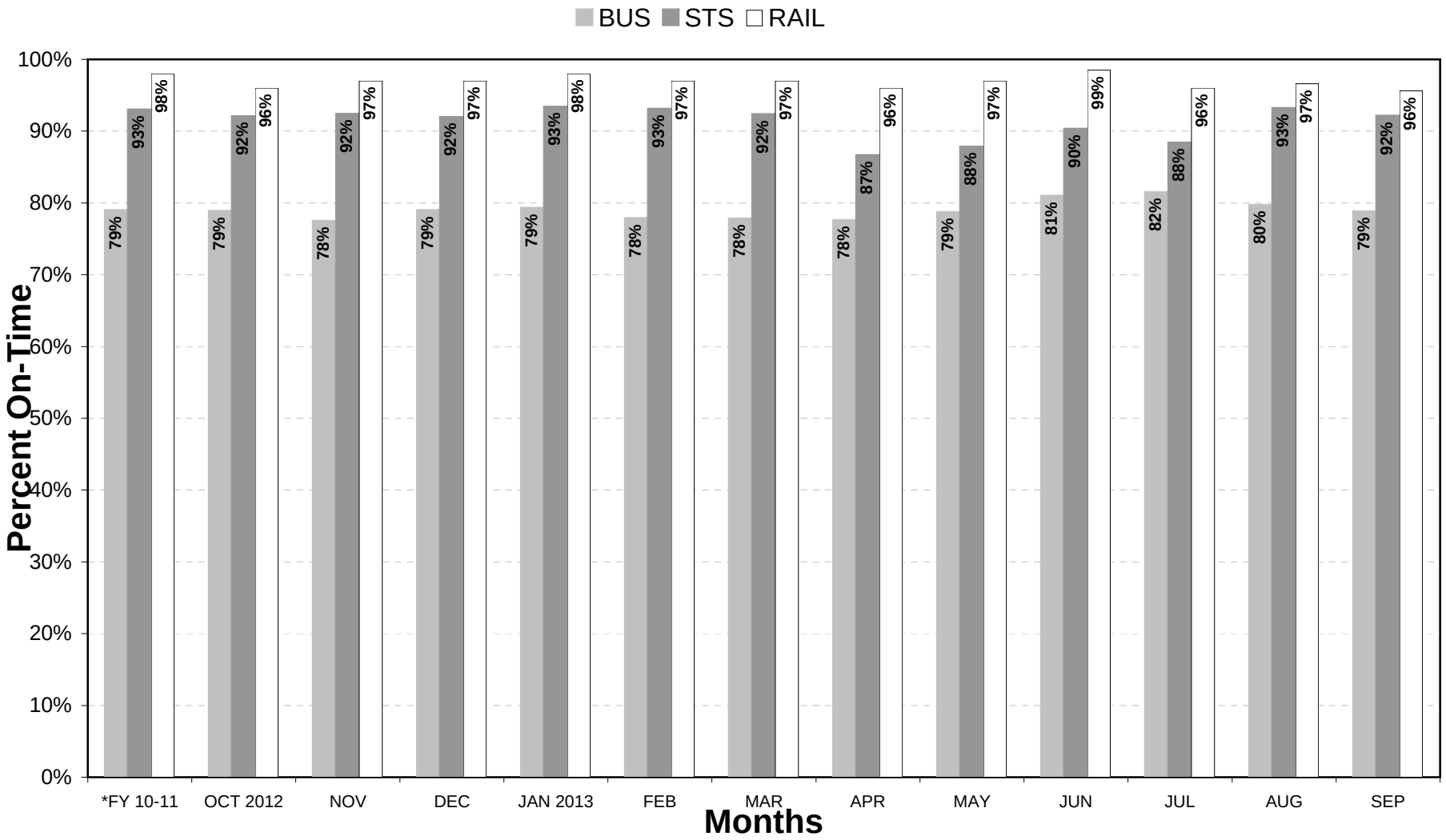
10/06/2012 thru 09/30/2013

MONTH	W/E	ACTUAL TRIPS FY 11-12	ACTUAL TRIPS FY 12-13	ACTUAL TRIPS INCR/DECR
OCT	1	2,324	32,963	-
	2	33,635	34,101	1.39%
	3	32,390	34,898	7.74%
	4	31,963	32,641	2.12%
NOV	5	32,449	34,600	6.63%
	6	33,078	34,646	4.74%
	7	32,336	33,349	3.13%
	8	33,672	26,624	-20.93%
DEC	9	25,494	33,928	33.08%
	10	33,083	35,286	6.66%
	11	34,104	34,879	2.27%
	12	33,443	34,105	1.98%
	13	28,558	19,690	-31.05%
JAN	14	19,877	22,675	14.08%
	15	27,250	34,468	26.49%
	16	33,542	34,014	1.41%
	17	30,478	31,280	2.63%
FEB	18	33,035	33,953	2.78%
	19	33,250	35,035	5.37%
	20	33,751	34,662	2.70%
	21	33,911	32,670	-3.66%
MAR	22	31,808	34,569	8.68%
	23	34,256	34,431	0.51%
	24	34,077	34,456	1.11%
	25	31,326	34,535	10.24%
	26	33,384	32,327	-3.17%
APR	27	33,554	31,901	-4.93%
	28	32,727	34,588	5.69%
	29	33,986	34,482	1.46%
	30	33,638	33,912	0.81%
	31	33,338	13,299	-60.11%
MAY	32	32,817	20,213	-38.41%
	33	34,395	34,660	0.77%
	34	33,734	33,876	0.42%
	35	32,479	32,453	-0.08%
	36	28,948	26,387	-8.85%
JUN	37	33,755	35,832	6.15%
	38	32,625	33,091	1.43%
	39	31,383	33,293	6.09%
	40	32,201	33,110	2.82%
	41	28,617	1,821	-93.64%
JUL	42	32,694	25,994	-20.49%
	43	32,724	33,302	1.77%
	44	31,946	31,759	-0.59%
	45	31,522	32,623	3.49%
	46	30,469	18,392	-39.64%
AUG	47	32,318	13,329	-58.76%
	48	32,727	31,118	-4.92%
	49	27,652	31,800	15.00%
	50	30,982	33,294	7.46%
	51	35,018	33,470	-4.42%
SEP	52	33,874	30,576	-9.74%
	53	35,786	35,022	-2.13%
	54	0	34,181	-
	55	0	34,134	-
	56	0	7,875	-

	ACTUAL TRIPS FY 11-12	ACTUAL TRIPS FY 12-13	ACTUAL TRIPS INCR/DECR
TOTAL FROM OCT 2012 to SEP 2013	1,672,383	1,710,572	2.28%

S.T.S. On-Time Performance

September 2013



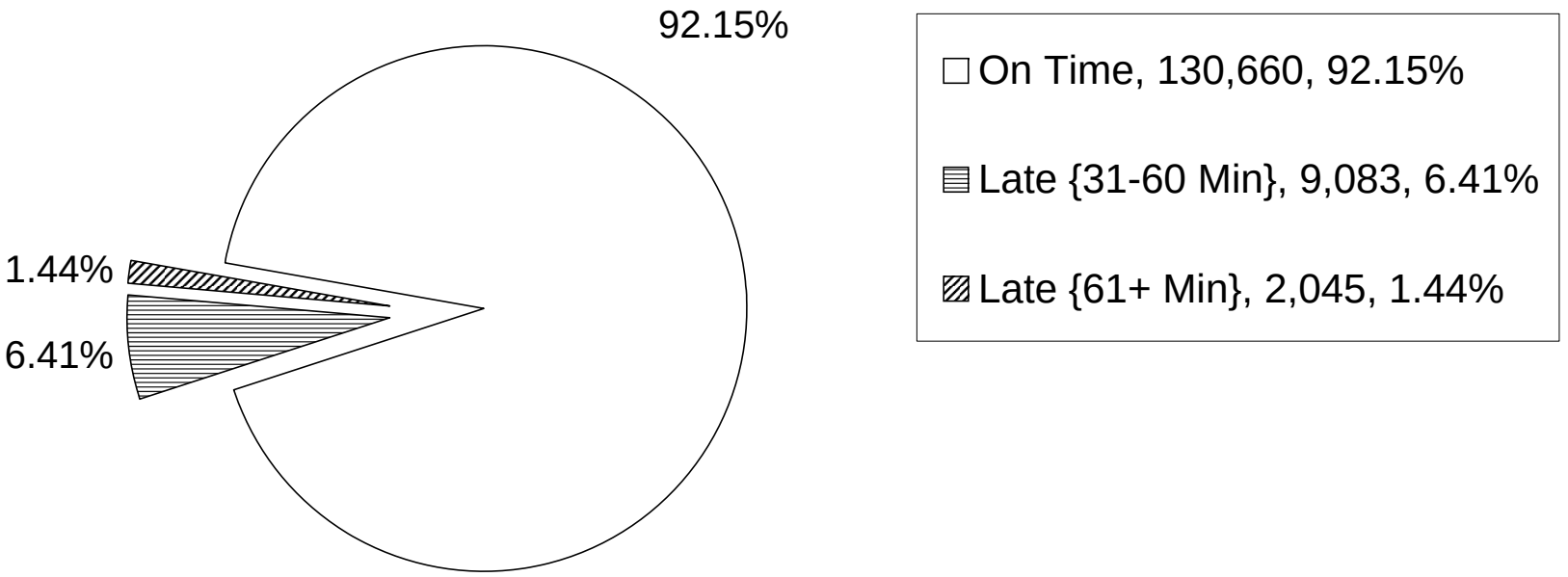
NOTE: FTA RECOMMEDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS. ON-TIME PERFORMANCE IS CALCULATED BY USING ON-TIME, EARLY (0-15) & EARLY (16-60) MINUTES.

Special Transportation Service

Transportation America (TA)

On-Time Performance

September 2013



NOTE: Total trips taken for W/E: 09/01/13 thru 09/30/13 are 141,788. Of which 141,788 trips were monitored constituting 100.00% of daily trips provided.

Note: August 2013 OTP, under review, pending data verification.

S.T.S. On-Time Performance

September 2013

CONTRACT NO. 800 SERVICE WINDOW OF 0/30

	OCT 2012		Nov		Dec		JAN 2013		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	**8,495**	**63.81%**	**8,001**	**63.09%**	**9,322**	**62.94%**	**7,295**	**61.85%**	**8,160**	**62.52%**	**10,601**	**62.00%**
EARLY 0-15	**2,478**	**18.61%**	**2,360**	**18.61%**	**2,822**	**19.05%**	**2,413**	**20.46%**	**2,642**	**20.24%**	**3,424**	**20.02%**
EARLY 16-60	**1,288**	**9.67%**	**1,359**	**10.72%**	**1,481**	**10.00%**	**1,308**	**11.09%**	**1,353**	**10.37%**	**1,768**	**10.34%**
TOTAL	**12,261**	**92.09%**	**11,720**	**92.41%**	**13,625**	**91.99%**	**11,016**	**93.40%**	**12,155**	**93.13%**	**15,793**	**92.36%**
EARLY	79	0.59%	113	0.89%	122	0.82%	113	0.96%	133	1.02%	178	1.04%
EARLY 61+	79	0.59%	113	0.89%	122	0.82%	113	0.96%	133	1.02%	178	1.04%
LATE	974	7.32%	849	6.69%	1,065	7.19%	666	5.65%	764	5.85%	1,128	6.60%
LATE 31-60	882	6.62%	756	5.96%	963	6.50%	609	5.16%	685	5.25%	1,004	5.87%
LATE 61+	92	0.69%	93	0.73%	102	0.69%	57	0.48%	79	0.61%	124	0.73%

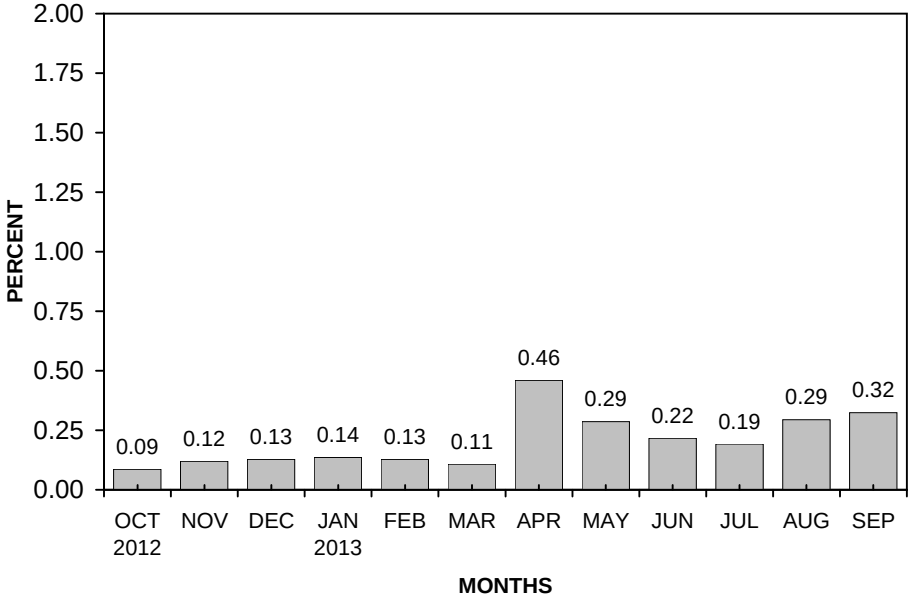
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	**3,432**	**60.24%**	**3,077**	**58.89%**	**3,232**	**59.69%**	**1,396**	**58.48%**	**133,318**	**93.22%**	**130,660**	**92.15%**	**326,989**	**84.65%**
EARLY 0-15	**972**	**17.06%**	**954**	**18.26%**	**1,051**	**19.41%**	**462**	**19.35%**	**0**	**0.00%**	**0**	**0.00%**	**19,578**	**5.07%**
EARLY 16-60	**534**	**9.37%**	**559**	**10.70%**	**608**	**11.23%**	**252**	**10.56%**	**0**	**0.00%**	**0**	**0.00%**	**10,510**	**2.72%**
TOTAL	**4,938**	**86.68%**	**4,590**	**87.85%**	**4,891**	**90.32%**	**2,110**	**88.40%**	**133,318**	**93.22%**	**130,660**	**92.15%**	**357,077**	**92.44%**
EARLY	113	1.98%	97	1.86%	45	0.83%	19	0.80%	-	0.00%	-	0.00%	1,012	0.26%
EARLY 61+	113	1.98%	97	1.86%	45	0.83%	19	0.80%	0	0.00%	0	0.00%	1,012	0.26%
LATE	646	11.34%	538	10.30%	479	8.85%	258	10.81%	9,693	6.78%	11,128	7.85%	28,188	7.30%
LATE 31-60	538	9.44%	449	8.59%	404	7.46%	211	8.84%	7,768	5.43%	9,083	6.41%	23,352	6.05%
LATE 61+	108	1.90%	89	1.70%	75	1.39%	47	1.97%	1,925	1.35%	2,045	1.44%	4,836	1.25%

Note: August 2013 OTP, under review, pending data verication.

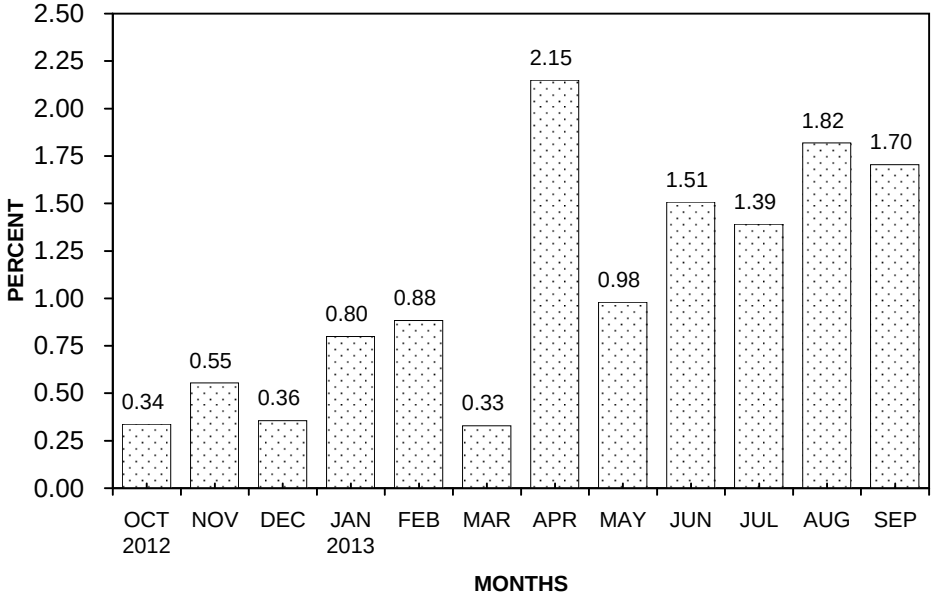
Special Transportation Service

Customer Complaints as a Percent of Total Trips
September 2013

Customer Complaints



Late Vehicle Inquiries



Special Transportation Service

September 2013

Customer Service Complaints & Late Vehicle Inquiries

	OCT 2012		NOV		DEC		JAN 2013		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	10/01 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/31		04/01 - 04/30		05/01 - 05/31		06/01 - 06/30		07/01 - 07/31		08/01 - 08/31		09/01 - 09/30		TOTALS	
	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C
TA (County Received)																										
ADA COMPLIANCE																										
B0 (ROUND TRIP DENIAL)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B1 (LATE PICK-UP)	9	5	20	8	25	16	18	9	18	6	4	9	72	59	46	29	35	25	25	14	36	24	69	10	377	214
B2 (LATE RETURN)	11	3	12	8	19	9	10	8	7	6	8	7	64	40	33	32	17	17	24	15	54	25	50	19	309	189
B3 (NEVER PICKED-UP)	1	1	2	0	8	3	2	2	2	0	5	2	59	13	14	6	15	7	13	2	27	11	30	6	178	53
B4 (LENGTHY ROUTING)	24	6	26	11	25	8	22	8	17	16	13	7	91	38	40	11	16	3	20	9	36	24	54	27	384	168
B7 (EARLY PICK-UP)	1	0	2	0	3	0	1	1	4	1	3	3	10	5	8	6	3	3	0	0	8	2	5	0	48	21
B17 (BACK-UP LATE TRIPS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB TOTAL	46	15	62	27	80	36	53	28	48	29	33	28	296	155	141	84	86	55	82	40	161	86	208	62	1,296	645
Late Pickups {B1,B2,B3,B4,B17 Only} as a % of Total Trips	0.02%	0.03%	0.04%	0.05%	0.04%	0.07%	0.03%	0.06%	0.03%	0.04%	0.01%	0.04%	0.17%	0.31%	0.08%	0.18%	0.07%	0.14%	0.06%	0.09%	0.11%	0.17%	0.14%	0.10%	0.07%	0.11%
	0.02%		0.04%		0.05%		0.04%		0.03%		0.02%		0.21%		0.11%		0.08%		0.07%		0.12%		0.13%		0.08%	
OTHER COMPLAINTS																										
B5 (DISPUTED NO SHOWS)	3	4	3	4	8	11	10	4	13	4	21	9	33	13	37	12	20	8	19	18	29	13	30	11	226	111
B6 (VEHICLE STANDARDS)	0	0	0	0	4	1	2	5	2	1	0	3	1	4	2	5	1	1	3	3	3	7	1	2	19	32
B8 (DRIVER COMPLIANCE)	14	10	20	8	24	5	16	10	28	12	29	7	63	33	55	20	40	20	36	15	31	31	53	18	409	189
B9 (DRIVER CELLPHONE USE)	0	0	2	0	0	0	0	0	1	0	1	1	2	3	2	1	4	0	1	0	1	0	1	0	15	5
B10 (A/C NON-COMPLIANCE)	0	0	1	0	1	0	0	0	0	1	0	0	3	2	1	0	4	2	0	5	5	4	0	3	15	17
B11 (RADIO BROKEN)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B12 (RADIO MISSING)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	1	1	0	0	0	2	0	6	2
B13 (IMPROPER W/C TIEDOWNS)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	1	0	5
B14 (NEG. PICKUP TIME CHANGED)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	3	1	0	1	1	4	0	7	7
B18 (RESERVATION ERROR)	1	0	0	0	1	2	0	1	2	0	2	1	6	0	3	1	4	1	1	2	0	0	3	0	23	8
B19 (OTHER)	14	3	23	3	19	4	30	4	22	7	29	12	47	14	36	7	23	19	27	14	22	17	43	14	335	118
B23 (PHONE DIFFICULTIES)	0	0	0	0	2	0	3	0	0	2	1	0	2	1	4	0	1	0	0	0	0	0	0	0	13	3
B24 (RUDE STAFF)	3	0	2	0	2	1	1	0	1	0	6	0	3	1	3	2	2	1	4	1	5	3	4	0	36	9
B30 (SEXUAL HARASSMENT)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B31 (ACCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B32 (INCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB TOTAL	36	18	51	15	61	24	62	24	70	27	89	33	160	71	144	54	100	56	93	59	97	76	141	49	1,104	506
TOTAL "TA" TRIPS	101,762	32,841	96,861	32,358	118,291	39,597	91,791	30,646	102,810	33,510	128,279	42,039	111,555	36,627	110,926	36,663	102,794	34,353	106,670	35,400	106,787	36,224	106,440	35,348	1,284,966	425,606
TOTAL "TA" COMPLAINTS	82	33	113	42	141	60	115	52	118	56	122	61	456	226	285	138	186	111	175	99	258	162	349	111	2,400	1,151
% COMPLAINTS related to Ttl TRIPS	0.08	0.10	0.12	0.13	0.12	0.15	0.13	0.17	0.11	0.17	0.10	0.15	0.41	0.62	0.26	0.38	0.18	0.32	0.16	0.28	0.24	0.45	0.33	0.31	0.19	0.27

"TA" Combined {Amb + W/C}	OCT 2012		NOV		DEC		JAN 2013		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
TOTAL COMPLAINTS vs. TRIPS	115	134,603	155	129,219	201	157,888	167	122,437	174	136,320	183	170,318	682	148,182	423	147,589	297	137,147	274	142,070	420	143,011	460	141,788	3,551	1,710,572
Customer Complaints as a % of Ttl Trips	0.09%		0.12%		0.13%		0.14%		0.13%		0.11%		0.46%		0.29%		0.22%		0.19%		0.29%		0.32%		0.21%	
TA (FAX)																										
LATE VEHICLE INQUIRIES																										
B1 (LATE PICK-UP)	231	79	300	135	215	96	427	179	491	210	191	89	2,281	905	951	495	1,463	603	1,402	574	1,942	659	1,813	604	11,707	4,628
B2 (LATE RETURN)	103	40	179	102	182	68	239	132	335	165	191	89	0	0	0	0	0	0	0	0	0	0	0	0	1,229	596
B3 (NEVER PICKED-UP)	0	0	0	1	0	0	1	0	2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	4
SUB TOTAL	334	119	479	238	397	164	667	311	828	377	382	179	2,281	905	951	495	1,463	603	1,402	574	1,942	659	1,813	604	12,939	5,228
Late Vehicle Inquiries as a % of Total Trips	0.33%	0.36%	0.49%	0.74%	0.34%	0.41%	0.73%	1.01%	0.81%	1.13%	0.30%	0.43%	2.04%	2.47%	0.86%	1.35%	1.42%	1.76%	1.31%	1.62%	1.82%	1.82%	1.70%	1.71%	1.01%	1.23%
	0.34%		0.55%		0.36%		0.80%		0.88%		0.33%		2.15%		0.98%		1.51%		1.39%		1.82%		1.70%		0.83%	

Note: As of April 2013, all Late Vehicle Inquiries will be recorded as Late Pick Up.

Special Transportation Service

September 2013

Service Incidents

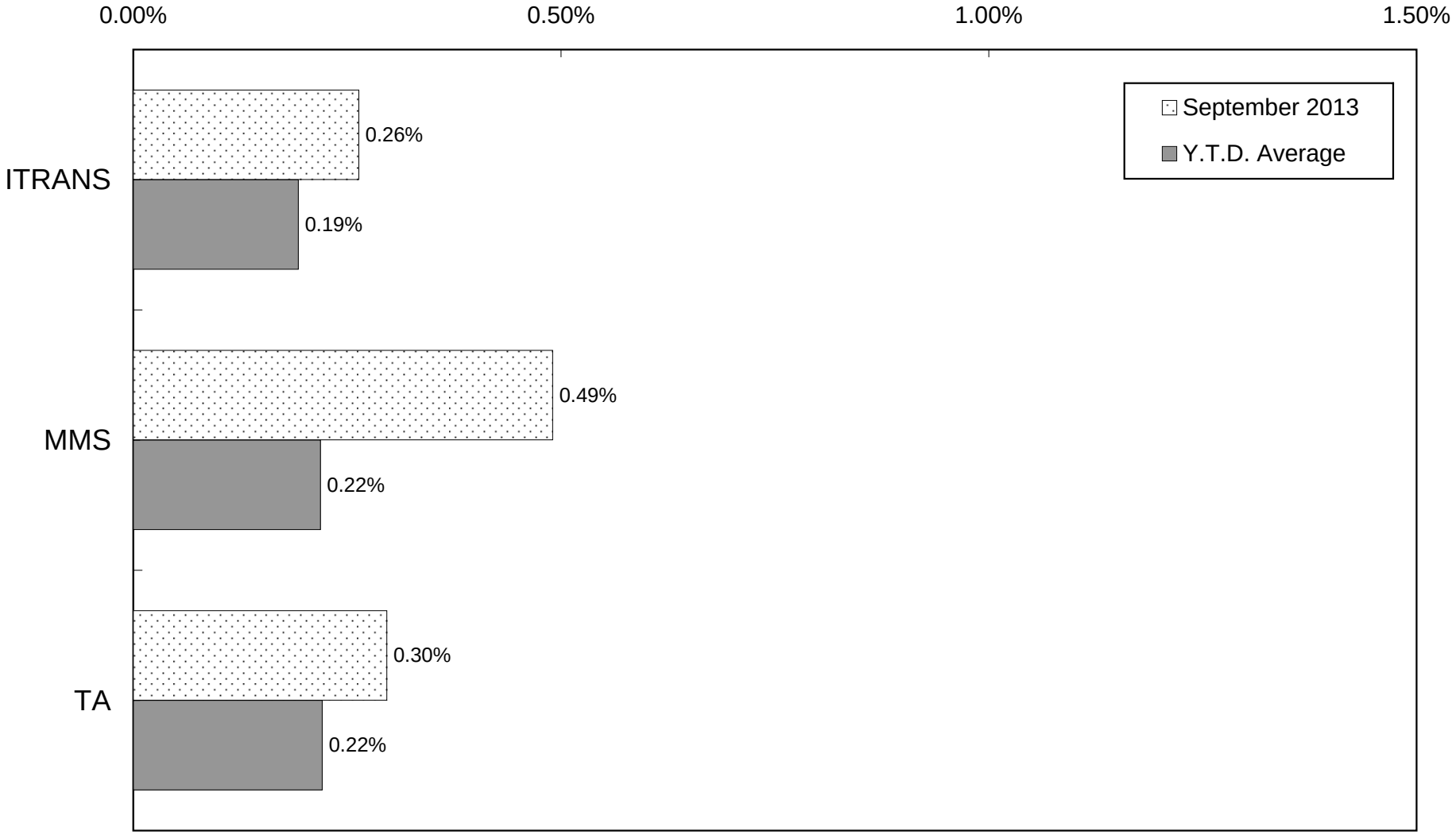
	OCT 2012		NOV		DEC		JAN 2013		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	10/01 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/31		04/01 - 04/30		05/01 - 05/31		06/01 - 06/30		07/01 - 07/31		08/01 - 08/31		09/01 - 09/30		TOTALS	
	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C
TA (County Received)																										
ADMINISTRATIVE ISSUES																										
B20 (ACCIDENT CARRIER REPORTED)	4	3	8	0	6	5	13	4	14	4	10	5	12	6	13	0	10	2	15	4	22	1	25	6	152	40
B21 (INCIDENT CARRIER REPORTED)	5	6	7	2	3	3	2	4	4	1	2	1	2	1	10	9	7	1	7	2	10	3	5	1	64	34
B22 (COMMENDATIONS)	2	2	2	5	5	3	8	1	19	4	7	5	20	3	25	3	7	3	13	2	33	7	45	8	186	46
B25 (PROVIDER PREFERENCE)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
B27 (SUGGESTIONS)	1	0	0	0	0	0	2	0	1	0	0	0	1	1	1	1	0	0	0	0	4	0	1	0	11	2
B28 (WAIVED DRIVER COMPL.)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL ADMINISTRATIVE ISSUES	12	11	17	7	14	11	25	9	38	9	19	11	35	11	49	13	25	6	35	8	69	11	76	15	414	122
% COMPLAINTS related to Ttl TRIPS	0.01	0.03	0.02	0.02	0.01	0.03	0.03	0.03	0.04	0.03	0.01	0.03	0.03	0.03	0.04	0.04	0.02	0.02	0.03	0.02	0.06	0.03	0.07	0.04	0.03	0.03
CLIENTS																										
C4 (UNRULY BEHAVIOUR)	10	3	5	4	9	0	5	1	7	0	4	1	5	0	6	0	3	0	1	0	2	1	9	0	66	10
C7 (OTHER)	1	2	1	0	0	0	1	0	0	1	0	0	2	0	1	0	0	0	1	0	0	0	1	0	8	3
C10 (FARE NOT PAID)	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
C11 (INVALID LENGTHLY ROUTING)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL "CLIENT" COMPLAINTS	12	5	6	4	9	0	6	1	8	1	4	1	7	0	7	0	3	0	2	0	2	1	10	0	76	13
% COMPLAINTS related to Ttl TRIPS	0.01	0.02	0.01	0.01	0.01	0.00	0.01	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.01	0.00
MDT																										
M04 (ADMINISTRATIVE) *	2	0	1	0	3	0	0	0	10	1	0	1	5	0	0	0	0	0	0	0	0	0	0	0	21	2
M5 (OTHER)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M22 (COMMENDATIONS)	0	0	0	0	0	0	0	1	2	0	1	0	0	0	1	0	1	1	1	0	1	0	0	0	7	2
M23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
M24 (RUDE STAFF)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL "MDT" COMPLAINTS	2	0	1	0	3	0	0	1	12	1	1	1	5	0	1	0	1	1	1	0	1	0	0	1	28	5
% COMPLAINTS related to Ttl TRIPS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL "TA" TRIPS	101,762	32,841	96,861	32,358	118,291	39,597	91,791	30,646	102,810	33,510	128,279	42,039	111,555	36,627	110,926	36,663	102,794	34,353	106,670	35,400	106,787	36,224	106,440	35,348	1,284,966	425,606
TOTAL OF "ALL" COMPLAINTS:	96	38	120	46	153	60	121	54	138	58	127	63	468	226	293	138	190	112	178	99	261	163	359	112	2,504	1,169
% COMPLAINTS related to Ttl TRIPS	0.09	0.12	0.12	0.14	0.13	0.15	0.13	0.18	0.13	0.17	0.10	0.15	0.42	0.62	0.26	0.38	0.18	0.33	0.17	0.28	0.24	0.45	0.34	0.32	0.19	0.27

B20 (ACCIDENT CARRIER REPORTED)	4		6		8		10		8		5		11		12		10		11		13		19		117	

Special Transportation Service

September 2013

% of Total Customer Complaints received by Carriers



NOTE: (1) Carrier Complaint Information is provided by the County.
Percentage of Complaint vs Trips by Provider.

Special Transportation Service

September 2013

TA Customer Complaints

as a Percent of Carrier Trips Provided

		HND			ITRANS			MMS			TA			ZUN		
MONTH	W/E	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2012	10/01 - 10/27	21	15,673	0.00%	0	3,274	0.00%	29	24,289	0.12%	42	56,675	0.07%	23	34,692	0.07%
NOV	10/28 - 11/24	29	3,973	0.00%	0	3,114	0.00%	29	23,551	0.12%	78	65,147	0.12%	18	33,434	0.05%
DEC	11/25 - 12/29	0	0	0.00%	1	3,774	0.03%	21	29,250	0.07%	156	84,239	0.19%	23	40,625	0.06%
JAN 2013	12/30 - 01/26	0	0	0.00%	0	2,834	0.00%	15	22,788	0.07%	134	65,208	0.21%	15	31,607	0.05%
FEB	01/27 - 02/23	0	0	0.00%	7	3,847	0.18%	13	24,927	0.05%	122	72,322	0.17%	32	35,224	0.09%
MAR	02/24 - 03/31	0	0	0.00%	4	7,497	0.05%	15	27,886	0.05%	141	91,389	0.15%	23	43,546	0.05%
APR	04/01 - 04/30	0	0	0.00%	59	19,672	0.30%	87	26,160	0.33%	536	102,350	0.52%	0	0	0.00%
MAY	05/01 - 05/31	0	0	0.00%	56	20,079	0.28%	87	25,905	0.34%	280	101,605	0.28%	0	0	0.00%
JUN	06/01 - 06/30	0	0	0.00%	44	18,411	0.24%	64	23,233	0.28%	189	95,503	0.20%	0	0	0.00%
JUL	07/01 - 07/31	0	0	0.00%	23	18,924	0.12%	55	24,881	0.22%	196	98,265	0.20%	0	0	0.00%
AUG	08/01 - 08/31	0	0	0.00%	53	19,493	0.27%	119	24,570	0.48%	248	98,948	0.25%	0	0	0.00%
SEP	09/01 - 09/30	0	0	0.00%	52	19,722	0.26%	117	23,866	0.49%	291	98,200	0.30%	0	0	0.00%

		TA {Administrative}			TOTAL	
MONTH	W/E	Admin. Complaints	Ttl Trips Billed	% of Complaints	TA Complaints	% of Complaints
OCT 2012	10/01 - 10/27	0	134,603	0.00%	115	0.09%
NOV	10/28 - 11/24	1	129,219	0.00%	155	0.12%
DEC	11/25 - 12/29	0	157,888	0.00%	201	0.13%
JAN 2013	12/30 - 01/26	3	122,437	0.00%	167	0.14%
FEB	01/27 - 02/23	0	136,320	0.00%	174	0.13%
MAR	02/24 - 03/31	0	170,318	0.00%	183	0.11%
APR	04/01 - 04/30	0	148,182	0.00%	682	0.46%
MAY	05/01 - 05/31	0	147,589	0.00%	423	0.29%
JUN	06/01 - 06/30	0	137,147	0.00%	297	0.22%
JUL	07/01 - 07/31	0	142,070	0.00%	274	0.19%
AUG	08/01 - 08/31	0	143,011	0.00%	420	0.29%
SEP	09/01 - 09/30	0	141,788	0.00%	460	0.32%

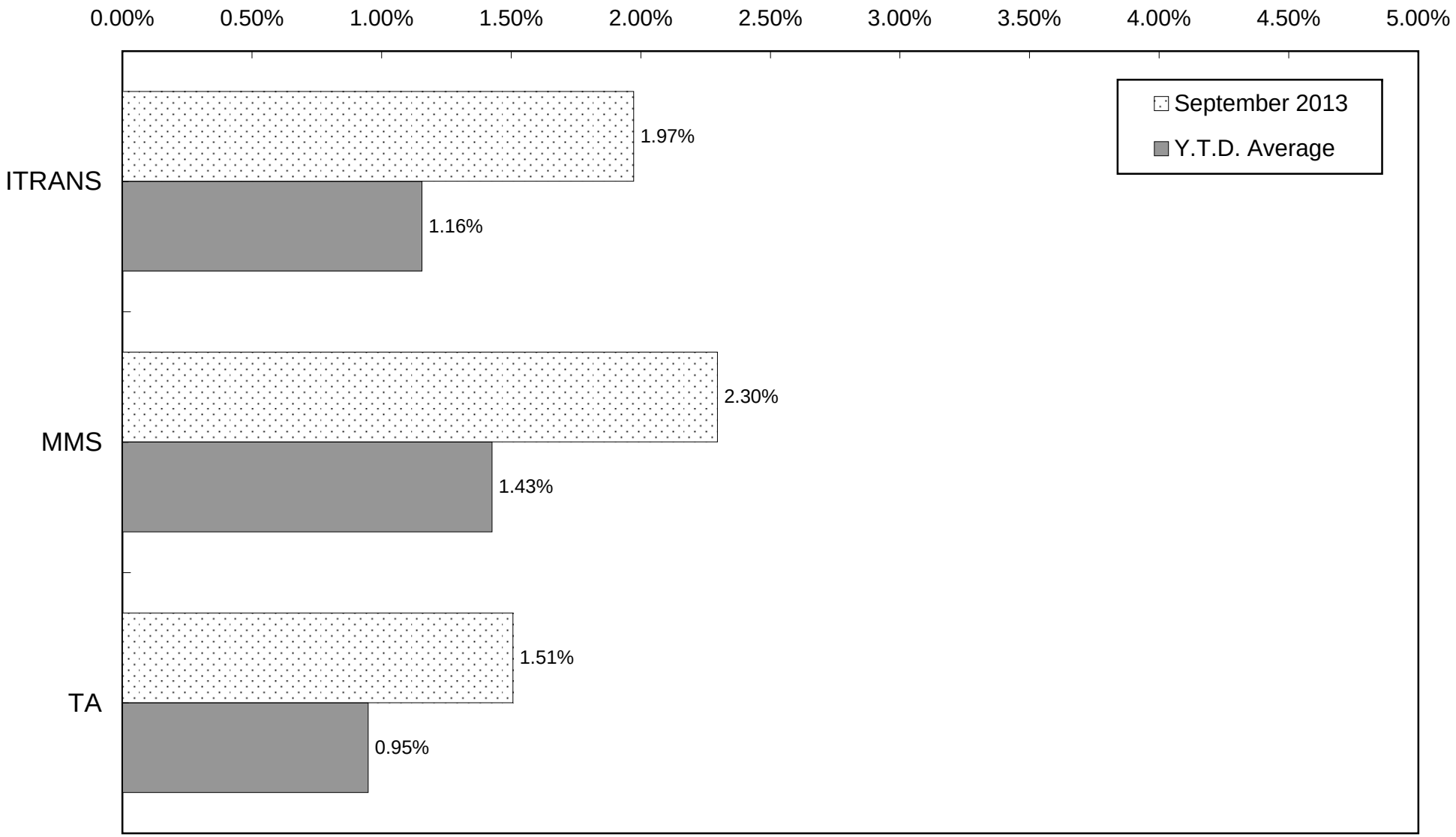
HND = Handivan
ITRANS = iTransport Services
MMS = Minority Mobile Systems
TA = Transportation America
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.

Special Transportation Service

September 2013

% of Total Late Vehicle Inquires received by Carriers



Special Transportation Service

September 2013

TA Late Vehicle Inquires

as a Percent of Carrier Trips Provided

		HND			ITRANS			MMS			TA			ZUN		
MONTH	W/E	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2012	10/01 - 10/27	114	15,673	0.73%	5	3,274	0.15%	137	24,289	0.56%	105	56,675	0.19%	92	34,692	0.27%
NOV	10/28 - 11/24	140	3,973	3.52%	7	3,114	0.22%	170	23,551	0.72%	262	65,147	0.40%	138	33,434	0.41%
DEC	11/25 - 12/29	0	0	0.00%	4	3,774	0.11%	114	29,250	0.39%	379	84,239	0.45%	64	40,625	0.16%
JAN 2013	12/30 - 01/26	0	0	0.00%	10	2,834	0.35%	202	22,788	0.89%	560	65,208	0.86%	206	31,607	0.65%
FEB	01/27 - 02/23	0	0	0.00%	29	3,847	0.75%	251	24,927	1.01%	667	72,322	0.92%	258	35,224	0.73%
MAR	02/24 - 03/31	0	0	0.00%	34	7,497	0.45%	104	27,886	0.37%	329	91,389	0.36%	94	43,546	0.22%
APR	04/01 - 04/30	0	0	0.00%	450	19,672	2.29%	669	26,160	2.56%	2067	102,350	2.02%	0	0	0.00%
MAY	05/01 - 05/31	0	0	0.00%	242	20,079	1.21%	344	25,905	1.33%	860	101,605	0.85%	0	0	0.00%
JUN	06/01 - 06/30	0	0	0.00%	365	18,411	1.98%	515	23,233	2.22%	1186	95,503	1.24%	0	0	0.00%
JUL	07/01 - 07/31	0	0	0.00%	348	18,924	1.84%	464	24,881	1.86%	1164	98,265	1.18%	0	0	0.00%
AUG	08/01 - 08/31	0	0	0.00%	494	19,493	2.53%	716	24,570	2.91%	1391	98,948	1.41%	0	0	0.00%
SEP	09/01 - 09/30	0	0	0.00%	389	19,722	1.97%	548	23,866	2.30%	1480	98,200	1.51%	0	0	0.00%

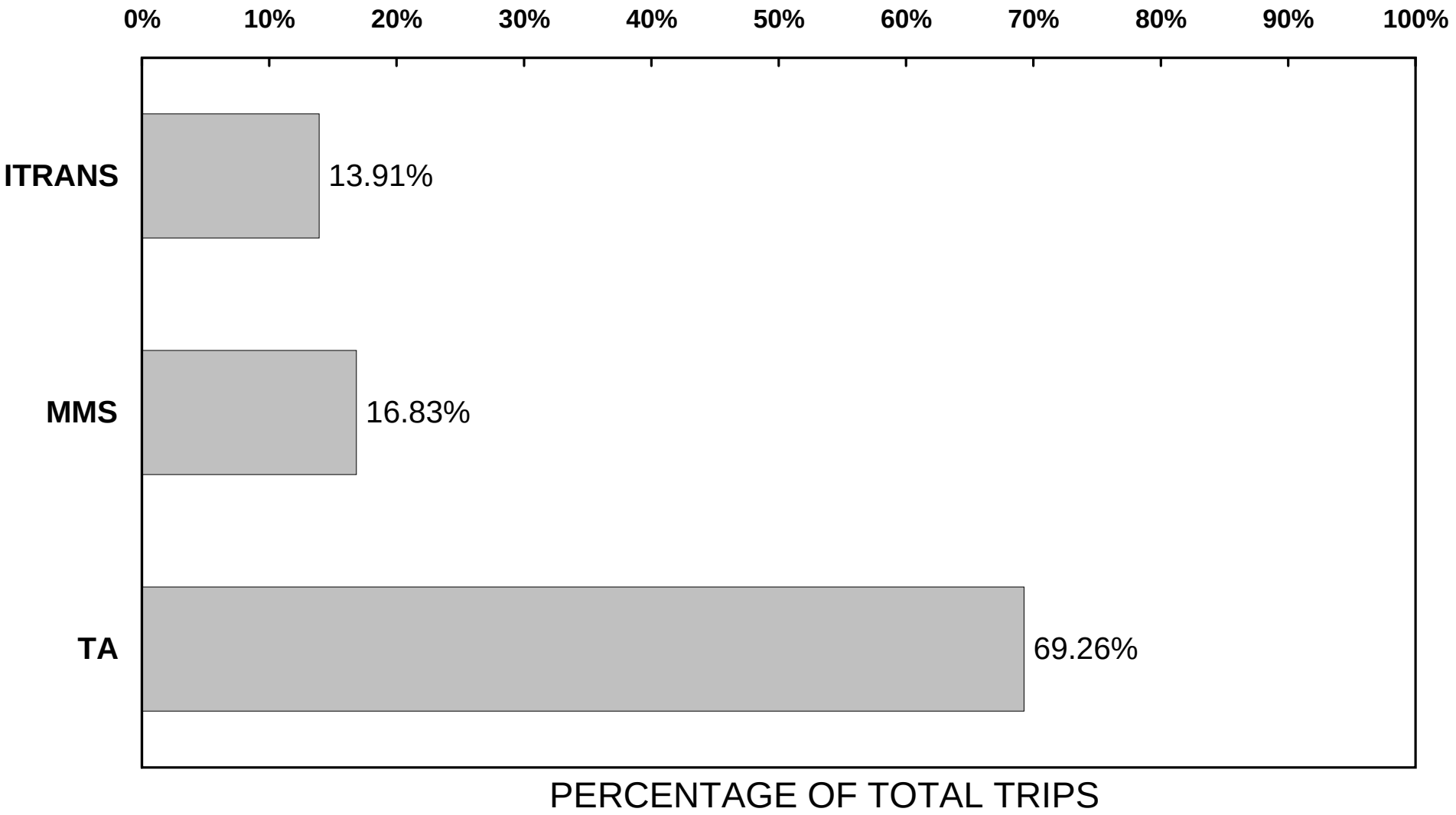
		TA {Administrative}			TOTAL	
MONTH	W/E	Admin. Complaints	Ttl Trips Billed	% of Complaints	Late Vehicle Complaints	% of Complaints
OCT 2012	10/01 - 10/27	0	134,603	0.00%	453	0.34%
NOV	10/28 - 11/24	0	129,219	0.00%	717	0.55%
DEC	11/25 - 12/29	0	157,888	0.00%	561	0.36%
JAN 2013	12/30 - 01/26	0	122,437	0.00%	978	0.80%
FEB	01/27 - 02/23	0	136,320	0.00%	1,205	0.88%
MAR	02/24 - 03/31	0	170,318	0.00%	561	0.33%
APR	04/01 - 04/30	0	148,182	0.00%	3,186	2.15%
MAY	05/01 - 05/31	0	147,589	0.00%	1,446	0.98%
JUN	06/01 - 06/30	0	137,147	0.00%	2,066	1.51%
JUL	07/01 - 07/31	0	142,070	0.00%	1,976	1.39%
AUG	08/01 - 08/31	0	143,011	0.00%	2,601	1.82%
SEP	09/01 - 09/30	0	141,788	0.00%	2,417	1.70%

HND = Handivan
ITRANS = iTransport Services
MMS = Minority Mobile Systems
TA = Transportation America
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.

Monthly Comparison of STS Trips by Carriers

September 2013



Special Transportation Service

Distribution of Brokered Trips
September 2013
(by Carriers)

MONTHLY TOTALS

CARRIER	TOTAL VEHICLE HOURS	NO. OF TRIPS					LOAD FACTOR	% TOTAL TRIPS	MILES	MILES PER TRIP
		AMB	% AMB	W/C	% W/C	TOTAL				
ITRANS	13,078.40	14,564	73.85%	5,158	26.15%	19,722	1.51	13.91%	211,567	11
MMS	15,519.40	19,211	80.50%	4,655	19.50%	23,866	1.54	16.83%	239,481	10
TA	62,944.90	72,665	74.00%	25,535	26.00%	98,200	1.56	69.26%	915,179	9
TOTALS:	91,542.70	106,440	75.07%	35,348	24.93%	141,788	1.55	100.00%	1,366,227	10

SOURCE: TA BILLING INVOICE

Special Transportation Service

Distribution of Brokered Trips

September 2013

SUMMARY

(by Carriers)

CARRIERS	OCT 2012		NOV		DEC		JAN 2013		FEB		MAR	
	10/01 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/31	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	15,673	11.64%	3,973	3.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
ITRANS	3,274	2.43%	3,114	2.41%	3,774	2.39%	2,834	2.31%	3,847	2.82%	7,497	4.40%
MMS	24,289	18.04%	23,551	18.23%	29,250	18.53%	22,788	18.61%	24,927	18.29%	27,886	16.37%
TA	56,675	42.11%	65,147	50.42%	84,239	53.35%	65,208	53.26%	72,322	53.05%	91,389	53.66%
ZUN	34,692	25.77%	33,434	25.87%	40,625	25.73%	31,607	25.81%	35,224	25.84%	43,546	25.57%
TOTAL	**134,603**	**100.00%**	**129,219**	**100.00%**	**157,888**	**100.00%**	**122,437**	**100.00%**	**136,320**	**100.00%**	**170,318**	**100.00%**

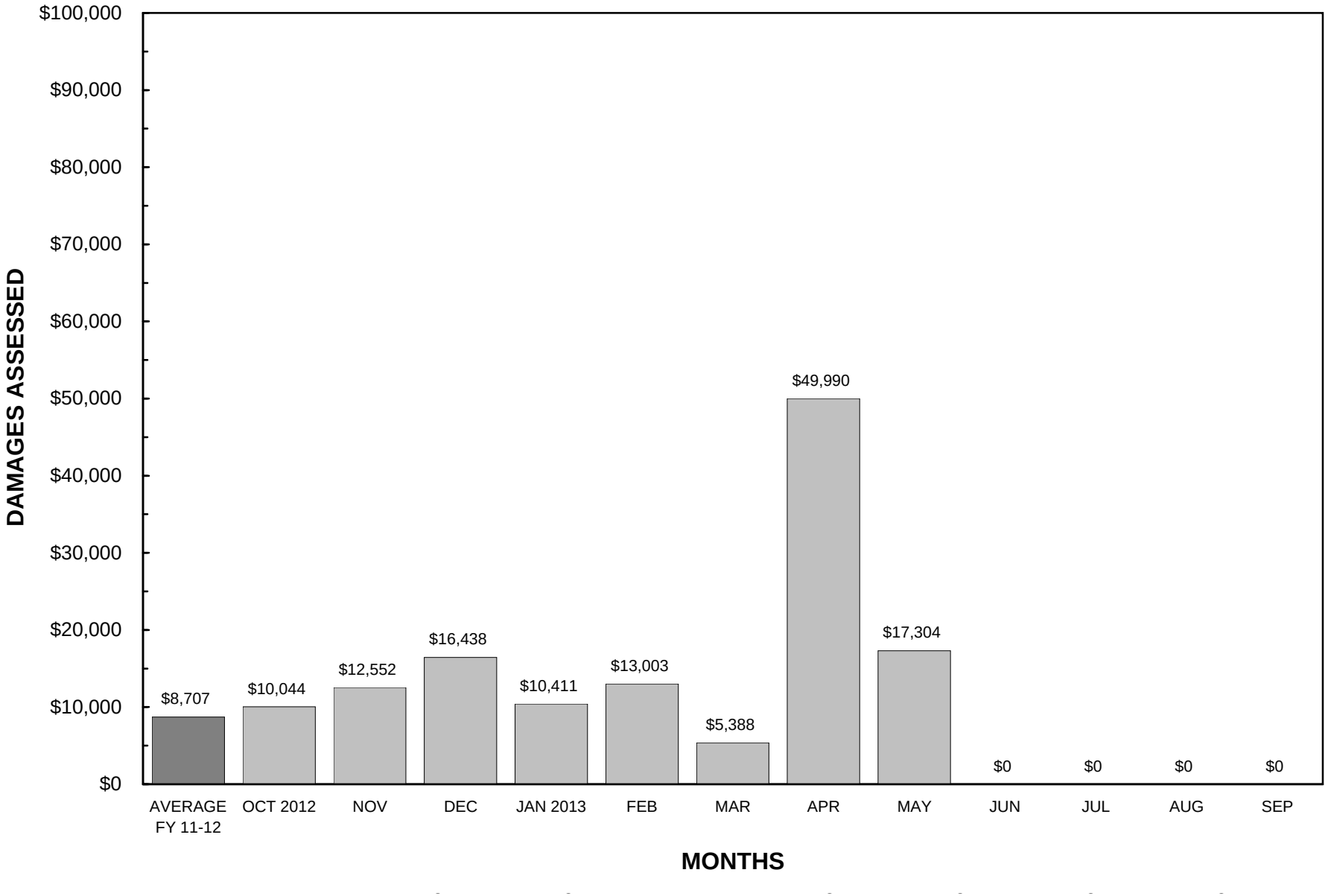
CARRIERS	APR		MAY		JUN		JUL		AUG		SEP	
	04/01 - 04/30		05/01 - 05/31		06/01 - 06/30		07/01 - 07/31		08/01 - 08/31		09/01 - 09/30	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
ITRANS	19,672	13.28%	20,079	13.60%	18,411	13.42%	18,924	13.32%	19,493	13.63%	19,722	13.91%
MMS	26,160	17.65%	25,905	17.55%	23,233	16.94%	24,881	17.51%	24,570	17.18%	23,866	16.83%
TA	102,350	69.07%	101,605	68.84%	95,503	69.64%	98,265	69.17%	98,948	69.19%	98,200	69.26%
ZUN	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
TOTAL	**148,182**	**100.00%**	**147,589**	**100.00%**	**137,147**	**100.00%**	**142,070**	**100.00%**	**143,011**	**100.00%**	**141,788**	**100.00%**

CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	19,646	1.15%
ITRANS	140,641	8.22%
MMS	301,306	17.61%
TA	1,029,851	60.21%
ZUN	219,128	12.81%
TOTAL	**1,710,572**	**100.00%**

SOURCE: TA BILLING INVOICE

Special Transportation Service

Liquidated Damages
September 2013



Special Transportation Service

Transportation America (TA)

September 2013

Liquidated Damages

	OCT 2012	NOV	DEC	JAN 2013	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
LIQUIDATED DAMAGES													
MONTHLY	$ 10,498.55	$ 13,013.74	$ 16,854.97	$ 9,931.38	$ 12,251.86	$ 5,123.38	$ 17,817.41	$ 3,081.32	$ -	$ -	$ -	$ -	$ 88,572.61
ON-TIME PERFORMANCE	$ 10,498.55	$ 13,013.74	$ 16,854.97	$ 9,931.38	$ 12,251.86	$ 5,123.38	$ 17,817.41	$ 3,081.32	$ -	$ -	$ -	$ -	$ 88,572.61
ASA / ABANDONED RATE	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,400.00	$ 2,400.00	$ -	$ -	$ -	$ -	$ 4,800.00
HOLD TIME	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
CALL TAKING STANDARDS	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,400.00	$ 2,400.00	$ -	$ -	$ -	$ -	$ 4,800.00
MONTHLY	$ 499.80	$ 481.95	$ 535.50	$ 464.10	$ 606.90	$ 142.80	$ 1,680.00	$ 440.00	$ -	$ -	$ -	$ -	$ 4,851.05
LENGTHY ROUTING	$ 499.80	$ 481.95	$ 535.50	$ 464.10	$ 606.90	$ 142.80	$ 1,680.00	$ 440.00	$ -	$ -	$ -	$ -	$ 4,851.05
LATE VEHICLE INQUIRIES	$ -	$ -	$ -	$ -	$ -	$ -	$ 27,567.57	$ 11,107.21	$ -	$ -	$ -	$ -	$ 38,674.78
DELINQUENT COMPLAINT RESPONSES	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SYSTEM SAFETY													
MONTHLY	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
INVOICING	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
CHANGE OF NEGOTIATED TIME	$ 7.81	$ -	$ -	$ -	$ -	$ -	$ -	$ 20.00	$ -	$ -	$ -	$ -	$ 27.81
INOPERABLE RADIO	$ -	$ -	$ -	$ -	$ 24.39	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 24.39
DRIVER PLAYING RADIO	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 20.00	$ -	$ -	$ -	$ -	$ 20.00
DRIVER EARLY	$ 7.81	$ 15.62	$ 23.43	$ 15.62	$ 39.05	$ -	$ 150.00	$ 60.00	$ -	$ -	$ -	$ -	$ 311.53
INOPERABLE AIR CONDITIONER	$ -	$ 24.39	$ 24.39	$ -	$ 73.17	$ 121.95	$ 125.00	$ 25.00	$ -	$ -	$ -	$ -	$ 393.90
USE OF CELL PHONE	$ -	$ 16.16	$ -	$ -	$ 8.08	$ -	$ 250.00	$ 50.00	$ -	$ -	$ -	$ -	$ 324.24
UNAUTHORIZED CHAUFFEUR	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
UNAUTHORIZED DRIVER	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
IMPROPER W/C TIEDOWN	$ 30.39	$ -	$ -	$ -	$ -	$ -	$ -	$ 100.00	$ -	$ -	$ -	$ -	$ 130.39
ROUTE PERFORMANCE UPDATE	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
REPORTING	$ 46.01	$ 56.17	$ 47.82	$ 15.62	$ 144.69	$ 121.95	$ 525.00	$ 275.00	$ -	$ -	$ -	$ -	$ 1,232.26
LATE ACCIDENT REPORTS	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
LATE INCIDENT REPORTS	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
MANIFEST REVIEW	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
CUSTOMER COMPLAINTS (ALL OTHER)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUB-TOTAL	$ 11,044.36	$ 13,551.86	$ 17,438.29	$ 10,411.10	$ 13,003.45	$ 5,388.13	$ 49,989.98	$ 17,303.53	$ -	$ -	$ -	$ -	$ 138,130.70
LIQUIDATED DAMAGES (WAIVED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
MANIFEST REVIEW (WAIVED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
BONUSES													
MISSED TRIP	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
ON-TIME PERFORMANCE	$ (1,000.00)	$ (1,000.00)	$ (1,000.00)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ (3,000.00)
CALL TAKING STANDARDS	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
COMPLAINT RATIO	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUB-TOTAL	$ (1,000.00)	$ (1,000.00)	$ (1,000.00)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ (3,000.00)
GRAND TOTAL	$ 10,044.36	$ 12,551.86	$ 16,438.29	$ 10,411.10	$ 13,003.45	$ 5,388.13	$ 49,989.98	$ 17,303.53	$ -	$ -	$ -	$ -	$ 135,130.70

NOTE: This report reflects LD'S & Performace Incentives from previous month as reported by Accounts Payable Division.

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

September 2013

October 2012	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
10/06/2012	24,863	8,100	32,963	$ 895,671.00	$ (84,192.50)	-	-	-	$ -	$ -	$ -	24,863	8,100	32,963	$ 895,671.00	$ (84,192.50)	$ -	$ -	$ -	$ (36,195.57)	$ 775,282.93
10/13/2012	25,691	8,410	34,101	$ 926,912.64	$ (87,347.50)	-	-	-	$ -	$ -	$ -	25,691	8,410	34,101	$ 926,912.64	$ (87,347.50)	$ -	$ -	$ -	$ 23,781.40	$ 863,346.54
10/20/2012	26,460	8,438	34,898	$ 946,800.30	$ (89,225.00)	-	-	-	$ -	$ -	$ -	26,460	8,438	34,898	$ 946,800.30	$ (89,225.00)	$ -	$ -	$ -	$ (12,910.88)	$ 844,664.42
10/27/2012	24,748	7,893	32,641	$ 885,574.35	$ (83,415.00)	-	-	-	$ -	$ -	$ -	24,748	7,893	32,641	$ 885,574.35	$ (83,415.00)	$ -	$ -	$ -	$ (6,026.65)	$ 796,132.70
	-	-	-	$ -	$ -	-	-	-	$ -	$ -	$ -	-	-	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL	101,762	32,841	134,603	$ 3,654,958.29	$ (344,180.00)	-	-	-	$ -	$ -	$ -	101,762	32,841	134,603	$ 3,654,958.29	$ (344,180.00)	$ -	$ -	$ -	$ (31,351.70)	$ 3,279,426.59

November 2012	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
11/03/2012	25,985	8,615	34,600	$ 941,339.44	$ (88,592.50)	-	-	-	$ -	$ -	$ -	25,985	8,615	34,600	$ 941,339.44	$ (88,592.50)	$ -	$ -	$ -	$ (6,416.51)	$ 846,330.43
11/10/2012	26,040	8,606	34,646	$ 942,375.43	$ (88,577.50)	-	-	-	$ -	$ -	$ -	26,040	8,606	34,646	$ 942,375.43	$ (88,577.50)	$ -	$ -	$ -	$ (6,413.94)	$ 847,383.99
11/17/2012	25,227	8,122	33,349	$ 905,391.86	$ (85,525.00)	-	-	-	$ -	$ -	$ -	25,227	8,122	33,349	$ 905,391.86	$ (85,525.00)	$ -	$ -	$ -	$ (6,169.91)	$ 813,696.95
11/24/2012	19,609	7,015	26,624	$ 728,407.83	$ (68,740.00)	-	-	-	$ -	$ -	$ -	19,609	7,015	26,624	$ 728,407.83	$ (68,740.00)	$ -	$ -	$ -	$ (4,947.51)	$ 654,720.32
	-	-	-	$ -	$ -	-	-	-	$ -	$ -	$ -	-	-	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL	96,861	32,358	129,219	$ 3,517,514.56	$ (331,435.00)	-	-	-	$ -	$ -	$ -	96,861	32,358	129,219	$ 3,517,514.56	$ (331,435.00)	$ -	$ -	$ -	$ (23,947.87)	$ 3,162,131.69

December 2012	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
12/01/2012	25,602	8,326	33,928	$ 921,774.76	$ (86,815.00)	$ -	$ -	$ -	$ -	$ -	$ -	25,602	8,326	33,928	$ 921,774.76	$ (86,815.00)	$ (9,233.28)	$ -	$ -	$ (6,262.20)	$ 819,464.28
12/08/2012	26,717	8,569	35,286	$ 957,718.72	$ (90,272.50)	$ -	$ -	$ -	$ -	$ -	$ -	26,717	8,569	35,286	$ 957,718.72	$ (90,272.50)	$ -	$ -	$ -	$ (16,748.27)	$ 850,697.95
12/15/2012	26,465	8,414	34,879	$ 946,080.36	$ (89,215.00)	$ -	$ -	$ -	$ -	$ -	$ -	26,465	8,414	34,879	$ 946,080.36	$ (89,215.00)	$ -	$ -	$ -	$ (6,426.49)	$ 850,438.87
12/22/2012	25,676	8,429	34,105	$ 927,211.16	$ (87,385.00)	$ -	$ -	$ -	$ -	$ -	$ -	25,676	8,429	34,105	$ 927,211.16	$ (87,385.00)	$ -	$ -	$ -	$ (6,298.70)	$ 833,527.46
12/29/2012	13,831	5,859	19,690	$ 545,769.69	$ (50,752.50)	$ -	$ -	$ -	$ -	$ -	$ -	13,831	5,859	19,690	$ 545,769.69	$ (50,752.50)	$ -	$ -	$ -	$ (3,712.63)	$ 491,304.56
TOTAL	118,291	39,597	157,888	$ 4,298,554.69	$ (404,440.00)	$ -	$ -	$ -	$ -	$ -	$ -	118,291	39,597	157,888	$ 4,298,554.69	$ (404,440.00)	$ (9,233.28)	$ -	$ -	$ (39,448.29)	$ 3,845,433.12

January 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
01/05/2013	16,378	6,297	22,675	$ 623,764.72	$ (58,130.00)	-	-	-	$ -	$ -	$ -	16,378	6,297	22,675	$ 623,764.72	$ (58,130.00)	$ (19,496.25)	$ -	$ -	$ (4,242.26)	$ 541,896.21
01/12/2013	26,061	8,407	34,468	$ 935,903.00	$ (87,950.00)	-	-	-	$ -	$ -	$ -	26,061	8,407	34,468	$ 935,903.00	$ (87,950.00)	$ -	$ -	$ -	$ (6,359.65)	$ 841,593.35
01/19/2013	25,752	8,262	34,014	$ 923,214.59	$ (86,865.00)	-	-	-	$ -	$ -	$ -	25,752	8,262	34,014	$ 923,214.59	$ (86,865.00)	$ (2,885.40)	$ -	$ -	$ (6,272.62)	$ 827,191.57
01/26/2013	23,600	7,680	31,280	$ 849,872.72	$ (79,940.00)	-	-	-	$ -	$ -	$ -	23,600	7,680	31,280	$ 849,872.72	$ (79,940.00)	$ -	$ -	$ -	$ (5,774.50)	$ 764,158.22
	-	-	-	$ -	$ -	-	-	-	$ -	$ -	$ -	-	-	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL	91,791	30,646	122,437	$ 3,332,755.03	$ (312,885.00)	-	-	-	$ -	$ -	$ -	91,791	30,646	122,437	$ 3,332,755.03	$ (312,885.00)	$ (22,381.65)	$ -	$ -	$ (22,649.03)	$ 2,974,839.35

February 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
02/02/2013	25,613	8,340	33,953	$ 922,536.84	$ (86,577.50)	-	-	-	$ -	$ -	$ -	25,613	8,340	33,953	$ 922,536.84	$ (86,577.50)	$ (42,018.65)	$ -	$ -	$ (6,280.24)	$ 787,660.45
02/09/2013	26,450	8,585	35,035	$ 951,716.97	$ (89,380.00)	-	-	-	$ -	$ -	$ -	26,450	8,585	35,035	$ 951,716.97	$ (89,380.00)	$ (19,058.89)	$ -	$ -	$ (6,467.53)	$ 836,810.55
02/16/2013	26,029	8,633	34,662	$ 943,053.23	$ (88,357.50)	-	-	-	$ -	$ -	$ -	26,029	8,633	34,662	$ 943,053.23	$ (88,357.50)	$ (25,679.65)	$ -	$ -	$ (6,410.22)	$ 822,605.86
02/23/2013	24,718	7,952	32,670	$ 886,908.88	$ (83,852.50)	-	-	-	$ -	$ -	$ -	24,718	7,952	32,670	$ 886,908.88	$ (83,852.50)	$ -	$ -	$ -	$ (6,022.92)	$ 797,033.46
	-	-	-	$ -	$ -	-	-	-	$ -	$ -	$ -	-	-	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL	102,810	33,510	136,320	$ 3,704,215.92	$ (348,167.50)	-	-	-	$ -	$ -	$ -	102,810	33,510	136,320	$ 3,704,215.92	$ (348,167.50)	$ (86,757.19)	$ -	$ -	$ (25,180.91)	$ 3,244,110.32

March 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
03/02/2013	26,088	8,481	34,569	$ 939,165.54	$ (88,290.00)	-	-	-	$ -	$ -	$ -	26,088	8,481	34,569	$ 939,165.54	$ (88,290.00)	$ -	$ -	$ -	$ (6,381.57)	$ 844,493.97
03/09/2013	26,138	8,293	34,431	$ 933,792.32	$ (87,865.00)	-	-	-	$ -	$ -	$ -	26,138	8,293	34,431	$ 933,792.32	$ (87,865.00)	$ (10.54)	$ -	$ -	$ (6,344.45)	$ 839,572.33
03/16/2013	26,093	8,363	34,456	$ 935,144.42	$ (88,047.50)	-	-	-	$ -	$ -	$ -	26,093	8,363	34,456	$ 935,144.42	$ (88,047.50)	$ (10,044.79)	$ -	$ -	$ (6,353.23)	$ 830,698.90
03/23/2013	26,075	8,460	34,535	$ 938,108.47	$ (88,115.00)	-	-	-	$ -	$ -	$ -	26,075	8,460	34,535	$ 938,108.47	$ (88,115.00)	$ (25,732.25)	$ -	$ -	$ (6,374.95)	$ 817,886.27
03/31/2013	23,885	8,442	32,327	$ 883,639.55	$ (83,252.50)	-	-	-	$ -	$ -	$ -	23,885	8,442	32,327	$ 883,639.55	$ (83,252.50)	$ -	$ -	$ -	$ (5,563.46)	$ 794,823.59
TOTAL	128,279	42,039	170,318	$ 4,629,850.30	$ (435,570.00)	-	-	-	$ -	$ -	$ -	128,279	42,039	170,318	$ 4,629,850.30	$ (435,570.00)	$ (35,787.58)	$ -	$ -	$ (31,017.66)	$ 4,127,475.06

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

September 2013

April 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
04/06/2013	23,968	7,933	31,901	$ 830,659.29	$ (94,842.00)	-	-	-	$ -	$ -	$ -	23,968	7,933	31,901	$ 830,659.29	$ (94,842.00)	$ -	$ -	$ -	$ -	$ 735,817.29
04/13/2013	25,978	8,610	34,588	$ 900,717.22	$ (102,855.00)	-	-	-	$ -	$ -	$ -	25,978	8,610	34,588	$ 900,717.22	$ (102,855.00)	$ (36,279.51)	$ -	$ -	$ -	$ 761,582.71
04/20/2013	26,018	8,464	34,482	$ 896,706.88	$ (102,411.00)	-	-	-	$ -	$ -	$ -	26,018	8,464	34,482	$ 896,706.88	$ (102,411.00)	$ (29,855.27)	$ (10.45)	$ -	$ -	$ 764,430.16
04/27/2013	25,574	8,338	33,912	$ 882,029.38	$ (100,839.00)	-	-	-	$ -	$ -	$ -	25,574	8,338	33,912	$ 882,029.38	$ (100,839.00)	$ -	$ -	$ -	$ -	$ 781,190.38
04/30/2013	10,017	3,282	13,299	$ 346,025.46	$ (39,549.00)	-	-	-	$ -	$ -	$ -	10,017	3,282	13,299	$ 346,025.46	$ (39,549.00)	$ -	$ -	$ -	$ -	$ 306,476.46
TOTAL	111,555	36,627	148,182	$ 3,856,138.23	$ (440,496.00)	-	-	-	$ -	$ -	$ -	111,555	36,627	148,182	$ 3,856,138.23	$ (440,496.00)	$ (66,134.78)	$ (10.45)	$ -	$ -	$ 3,349,497.00

May 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
05/04/2013	15,194	5,019	20,213	$ 526,241.27	$ (59,919.00)	-	-	-	$ -	$ -	$ -	15,194	5,019	20,213	$ 526,241.27	$ (59,919.00)	$ (23,338.07)	$ -	$ -	$ -	$ 442,984.20
05/11/2013	26,066	8,594	34,660	$ 902,237.70	$ (103,200.00)	-	-	-	$ -	$ -	$ -	26,066	8,594	34,660	$ 902,237.70	$ (103,200.00)	$ -	$ -	$ -	$ -	$ 799,037.70
05/18/2013	25,369	8,507	33,876	$ 882,951.59	$ (100,881.00)	-	-	-	$ -	$ -	$ -	25,369	8,507	33,876	$ 882,951.59	$ (100,881.00)	$ -	$ -	$ -	$ -	$ 782,070.59
05/25/2013	24,489	7,964	32,453	$ 843,922.12	$ (96,603.00)	-	-	-	$ -	$ -	$ -	24,489	7,964	32,453	$ 843,922.12	$ (96,603.00)	$ -	$ -	$ -	$ -	$ 747,319.12
05/31/2013	19,808	6,579	26,387	$ 687,261.83	$ (78,480.00)	-	-	-	$ -	$ -	$ -	19,808	6,579	26,387	$ 687,261.83	$ (78,480.00)	$ -	$ -	$ -	$ -	$ 608,781.83
TOTAL	110,926	36,663	147,589	$ 3,842,614.51	$ (439,083.00)	-	-	-	$ -	$ -	$ -	110,926	36,663	147,589	$ 3,842,614.51	$ (439,083.00)	$ (23,338.07)	$ -	$ -	$ -	$ 3,380,193.44

June 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
06/08/2013	26,848	8,984	35,832	$ 933,784.88	$ (106,899.00)	-	-	-	$ -	$ -	$ -	26,848	8,984	35,832	$ 933,784.88	$ (106,899.00)	$ -	$ -	$ -	$ -	$ 826,885.88
06/15/2013	24,769	8,322	33,091	$ 862,617.94	$ (98,307.00)	-	-	-	$ -	$ -	$ -	24,769	8,322	33,091	$ 862,617.94	$ (98,307.00)	$ -	$ -	$ -	$ -	$ 764,310.94
06/22/2013	24,972	8,321	33,293	$ 867,342.37	$ (98,997.00)	-	-	-	$ -	$ -	$ -	24,972	8,321	33,293	$ 867,342.37	$ (98,997.00)	$ -	$ -	$ -	$ -	$ 768,345.37
06/29/2013	24,895	8,215	33,110	$ 878,900.90	$ (98,430.00)	-	-	-	$ -	$ -	$ -	24,895	8,215	33,110	$ 878,900.90	$ (98,430.00)	$ -	$ -	$ -	$ -	$ 780,470.90
06/30/2013	1,310	511	1,821	$ 48,969.16	$ (5,460.00)	-	-	-	$ -	$ -	$ -	1,310	511	1,821	$ 48,969.16	$ (5,460.00)	$ -	$ -	$ -	$ -	$ 43,509.16
TOTAL	102,794	34,353	137,147	$ 3,591,615.25	$ (408,093.00)	-	-	-	$ -	$ -	$ -	102,794	34,353	137,147	$ 3,591,615.25	$ (408,093.00)	$ -	$ -	$ -	$ -	$ 3,183,522.25

July 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
07/06/2013	19,362	6,632	25,994	$ 691,953.72	$ (77,199.00)	-	-	-	$ -	$ -	$ -	19,362	6,632	25,994	$ 691,953.72	$ (77,199.00)	$ -	$ -	$ -	$ -	$ 614,754.72
07/13/2013	25,067	8,235	33,302	$ 883,702.90	$ (99,207.00)	-	-	-	$ -	$ -	$ -	25,067	8,235	33,302	$ 883,702.90	$ (99,207.00)	$ -	$ -	$ -	$ -	$ 784,495.90
07/20/2013	23,961	7,798	31,759	$ 842,166.78	$ (94,257.00)	-	-	-	$ -	$ -	$ -	23,961	7,798	31,759	$ 842,166.78	$ (94,257.00)	$ -	$ -	$ -	$ -	$ 747,909.78
07/27/2013	24,515	8,108	32,623	$ 866,120.98	$ (97,236.00)	-	-	-	$ -	$ -	$ -	24,515	8,108	32,623	$ 866,120.98	$ (97,236.00)	$ -	$ -	$ -	$ -	$ 768,884.98
07/31/2013	13,765	4,627	18,392	$ 488,892.62	$ (54,690.00)	-	-	-	$ -	$ -	$ -	13,765	4,627	18,392	$ 488,892.62	$ (54,690.00)	$ -	$ -	$ -	$ -	$ 434,202.62
TOTAL	106,670	35,400	142,070	$ 3,772,837.00	$ (422,589.00)	-	-	-	$ -	$ -	$ -	106,670	35,400	142,070	$ 3,772,837.00	$ (422,589.00)	$ -	$ -	$ -	$ -	$ 3,350,248.00

August 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
08/03/2013	9,819	3,510	13,329	$ 355,979.70	$ (39,792.00)	-	-	-	$ -	$ -	$ -	9,819	3,510	13,329	$ 355,979.70	$ (39,792.00)	$ -	$ -	$ -	$ -	$ 316,187.70
08/10/2013	23,287	7,831	31,118	$ 827,198.66	$ (92,646.00)	-	-	-	$ -	$ -	$ -	23,287	7,831	31,118	$ 827,198.66	$ (92,646.00)	$ (3,361.50)	$ -	$ -	$ -	$ 731,191.16
08/17/2013	23,637	8,163	31,800	$ 847,037.58	$ (94,719.00)	-	-	-	$ -	$ -	$ -	23,637	8,163	31,800	$ 847,037.58	$ (94,719.00)	$ -	$ -	$ -	$ -	$ 752,318.58
08/24/2013	24,797	8,497	33,294	$ 886,304.62	$ (99,213.00)	-	-	-	$ -	$ -	$ -	24,797	8,497	33,294	$ 886,304.62	$ (99,213.00)	$ -	$ -	$ -	$ -	$ 787,091.62
08/31/2013	25,247	8,223	33,470	$ 887,590.18	$ (99,801.00)	-	-	-	$ -	$ -	$ -	25,247	8,223	33,470	$ 887,590.18	$ (99,801.00)	$ -	$ -	$ -	$ -	$ 787,789.18
TOTAL	106,787	36,224	143,011	$ 3,804,110.74	$ (426,171.00)	-	-	-	$ -	$ -	$ -	106,787	36,224	143,011	$ 3,804,110.74	$ (426,171.00)	$ (3,361.50)	$ -	$ -	$ -	$ 3,374,578.24

September 2013	REGULAR					LATEWORK						COMBINED									
	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
WEEK ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
09/07/2013	22,783	7,793	30,576	$ 813,839.78	$ (91,113.00)	-	-	-	$ -	$ -	$ -	22,783	7,793	30,576	$ 813,839.78	$ (91,113.00)	$ -	$ -	$ -	$ -	$ 722,726.78
09/14/2013	26,420	8,602	35,022	$ 928,723.12	$ (104,091.00)	-	-	-	$ -	$ -	$ -	26,420	8,602	35,022	$ 928,723.12	$ (104,091.00)	$ -	$ -	$ -	$ -	$ 824,632.12
09/21/2013	25,782	8,399	34,181	$ 906,459.24	$ (101,655.00)	-	-	-	$ -	$ -	$ -	25,782	8,399	34,181	$ 906,459.24	$ (101,655.00)	$ -	$ -	$ -	$ -	$ 804,804.24
09/28/2013	25,671	8,463	34,134	$ 906,018.18	$ (101,604.00)	-	-	-	$ -	$ -	$ -	25,671	8,463	34,134	$ 906,018.18	$ (101,604.00)	$ -	$ -	$ -	$ -	$ 804,414.18
09/30/2013	5,784	2,091	7,875	$ 210,502.56	$ (23,568.00)	-	-	-	$ -	$ -	$ -	5,784	2,091	7,875	$ 210,502.56	$ (23,568.00)	$ -	$ -	$ -	$ -	$ 186,934.56
TOTAL	106,440	35,348	141,788	$ 3,765,542.88	$ (422,031.00)	-	-	-	$ -	$ -	$ -	106,440	35,348	141,788	$ 3,765,542.88	$ (422,031.00)	$ -	$ -	$ -	$ -	$ 3,343,511.88

YTD TTL	1,284,966	425,606	1,710,572	$ 45,770,707.40	$ (4,735,140.50)	-	-	-	$ -	$ -	$ -	1,284,966	425,606	1,710,572	$ 45,770,707.40	$ (4,735,140.50)	$ (246,994.05)	$ (10.45)	$ -	$ (173,595.46)	$ 40,614,966.94

Special Transportation Service

Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

September 2013

		STS COMPLAINTS BY PENALTY				
		AMBULATORY		WHEELCHAIR		
COMPLAINT TYPE	COMPLAINT DESCRIPTION	LATE 31 - 60	**LATE 61+**	LATE 31 - 60	**LATE 61+**	Total
B-1	**LATE PICKUP**	39	**28**	7	**3**	77
B-2	**LATE RETURN**	16	**28**	7	**9**	60
B-3	**NEVER PICKED-UP**	N/A	**15**	N/A	**2**	17
B-4	**LENGTHY ROUTING**	N/A	**47**	N/A	**23**	70

		AMBULATORY		WHEELCHAIR		
COMPLAINT TYPE	COMPLAINT DESCRIPTION	EARLY 16 - 60	**EARLY 61+**	EARLY 16 - 60	**EARLY 61+**	Total
B-07	**EARLY PICKUP**	0	**0**	0	**0**	0

TOTAL	**118**	**37**

TOTAL ADA VIOLATIONS	**155**
TOTAL TRIPS BILLED	**141,788**
PERCENT OF ADA TRIPS DENIAL	**0.11%**

Note: Only highlighted fields were totaled from this matrix.

Federal Transit Administration Chief Counsel, Patrick W. Reilly, defined an ADA Trip denial as follows:

1). Round trip, both outbound and return, cannot be provided.
2). Count trips outside the two hour "ADA window" as a trip denial, even if the trip was made.

The FTA attorney agrees that under DOT regulations, certain patterns & practices, such as trip denials are prohibited if they occur in "substantial numbers".

Excerpted from Transit Access Report March 10, 2000.

STS Trip Verification

September 2013

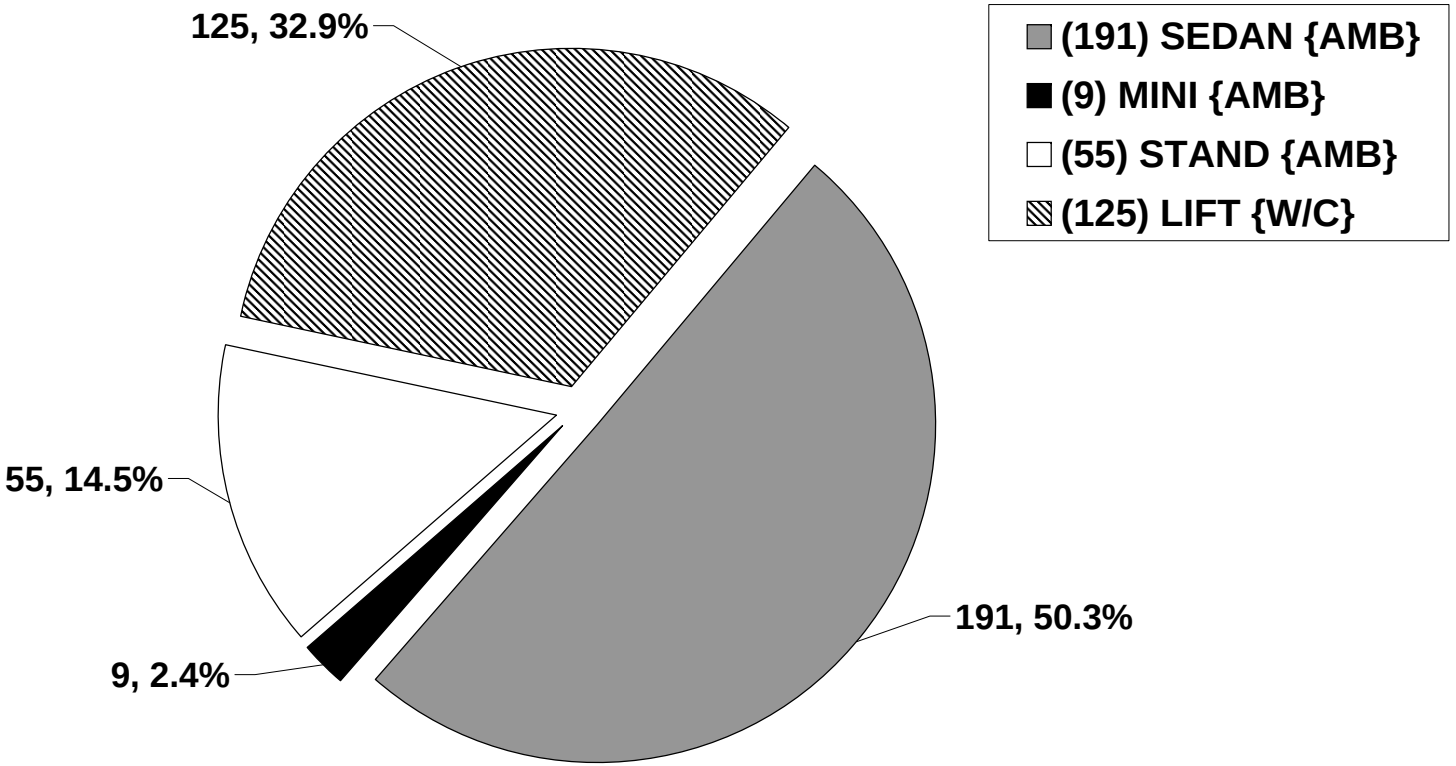
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2012	134,603	1,776	371	2,147	1.60%	4	3	0	0	1	3	1	1	6	7	13	0.34%	1.89%	0.61%
NOV	129,219	3,071	1,401	4,472	3.46%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
DEC	157,888	3,713	1,589	5,302	3.36%	5	2	0	0	1	0	2	0	8	2	10	0.22%	0.13%	0.19%
JAN 2013	122,437	2,991	2,317	5,308	4.34%	1	1	0	0	1	0	0	0	2	1	3	0.07%	0.04%	0.06%
FEB	136,320	1,961	849	2,810	2.06%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
MAR	170,318	2,976	1,387	4,363	2.56%	0	0	0	0	0	0	1	0	1	0	1	0.03%	0.00%	0.02%
APR	148,182	2,859	1,124	3,983	2.69%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
MAY	147,589	2,973	1,250	4,223	2.86%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUN	137,147	2,743	775	3,518	2.57%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUL	142,070	2,146	859	3,005	2.12%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
AUG	143,011	2,882	1,461	4,343	3.04%	6	2	0	0	1	0	1	0	8	2	10	0.28%	0.14%	0.23%
SEP	141,788	2,932	1,232	4,164	2.94%	2	0	0	0	0	0	0	0	2	0	2	0.07%	0.00%	0.05%
TOTAL	1,710,572	33,023	14,615	47,638	2.78%	18	8	0	0	4	3	5	1	27	12	39	0.08%	0.08%	0.08%

Special Transportation Service

Vehicle Availability

September 2013

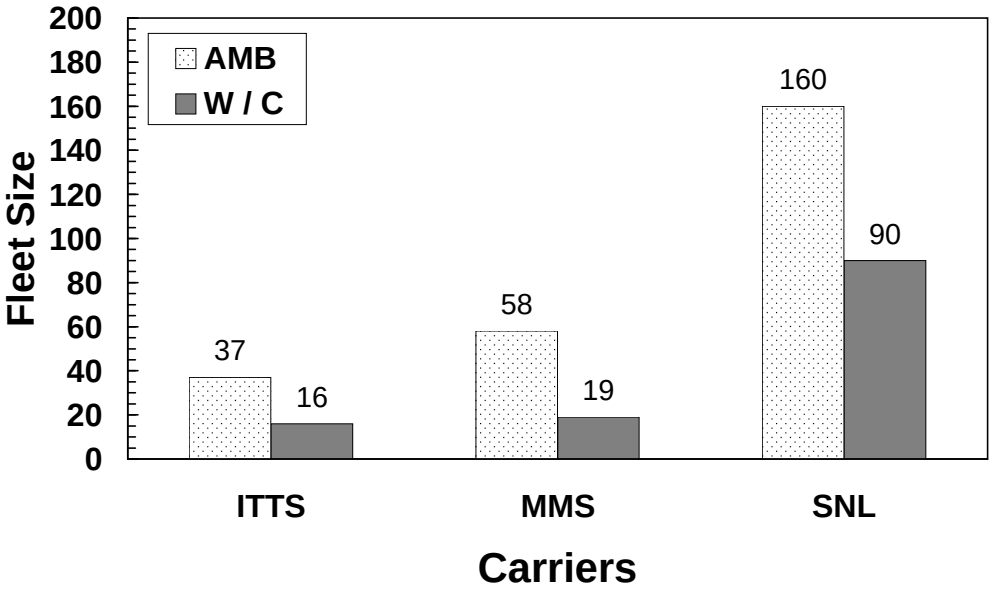
TOTAL VEHICLES: 380



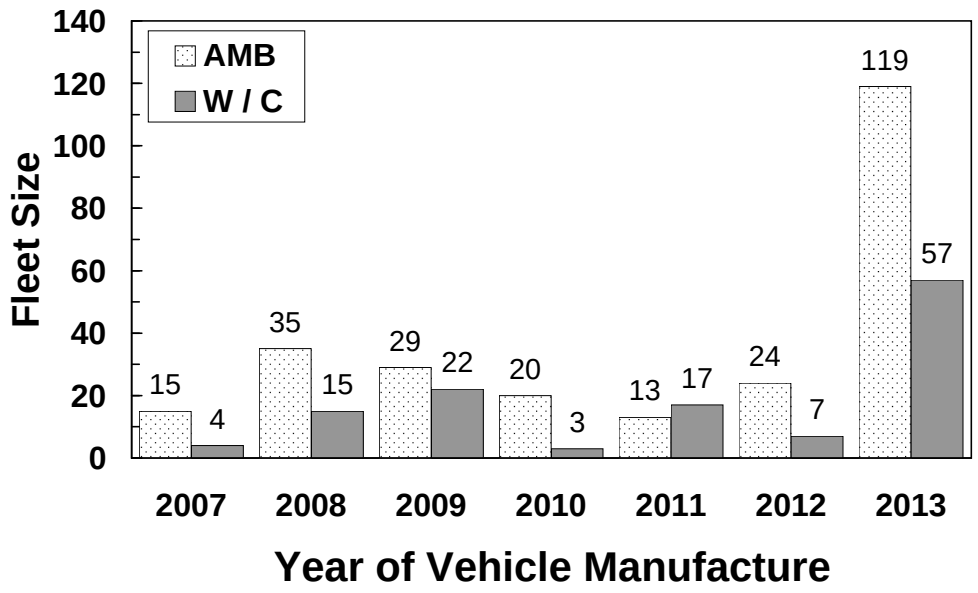
Special Transportation Service

September 2013

Vehicle Availability by Carrier



Fleet Age



Special Transportation Service

Vehicle Summary

September 2013

Fleet Age	Oct 2012	Nov	Dec	Jan 2013	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
2003	-	-	-	-	5	5	-	-	-	-	-	-	1
2004	6	6	6	6	5	3	-	-	-	-	-	-	3
2005	11	10	10	9	24	11	4	-	-	-	-	-	7
2006	55	48	43	42	46	33	2	-	-	-	-	-	22
2007	63	63	60	56	36	33	21	23	22	20	20	19	36
2008	46	45	41	40	71	69	54	50	50	48	50	50	51
2009	72	72	72	71	57	55	49	51	51	49	50	51	58
2010	45	52	57	57	27	27	21	22	23	21	22	23	33
2011	30	26	26	26	38	38	22	23	29	28	29	30	29
2012	32	36	36	37	26	26	26	27	29	29	30	31	30
2013	14	17	18	25	44	126	160	173	175	173	174	176	106
TOTAL	374	375	369	369	379	426	359	369	379	368	375	380	377

AVAILABILITY by CARRIER	Oct 2012	Nov	Dec	Jan 2013	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
HND	46	45	-	-	-	-	-	-	-	-	-	-	8
ITTS	7	7	7	8	17	46	49	52	53	50	51	53	33
MMS	68	69	69	69	70	69	73	74	77	75	76	77	72
SNL	151	152	190	189	189	203	237	243	249	243	248	250	212
ZUN	102	102	103	103	103	108	-	-	-	-	-	-	52
TOTAL	374	375	369	369	379	426	359	369	379	368	375	380	377

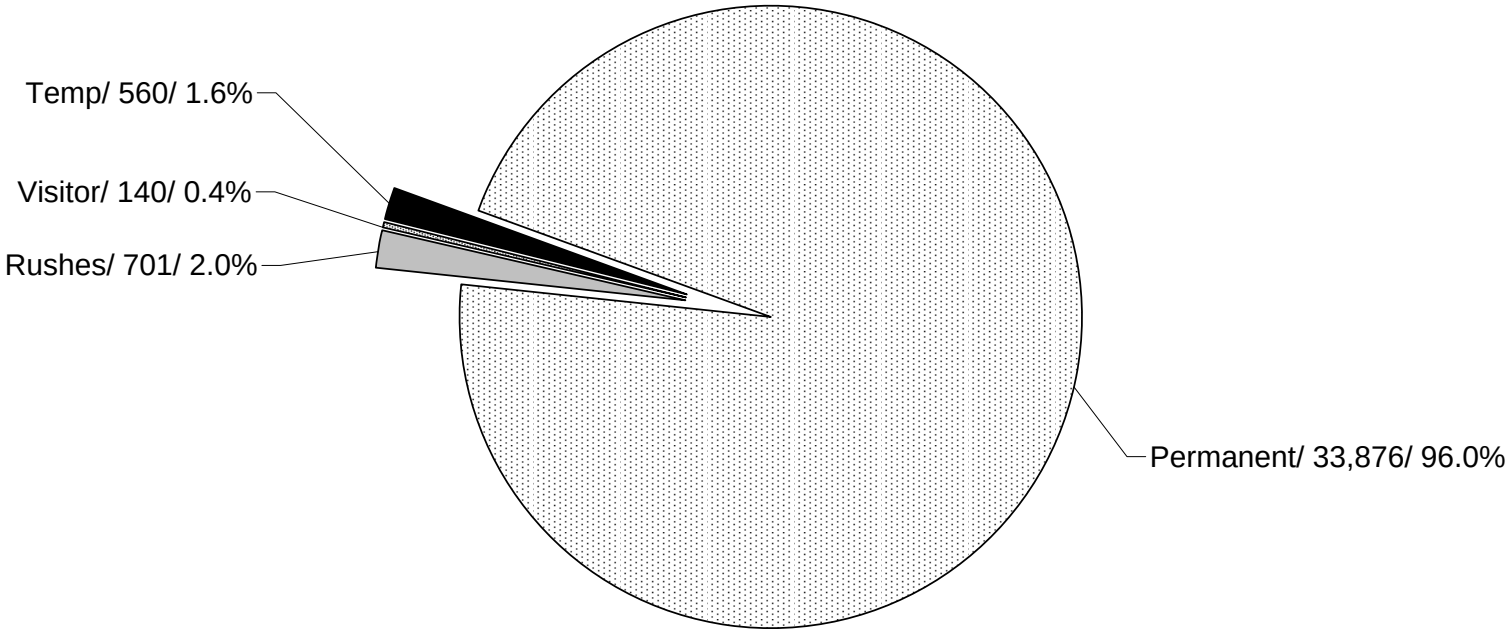
AVAILABILITY by TYPE	Oct 2012	Nov	Dec	Jan 2013	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	256	251	252	253	288	249	231	254	249	251	255	254
W / C	120	119	118	117	126	138	110	138	125	119	124	125	123
TOTAL	374	375	369	369	379	426	359	369	379	368	375	380	377

Special Transportation Service

Current Ridership Population

September 2013

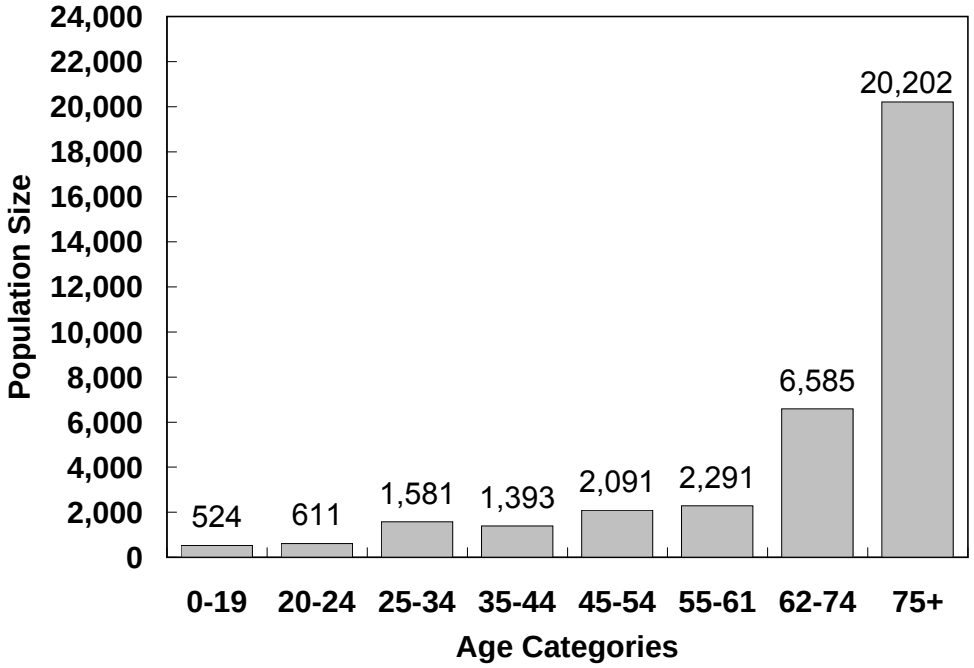
Total: 35,278



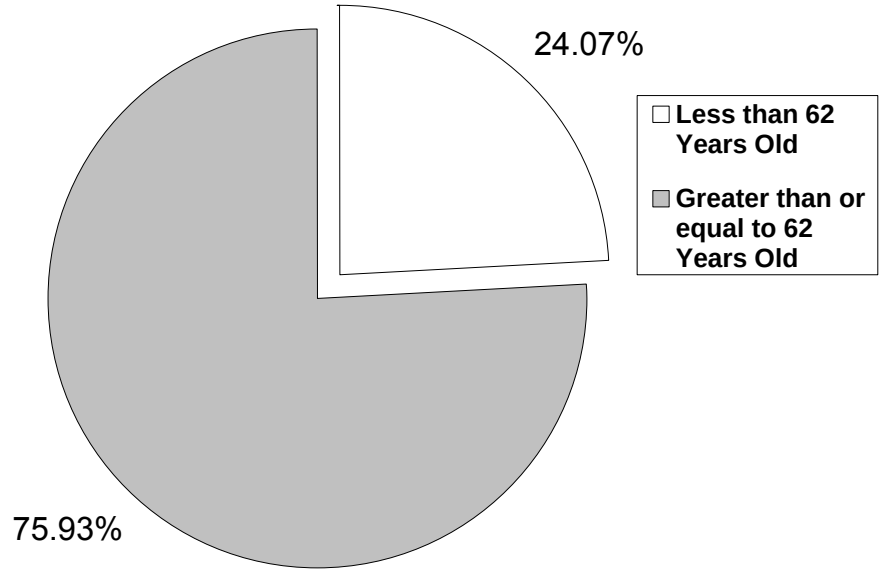
Special Transportation Service

Total Client Population
Authorized for Travel
September 2013

Breakdown by Age



Total: 35,278



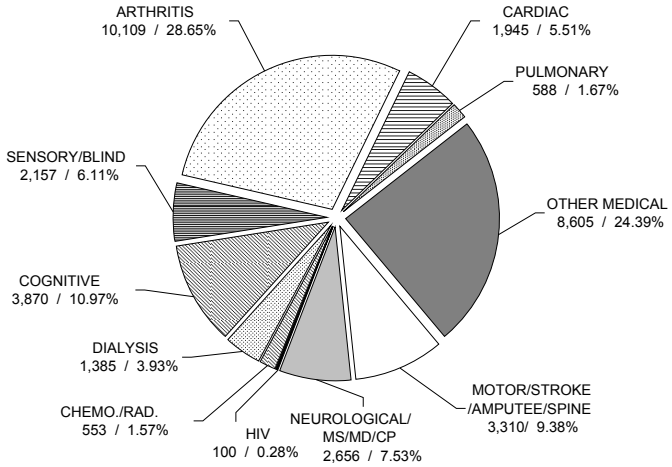
Special Transportation Service

Population Profile

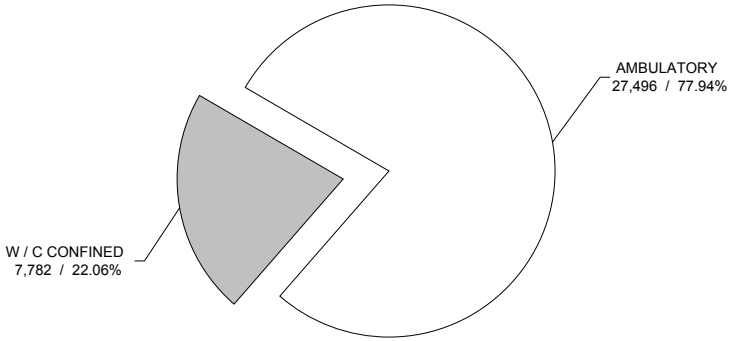
Authorized for Travel

September 2013

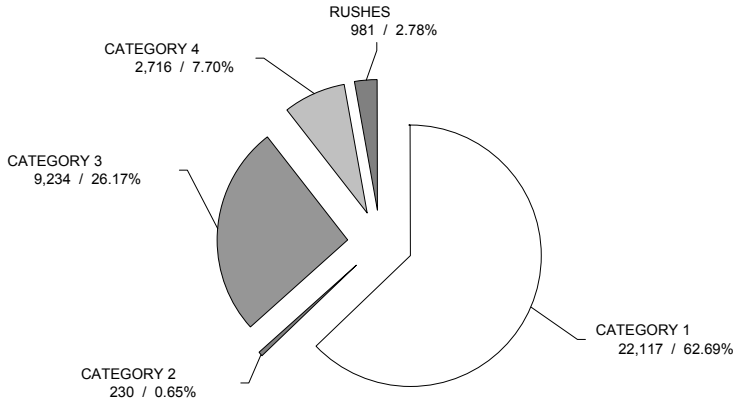
Disability Type



Transportation Type



Clients by Category



LEGEND

CATEGORY 1 - Unconditional
CATEGORY 2 - Needs accessible vehicle with W/C lift or other boarding device.
CATEGORY 3 - Cannot travel to and from stops or stations.
CATEGORY 4 - Both 2 & 3.

RUSHES - Chemo, Dialysis, Physical Therapy,Radiation & Presumptive Eligibility.

Special Transportation Service
Paratransit Certification Processing
September 2013

CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2012	NOV	DEC	Jan 2013	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	10/01 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/29
0-19	430	438	437	434	434	443	469	483	497	497	513	524
20-24	579	584	586	588	586	591	595	606	603	599	605	611
25-34	1,489	1,499	1,509	1,512	1,498	1,505	1,552	1,580	1,556	1,559	1,581	1,581
35-44	1,320	1,327	1,332	1,332	1,333	1,348	1,381	1,410	1,365	1,370	1,390	1,393
45-54	2,046	2,031	2,030	2,048	2,041	2,062	2,112	2,142	2,099	2,091	2,098	2,091
55-61	2,104	2,116	2,102	2,124	2,119	2,158	2,212	2,262	2,234	2,241	2,268	2,291
62-74	6,021	6,058	6,057	6,100	6,114	6,238	6,424	6,559	6,452	6,476	6,571	6,585
75+	18,446	18,540	18,765	18,817	18,937	19,335	19,605	19,954	19,585	19,754	20,057	20,202
TOTAL	32,435	32,593	32,818	32,955	33,062	33,680	34,350	34,996	34,391	34,587	35,083	35,278

Clients by Disability Type	OCT 2012	NOV	DEC	Jan 2013	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	10/01 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/29
Motor/Stroke/Amputee/Spine	3,184	3,172	3,190	3,186	3,199	3,242	3,294	3,322	3,259	3,256	3,660	3,310
Neurological/MS/MD/CP	2,542	2,555	2,573	2,568	2,564	2,593	2,620	2,647	2,589	2,602	2,642	2,656
HIV	101	100	100	98	98	99	100	100	99	99	100	100
Chemo./Radiation	523	499	457	501	496	516	536	550	549	575	560	553
Dialysis	1,247	1,273	1,252	1,289	1,282	1,302	1,335	1,357	1,341	1,354	1,369	1,385
Cognitive	3,556	3,575	3,609	3,611	3,629	3,677	3,739	3,792	3,748	3,761	3,834	3,870
Sensory/Blind	2,035	2,043	2,060	2,058	2,059	2,086	2,130	2,159	2,112	2,119	2,149	2,157
Arthitis	8,947	9,015	9,139	9,229	9,304	9,500	9,762	9,980	9,810	9,893	10,056	10,109
Cardiac	1,799	1,800	1,822	1,826	1,850	1,882	1,905	1,932	1,901	1,908	1,937	1,945
Pulmonary	556	556	564	568	572	577	581	587	582	586	592	588
Other Medical	7,945	8,005	8,052	8,020	8,009	8,204	8,348	8,569	8,400	8,434	8,183	8,605
TOTAL	32,435	32,593	32,818	32,955	33,062	33,680	34,350	34,996	34,391	34,587	35,083	35,278

Clients by Transportation Type	OCT 2012	NOV	DEC	Jan 2013	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	10/01 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/29
Ambulatory	24,773	24,999	25,214	25,295	25,488	26,012	26,567	27,095	26,847	27,103	27,496	27,496
W/C Confined	7,662	7,594	7,604	7,660	7,574	7,668	7,783	7,901	7,544	7,484	7,587	7,782
TOTAL	32,435	32,593	32,818	32,955	33,062	33,680	34,350	34,996	34,391	34,587	35,083	35,278

Clients by Category	OCT 2012	NOV	DEC	Jan 2013	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	10/01 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/29
Category 1	20,022	20,121	20,309	20,394	20,504	20,928	21,332	21,710	21,396	21,599	21,917	22,117
Category 2	200	200	200	197	198	201	201	210	206	203	214	230
Category 3	8,877	8,860	8,930	8,907	8,897	9,012	9,129	9,218	9,049	9,071	9,212	9,234
Category 4	2,471	2,486	2,522	2,550	2,557	2,641	2,704	2,777	2,734	2,740	2,756	2,716
Category 5	-	-	-	-	-	-	-	-	-	-	-	981
Rushes	865	926	857	907	906	898	984	1,081	1,006	974	984	-
TOTAL	32,435	32,593	32,818	32,955	33,062	33,680	34,350	34,996	34,391	34,587	35,083	35,278

Special Transportation Service

Paratransit Certification Productivity

FY 2010 - 2011

September 2013

	OCT 2012			NOV			DEC			JAN 2013			FEB			MAR		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																		
- REINSTATEMENTS *	7	1	8	6	5	11	8	4	12	4	4	8	1	0	1	6	2	8
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- PERMANENT ELIGIBILITY	742	148	890	299	47	346	273	94	367	209	62	271	337	90	427	317	76	393
- TEMPORARY ELIGIBILITY	54	2	56	38	7	45	36	6	42	40	11	51	41	10	51	53	8	61
- RUSHED ELIGIBILITY W/-INT.	150	12	162	115	13	128	113	6	119	129	14	143	123	1	124	149	22	171
- RUSHED ELIGIBILITY W/O-INT	117	40	157	114	14	128	79	18	97	43	36	79	104	25	129	112	17	129
- VISITOR ELIGIBILITY	10	6	16	7	4	11	7	3	10	9	4	13	11	3	14	15	3	18
SUBTOTAL	1,080	209	1,289	579	90	669	516	131	647	434	131	565	617	129	746	652	128	780
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(101)	(18)	(119)	(143)	(34)	(177)	(144)	(27)	(171)	(163)	(32)	(195)	(134)	(37)	(171)	(128)	(34)	(162)
- (DECEASED)	(223)	(138)	(361)	(210)	(124)	(334)	(157)	(94)	(251)	(190)	(43)	(233)	(290)	(178)	(468)	0	0	0
SUBTOTAL	(324)	(156)	(480)	(353)	(158)	(511)	(301)	(121)	(422)	(353)	(75)	(428)	(424)	(215)	(639)	(128)	(34)	(162)
NET ENROLLMENTS	756	53	809	226	(68)	158	215	10	225	81	56	137	193	(86)	107	524	94	618

	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																					
- REINSTATEMENTS *	0	0	0	6	2	8	0	0	0	18	3	21	1	4	5	4	3	7	61	28	89
- RECERTIFICATIONS	0	0	0	0	0	0	3	3	6	0	0	0	0	0	0	0	0	0	3	3	6
- PERMANENT ELIGIBILITY	343	78	421	337	77	414	274	55	329	300	86	386	339	98	437	384	58	442	4,154	969	5,123
- TEMPORARY ELIGIBILITY	55	12	67	50	16	66	55	9	64	42	10	52	51	5	56	32	5	37	547	101	648
- RUSHED ELIGIBILITY W/-INT.	164	16	180	153	11	164	155	12	167	155	13	168	114	6	120	124	15	139	1,644	141	1,785
- RUSHED ELIGIBILITY W/O-INT	113	22	135	96	27	123	105	25	130	117	14	131	115	21	136	109	25	134	1,224	284	1,508
- VISITOR ELIGIBILITY	7	5	12	15	3	18	2	4	6	5	3	8	6	2	8	6	7	13	100	47	147
SUBTOTAL	682	133	815	657	136	793	594	108	702	637	129	766	626	136	762	659	113	772	7,733	1,573	9,306
INACTIVATIONS BREAKDOWN																			0	0	0
- (INACTIVE/PURGED)	(127)	(17)	(144)	(129)	(18)	(147)	(96)	(15)	(111)	(210)	(85)	(295)	(143)	(29)	(172)	(138)	(19)	(157)	(1,656)	(365)	(2,021)
- (DECEASED)	0	(1)	(1)	0	0	0	(746)	(450)	(1,196)	(171)	(104)	(275)	(90)	(4)	(94)	(254)	(166)	(420)	(2,331)	(1,302)	(3,633)
SUBTOTAL	(127)	(18)	(145)	(129)	(18)	(147)	(842)	(465)	(1,307)	(381)	(189)	(570)	(233)	(33)	(266)	(392)	(185)	(577)	(3,987)	(1,667)	(5,654)
NET ENROLLMENTS	555	115	670	528	118	646	(248)	(357)	(605)	256	(60)	196	393	103	496	267	(72)	195	3,746	(94)	3,652

NOTE: (*) - REFLECTS PURGED CLIENTS WHO WERE REINSTATED AFTER CUSTOMER CONTACT.

NOTE: (*) - CLIENT POPULATION ADJUST MADE FOR BEGINNING OF FISCAL YEAR BREAKDOWN.

Special Transportation Service

Paratransit Certification Enrollment

Workload Measures

FY 2010 - 2011

September 2013

	Oct 12	Nov	Dec	Jan 13	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CLIENT INTERVIEWS													
SCHEDULED													
ATTENDED In-House	613	512	511	651	563	622	656	591	554	594	536	602	7,005
ATTENDED Off-Site	0	0	0	0	63	22	0	31	9	21	16	40	202
NO SHOW/CANC.	187	138	163	205	103	152	190	113	170	163	145	127	1,856
TOTAL SCHEDULED	800	650	674	856	729	796	846	735	733	778	697	769	9,063
DENIALS	80	84	87	115	113	0	139	141	112	143	142	34	1,190
APPEALS PROCESSED	30	16	27	25	23	0	16	39	26	30	32	34	298
APPLICATIONS MAILED OUT	148	550	600	725	700	654	850	450	400	500	501	450	6,528
CHANGES IN CLIENT FILE	3,120	3,048	2,387	2,793	2,361	0	3,662	2,868	7,507	4,134	3,673	3,761	39,314
REQUEST FROM BROKER FOR CLIENT INFORMATION	0	0	0	0	0	0	0	0	0	0	0	0	0
REQUEST FROM CLIENTS													
EASY CARD ISSUED	702	815	690	821	763	0	819	741	13,201	1,850	703	0	21,105
MAIL-IN APPLICATIONS													
APPLICATIONS RECEIVED	905	701	629	801	784	876	790	838	969	1015	878	305	9,491
APPLICATIONS READY FOR APPTS	582	457	385	534	483	536	523	516	628	664	577	205	6,090
RETURNED INCOMPLETE APPLICATIONS	323	244	244	267	301	340	267	322	341	351	301	100	3,401
INTERVIEWS CONDUCTED BY PHONE	0	0	0	0	0	0	0	0	0	0	0	0	0
APPLICANT NONRESPONSIVE *	0	0	0	0	0	0	0	0	0	0	0	0	0

NOTE :(*) - APPLICANT NONRESPONSIVE DEFINES A CLIENT WHO NO SHOWS OR DOES NOT ANSWER TO CERTIFICATION PHONE CALL.