

# MONTHLY REPORT

## December 2008



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## 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 - |
|----------------------|---------------|----------------|

### ADA COMPLIANCE:

|                        |               |        |
|------------------------|---------------|--------|
| Trip Denial Percentage | (Statistical) | - 8a - |
|------------------------|---------------|--------|

|                        |               |        |
|------------------------|---------------|--------|
| STS TRIP VERIFICATION: | (Statistical) | - 8b - |
|------------------------|---------------|--------|

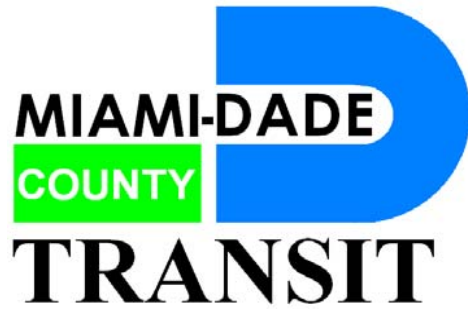
### CONTRACTOR VEHICLES:

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

|                           |               |        |
|---------------------------|---------------|--------|
| FIELD SERVICE MONITORING: | (Statistical) | - 10 - |
|---------------------------|---------------|--------|

### STS CERTIFICATION:

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



**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

December 2008

Expenditures for FY 2008-2009

(SUMMARY)

|  | 2008<br>OCT | NOV         | DEC         | 2009<br>JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | YEAR TO<br>DATE |
|--|-------------|-------------|-------------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| <b>ACTUAL TRIPS</b>                          |             |             |             |             |     |     |     |     |     |     |     |     |                 |
| TOTAL  | 125,994     | 148,427     | 112,746     |             |     |     |     |     |     |     |     |     | 387,167         |
| AMB.   | 94,329      | 110,557     | 83,469      |             |     |     |     |     |     |     |     |     | 288,355         |
| W/C  | 31,665      | 37,870      | 29,277      |             |     |     |     |     |     |     |     |     | 98,812          |
| <b>PROJECTED TRIPS</b>                       |             |             |             |             |     |     |     |     |     |     |     |     |                 |
| TOTAL  | 120,345     | 112,928     | 139,206     |             |     |     |     |     |     |     |     |     | 372,479         |
| AMB.   | 89,302      | 83,283      | 102,000     |             |     |     |     |     |     |     |     |     | 274,585         |
| W/C  | 31,043      | 29,645      | 37,206      |             |     |     |     |     |     |     |     |     | 97,894          |
| <b>ACTUAL VS.<br/>PROJECTED<br/>% CHANGE</b> |             |             |             |             |     |     |     |     |     |     |     |     |                 |
|  | 4.69%       | 31.44%      | -19.01%     |             |     |     |     |     |     |     |     |     | 3.94%           |
| <b>ACTUAL NET COST</b>                       |             |             |             |             |     |     |     |     |     |     |     |     |                 |
| TOTAL  | \$3,079,514 | \$3,629,122 | \$2,762,789 |             |     |     |     |     |     |     |     |     | \$9,471,425     |
| AMB.   | \$2,305,566 | \$2,703,180 | \$2,045,369 |             |     |     |     |     |     |     |     |     | \$7,054,115     |
| W/C  | \$773,948   | \$925,942   | \$717,419   |             |     |     |     |     |     |     |     |     | \$2,417,310     |
| <b>AVG COST<br/>PER TRIP (NET)</b>           |             |             |             |             |     |     |     |     |     |     |     |     |                 |
|  | \$24.44     | \$24.45     | \$24.50     |             |     |     |     |     |     |     |     |     | \$24.46         |
| <b>PROJECTED NET COST</b>                    |             |             |             |             |     |     |     |     |     |     |     |     |                 |
| TOTAL  | \$2,984,700 | \$2,805,526 | \$3,464,506 |             |     |     |     |     |     |     |     |     | \$9,254,732     |
| AMB.   | \$2,001,258 | \$1,866,372 | \$2,285,820 |             |     |     |     |     |     |     |     |     | \$6,153,450     |
| W/C  | \$983,442   | \$939,154   | \$1,178,686 |             |     |     |     |     |     |     |     |     | \$3,101,282     |
| <b>ACTUAL VS.<br/>PROJECTED<br/>% CHANGE</b> |             |             |             |             |     |     |     |     |     |     |     |     |                 |
|  | 3.18%       | 29.36%      | -20.25%     |             |     |     |     |     |     |     |     |     | 2.34%           |

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

# Special Transportation Services

## December 2008

### Expenditures for FY 2008-2009

#### A.T.S. Broker

#### (ACTUAL & PROJECTED)

|                                  | 2008<br>OCT     | NOV             | DEC             | 2009<br>JAN | FEB         | MAR         | APR         | MAY         | JUN         | JUL         | AUG         | SEP         | TOTAL           |
|----------------------------------|-----------------|-----------------|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|
| <b>ACTUAL TRIPS</b>              |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            | 125,994         | 148,427         | 112,746         |             |             |             |             |             |             |             |             |             | 387,167         |
| AMBULATORY (AMB)                 | 94,329          | 110,557         | 83,469          |             |             |             |             |             |             |             |             |             | 288,355         |
| WHEELCHAIR (W/C)                 | 31,665          | 37,870          | 29,277          |             |             |             |             |             |             |             |             |             | 98,812          |
| <b>ACTUAL REVENUE</b>            |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            | (\$322,540)     | (\$380,270)     | (\$288,865)     |             |             |             |             |             |             |             |             |             | (\$991,675)     |
| AMBULATORY (AMB)                 | (\$241,479)     | (\$283,247)     | (\$213,855)     |             |             |             |             |             |             |             |             |             | (\$738,581)     |
| WHEELCHAIR (W/C)                 | (\$81,061)      | (\$97,023)      | (\$75,010)      |             |             |             |             |             |             |             |             |             | (\$253,094)     |
| <b>AVG FARE COLLECTED</b>        | <b>(\$2.56)</b> | <b>(\$2.56)</b> | <b>(\$2.56)</b> |             |             |             |             |             |             |             |             |             | <b>(\$2.56)</b> |
| <b>ACTUAL GROSS COST</b>         |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            | \$3,432,045     | \$4,045,371     | \$3,079,901     |             |             |             |             |             |             |             |             |             | \$10,557,317    |
| AMBULATORY (AMB)                 | \$2,569,498     | \$3,013,226     | \$2,280,136     |             |             |             |             |             |             |             |             |             | \$7,862,861     |
| WHEELCHAIR (W/C)                 | \$862,547       | \$1,032,145     | \$799,765       |             |             |             |             |             |             |             |             |             | \$2,694,456     |
| <b>AVG COST PER TRIP (GROSS)</b> | <b>\$27.24</b>  | <b>\$27.25</b>  | <b>\$27.32</b>  |             |             |             |             |             |             |             |             |             | <b>\$27.27</b>  |
| <b>ACTUAL NET COST</b>           |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            | \$3,079,514     | \$3,629,122     | \$2,762,789     |             |             |             |             |             |             |             |             |             | \$9,471,425     |
| AMBULATORY (AMB)                 | \$2,305,566     | \$2,703,180     | \$2,045,369     |             |             |             |             |             |             |             |             |             | \$7,054,115     |
| WHEELCHAIR (W/C)                 | \$773,948       | \$925,942       | \$717,419       |             |             |             |             |             |             |             |             |             | \$2,417,310     |
| <b>AVG COST PER TRIP (NET)</b>   | <b>\$24.44</b>  | <b>\$24.45</b>  | <b>\$24.50</b>  |             |             |             |             |             |             |             |             |             | <b>\$24.46</b>  |
| <b>PROJECTED TRIPS</b>           |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            |                 |                 |                 | 105,255     | 118,412     | 148,353     | 118,316     | 147,946     | 118,857     | 112,606     | 131,798     | 111,746     | 1,500,456       |
| AMBULATORY (AMB)                 |                 |                 |                 | 77,655      | 88,250      | 110,507     | 87,997      | 110,209     | 88,317      | 83,511      | 98,413      | 83,739      | 1,116,953       |
| WHEELCHAIR (W/C)                 |                 |                 |                 | 27,600      | 30,162      | 37,846      | 30,319      | 37,737      | 30,540      | 29,095      | 33,385      | 28,007      | 383,503         |
| <b>PROJECTED REVENUE</b>         |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            |                 |                 |                 | (\$263,138) | (\$296,030) | (\$370,883) | (\$295,790) | (\$369,865) | (\$297,143) | (\$281,515) | (\$329,495) | (\$279,365) | (3,774,898)     |
| AMBULATORY (AMB)                 |                 |                 |                 | (\$194,138) | (\$220,625) | (\$276,268) | (\$219,993) | (\$275,523) | (\$220,793) | (\$208,778) | (\$246,033) | (\$209,348) | (2,810,076)     |
| WHEELCHAIR (W/C)                 |                 |                 |                 | (\$69,000)  | (\$75,405)  | (\$94,615)  | (\$75,798)  | (\$94,343)  | (\$76,350)  | (\$72,738)  | (\$83,463)  | (\$70,018)  | (964,822)       |
| <b>PROJECTED GROSS COST</b>      |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            |                 |                 |                 | \$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 | \$41,438,409    |
| AMBULATORY (AMB)                 |                 |                 |                 | \$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 | \$28,794,808    |
| WHEELCHAIR (W/C)                 |                 |                 |                 | \$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   | \$12,643,601    |
| <b>PROJECTED NET COST</b>        |                 |                 |                 |             |             |             |             |             |             |             |             |             |                 |
| TOTAL                            |                 |                 |                 | \$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 | \$37,569,294    |
| AMBULATORY (AMB)                 |                 |                 |                 | \$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 | \$25,914,567    |
| WHEELCHAIR (W/C)                 |                 |                 |                 | \$874,368   | \$955,532   | \$1,218,830 | \$992,341   | \$1,235,132 | \$999,574   | \$952,279   | \$1,092,691 | \$916,669   | \$11,654,727    |

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     |         | %       |                |         |        |
|------------------------------|---------------------------------------|----------|---------|---------|----------------|---------|---------|----------------|---------|---------|----------------|---|-------|--------------|---------|---------|----------------|---------|--------|
| <b>CX</b>                    | Cancellation (Advanced)               | CA - 40  | 15,553  | 9.64%   | <b>21.89%</b>  | 25,389  | 12.82%  | <b>25.05%</b>  | 25,175  | 15.92%  | <b>28.69%</b>  | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Same Day)               | CS - 43  | 12,034  | 7.46%   |                | 14,348  | 7.25%   |                | 11,940  | 7.55%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
|                              | Cancellation (Center Closed/Advanced) | CC - 44  | 1       | 0.00%   |                | 2       | 0.00%   |                | 19      | 0.01%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | 27,588  | 17.09%  |                | 39,739  | 20.07%  |                | 37,134  | 23.49%  |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>NS</b>                    | No Show                               | NS - 20  | 2,639   | 1.64%   | <b>4.80%</b>   | 3,298   | 1.67%   | <b>9.86%</b>   | 2,742   | 1.73%   | <b>8.23%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Late)                   | CL - 41  | 3,561   | 2.21%   |                | 4,325   | 2.18%   |                | 3,498   | 2.21%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
|                              | Cancellation (At Door)                | CD - 42  | 1,544   | 0.96%   |                | 2,237   | 1.13%   |                | 1,994   | 1.26%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | 7,744   | 4.80%   |                | 9,860   | 4.98%   |                | 8,234   | 5.21%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Other</b>                 | Missed Trip (Not Transported)         | NM - 21  | 38      | 0.02%   | <b>0.04%</b>   | 69      | 0.03%   | <b>0.05%</b>   | 36      | 0.02%   | <b>0.04%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Pending                               | 00, 01   | 24      | 0.01%   |                | 22      | 0.01%   |                | 23      | 0.01%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       | 62       | 0.04%   | 91      | 0.05%          | 59      | 0.04%   | -              | 0.00%   | -       | 0.00%          |   |       |              |         |         |                |         |        |
| <b>TA</b>                    | Trips Performed (Transported)         | 03       | 125,892 | 78.01%  | <b>78.07%</b>  | 148,293 | 74.89%  | <b>74.91%</b>  | 112,657 | 71.25%  | <b>71.27%</b>  | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Trips Missed (Transported)            | 04       | 96      | 0.06%   |                | 44      | 0.02%   |                | 22      | 0.01%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       |          | 125,988 | 78.07%  |                | 148,337 | 74.91%  |                | 112,679 | 71.27%  |                | - | 0.00% |              |         |         |                |         |        |
| <b>Total Trips Requested</b> |                                       |          | 161,382 | 100.00% | <b>100.00%</b> | 198,027 | 100.00% | <b>100.00%</b> | 158,106 | 100.00% | <b>100.00%</b> | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              |                                       | FEB      |         | %       |                | MAR     |         | %              |         | APR     |                | % |       | MAY          |         | %       |                |         |        |
| <b>CX</b>                    | Cancellation (Advanced)               | CA - 40  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Same Day)               | CS - 43  | -       | 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%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>NS</b>                    | No Show                               | NS - 20  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Late)                   | CL - 41  | -       | 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%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Other</b>                 | Missed Trip (Not Transported)         | NM - 21  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Pending                               | 00, 01   | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              |         |         |                |         |        |
| <b>TA</b>                    | Trips Performed (Transported)         | 03       | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Trips Missed (Transported)            | 04       | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              |         |         |                |         |        |
| <b>Total Trips Requested</b> |                                       |          | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              |                                       | JUN      |         | %       |                | JUL     |         | %              |         | AUG     |                | % |       | SEP          |         | %       |                |         |        |
| <b>CX</b>                    | Cancellation (Advanced)               | CA - 40  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Same Day)               | CS - 43  | -       | 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%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>NS</b>                    | No Show                               | NS - 20  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Cancellation (Late)                   | CL - 41  | -       | 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%   |                |         |        |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Other</b>                 | Missed Trip (Not Transported)         | NM - 21  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Pending                               | 00, 01   | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              |         |         |                |         |        |
| <b>TA</b>                    | Trips Performed (Transported)         | 03       | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              | Trips Missed (Transported)            | 04       | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                |         |        |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              |         |         |                |         |        |
| <b>Total Trips Requested</b> |                                       |          | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> |         |         |                |         |        |
|                              |                                       | YTD      |         | %       |                |         |         |                |         |         |                |   |       |              |         |         |                |         |        |
| <b>CX</b>                    | Cancellation (Advanced)               | CA - 40  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> | 66,117  | 12.78%  | <b>25.18%</b>  |         |        |
|                              | Cancellation (Same Day)               | CS - 43  | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 38,322  | 7.41%  |
|                              | Cancellation (Center Closed/Advanced) | CC - 44  | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 22      | 0.00%  |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 104,461 | 20.19% |
| <b>NS</b>                    | No Show                               | NS - 20  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> | 8,679   | 1.68%   | <b>4.80%</b>   |         |        |
|                              | Cancellation (Late)                   | CL - 41  | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 11,384  | 2.20%  |
|                              | Cancellation (At Door)                | CD - 42  | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 5,775   | 1.12%  |
|                              | <b>Sub Total</b>                      |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 25,838  | 4.99%  |
| <b>Other</b>                 | Missed Trip (Not Transported)         | NM - 21  | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> | 143     | 0.03%   | <b>0.04%</b>   |         |        |
|                              | Pending                               | 00, 01   | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 69      | 0.01%  |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | 212     | 0.04%   |                |         |        |
| <b>TA</b>                    | Trips Performed (Transported)         | 03       | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> | 386,842 | 74.75%  | <b>74.78%</b>  |         |        |
|                              | Trips Missed (Transported)            | 04       | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | -       | 0.00%   |                | 162     | 0.03%  |
| <b>Sub Total</b>             |                                       |          | -       | 0.00%   |                | -       | 0.00%   |                | -       | 0.00%   |                | - | 0.00% |              | 387,004 | 74.78%  |                |         |        |
| <b>Total Trips Requested</b> |                                       |          | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | -       | 0.00%   | <b>0.00%</b>   | - | 0.00% | <b>0.00%</b> | 517,515 | 100.00% | <b>100.00%</b> |         |        |

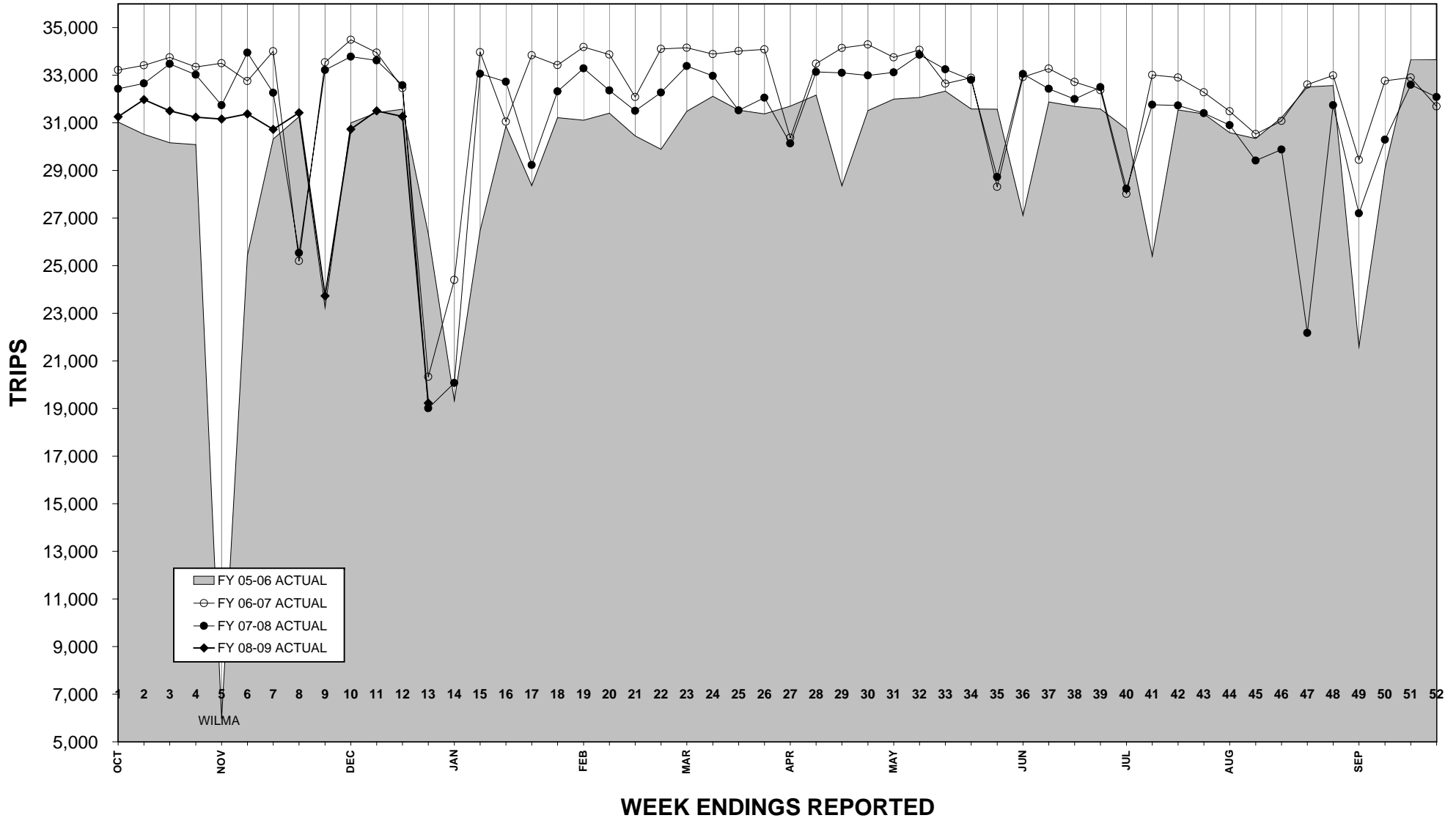
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

# STS Weekly Ridership Comparison

December 2008

FY 05-06 THRU FY 08-09

10/24/2005  
HURRICANE  
WILMA MADE  
LANDFALL



# STS Weekly Ridership Comparison

## December 2008

### 10/04/2008 thru 12/27/2008

| MONTH | W/E | ACTUAL TRIPS<br>FY 07-08 | ACTUAL TRIPS<br>FY 08-09 | ACTUAL TRIPS<br>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                   | 31,163                   | -1.84%                    |
|       | 6   | 33,946                   | 31,379                   | -7.56%                    |
|       | 7   | 32,261                   | 30,733                   | -4.74%                    |
|       | 8   | 25,535                   | 31,423                   | 23.06%                    |
|       | 9   | 33,222                   | 23,729                   | -28.57%                   |
| DEC   | 10  | 33,785                   | 30,738                   | -9.02%                    |
|       | 11  | 33,622                   | 31,508                   | -6.29%                    |
|       | 12  | 32,582                   | 31,275                   | -4.01%                    |
|       | 13  | 19,013                   | 19,225                   | 1.12%                     |
| JAN   | 14  | 20,079                   |                          |                           |
|       | 15  | 33,064                   |                          |                           |
|       | 16  | 32,726                   |                          |                           |
|       | 17  | 29,229                   |                          |                           |
|       | 18  | 32,328                   |                          |                           |

| MONTH | W/E | ACTUAL TRIPS<br>FY 07-08 | ACTUAL TRIPS<br>FY 08-09 | ACTUAL TRIPS<br>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                   |                          |                           |

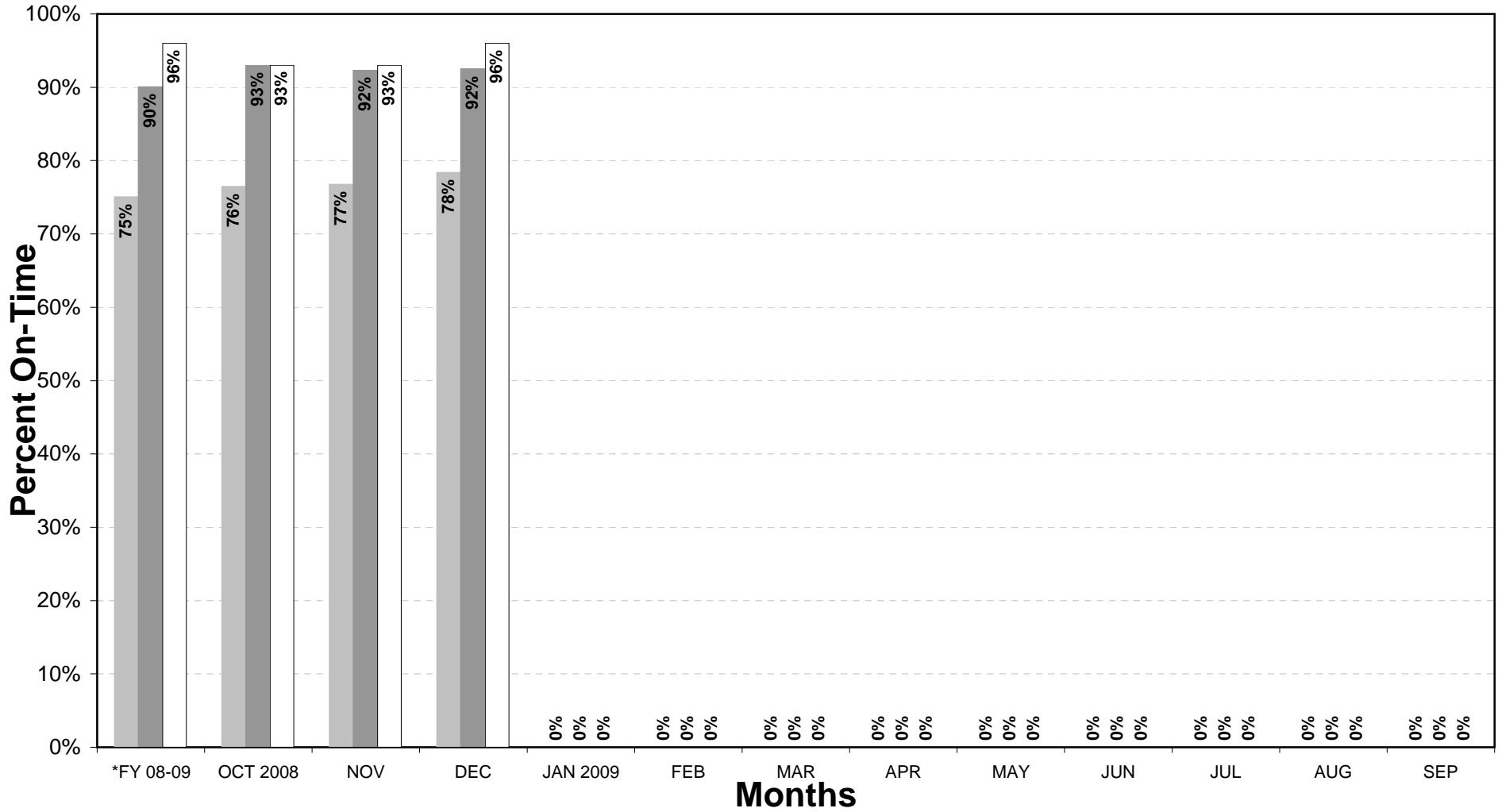
| MONTH | W/E | ACTUAL TRIPS<br>FY 07-08 | ACTUAL TRIPS<br>FY 08-09 | ACTUAL TRIPS<br>INCR/DECR |
|-------|-----|--------------------------|--------------------------|---------------------------|
| JUN   | 36  | 33,051                   |                          |                           |
|       | 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                   |                          |                           |
| SEP   | 48  | 31,742                   |                          |                           |
|       | 49  | 27,204                   |                          |                           |
|       | 50  | 30,299                   |                          |                           |
|       | 51  | 32,602                   |                          |                           |
|       | 52  | 32,091                   |                          |                           |

**TOTAL FROM  
OCT 2008 to DEC 2008**

| ACTUAL TRIPS<br>FY 07-08 | ACTUAL TRIPS<br>FY 08-09 | ACTUAL TRIPS<br>INCR/DECR |
|--------------------------|--------------------------|---------------------------|
| 407,312                  | 387,167                  | -4.95%                    |

# S.T.S. On-Time Performance December 2008

■ BUS ■ STS □ RAIL



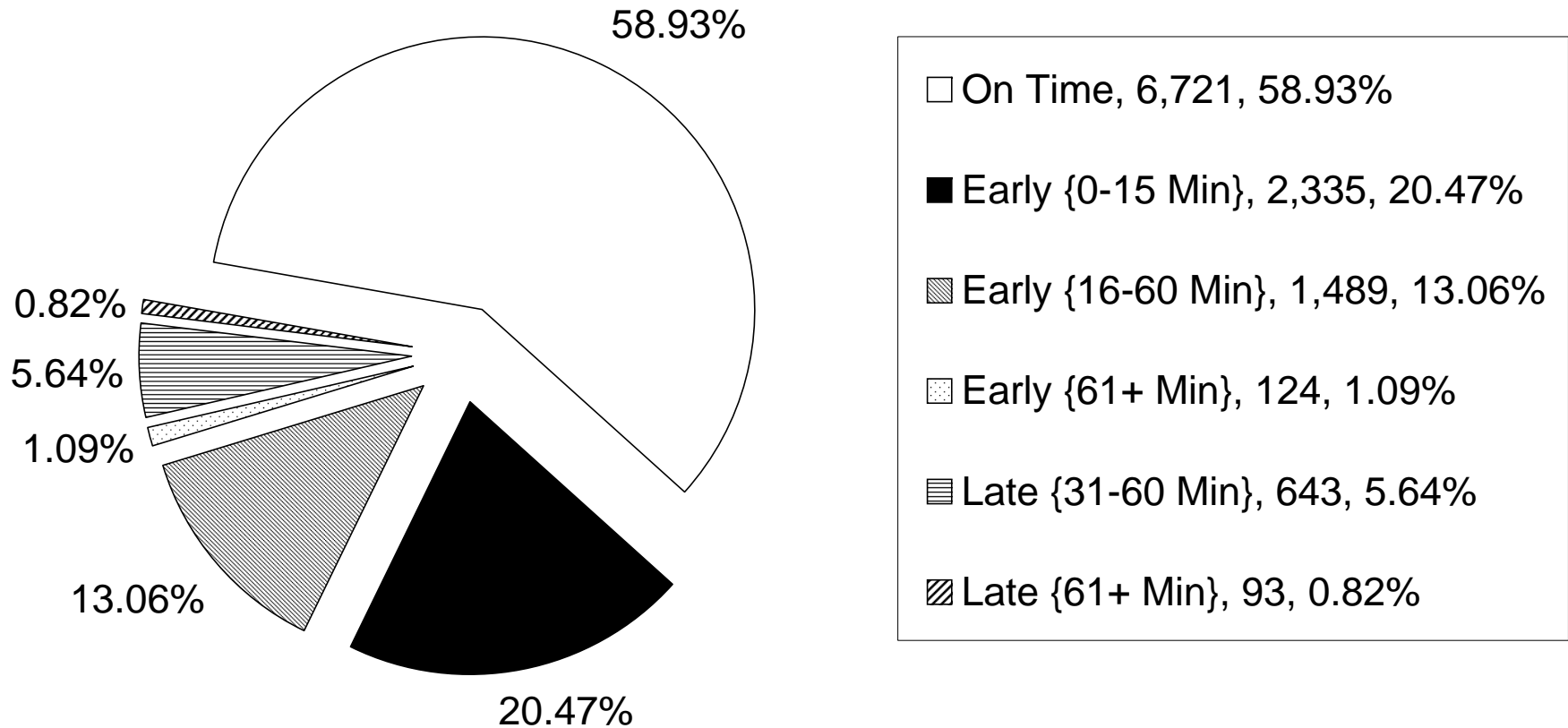
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

December 2008



NOTE: Total trips taken for W/E: 11/30/08 thru 12/27/08 are 112,746. Of which 11,405 trips were monitored constituting 10.12% of daily trips provided.

# S.T.S. On-Time Performance

## December 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      |
| <b>ON TIME</b> | <b>7,592</b>  | <b>59.17%</b> | <b>8,961</b>  | <b>59.49%</b> | <b>6,721</b>  | <b>58.93%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> |
| EARLY 0-15     | 2,646         | 20.62%        | 3,051         | 20.26%        | 2,335         | 20.47%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| EARLY 16-60    | 1,681         | 13.10%        | 1,882         | 12.50%        | 1,489         | 13.06%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| <b>TOTAL</b>   | <b>11,919</b> | <b>92.89%</b> | <b>13,894</b> | <b>92.25%</b> | <b>10,545</b> | <b>92.46%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> |
| EARLY          | 90            | 0.70%         | 146           | 0.97%         | 124           | 1.09%         | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| EARLY 61+      | 90            | 0.70%         | 146           | 0.97%         | 124           | 1.09%         | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| LATE           | 822           | 6.41%         | 1,022         | 6.79%         | 736           | 6.45%         | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| LATE 31-60     | 704           | 5.49%         | 873           | 5.80%         | 643           | 5.64%         | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |
| LATE 61+       | 118           | 0.92%         | 149           | 0.99%         | 93            | 0.82%         | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        |

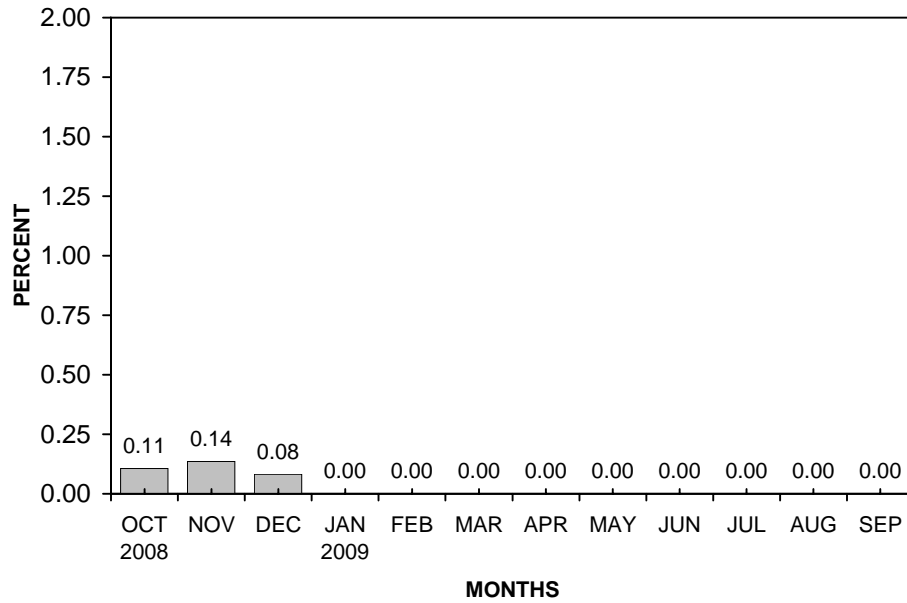
|                | Apr      |              | May      |              | Jun      |              | Jul      |              | Aug      |              | Sep      |              | YTD           |               |
|----------------|----------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|--------------|----------|--------------|---------------|---------------|
|                | Records  | Percent      | Records  | Percent      | Records  | Percent      | Records  | Percent      | Records  | Percent      | Records  | Percent      | Records       | Percent       |
| <b>ON TIME</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>23,274</b> | <b>59.22%</b> |
| EARLY 0-15     | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 8,032         | 20.44%        |
| EARLY 16-60    | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 5,052         | 12.86%        |
| <b>TOTAL</b>   | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>0</b> | <b>0.00%</b> | <b>36,358</b> | <b>92.52%</b> |
| EARLY          | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | 360           | 0.92%         |
| EARLY 61+      | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 360           | 0.92%         |
| LATE           | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | -        | 0.00%        | 2,580         | 6.57%         |
| LATE 31-60     | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 2,220         | 5.65%         |
| LATE 61+       | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 0        | 0.00%        | 360           | 0.92%         |

# Special Transportation Service

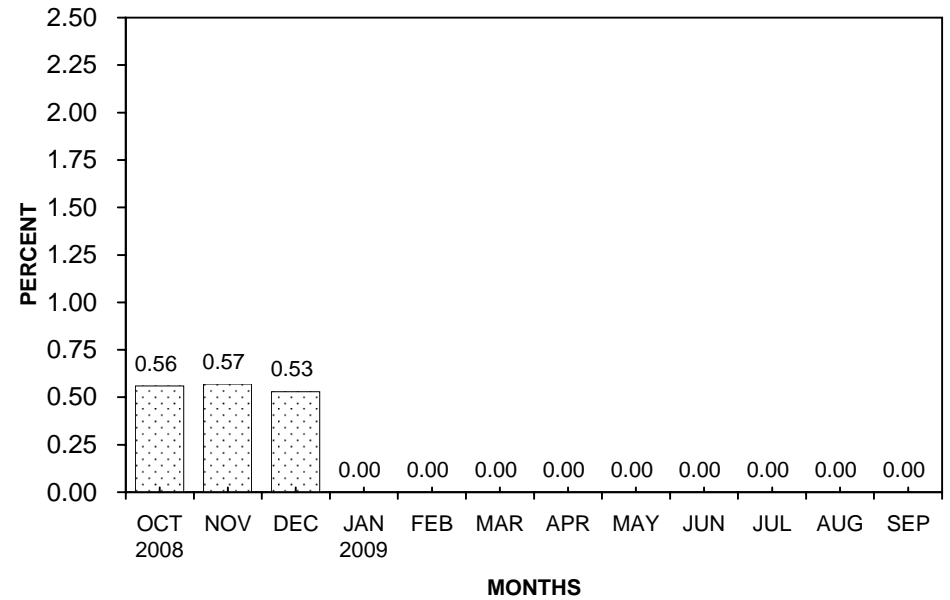
Customer Complaints as a Percent of Total Trips

December 2008

### Customer Complaints



### Late Vehicle Inquiries



# Special Transportation Service

## December 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)

| <b>ADA COMPLIANCE</b>  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>B0 (ROUND TRIP DENIAL)</b>                                    |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 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     | 0     |
| <b>B1 (LATE PICK-UP)</b>   |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 18   | 5     | 28    | 17    | 11    | 4     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 57    | 26    |
| <b>B2 (LATE RETURN)</b>  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 23   | 6     | 29    | 11    | 8     | 3     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 60    | 20    |
| <b>B3 (NEVER PICKED-UP)</b>                                      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 11   | 2     | 11    | 1     | 4     | 3     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 26    | 6     |
| <b>B4 (LENGTHY ROUTING)</b>                                      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 24   | 11    | 34    | 11    | 18    | 4     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 76    | 26    |
| <b>B7 (EARLY PICK-UP)</b>  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 1  | 0     | 5     | 1     | 1     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 7     | 1     |
| <b>B17 (BACK-UP LATE TRIPS)</b>                                  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 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     | 0     |
| <b>SUB TOTAL</b>   |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 77   | 24    | 107   | 41    | 42    | 14    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 226   | 79    |
| <b>Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips</b> |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 0.06%  | 0.04% | 0.06% | 0.08% | 0.03% | 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% | 0.05% | 0.05% |
| 0.05%  |       | 0.07% |       | 0.03% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.05% |       |       |

| <b>OTHER COMPLAINTS</b>               |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
|---------------------------------------|----|----|----|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|
| <b>B5 (DISPUTED NO SHOWS)</b>         |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 1                                     | 1  | 1  | 0  | 1  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3  | 1  |
| <b>B6 (VEHICLE STANDARDS)</b>         |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 0                                     | 0  | 1  | 2  | 1  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2  | 2  |
| <b>B8 (DRIVER COMPLIANCE)</b>         |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 9                                     | 10 | 18 | 9  | 14 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 41 | 26 |
| <b>B9 (DRIVER CELLPHONE USE)</b>      |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 0                                     | 0  | 1  | 0  | 0  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1  | 0  |
| <b>B10 (A/C NON-COMPLIANCE)</b>       |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 0                                     | 0  | 2  | 0  | 0  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2  | 0  |
| <b>B11 (RADIO BROKEN)</b>             |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 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  | 0  |
| <b>B12 (RADIO MISSING)</b>            |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 2                                     | 0  | 0  | 0  | 1  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3  | 0  |
| <b>B13 (IMPROPER W/C TIEDOWNS)</b>    |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 0                                     | 0  | 0  | 2  | 0  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0  | 2  |
| <b>B14 (NEG. PICKUP TIME CHANGED)</b> |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 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  | 0  |
| <b>B18 (RESERVATION ERROR)</b>        |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 4                                     | 2  | 6  | 2  | 2  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 4  |
| <b>B19 (OTHER)</b>                    |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 2                                     | 0  | 5  | 3  | 8  | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 4  |
| <b>B23 (PHONE DIFFICULTIES)</b>       |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 0                                     | 0  | 1  | 0  | 1  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2  | 0  |
| <b>B24 (RUDE STAFF)</b>               |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 1                                     | 0  | 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  |
| <b>B30 (SEXUAL HARASSMENT)</b>        |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 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  | 0  |
| <b>B31 (ACCIDENT CLIENT REPORTED)</b> |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 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  | 0  |
| <b>B32 (INCIDENT CLIENT REPORTED)</b> |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 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  | 0  |
| <b>SUB TOTAL</b>                      |    |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
| 19                                    | 13 | 35 | 18 | 28 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 82 | 39 |

|  |        |        |       |        |        |        |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |         |        |
|--|--------|--------|-------|--------|--------|--------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------|--------|
| <b>TOTAL "A.T.S." TRIPS</b>              | 94,329 | 31,665 | ##### | 37,870 | 83,469 | 29,277 | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 288,355 | 98,812 |
| <b>TOTAL "A.T.S." COMPLAINTS</b>         | 96     | 37     | 142   | 59     | 70     | 22     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 308     | 118    |
| <b>% COMPLAINTS related to Ttl TRIPS</b> | 0.10   | 0.12   | 0.13  | 0.16   | 0.08   | 0.08   | 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 | 0.11    | 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. |     |         |
|--|----------|---------|-------|---------|-------|---------|----------|---|-------|---|-------|---|-------|---|-------|---|-------|---|-------|---|-------|---|-------|---|--------|-----|---------|
| <b>TOTAL COMPLAINTS vs. TRIPS</b>              | 133      | 125,994 | 201   | 148,427 | 92    | 112,746 | 0        | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0     | 0 | 0      | 426 | 387,167 |
| <b>Customer Complaints as a % of Ttl Trips</b> | 0.11%    |         | 0.14% |         | 0.08% |         | 0.00%    |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.00% |   | 0.11%  |     |         |

| <b>LATE VEHICLE INQUIRIES</b>                       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>B1 (LATE PICK-UP)</b>                            |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 299   | 134   | 330   | 116   | 219   | 93    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 848   | 343   |
| <b>B2 (LATE RETURN)</b>                             |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 198   | 75    | 289   | 110   | 197   | 88    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 684   | 273   |
| <b>B3 (NEVER PICKED-UP)</b>                         |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 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     | 0     | 0     |
| <b>SUB TOTAL</b>                                    |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 497   | 209   | 619   | 226   | 416   | 181   | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 1,532 | 616   |
| <b>Late Vehicle Inquiries as a % of Total Trips</b> |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 0.53%   | 0.66% | 0.56% | 0.60% | 0.50% | 0.62% | 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% | 0.53% | 0.62% |
| 0.56%   |       | 0.57% |       | 0.53% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.00% |       | 0.54% |       |

# Special Transportation Service

## December 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 |

**A.T.S. (County Received)**

| ADMINISTRATIVE ISSUES           |    |   |    |    |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |    |
|---------------------------------|----|---|----|----|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|----|
| B20 (ACCIDENT CARRIER REPORTED) | 27 | 9 | 25 | 10 | 22 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0  | 74 | 25 |
| B21 (INCIDENT CARRIER REPORTED) | 3  | 1 | 9  | 9  | 11 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0  | 23 | 16 |
| B22 (COMMENDATIONS)             | 18 | 5 | 12 | 7  | 8  | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 | 21 |    |
| 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 | 3  | 0  | 1  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9  | 0  |    |

|  |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>TOTAL "CLIENT" COMPLAINTS</b>         | 53   | 15   | 49   | 26   | 42   | 21   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 144  | 62   |
| <b>% COMPLAINTS related to Ttl TRIPS</b> | 0.06 | 0.05 | 0.04 | 0.07 | 0.05 | 0.07 | 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 | 0.05 | 0.06 |

**CLIENTS**

|                       |    |   |    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |    |
|-----------------------|----|---|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|----|
| C4 (UNRULY BEHAVIOUR) | 16 | 6 | 13 | 7 | 4 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0  | 33 | 19 |
| C7 (OTHER)            | 3  | 2 | 3  | 4 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 8  |    |
| C10 (FARE NOT PAID)   | 0  | 1 | 0  | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1  | 1  |    |

|  |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>TOTAL "CLIENT" COMPLAINTS</b>         | 19   | 9    | 16   | 11   | 9    | 8    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 44   | 28   |
| <b>% COMPLAINTS related to Ttl TRIPS</b> | 0.02 | 0.03 | 0.01 | 0.03 | 0.01 | 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 | 0.02 | 0.03 |

**MDTA**

|                          |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |   |
|--------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|---|
| M4 (ADMINISTRATIVE)      | 6 | 1 | 3 | 3 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 5 |
| 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 | 1  | 0 |
| M22 (COMMENDATIONS)      | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1  | 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 |
| 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 |

|  |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>TOTAL "MDTA" COMPLAINTS</b>           | 7    | 1    | 3    | 3    | 8    | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 18   | 5    |
| <b>% COMPLAINTS related to Ttl TRIPS</b> | 0.01 | 0.00 | 0.00 | 0.01 | 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 | 0.01 | 0.01 |

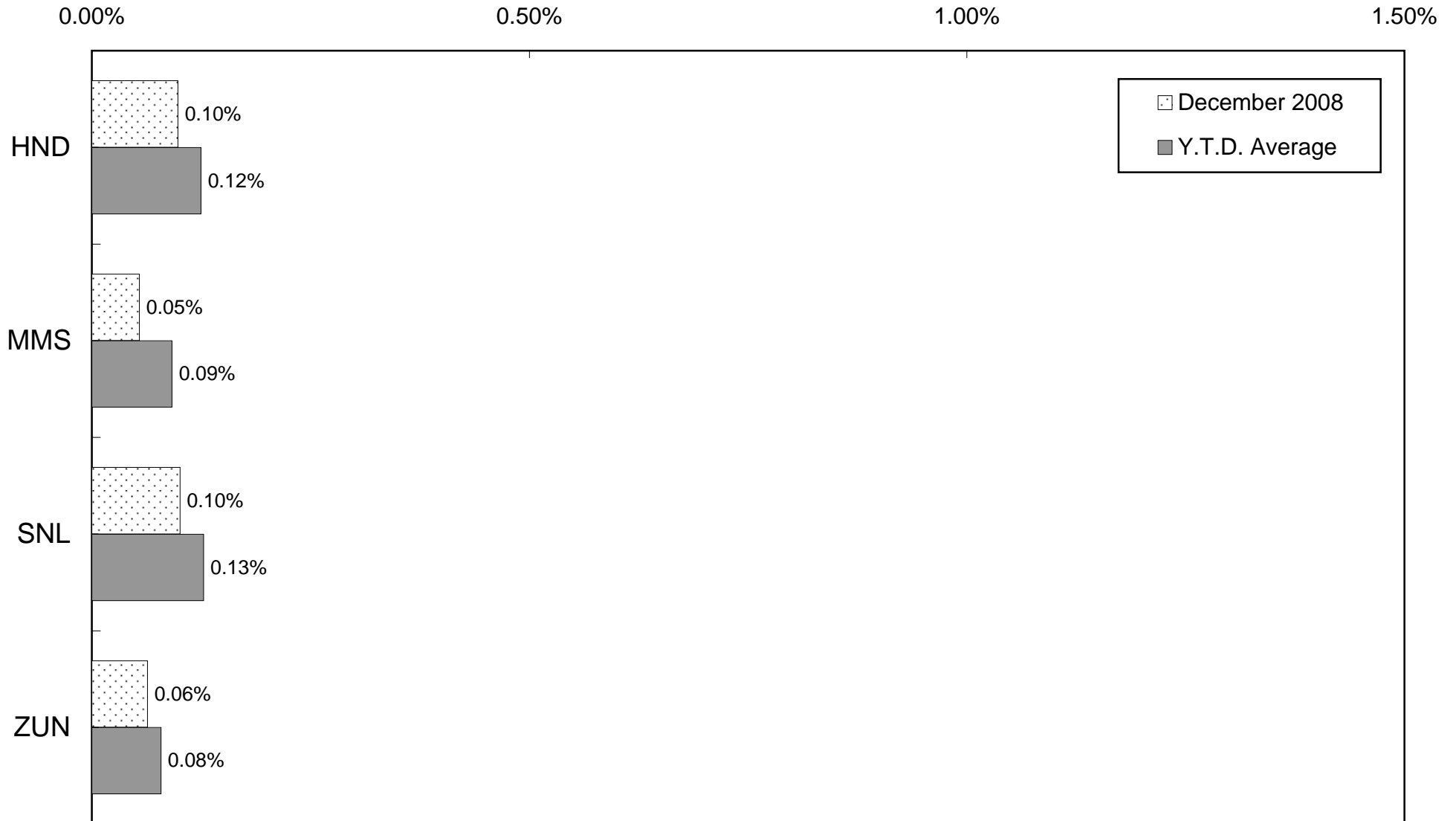
|  |        |        |       |        |        |        |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |         |        |
|--|--------|--------|-------|--------|--------|--------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------|--------|
| <b>TOTAL TRIPS REPORTED BY M.I.S.: (1)</b> | 94,329 | 31,665 | ##### | 37,870 | 83,469 | 29,277 | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 288,355 | 98,812 |
| <b>TOTAL OF "ALL" COMPLAINTS:</b>          | 122    | 47     | 161   | 73     | 87     | 31     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 370     | 151    |
| <b>% COMPLAINTS related to Ttl TRIPS</b>   | 0.13   | 0.15   | 0.15  | 0.19   | 0.10   | 0.11   | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.13    | 0.15   |

|  |    |  |   |  |   |  |   |  |   |  |   |  |   |  |   |  |   |  |   |  |   |  |   |  |    |
|--|----|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|----|
| <b>B20 (ACCIDENT CARRIER REPORTED)</b> | 20 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 20 |
|--|----|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|---|--|----|

# Special Transportation Service

## December 2008

% of Total Customer Complaints received by Carriers



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

# Special Transportation Service

## December 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 | 34                 | 19,732       | 0.17%           | 39                 | 28,538       | 0.14%           | 88                 | 60,974       | 0.14%           | 0                  | 0            | 0.00%           | 40                 | 39,183       | 0.10%           |
| DEC      | 11/30 - 12/27 | 15                 | 15,241       | 0.10%           | 12                 | 22,040       | 0.05%           | 46                 | 45,583       | 0.10%           | 0                  | 0            | 0.00%           | 19                 | 29,882       | 0.06%           |
| 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                       | 148,427          | 0.00%           |
| DEC      | 11/30 - 12/27 | 0                       | 112,746          | 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%           |
| 201            | 0.14%           |
| 92             | 0.08%           |
| 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

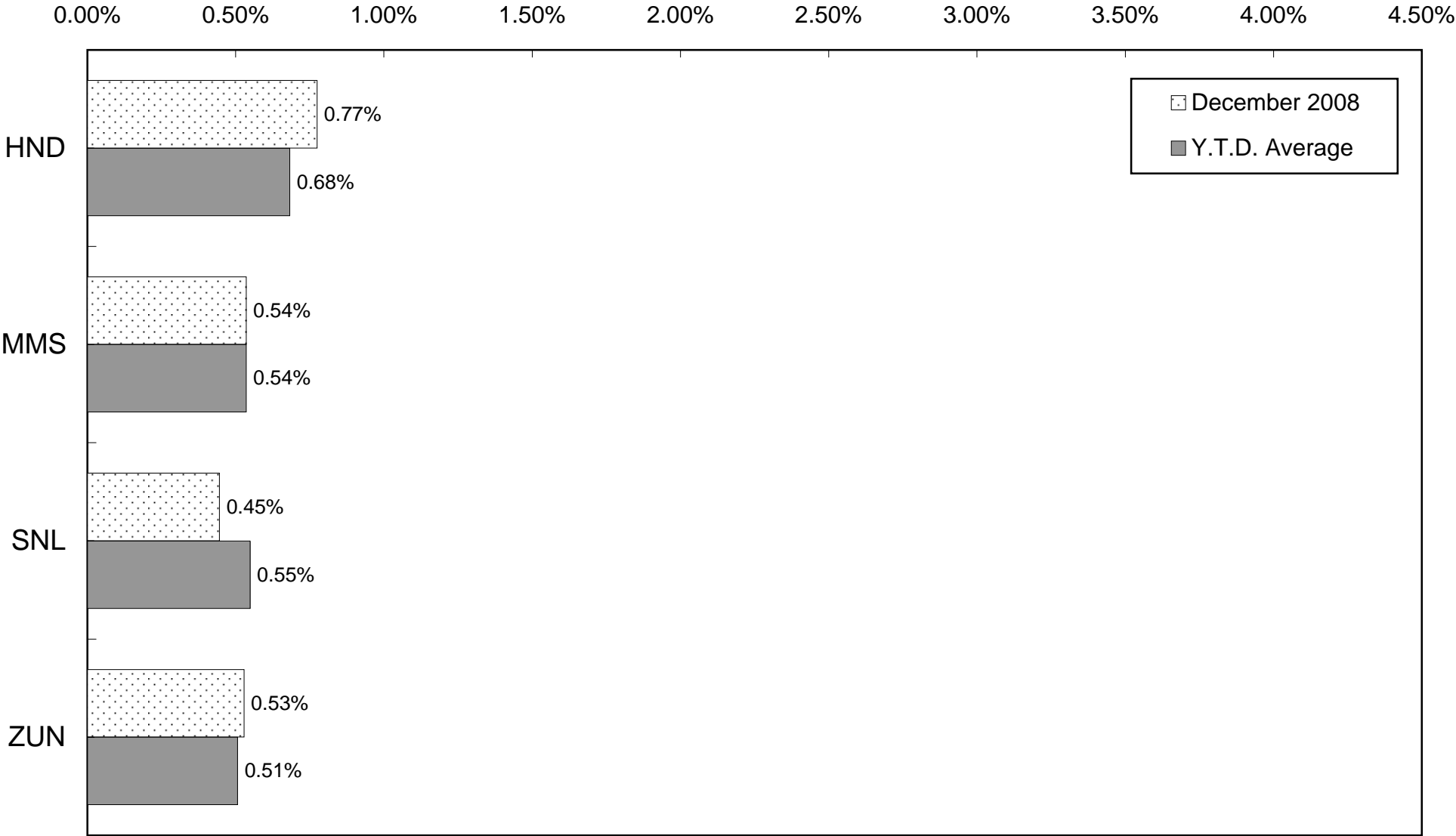
NOTE: Carrier Complaint information is provided by the County.

This report has been reformatted to ensure that complaints are matched to trip data as invoiced.

# Special Transportation Service

## December 2008

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

## December 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 | 143                | 19,732       | 0.72%           | 148                | 28,538       | 0.52%           | 372                | 60,974       | 0.61%           | 0                  | 0            | 0.00%           | 182                | 39,183       | 0.46%           |
| DEC      | 11/30 - 12/27 | 118                | 15,241       | 0.77%           | 118                | 22,040       | 0.54%           | 203                | 45,583       | 0.45%           | 0                  | 0            | 0.00%           | 158                | 29,882       | 0.53%           |
| 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                       | 148,427          | 0.00%           |
| DEC      | 11/30 - 12/27 | 0                       | 112,746          | 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%           |
| 845            | 0.57%           |
| 597            | 0.53%           |
| 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%           |

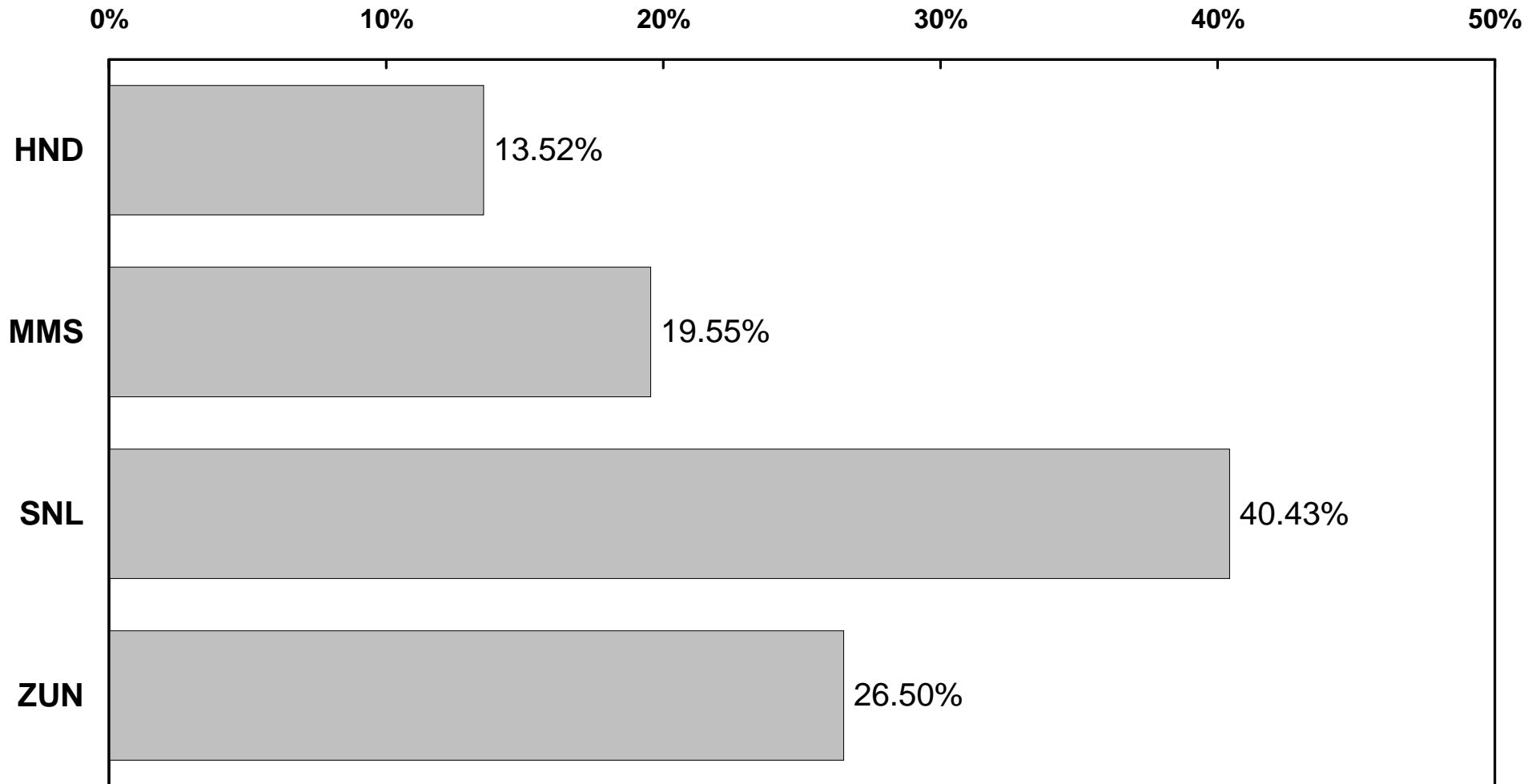
HND = Handivan  
MMS = Minority Mobile Systems  
SNL = Super Nice Limo  
YC = Yellow Cab (Back-up)  
ZUN = Zuni Transportation

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

December 2008

PERCENTAGE OF TOTAL TRIPS



Note: \* Carriers listed as backups.

# Special Transportation Service

## Distribution of Brokered Trips

December 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              | 11,029.00           | 10,789        | 70.79%        | 4,452         | 29.21%        | 15,241         | 1.38        | 13.52%         | 156,027          | 10             |
| MMS              | 13,575.00           | 17,185        | 77.97%        | 4,855         | 22.03%        | 22,040         | 1.62        | 19.55%         | 193,712          | 9              |
| SNL              | 30,455.00           | 33,473        | 73.43%        | 12,110        | 26.57%        | 45,583         | 1.50        | 40.43%         | 420,828          | 9              |
| ZUN              | 19,343.00           | 22,022        | 73.70%        | 7,860         | 26.30%        | 29,882         | 1.54        | 26.50%         | 301,994          | 10             |
| <b>SUB TOTAL</b> | <b>74,402.00</b>    | <b>83,469</b> | <b>73.97%</b> | <b>29,277</b> | <b>26.03%</b> | <b>112,746</b> | <b>1.51</b> | <b>100.00%</b> | <b>1,072,561</b> | <b>10</b>      |

|      |      |   |       |   |       |   |      |       |   |   |
|------|------|---|-------|---|-------|---|------|-------|---|---|
| YC * | 0.00 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00 | 0.00% | 0 | 0 |
|------|------|---|-------|---|-------|---|------|-------|---|---|

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

|                |  |               |               |               |               |                |  |                |                  |           |
|----------------|--|---------------|---------------|---------------|---------------|----------------|--|----------------|------------------|-----------|
| <b>TOTALS:</b> |  | <b>83,469</b> | <b>74.03%</b> | <b>29,277</b> | <b>25.97%</b> | <b>112,746</b> |  | <b>100.00%</b> | <b>1,072,561</b> | <b>10</b> |
|----------------|--|---------------|---------------|---------------|---------------|----------------|--|----------------|------------------|-----------|

| CARRIER        | TRIP ADJUSTMENTS |     |     |
|----------------|------------------|-----|-----|
|                | AMB              | W/C | TTL |
| HND            |                  |     |     |
| MMS            |                  |     |     |
| SNL            |                  |     |     |
| YC *           |                  |     |     |
| ZUN            |                  |     |     |
| <b>TOTALS:</b> |                  |     |     |

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

December 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%         | 19,732         | 13.29%         | 15,241         | 13.52%         | -             | -       | -             | -       | -             | -       |
| MMS          | 23,863         | 18.94%         | 28,538         | 19.23%         | 22,040         | 19.55%         | -             | -       | -             | -       | -             | -       |
| SNL          | 52,051         | 41.31%         | 60,974         | 41.08%         | 45,583         | 40.43%         | -             | -       | -             | -       | -             | -       |
| YC *         | -              | 0.00%          | -              | 0.00%          | -              | 0.00%          | -             | -       | -             | -       | -             | -       |
| ZUN          | 33,700         | 26.75%         | 39,183         | 26.40%         | 29,882         | 26.50%         | -             | -       | -             | -       | -             | -       |
| <b>TOTAL</b> | <b>125,994</b> | <b>100.00%</b> | <b>148,427</b> | <b>100.00%</b> | <b>112,746</b> | <b>100.00%</b> | -             | 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          | -             | -       | -             | -       | -             | -       | -             | -       | -             | -       | -             | -       |
| <b>TOTAL</b> | -             | 0.00%   | -             | 0.00%   | -             | 0.00%   | -             | 0.00%   | -             | 0.00%   | -             | 0.00%   |

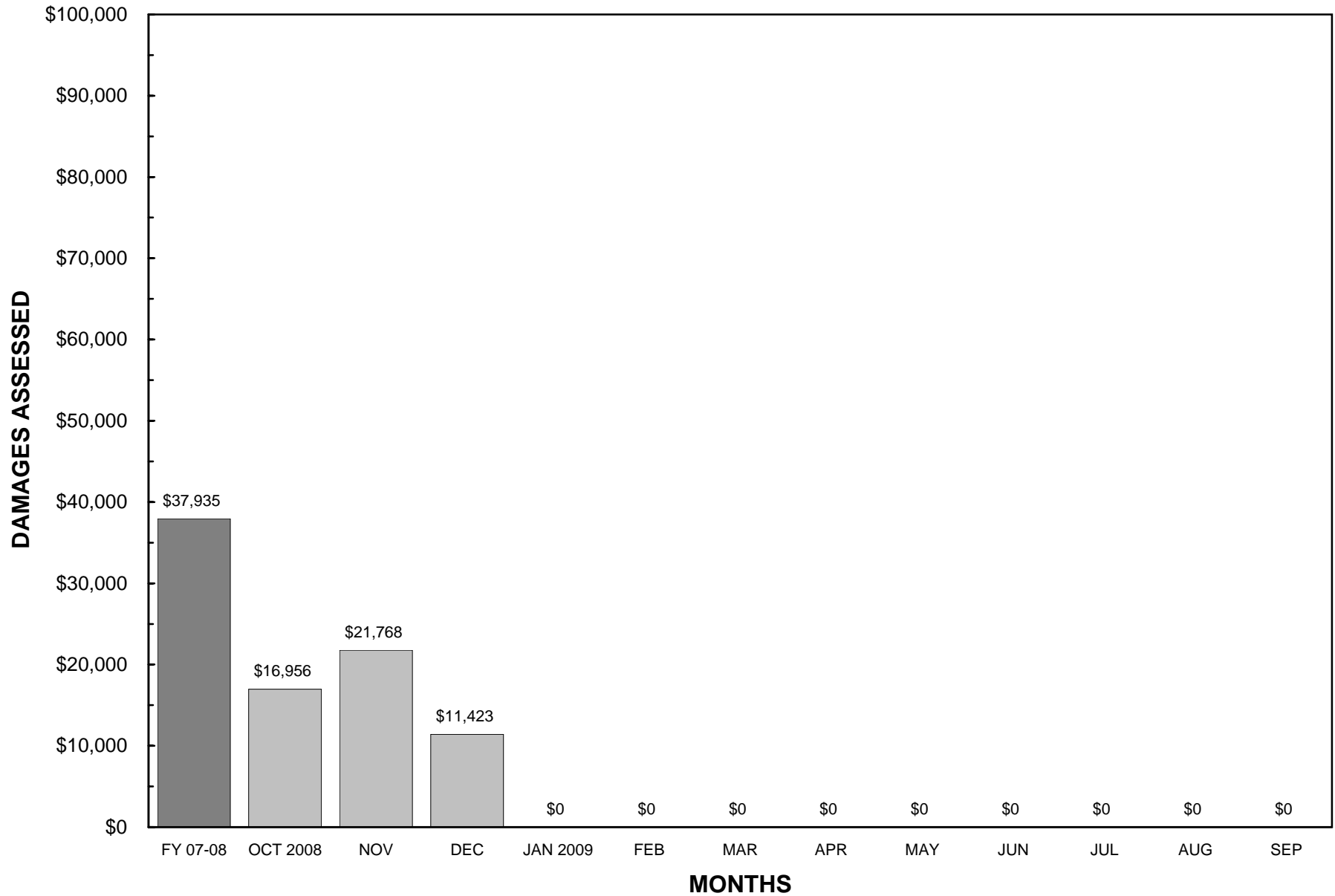
| CARRIERS     | Y.T.D.         |                |
|--------------|----------------|----------------|
|              | TRIPS          | PERCENT        |
| HND          | 51,353         | 13.26%         |
| MMS          | 74,441         | 19.23%         |
| SNL          | 158,608        | 40.97%         |
| YC *         | -              | 0.00%          |
| ZUN          | 102,765        | 26.54%         |
| <b>TOTAL</b> | <b>387,167</b> | <b>100.00%</b> |

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

## Liquidated Damages

December 2008



# Special Transportation Service

## Advanced Transportation Solutions (A.T.S.)

### December 2008

### Liquidated Damages

|                                 | OCT 2008             | NOV                  | DEC                  | JAN 2009    | FEB         | MAR         | APR         | MAY         | JUN         | JUL         | AUG         | SEP         | Y.T.D.               |
|---------------------------------|----------------------|----------------------|----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------------|
| <b>LIQUIDATED DAMAGES</b>       |                      |                      |                      |             |             |             |             |             |             |             |             |             |                      |
| ON-TIME PERFORMANCE             | \$ 8,061.81          | \$ 9,845.71          | \$ 6,357.01          | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 24,264.53         |
| MONTHLY                         | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| PER OCCURRENCE                  | \$ 8,061.81          | \$ 9,845.71          | \$ 6,357.01          | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 24,264.53         |
| CALL TAKING STANDARDS           | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| ASA / ABANDONED RATE            | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| HOLD TIME                       | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| CUSTOMER TRAVEL TIME            | \$ 481.95            | \$ 714.00            | \$ 357.00            | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 1,552.95          |
| MONTHLY                         | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| PER OCCURRENCE                  | \$ 481.95            | \$ 714.00            | \$ 357.00            | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 1,552.95          |
| BACKUP BY COUNTY                | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| PER OCCURRENCE                  | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| DELINQUENT COMPLAINT RESPONSES  | \$ 9.50              | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 9.50              |
| SYSTEM SAFETY                   | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| MONTHLY                         | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| REPORTING                       | \$ 56.59             | \$ 79.70             | \$ 117.00            | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 253.29            |
| INVOICING                       | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| CHANGE OF NEGOTIATED TIME       | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| INOPERABLE RADIO                | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| DRIVER PLAYING RADIO            | \$ 48.78             | \$ -                 | \$ 24.39             | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 73.17             |
| DRIVER EARLY                    | \$ 7.81              | \$ 46.86             | \$ 7.81              | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 62.48             |
| INOPERABLE AIR CONDITIONER      | \$ -                 | \$ 48.78             | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 48.78             |
| USE OF CELL PHONE               | \$ -                 | \$ 8.08              | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 8.08              |
| UNAUTHORIZED CHAUFFEUR          | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| UNAUTHORIZED DRIVER             | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| IMPROPER W/C TIEDOWN            | \$ -                 | \$ 60.78             | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 60.78             |
| ROUTE PERFORMANCE UPDATE        | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| LATE ACCIDENT REPORTS           | \$ -                 | \$ -                 | \$ 212.00            | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 212.00            |
| LATE INCIDENT REPORTS           | \$ -                 | \$ (84.80)           | \$ (127.20)          | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ (212.00)          |
| MANIFEST REVIEW (ASSESSED)      | \$ 3,145.93          | \$ 5,840.59          | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 8,986.52          |
| CUSTOMER COMPLAINTS (ALL OTHER) | \$ 8,600.05          | \$ 10,688.06         | \$ 6,746.21          | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ 26,034.32         |
| <b>SUB-TOTAL</b>                | <b>\$ 20,355.83</b>  | <b>\$ 27,168.06</b>  | <b>\$ 13,577.22</b>  | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ 61,101.11</b>  |
| LIQUIDATED DAMAGES (WAIVED)     | \$ -                 | \$ -                 | \$ (1,154.16)        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ (1,154.16)        |
| MANIFEST REVIEW (WAIVED)        | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| <b>BONUSES</b>                  |                      |                      |                      |             |             |             |             |             |             |             |             |             |                      |
| MISSED TRIP                     | \$ -                 | \$ -                 | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -                 |
| ON-TIME PERFORMANCE             | \$ -                 | \$ (2,000.00)        | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ (2,000.00)        |
| CALL TAKING STANDARDS           | \$ (2,400.00)        | \$ (2,400.00)        | \$ -                 | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ (4,800.00)        |
| COMPLAINT RATIO                 | \$ (1,000.00)        | \$ (1,000.00)        | \$ (1,000.00)        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ -        | \$ (3,000.00)        |
| <b>SUB-TOTAL</b>                | <b>\$ (3,400.00)</b> | <b>\$ (5,400.00)</b> | <b>\$ (1,000.00)</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ (9,800.00)</b> |
| <b>GRAND TOTAL</b>              | <b>\$ 16,955.83</b>  | <b>\$ 21,768.06</b>  | <b>\$ 11,423.06</b>  | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ 50,146.95</b>  |

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### December 2008

| October<br>2008 | REGULAR |        |         |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |        |        |         | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|-----------------|---------|--------|---------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|--------|--------|---------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|                 | TRIPS   |        |         | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS  |        |         |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>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<br>2008 | REGULAR |        |         |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |         |        |         | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|------------------|---------|--------|---------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|---------|--------|---------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|                  | TRIPS   |        |         | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS   |        |         |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>COLLECTED |
|                  | AMB     | W/C    | TOTAL   |                     |                        | AMB   | W/C      | TOTAL |                     |                        |                  | AMB     | W/C    | TOTAL   |                       |                                  |   |                               |                           |                     |                        |
| 11/01/2008       | 23,295  | 7,868  | 31,163  | \$ 846,206.69       | \$ (79,852.50)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,295  | 7,868  | 31,163  | \$ 846,206.69         | \$ (79,852.50)                   | \$ (1,688.96)                           | \$ -                          | \$ (5,747.66)             | \$ 758,917.57       |                        |
| 11/08/2008       | 23,443  | 7,936  | 31,379  | \$ 855,217.61       | \$ (80,432.50)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,443  | 7,936  | 31,379  | \$ 855,217.61         | \$ (80,432.50)                   | \$ -                                    | \$ -                          | \$ (5,810.89)             | \$ 768,974.22       |                        |
| 11/15/2008       | 22,913  | 7,820  | 30,733  | \$ 838,050.43       | \$ (78,795.00)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 22,913  | 7,820  | 30,733  | \$ 838,050.43         | \$ (78,795.00)                   | \$ -                                    | \$ -                          | \$ (5,694.42)             | \$ 753,561.01       |                        |
| 11/22/2008       | 23,650  | 7,773  | 31,423  | \$ 854,802.64       | \$ (80,210.00)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,650  | 7,773  | 31,423  | \$ 854,802.64         | \$ (80,210.00)                   | \$ -                                    | \$ -                          | \$ (5,809.44)             | \$ 768,783.20       |                        |
| 11/29/2008       | 17,256  | 6,473  | 23,729  | \$ 651,094.10       | \$ (60,980.00)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 17,256  | 6,473  | 23,729  | \$ 651,094.10         | \$ (60,980.00)                   | \$ (6,779.59)                           | \$ -                          | \$ (4,425.86)             | \$ 578,908.65       |                        |
| TOTAL            | 110,557 | 37,870 | 148,427 | \$ 4,045,371.47     | \$ (380,270.00)        | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 110,557 | 37,870 | 148,427 | \$ 4,045,371.47       | \$ (380,270.00)                  | \$ (8,468.55)                           | \$ -                          | \$ (27,488.26)            | \$ 3,629,144.66     |                        |

| December<br>2008 | REGULAR |        |         |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |        |        |         | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|------------------|---------|--------|---------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|--------|--------|---------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|                  | TRIPS   |        |         | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS  |        |         |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>COLLECTED |
|                  | AMB     | W/C    | TOTAL   |                     |                        | AMB   | W/C      | TOTAL |                     |                        |                  | AMB    | W/C    | TOTAL   |                       |                                  |   |                               |                           |                     |                        |
| 12/06/2008       | 23,005  | 7,733  | 30,738  | \$ 837,368.49       | \$ (78,570.00)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,005 | 7,733  | 30,738  | \$ 837,368.49         | \$ (78,570.00)                   | \$ -                                    | \$ -                          | \$ (5,690.99)             | \$ 753,107.50       |                        |
| 12/13/2008       | 23,619  | 7,889  | 31,508  | \$ 857,995.31       | \$ (80,600.00)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,619 | 7,889  | 31,508  | \$ 857,995.31         | \$ (80,600.00)                   | \$ (13,005.27)                          | \$ -                          | \$ (5,830.46)             | \$ 758,559.58       |                        |
| 12/20/2008       | 23,348  | 7,927  | 31,275  | \$ 852,543.54       | \$ (79,987.50)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 23,348 | 7,927  | 31,275  | \$ 852,543.54         | \$ (79,987.50)                   | \$ -                                    | \$ -                          | \$ (5,794.17)             | \$ 766,761.87       |                        |
| 12/27/2008       | 13,497  | 5,728  | 19,225  | \$ 531,993.31       | \$ (49,707.50)         | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 13,497 | 5,728  | 19,225  | \$ 531,993.31         | \$ (49,707.50)                   | \$ -                                    | \$ -                          | \$ (3,617.14)             | \$ 478,668.67       |                        |
| TOTAL            | 83,469  | 29,277 | 112,746 | \$ 3,079,900.65     | \$ (288,865.00)        | -     | -        | -     | \$ -                | \$ -                   | \$ -             | 83,469 | 29,277 | 112,746 | \$ 3,079,900.65       | \$ (288,865.00)                  | \$ (13,005.27)                          | \$ -                          | \$ (20,932.77)            | \$ 2,757,097.61     |                        |

| January<br>2009 | REGULAR |     |       |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |       |     |       | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|-----------------|---------|-----|-------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|-------|-----|-------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|                 | TRIPS   |     |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS |     |       |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>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<br>2009 | REGULAR |     |       |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |       |     |       | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|------------------|---------|-----|-------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|-------|-----|-------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|                  | TRIPS   |     |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS |     |       |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>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<br>2009 | REGULAR |     |       |                     |                        |       | LATEWORK |       |                     |                        | COMBINED         |       |     |       | LIQUIDATED<br>DAMAGES | LATEWORK<br>OTHER<br>ADJUSTMENTS | CALL<br>TAKING<br>STANDARDS<br>SERVICES | PROMPT<br>PAYMENT<br>DISCOUNT | GRAND<br>TOTAL<br>PAYMENT |                     |                        |
|---------------|---------|-----|-------|---------------------|------------------------|-------|----------|-------|---------------------|------------------------|------------------|-------|-----|-------|-----------------------|----------------------------------|---|-------------------------------|---------------------------|---------------------|------------------------|
|               | TRIPS   |     |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TRIPS |          |       | CARRIER<br>SERVICES | STS FARES<br>COLLECTED | TOTAL<br>PAYMENT | TRIPS |     |       |                       |                                  |   |                               |                           | CARRIER<br>SERVICES | STS FARES<br>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

### December 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   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |
| <b>TOTAL</b> | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |

| 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   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |               |                     |
| <b>TOTAL</b> | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |               |                     |

| 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   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |
| <b>TOTAL</b> | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |

| 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   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |
| <b>TOTAL</b> | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |

| 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   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |
| <b>TOTAL</b> | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |

| 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     | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |
| <b>TOTAL</b>   | -       | -   | -     | \$ -             | \$ -                | -        | -   | -     | \$ -             | \$ -                | \$ -          | -     | -   | -     | \$ -             | \$ -               | \$ -                       | \$ -                           | \$ -                    |                     |                     |

|                |         |        |         |                  |                 |   |   |   |      |      |      |   |   |   |         |        |         |                  |                 |                |      |      |                |                 |
|----------------|---------|--------|---------|------------------|-----------------|---|---|---|------|------|------|---|---|---|---------|--------|---------|------------------|-----------------|----------------|------|------|----------------|-----------------|
| <b>YTD TTL</b> | 288,355 | 98,812 | 387,167 | \$ 10,557,317.21 | \$ (991,675.00) | - | - | - | \$ - | \$ - | \$ - | - | - | - | 288,355 | 98,812 | 387,167 | \$ 10,557,317.21 | \$ (991,675.00) | \$ (28,143.46) | \$ - | \$ - | \$ (71,742.32) | \$ 9,465,756.43 |
|----------------|---------|--------|---------|------------------|-----------------|---|---|---|------|------|------|---|---|---|---------|--------|---------|------------------|-----------------|----------------|------|------|----------------|-----------------|

# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

**December 2008**

| COMPLAINT<br>TYPE |                          | COMPLAINT<br>DESCRIPTION |    | STS COMPLAINTS BY PENALTY |             |                 |             |       |
|-------------------|--------------------------|--------------------------|----|---------------------------|-------------|-----------------|-------------|-------|
|                   |                          |                          |    | AMBULATORY                |             | WHEELCHAIR      |             | Total |
|                   |                          |                          |    | LATE<br>31 - 60           | LATE<br>61+ | LATE<br>31 - 60 | LATE<br>61+ |       |
| <b>B-1</b>        | <b>LATE PICKUP</b>       | 193                      | 26 | 80                        | 13          | 312             |             |       |
| <b>B-2</b>        | <b>LATE RETURN</b>       | 148                      | 49 | 66                        | 22          | 285             |             |       |
| <b>B-3</b>        | <b>NEVER PICKED-UP</b>   | N/A                      | 0  | N/A                       | 0           | 0               |             |       |
| <b>B-4</b>        | <b>LENGTHY ROUTING</b>   | N/A                      | 0  | N/A                       | 0           | 0               |             |       |
| <b>B-17</b>       | <b>BACKUP LATE TRIPS</b> | N/A                      | 0  | N/A                       | 0           | 0               |             |       |

| COMPLAINT<br>TYPE |                     | COMPLAINT<br>DESCRIPTION |   | AMBULATORY       |              | WHEELCHAIR       |              | Total |
|-------------------|---------------------|--------------------------|---|------------------|--------------|------------------|--------------|-------|
|                   |                     |                          |   | EARLY<br>16 - 60 | EARLY<br>61+ | EARLY<br>16 - 60 | EARLY<br>61+ |       |
| <b>B-07</b>       | <b>EARLY PICKUP</b> | 0                        | 0 | 0                | 0            | 0                |              |       |

**TOTAL**      **75**                      **35**

|                                    |                |
|------------------------------------|----------------|
| <b>TOTAL ADA VIOLATIONS</b>        | <b>110</b>     |
| <b>TOTAL TRIPS BILLED</b>          | <b>112,746</b> |
| <b>PERCENT OF ADA TRIPS DENIAL</b> | <b>0.10%</b>   |

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

December 2008

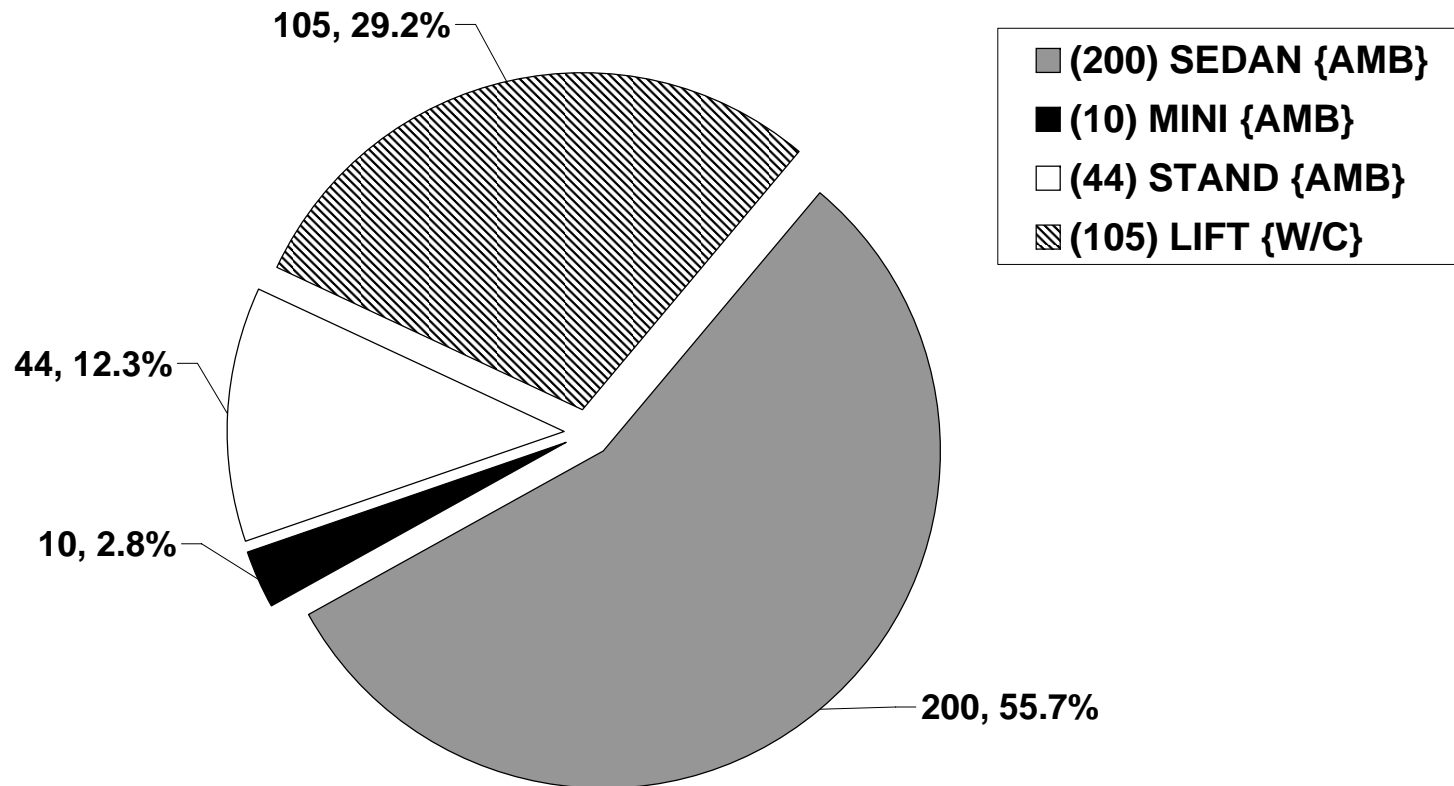
| MONTH           | COMPLETED TRIPS | SAMPLE SIZE |        |        |        | SURVEY RESPONSE |     |              |     |               |     |       |     | TOTAL CLIENT COMPLAINTS |     |       | PERCENT CLIENT COMPLAINTS |       |       |
|-----------------|-----------------|-------------|--------|--------|--------|-----------------|-----|--------------|-----|---------------|-----|-------|-----|-------------------------|-----|-------|---------------------------|-------|-------|
|                 |                 |             |        |        |        | 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 |
| <b>OCT 2008</b> | 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% |
| <b>NOV</b>      | 148,427         | 22,089      | 7,939  | 30,028 | 20.23% | 15              | 2   | 0            | 0   | 4             | 3   | 5     | 2   | 24                      | 7   | 31    | 0.11%                     | 0.09% | 0.10% |
| <b>DEC</b>      | 112,746         | 20,839      | 8,229  | 29,068 | 25.78% | 6               | 1   | 0            | 0   | 0             | 0   | 2     | 0   | 8                       | 1   | 9     | 0.04%                     | 0.01% | 0.03% |
| <b>JAN 2009</b> | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>FEB</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>MAR</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>APR</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>MAY</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>JUN</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>JUL</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>AUG</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>SEP</b>      | 0               | 0           | 0      | 0      | 0.00%  | 0               | 0   | 0            | 0   | 0             | 0   | 0     | 0   | 0                       | 0   | 0     | 0.00%                     | 0.00% | 0.00% |
| <b>TOTAL</b>    | 387,167         | 72,281      | 26,821 | 99,102 | 25.60% | 31              | 9   | 2            | 0   | 12            | 4   | 14    | 5   | 59                      | 18  | 77    | 0.08%                     | 0.07% | 0.08% |

# Special Transportation Service

## Vehicle Availability

December 2008

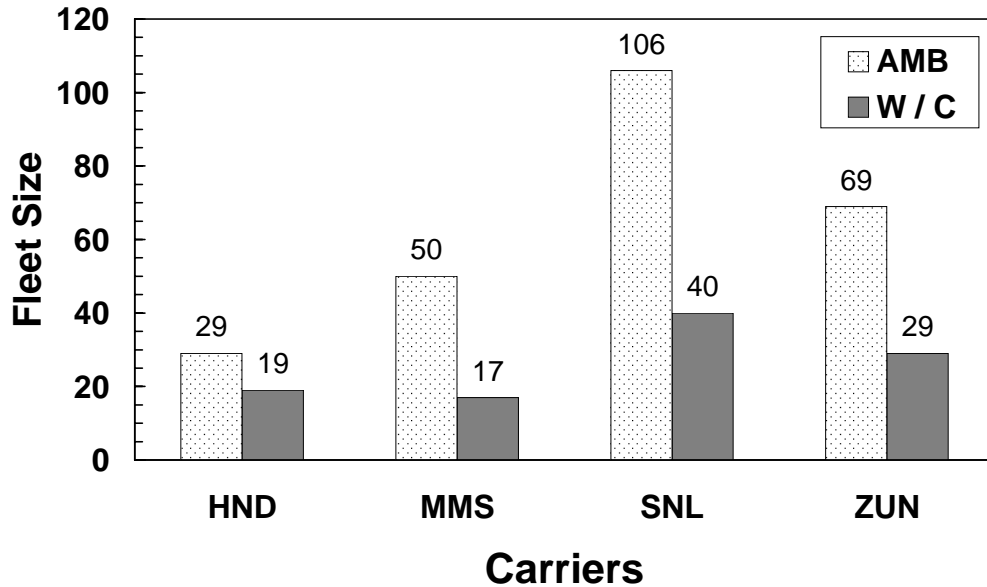
**TOTAL VEHICLES: 359**



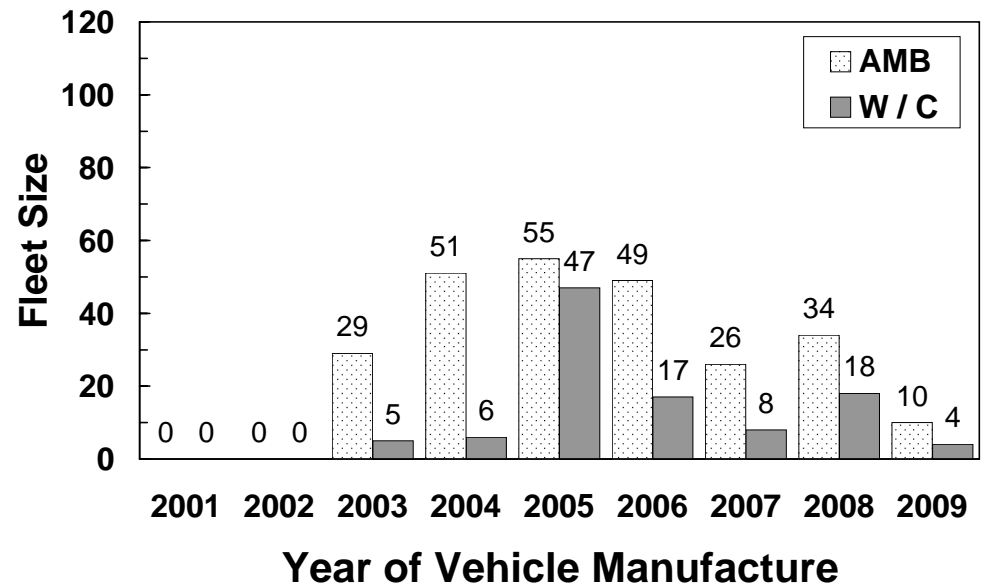
# Special Transportation Service

December 2008

### Vehicle Availability by Carrier



### Fleet Age



# Special Transportation Service

## Vehicle Summary

### December 2008

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

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

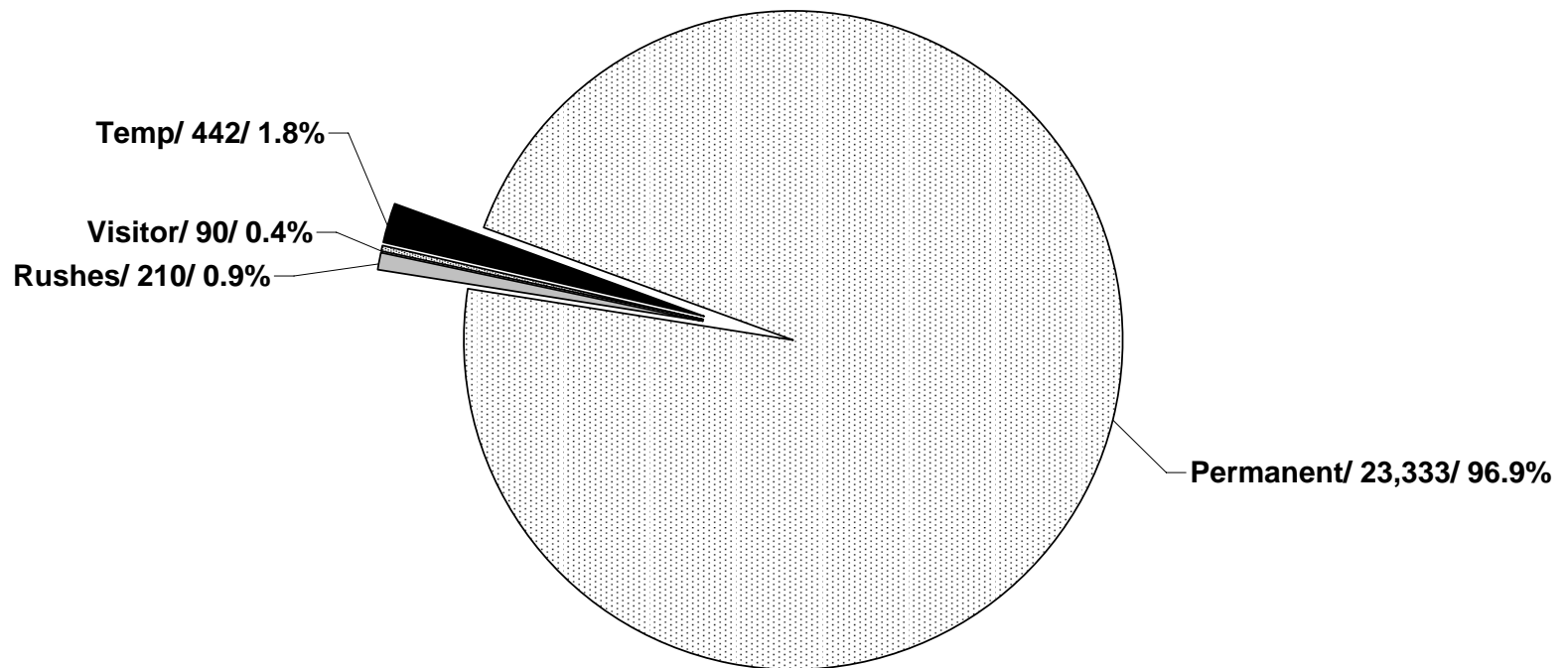
| AVAILABILITY by TYPE | Oct 2008   | Nov        | Dec        | Jan 2009 | Feb      | Mar      | Apr      | May      | Jun      | Jul      | Aug      | Sep      | AVG        |
|----------------------|------------|------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|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

# Special Transportation Service

## Current Ridership Population

December 2008

**Total: 24,074**

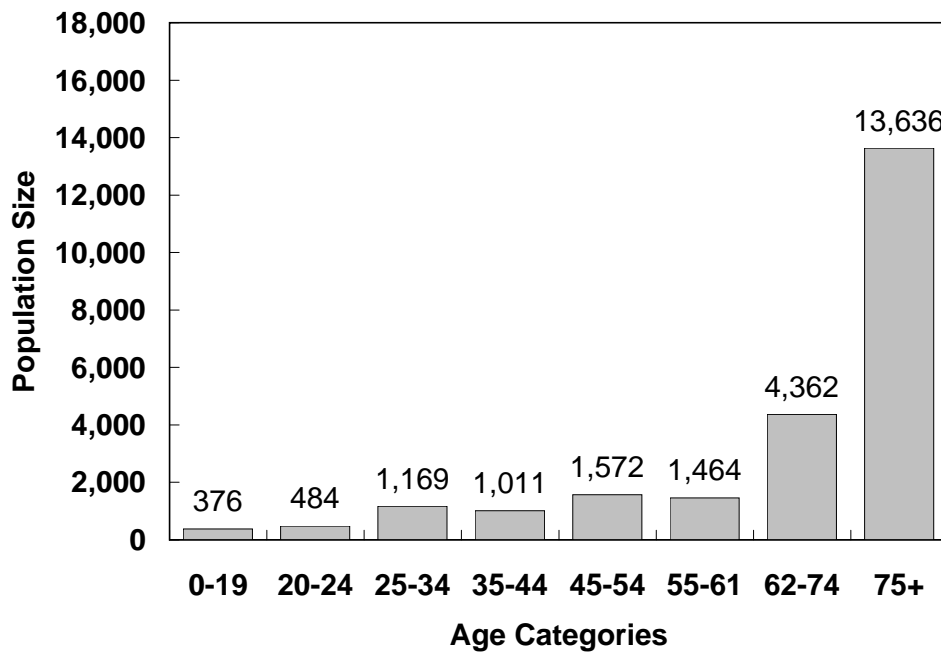


# Special Transportation Service

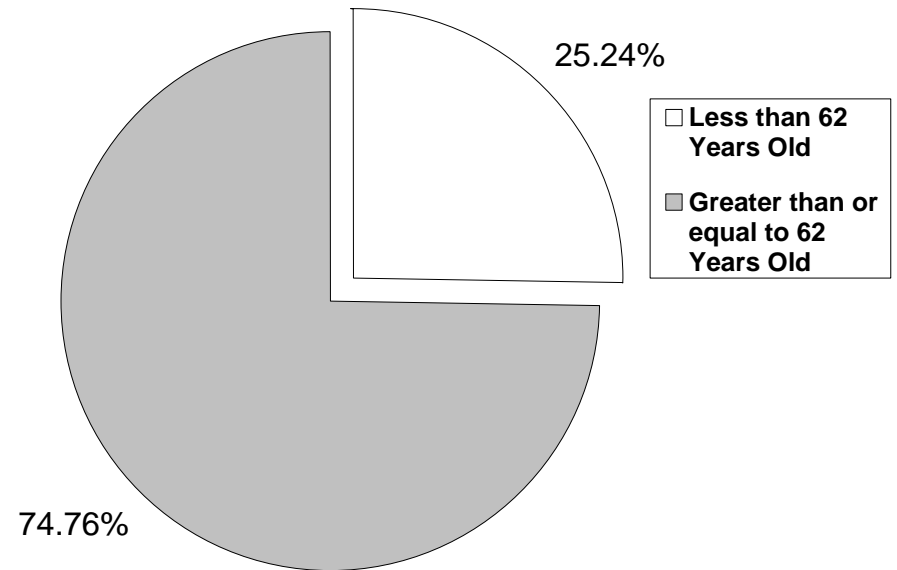
## Total Client Population Authorized for Travel

December 2008

**Breakdown by Age**



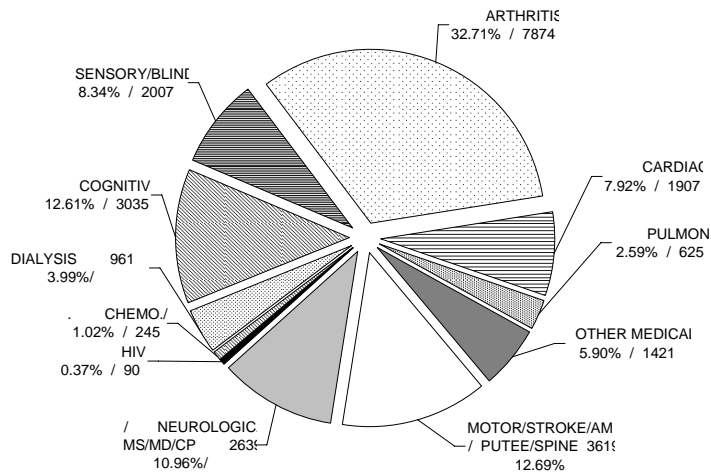
**Total: 24,074**



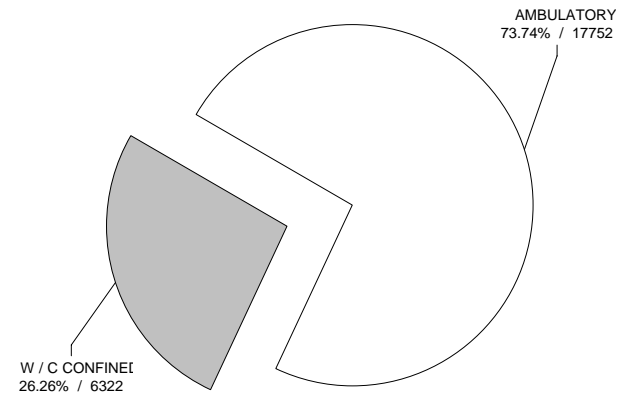
# Special Transportation Service

Population Profile  
Authorized for Travel  
December 2008

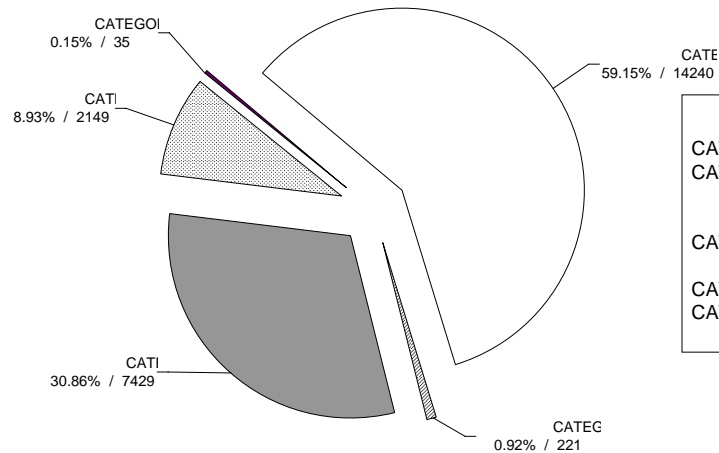
### Disability Type



### 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 December 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           | 384           | 376           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 20-24          | 471           | 472           | 484           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 25-34          | 1,142         | 1,159         | 1,169         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 35-44          | 986           | 987           | 1,011         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 45-54          | 1,544         | 1,557         | 1,572         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 55-61          | 1,427         | 1,444         | 1,464         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 62-74          | 4,216         | 4,323         | 4,362         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| 75+            | 13,188        | 13,379        | 13,636        | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| <b>TOTAL</b>   | <b>23,357</b> | <b>23,705</b> | <b>24,074</b> | -             | -             | -             | -             | -             | -             | -             | -             | -             |

| 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         | 3,216         | 3,270         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Neurological/MS/MD/CP      | 2,540         | 2,600         | 2,639         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| HIV                        | 89            | 89            | 90            | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Chemo./Radiation           | 230           | 242           | 245           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Dialysis                   | 950           | 947           | 961           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Cognitive                  | 2,952         | 2,988         | 3,035         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Sensory/Blind              | 1,957         | 1,978         | 2,007         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Arthritis                  | 7,614         | 7,753         | 7,874         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Cardiac                    | 1,874         | 1,878         | 1,907         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Pulmonary                  | 613           | 614           | 625           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Other Medical              | 1,402         | 1,400         | 1,421         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| <b>TOTAL</b>               | <b>23,357</b> | <b>23,705</b> | <b>24,074</b> | -             | -             | -             | -             | -             | -             | -             | -             | -             |

| 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        | 17,470        | 17,752        | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| W/C Confined                   | 6,161         | 6,235         | 6,322         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| <b>TOTAL</b>                   | <b>23,357</b> | <b>23,705</b> | <b>24,074</b> | -             | -             | -             | -             | -             | -             | -             | -             | -             |

| 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        | 14,020        | 14,240        | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Category 2          | 215           | 218           | 221           | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Category 3          | 7,226         | 7,317         | 7,429         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Category 4          | 2,079         | 2,116         | 2,149         | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| Category 5          | 33            | 34            | 35            | -             | -             | -             | -             | -             | -             | -             | -             | -             |
| <b>TOTAL</b>        | <b>23,357</b> | <b>23,705</b> | <b>24,074</b> | -             | -             | -             | -             | -             | -             | -             | -             | -             |

# Special Transportation Service

## Paratransit Certification Productivity

FY 2008 - 2009  
December 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    |
| <b>ENROLLMENT BREAKDOWN</b>    |              |             |              |             |             |              |             |             |              |          |          |          |          |          |          |          |          |          |
| - REINSTATEMENTS *             | 0            | 1           | 1            | 6           | 3           | 9            | 13          | 5           | 18           | 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          | 258         | 60          | 318          | 189         | 72          | 261          | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| - TEMPORARY ELIGIBILITY        | 33           | 11          | 44           | 20          | 6           | 26           | 25          | 10          | 35           | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| - RUSHED ELIGIBILITY W/-INT.   | 44           | 7           | 51           | 27          | 4           | 31           | 34          | 1           | 35           | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| - RUSHED ELIGIBILITY W/O-INT.  | 124          | 42          | 166          | 59          | 27          | 86           | 92          | 22          | 114          | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| - VISITOR ELIGIBILITY          | 4            | 1           | 5            | 2           | 0           | 2            | 9           | 1           | 10           | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| <b>SUBTOTAL</b>                | <b>459</b>   | <b>161</b>  | <b>620</b>   | <b>372</b>  | <b>100</b>  | <b>472</b>   | <b>362</b>  | <b>111</b>  | <b>473</b>   | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| <b>INACTIVATIONS BREAKDOWN</b> |              |             |              |             |             |              |             |             |              |          |          |          |          |          |          |          |          |          |
| - (INACTIVE/PURGED)            | (143)        | (28)        | (171)        | (95)        | (23)        | (118)        | (72)        | (21)        | (93)         | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| - (DECEASED)                   | (6)          | (4)         | (10)         | (3)         | (3)         | (6)          | (8)         | (3)         | (11)         | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| <b>SUBTOTAL</b>                | <b>(149)</b> | <b>(32)</b> | <b>(181)</b> | <b>(98)</b> | <b>(26)</b> | <b>(124)</b> | <b>(80)</b> | <b>(24)</b> | <b>(104)</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| <b>NET ENROLLMENTS</b>         | <b>310</b>   | <b>129</b>  | <b>439</b>   | <b>274</b>  | <b>74</b>   | <b>348</b>   | <b>282</b>  | <b>87</b>   | <b>369</b>   | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

|                                | 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        |
| <b>ENROLLMENT BREAKDOWN</b>    |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |              |             |              |
| - REINSTATEMENTS *             | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 19           | 9           | 28           |
| - 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        | 699          | 230         | 929          |
| - TEMPORARY ELIGIBILITY        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 78           | 27          | 105          |
| - RUSHED ELIGIBILITY W/-INT.   | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 105          | 12          | 117          |
| - RUSHED ELIGIBILITY W/O-INT.  | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 275          | 91          | 366          |
| - VISITOR ELIGIBILITY          | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 15           | 2           | 17           |
| <b>SUBTOTAL</b>                | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>1,193</b> | <b>372</b>  | <b>1,565</b> |
| <b>INACTIVATIONS BREAKDOWN</b> |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |              |             |              |
| - (INACTIVE/PURGED)            | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | (310)        | (72)        | (382)        |
| - (DECEASED)                   | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | (17)         | (10)        | (27)         |
| <b>SUBTOTAL</b>                | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>(327)</b> | <b>(82)</b> | <b>(409)</b> |
| <b>NET ENROLLMENTS</b>         | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>866</b>   | <b>290</b>  | <b>1,156</b> |

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

# Special Transportation Service

## Paratransit Certification Enrollment

### Workload Measures

FY 2008 - 2009

December 2008

|   | Oct 08 | Nov   | Dec   | Jan 09 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--------|-------|-------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b><u>CLIENT INTERVIEWS</u></b>               |        |       |       |        |     |     |     |     |     |     |     |     |       |
| <b>SCHEDULED</b>                              |        |       |       |        |     |     |     |     |     |     |     |     |       |
| ATTENDED In-House                             | 436    | 344   | 352   | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1,132 |
| ATTENDED Off-Site                             | 0      | 0     | 0     | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
| NO SHOW/CANC.                                 | 100    | 151   | 94    | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 345   |
| TOTAL SCHEDULED                               | 536    | 495   | 446   | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1,477 |
| <b>DENIALS</b>                                | 61     | 40    | 97    | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 198   |
| <b>APPEALS PROCESSED</b>                      | 9      | 1     | 3     | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 13    |
| <b>APPLICATIONS MAILED OUT</b>                | 395    | 182   | 350   | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 927   |
| <b>CHANGES IN CLIENT FILE</b>                 | 2,281  | 1,883 | 2,860 | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 7,024 |
| REQUEST FROM BROKER FOR<br>CLIENT INFORMATION | 0      | 0     | 0     | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
| <b><u>REQUEST FROM CLIENTS</u></b>            |        |       |       |        |     |     |     |     |     |     |     |     |       |
| FOR DUPLICATE ID                              | 0      | 0     | 0     | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
| DUPLICATE ID ISSUED                           | 15     | 11    | 25    | 0      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 51    |
| <b><u>MAIL-IN APPLICATIONS</u></b>            |        |       |       |        |     |     |     |     |     |     |     |     |       |
| 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   |