

MONTHLY REPORT

May 2009



MONTHLY REPORT

May 2009

SPECIAL TRANSPORTATION SERVICE

EXPENDITURES:

Summary	(Statistical)	- 1 -
Trips Paid & Projected Trips Report	(Statistical)	- 2 -
ATS Trip History Analysis	(Statistical)	- 2b -
STW WEEKLY RIDERSHIP COMPARISON	(Graph/Statistical)	- 3a & 3b -
STW 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 -
STW TRIPS BY CARRIER:	(Graph/Statistical)	- 6e thru 6g -

LIQUIDATED DAMAGES:

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

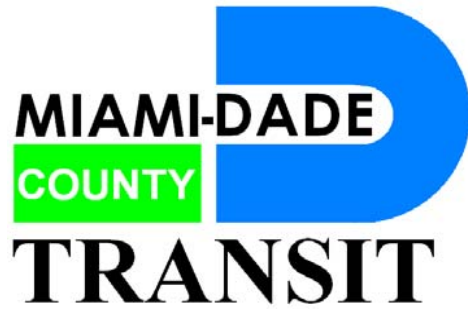
Trip Denial Percentage	(Statistical)	- 8a -
STW TRIP VERIFICATION:	(Statistical)	- 8b -

CONTRACTOR VEHICLES:

Vehicle Availability	(Graph)	- 9a -
Fleet Size by Carrier & Age	(Graph)	- 9b -
Summary	(Statistical)	- 9c -
FIELD SERVICE MONITORING:	(Statistical)	- 10 -

STW CERTIFICATION:

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

Advanced Transportation
Solutions (ATS)

Sub-Contractors:

HANDIVAN
MMS
SNL
ZUNI

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

SPECIAL TRANSPORTATION SERVICE

S.T.S. Expenditures Summary

May 2009

Expenditures for FY 2008-2009

(SUMMARY)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	125,994	148,427	112,746	136,208	121,518	123,701	120,906	150,714					1,040,214
AMB.	94,329	110,557	83,469	100,821	90,401	92,549	89,328	111,597					773,051
W/C	31,665	37,870	29,277	35,387	31,117	31,152	31,578	39,117					267,163
PROJECTED TRIPS													
TOTAL	120,345	112,928	139,206	105,255	118,412	148,353	118,316	147,946					1,010,761
AMB.	89,302	83,283	102,000	77,655	88,250	110,507	87,997	110,209					749,203
W/C	31,043	29,645	37,206	27,600	30,162	37,846	30,319	37,737					261,558
ACTUAL VS. PROJECTED													
% CHANGE	4.69%	31.44%	-19.01%	29.41%	2.62%	-16.62%	2.19%	1.87%					2.91%
ACTUAL NET COST													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450	\$2,981,545	\$3,037,174	\$3,035,723	\$3,794,736					\$25,655,053
AMB.	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156	\$2,218,063	\$2,272,313	\$2,242,859	\$2,809,833					\$19,065,339
W/C	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481	\$764,861	\$792,864	\$984,903					\$6,589,714
AVG COST PER TRIP (NET)													
	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54	\$24.55	\$25.11	\$25.18					\$24.66
PROJECTED NET COST													
TOTAL	\$2,984,700	\$2,805,526	\$3,464,506	\$2,614,617	\$2,933,215	\$3,721,814	\$3,006,592	\$3,757,816					\$25,288,785
AMB.	\$2,001,258	\$1,866,372	\$2,285,820	\$1,740,249	\$1,977,683	\$2,502,984	\$2,014,251	\$2,522,684					\$16,911,300
W/C	\$983,442	\$939,154	\$1,178,686	\$874,368	\$955,532	\$1,218,830	\$992,341	\$1,235,132					\$8,377,485
ACTUAL VS. PROJECTED													
% CHANGE	3.18%	29.36%	-20.25%	27.53%	1.65%	-18.40%	0.97%	0.98%					1.45%

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

Special Transportation Services

May 2009

Expenditures for FY 2008-2009

A.T.S. Broker

(ACTUAL & PROJECTED)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ACTUAL TRIPS													
TOTAL	125,994	148,427	112,746	136,208	121,518	123,701	120,906	150,714					1,040,214
AMBULATORY (AMB)	94,329	110,557	83,469	100,821	90,401	92,549	89,328	111,597					773,051
WHEELCHAIR (W/C)	31,665	37,870	29,277	35,387	31,117	31,152	31,578	39,117					267,163
ACTUAL REVENUE													
TOTAL	(\$322,540)	(\$380,270)	(\$288,865)	(\$348,913)	(\$310,528)	(\$316,028)	(\$309,680)	(\$385,720)					(\$2,662,543)
AMBULATORY (AMB)	(\$241,479)	(\$283,247)	(\$213,855)	(\$258,265)	(\$231,011)	(\$236,441)	(\$228,798)	(\$285,608)					(\$1,978,704)
WHEELCHAIR (W/C)	(\$81,061)	(\$97,023)	(\$75,010)	(\$90,648)	(\$79,516)	(\$79,586)	(\$80,882)	(\$100,112)					(\$683,838)
AVG FARE COLLECTED	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.55)	(\$2.56)	(\$2.56)					(\$2.56)
ACTUAL GROSS COST													
TOTAL	\$3,432,045	\$4,045,371	\$3,079,901	\$3,720,979	\$3,315,468	\$3,388,243	\$3,380,531	\$4,211,540					\$28,574,077
AMBULATORY (AMB)	\$2,569,498	\$3,013,226	\$2,280,136	\$2,754,264	\$2,466,479	\$2,534,971	\$2,497,610	\$3,118,457					\$21,234,643
WHEELCHAIR (W/C)	\$862,547	\$1,032,145	\$799,765	\$966,715	\$848,989	\$853,271	\$882,921	\$1,093,082					\$7,339,434
AVG COST PER TRIP (GROSS)	\$27.24	\$27.25	\$27.32	\$27.32	\$27.28	\$27.39	\$27.96	\$27.94					\$27.47
ACTUAL NET COST													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450	\$2,981,545	\$3,037,174	\$3,035,723	\$3,794,736					\$25,655,053
AMBULATORY (AMB)	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156	\$2,218,063	\$2,272,313	\$2,242,859	\$2,809,833					\$19,065,339
WHEELCHAIR (W/C)	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481	\$764,861	\$792,864	\$984,903					\$6,589,714
AVG COST PER TRIP (NET)	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54	\$24.55	\$25.11	\$25.18					\$24.66
PROJECTED TRIPS													
TOTAL									118,857	112,606	131,798	111,746	1,515,221
AMBULATORY (AMB)									88,317	83,511	98,413	83,739	1,127,031
WHEELCHAIR (W/C)									30,540	29,095	33,385	28,007	388,190
PROJECTED REVENUE													
TOTAL									(\$297,143)	(\$281,515)	(\$329,495)	(\$279,365)	(3,850,060)
AMBULATORY (AMB)									(\$220,793)	(\$208,778)	(\$246,033)	(\$209,348)	(2,863,654)
WHEELCHAIR (W/C)									(\$76,350)	(\$72,738)	(\$83,463)	(\$70,018)	(986,406)
PROJECTED GROSS COST													
TOTAL									\$3,318,293	\$3,145,361	\$3,674,860	\$3,112,820	\$41,825,411
AMBULATORY (AMB)									\$2,242,369	\$2,120,344	\$2,498,706	\$2,126,133	\$30,222,195
WHEELCHAIR (W/C)									\$1,075,924	\$1,025,017	\$1,176,154	\$986,687	\$11,603,215
PROJECTED NET COST													
TOTAL									\$3,021,150	\$2,863,846	\$3,345,365	\$2,833,455	\$37,718,868
AMBULATORY (AMB)									\$2,021,576	\$1,911,567	\$2,252,674	\$1,916,786	\$27,167,941
WHEELCHAIR (W/C)									\$999,574	\$952,279	\$1,092,691	\$916,669	\$10,550,927

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

Special Transportation Service

ATS TRIP HISTORY ANALYSIS

		OCT 2008		%		NOV		%		DEC		%		JAN 2009		%											
CX	Cancellation (Advanced)	CA - 40	15,553	9.64%	21.89%	25,389	12.82%	25.05%	25,175	15.92%	28.69%	34,028	17.53%	29.85%	14,267	7.35%	15	0.01%									
	Cancellation (Same Day)	CS - 43	12,034	7.46%			14,348			7.25%			11,940			7.55%		14,267	7.35%	15	0.01%						
	Cancellation (Center Closed/Advanced)	CC - 44	1	0.00%			2			0.00%			19			0.01%		19	0.01%	15	0.01%						
	Sub Total		27,588	17.09%			39,739			20.07%			37,134			23.49%		48,310	24.88%								
NS	No Show	NS - 20	2,639	1.64%	4.80%	3,298	1.67%	8.60%	2,742	1.73%	6.16%	3,177	1.64%	7.80%	3,922	2.02%	1,544	0.96%									
	Cancellation (Late)	CL - 41	3,561	2.21%			4,325			2.18%			3,498			2.21%		3,922	2.02%	2,552	1.31%						
	Cancellation (At Door)	CD - 42	1,544	0.96%			2,237			1.13%			1,994			1.26%		2,552	1.31%	9,651	4.97%						
	Sub Total		7,744	4.80%			9,860			4.98%			8,234			5.21%		9,651	4.97%								
Other	Missed Trip (Not Transported)	NM - 21	38	0.02%	0.04%	69	0.03%	0.05%	36	0.02%	0.04%	36	0.02%	0.03%	24	0.01%	62	0.04%									
	Pending	00, 01	24	0.01%			22			0.01%			23			0.01%		24	0.01%	60	0.03%						
Sub Total		62	0.04%	91	0.05%	59	0.04%	60	0.03%																		
TA	Trips Performed (Transported)	03	125,892	78.01%	78.07%	148,293	74.89%	74.91%	112,657	71.25%	71.27%	136,087	70.09%	70.12%	43	0.02%	125,988	78.07%									
	Trips Missed (Transported)	04	96	0.06%			44			0.02%			22			0.01%		43	0.02%	136,130	70.12%						
Sub Total			125,988	78.07%		148,337	74.91%		112,679	71.27%		136,130	70.12%														
Total Trips Requested			161,382	100.00%	100.00%	198,027	100.00%	100.00%	158,106	100.00%	100.00%	194,151	100.00%	100.00%													
		FEB		%		MAR		%		APR		%		MAY		%											
CX	Cancellation (Advanced)	CA - 40	15,754	10.01%	22.86%	13,732	8.73%	21.36%	18,081	11.33%	24.19%	20,715	10.61%	22.86%	13,164	6.74%	11	0.01%									
	Cancellation (Same Day)	CS - 43	11,544	7.33%			10,658			6.78%			10,748			6.73%		13,164	6.74%	53	0.03%						
	Cancellation (Center Closed/Advanced)	CC - 44	11	0.01%			13			0.01%			28			0.02%		53	0.03%	33,932	17.38%						
	Sub Total		27,309	17.34%			24,403			15.52%			28,857			18.08%		33,932	17.38%								
NS	No Show	NS - 20	2,750	1.75%	5.11%	3,198	2.03%	8.60%	3,342	2.09%	9.16%	3,975	2.04%	11.81%	4,469	2.29%	2,195	1.39%									
	Cancellation (Late)	CL - 41	3,736	2.37%			3,763			2.39%			4,357			2.73%		4,469	2.29%	2,257	1.16%						
	Cancellation (At Door)	CD - 42	2,195	1.39%			2,212			1.41%			2,064			1.29%		2,257	1.16%	10,701	5.48%						
	Sub Total		8,681	5.51%			9,173			5.83%			9,763			6.12%		10,701	5.48%								
Other	Missed Trip (Not Transported)	NM - 21	46	0.03%	0.04%	21	0.01%	0.02%	48	0.03%	0.12%	28	0.01%	0.02%	14	0.01%	56	0.04%									
	Pending	00, 01	10	0.01%			16			0.01%			149			0.09%		14	0.01%	42	0.02%						
Sub Total			56	0.04%		37	0.02%		197	0.12%		42	0.02%														
TA	Trips Performed (Transported)	03	121,415	77.11%	77.11%	123,597	78.62%	78.62%	120,816	75.68%	75.68%	150,596	77.12%	77.12%	-	0.00%	121,415	77.11%									
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	150,596	77.12%				
Sub Total			121,415	77.11%		123,597	78.62%		120,816	75.68%		150,596	77.12%														
Total Trips Requested			157,461	100.00%	100.00%	157,210	100.00%	100.00%	159,633	100.00%	100.00%	195,271	100.00%	100.00%													
		JUN		%		JUL		%		AUG		%		SEP		%		YTD									
CX	Cancellation (Advanced)	CA - 40	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	-	0.00%									
	Cancellation (Same Day)	CS - 43	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%		
	Cancellation (Center Closed/Advanced)	CC - 44	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	168,427	12.19%
	Sub Total		-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	98,703	7.15%
NS	No Show	NS - 20	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	-	0.00%									
	Cancellation (Late)	CL - 41	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%		
	Cancellation (At Door)	CD - 42	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	142	0.01%
	Sub Total		-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%	267,272	19.35%
Other	Missed Trip (Not Transported)	NM - 21	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	-	0.00%									
	Pending	00, 01	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%		
Sub Total			-	0.00%		-	0.00%		-	0.00%		-	0.00%		-	0.00%	322	0.02%									
TA	Trips Performed (Transported)	03	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	-	0.00%									
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	-	0.00%	-	0.00%		
Sub Total			-	0.00%		-	0.00%		-	0.00%		-	0.00%		-	0.00%	282	0.02%									
Total Trips Requested			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	604	0.04%									
			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	1,039,353	75.25%									
			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	205	0.01%									
			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	1,039,558	75.26%									
Total Trips Requested			-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	0.00%	-	0.00%	1,381,241	100.00%									

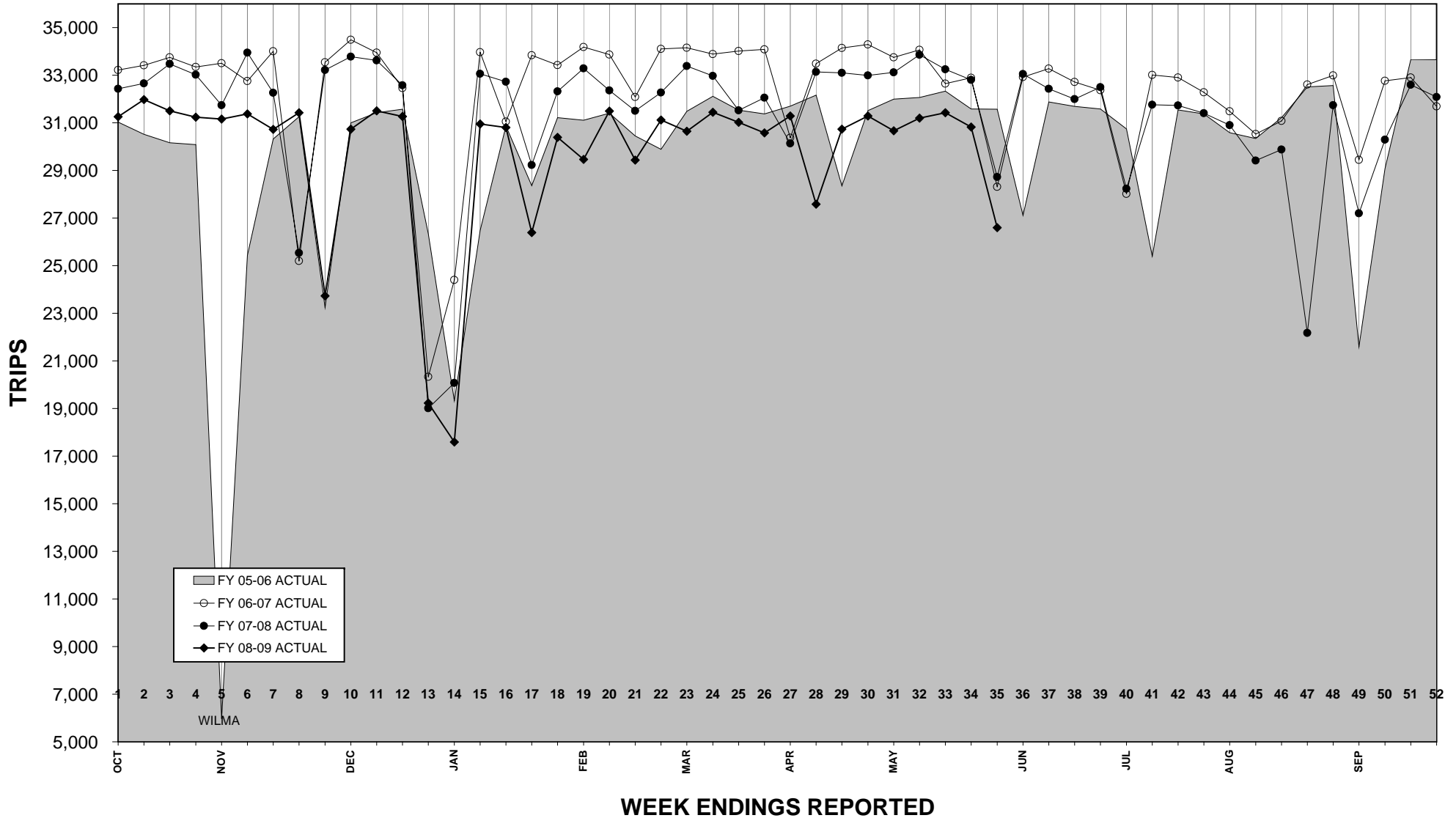
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

STS Weekly Ridership Comparison

May 2009

FY 05-06 THRU FY 08-09

10/24/2005
HURRICANE
WILMA MADE
LANDFALL



STS Weekly Ridership Comparison

May 2009

10/04/2008 thru 05/30/2009

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
OCT	1	32,433	31,257	-3.63%
	2	32,662	31,983	-2.08%
	3	33,475	31,510	-5.87%
	4	33,029	31,244	-5.40%
NOV	5	31,747	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	17,592	-12.39%
	15	33,064	30,958	-6.37%
	16	32,726	30,808	-5.86%
	17	29,229	26,395	-9.70%
	18	32,328	30,395	-5.98%

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
FEB	19	33,291	29,466	-11.49%
	20	32,363	31,492	-2.69%
	21	31,503	29,437	-6.56%
	22	32,278	31,123	-3.58%
MAR	23	33,393	30,646	-8.23%
	24	32,974	31,448	-4.63%
	25	31,525	31,028	-1.58%
	26	32,056	30,579	-4.61%
APR	27	30,137	31,291	3.83%
	28	33,142	27,583	-16.77%
	29	33,102	30,740	-7.14%
	30	32,999	31,292	-5.17%
MAY	31	33,124	30,667	-7.42%
	32	33,864	31,198	-7.87%
	33	33,252	31,425	-5.49%
	34	32,811	30,824	-6.06%
	35	28,730	26,600	-7.41%

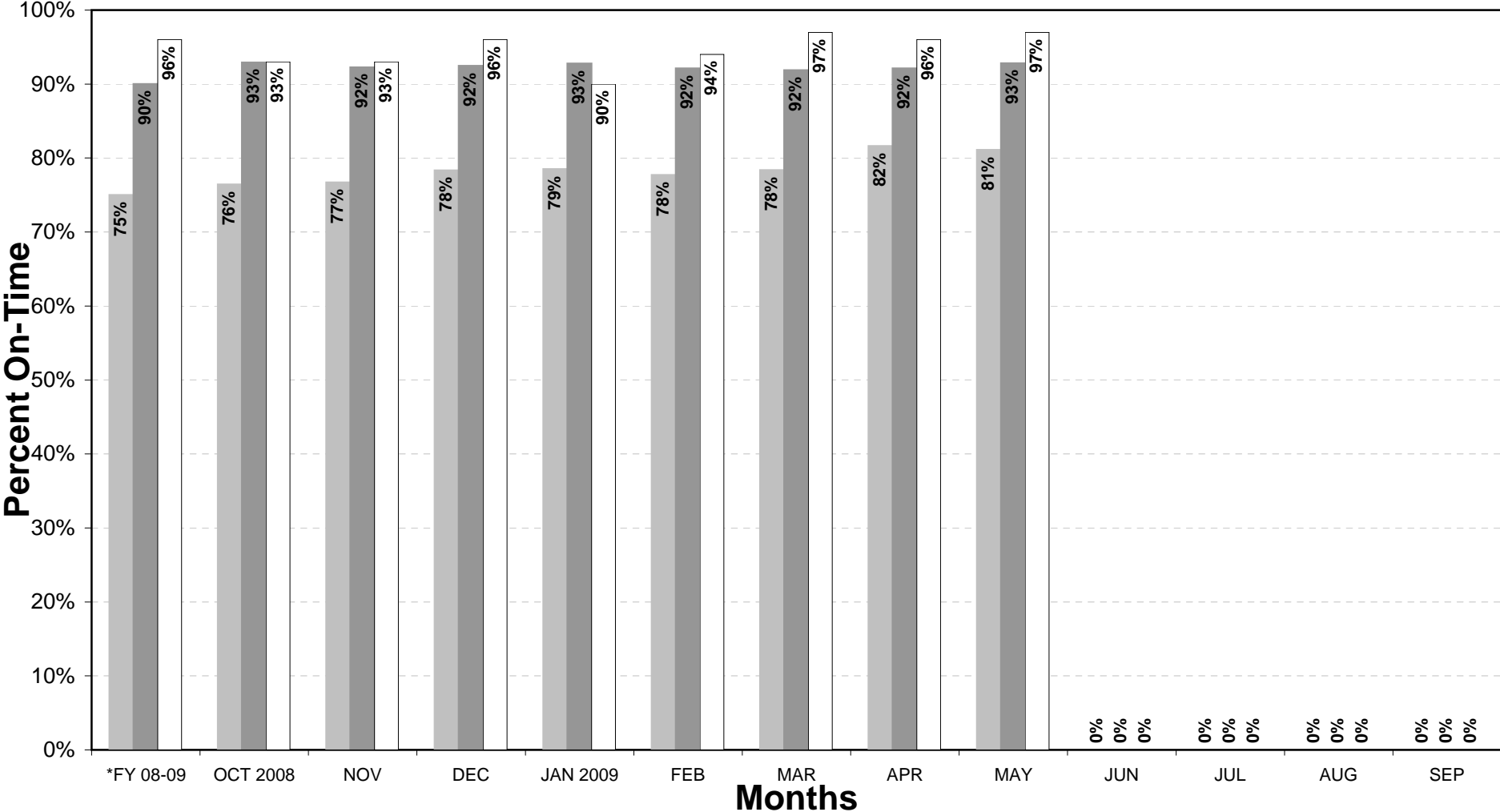
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051		
	37	32,429		
	38	31,995		
	39	32,497		
	40	28,234		
JUL	41	31,763		
	42	31,733		
	43	31,406		
	44	30,908		
AUG	45	29,421		
	46	29,880		
	47	22,172		
	48	31,742		
SEP	49	27,204		
	50	30,299		
	51	32,602		
	52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

**TOTAL FROM
OCT 2008 to MAY 2009**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
1,105,282	1,040,154	-5.89%

S.T.S. On-Time Performance May 2009

■ BUS ■ STS □ RAIL



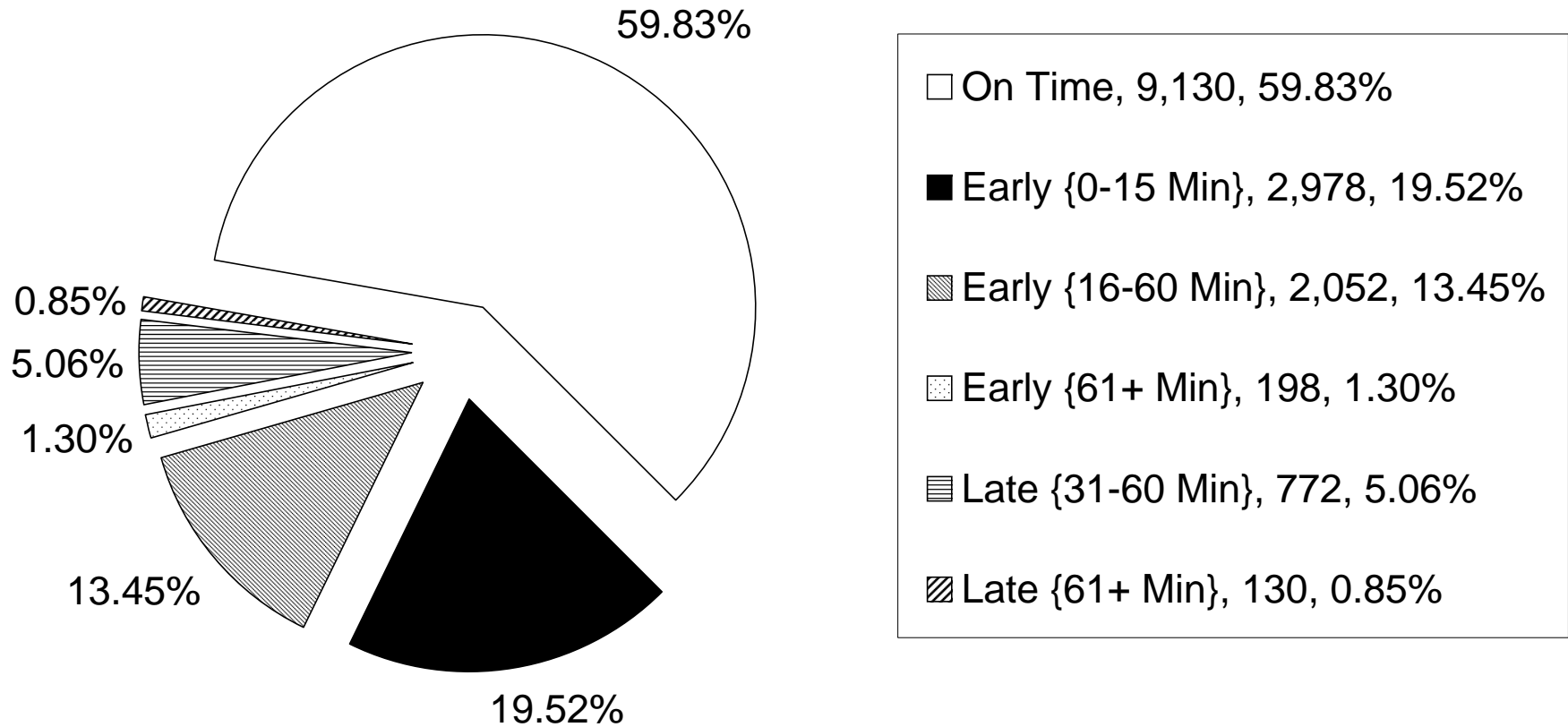
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

May 2009



NOTE: Total trips taken for W/E: 04/26/09 thru 05/30/09 are 150,714. Of which 15,260 trips were monitored constituting 10.13% of daily trips provided.

S.T.S. On-Time Performance

May 2009

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

	OCT 2008		Nov		Dec		JAN 2009		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	7,592	59.17%	8,961	59.49%	6,721	58.93%	8,170	59.46%	7,367	60.34%	7,504	60.09%
EARLY 0-15	2,646	20.62%	3,051	20.26%	2,335	20.47%	2,780	20.23%	2,284	18.71%	2,394	19.17%
EARLY 16-60	1,681	13.10%	1,882	12.50%	1,489	13.06%	1,795	13.06%	1,594	13.05%	1,572	12.59%
TOTAL	11,919	92.89%	13,894	92.25%	10,545	92.46%	12,745	92.76%	11,245	92.10%	11,470	91.85%
EARLY	90	0.70%	146	0.97%	124	1.09%	187	1.36%	145	1.19%	120	0.96%
EARLY 61+	90	0.70%	146	0.97%	124	1.09%	187	1.36%	145	1.19%	120	0.96%
LATE	822	6.41%	1,022	6.79%	736	6.45%	808	5.88%	820	6.72%	898	7.19%
LATE 31-60	704	5.49%	873	5.80%	643	5.64%	681	4.96%	692	5.67%	734	5.88%
LATE 61+	118	0.92%	149	0.99%	93	0.82%	127	0.92%	128	1.05%	164	1.31%

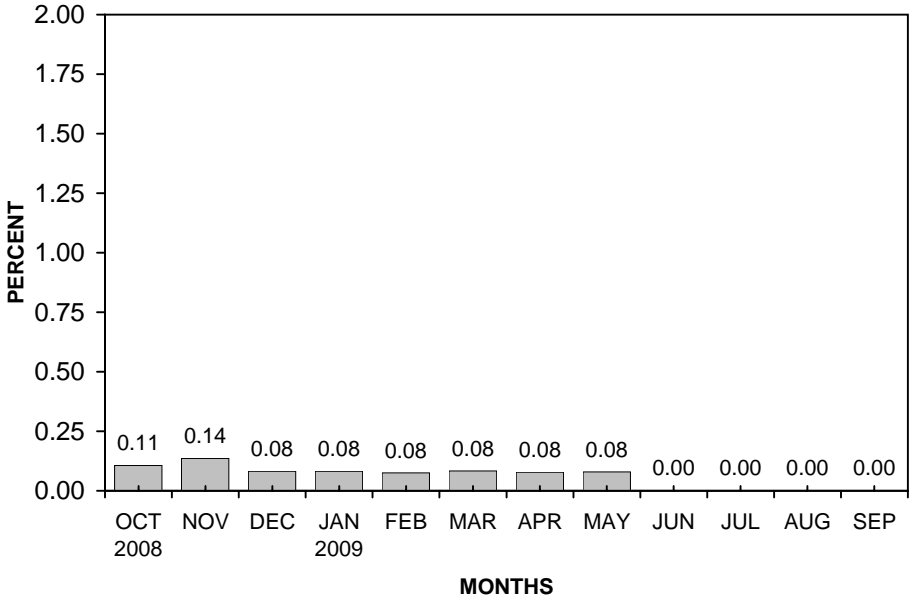
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	7,265	59.34%	9,130	59.83%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	62,710	59.59%
EARLY 0-15	2,434	19.88%	2,978	19.52%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	20,902	19.86%
EARLY 16-60	1,579	12.90%	2,052	13.45%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	13,644	12.96%
TOTAL	11,278	92.11%	14,160	92.79%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	97,256	92.41%
EARLY	125	1.02%	198	1.30%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	1,135	1.08%
EARLY 61+	125	1.02%	198	1.30%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,135	1.08%
LATE	841	6.87%	902	5.91%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	6,849	6.51%
LATE 31-60	737	6.02%	772	5.06%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5,836	5.55%
LATE 61+	104	0.85%	130	0.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,013	0.96%

Special Transportation Service

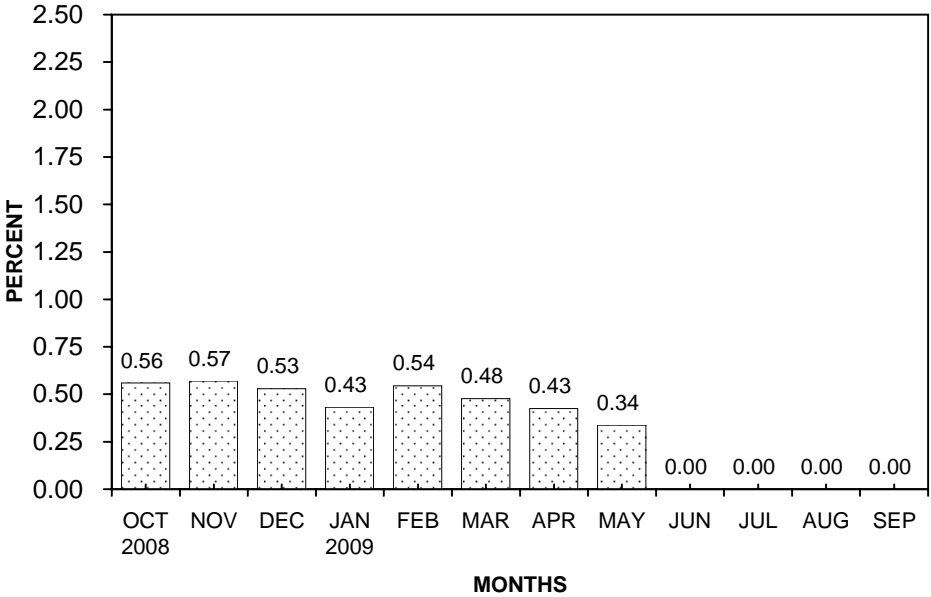
Customer Complaints as a Percent of Total Trips

May 2009

Customer Complaints



Late Vehicle Inquiries



Special Transportation Service

May 2009

Customer Service Complaints & Late Vehicle Inquiries

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

A.T.S. (County Received)																										
ADA COMPLIANCE																										
B0 (ROUND TRIP DENIAL)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
B1 (LATE PICK-UP)	18	5	28	17	11	4	13	4	9	3	5	1	10	2	11	8	0	0	0	0	0	0	0	0	105	44
B2 (LATE RETURN)	23	6	29	11	8	3	14	8	15	6	16	4	10	3	8	2	0	0	0	0	0	0	0	0	123	43
B3 (NEVER PICKED-UP)	11	2	11	1	4	3	5	0	4	0	7	1	6	2	5	4	0	0	0	0	0	0	0	0	53	13
B4 (LENGTHY ROUTING)	24	11	34	11	18	4	12	0	9	2	10	3	9	3	6	6	0	0	0	0	0	0	0	0	122	40
B7 (EARLY PICK-UP)	1	0	5	1	1	0	1	0	0	0	1	0	1	0	2	0	0	0	0	0	0	0	0	0	12	1
B17 (BACK-UP LATE TRIPS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB TOTAL	77	24	107	41	42	14	45	12	37	11	39	9	36	10	32	20	0	0	0	0	0	0	0	0	415	141
Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips	0.06%	0.04%	0.06%	0.08%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.02%	0.03%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.04%
	0.05%		0.07%		0.03%		0.03%		0.03%		0.03%		0.03%		0.03%		0.00%		0.00%		0.00%		0.00%		0.04%	

OTHER COMPLAINTS																										
B5 (DISPUTED NO SHOWS)	1	1	1	0	1	0	5	1	1	1	2	1	1	0	4	3	0	0	0	0	0	0	0	0	16	7
B6 (VEHICLE STANDARDS)	0	0	1	2	1	0	0	0	1	2	1	0	1	1	3	2	0	0	0	0	0	0	0	0	8	7
B8 (DRIVER COMPLIANCE)	9	10	18	9	14	7	13	16	8	15	19	9	14	18	12	27	0	0	0	0	0	0	0	0	107	111
B9 (DRIVER CELLPHONE USE)	0	0	1	0	0	0	1	0	0	0	0	0	3	1	1	2	0	0	0	0	0	0	0	0	6	3
B10 (A/C NON-COMPLIANCE)	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1
B11 (RADIO BROKEN)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B12 (RADIO MISSING)	2	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1
B13 (IMPROPER W/C TIEDOWNS)	0	0	0	2	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	6
B14 (NEG. PICKUP TIME CHANGED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
B18 (RESERVATION ERROR)	4	2	6	2	2	0	2	0	1	0	1	2	0	0	1	3	0	0	0	0	0	0	0	0	17	9
B19 (OTHER)	2	0	5	3	8	1	12	4	4	4	13	3	6	1	4	2	0	0	0	0	0	0	0	0	54	18
B23 (PHONE DIFFICULTIES)	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0
B24 (RUDE STAFF)	1	0	0	0	0	0	0	0	1	2	4	0	0	0	1	1	0	0	0	0	0	0	0	0	7	3
B30 (SEXUAL HARASSMENT)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B31 (ACCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B32 (INCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB TOTAL	19	13	35	18	28	8	33	21	17	27	40	15	25	23	27	41	0	0	0	0	0	0	0	0	224	166

TOTAL "A.T.S." TRIPS	94,329	31,665	110,557	37,870	83,469	29,277	100,821	35,387	90,401	31,117	92,549	31,152	89,328	31,578	111,597	39,117	0	0	0	0	0	0	0	0	773,051	267,163
TOTAL "A.T.S." COMPLAINTS	96	37	142	59	70	22	78	33	54	38	79	24	61	33	59	61	0	0	0	0	0	0	0	0	639	307
% COMPLAINTS related to Ttl TRIPS	0.10	0.12	0.13	0.16	0.08	0.08	0.08	0.09	0.06	0.12	0.09	0.08	0.07	0.10	0.05	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.11

"A.T.S." Combined (Amb + W/C)																										
TOTAL COMPLAINTS vs. TRIPS	133	125,994	201	148,427	92	112,746	111	136,208	92	121,518	103	123,701	94	120,906	120	150,714	0	0	0	0	0	0	0	0	946	1,040,214
Customer Complaints as a % of Ttl Trips	0.11%		0.14%		0.08%		0.08%		0.08%		0.08%		0.08%		0.08%		0.00%		0.00%		0.00%		0.00%		0.09%	

A.T.S. (FAX)																										
LATE VEHICLE INQUIRIES																										
B1 (LATE PICK-UP)	299	134	330	116	219	93	245	90	255	92	204	80	198	72	179	85	0	0	0	0	0	0	0	0	1,929	762
B2 (LATE RETURN)	198	75	289	110	197	88	171	82	231	83	231	75	175	69	137	106	0	0	0	0	0	0	0	0	1,629	688
B3 (NEVER PICKED-UP)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
SUB TOTAL	497	209	619	226	416	181	416	172	486	175	435	155	373	141	317	191	0	0	0	0	0	0	0	0	3,559	1,450
Late Vehicle Inquiries as a % of Total Trips	0.53%	0.66%	0.56%	0.60%	0.50%	0.62%	0.41%	0.49%	0.54%	0.56%	0.47%	0.50%	0.42%	0.45%	0.28%	0.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.46%	0.54%
	0.56%		0.57%		0.53%		0.43%		0.54%		0.48%		0.43%		0.34%		0.00%		0.00%		0.00%		0.00%		0.47%	

Special Transportation Service

May 2009

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	13	9	7	1	20	6	31	7	8	7	0	0	0	0	0	0	0	0	153	55
B21 (INCIDENT CARRIER REPORTED)	3	1	9	9	11	6	11	1	20	7	11	3	12	8	13	4	0	0	0	0	0	0	0	0	90	39
B22 (COMMENDATIONS)	18	5	12	7	8	9	16	7	12	11	9	4	10	5	27	4	0	0	0	0	0	0	0	0	112	52
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	0	9	0

TOTAL "CLIENT" COMPLAINTS	53	15	49	26	42	21	40	17	39	19	40	13	53	20	48	15	0	0	0	0	0	0	0	0	364	146
% COMPLAINTS related to Ttl TRIPS	0.06	0.05	0.04	0.07	0.05	0.07	0.04	0.05	0.04	0.06	0.04	0.04	0.06	0.06	0.04	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.05

CLIENTS

C4 (UNRULY BEHAVIOUR)	16	6	13	7	4	6	16	5	17	4	19	3	11	4	14	11	0	0	0	0	0	0	0	0	110	46
C7 (OTHER)	3	2	3	4	4	2	3	5	3	2	6	4	9	6	8	1	0	0	0	0	0	0	0	0	39	26
C10 (FARE NOT PAID)	0	1	0	0	1	0	0	3	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	7

TOTAL "CLIENT" COMPLAINTS	19	9	16	11	9	8	19	13	20	7	25	8	20	11	22	12	0	0	0	0	0	0	0	0	150	79
% COMPLAINTS related to Ttl TRIPS	0.02	0.03	0.01	0.03	0.01	0.03	0.02	0.04	0.02	0.02	0.03	0.03	0.02	0.03	0.02	0.03	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	4	6	2	1	11	1	7	0	6	1	0	0	0	0	0	0	0	0	46	14
M5 (OTHER)	1	0	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	0	0	0	0	0	0	0	4	1
M22 (COMMENDATIONS)	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	3	0
M23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M24 (RUDE STAFF)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0

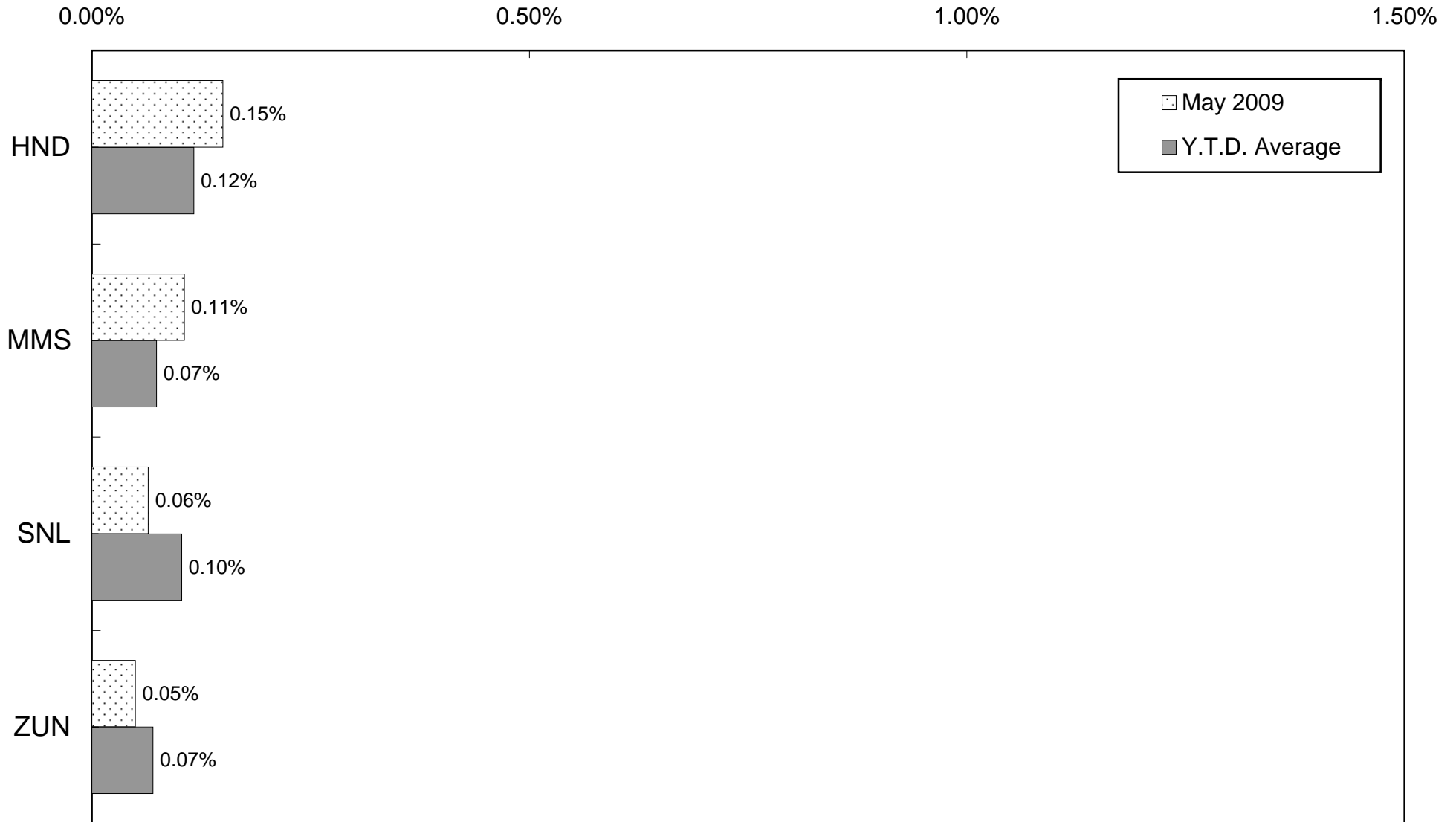
TOTAL "MDTA" COMPLAINTS	7	1	3	3	8	1	4	6	2	1	13	1	9	0	8	2	0	0	0	0	0	0	0	0	54	15
% COMPLAINTS related to Ttl TRIPS	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.02	0.00	0.00	0.01	0.00	0.01	0.00	0.01	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01

TOTAL TRIPS REPORTED BY M.I.S.: (1)	94,329	31,665	110,557	37,870	83,469	29,277	100,821	35,387	90,401	31,117	92,549	31,152	89,328	31,578	111,597	39,117	0	0	0	0	0	0	0	0	773,051	267,163
TOTAL OF "ALL" COMPLAINTS:	122	47	161	73	87	31	101	52	76	46	117	33	90	44	89	75	0	0	0	0	0	0	0	0	843	401
% COMPLAINTS related to Ttl TRIPS	0.13	0.15	0.15	0.19	0.10	0.11	0.10	0.15	0.08	0.15	0.13	0.11	0.10	0.14	0.08	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.15

B20 (ACCIDENT CARRIER REPORTED)	20	14	15	16	8	9	12	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	104	
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Special Transportation Service May 2009

% of Total Customer Complaints received by Carriers



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

Special Transportation Service

May 2009

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	25	18,559	0.13%	6	26,079	0.02%	50	55,660	0.09%	0	0	0.00%	30	35,910	0.08%
FEB	02/01 - 02/28	21	16,852	0.12%	14	22,579	0.06%	39	50,108	0.08%	0	0	0.00%	18	31,979	0.06%
MAR	03/01 - 03/28	10	16,745	0.06%	15	23,426	0.06%	50	50,939	0.10%	0	0	0.00%	28	32,591	0.09%
APR	03/29 - 04/25	14	15,836	0.09%	14	22,838	0.06%	54	50,171	0.11%	0	0	0.00%	15	32,061	0.05%
MAY	04/26 - 05/30	30	20,031	0.15%	30	28,383	0.11%	40	62,082	0.06%	0	0	0.00%	20	40,218	0.05%
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	136,208	0.00%
FEB	02/01 - 02/28	0	121,518	0.00%
MAR	03/01 - 03/28	0	123,701	0.00%
APR	03/29 - 04/25	(3)	120,906	0.00%
MAY	04/26 - 05/30	0	150,714	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%
111	0.08%
92	0.08%
103	0.08%
94	0.08%
120	0.08%
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

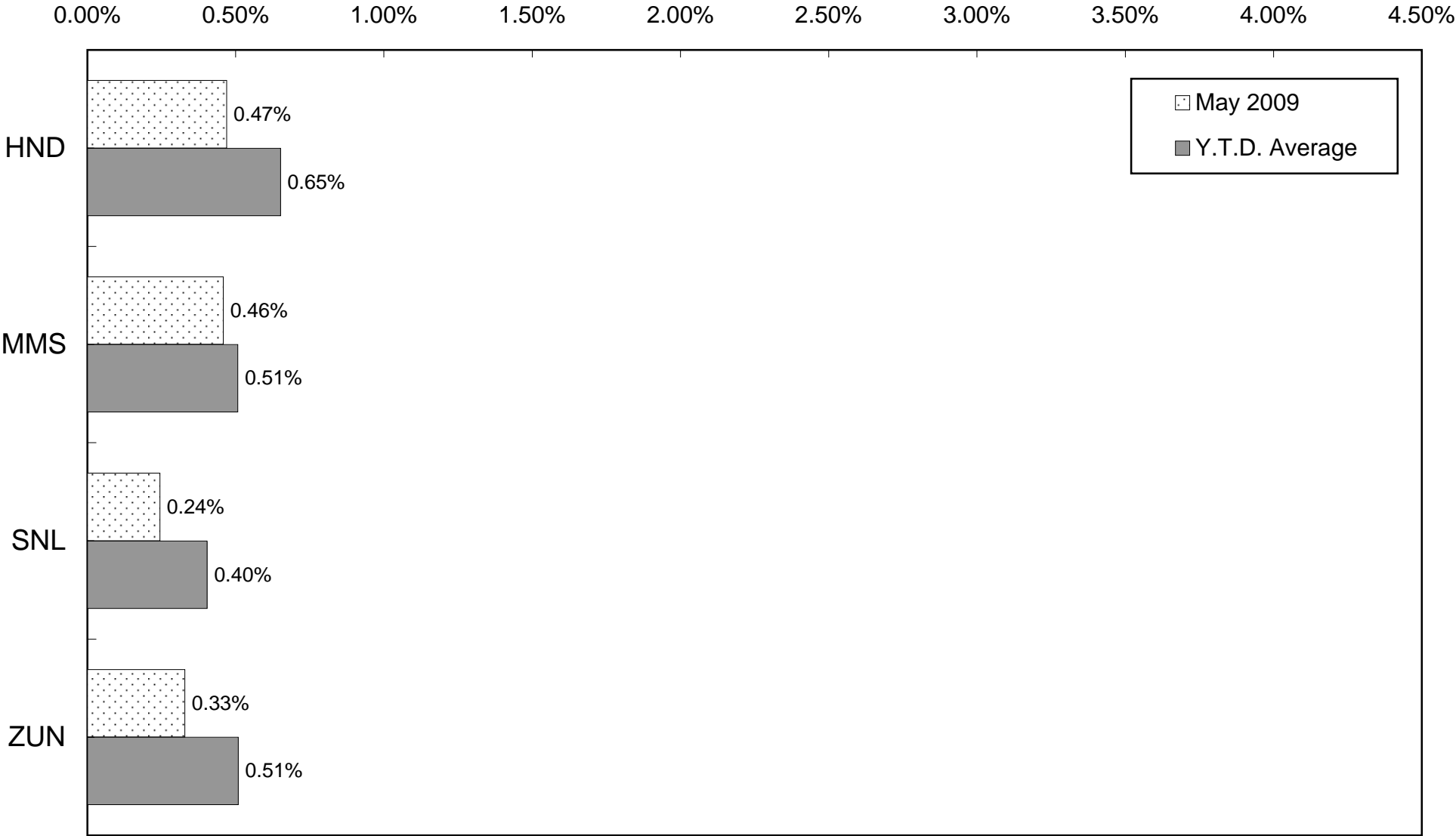
NOTE: Carrier Complaint information is provided by the County.

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

Special Transportation Service

May 2009

% of Total Late Vehicle Inquires received by Carriers



Special Transportation Service

May 2009

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	107	18,559	0.58%	98	26,079	0.38%	192	55,660	0.34%	0	0	0.00%	191	35,910	0.53%
FEB	02/01 - 02/28	123	16,852	0.73%	131	22,579	0.58%	209	50,108	0.42%	0	0	0.00%	198	31,979	0.62%
MAR	03/01 - 03/28	122	16,745	0.73%	138	23,426	0.59%	149	50,939	0.29%	0	0	0.00%	181	32,591	0.56%
APR	03/29 - 04/25	104	15,836	0.66%	102	22,838	0.45%	142	50,171	0.28%	0	0	0.00%	166	32,061	0.52%
MAY	04/26 - 05/30	94	20,031	0.47%	130	28,383	0.46%	152	62,082	0.24%	0	0	0.00%	132	40,218	0.33%
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	136,208	0.00%
FEB	02/01 - 02/28	0	121,518	0.00%
MAR	03/01 - 03/28	0	123,701	0.00%
APR	03/29 - 04/25	0	120,906	0.00%
MAY	04/26 - 05/30	0	150,714	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%
588	0.43%
661	0.54%
590	0.48%
514	0.43%
508	0.34%
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

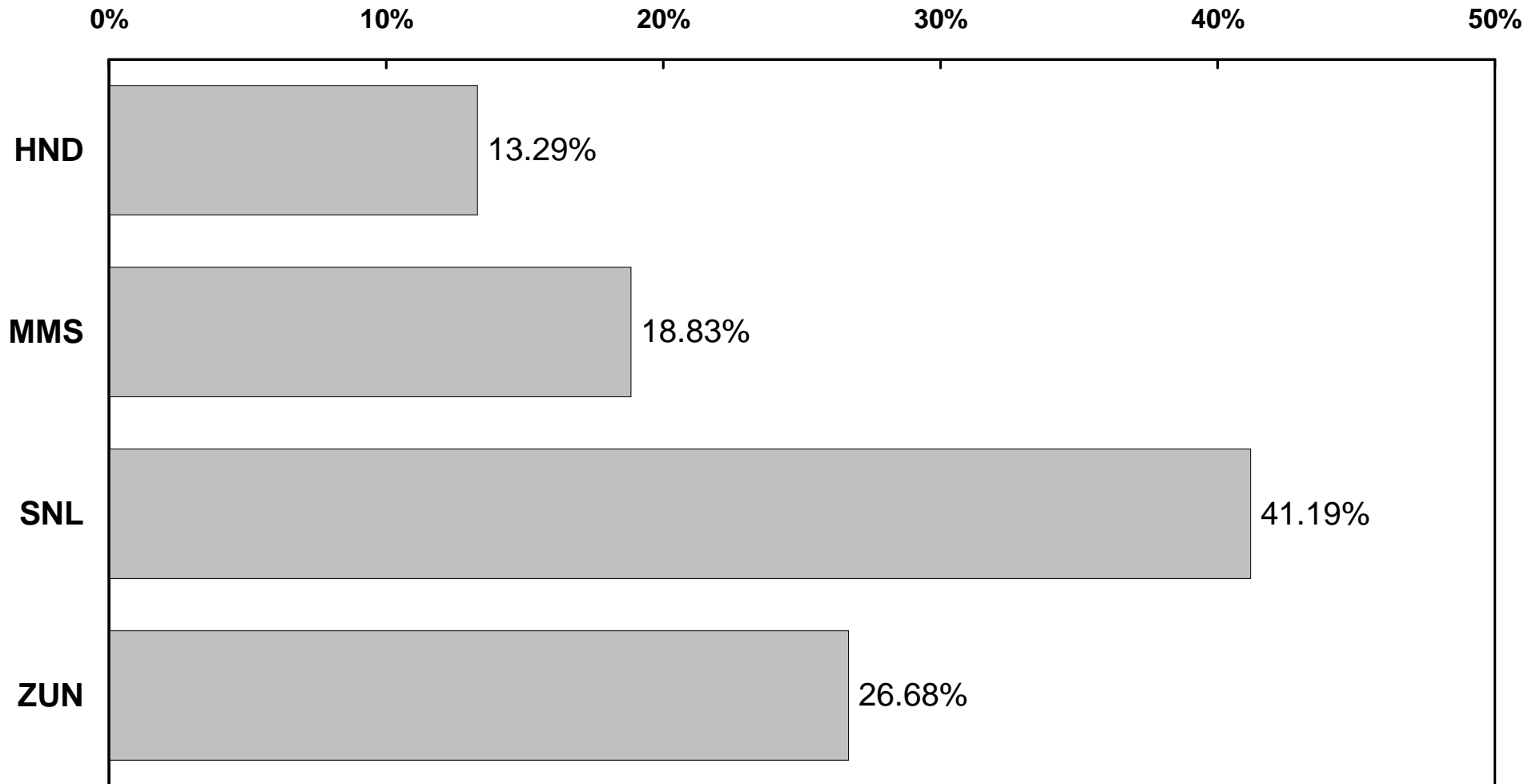
NOTE: Carrier Complaint information is provided by the County.

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

Monthly Comparison of STS Trips by Carriers

May 2009

PERCENTAGE OF TOTAL TRIPS



Note: * Carriers listed as backups.

Special Transportation Service

Distribution of Brokered Trips

May 2009

(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	14,447.00	14,437	72.07%	5,594	27.93%	20,031	1.39	13.29%	198,762	10
MMS	17,008.00	22,381	78.85%	6,002	21.15%	28,383	1.67	18.83%	237,545	8
SNL	40,851.00	44,700	72.00%	17,382	28.00%	62,082	1.52	41.19%	561,261	9
ZUN	26,352.00	30,079	74.79%	10,139	25.21%	40,218	1.53	26.68%	410,145	10
SUB TOTAL	98,658.00	111,597	74.43%	39,117	25.57%	150,714	1.53	100.00%	1,407,713	9

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

TOTALS:		111,597	74.05%	39,117	25.95%	150,714		100.00%	1,407,713	9
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CARRIER	TRIP ADJUSTMENTS		
	AMB	W/C	TTL
HND			
MMS			
SNL			
YC *			
ZUN			
TOTALS:			

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

Trips may have been performed in any prior period.

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Distribution of Brokered Trips

May 2009

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%	18,559	13.63%	16,852	13.87%	16,745	13.54%
MMS	23,863	18.94%	28,538	19.23%	22,040	19.55%	26,079	19.15%	22,579	18.58%	23,426	18.94%
SNL	52,051	41.31%	60,974	41.08%	45,583	40.43%	55,660	40.86%	50,108	41.24%	50,939	41.18%
YC *	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
ZUN	33,700	26.75%	39,183	26.40%	29,882	26.50%	35,910	26.36%	31,979	26.32%	32,591	26.35%
TOTAL	125,994	100.00%	148,427	100.00%	112,746	100.00%	136,208	100.00%	121,518	100.00%	123,701	100.00%

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	15,836	13.10%	20,031	13.29%	-		-		-		-	
MMS	22,838	18.89%	28,383	18.83%	-		-		-		-	
SNL	50,171	41.50%	62,082	41.19%	-		-		-		-	
YC *	-	0.00%	-	0.00%	-		-		-		-	
ZUN	32,061	26.52%	40,218	26.68%	-		-		-		-	
TOTAL	120,906	100.00%	150,714	100.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%

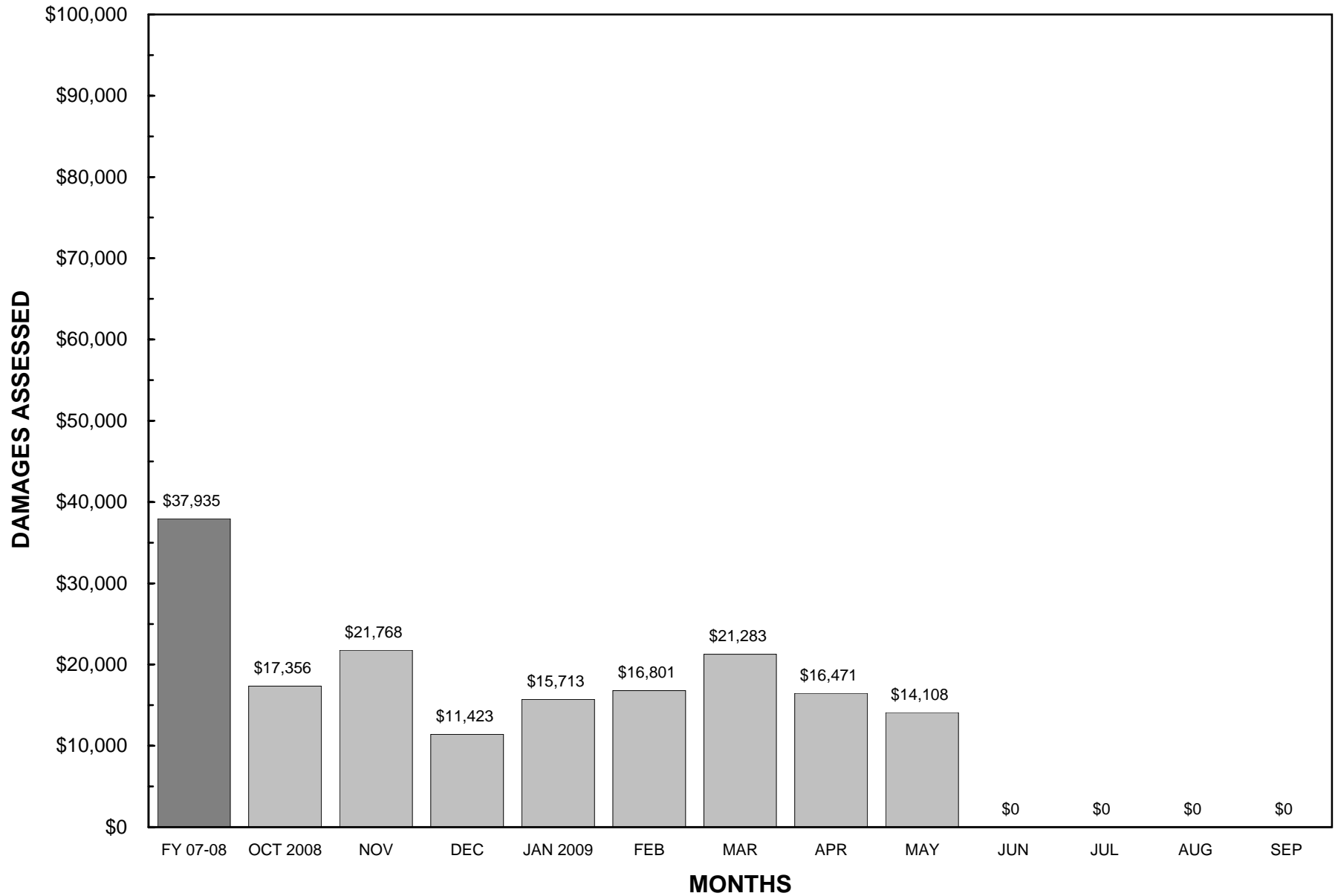
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	139,376	13.40%
MMS	197,746	19.01%
SNL	427,568	41.10%
YC *	-	0.00%
ZUN	275,524	26.49%
TOTAL	1,040,214	100.00%

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Liquidated Damages

May 2009



Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

May 2009

Liquidated Damages

	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
LIQUIDATED DAMAGES													
ON-TIME PERFORMANCE	\$ 8,061.81	\$ 9,845.71	\$ 6,357.01	\$ 6,245.40	\$ 7,139.36	\$ 5,993.66	\$ 5,034.30	\$ 5,116.11	\$ -	\$ -	\$ -	\$ -	\$ 53,793.36
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 8,061.81	\$ 9,845.71	\$ 6,357.01	\$ 6,245.40	\$ 7,139.36	\$ 5,993.66	\$ 5,034.30	\$ 5,116.11	\$ -	\$ -	\$ -	\$ -	\$ 53,793.36
CALL TAKING STANDARDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ASA / ABANDONED RATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ 160.65	\$ 232.05	\$ 196.35	\$ 196.35	\$ -	\$ -	\$ -	\$ -	\$ 2,552.55
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ 160.65	\$ 232.05	\$ 196.35	\$ 196.35	\$ -	\$ -	\$ -	\$ -	\$ 2,552.55
BACKUP BY COUNTY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 9.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9.50
SYSTEM SAFETY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING	\$ 56.59	\$ 79.70	\$ 117.00	\$ 294.68	\$ 501.17	\$ 898.21	\$ 155.32	\$ 61.74	\$ -	\$ -	\$ -	\$ -	\$ 2,164.41
INVOICING	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHANGE OF NEGOTIATED TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7.81	\$ -	\$ -	\$ -	\$ -	\$ 7.81
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DRIVER PLAYING RADIO	\$ 48.78	\$ -	\$ 24.39	\$ 24.39	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 121.95
DRIVER EARLY	\$ 7.81	\$ 46.86	\$ 7.81	\$ 7.81	\$ -	\$ 7.81	\$ 7.81	\$ 7.38	\$ -	\$ -	\$ -	\$ -	\$ 93.29
INOPERABLE AIR CONDITIONER	\$ -	\$ 48.78	\$ -	\$ -	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 73.17
USE OF CELL PHONE	\$ -	\$ 8.08	\$ -	\$ 8.08	\$ -	\$ -	\$ 32.32	\$ 16.16	\$ -	\$ -	\$ -	\$ -	\$ 64.64
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ -	\$ 60.78	\$ -	\$ -	\$ 30.39	\$ -	\$ 30.39	\$ 30.39	\$ -	\$ -	\$ -	\$ -	\$ 151.95
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ -	\$ -	\$ 212.00	\$ 254.40	\$ -	\$ 84.80	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 551.20
LATE INCIDENT REPORTS	\$ -	\$ (84.80)	\$ (127.20)	\$ -	\$ 422.00	\$ 805.60	\$ 84.80	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,100.40
MANIFEST REVIEW (ASSESSED)	\$ 3,145.93	\$ 5,840.59	\$ -	\$ 4,060.10	\$ 3,197.97	\$ 8,925.65	\$ 7,996.56	\$ 4,089.39	\$ -	\$ -	\$ -	\$ -	\$ 37,256.19
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 8,600.05	\$ 10,688.06	\$ 6,746.23	\$ 6,475.49	\$ 7,379.18	\$ 6,233.52	\$ 5,571.17	\$ 5,374.63	\$ -	\$ -	\$ -	\$ -	\$ 57,068.33
SUB-TOTAL	\$ 20,355.83	\$ 27,168.06	\$ 13,577.24	\$ 17,289.87	\$ 18,378.33	\$ 22,283.09	\$ 18,953.70	\$ 14,838.22	\$ -	\$ -	\$ -	\$ -	\$ 152,844.34
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ (1,154.16)	\$ (577.08)	\$ (577.08)	\$ -	\$ (282.39)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,590.71)
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 269.80	\$ -	\$ -	\$ -	\$ -	\$ 269.80
BONUSES													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ (2,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,000.00)
CALL TAKING STANDARDS	\$ (2,000.00)	\$ (2,400.00)	\$ -	\$ -	\$ -	\$ -	\$ (1,200.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (5,600.00)
COMPLAINT RATIO	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ (8,000.00)
SUB-TOTAL	\$ (3,000.00)	\$ (5,400.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (2,200.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ (15,600.00)
GRAND TOTAL	\$ 17,355.83	\$ 21,768.06	\$ 11,423.08	\$ 15,712.79	\$ 16,801.25	\$ 21,283.09	\$ 16,471.31	\$ 14,108.02	\$ -	\$ -	\$ -	\$ -	\$ 134,923.43

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

May 2009

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

November 2008	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
11/01/2008	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 2008	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
12/06/2008	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 2009	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
01/03/2009	12,400	5,192	17,592	\$ 486,346.56	\$ (45,582.50)	-	-	-	\$ -	\$ -	\$ -	12,400	5,192	17,592	\$ 486,346.56	\$ (45,582.50)	\$ -	\$ -	\$ -	\$ (3,305.73)	\$ 437,458.33
01/10/2009	23,131	7,827	30,958	\$ 843,720.07	\$ (79,157.50)	-	-	-	\$ -	\$ -	\$ -	23,131	7,827	30,958	\$ 843,720.07	\$ (79,157.50)	\$ -	\$ -	\$ -	\$ (5,734.22)	\$ 758,828.35
01/17/2009	22,920	7,888	30,808	\$ 840,549.04	\$ (78,755.00)	-	-	-	\$ -	\$ -	\$ -	22,920	7,888	30,808	\$ 840,549.04	\$ (78,755.00)	\$ (10,647.89)	\$ -	\$ -	\$ (5,713.46)	\$ 745,432.69
01/24/2009	19,685	6,710	26,395	\$ 719,701.15	\$ (67,650.00)	-	-	-	\$ -	\$ -	\$ -	19,685	6,710	26,395	\$ 719,701.15	\$ (67,650.00)	\$ (1,678.25)	\$ -	\$ -	\$ (4,890.38)	\$ 645,482.52
01/31/2009	22,685	7,770	30,455	\$ 830,661.95	\$ (77,767.50)	-	-	-	\$ -	\$ -	\$ -	22,685	7,770	30,455	\$ 830,661.95	\$ (77,767.50)	\$ -	\$ -	\$ -	\$ (5,646.71)	\$ 747,247.74
TOTAL	100,821	35,387	136,208	\$ 3,720,978.77	\$ (348,912.50)	-	-	-	\$ -	\$ -	\$ -	100,821	35,387	136,208	\$ 3,720,978.77	\$ (348,912.50)	\$ (12,326.14)	\$ -	\$ -	\$ (25,290.50)	\$ 3,334,449.63

February 2009	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
02/07/2009	21,952	7,514	29,466	\$ 803,652.84	\$ (75,295.00)	-	-	-	\$ -	\$ -	\$ -	21,952	7,514	29,466	\$ 803,652.84	\$ (75,295.00)	\$ -	\$ -	\$ -	\$ (5,462.68)	\$ 722,895.16
02/14/2009	23,417	8,075	31,492	\$ 859,320.97	\$ (80,515.00)	-	-	-	\$ -	\$ -	\$ -	23,417	8,075	31,492	\$ 859,320.97	\$ (80,515.00)	\$ -	\$ -	\$ -	\$ (5,841.04)	\$ 772,964.93
02/21/2009	21,882	7,555	29,437	\$ 803,310.52	\$ (75,250.00)	-	-	-	\$ -	\$ -	\$ -	21,882	7,555	29,437	\$ 803,310.52	\$ (75,250.00)	\$ (6,321.39)	\$ -	\$ -	\$ (5,460.45)	\$ 716,278.68
02/28/2009	23,150	7,973	31,123	\$ 849,183.64	\$ (79,467.50)	-	-	-	\$ -	\$ -	\$ -	23,150	7,973	31,123	\$ 849,183.64	\$ (79,467.50)	\$ -	\$ -	\$ -	\$ (5,772.87)	\$ 763,943.27
TOTAL	90,401	31,117	121,518	\$ 3,315,467.97	\$ (310,527.50)	-	-	-	\$ -	\$ -	\$ -	90,401	31,117	121,518	\$ 3,315,467.97	\$ (310,527.50)	\$ (6,321.39)	\$ -	\$ -	\$ (22,537.05)	\$ 2,976,082.03

March 2009	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
03/07/2009	22,950	7,696	30,646	\$ 834,733.78	\$ (78,267.50)	-	-	-	\$ -	\$ -	\$ -	22,950	7,696	30,646	\$ 834,733.78	\$ (78,267.50)	\$ (8,777.67)	\$ -	\$ -	\$ (5,673.50)	\$ 742,015.11
03/14/2009	23,531	7,917	31,448	\$ 856,760.27	\$ (80,387.50)	-	-	-	\$ -	\$ -	\$ -	23,531	7,917	31,448	\$ 856,760.27	\$ (80,387.50)	\$ -	\$ -	\$ -	\$ (5,822.80)	\$ 770,549.97
03/21/2009	23,293	7,735	31,028	\$ 844,610.93	\$ (79,202.50)	-	-	-	\$ -	\$ -	\$ -	23,293	7,735	31,028	\$ 844,610.93	\$ (79,202.50)	\$ (3,221.79)	\$ -	\$ -	\$ (5,740.56)	\$ 756,446.08
03/28/2009	22,775	7,804	30,579	\$ 852,137.64	\$ (78,170.00)	-	-	-	\$ -	\$ -	\$ -	22,775	7,804	30,579	\$ 852,137.64	\$ (78,170.00)	\$ -	\$ -	\$ -	\$ (5,804.76)	\$ 768,162.88
TOTAL	92,549	31,152	123,701	\$ 3,388,242.62	\$ (316,027.50)	-	-	-	\$ -	\$ -	\$ -	92,549	31,152	123,701	\$ 3,388,242.62	\$ (316,027.50)	\$ (11,999.46)	\$ -	\$ -	\$ (23,041.61)	\$ 3,037,174.05

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

May 2009

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	23,172	8,119	31,291	\$ 874,369.45	\$ (80,162.50)	-	-	-	\$ -	\$ -	\$ -	23,172	8,119	31,291	\$ 874,369.45	\$ (80,162.50)	\$ (12,096.35)	\$ -	\$ -	\$ (5,956.55)	\$ 776,154.05
04/11/2009	20,096	7,487	27,583	\$ 774,004.45	\$ (70,965.00)	-	-	-	\$ -	\$ -	\$ -	20,096	7,487	27,583	\$ 774,004.45	\$ (70,965.00)	\$ -	\$ -	\$ -	\$ (5,272.80)	\$ 697,766.65
04/18/2009	22,755	7,985	30,740	\$ 859,061.00	\$ (78,437.50)	-	-	-	\$ -	\$ -	\$ -	22,755	7,985	30,740	\$ 859,061.00	\$ (78,437.50)	\$ -	\$ -	\$ -	\$ (5,854.68)	\$ 774,768.82
04/25/2009	23,305	7,987	31,292	\$ 873,095.96	\$ (80,115.00)	-	-	-	\$ -	\$ -	\$ -	23,305	7,987	31,292	\$ 873,095.96	\$ (80,115.00)	\$ -	\$ -	\$ -	\$ (5,947.36)	\$ 787,033.60
TOTAL	89,328	31,578	120,906	\$ 3,380,530.86	\$ (309,680.00)	-	-	-	\$ -	\$ -	\$ -	89,328	31,578	120,906	\$ 3,380,530.86	\$ (309,680.00)	\$ (12,096.35)	\$ -	\$ -	\$ (23,031.38)	\$ 3,035,723.13

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	22,774	7,893	30,667	\$ 856,302.25	\$ (78,232.50)	-	-	-	\$ -	\$ -	\$ -	22,774	7,893	30,667	\$ 856,302.25	\$ (78,232.50)	\$ -	\$ -	\$ -	\$ (5,835.52)	\$ 772,234.23	
05/09/2009	23,165	8,033	31,198	\$ 871,161.94	\$ (80,065.00)	-	-	-	\$ -	\$ -	\$ -	23,165	8,033	31,198	\$ 871,161.94	\$ (80,065.00)	\$ -	\$ -	\$ -	\$ (5,933.23)	\$ 785,163.71	
05/16/2009	23,063	8,362	31,425	\$ 880,162.83	\$ (80,532.50)	-	-	-	\$ -	\$ -	\$ -	23,063	8,362	31,425	\$ 880,162.83	\$ (80,532.50)	\$ -	\$ -	\$ -	\$ (5,997.23)	\$ 793,633.10	
05/23/2009	22,933	7,891	30,824	\$ 860,268.80	\$ (78,810.00)	-	-	-	\$ -	\$ -	\$ -	22,933	7,891	30,824	\$ 860,268.80	\$ (78,810.00)	\$ (2,390.04)	\$ -	\$ -	\$ -	\$ (5,860.94)	\$ 773,207.82
05/30/2009	19,662	6,938	26,600	\$ 743,643.92	\$ (68,080.00)	-	-	-	\$ -	\$ -	\$ -	19,662	6,938	26,600	\$ 743,643.92	\$ (68,080.00)	\$ -	\$ -	\$ -	\$ (5,066.73)	\$ 670,497.19	
TOTAL	111,597	39,117	150,714	\$ 4,211,539.74	\$ (385,720.00)	-	-	-	\$ -	\$ -	\$ -	111,597	39,117	150,714	\$ 4,211,539.74	\$ (385,720.00)	\$ (2,390.04)	\$ -	\$ -	\$ (28,693.65)	\$ 3,794,736.05	

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

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

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

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

YTD TTL	773,051	267,163	1,040,214	\$ 28,574,077.17	\$ (2,662,542.50)	-	-	-	\$ -	\$ -	\$ -	773,051	267,163	1,040,214	\$ 28,574,077.17	\$ (2,662,542.50)	\$ (73,276.84)	\$ -	\$ -	\$ (194,336.51)	\$ 25,643,921.32
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Special Transportation Service

Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

May 2009

		STS COMPLAINTS BY PENALTY				
		AMBULATORY		WHEELCHAIR		
COMPLAINT TYPE	COMPLAINT DESCRIPTION	LATE 31 - 60	LATE 61+	LATE 31 - 60	LATE 61+	Total
B-1	LATE PICKUP	161	18	72	13	264
B-2	LATE RETURN	116	21	88	18	243
B-3	NEVER PICKED-UP	N/A	1	N/A	0	1
B-4	LENGTHY ROUTING	N/A	0	N/A	0	0
B-17	BACKUP LATE TRIPS	N/A	0	N/A	0	0

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

TOTAL 40

31

TOTAL ADA VIOLATIONS	<u>71</u>
TOTAL TRIPS BILLED	150,714
PERCENT OF ADA TRIPS DENIAL	0.05%

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

May 2009

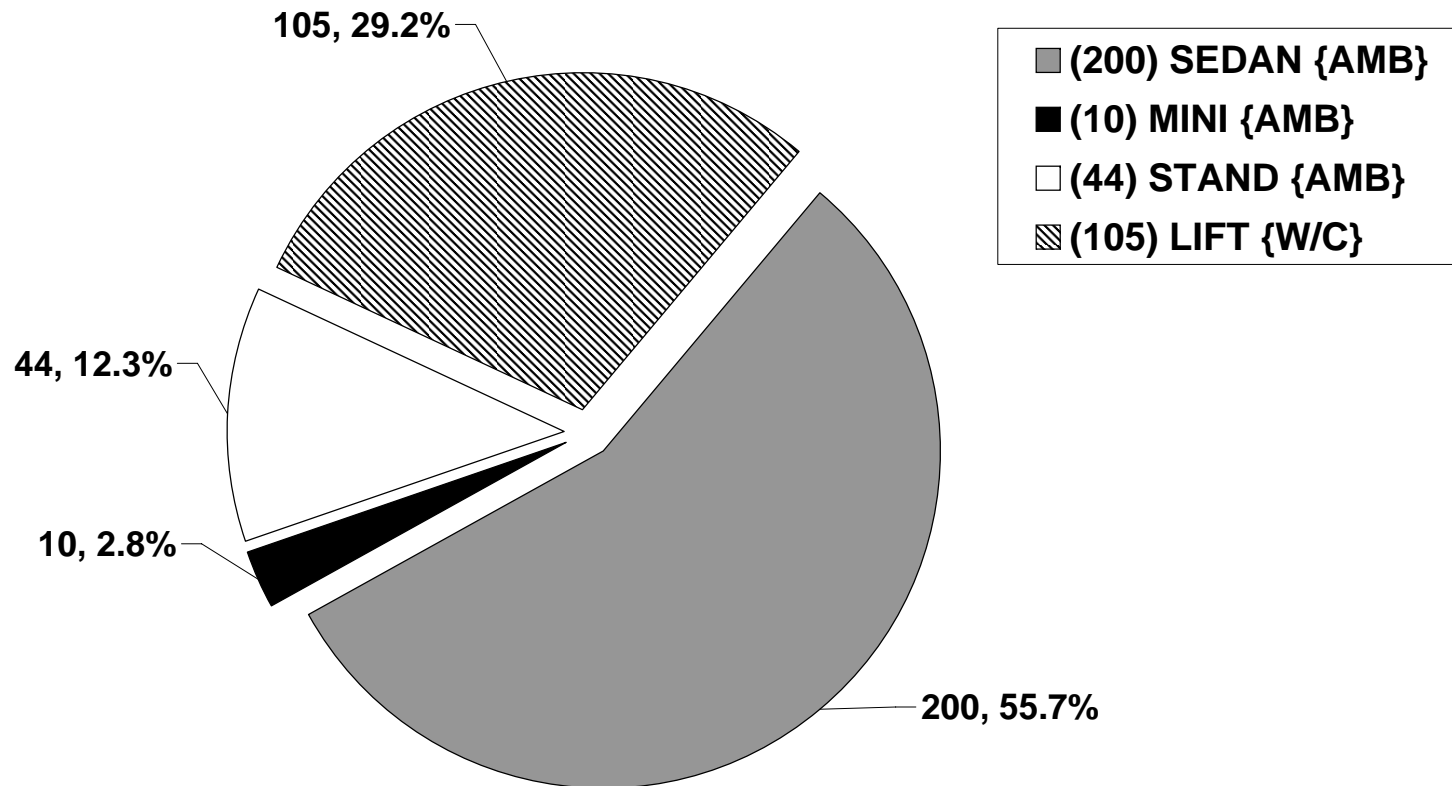
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2008	125,994	29,353	10,653	40,006	31.75%	10	6	2	0	8	1	7	3	27	10	37	0.09%	0.09%	0.09%
NOV	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%
DEC	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%
JAN 2009	136,208	22,051	9,592	31,643	23.23%	2	0	1	1	2	0	2	2	7	3	10	0.03%	0.03%	0.03%
FEB	121,518	17,002	7,940	24,942	20.53%	5	0	1	0	1	0	1	0	8	0	8	0.05%	0.00%	0.03%
MAR	123,701	17,209	8,520	25,729	20.80%	0	1	0	0	0	1	3	0	3	2	5	0.02%	0.02%	0.02%
APR	120,906	23,874	9,861	33,735	27.90%	1	0	0	0	1	0	0	0	2	0	2	0.01%	0.00%	0.01%
MAY	150,714	15,168	6,433	21,601	14.33%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUN	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
JUL	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
AUG	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
SEP	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL	1,040,214	167,585	69,167	236,752	22.76%	39	10	4	1	16	5	20	7	79	23	102	0.05%	0.03%	0.04%

Special Transportation Service

Vehicle Availability

May 2009

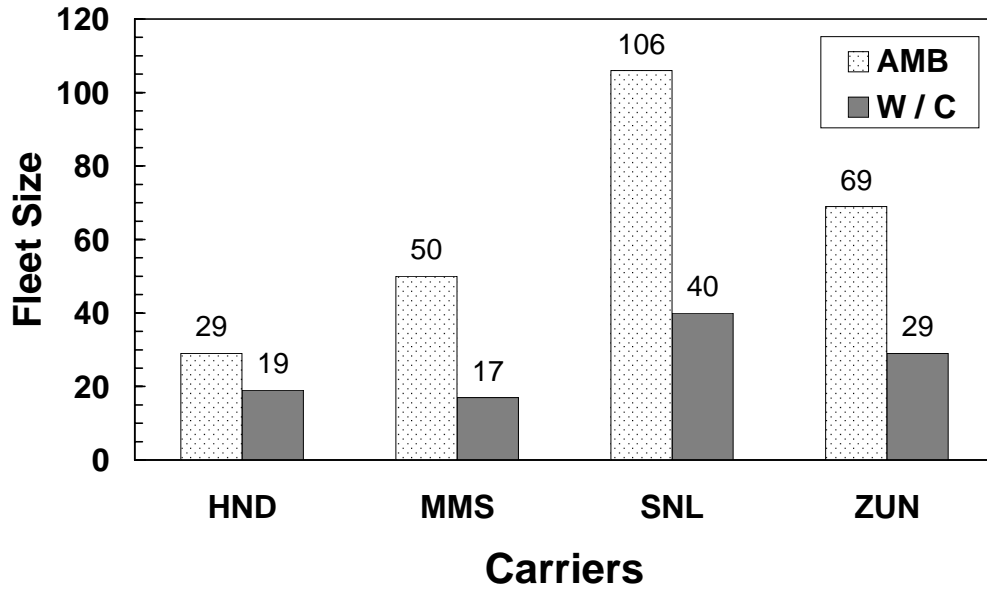
TOTAL VEHICLES: 359



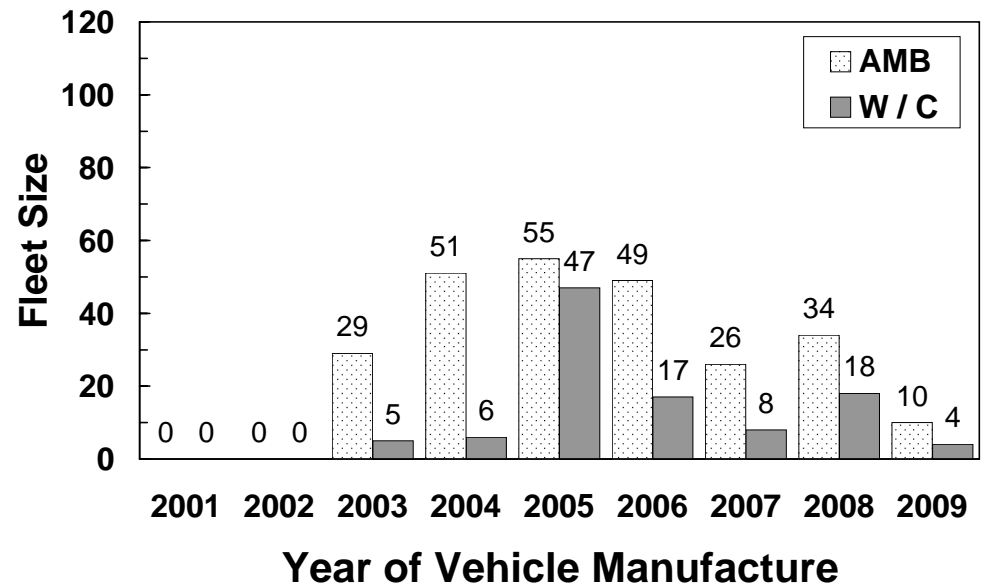
Special Transportation Service

May 2009

Vehicle Availability by Carrier



Fleet Age



Special Transportation Service

Vehicle Summary

May 2009

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

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

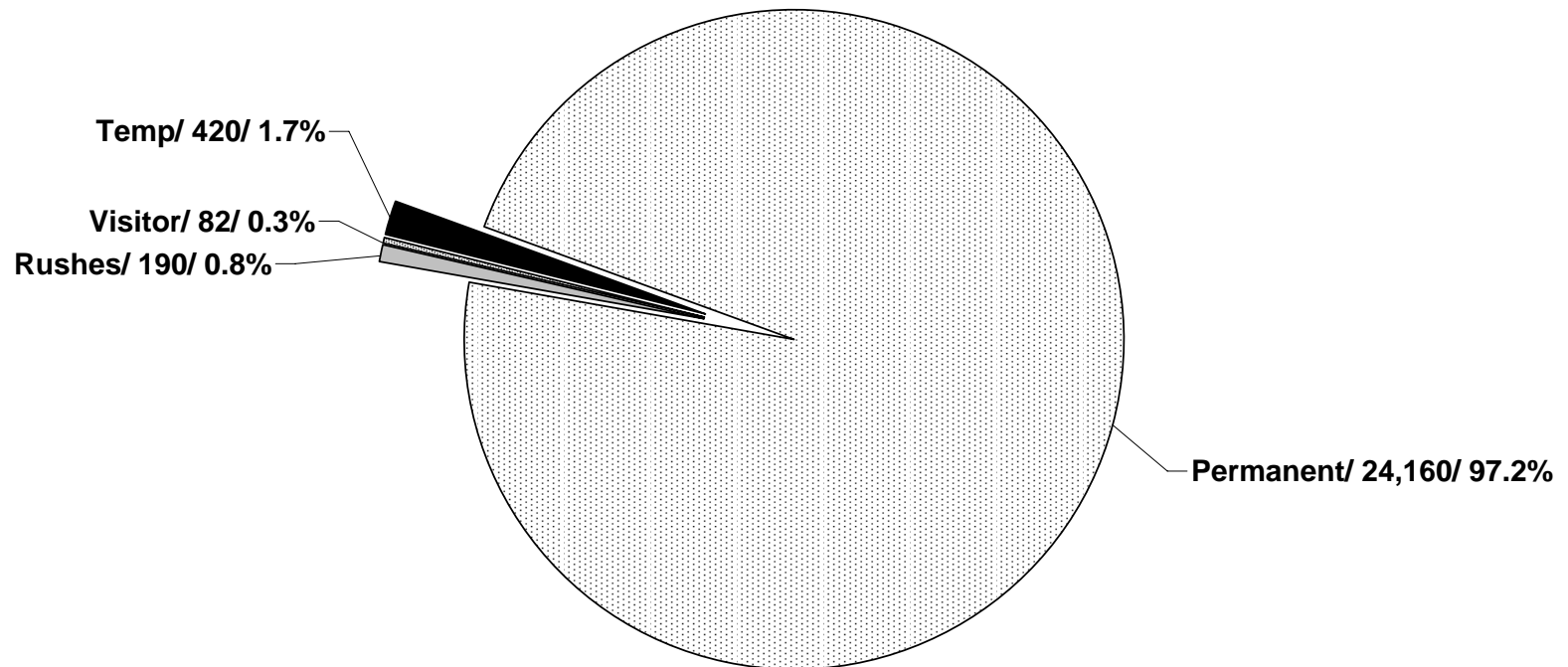
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	254	254	254	254	254	254	254	-	-	-	-	254
W / C	105	105	105	105	105	105	105	105	-	-	-	-	105
TOTAL	359	359	359	359	359	359	359	359	-	-	-	-	359

Special Transportation Service

Current Ridership Population

May 2009

Total: 24,851



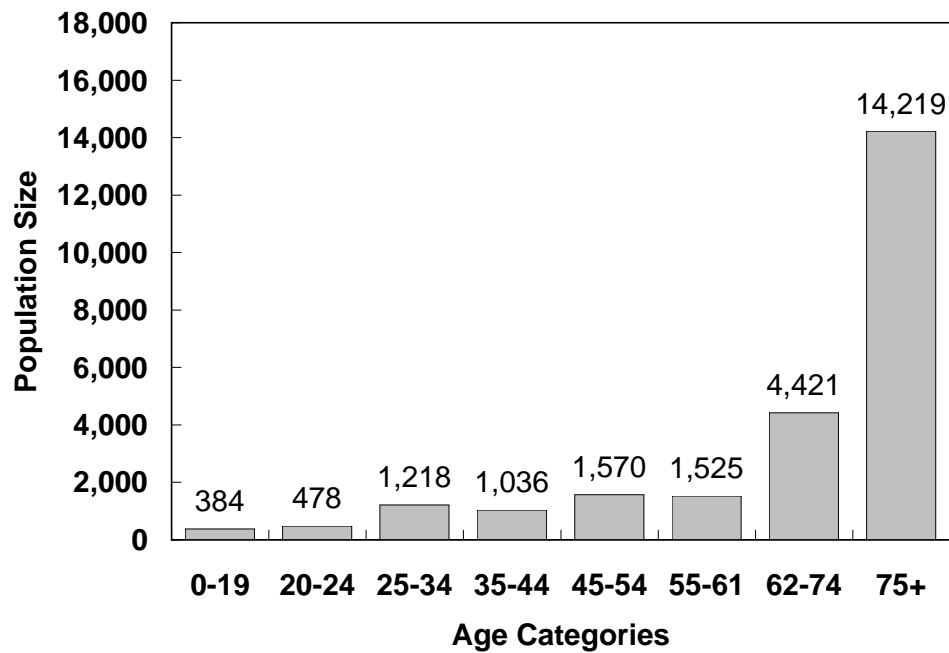
Special Transportation Service

Total Client Population

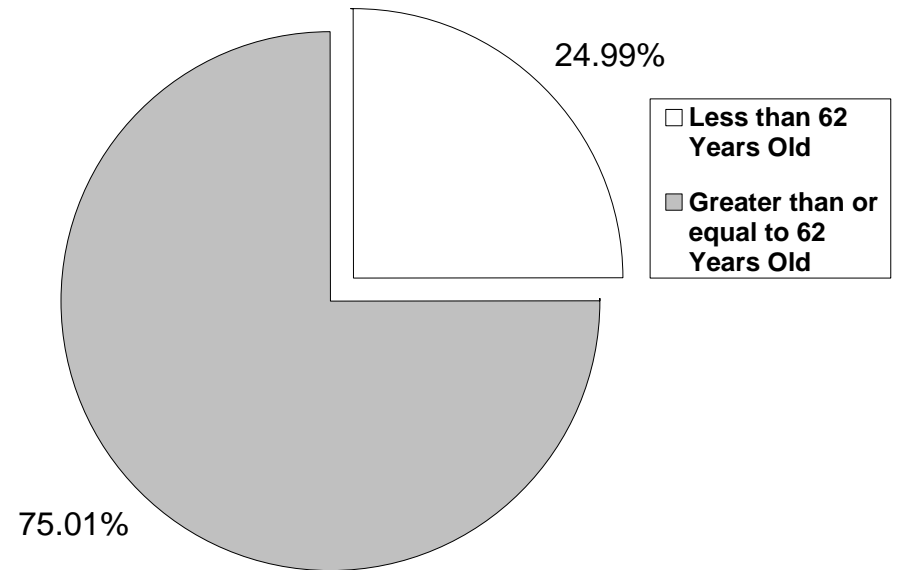
Authorized for Travel

May 2009

Breakdown by Age



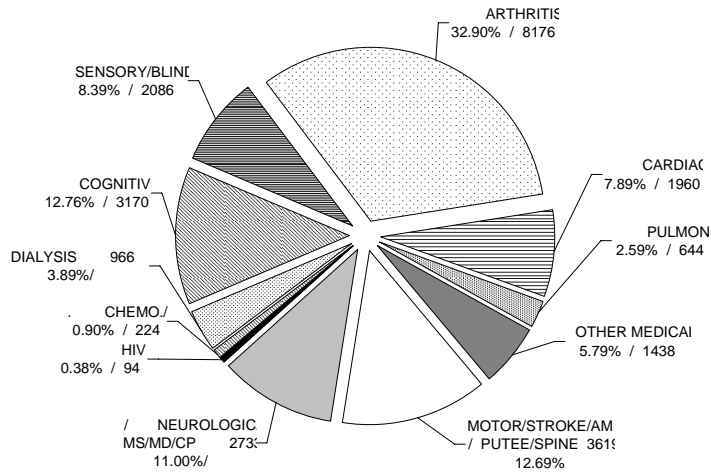
Total: 24,851



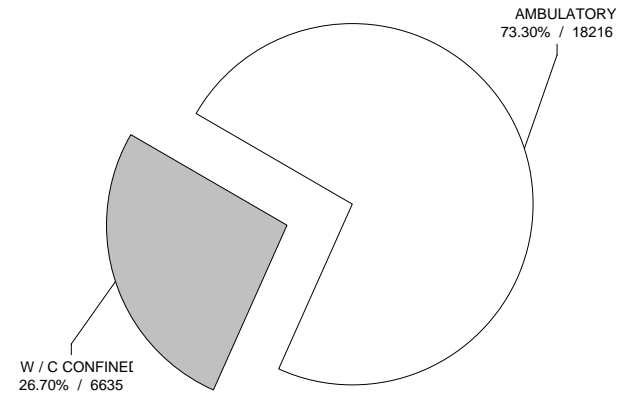
Special Transportation Service

Population Profile
Authorized for Travel
May 2009

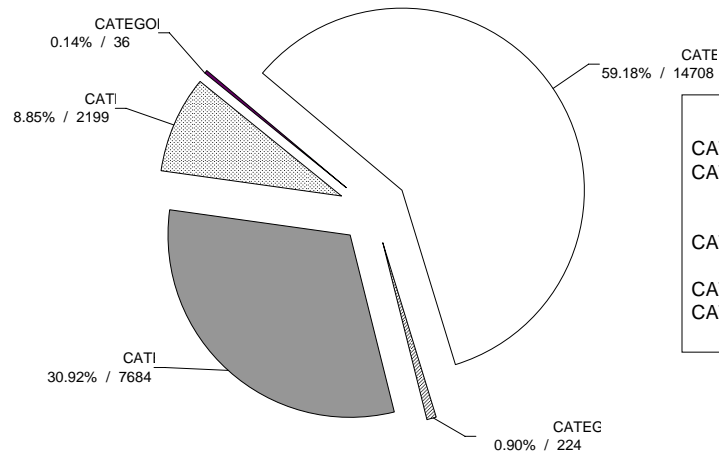
Disability Type



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 May 2009

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	380	372	379	382	384	-	-	-	-
20-24	471	472	484	482	471	477	479	478	-	-	-	-
25-34	1,142	1,159	1,169	1,178	1,166	1,188	1,205	1,218	-	-	-	-
35-44	986	987	1,011	1,026	1,009	1,017	1,023	1,036	-	-	-	-
45-54	1,544	1,557	1,572	1,576	1,546	1,555	1,569	1,570	-	-	-	-
55-61	1,427	1,444	1,464	1,486	1,474	1,478	1,514	1,525	-	-	-	-
62-74	4,216	4,323	4,362	4,399	4,304	4,318	4,390	4,421	-	-	-	-
75+	13,188	13,379	13,636	13,824	13,729	13,781	14,033	14,219	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	24,071	24,193	24,595	24,851	-	-	-	-

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	3,307	3,254	3,274	3,326	3,361	-	-	-	-
Neurological/MS/MD/CP	2,540	2,600	2,639	2,669	2,642	2,654	2,700	2,733	-	-	-	-
HIV	89	89	90	91	90	94	93	94	-	-	-	-
Chemo./Radiation	230	242	245	248	228	216	225	224	-	-	-	-
Dialysis	950	947	961	972	964	947	961	966	-	-	-	-
Cognitive	2,952	2,988	3,035	3,069	3,041	3,075	3,127	3,170	-	-	-	-
Sensory/Blind	1,957	1,978	2,007	2,030	2,013	2,036	2,067	2,086	-	-	-	-
Arthritis	7,614	7,753	7,874	7,965	7,882	7,938	8,089	8,176	-	-	-	-
Cardiac	1,874	1,878	1,907	1,928	1,912	1,916	1,940	1,960	-	-	-	-
Pulmonary	613	614	625	632	626	623	640	644	-	-	-	-
Other Medical	1,402	1,400	1,421	1,438	1,418	1,421	1,426	1,438	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	24,071	24,193	24,595	24,851	-	-	-	-

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	17,945	17,702	17,765	18,052	18,216	-	-	-	-
W/C Confined	6,161	6,235	6,322	6,406	6,369	6,428	6,543	6,635	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	24,071	24,193	24,595	24,851	-	-	-	-

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	14,404	14,241	14,274	14,535	14,708	-	-	-	-
Category 2	215	218	221	223	220	221	223	224	-	-	-	-
Category 3	7,226	7,317	7,429	7,515	7,425	7,501	7,621	7,684	-	-	-	-
Category 4	2,079	2,116	2,149	2,174	2,150	2,162	2,181	2,199	-	-	-	-
Category 5	33	34	35	35	35	35	35	36	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	24,071	24,193	24,595	24,851	-	-	-	-

Special Transportation Service

Paratransit Certification Productivity

FY 2008 - 2009

May 2009

	OCT 2008			NOV			DEC			JAN 2009			FEB			MAR		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																		
- REINSTATEMENTS *	0	1	1	6	3	9	13	5	18	6	4	10	3	5	8	17	12	29
- 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	187	74	261	218	118	336	261	84	345
- TEMPORARY ELIGIBILITY	33	11	44	20	6	26	25	10	35	44	8	52	25	9	34	21	15	36
- RUSHED ELIGIBILITY W/-INT.	44	7	51	27	4	31	34	1	35	65	4	69	48	4	52	61	6	67
- RUSHED ELIGIBILITY W/O-INT.	124	42	166	59	27	86	92	22	114	100	29	129	90	20	110	110	34	144
- VISITOR ELIGIBILITY	4	1	5	2	0	2	9	1	10	7	1	8	0	0	0	0	0	0
SUBTOTAL	459	161	620	372	100	472	362	111	473	409	120	529	384	156	540	470	151	621
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(143)	(28)	(171)	(95)	(23)	(118)	(72)	(21)	(93)	(212)	(33)	(245)	(623)	(181)	(804)	(401)	(90)	(491)
- (DECEASED)	(6)	(4)	(10)	(3)	(3)	(6)	(8)	(3)	(11)	(4)	(3)	(7)	(4)	(12)	(16)	(6)	(2)	(8)
SUBTOTAL	(149)	(32)	(181)	(98)	(26)	(124)	(80)	(24)	(104)	(216)	(36)	(252)	(627)	(193)	(820)	(407)	(92)	(499)
NET ENROLLMENTS	310	129	439	274	74	348	282	87	369	193	84	277	(243)	(37)	(280)	63	59	122

	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																					
- REINSTATEMENTS *	12	4	16	14	4	18	0	0	0	0	0	0	0	0	0	0	0	0	71	38	109
- RECERTIFICATIONS	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	4
- PERMANENT ELIGIBILITY	214	85	299	157	58	215	0	0	0	0	0	0	0	0	0	0	0	0	1,736	649	2,385
- TEMPORARY ELIGIBILITY	26	12	38	16	8	24	0	0	0	0	0	0	0	0	0	0	0	0	210	79	289
- RUSHED ELIGIBILITY W/-INT.	47	10	57	23	3	26	0	0	0	0	0	0	0	0	0	0	0	0	349	39	388
- RUSHED ELIGIBILITY W/O-INT.	95	30	125	82	33	115	0	0	0	0	0	0	0	0	0	0	0	0	752	237	989
- VISITOR ELIGIBILITY	0	0	0	2	2	4	0	0	0	0	0	0	0	0	0	0	0	0	24	5	29
SUBTOTAL	394	141	535	294	109	403	0	0	0	0	0	0	0	0	0	0	0	0	3,144	1,049	4,193
INACTIVATIONS BREAKDOWN																					
- (INACTIVE/PURGED)	(101)	(21)	(122)	(122)	(14)	(136)	0	0	0	0	0	0	0	0	0	0	0	0	(1,769)	(411)	(2,180)
- (DECEASED)	(6)	(5)	(11)	(8)	(3)	(11)	0	0	0	0	0	0	0	0	0	0	0	0	(45)	(35)	(80)
SUBTOTAL	(107)	(26)	(133)	(130)	(17)	(147)	0	0	0	0	0	0	0	0	0	0	0	0	(1,814)	(446)	(2,260)
NET ENROLLMENTS	287	115	402	164	92	256	0	0	0	0	0	0	0	0	0	0	0	0	1,330	603	1,933

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

Special Transportation Service

Paratransit Certification Enrollment

Workload Measures

FY 2008 - 2009

May 2009

	Oct 08	Nov	Dec	Jan 09	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<u>CLIENT INTERVIEWS</u>													
SCHEDULED													
ATTENDED In-House	436	344	352	445	455	517	456	259	0	0	0	0	3,264
ATTENDED Off-Site	0	0	0	0	0	0	0	0	0	0	0	0	0
NO SHOW/CANC.	100	151	94	121	122	108	122	47	0	0	0	0	865
TOTAL SCHEDULED	536	495	446	566	577	625	578	306	0	0	0	0	4,129
DENIALS	61	40	97	94	129	131	147	136	0	0	0	0	835
APPEALS PROCESSED	9	1	3	9	7	8	11	18	0	0	0	0	66
APPLICATIONS MAILED OUT	395	182	350	585	415	708	612	602	0	0	0	0	3,849
CHANGES IN CLIENT FILE	2,281	1,883	2,860	3,322	2,749	2,862	2,670	2,710	0	0	0	0	21,337
REQUEST FROM BROKER FOR CLIENT INFORMATION	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>REQUEST FROM CLIENTS</u>													
FOR DUPLICATE ID	0	0	0	0	0	0	0	37	0	0	0	0	37
DUPLICATE ID ISSUED	15	11	25	102	63	69	46	183	0	0	0	0	514
<u>MAIL-IN APPLICATIONS</u>													
APPLICATIONS RECEIVED	963	757	747	737	757	932	909	916	0	0	0	0	6,718
APPLICATIONS READY FOR APPTS.	547	435	456	426	414	518	486	514	0	0	0	0	3,796
PENDING	0	0	0	0	0	0	0	0	0	0	0	0	0
RETURNED INCOMPLETE APPLICATION	416	322	291	311	343	414	423	402	0	0	0	0	2,922
INTERVIEWS CONDUCTED BY PHONE	5	0	0	0	0	0	0	0	0	0	0	0	5
CLOSED	92	0	0	52	70	126	65	105	0	0	0	0	510