

# MONTHLY REPORT

**June 2009**



# MONTHLY REPORT

June 2009

## 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:

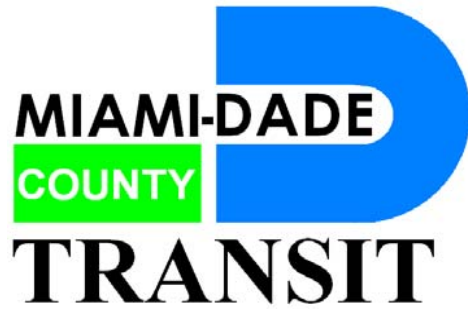
Trip Denial Percentage	(Statistical)	- 8a -
STS TRIP VERIFICATION:	(Statistical)	- 8b -

### 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

June 2009

Expenditures for FY 2008-2009

(SUMMARY)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
<b>ACTUAL TRIPS</b>													
TOTAL	125,994	148,427	112,746	136,208	121,518	123,701	120,906	150,714	119,721				1,159,935
AMB.	94,329	110,557	83,469	100,821	90,401	92,549	89,328	111,597	87,910				860,961
W/C	31,665	37,870	29,277	35,387	31,117	31,152	31,578	39,117	31,811				298,974
<b>PROJECTED TRIPS</b>													
TOTAL	120,345	112,928	139,206	105,255	118,412	148,353	118,316	147,946	118,857				1,129,618
AMB.	89,302	83,283	102,000	77,655	88,250	110,507	87,997	110,209	88,317				837,520
W/C	31,043	29,645	37,206	27,600	30,162	37,846	30,319	37,737	30,540				292,098
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	4.69%	31.44%	-19.01%	29.41%	2.62%	-16.62%	2.19%	1.87%	0.73%				2.68%
<b>ACTUAL NET COST</b>													
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	\$3,006,164				\$28,661,216
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	\$2,207,398				\$21,272,737
W/C	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481	\$764,861	\$792,864	\$984,903	\$798,766				\$7,388,480
<b>AVG COST PER TRIP (NET)</b>													
	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54	\$24.55	\$25.11	\$25.18	\$25.11				\$24.71
<b>PROJECTED NET COST</b>													
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	\$3,021,150				\$28,309,936
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	\$2,021,576				\$18,932,876
W/C	\$983,442	\$939,154	\$1,178,686	\$874,368	\$955,532	\$1,218,830	\$992,341	\$1,235,132	\$999,574				\$9,377,060
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	3.18%	29.36%	-20.25%	27.53%	1.65%	-18.40%	0.97%	0.98%	-0.50%				1.24%

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

# Special Transportation Services

June 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
<b>ACTUAL TRIPS</b>													
TOTAL	125,994	148,427	112,746	136,208	121,518	123,701	120,906	150,714	119,721				1,159,935
AMBULATORY (AMB)	94,329	110,557	83,469	100,821	90,401	92,549	89,328	111,597	87,910				860,961
WHEELCHAIR (W/C)	31,665	37,870	29,277	35,387	31,117	31,152	31,578	39,117	31,811				298,974
<b>ACTUAL REVENUE</b>													
TOTAL	(\$322,540)	(\$380,270)	(\$288,865)	(\$348,913)	(\$310,528)	(\$316,028)	(\$309,680)	(\$385,720)	(\$307,015)				(\$2,969,558)
AMBULATORY (AMB)	(\$241,479)	(\$283,247)	(\$213,855)	(\$258,265)	(\$231,011)	(\$236,441)	(\$228,798)	(\$285,608)	(\$225,438)				(\$2,204,143)
WHEELCHAIR (W/C)	(\$81,061)	(\$97,023)	(\$75,010)	(\$90,648)	(\$79,516)	(\$79,586)	(\$80,882)	(\$100,112)	(\$81,577)				(\$765,415)
<b>AVG FARE COLLECTED</b>	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.55)	(\$2.56)	(\$2.56)	(\$2.56)				(\$2.56)
<b>ACTUAL GROSS COST</b>													
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	\$3,352,736				\$31,926,814
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	\$2,461,883				\$23,696,526
WHEELCHAIR (W/C)	\$862,547	\$1,032,145	\$799,765	\$966,715	\$848,989	\$853,271	\$882,921	\$1,093,082	\$890,854				\$8,230,288
<b>AVG COST PER TRIP (GROSS)</b>	\$27.24	\$27.25	\$27.32	\$27.32	\$27.28	\$27.39	\$27.96	\$27.94	\$28.00				\$27.52
<b>ACTUAL NET COST</b>													
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	\$3,006,164				\$28,661,216
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	\$2,207,398				\$21,272,737
WHEELCHAIR (W/C)	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481	\$764,861	\$792,864	\$984,903	\$798,766				\$7,388,480
<b>AVG COST PER TRIP (NET)</b>	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54	\$24.55	\$25.11	\$25.18	\$25.11				\$24.71
<b>PROJECTED TRIPS</b>													
TOTAL										112,606	131,798	111,746	1,516,085
AMBULATORY (AMB)										83,511	98,413	83,739	1,126,624
WHEELCHAIR (W/C)										29,095	33,385	28,007	389,461
<b>PROJECTED REVENUE</b>													
TOTAL										(\$281,515)	(\$329,495)	(\$279,365)	(3,859,933)
AMBULATORY (AMB)										(\$208,778)	(\$246,033)	(\$209,348)	(2,868,300)
WHEELCHAIR (W/C)										(\$72,738)	(\$83,463)	(\$70,018)	(991,632)
<b>PROJECTED GROSS COST</b>													
TOTAL										\$3,145,361	\$3,674,860	\$3,112,820	\$41,859,854
AMBULATORY (AMB)										\$2,120,344	\$2,498,706	\$2,126,133	\$30,441,709
WHEELCHAIR (W/C)										\$1,025,017	\$1,176,154	\$986,687	\$11,418,145
<b>PROJECTED NET COST</b>													
TOTAL										\$2,863,846	\$3,345,365	\$2,833,455	\$37,703,882
AMBULATORY (AMB)										\$1,911,567	\$2,252,674	\$1,916,786	\$27,353,763
WHEELCHAIR (W/C)										\$952,279	\$1,092,691	\$916,669	\$10,350,119

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>	34,028	17.53%	<b>29.85%</b>	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%		
	<b>Sub Total</b>		27,588	17.09%			39,739			20.07%			37,134			23.49%		48,310	24.88%				
<b>NS</b>	No Show	NS - 20	2,639	1.64%	<b>78.07%</b>	3,298	1.67%	<b>74.91%</b>	2,742	1.73%	<b>71.27%</b>	3,177	1.64%	<b>70.12%</b>	3,922	2.02%	2,552	1.31%					
	Cancellation (Late)	CL - 41	3,561	2.21%			4,325			2.18%			3,498			2.21%		3,922	2.02%	9,651	4.97%		
	Cancellation (At Door)	CD - 42	1,544	0.96%			2,237			1.13%			1,994			1.26%		2,552	1.31%				
	<b>Sub Total</b>		7,744	4.80%			9,860			4.98%			8,234			5.21%							
<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>	36	0.02%	<b>0.03%</b>	24	0.01%	60	0.03%					
	Pending	00_01	24	0.01%			22			0.01%			23			0.01%		24	0.01%				
<b>Sub Total</b>		62	0.04%	91	0.05%	59	0.04%	60	0.03%														
<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>	136,087	70.09%	<b>70.12%</b>	43	0.02%	136,130	70.12%					
	Trips Missed (Transported)	04	96	0.06%			44			0.02%			22			0.01%		43	0.02%				
<b>Sub Total</b>		125,988	78.07%	148,337	74.91%	112,679	71.27%	136,130	70.12%														
<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>	194,151	100.00%	<b>100.00%</b>									
		FEB		%		MAR		%		APR		%		MAY		%							
<b>CX</b>	Cancellation (Advanced)	CA - 40	15,754	10.01%	<b>22.86%</b>	13,732	8.73%	<b>21.36%</b>	18,081	11.33%	<b>24.19%</b>	20,715	10.61%	<b>22.86%</b>	13,164	6.74%	53	0.03%					
	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%		28	0.02%	53	0.03%		
	<b>Sub Total</b>		27,309	17.34%			24,403			15.52%			28,857			18.08%		33,932	17.38%				
<b>NS</b>	No Show	NS - 20	2,750	1.75%	<b>77.11%</b>	3,198	2.03%	<b>78.62%</b>	3,342	2.09%	<b>75.68%</b>	3,975	2.04%	<b>77.12%</b>	4,469	2.29%	2,257	1.16%					
	Cancellation (Late)	CL - 41	3,736	2.37%			3,763			2.39%			4,357			2.73%		4,469	2.29%	10,701	5.48%		
	Cancellation (At Door)	CD - 42	2,195	1.39%			2,212			1.41%			2,064			1.29%		2,257	1.16%				
	<b>Sub Total</b>		8,681	5.51%			9,173			5.83%			9,763			6.12%							
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	46	0.03%	<b>0.04%</b>	21	0.01%	<b>0.02%</b>	48	0.03%	<b>0.12%</b>	28	0.01%	<b>0.02%</b>	14	0.01%	42	0.02%					
	Pending	00_01	10	0.01%			16			0.01%			149			0.09%		14	0.01%				
<b>Sub Total</b>		56	0.04%	37	0.02%	197	0.12%	42	0.02%														
<b>TA</b>	Trips Performed (Transported)	03	121,415	77.11%	<b>77.11%</b>	123,597	78.62%	<b>78.62%</b>	120,816	75.68%	<b>75.68%</b>	150,596	77.12%	<b>77.12%</b>	-	0.00%	150,596	77.12%					
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%				
<b>Sub Total</b>		121,415	77.11%	123,597	78.62%	120,816	75.68%	150,596	77.12%														
<b>Total Trips Requested</b>			157,461	100.00%	<b>100.00%</b>	157,210	100.00%	<b>100.00%</b>	159,633	100.00%	<b>100.00%</b>	195,271	100.00%	<b>100.00%</b>									
		JUN		%		JUL		%		AUG		%		SEP		%		YTD					
<b>CX</b>	Cancellation (Advanced)	CA - 40	15,673	10.10%	<b>22.86%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	184,100	11.98%					
	Cancellation (Same Day)	CS - 43	10,977	7.08%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	109,680	7.14%
	Cancellation (Center Closed/Advanced)	CC - 44	36	0.02%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	178	0.01%
	<b>Sub Total</b>		26,686	17.21%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	293,958	19.13%
<b>NS</b>	No Show	NS - 20	3,212	2.07%	<b>77.12%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	28,333	1.84%					
	Cancellation (Late)	CL - 41	3,599	2.32%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	35,230	2.29%
	Cancellation (At Door)	CD - 42	1,959	1.26%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	19,014	1.24%
	<b>Sub Total</b>		8,770	5.65%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	82,577	5.37%
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	18	0.01%	<b>0.02%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	340	0.02%					
	Pending	00_01	16	0.01%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	298	0.02%
<b>Sub Total</b>		34	0.02%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	638	0.04%										
<b>TA</b>	Trips Performed (Transported)	03	119,614	77.12%	<b>77.12%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	1,158,967	75.44%					
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	205	0.01%
<b>Sub Total</b>		119,614	77.12%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	1,159,172	75.45%								
<b>Total Trips Requested</b>			155,104	100.00%	<b>100.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	1,536,345	100.00%					

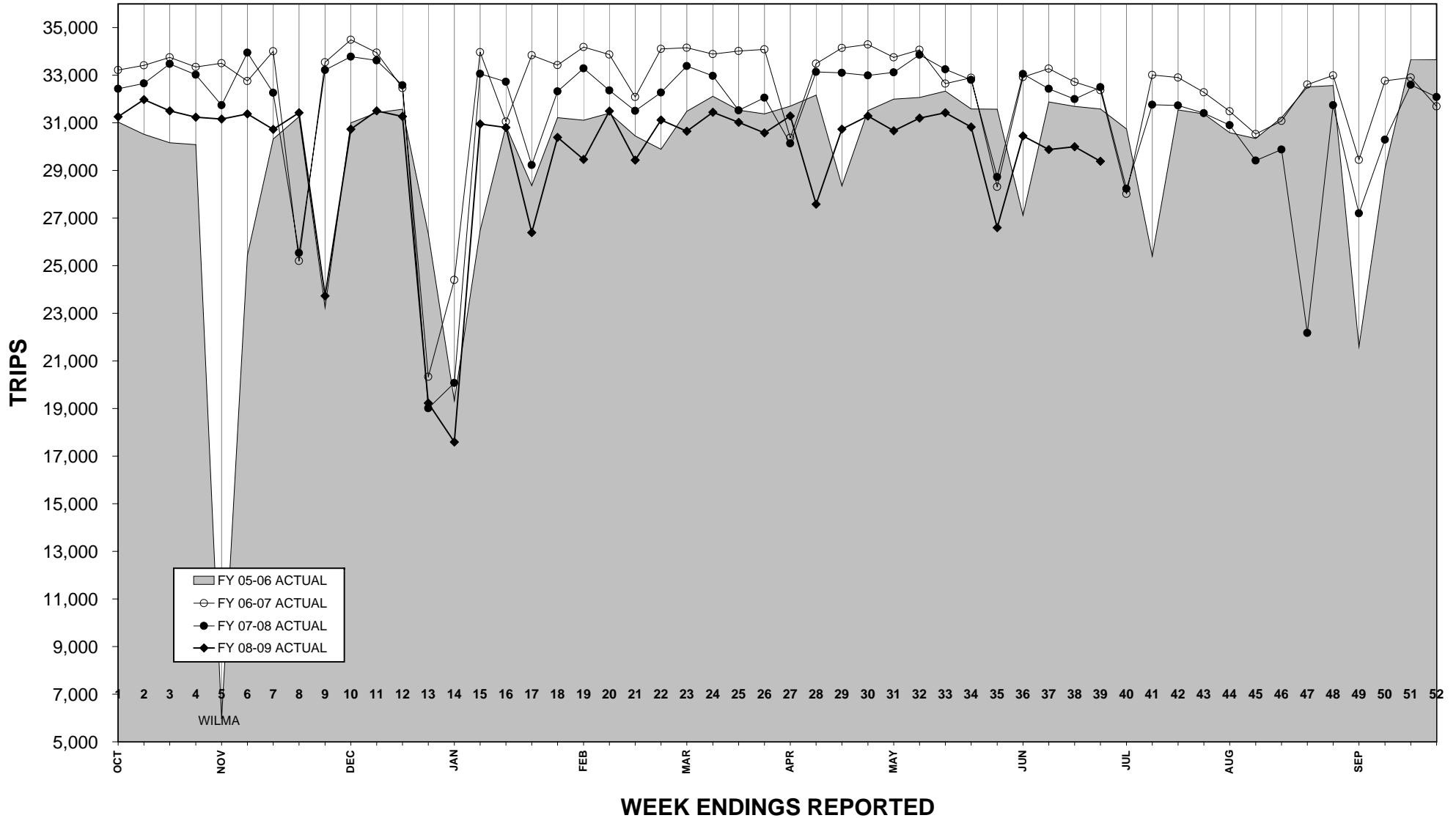
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

# STS Weekly Ridership Comparison

June 2009

FY 05-06THRU FY 08-09

10/24/2005  
HURRICANE  
WILMA MADE  
LANDFALL



# STS Weekly Ridership Comparison

June 2009

10/04/2008 thru 06/27/2009

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%

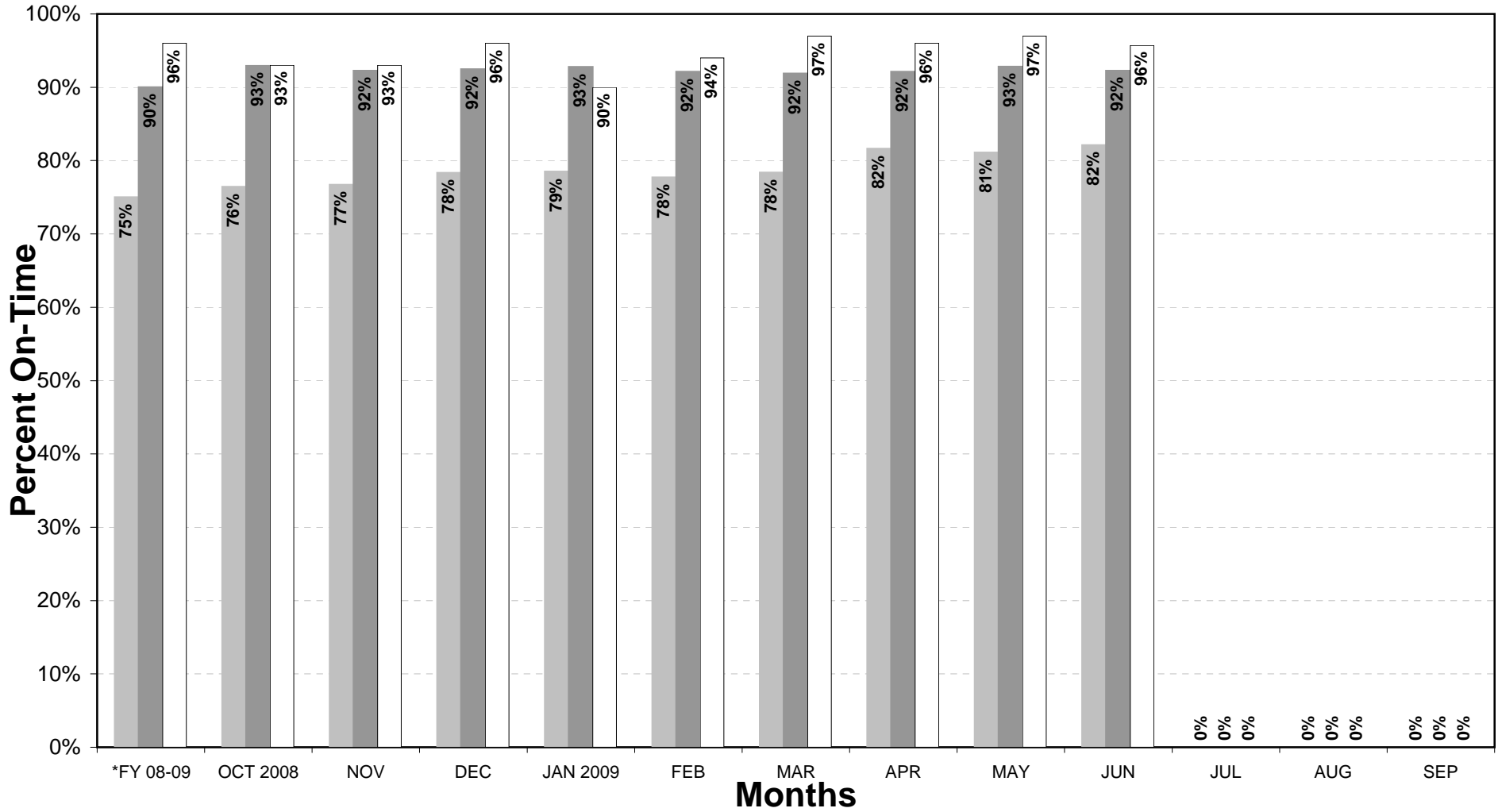
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051	30,455	-7.85%
	37	32,429	29,876	-7.87%
	38	31,995	30,001	-6.23%
	39	32,497	29,389	-9.56%
JUL	40	28,234		
	41	31,763		
	42	31,733		
	43	31,406		
AUG	44	30,908		
	45	29,421		
	46	29,880		
	47	22,172		
	48	31,742		
SEP	49	27,204		
	50	30,299		
	51	32,602		
	52	32,091		

**TOTAL FROM  
OCT 2008 to JUN 2009**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
1,235,254	1,159,875	-6.10%

# S.T.S. On-Time Performance June 2009

■ BUS ■ STS □ RAIL



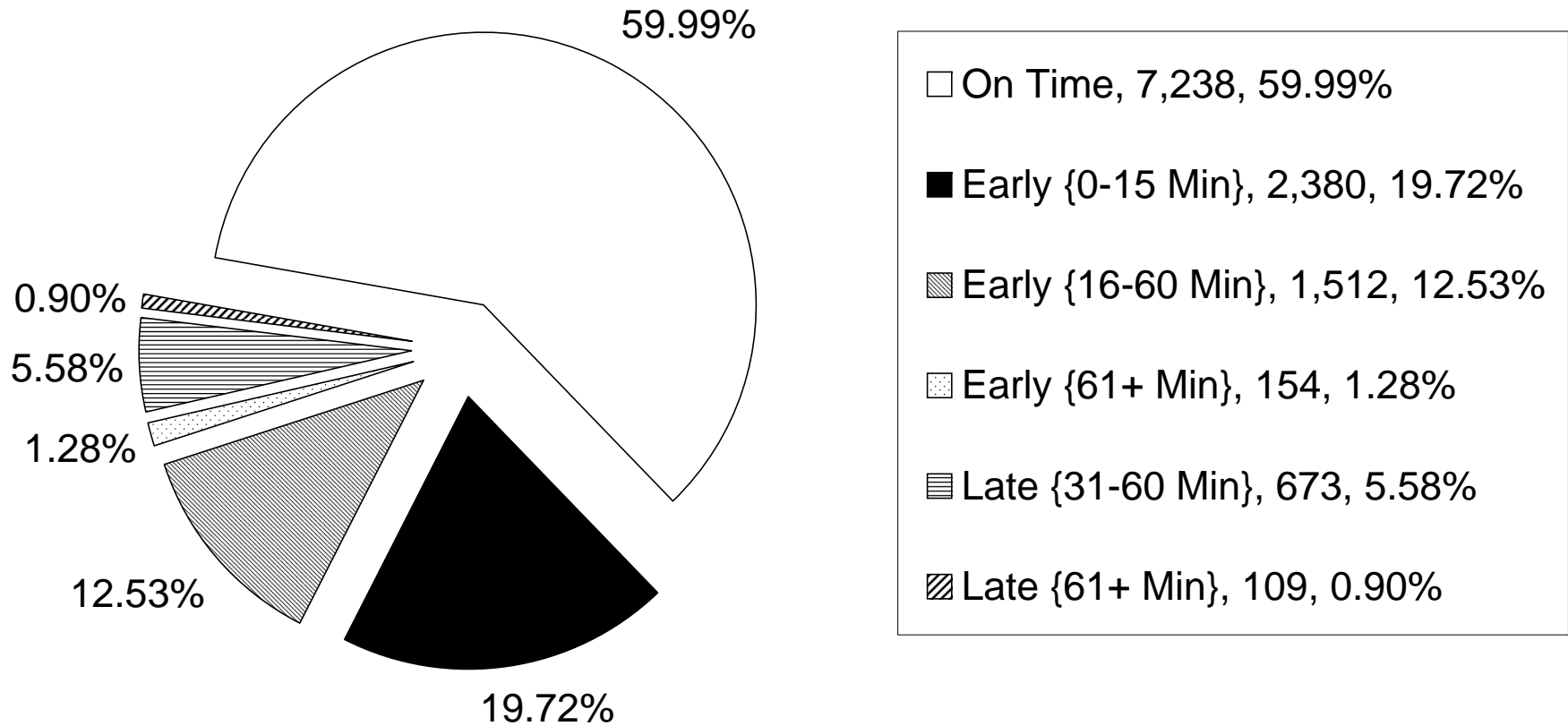
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

June 2009



NOTE: Total trips taken for W/E: 05/31/09 thru 06/27/09 are 119,721. Of which 12,066 trips were monitored constituting 10.08% of daily trips provided.

# S.T.S. On-Time Performance

## June 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
<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>8,170</b>	<b>59.46%</b>	<b>7,367</b>	<b>60.34%</b>	<b>7,504</b>	<b>60.09%</b>
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%
<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>12,745</b>	<b>92.76%</b>	<b>11,245</b>	<b>92.10%</b>	<b>11,470</b>	<b>91.85%</b>
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%

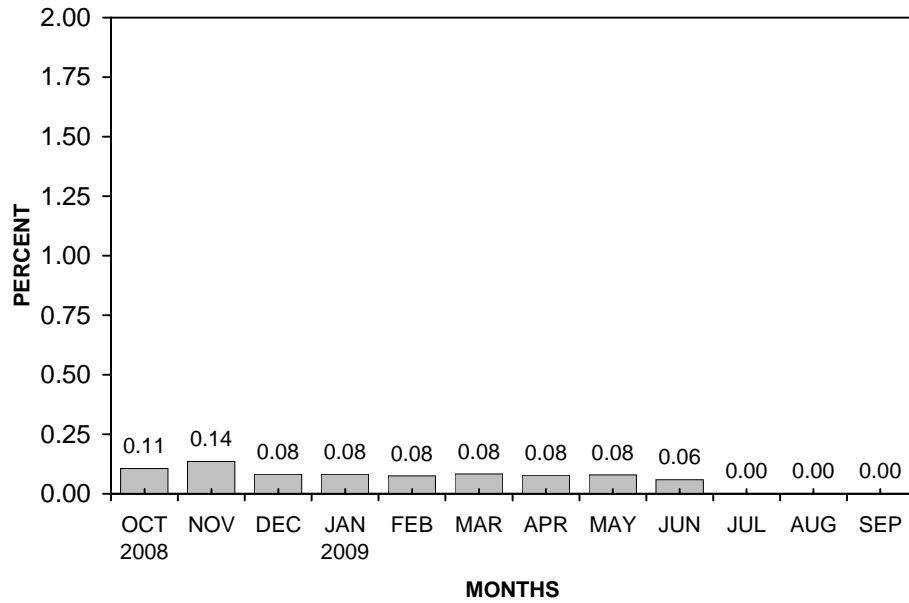
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>7,265</b>	<b>59.34%</b>	<b>9,130</b>	<b>59.83%</b>	<b>7,238</b>	<b>59.99%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>69,948</b>	<b>59.63%</b>
EARLY 0-15	2,434	19.88%	2,978	19.52%	2,380	19.72%	0	0.00%	0	0.00%	0	0.00%	23,282	19.85%
EARLY 16-60	1,579	12.90%	2,052	13.45%	1,512	12.53%	0	0.00%	0	0.00%	0	0.00%	15,156	12.92%
<b>TOTAL</b>	<b>11,278</b>	<b>92.11%</b>	<b>14,160</b>	<b>92.79%</b>	<b>11,130</b>	<b>92.24%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>108,386</b>	<b>92.40%</b>
EARLY	125	1.02%	198	1.30%	154	1.28%	-	0.00%	-	0.00%	-	0.00%	1,289	1.10%
EARLY 61+	125	1.02%	198	1.30%	154	1.28%	0	0.00%	0	0.00%	0	0.00%	1,289	1.10%
LATE	841	6.87%	902	5.91%	782	6.48%	-	0.00%	-	0.00%	-	0.00%	7,631	6.51%
LATE 31-60	737	6.02%	772	5.06%	673	5.58%	0	0.00%	0	0.00%	0	0.00%	6,509	5.55%
LATE 61+	104	0.85%	130	0.85%	109	0.90%	0	0.00%	0	0.00%	0	0.00%	1,122	0.96%

# Special Transportation Service

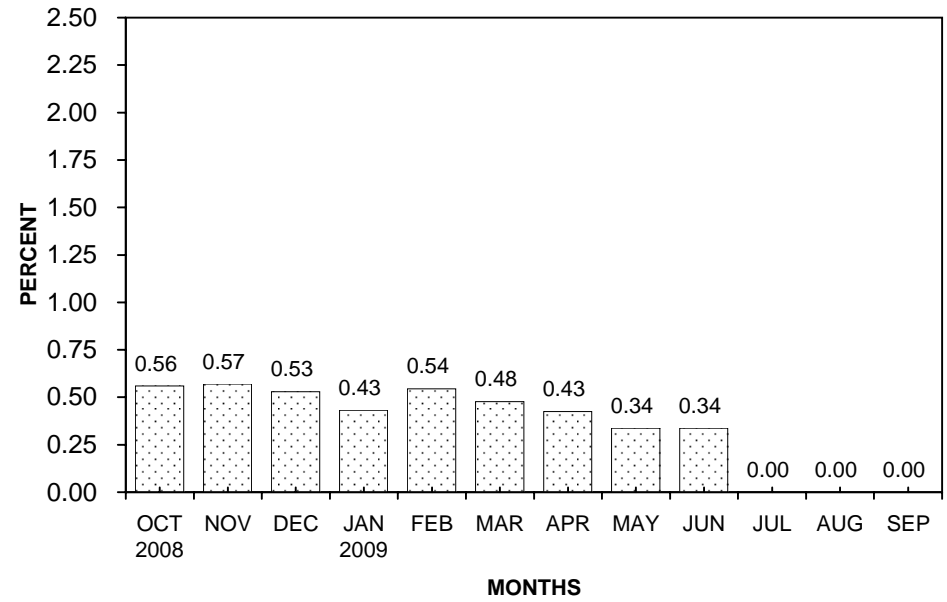
Customer Complaints as a Percent of Total Trips

June 2009

### Customer Complaints



### Late Vehicle Inquiries



# Special Transportation Service

## June 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	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	0	0
B1 (LATE PICK-UP)	18	5	28	17	11	4	13	4	9	3	5	1	10	2	11	8	4	4	0	0	0	0	0	0	109	48	
B2 (LATE RETURN)	23	6	29	11	8	3	14	8	15	6	16	4	10	3	8	2	7	4	0	0	0	0	0	130	47		
B3 (NEVER PICKED-UP)	11	2	11	1	4	3	5	0	4	0	7	1	6	2	5	4	4	1	0	0	0	0	0	57	14		
B4 (LENGTHY ROUTING)	24	11	34	11	18	4	12	0	9	2	10	3	9	3	6	6	5	2	0	0	0	0	0	127	42		
B7 (EARLY PICK-UP)	1	0	5	1	1	0	1	0	0	0	1	0	1	0	2	0	1	0	0	0	0	0	0	13	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	
<b>SUB TOTAL</b>	77	24	107	41	42	14	45	12	37	11	39	9	36	10	32	20	21	11	0	0	0	0	0	436	152		
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%	0.02%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.04%		
	0.05%		0.07%		0.03%		0.03%		0.03%		0.03%		0.03%		0.03%		0.02%		0.00%		0.00%		0.00%	0.03%			

OTHER COMPLAINTS																									
B5 (DISPUTED NO SHOWS)	1	1	1	0	1	0	5	1	1	1	2	1	1	0	4	3	3	0	0	0	0	0	0	19	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	8	7
B8 (DRIVER COMPLIANCE)	9	10	18	9	14	7	13	16	8	15	19	9	14	18	12	27	17	5	0	0	0	0	124	116	
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	6	3	
B10 (A/C NON-COMPLIANCE)	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	2	2	
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
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	3	1	
B13 (IMPROPER W/C TIEDOWNS)	0	0	0	2	0	0	0	0	0	1	0	0	0	2	0	1	0	1	0	0	0	0	0	0	7
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	1	0	0
B18 (RESERVATION ERROR)	4	2	6	2	2	0	2	0	1	0	1	2	0	0	1	3	1	1	0	0	0	0	18	10	
B19 (OTHER)	2	0	5	3	8	1	12	4	4	4	13	3	6	1	4	2	7	2	0	0	0	0	61	20	
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	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	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
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
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
<b>SUB TOTAL</b>	19	13	35	18	28	8	33	21	17	27	40	15	25	23	27	41	28	10	0	0	0	0	252	176	

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	87,910	31,811	0	0	0	0	860,961	298,974
TOTAL "A.T.S." COMPLAINTS	96	37	142	59	70	22	78	33	54	38	79	24	61	33	59	61	49	21	0	0	0	0	688	328
% 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	0.06	0.07	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	70	119,721	0	0	0	0	1,016	1,159,935	
Customer Complaints as a % of Ttl Trips	0.11%		0.14%		0.08%		0.08%		0.08%		0.08%		0.08%		0.08%		0.06%		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	164	79	0	0	0	0	2,093	841	
B2 (LATE RETURN)	198	75	289	110	197	88	171	82	231	83	231	75	175	69	137	106	102	59	0	0	0	0	1,731	747	
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	1	0	0
<b>SUB TOTAL</b>	497	209	619	226	416	181	416	172	486	175	435	155	373	141	317	191	266	138	0	0	0	0	3,825	1,588	
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%	0.30%	0.43%	0.00%	0.00%	0.00%	0.00%	0.44%	0.53%	
	0.56%		0.57%		0.53%		0.43%		0.54%		0.48%		0.43%		0.34%		0.34%		0.00%		0.00%		0.46%		

# Special Transportation Service

June 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																										
<b>B20 (ACCIDENT CARRIER REPORTED)</b>	27	9	25	10	22	6	13	9	7	1	20	6	31	7	8	7	23	2	0	0	0	0	0	0	176	57
<b>B21 (INCIDENT CARRIER REPORTED)</b>	3	1	9	9	11	6	11	1	20	7	11	3	12	8	13	4	6	4	0	0	0	0	0	0	96	43
<b>B22 (COMMENDATIONS)</b>	18	5	12	7	8	9	16	7	12	11	9	4	10	5	27	4	18	9	0	0	0	0	0	0	130	61
<b>B25 (PROVIDER PREFERENCE)</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
<b>B27 (SUGGESTIONS)</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
<b>B28 (WAIVED DRIVER COMPL.)</b>	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

<b>TOTAL "CLIENT" COMPLAINTS</b>	53	15	49	26	42	21	40	17	39	19	40	13	53	20	48	15	47	15	0	0	0	0	0	0	411	161
<b>% COMPLAINTS related to Ttl TRIPS</b>	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	0.05	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.05

**CLIENTS**

<b>C4 (UNRULY BEHAVIOUR)</b>	16	6	13	7	4	6	16	5	17	4	19	3	11	4	14	11	11	6	0	0	0	0	0	0	121	52
<b>C7 (OTHER)</b>	3	2	3	4	4	2	3	5	3	2	6	4	9	6	8	1	10	2	0	0	0	0	0	0	49	28
<b>C10 (FARE NOT PAID)</b>	0	1	0	0	1	0	0	3	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	8

<b>TOTAL "CLIENT" COMPLAINTS</b>	19	9	16	11	9	8	19	13	20	7	25	8	20	11	22	12	21	9	0	0	0	0	0	0	171	88
<b>% COMPLAINTS related to Ttl TRIPS</b>	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	0.02	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.03

**MDTA**

<b>M4 (ADMINISTRATIVE)</b>	6	1	3	3	7	1	4	6	2	1	11	1	7	0	6	1	1	0	0	0	0	0	0	0	47	14
<b>M5 (OTHER)</b>	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
<b>M22 (COMMENDATIONS)</b>	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
<b>M23 (PHONE DIFFICULTIES)</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
<b>M24 (RUDE STAFF)</b>	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

<b>TOTAL "MDTA" COMPLAINTS</b>	7	1	3	3	8	1	4	6	2	1	13	1	9	0	8	2	1	0	0	0	0	0	0	0	55	15
<b>% COMPLAINTS related to Ttl TRIPS</b>	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

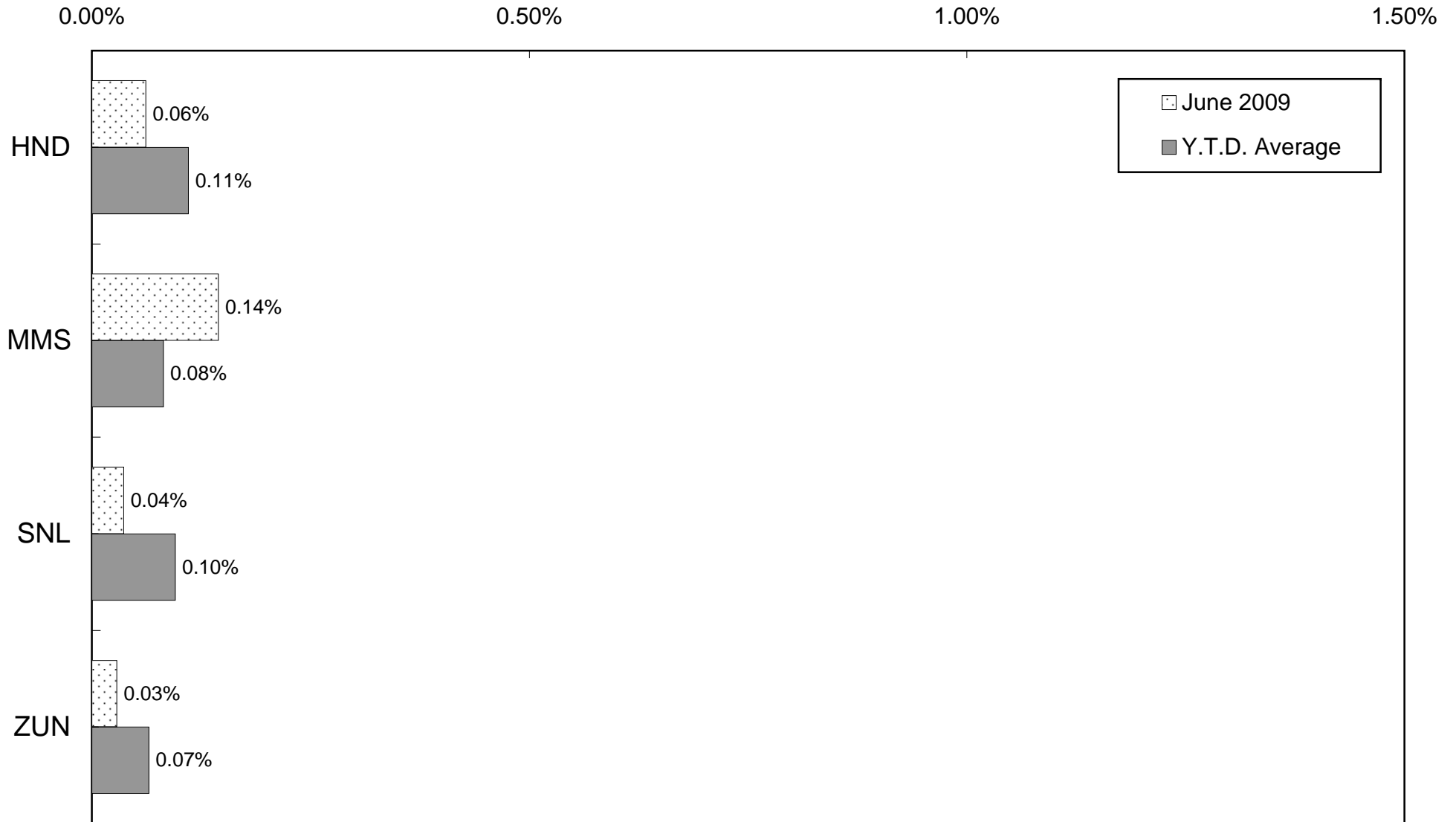
<b>TOTAL TRIPS REPORTED BY M.I.S.: (1)</b>	94,329	31,665	110,557	37,870	83,469	29,277	100,821	35,387	90,401	31,117	92,549	31,152	89,328	31,578	111,597	39,117	87,910	31,811	0	0	0	0	0	0	860,961	298,974
<b>TOTAL OF "ALL" COMPLAINTS:</b>	122	47	161	73	87	31	101	52	76	46	117	33	90	44	89	75	71	30	0	0	0	0	0	0	914	431
<b>% COMPLAINTS related to Ttl TRIPS</b>	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	0.08	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.14

<b>B20 (ACCIDENT CARRIER REPORTED)</b>	20	14	15	16	8	9	12	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	114	
--	----	----	----	----	---	---	----	----	----	----	---	---	---	---	---	---	---	---	---	---	---	---	---	---	-----	--

# Special Transportation Service

June 2009

% of Total Customer Complaints received by Carriers



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

# Special Transportation Service

## June 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	10	16,183	0.06%	33	22,825	0.14%	18	49,311	0.04%	0	0	0.00%	9	31,402	0.03%
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	119,721	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%
70	0.06%
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

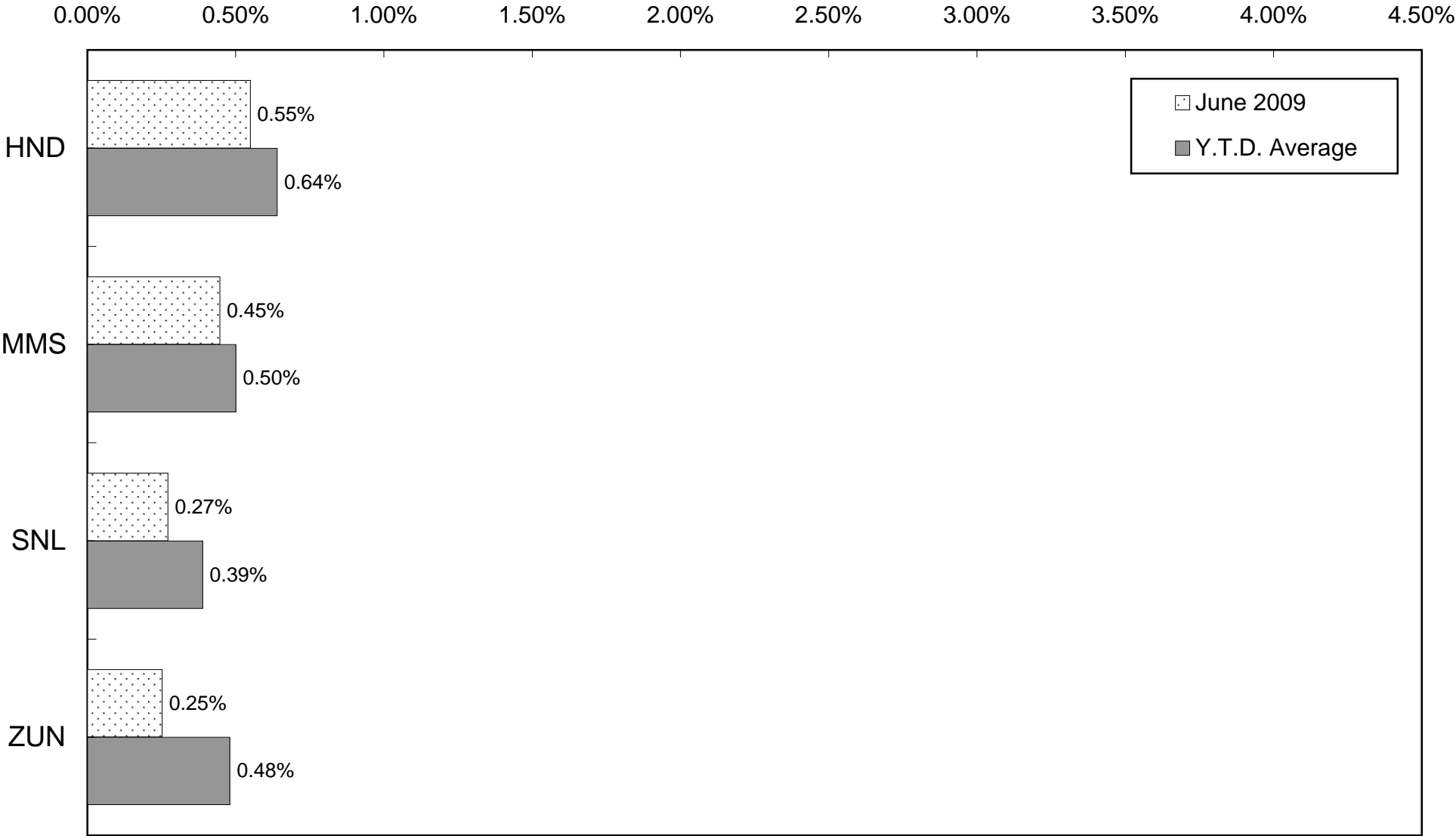
NOTE: Carrier Complaint information is provided by the County.

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

# Special Transportation Service

June 2009

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

## June 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	89	16,183	0.55%	102	22,825	0.45%	134	49,311	0.27%	0	0	0.00%	79	31,402	0.25%
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	119,721	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%
404	0.34%
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

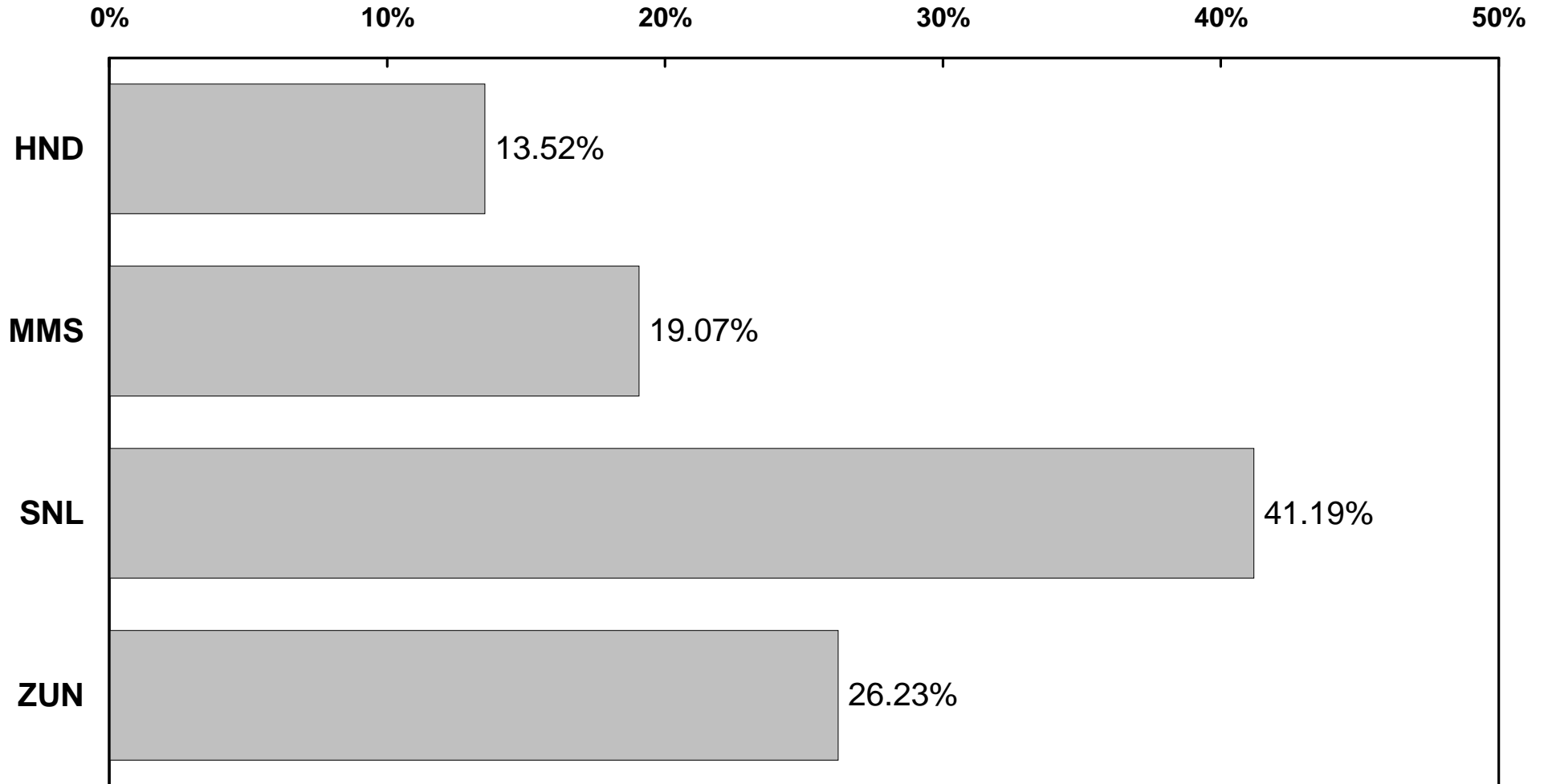
NOTE: Carrier Complaint information is provided by the County.

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

# Monthly Comparison of STS Trips by Carriers

June 2009

PERCENTAGE OF TOTAL TRIPS



Note: \* Carriers listed as backups.

# Special Transportation Service

## Distribution of Brokered Trips

June 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	11,658.30	11,618	71.79%	4,565	28.21%	16,183	1.39	13.52%	163,425	10
MMS	13,880.80	17,912	78.48%	4,913	21.52%	22,825	1.64	19.07%	193,718	8
SNL	34,432.40	35,063	71.11%	14,248	28.89%	49,311	1.43	41.19%	454,918	9
ZUN	21,228.60	23,317	74.25%	8,085	25.75%	31,402	1.48	26.23%	322,693	10
<b>SUB TOTAL</b>	<b>81,200.10</b>	<b>87,910</b>	<b>73.91%</b>	<b>31,811</b>	<b>26.09%</b>	<b>119,721</b>	<b>1.49</b>	<b>100.00%</b>	<b>1,134,754</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>87,910</b>	<b>73.43%</b>	<b>31,811</b>	<b>26.57%</b>	<b>119,721</b>		<b>100.00%</b>	<b>1,134,754</b>	<b>9</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

June 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%
<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>	<b>136,208</b>	<b>100.00%</b>	<b>121,518</b>	<b>100.00%</b>	<b>123,701</b>	<b>100.00%</b>

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%	16,183	13.52%	-		-		-	
MMS	22,838	18.89%	28,383	18.83%	22,825	19.07%	-		-		-	
SNL	50,171	41.50%	62,082	41.19%	49,311	41.19%	-		-		-	
YC *	-	0.00%	-	0.00%	-	0.00%	-		-		-	
ZUN	32,061	26.52%	40,218	26.68%	31,402	26.23%	-		-		-	
<b>TOTAL</b>	<b>120,906</b>	<b>100.00%</b>	<b>150,714</b>	<b>100.00%</b>	<b>119,721</b>	<b>100.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>

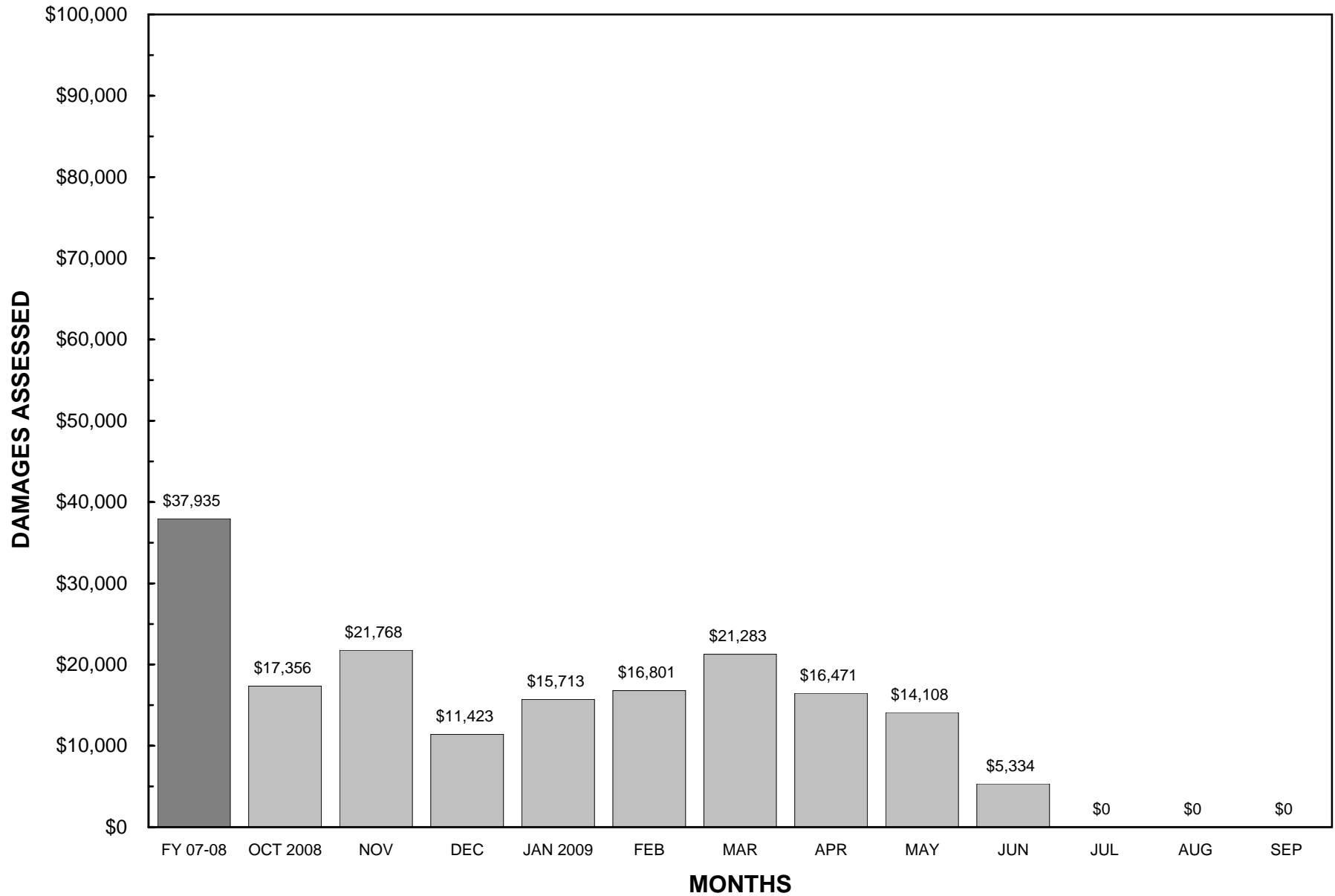
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	155,559	13.41%
MMS	220,571	19.02%
SNL	476,879	41.11%
YC *	-	0.00%
ZUN	306,926	26.46%
<b>TOTAL</b>	<b>1,159,935</b>	<b>100.00%</b>

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

## Liquidated Damages

June 2009



# Special Transportation Service

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

### June 2009

### 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	\$ 6,245.40	\$ 7,139.36	\$ 5,993.66	\$ 5,034.30	\$ 5,116.11	\$ 4,131.03	\$ -	\$ -	\$ -	\$ 57,924.39
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	\$ 4,131.03	\$ -	\$ -	\$ -	\$ 57,924.39
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	\$ 124.95	\$ -	\$ -	\$ -	\$ 2,677.50
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ 160.65	\$ 232.05	\$ 196.35	\$ 196.35	\$ 124.95	\$ -	\$ -	\$ -	\$ 2,677.50
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	\$ 62.59	\$ -	\$ -	\$ -	\$ 2,227.00
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	\$ 7.81	\$ -	\$ -	\$ -	\$ 101.10
INOPERABLE AIR CONDITIONER	\$ -	\$ 48.78	\$ -	\$ -	\$ 24.39	\$ -	\$ -	\$ -	\$ 24.39	\$ -	\$ -	\$ -	\$ 97.56
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	\$ 30.39	\$ -	\$ -	\$ -	\$ 182.34
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	\$ 4,318.57	\$ -	\$ -	\$ -	\$ 61,386.90
<b>SUB-TOTAL</b>	<b>\$ 20,355.83</b>	<b>\$ 27,168.06</b>	<b>\$ 13,577.24</b>	<b>\$ 17,289.87</b>	<b>\$ 18,378.33</b>	<b>\$ 22,283.09</b>	<b>\$ 18,953.70</b>	<b>\$ 14,838.22</b>	<b>\$ 8,637.14</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 161,481.48</b>
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ (1,154.16)	\$ (577.08)	\$ (577.08)	\$ -	\$ (282.39)	\$ -	\$ 97.04	\$ -	\$ -	\$ -	\$ (2,493.67)
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 269.80	\$ -	\$ -	\$ -	\$ -	\$ 269.80
<b>BONUSES</b>													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ (2,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,000.00)
CALL TAKING STANDARDS	\$ (2,000.00)	\$ (2,400.00)	\$ -	\$ -	\$ -	\$ -	\$ (1,200.00)	\$ -	\$ (2,400.00)	\$ -	\$ -	\$ -	\$ (8,000.00)
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)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ (9,000.00)
<b>SUB-TOTAL</b>	<b>\$ (3,000.00)</b>	<b>\$ (5,400.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (2,200.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (3,400.00)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (19,000.00)</b>
<b>GRAND TOTAL</b>	<b>\$ 17,355.83</b>	<b>\$ 21,768.06</b>	<b>\$ 11,423.08</b>	<b>\$ 15,712.79</b>	<b>\$ 16,801.25</b>	<b>\$ 21,283.09</b>	<b>\$ 16,471.31</b>	<b>\$ 14,108.02</b>	<b>\$ 5,334.18</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 140,257.61</b>

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### June 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

### June 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	22,425	8,030	30,455	\$ 852,267.65	\$ (77,960.00)	-	-	-	\$ -	\$ -	\$ -	22,425	8,030	30,455	\$ 852,267.65	\$ (77,960.00)	\$ (4,836.59)	\$ -	\$ -	\$ (5,807.31)	\$ 763,663.75
06/13/2009	21,898	7,978	29,876	\$ 837,055.16	\$ (76,725.00)	-	-	-	\$ -	\$ -	\$ -	21,898	7,978	29,876	\$ 837,055.16	\$ (76,725.00)	\$ (6,806.80)	\$ -	\$ -	\$ (5,702.48)	\$ 747,820.88
06/20/2009	21,977	8,024	30,001	\$ 840,681.55	\$ (76,975.00)	-	-	-	\$ -	\$ -	\$ -	21,977	8,024	30,001	\$ 840,681.55	\$ (76,975.00)	\$ (5,071.43)	\$ -	\$ -	\$ (5,727.80)	\$ 752,907.32
06/27/2009	21,610	7,779	29,389	\$ 822,732.07	\$ (75,355.00)	-	-	-	\$ -	\$ -	\$ -	21,610	7,779	29,389	\$ 822,732.07	\$ (75,355.00)	\$ -	\$ -	\$ (5,605.33)	\$ 741,771.74	
TOTAL	87,910	31,811	119,721	\$ 3,352,736.43	\$ (307,015.00)	-	-	-	\$ -	\$ -	\$ -	87,910	31,811	119,721	\$ 3,352,736.43	\$ (307,015.00)	\$ (16,714.82)	\$ -	\$ -	\$ (22,842.91)	\$ 3,006,163.70

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	860,961	298,974	1,159,935	\$ 3,926,813.60	\$ (2,969,557.50)	-	-	-	\$ -	\$ -	\$ -	860,961	298,974	1,159,935	\$ 3,926,813.60	\$ (2,969,557.50)	\$ (89,991.66)	\$ -	\$ -	\$ (217,179.42)	\$ 28,650,085.02
---------	---------	---------	-----------	-----------------	-------------------	---	---	---	------	------	------	---------	---------	-----------	-----------------	-------------------	----------------	------	------	-----------------	------------------

# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

**June 2009**

COMPLAINT TYPE		COMPLAINT DESCRIPTION		STS COMPLAINTS BY PENALTY				
				AMBULATORY		WHEELCHAIR		Total
				LATE 31 - 60	LATE 61+	LATE 31 - 60	LATE 61+	
<b>B-1</b>	<b>LATE PICKUP</b>	147	17	69	10	243		
<b>B-2</b>	<b>LATE RETURN</b>	80	22	46	13	161		
<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 TYPE		COMPLAINT DESCRIPTION		AMBULATORY		WHEELCHAIR		Total
				EARLY 16 - 60	EARLY 61+	EARLY 16 - 60	EARLY 61+	
<b>B-07</b>	<b>EARLY PICKUP</b>	0	0	0	0	0		

**TOTAL** 39

23

<b>TOTAL ADA VIOLATIONS</b>	<b>62</b>
<b>TOTAL TRIPS BILLED</b>	<b>119,721</b>
<b>PERCENT OF ADA TRIPS DENIAL</b>	<b>0.05%</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

June 2009

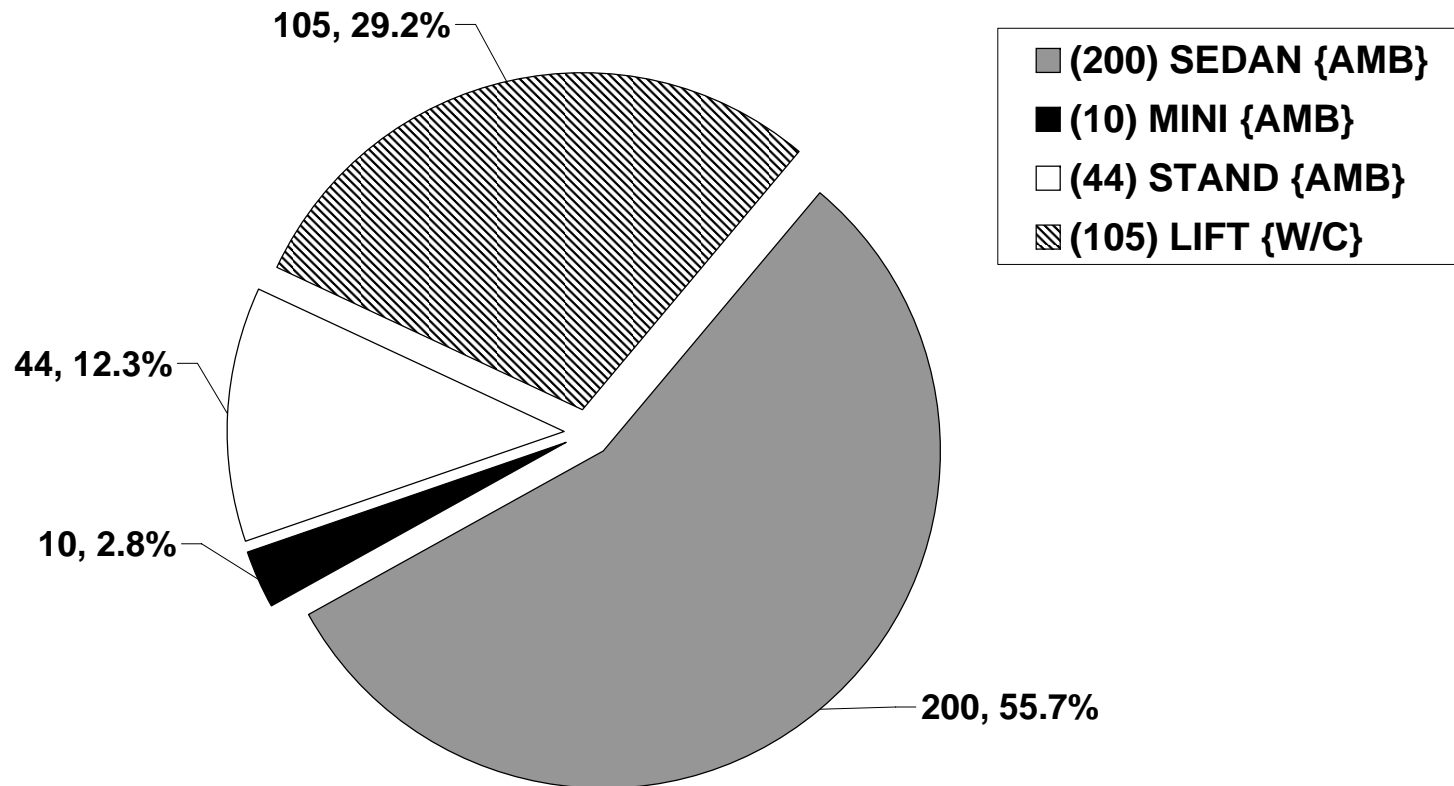
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>OCT 2008</b>	125,994	29,353	10,653	40,006	31.75%	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>	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%
<b>FEB</b>	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%
<b>MAR</b>	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%
<b>APR</b>	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%
<b>MAY</b>	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%
<b>JUN</b>	119,721	15,397	6,966	22,363	18.68%	0	0	2	0	0	0	0	1	2	1	3	0.01%	0.01%	0.01%
<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>	1,159,935	182,982	76,133	259,115	22.34%	39	10	6	1	16	5	20	8	81	24	105	0.04%	0.03%	0.04%

# Special Transportation Service

## Vehicle Availability

June 2009

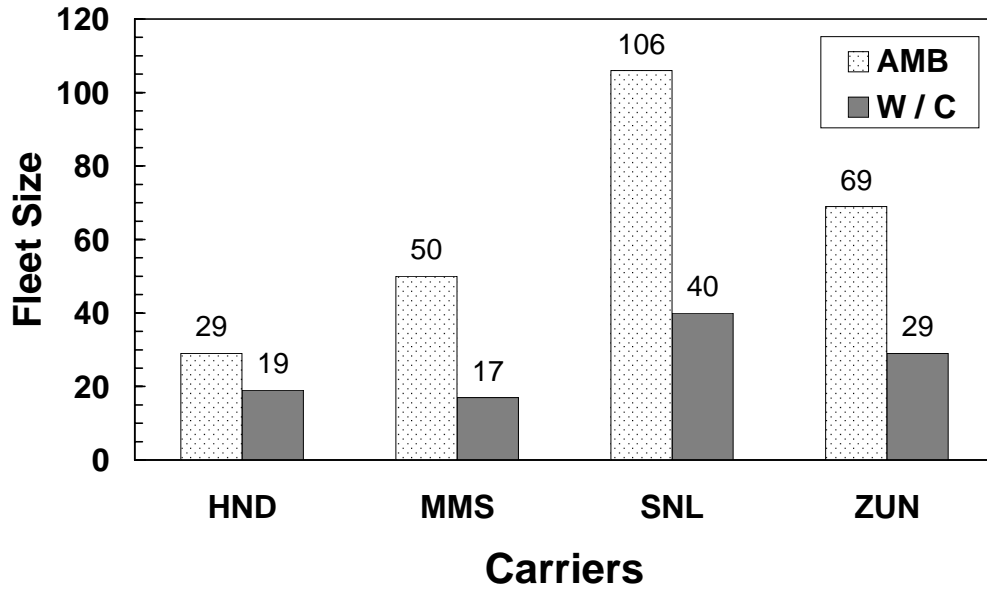
**TOTAL VEHICLES: 359**



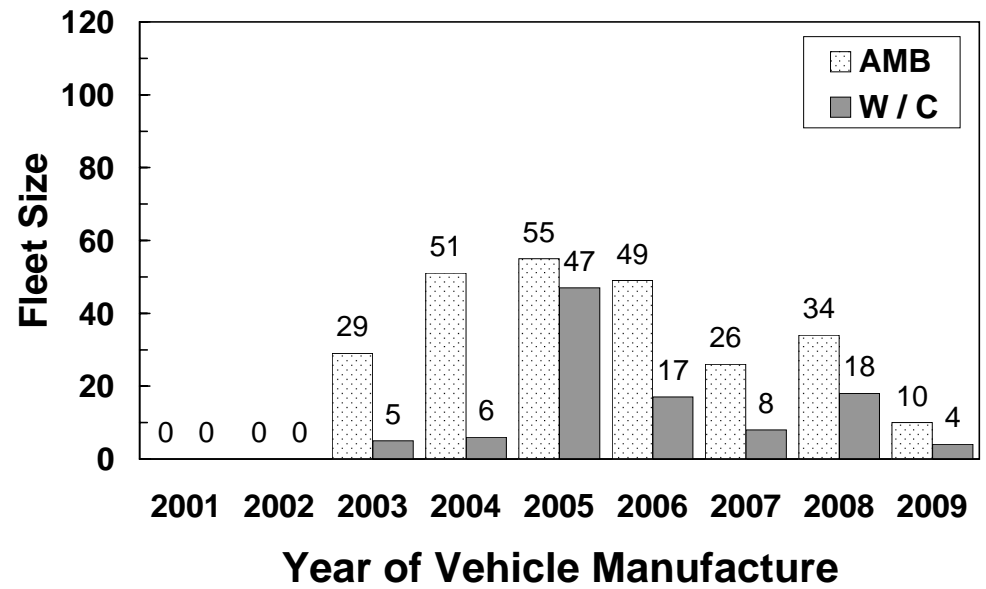
# Special Transportation Service

June 2009

### Vehicle Availability by Carrier



### Fleet Age



# Special Transportation Service

## Vehicle Summary

### June 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	-	-	-	34
2004	57	57	57	57	57	57	57	57	57	-	-	-	57
2005	102	102	102	102	102	102	102	102	102	-	-	-	102
2006	66	66	66	66	66	66	66	66	66	-	-	-	66
2007	34	34	34	34	34	34	34	34	34	-	-	-	34
2008	52	52	52	52	52	52	52	52	52	-	-	-	52
2009	14	14	14	14	14	14	14	14	14	-	-	-	14
<b>TOTAL</b>	359	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	-	-	-	48
MMS	67	67	67	67	67	67	67	67	67	-	-	-	67
SNL	146	146	146	146	146	146	146	146	146	-	-	-	146
ZUN	98	98	98	98	98	98	98	98	98	-	-	-	98
<b>TOTAL</b>	359	359	359	359	359	359	359	359	359	-	-	-	359

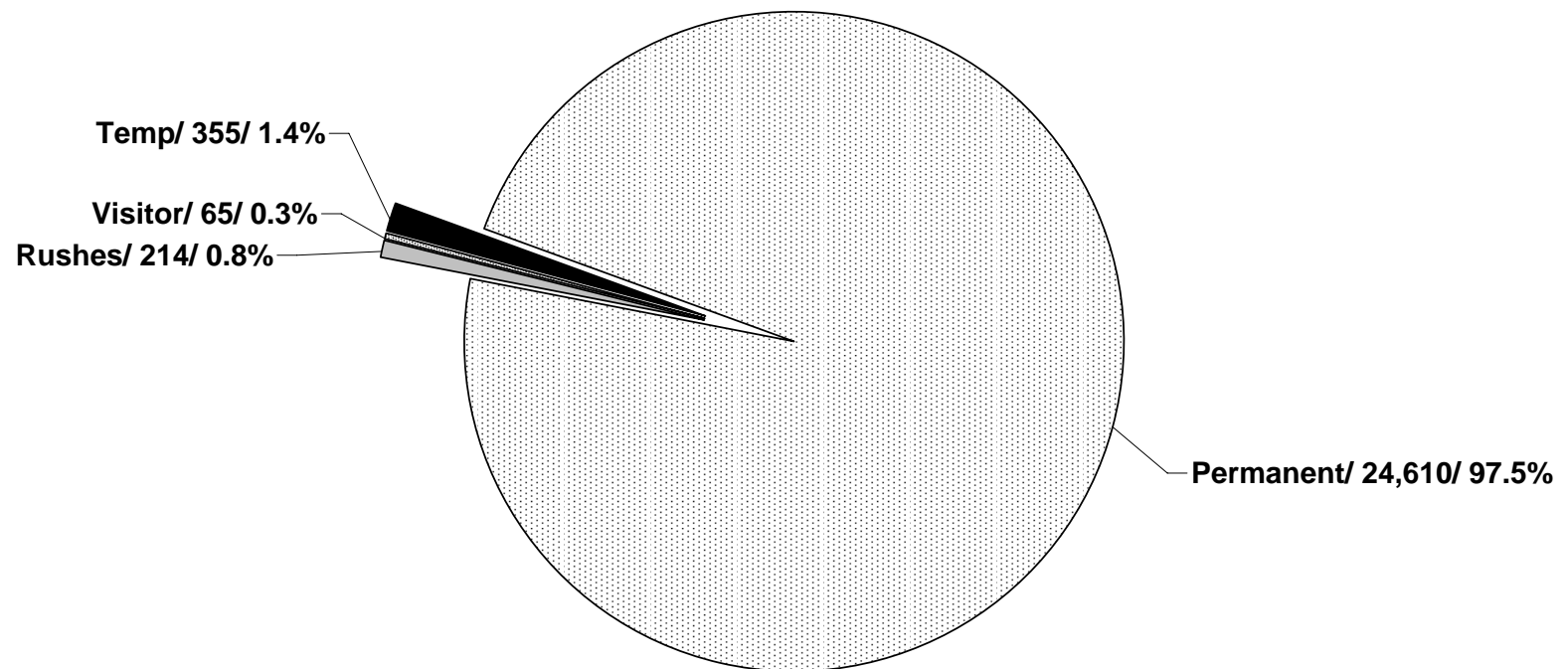
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	254	254	254	254	254	254	254	254	-	-	-	254
W / C	105	105	105	105	105	105	105	105	105	-	-	-	105
<b>TOTAL</b>	359	359	359	359	359	359	359	359	359	-	-	-	359

# Special Transportation Service

## Current Ridership Population

June 2009

Total: 25,244



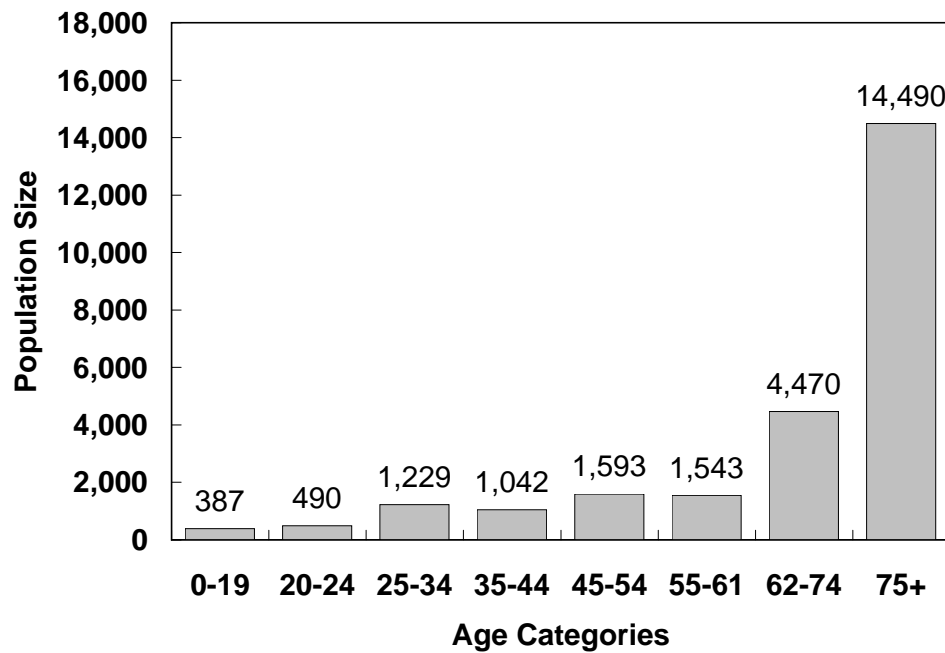
# Special Transportation Service

## Total Client Population

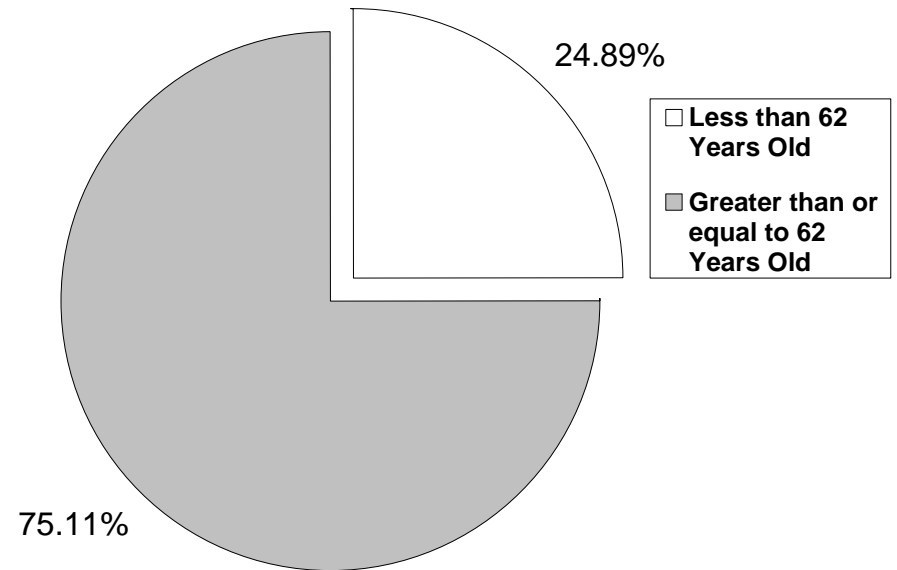
### Authorized for Travel

June 2009

Breakdown by Age



Total: 25,244

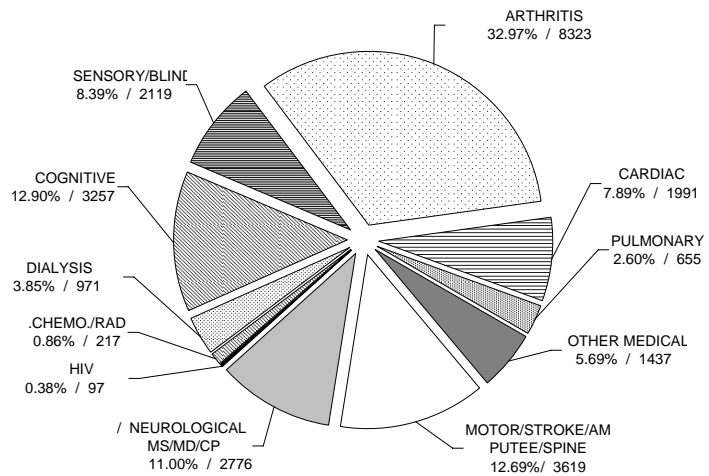


# Special Transportation Service

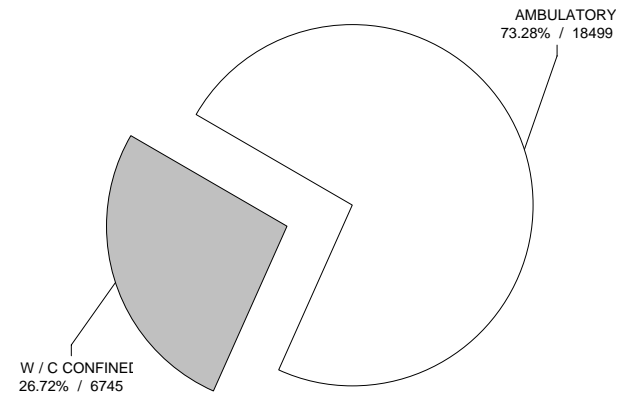
Population Profile  
Authorized for Travel

June 2009

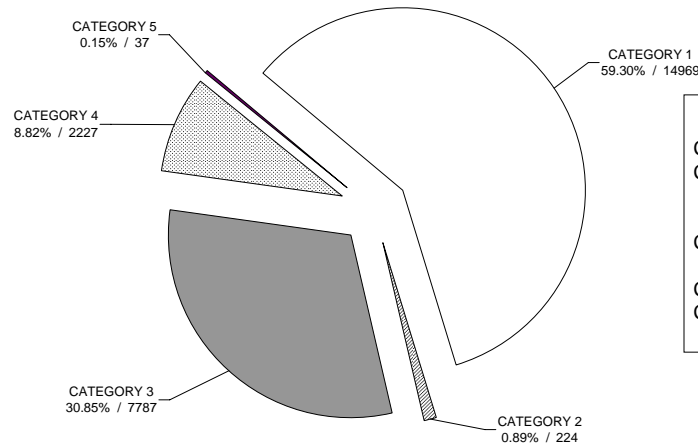
**Disability Type**



**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 June 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	387	-	-	-
20-24	471	472	484	482	471	477	479	478	490	-	-	-
25-34	1,142	1,159	1,169	1,178	1,166	1,188	1,205	1,218	1,229	-	-	-
35-44	986	987	1,011	1,026	1,009	1,017	1,023	1,036	1,042	-	-	-
45-54	1,544	1,557	1,572	1,576	1,546	1,555	1,569	1,570	1,593	-	-	-
55-61	1,427	1,444	1,464	1,486	1,474	1,478	1,514	1,525	1,543	-	-	-
62-74	4,216	4,323	4,362	4,399	4,304	4,318	4,390	4,421	4,470	-	-	-
75+	13,188	13,379	13,636	13,824	13,729	13,781	14,033	14,219	14,490	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</b>	<b>24,193</b>	<b>24,595</b>	<b>24,851</b>	<b>25,244</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	3,307	3,254	3,274	3,326	3,361	3,402	-	-	-
Neurological/MS/MD/CP	2,540	2,600	2,639	2,669	2,642	2,654	2,700	2,733	2,776	-	-	-
HIV	89	89	90	91	90	94	93	94	97	-	-	-
Chemo./Radiation	230	242	245	248	228	216	225	224	217	-	-	-
Dialysis	950	947	961	972	964	947	961	966	971	-	-	-
Cognitive	2,952	2,988	3,035	3,069	3,041	3,075	3,127	3,170	3,257	-	-	-
Sensory/Blind	1,957	1,978	2,007	2,030	2,013	2,036	2,067	2,086	2,119	-	-	-
Arthritis	7,614	7,753	7,874	7,965	7,882	7,938	8,089	8,176	8,323	-	-	-
Cardiac	1,874	1,878	1,907	1,928	1,912	1,916	1,940	1,960	1,991	-	-	-
Pulmonary	613	614	625	632	626	623	640	644	655	-	-	-
Other Medical	1,402	1,400	1,421	1,438	1,418	1,421	1,426	1,438	1,437	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</b>	<b>24,193</b>	<b>24,595</b>	<b>24,851</b>	<b>25,244</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	17,945	17,702	17,765	18,052	18,216	18,499	-	-	-
W/C Confined	6,161	6,235	6,322	6,406	6,369	6,428	6,543	6,635	6,745	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</b>	<b>24,193</b>	<b>24,595</b>	<b>24,851</b>	<b>25,244</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	14,404	14,241	14,274	14,535	14,708	14,969	-	-	-
Category 2	215	218	221	223	220	221	223	224	224	-	-	-
Category 3	7,226	7,317	7,429	7,515	7,425	7,501	7,621	7,684	7,787	-	-	-
Category 4	2,079	2,116	2,149	2,174	2,150	2,162	2,181	2,199	2,227	-	-	-
Category 5	33	34	35	35	35	35	35	36	37	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</b>	<b>24,193</b>	<b>24,595</b>	<b>24,851</b>	<b>25,244</b>	-	-	-

# Special Transportation Service

## Paratransit Certification Productivity

FY 2008 - 2009

June 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
<b>ENROLLMENT BREAKDOWN</b>																		
- 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
<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>409</b>	<b>120</b>	<b>529</b>	<b>384</b>	<b>156</b>	<b>540</b>	<b>470</b>	<b>151</b>	<b>621</b>
<b>INACTIVATIONS BREAKDOWN</b>																		
- (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)
<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>(216)</b>	<b>(36)</b>	<b>(252)</b>	<b>(627)</b>	<b>(193)</b>	<b>(820)</b>	<b>(407)</b>	<b>(92)</b>	<b>(499)</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>193</b>	<b>84</b>	<b>277</b>	<b>(243)</b>	<b>(37)</b>	<b>(280)</b>	<b>63</b>	<b>59</b>	<b>122</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 *	12	4	16	14	4	18	7	6	13	0	0	0	0	0	0	0	0	0	78	44	122
- 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	188	86	274	0	0	0	0	0	0	0	0	0	1,924	735	2,659
- TEMPORARY ELIGIBILITY	26	12	38	16	8	24	15	6	21	0	0	0	0	0	0	0	0	0	225	85	310
- RUSHED ELIGIBILITY W/-INT.	47	10	57	23	3	26	44	7	51	0	0	0	0	0	0	0	0	0	393	46	439
- RUSHED ELIGIBILITY W/O-INT.	95	30	125	82	33	115	81	31	112	0	0	0	0	0	0	0	0	0	833	268	1,101
- VISITOR ELIGIBILITY	0	0	0	2	2	4	0	1	1	0	0	0	0	0	0	0	0	0	24	6	30
<b>SUBTOTAL</b>	<b>394</b>	<b>141</b>	<b>535</b>	<b>294</b>	<b>109</b>	<b>403</b>	<b>335</b>	<b>137</b>	<b>472</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>3,479</b>	<b>1,186</b>	<b>4,665</b>
<b>INACTIVATIONS BREAKDOWN</b>																					
- (INACTIVE/PURGED)	(101)	(21)	(122)	(122)	(14)	(136)	(45)	(14)	(59)	0	0	0	0	0	0	0	0	0	(1,814)	(425)	(2,239)
- (DECEASED)	(6)	(5)	(11)	(8)	(3)	(11)	(7)	(13)	(20)	0	0	0	0	0	0	0	0	0	(52)	(48)	(100)
<b>SUBTOTAL</b>	<b>(107)</b>	<b>(26)</b>	<b>(133)</b>	<b>(130)</b>	<b>(17)</b>	<b>(147)</b>	<b>(52)</b>	<b>(27)</b>	<b>(79)</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>(1,866)</b>	<b>(473)</b>	<b>(2,339)</b>
<b>NET ENROLLMENTS</b>	<b>287</b>	<b>115</b>	<b>402</b>	<b>164</b>	<b>92</b>	<b>256</b>	<b>283</b>	<b>110</b>	<b>393</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>1,613</b>	<b>713</b>	<b>2,326</b>

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

# Special Transportation Service

## Paratransit Certification Enrollment

### Workload Measures

FY 2008 - 2009

June 2009

	Oct 08	Nov	Dec	Jan 09	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b><u>CLIENT INTERVIEWS</u></b>													
<b>SCHEDULED</b>													
<b>ATTENDED In-House</b>	436	344	352	445	455	517	456	259	352	0	0	0	3,616
<b>ATTENDED Off-Site</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>NO SHOW/CANC.</b>	100	151	94	121	122	108	122	47	73	0	0	0	938
<b>TOTAL SCHEDULED</b>	536	495	446	566	577	625	578	306	425	0	0	0	4,554
<b>DENIALS</b>	61	40	97	94	129	131	147	136	74	0	0	0	909
<b>APPEALS PROCESSED</b>	9	1	3	9	7	8	11	18	28	0	0	0	94
<b>APPLICATIONS MAILED OUT</b>	395	182	350	585	415	708	612	602	843	0	0	0	4,692
<b>CHANGES IN CLIENT FILE</b>	2,281	1,883	2,860	3,322	2,749	2,862	2,670	2,710	2,558	0	0	0	23,895
<b>REQUEST FROM BROKER FOR CLIENT INFORMATION</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>REQUEST FROM CLIENTS</u></b>													
<b>FOR DUPLICATE ID</b>	0	0	0	0	0	0	0	37	0	0	0	0	37
<b>DUPLICATE ID ISSUED</b>	15	11	25	102	63	69	46	183	11	0	0	0	525
<b><u>MAIL-IN APPLICATIONS</u></b>													
<b>APPLICATIONS RECEIVED</b>	963	757	747	737	757	932	909	916	842	0	0	0	7,560
<b>APPLICATIONS READY FOR APPTS.</b>	547	435	456	426	414	518	486	514	483	0	0	0	4,279
<b>PENDING</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>RETURNED INCOMPLETE APPLICATION</b>	416	322	291	311	343	414	423	402	359	0	0	0	3,281
<b>INTERVIEWS CONDUCTED BY PHONE</b>	5	0	0	0	0	0	0	0	0	0	0	0	5
<b>CLOSED</b>	92	0	0	52	70	126	65	105	97	0	0	0	607