

MONTHLY REPORT

October 2008



MONTHLY REPORT

October 2008

SPECIAL TRANSPORTATION SERVICE

EXPENDITURES:

Summary	(Statistical)	- 1 -
Trips Paid & Projected Trips Report	(Statistical)	- 2 -
ATS Trip History Analysis	(Statistical)	- 2b -
STS WEEKLY RIDERSHIP COMPARISON	(Graph/Statistical)	- 3a & 3b -
STS ON-TIME PERFORMANCE	(Graph)	- 4a & 4b -

SERVICE COMPLAINTS:

Customer Complaint by % of Total Trips	(Graph/Statistical)	- 5a thru 5c -
Performance by Carrier	(Graph/Statistical)	- 6a thru 6d -
STS TRIPS BY CARRIER:	(Graph/Statistical)	- 6e thru 6g -

LIQUIDATED DAMAGES:

Contractor Penalties	(Statistical)	- 7a thru 7c -
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ADA COMPLIANCE:

Trip Denial Percentage	(Statistical)	- 8a -
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STS TRIP VERIFICATION:	(Statistical)	- 8b -
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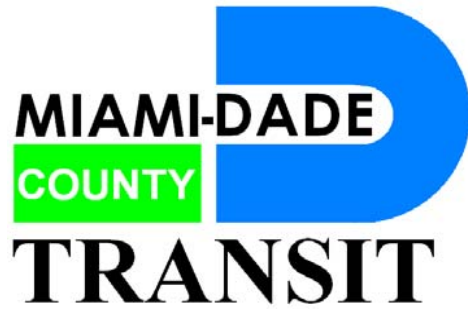
CONTRACTOR VEHICLES:

Vehicle Availability	(Graph)	- 9a -
Fleet Size by Carrier & Age	(Graph)	- 9b -
Summary	(Statistical)	- 9c -

FIELD SERVICE MONITORING:	(Statistical)	- 10 -
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STS CERTIFICATION:

Client Profile/Certification Processing/Activity Report	(Graph/Statistical)	- 11a & 11f -
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CONTRACTOR:

Advanced Transportation
Solutions (ATS)

Sub-Contractors:

HANDIVAN
MMS
SNL
ZUNI

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

October 2008

Expenditures for FY 2008-2009

(SUMMARY)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	125,994												125,994
AMB.	94,329												94,329
W/C	31,665												31,665
PROJECTED TRIPS													
TOTAL	120,345												120,345
AMB.	89,302												89,302
W/C	31,043												31,043
ACTUAL VS. PROJECTED % CHANGE	4.69%												4.69%
ACTUAL NET COST													
TOTAL	\$3,079,514												\$3,079,514
AMB.	\$2,305,566												\$2,305,566
W/C	\$773,948												\$773,948
AVG COST PER TRIP (NET)	\$24.44												\$24.44
PROJECTED NET COST													
TOTAL	\$2,984,700												\$2,984,700
AMB.	\$2,001,258												\$2,001,258
W/C	\$983,442												\$983,442
ACTUAL VS. PROJECTED % CHANGE	3.18%												3.18%

Source: MDT - Accounts Payable / Management Services; included are adjustments to trips and expenditures for latework submissions.

Special Transportation Services

October 2008

Expenditures for FY 2008-2009

A.T.S. Broker

(ACTUAL & PROJECTED)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ACTUAL TRIPS													
TOTAL	125,994												125,994
AMBULATORY (AMB)	94,329												94,329
WHEELCHAIR (W/C)	31,665												31,665
ACTUAL REVENUE													
TOTAL	(\$322,540)												(\$322,540)
AMBULATORY (AMB)	(\$241,479)												(\$241,479)
WHEELCHAIR (W/C)	(\$81,061)												(\$81,061)
AVG FARE COLLECTED	(\$2.56)												(\$2.56)
ACTUAL GROSS COST													
TOTAL	\$3,432,045												\$3,432,045
AMBULATORY (AMB)	\$2,569,498												\$2,569,498
WHEELCHAIR (W/C)	\$862,547												\$862,547
AVG COST PER TRIP (GROSS)	\$27.24												\$27.24
ACTUAL NET COST													
TOTAL	\$3,079,514												\$3,079,514
AMBULATORY (AMB)	\$2,305,566												\$2,305,566
WHEELCHAIR (W/C)	\$773,948												\$773,948
AVG COST PER TRIP (NET)	\$24.44												\$24.44
PROJECTED TRIPS													
TOTAL		112,928	139,206	105,255	118,412	148,353	118,316	147,946	118,857	112,606	131,798	111,746	1,491,417
AMBULATORY (AMB)		83,283	102,000	77,655	88,250	110,507	87,997	110,209	88,317	83,511	98,413	83,739	1,108,210
WHEELCHAIR (W/C)		29,645	37,206	27,600	30,162	37,846	30,319	37,737	30,540	29,095	33,385	28,007	383,207
PROJECTED REVENUE													
TOTAL		(\$282,320)	(\$348,015)	(\$263,138)	(\$296,030)	(\$370,883)	(\$295,790)	(\$369,865)	(\$297,143)	(\$281,515)	(\$329,495)	(\$279,365)	(3,736,098)
AMBULATORY (AMB)		(\$208,208)	(\$255,000)	(\$194,138)	(\$220,625)	(\$276,268)	(\$219,993)	(\$275,523)	(\$220,793)	(\$208,778)	(\$246,033)	(\$209,348)	(2,776,181)
WHEELCHAIR (W/C)		(\$74,113)	(\$93,015)	(\$69,000)	(\$75,405)	(\$94,615)	(\$75,798)	(\$94,343)	(\$76,350)	(\$72,738)	(\$83,463)	(\$70,018)	(959,916)
PROJECTED GROSS COST													
TOTAL		\$3,087,846	\$3,812,521	\$2,877,754	\$3,229,245	\$4,092,696	\$3,302,382	\$4,127,681	\$3,318,293	\$3,145,361	\$3,674,860	\$3,112,820	\$41,213,504
AMBULATORY (AMB)		\$2,074,580	\$2,540,820	\$1,934,386	\$2,198,308	\$2,779,251	\$2,234,244	\$2,798,207	\$2,242,369	\$2,120,344	\$2,498,706	\$2,126,133	\$28,116,845
WHEELCHAIR (W/C)		\$1,013,266	\$1,271,701	\$943,368	\$1,030,937	\$1,313,445	\$1,068,138	\$1,329,475	\$1,075,924	\$1,025,017	\$1,176,154	\$986,687	\$13,096,659
PROJECTED NET COST													
TOTAL		\$2,805,526	\$3,464,506	\$2,614,617	\$2,933,215	\$3,721,814	\$3,006,592	\$3,757,816	\$3,021,150	\$2,863,846	\$3,345,365	\$2,833,455	\$37,447,415
AMBULATORY (AMB)		\$1,866,372	\$2,285,820	\$1,740,249	\$1,977,683	\$2,502,984	\$2,014,251	\$2,522,684	\$2,021,576	\$1,911,567	\$2,252,674	\$1,916,786	\$25,318,210
WHEELCHAIR (W/C)		\$939,154	\$1,178,686	\$874,368	\$955,532	\$1,218,830	\$992,341	\$1,235,132	\$999,574	\$952,279	\$1,092,691	\$916,669	\$12,129,205

Source: MDT - Accounts Payable / Management Services; included are adjustments to trips and expenditures for latework submissions.

Special Transportation Service

ATS TRIP HISTORY ANALYSIS

		OCT 2008		%		NOV		%		DEC		%		JAN 2009		%	
CX	Cancellation (Advanced)	CA - 40	15,553	9.64%	21.89%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Same Day)	CS - 43	12,034	7.46%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Center Closed/Advanced)	CC - 44	1	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		27,588	17.09%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
NS	No Show	NS - 20	2,639	1.64%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Late)	CL - 41	3,561	2.21%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (At Door)	CD - 42	1,544	0.96%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		7,744	4.80%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Other	Missed Trip (Not Transported)	NM - 21	38	0.02%	0.04%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Pending	00_01	24	0.01%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			62	0.04%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
TA	Trips Performed (Transported)	03	125,892	78.01%	78.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Trips Missed (Transported)	04	96	0.06%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			125,988	78.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
Total Trips Requested			161,382	100.00%	100.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%
		FEB		%		MAR		%		APR		%		MAY		%	
CX	Cancellation (Advanced)	CA - 40	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Same Day)	CS - 43	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Center Closed/Advanced)	CC - 44	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
NS	No Show	NS - 20	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Late)	CL - 41	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (At Door)	CD - 42	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Other	Missed Trip (Not Transported)	NM - 21	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Pending	00_01	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
TA	Trips Performed (Transported)	03	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Trips Missed (Transported)	04	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
Total Trips Requested			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%
		JUN		%		JUL		%		AUG		%		SEP		%	
CX	Cancellation (Advanced)	CA - 40	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
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	Cancellation (Center Closed/Advanced)	CC - 44	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
NS	No Show	NS - 20	-	0.00%	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Late)	CL - 41	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (At Door)	CD - 42	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Other	Missed Trip (Not Transported)	NM - 21	-	0.00%	0.04%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Pending	00_01	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
TA	Trips Performed (Transported)	03	-	0.00%	78.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Trips Missed (Transported)	04	-	0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
Total Trips Requested			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%
		YTD		%													
CX	Cancellation (Advanced)	CA - 40	15,553	9.64%	21.89%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Same Day)	CS - 43	12,034	7.46%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
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	Sub Total		27,588	17.09%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
NS	No Show	NS - 20	2,639	1.64%	4.80%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (Late)	CL - 41	3,561	2.21%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Cancellation (At Door)	CD - 42	1,544	0.96%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Sub Total		7,744	4.80%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Other	Missed Trip (Not Transported)	NM - 21	38	0.02%	0.04%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Pending	00_01	24	0.01%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
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TA	Trips Performed (Transported)	03	125,892	78.01%	78.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
	Trips Missed (Transported)	04	96	0.06%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Sub Total			125,988	78.07%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	
Total Trips Requested			161,382	100.00%	100.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%

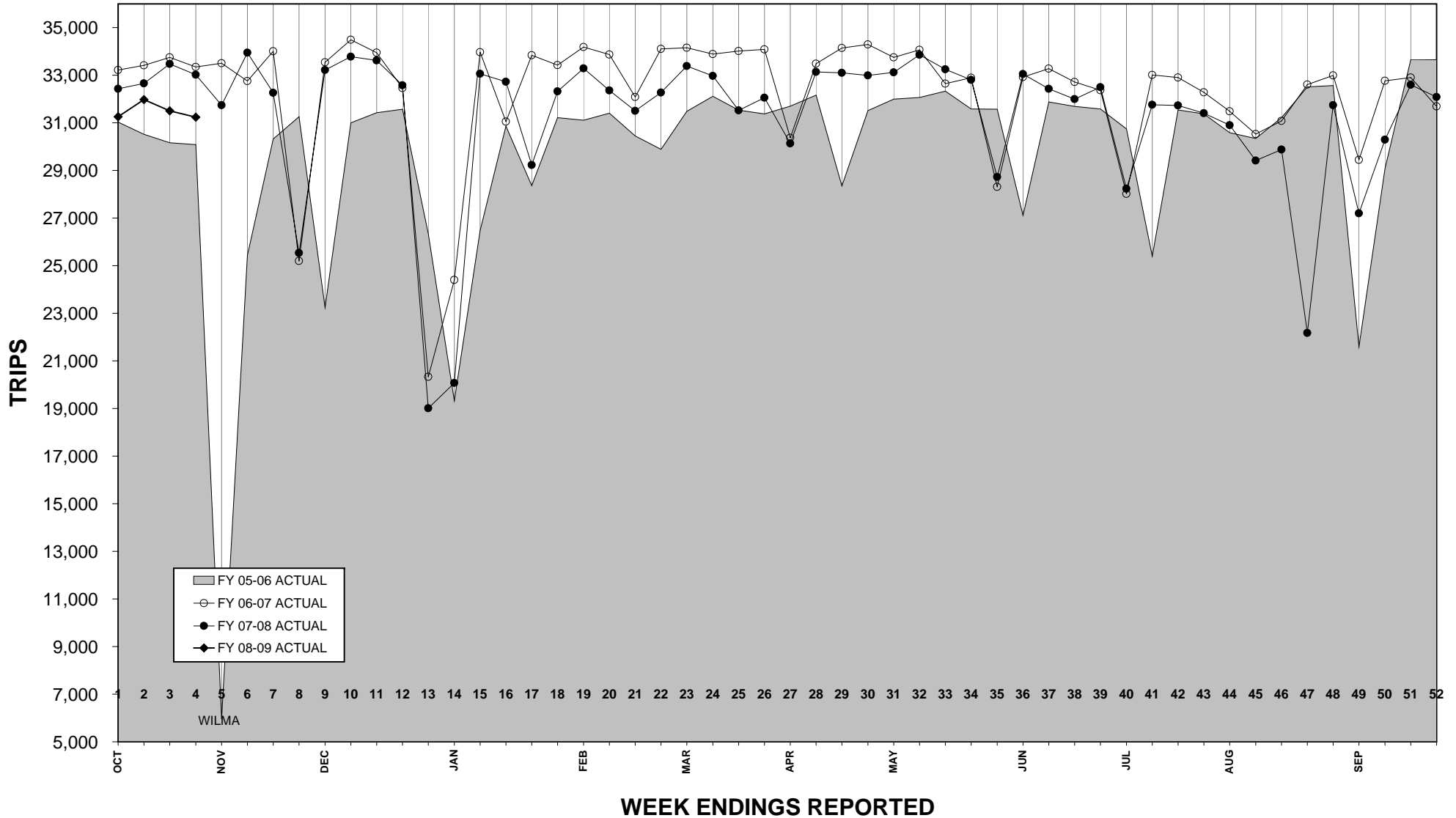
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

STS Weekly Ridership Comparison

October 2008

FY 05-06 THRU FY 08-09

10/24/2005
HURRICANE
WILMA MADE
LANDFALL



STS Weekly Ridership Comparison

October 2008

10/04/2008 thru 10/25/2008

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
OCT	1	32,433	31,257	-3.63%
	2	32,662	31,983	-2.08%
	3	33,475	31,510	-5.87%
	4	33,029	31,244	-5.40%
NOV	5	31,747		
	6	33,946		
	7	32,261		
	8	25,535		
DEC	9	33,222		
	10	33,785		
	11	33,622		
	12	32,582		
	13	19,013		
JAN	14	20,079		
	15	33,064		
	16	32,726		
	17	29,229		
	18	32,328		

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
FEB	19	33,291		
	20	32,363		
	21	31,503		
	22	32,278		
MAR	23	33,393		
	24	32,974		
	25	31,525		
	26	32,056		
APR	27	30,137		
	28	33,142		
	29	33,102		
	30	32,999		
MAY	31	33,124		
	32	33,864		
	33	33,252		
	34	32,811		
	35	28,730		

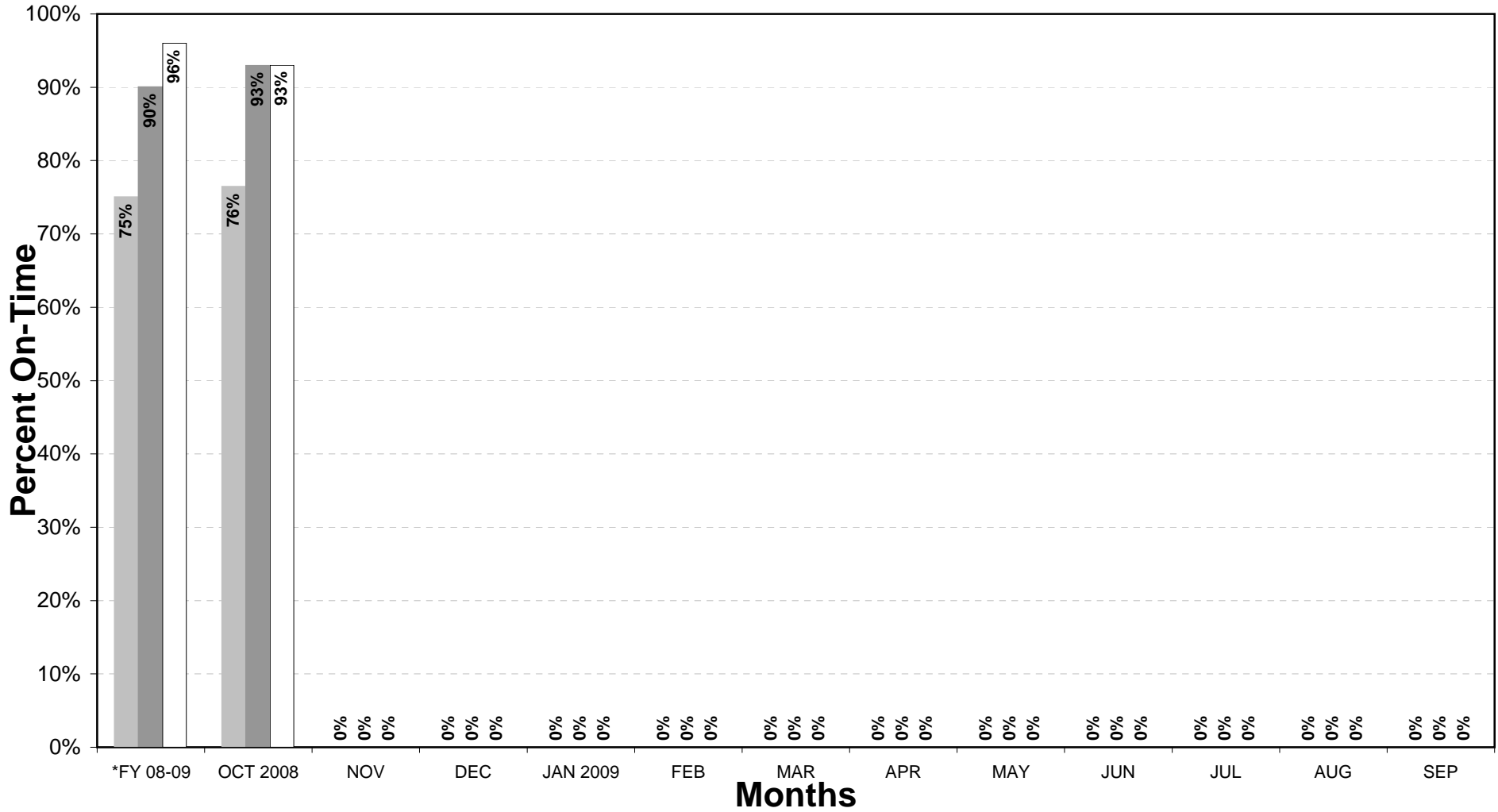
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051		
	37	32,429		
	38	31,995		
	39	32,497		
JUL	40	28,234		
	41	31,763		
	42	31,733		
	43	31,406		
AUG	44	30,908		
	45	29,421		
	46	29,880		
	47	22,172		
	48	31,742		
SEP	49	27,204		
	50	30,299		
	51	32,602		
	52	32,091		

**TOTAL FROM
OCT 2008 to OCT 2008**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
131,599	125,994	-4.26%

S.T.S. On-Time Performance October 2008

■ BUS ■ STS □ RAIL



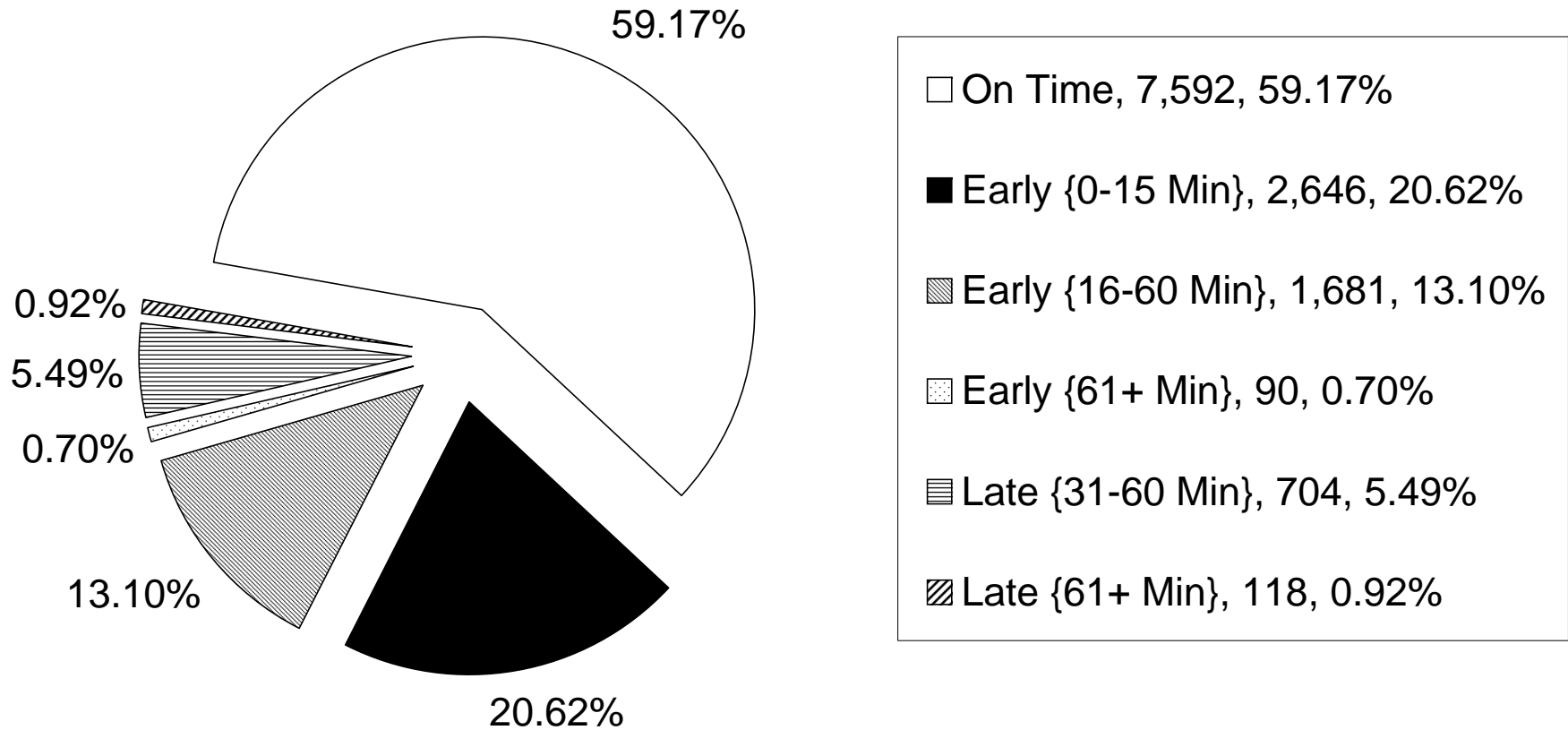
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

October 2008



NOTE: Total trips taken for W/E: 09/28/08 thru 10/25/08 are 125,994. Of which 12,831 trips were monitored constituting 10.18% of daily trips provided.

S.T.S. On-Time Performance

October 2008

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

	OCT 2008		Nov		Dec		JAN 2009		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	7,592	59.17%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY 0-15	2,646	20.62%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY 16-60	1,681	13.10%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
TOTAL	11,919	92.89%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY	90	0.70%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY 61+	90	0.70%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE	822	6.41%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE 31-60	704	5.49%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE 61+	118	0.92%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

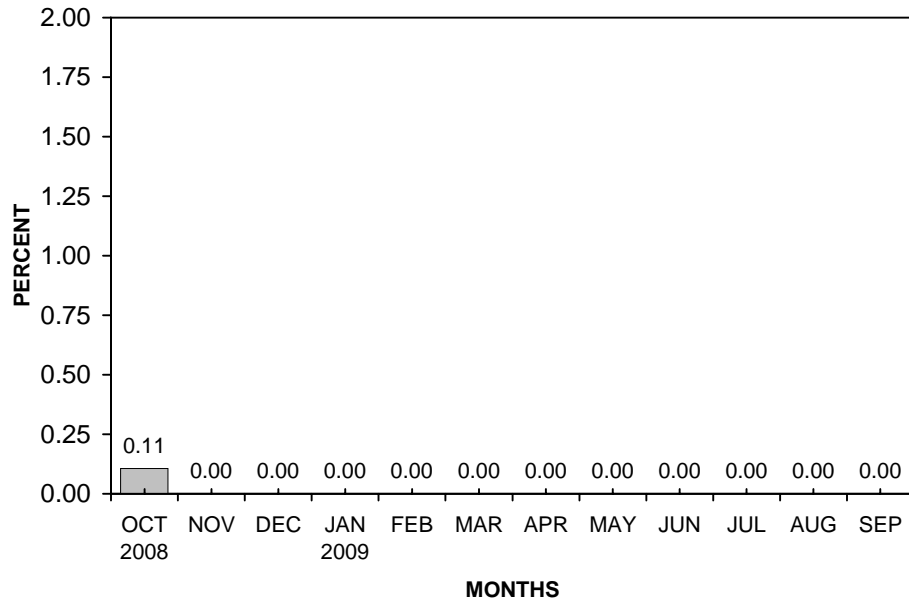
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7,592	59.17%
EARLY 0-15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2,646	20.62%
EARLY 16-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,681	13.10%
TOTAL	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	11,919	92.89%
EARLY	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	90	0.70%
EARLY 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	90	0.70%
LATE	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	822	6.41%
LATE 31-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	704	5.49%
LATE 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	118	0.92%

Special Transportation Service

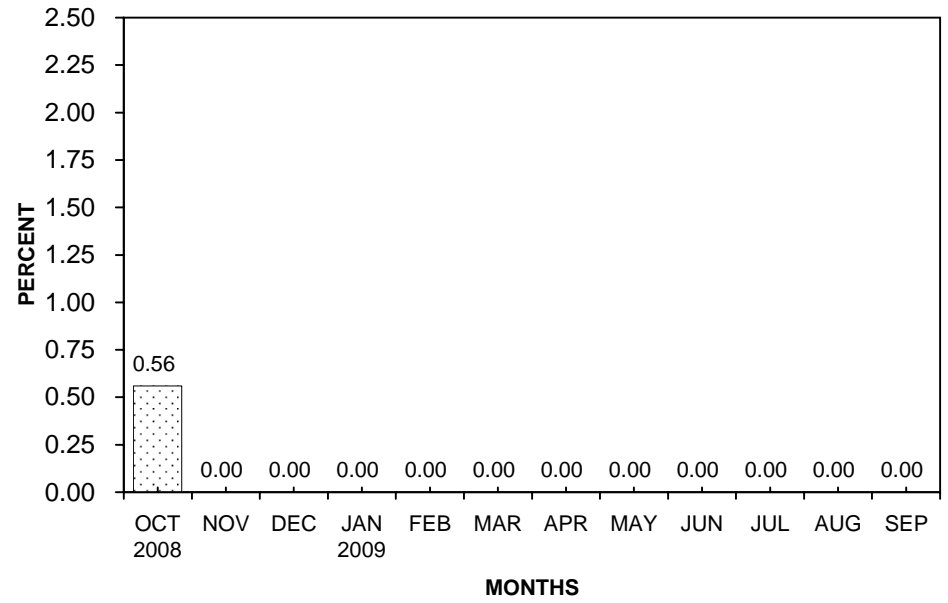
Customer Complaints as a Percent of Total Trips

October 2008

Customer Complaints



Late Vehicle Inquiries



Special Transportation Service

October 2008

Customer Service Complaints & Late Vehicle Inquiries

OCT 2008		NOV		DEC		JAN 2009		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
09/28 - 10/25		10/26 - 11/29		11/30 - 12/27		12/28 - 01/31		02/01 - 02/28		03/01 - 03/28		03/29 - 04/25		04/26 - 05/30		05/31 - 06/27		06/28 - 07/25		07/26 - 08/29		08/30 - 09/26		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

A.T.S. (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
B1 (LATE PICK-UP)		18	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	5
B2 (LATE RETURN)		23	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23	6	
B3 (NEVER PICKED-UP)		11	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	2	
B4 (LENGTHY ROUTING)		24	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24	11	
B7 (EARLY PICK-UP)		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
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	
SUB TOTAL		77	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	77	24	
Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips		0.06%	0.04%	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%	0.00%	0.00%	0.06%	0.04%		
		0.05%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.05%		

OTHER COMPLAINTS																									
B5 (DISPUTED NO SHOWS)		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
B6 (VEHICLE STANDARDS)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B8 (DRIVER COMPLIANCE)		9	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	10	
B9 (DRIVER CELLPHONE USE)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
B10 (A/C NON-COMPLIANCE)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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	
B12 (RADIO MISSING)		2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
B13 (IMPROPER W/C TIEDOWNS)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
B14 (NEG. PICKUP TIME CHANGED)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
B18 (RESERVATION ERROR)		4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	
B19 (OTHER)		2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
B23 (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	
B24 (RUDE STAFF)		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
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	
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	
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	
SUB TOTAL		19	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19	13	

TOTAL "A.T.S." TRIPS	94,329	31,665	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	94,329	31,665
TOTAL "A.T.S." COMPLAINTS	96	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	96	37	
% COMPLAINTS related to Ttl TRIPS	0.10	0.12	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	0.00	0.00	0.00	0.10	0.12	

"A.T.S." Combined (Amb + W/C)	OCT 2008		NOV		DEC		JAN 2009		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
TOTAL COMPLAINTS vs. TRIPS	133	125,994	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	133	125,994	
Customer Complaints as a % of Ttl Trips	0.11%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.11%	

LATE VEHICLE INQUIRIES																									
B1 (LATE PICK-UP)		299	134	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	299	134
B2 (LATE RETURN)		198	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	198	75
B3 (NEVER PICKED-UP)		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		497	209	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	497	209
Late Vehicle Inquiries as a % of Total Trips		0.53%	0.66%	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%	0.00%	0.00%	0.53%	0.66%	
		0.56%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.51%	

Special Transportation Service

October 2008

Customer Service Complaints

OCT 2008		NOV		DEC		JAN 2009		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.			
09/28 - 10/25		10/26 - 11/29		11/30 - 12/27		12/28 - 01/31		02/01 - 02/28		03/01 - 03/28		03/29 - 04/25		04/26 - 05/30		05/31 - 06/27		06/28 - 07/25		07/26 - 08/29		08/30 - 09/26		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	AMB	W/C

A.T.S. (County Received)

ADMINISTRATIVE ISSUES																										
B20 (ACCIDENT CARRIER REPORTED)	27	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27	9
B21 (INCIDENT CARRIER REPORTED)	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1
B22 (COMMENDATIONS)	18	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	5
B25 (PROVIDER PREFERENCE)	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
B27 (SUGGESTIONS)	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
B28 (WAIVED DRIVER COMPL.)	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0

TOTAL "CLIENT" COMPLAINTS	53	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53	15
% COMPLAINTS related to Ttl TRIPS	0.06	0.05	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	0.00	0.00	0.00	0.00	0.00	0.06	0.05

CLIENTS

C4 (UNRULY BEHAVIOUR)	16	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	6
C7 (OTHER)	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2
C10 (FARE NOT PAID)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

TOTAL "CLIENT" COMPLAINTS	19	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19	9
% COMPLAINTS related to Ttl TRIPS	0.02	0.03	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	0.00	0.00	0.00	0.00	0.00	0.02	0.03

MDTA

M4 (ADMINISTRATIVE)	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	1
M5 (OTHER)	1	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
M22 (COMMENDATIONS)	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
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	0	0	0
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 "MDTA" COMPLAINTS	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	1
% COMPLAINTS related to Ttl TRIPS	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	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00

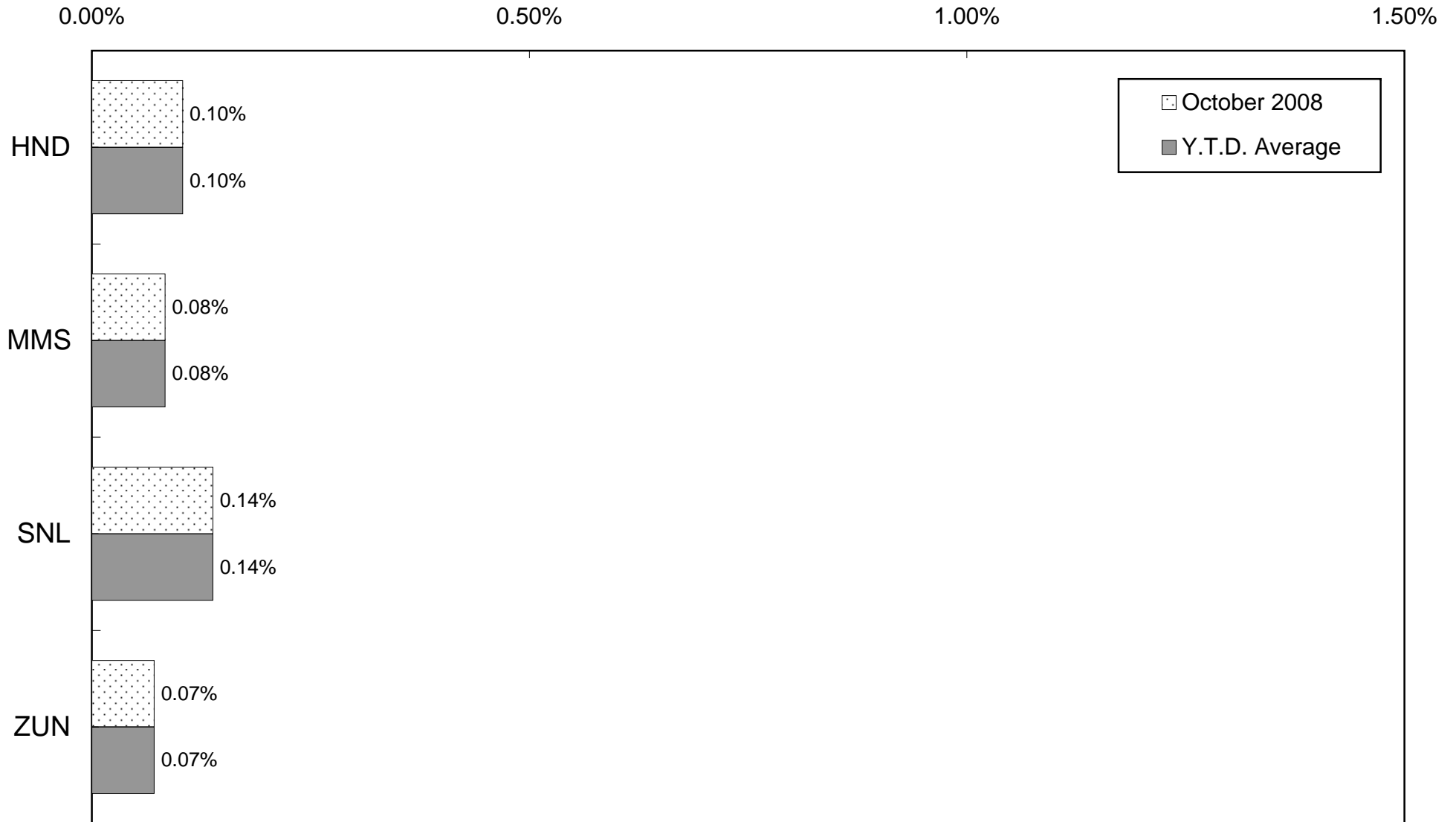
TOTAL TRIPS REPORTED BY M.I.S.: (1)	94,329	31,665	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	94,329	31,665
TOTAL OF "ALL" COMPLAINTS:	122	47	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	122	47
% COMPLAINTS related to Ttl TRIPS	0.13	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.13	0.15

B20 (ACCIDENT CARRIER REPORTED)	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20	0
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Special Transportation Service

October 2008

% of Total Customer Complaints received by Carriers



Note: (1) Carrier Complaint Information is provided by the County.

Special Transportation Service

October 2008

A.T.S. Customer Complaints
as a Percent of Carrier Trips Provided

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		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 2008	09/28 - 10/25	17	16,380	0.10%	20	23,863	0.08%	72	52,051	0.14%	0	0	0.00%	24	33,700	0.07%
NOV	10/26 - 11/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
DEC	11/30 - 12/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	0	125,994	0.00%
NOV	10/26 - 11/29	0	0	0.00%
DEC	11/30 - 12/27	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%

TOTAL	
All Complaints	% of Complaints
133	0.11%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%

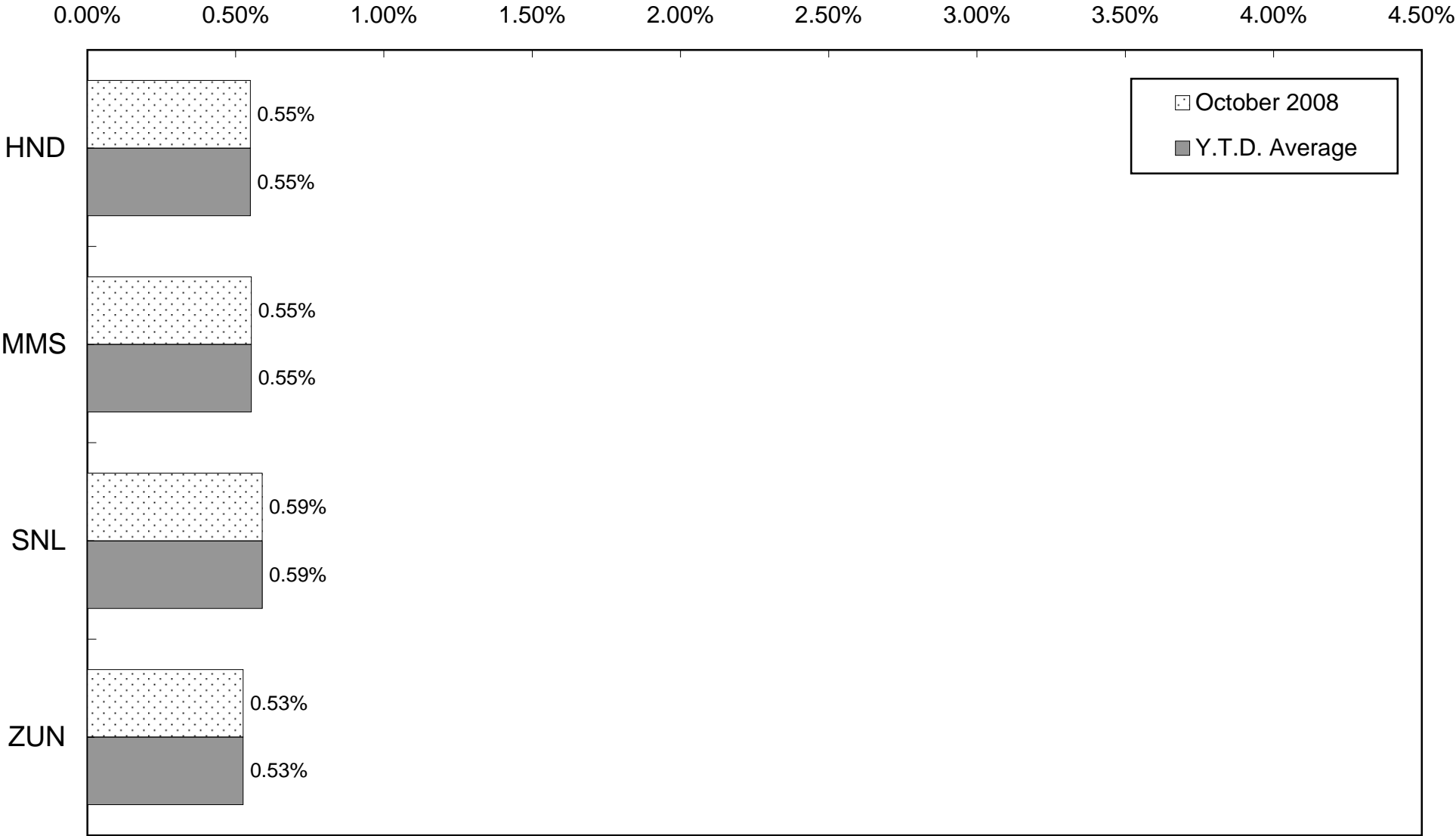
HND = Handivan
MMS = Minority Mobile Systems
SNL = Super Nice Limo
YC = Yellow Cab (Back-up)
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.
This report has been reformatted to ensure that complaints are matched to trip data as invoiced.

Special Transportation Service

October 2008

% of Total Late Vehicle Inquires received by Carriers



Special Transportation Service

October 2008

A.T.S. Late Vehicle Inquires
as a Percent of Carrier Trips Provided

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		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 2008	09/28 - 10/25	90	16,380	0.55%	132	23,863	0.55%	307	52,051	0.59%	0	0	0.00%	177	33,700	0.53%
NOV	10/26 - 11/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
DEC	11/30 - 12/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	0	125,994	0.00%
NOV	10/26 - 11/29	0	0	0.00%
DEC	11/30 - 12/27	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%

TOTAL	
All Complaints	% of Complaints
706	0.56%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%

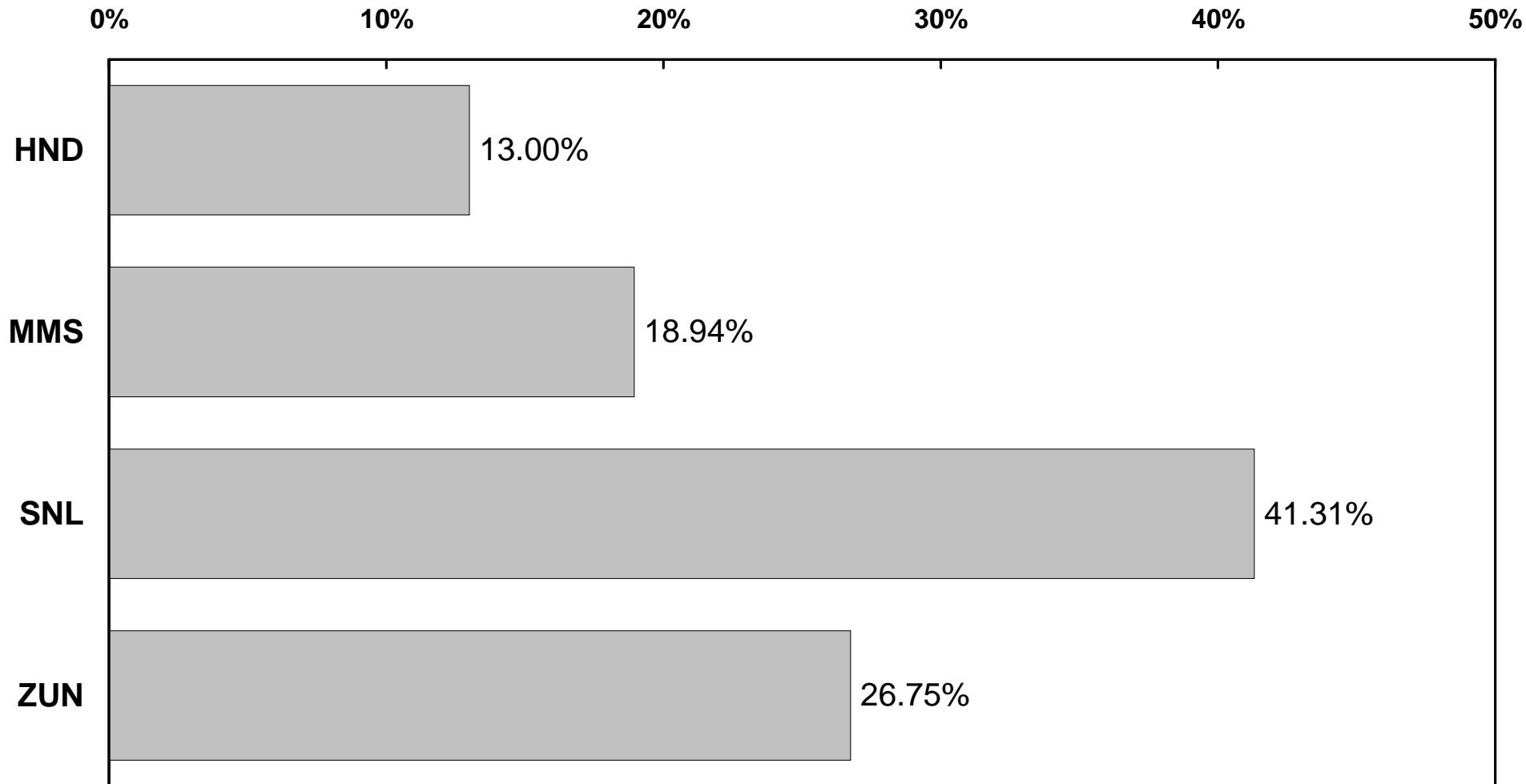
HND = Handivan
MMS = Minority Mobile Systems
SNL = Super Nice Limo
YC = Yellow Cab (Back-up)
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.
This report has been reformatted to ensure that complaints are matched to trip data as invoiced.

Monthly Comparison of STS Trips by Carriers

October 2008

PERCENTAGE OF TOTAL TRIPS



Note: * Carriers listed as backups.

Special Transportation Service

Distribution of Brokered Trips

October 2008

(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				
HND	11,826.00	11,918	72.76%	4,462	27.24%	16,380	1.39	13.00%	164,865	10
MMS	14,315.00	18,844	78.97%	5,019	21.03%	23,863	1.67	18.94%	201,219	8
SNL	32,662.00	38,091	73.18%	13,960	26.82%	52,051	1.59	41.31%	463,268	9
ZUN	21,502.00	25,476	75.60%	8,224	24.40%	33,700	1.57	26.75%	340,367	10
SUB TOTAL	80,305.00	94,329	75.13%	31,665	24.87%	125,994	1.55	100.00%	1,169,719	9

YC *	0.00	0	0.00%	0	0.00%	0	0.00	0.00%	0	0
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NOTE: (*) Denotes A.T.S. Back-up providers. Backup total vehicle hours is not included in the load factor calculation.

TOTALS:		94,329	74.87%	31,665	25.13%	125,994		100.00%	1,169,719	9
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CARRIER	TRIP ADJUSTMENTS		
	AMB	W/C	TTL
HND			
MMS			
SNL			
YC *			
ZUN			
TOTALS:			

NOTE: Trips adjusted due to late invoice submissions by A.T.S.

Trips may have been performed in any prior period.

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Distribution of Brokered Trips

October 2008

SUMMARY

(by Carriers)

CARRIERS	OCT 2008		NOV		DEC		JAN 2009		FEB		#REF!	
	09/28 - 10/25		10/26 - 11/29		11/30 - 12/27		12/28 - 01/31		02/01 - 02/28		03/01 - 03/28	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	16,380	13.00%	-		-		-		-		-	
MMS	23,863	18.94%	-		-		-		-		-	
SNL	52,051	41.31%	-		-		-		-		-	
YC *	-	0.00%	-		-		-		-		-	
ZUN	33,700	26.75%	-		-		-		-		-	
TOTAL	125,994	100.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%

CARRIERS	APR		MAY		JUN		JUL		AUG		SEP	
	03/29 - 04/25		04/26 - 05/30		05/31 - 06/27		06/28 - 07/25		07/26 - 08/29		08/30 - 09/26	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	-		-		-		-		-		-	
MMS	-		-		-		-		-		-	
SNL	-		-		-		-		-		-	
YC *	-		-		-		-		-		-	
ZUN	-		-		-		-		-		-	
TOTAL	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%

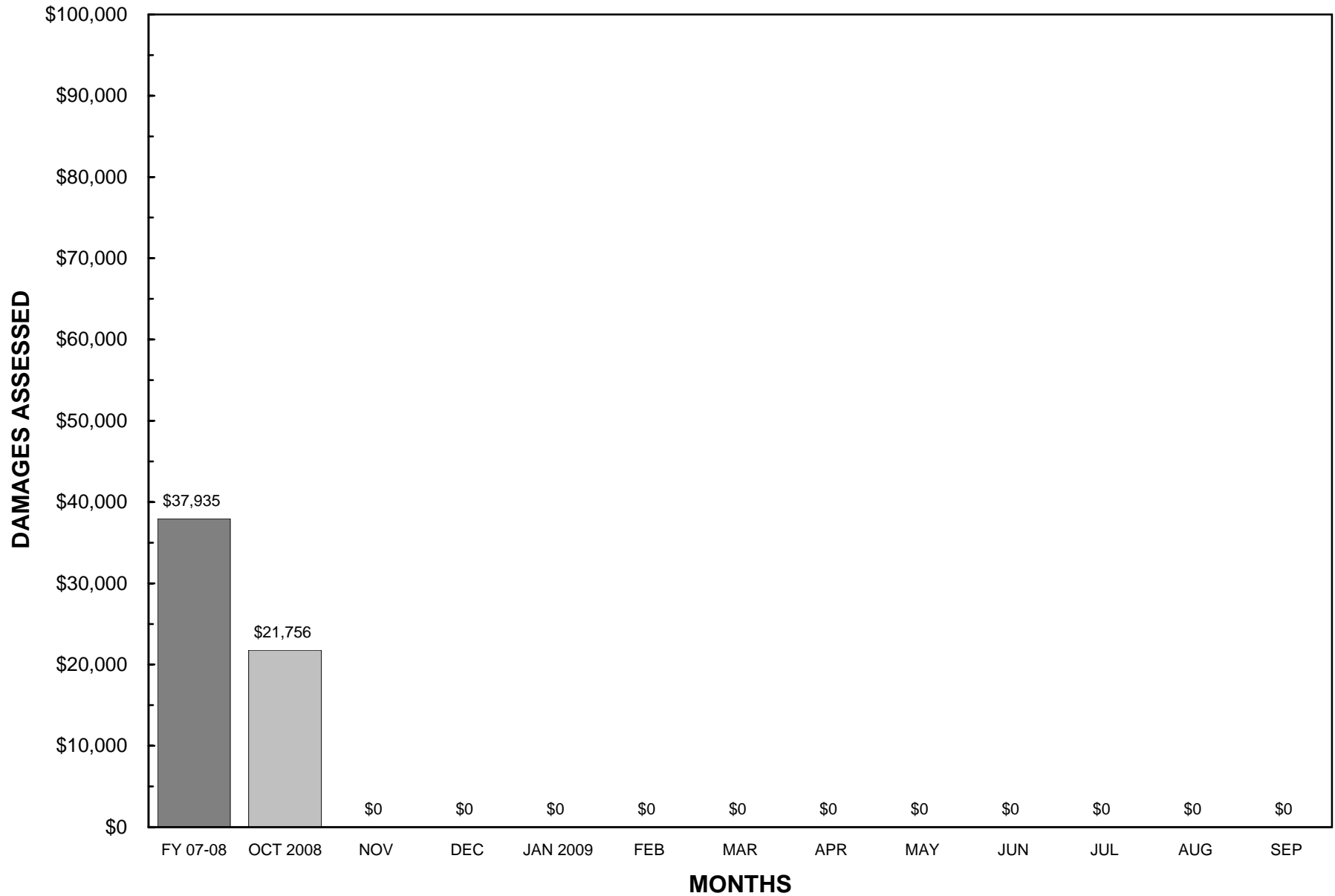
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	16,380	13.00%
MMS	23,863	18.94%
SNL	52,051	41.31%
YC *	-	0.00%
ZUN	33,700	26.75%
TOTAL	125,994	100.00%

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Liquidated Damages

October 2008



Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

October 2008

Liquidated Damages

	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
LIQUIDATED DAMAGES													
ON-TIME PERFORMANCE	\$ 8,061.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,061.81
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 8,061.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,061.81
CALL TAKING STANDARDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ASA / ABANDONED RATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME	\$ 481.95	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 481.95
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 481.95	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 481.95
BACKUP BY COUNTY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 9.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9.50
SYSTEM SAFETY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING	\$ 56.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 56.59
INVOICING	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHANGE OF NEGOTIATED TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DRIVER PLAYING RADIO	\$ 48.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48.78
DRIVER EARLY	\$ 7.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7.81
INOPERABLE AIR CONDITIONER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
USE OF CELL PHONE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE INCIDENT REPORTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MANIFEST REVIEW (ASSESSED)	\$ 3,145.93	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,145.93
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 8,600.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,600.05
SUB-TOTAL	\$ 20,355.83	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,355.83
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
BONUSES													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CALL TAKING STANDARDS	\$ 2,400.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,400.00
COMPLAINT RATIO	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,000.00)
SUB-TOTAL	\$ 1,400.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,400.00
GRAND TOTAL	\$ 21,755.83	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 21,755.83

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

October 2008

October 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
10/04/2008	23,410	7,847	31,257	\$ 851,353.56	\$ (80,017.50)	-	-	-	\$ -	\$ -	\$ -	23,410	7,847	31,257	\$ 851,353.56	\$ (80,017.50)	\$ -	\$ -	\$ -	\$ (5,785.02)	\$ 765,551.04
10/11/2008	23,982	8,001	31,983	\$ 870,865.80	\$ (81,777.50)	-	-	-	\$ -	\$ -	\$ -	23,982	8,001	31,983	\$ 870,865.80	\$ (81,777.50)	\$ (6,669.64)	\$ -	\$ -	\$ (5,918.16)	\$ 776,500.50
10/18/2008	23,635	7,875	31,510	\$ 857,915.35	\$ (80,667.50)	-	-	-	\$ -	\$ -	\$ -	23,635	7,875	31,510	\$ 857,915.35	\$ (80,667.50)	\$ -	\$ -	\$ -	\$ (5,829.36)	\$ 771,418.49
10/25/2008	23,302	7,942	31,244	\$ 851,910.38	\$ (80,077.50)	-	-	-	\$ -	\$ -	\$ -	23,302	7,942	31,244	\$ 851,910.38	\$ (80,077.50)	\$ -	\$ -	\$ -	\$ (5,788.75)	\$ 766,044.13
TOTAL	94,329	31,665	125,994	\$ 3,432,045.09	\$ (322,540.00)	-	-	-	\$ -	\$ -	\$ -	94,329	31,665	125,994	\$ 3,432,045.09	\$ (322,540.00)	\$ (6,669.64)	\$ -	\$ -	\$ (23,321.29)	\$ 3,079,514.16

November 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
11/01/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11/08/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11/15/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11/22/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11/29/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

December 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
12/06/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/13/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/20/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/27/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

January 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
01/03/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/10/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/17/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/24/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/31/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

February 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
02/07/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/14/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/21/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/28/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

March 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
03/07/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/14/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/21/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/28/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

October 2008

April 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
04/04/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
04/11/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
04/18/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
04/25/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

May 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
05/02/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
05/09/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
05/16/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
05/23/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
05/30/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

June 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
06/06/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
06/13/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
06/20/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
06/27/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

July 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
07/04/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
07/11/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
07/18/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
07/25/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

August 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
08/01/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
08/08/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
08/15/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
08/22/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
08/29/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

September 2009	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT	
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
09/05/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
09/12/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
09/19/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
09/26/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -		

YTD TTL	94,329	31,665	125,994	\$ 3,432,045.09	\$ (322,540.00)	-	-	-	\$ -	\$ -	\$ -	94,329	31,665	125,994	\$ 3,432,045.09	\$ (322,540.00)	\$ (6,669.64)	\$ -	\$ -	\$ (23,321.29)	\$ 3,079,514.16
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Special Transportation Service

Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

October 2008

COMPLAINT TYPE		COMPLAINT DESCRIPTION		STS COMPLAINTS BY PENALTY				
				AMBULATORY		WHEELCHAIR		Total
				LATE 31 - 60	LATE 61+	LATE 31 - 60	LATE 61+	
B-1	LATE PICKUP	257	42	108	26	433		
B-2	LATE RETURN	150	48	57	18	273		
B-3	NEVER PICKED-UP	N/A	0	N/A	0	0		
B-4	LENGTHY ROUTING	N/A	0	N/A	0	0		
B-17	BACKUP LATE TRIPS	N/A	0	N/A	0	0		

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

TOTAL 90

44

TOTAL ADA VIOLATIONS	134
TOTAL TRIPS BILLED	125,994
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

October 2008

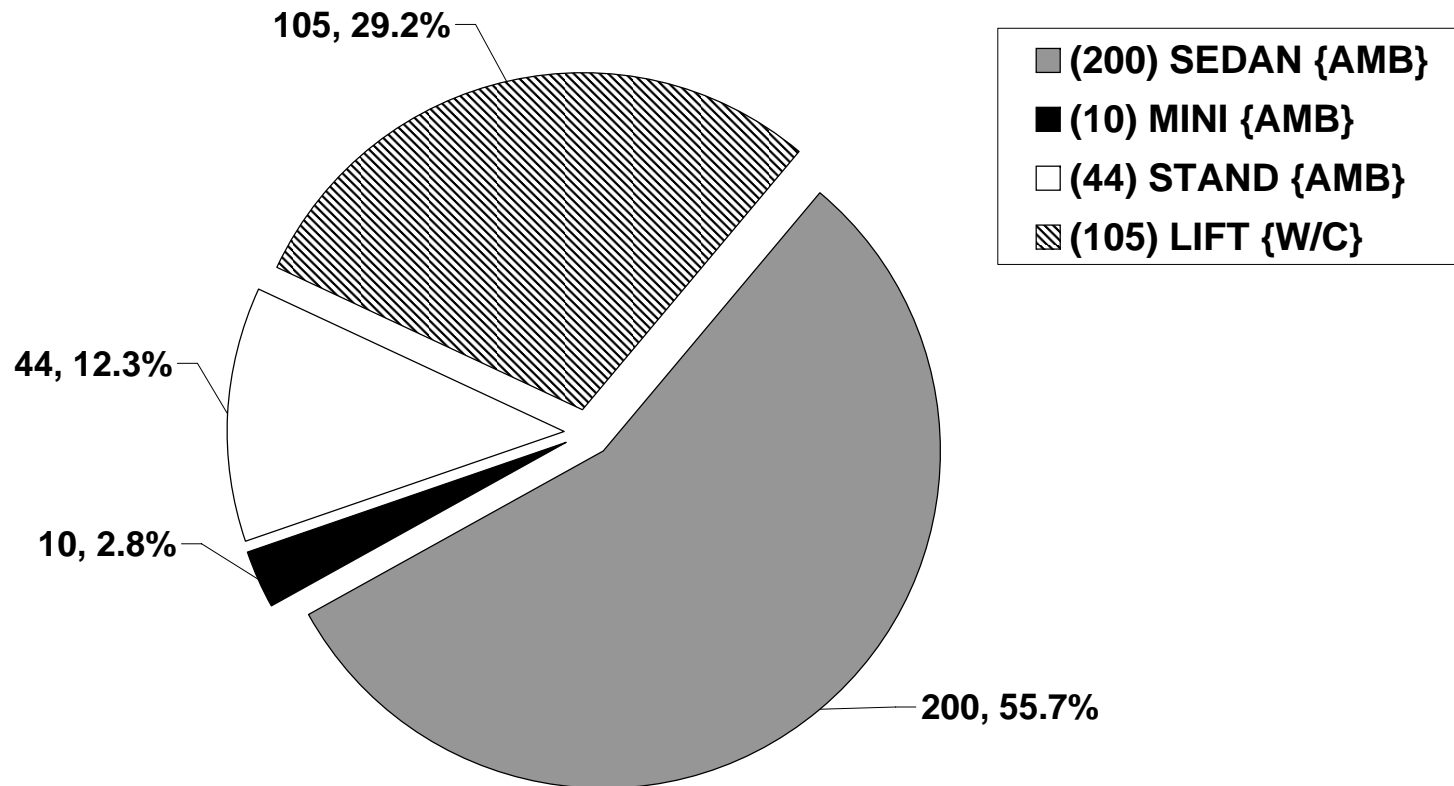
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2008	125,994	29,353	10,653	40,006	31.75%	10	6	2	0	8	1	7	3	27	10	37	0.09%	0.09%	0.09%
NOV	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
DEC	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JAN 2009	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
FEB	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
MAR	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
APR	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
MAY	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUN	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUL	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
AUG	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
SEP	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL	125,994	29,353	10,653	40,006	31.75%	10	6	2	0	8	1	7	3	27	10	37	0.09%	0.09%	0.09%

Special Transportation Service

Vehicle Availability

October 2008

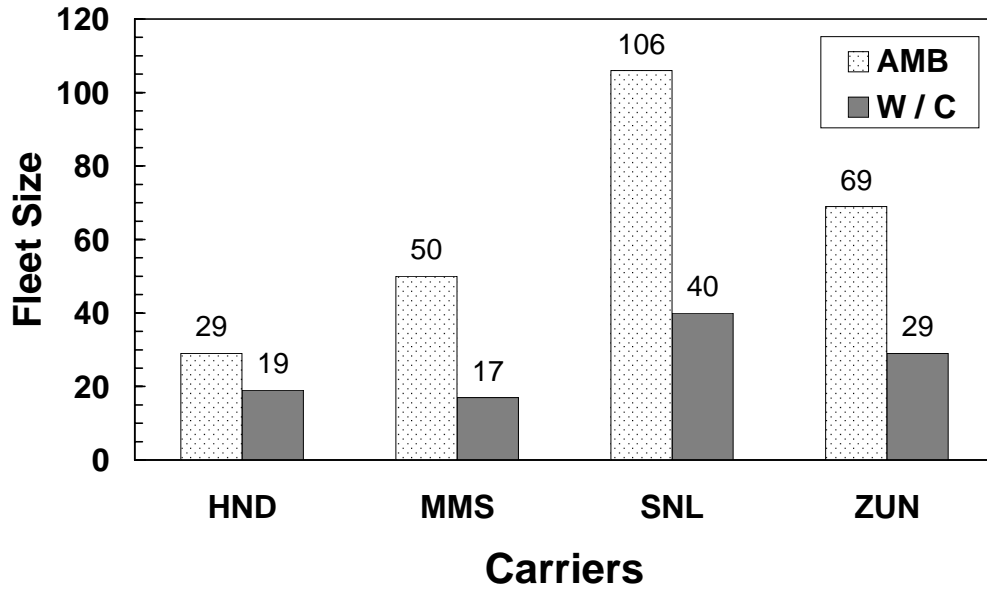
TOTAL VEHICLES: 359



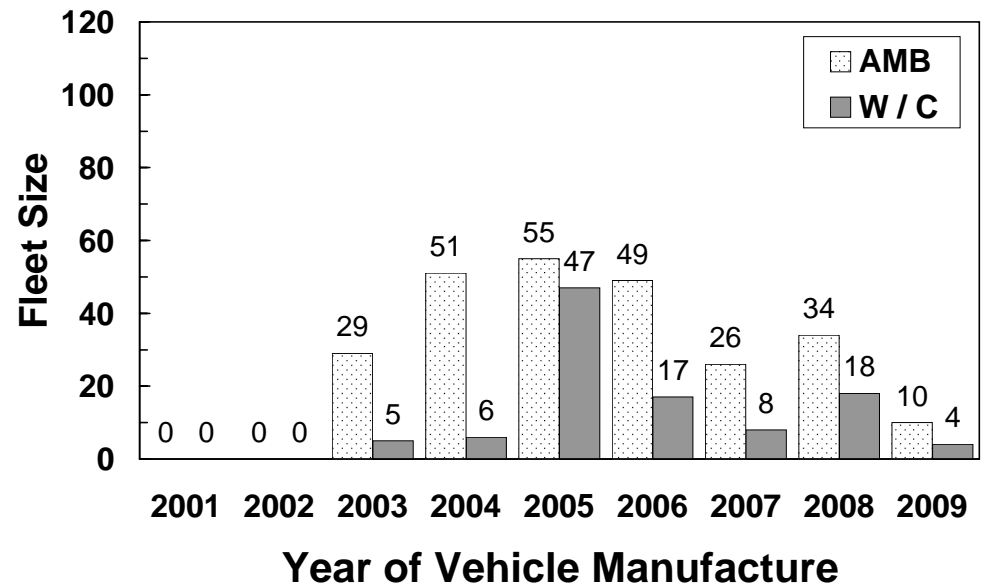
Special Transportation Service

October 2008

Vehicle Availability by Carrier



Fleet Age



Special Transportation Service

Vehicle Summary

October 2008

Fleet Age	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
2001	-	-	-	-	-	-	-	-	-	-	-	-	-
2002	-	-	-	-	-	-	-	-	-	-	-	-	-
2003	34	-	-	-	-	-	-	-	-	-	-	-	34
2004	57	-	-	-	-	-	-	-	-	-	-	-	57
2005	102	-	-	-	-	-	-	-	-	-	-	-	102
2006	66	-	-	-	-	-	-	-	-	-	-	-	66
2007	34	-	-	-	-	-	-	-	-	-	-	-	34
2008	52	-	-	-	-	-	-	-	-	-	-	-	52
2009	14	-	-	-	-	-	-	-	-	-	-	-	14
TOTAL	359	-	-	-	-	-	-	-	-	-	-	-	359

AVAILABILITY by CARRIER	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
HND	48	-	-	-	-	-	-	-	-	-	-	-	48
MMS	67	-	-	-	-	-	-	-	-	-	-	-	67
SNL	146	-	-	-	-	-	-	-	-	-	-	-	146
ZUN	98	-	-	-	-	-	-	-	-	-	-	-	98
TOTAL	359	-	-	-	-	-	-	-	-	-	-	-	359

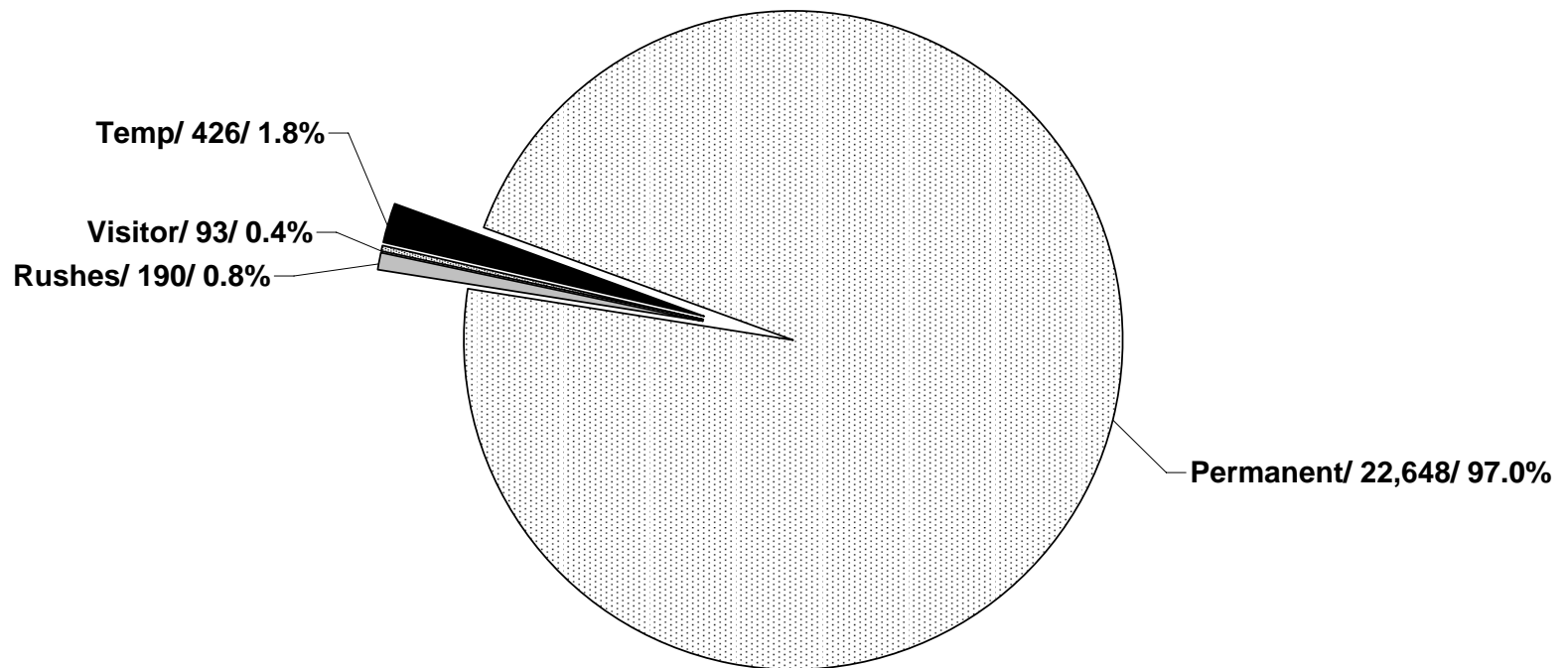
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	-	-	-	-	-	-	-	-	-	-	-	254
W / C	105	-	-	-	-	-	-	-	-	-	-	-	105
TOTAL	359	-	-	-	-	-	-	-	-	-	-	-	359

Special Transportation Service

Current Ridership Population

October 2008

Total: 23,357

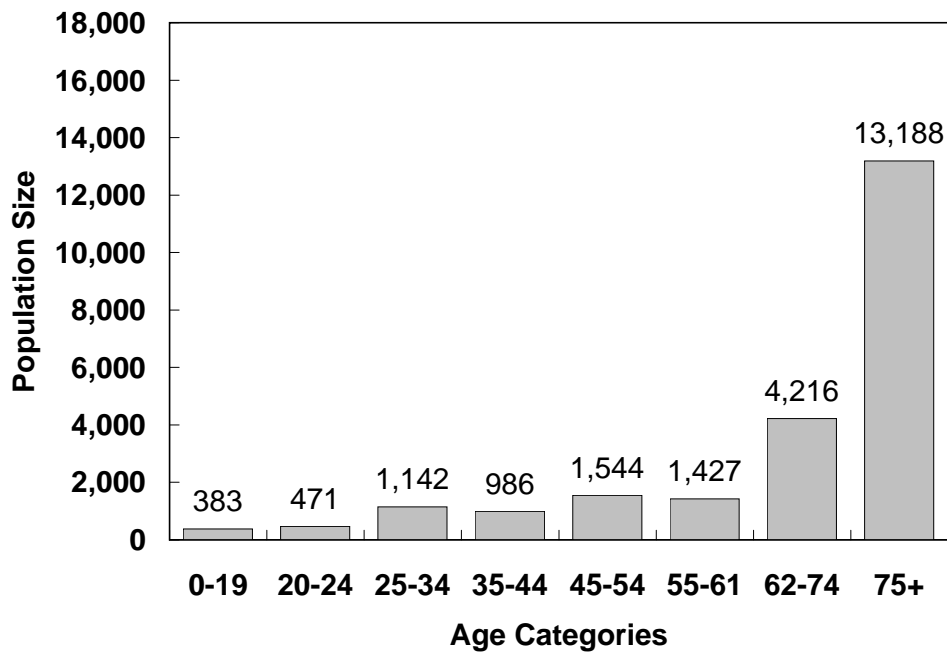


Special Transportation Service

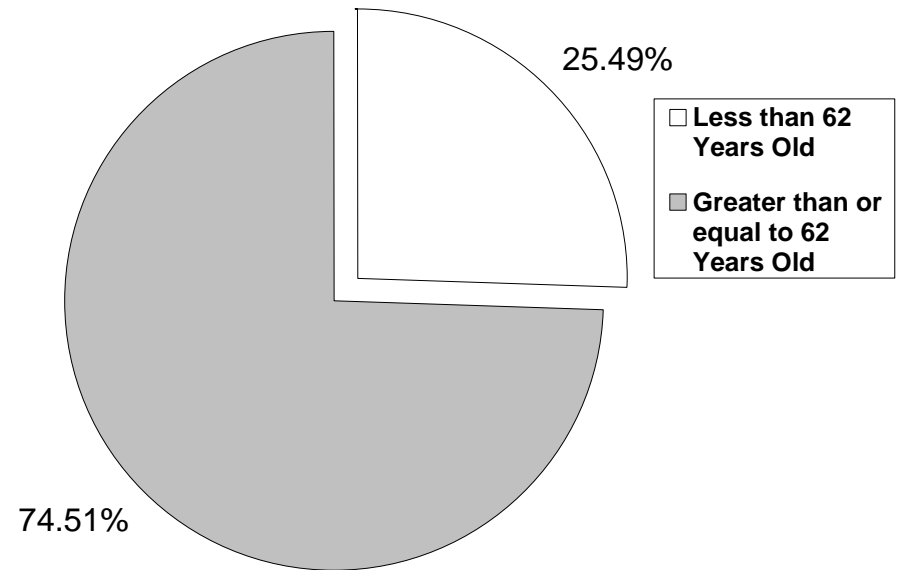
Total Client Population Authorized for Travel

October 2008

Breakdown by Age



Total: 23,357



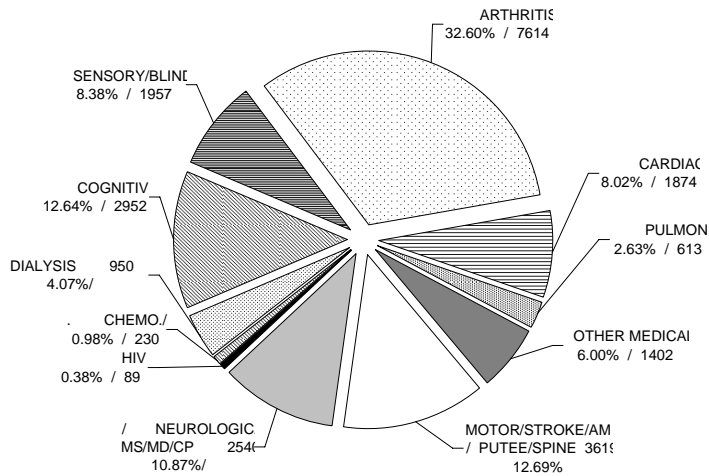
Special Transportation Service

Population Profile

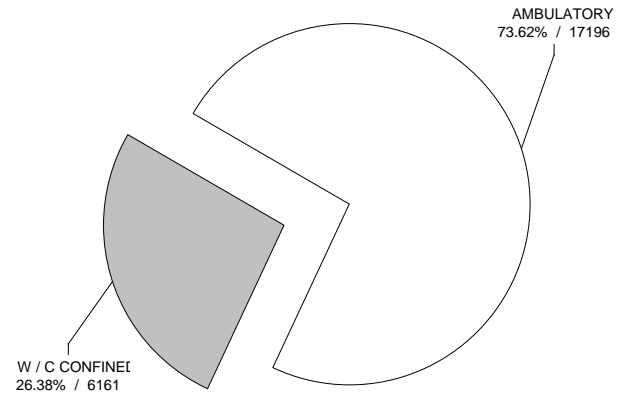
Authorized for Travel

October 2008

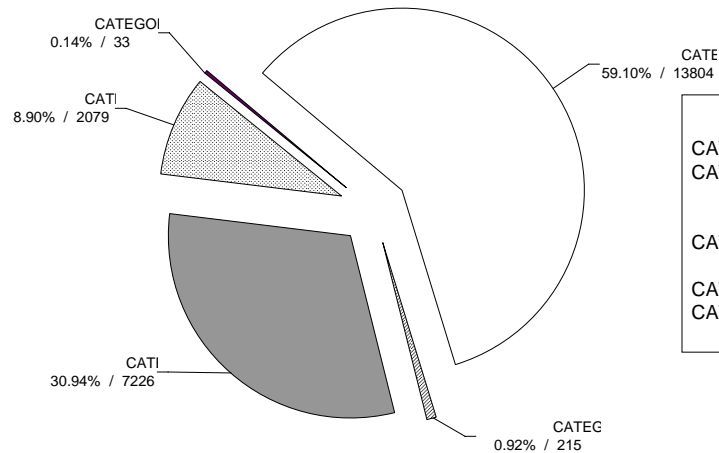
Disability Type



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.
 CATEGORY 5 - STS eligibility only.

Special Transportation Service Paratransit Certification Processing October 2008

CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
0-19	383	-	-	-	-	-	-	-	-	-	-	-
20-24	471	-	-	-	-	-	-	-	-	-	-	-
25-34	1,142	-	-	-	-	-	-	-	-	-	-	-
35-44	986	-	-	-	-	-	-	-	-	-	-	-
45-54	1,544	-	-	-	-	-	-	-	-	-	-	-
55-61	1,427	-	-	-	-	-	-	-	-	-	-	-
62-74	4,216	-	-	-	-	-	-	-	-	-	-	-
75+	13,188	-	-	-	-	-	-	-	-	-	-	-
TOTAL	23,357	-	-	-	-	-	-	-	-	-	-	-

Clients by Disability Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Motor/Stroke/Amputee/Spine	3,136	-	-	-	-	-	-	-	-	-	-	-
Neurological/MS/MD/CP	2,540	-	-	-	-	-	-	-	-	-	-	-
HIV	89	-	-	-	-	-	-	-	-	-	-	-
Chemo./Radiation	230	-	-	-	-	-	-	-	-	-	-	-
Dialysis	950	-	-	-	-	-	-	-	-	-	-	-
Cognitive	2,952	-	-	-	-	-	-	-	-	-	-	-
Sensory/Blind	1,957	-	-	-	-	-	-	-	-	-	-	-
Arthritis	7,614	-	-	-	-	-	-	-	-	-	-	-
Cardiac	1,874	-	-	-	-	-	-	-	-	-	-	-
Pulmonary	613	-	-	-	-	-	-	-	-	-	-	-
Other Medical	1,402	-	-	-	-	-	-	-	-	-	-	-
TOTAL	23,357	-	-	-	-	-	-	-	-	-	-	-

Clients by Transportation Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Ambulatory	17,196	-	-	-	-	-	-	-	-	-	-	-
W/C Confined	6,161	-	-	-	-	-	-	-	-	-	-	-
TOTAL	23,357	-	-	-	-	-	-	-	-	-	-	-

Clients by Category	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Category 1	13,804	-	-	-	-	-	-	-	-	-	-	-
Category 2	215	-	-	-	-	-	-	-	-	-	-	-
Category 3	7,226	-	-	-	-	-	-	-	-	-	-	-
Category 4	2,079	-	-	-	-	-	-	-	-	-	-	-
Category 5	33	-	-	-	-	-	-	-	-	-	-	-
TOTAL	23,357	-	-	-	-	-	-	-	-	-	-	-

Special Transportation Service

Paratransit Certification Productivity

FY 2008 - 2009

October 2008

	OCT 2008			NOV			DEC			JAN 2009			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 *	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- RECERTIFICATIONS	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- PERMANENT ELIGIBILITY	252	98	350	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- TEMPORARY ELIGIBILITY	33	11	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/-INT.	44	7	51	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/O-INT.	124	42	166	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- VISITOR ELIGIBILITY	4	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUBTOTAL	459	161	620	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(143)	(28)	(171)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- (DECEASED)	(6)	(4)	(10)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUBTOTAL	(149)	(32)	(181)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NET ENROLLMENTS	310	129	439	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	3
- PERMANENT ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	252	98	350
- TEMPORARY ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33	11	44
- RUSHED ELIGIBILITY W/-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	7	51
- RUSHED ELIGIBILITY W/O-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	124	42	166
- VISITOR ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	5
SUBTOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	459	161	620
INACTIVATIONS BREAKDOWN																					
- (INACTIVE/PURGED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(143)	(28)	(171)
- (DECEASED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(6)	(4)	(10)
SUBTOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(149)	(32)	(181)
NET ENROLLMENTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	310	129	439

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

Special Transportation Service

Paratransit Certification Enrollment

Workload Measures

FY 2008 - 2009

October 2008

	Oct 08	Nov	Dec	Jan 09	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<u>CLIENT INTERVIEWS</u>													
SCHEDULED													
ATTENDED In-House	436	0	0	0	0	0	0	0	0	0	0	0	436
ATTENDED Off-Site	0	0	0	0	0	0	0	0	0	0	0	0	0
NO SHOW/CANC.	100	0	0	0	0	0	0	0	0	0	0	0	100
TOTAL SCHEDULED	536	0	0	0	0	0	0	0	0	0	0	0	536
DENIALS	61	0	0	0	0	0	0	0	0	0	0	0	61
APPEALS PROCESSED	9	0	0	0	0	0	0	0	0	0	0	0	9
APPLICATIONS MAILED OUT	395	0	0	0	0	0	0	0	0	0	0	0	395
CHANGES IN CLIENT FILE	2,281	0	0	0	0	0	0	0	0	0	0	0	2,281
REQUEST FROM BROKER FOR CLIENT INFORMATION	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>REQUEST FROM CLIENTS</u>													
FOR DUPLICATE ID	0	0	0	0	0	0	0	0	0	0	0	0	0
DUPLICATE ID ISSUED	15	0	0	0	0	0	0	0	0	0	0	0	15
<u>MAIL-IN APPLICATIONS</u>													
APPLICATIONS RECEIVED	963	757	747	737	0	0	0	0	0	0	0	0	3,204
APPLICATIONS READY FOR APPTS.	547	435	456	426	0	0	0	0	0	0	0	0	1,864
PENDING	0	0	0	0	0	0	0	0	0	0	0	0	0
RETURNED INCOMPLETE APPLICATION	416	322	291	311	0	0	0	0	0	0	0	0	1,340
INTERVIEWS CONDUCTED BY PHONE	5	0	0	0	0	0	0	0	0	0	0	0	5
CLOSED	92	0	0	52	0	0	0	0	0	0	0	0	144