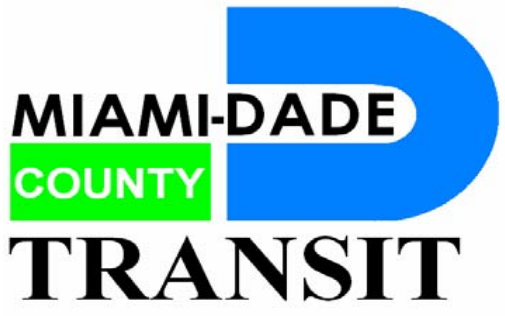

MONTHLY REPORT

September 2005

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ZUNI - Jorge Azor

MIAMI-DADE COUNTY TRANSIT

PARATRANSIT ~ OPERATIONS ~

MONTHLY REPORT

September 2005

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 -

MONTHLY REPORT

September 2005

MEDICAID TRANSPORTATION SERVICE

EXPENDITURES:		
Summary	(Statistical)	- 12 -
Trips Paid & Projected Trips Report	(Statistical)	- 13 -
MEDICAID CONTRACT REPORTING:		
Medicaid Trips Scheduled Summary	(Statistical)	- 14a thru 14d -
SERVICE COMPLAINTS:		
Against Provider	(Graph/Statistical)	- 15a thru 15c -
LIQUIDATED DAMAGES:		
Contractor Penalties	(Graph/Statistical)	- 16a thru 16c -
MEDICAID TRIP VERIFICATION:	(Statistical)	- 17 -
CONTRACTOR VEHICLES:		
Vehicle Availability	(Graph)	- 18a -
Fleet Age	(Graph)	- 18b -
Summary	(Statistical)	- 18c -
FIELD SERVICE MONITORING:	(Statistical)	- 19 -
MEDICAID CERTIFICATION:		
Client Population	(Graph)	- 20 -
Client Profile/Activity Report	(Graph/Statistical)	- 21a & 21b -
Trip Purpose	(Graph/Statistical)	- 22a thru 22c -

MIAMI-DADE COUNTY TRANSIT

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

SPECIAL TRANSPORTATION SERVICE

S.T.S. Expenditures Summary

September 2005

Expenditures for FY 2004-2005

(SUMMARY)

	2004 OCT	NOV	DEC	2005 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	135,866	104,213	103,500	125,427	111,464	111,998	143,627	115,843	109,101	135,859	108,826	109,770	1,415,494
AMB.	97,496	74,189	73,742	89,717	80,309	80,543	104,154	83,970	78,664	98,215	78,206	79,166	1,018,371
W/C	38,370	30,024	29,758	35,710	31,155	31,455	39,473	31,873	30,437	37,644	30,620	30,604	397,123
PROJECTED * TRIPS													
TOTAL	104,272	107,853	109,711	104,839	109,748	128,978	111,796	120,665	121,243	111,234	113,592	120,241	1,364,172
AMB.	75,673	77,955	78,702	75,906	79,702	93,536	80,870	87,389	87,360	80,101	81,920	87,246	986,360
W/C	28,599	29,898	31,009	28,933	30,046	35,442	30,926	33,276	33,883	31,133	31,672	32,995	377,812
ACTUAL VS. PROJECTED % CHANGE	30.30%	-3.37%	-5.66%	19.64%	1.56%	-13.17%	28.47%	-4.00%	-10.01%	22.14%	-4.20%	-8.71%	3.76%
ACTUAL NET COST													
TOTAL	$2,832,652	$2,165,720	$2,769,767	$2,713,875	$2,434,594	$2,620,631	$3,293,950	$2,675,910	$2,456,646	$3,094,220	$2,441,515	$2,463,082	$31,962,563
AMB.	$2,032,681	$1,541,771	$1,973,412	$1,941,215	$1,754,107	$1,884,618	$2,388,674	$1,939,661	$1,771,291	$2,236,869	$1,754,554	$1,776,372	$22,995,226
W/C	$799,971	$623,949	$796,355	$772,660	$680,487	$736,013	$905,276	$736,249	$685,355	$857,351	$686,961	$686,710	$8,967,336
AVG COST PER TRIP (NET)	$20.85	$20.78	$26.76	$21.64	$21.84	$23.40	$22.93	$23.10	$22.52	$22.78	$22.44	$22.44	$22.58
PROJECTED * NET COST													
TOTAL	$2,243,051	$2,323,008	$2,368,528	$2,256,896	$2,360,342	$2,775,132	$2,407,335	$2,597,359	$2,613,932	$2,398,579	$2,448,309	$2,586,718	$29,379,189
AMB.	$1,436,274	$1,479,586	$1,493,764	$1,440,696	$1,512,744	$1,775,313	$1,534,913	$1,658,643	$1,658,093	$1,520,317	$1,554,842	$1,655,929	$18,721,113
W/C	$806,778	$843,423	$874,764	$816,200	$847,598	$999,819	$872,422	$938,716	$955,839	$878,262	$893,467	$930,789	$10,658,077
ACTUAL VS. PROJECTED % CHANGE	26.29%	-6.77%	16.94%	20.25%	3.15%	-5.57%	36.83%	3.02%	-6.02%	29.00%	-0.28%	-4.78%	8.79%

SOURCE: MANAGEMENT & INFORMATION SERVICES(MIS)

NOTE: (*) DENOTES PROJECTED TRIPS AND COST REVISED BY MIS THROUGHOUT FY 2004-2005

Special Transportation Services

September 2005

Expenditures for FY 2004-2005

A.T.S. Broker

(ACTUAL & PROJECTED)

	2004 OCT	NOV	DEC	2005 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ACTUAL TRIPS													
TOTAL	135,866	104,213	103,500	125,427	111,464	111,998	143,627	115,843	109,101	135,859	108,826	109,770	1,415,494
AMBULATORY (AMB)	97,496	74,189	73,742	89,717	80,309	80,543	104,154	83,970	78,664	98,215	78,206	79,166	1,018,371
WHEELCHAIR (W/C)	38,370	30,024	29,758	35,710	31,155	31,455	39,473	31,873	30,437	37,644	30,620	30,604	397,123
ACTUAL REVENUE													
TOTAL	$ (342,770)	$ (264,105)	$ (261,755)	$ (316,300)	$ (281,323)	$ (282,828)	$ (362,293)	$ (291,795)	$ (275,543)	$ (342,528)	$ (274,375)	$ (276,193)	$ (3,571,805)
AMBULATORY (AMB)	$ (245,968)	$ (188,016)	$ (186,496)	$ (226,247)	$ (202,691)	$ (203,394)	$ (262,724)	$ (211,511)	$ (198,672)	$ (247,620)	$ (197,175)	$ (199,190)	$ (2,569,702)
WHEELCHAIR (W/C)	$ (96,802)	$ (76,089)	$ (75,259)	$ (90,053)	$ (78,632)	$ (79,433)	$ (99,569)	$ (80,284)	$ (76,871)	$ (94,908)	$ (77,200)	$ (77,003)	$ (1,002,103)
AVG FARE COLLECTED	$ (2.52)	$ (2.53)	$ (2.53)	$ (2.52)	$ (2.52)	$ (2.53)	$ (2.52)	$ (2.52)	$ (2.53)	$ (2.52)	$ (2.52)	$ (2.52)	$ (2.52)
ACTUAL GROSS COST													
TOTAL	$ 3,173,577	$ 2,443,710	$ 2,426,392	$ 2,937,231	$ 2,604,897	$ 2,645,453	$ 3,613,921	$ 2,915,242	$ 2,748,856	$ 3,421,242	$ 2,744,532	$ 2,765,897	$ 34,440,949
AMBULATORY (AMB)	$ 2,277,325	$ 1,739,671	$ 1,728,763	$ 2,100,979	$ 1,876,809	$ 1,902,469	$ 2,620,707	$ 2,113,144	$ 1,981,980	$ 2,473,279	$ 1,972,312	$ 1,994,762	$ 24,782,202
WHEELCHAIR (W/C)	$ 896,252	$ 704,038	$ 697,629	$ 836,251	$ 728,088	$ 742,984	$ 993,214	$ 802,099	$ 766,876	$ 947,962	$ 772,220	$ 771,135	$ 9,658,747
AVG COST PER TRIP (GROSS)	$ 23.36	$ 23.45	$ 23.44	$ 23.42	$ 23.37	$ 23.62	$ 25.16	$ 25.17	$ 25.20	$ 25.18	$ 25.22	$ 25.20	$ 24.33
ACTUAL NET COST													
TOTAL	$ 2,832,652	$ 2,165,720	$ 2,769,767	$ 2,713,875	$ 2,434,594	$ 2,620,631	$ 3,293,950	$ 2,675,910	$ 2,456,646	$ 3,094,220	$ 2,441,515	$ 2,463,082	$ 31,962,563
AMBULATORY (AMB)	$ 2,032,681	$ 1,541,771	$ 1,973,412	$ 1,941,215	$ 1,754,107	$ 1,884,618	$ 2,388,674	$ 1,939,661	$ 1,771,291	$ 2,236,869	$ 1,754,554	$ 1,776,372	$ 22,995,226
WHEELCHAIR (W/C)	$ 799,971	$ 623,949	$ 796,355	$ 772,660	$ 680,487	$ 736,013	$ 905,276	$ 736,249	$ 685,355	$ 857,351	$ 686,961	$ 686,710	$ 8,967,336
AVG COST PER TRIP (NET)	$ 20.85	$ 20.78	$ 26.76	$ 21.64	$ 21.84	$ 23.40	$ 22.93	$ 23.10	$ 22.52	$ 22.78	$ 22.44	$ 22.44	$ 22.58
PROJECTED TRIPS													
TOTAL													1,415,494
AMBULATORY (AMB)													1,018,371
WHEELCHAIR (W/C)													397,123
PROJECTED REVENUE													
TOTAL													$ (3,571,805)
AMBULATORY (AMB)													$ (2,569,702)
WHEELCHAIR (W/C)													$ (1,002,103)
PROJECTED GROSS COST													
TOTAL													$ 34,440,949
AMBULATORY (AMB)													$ 24,782,202
WHEELCHAIR (W/C)													$ 9,658,747
PROJECTED NET COST													
TOTAL													$ 31,962,563
AMBULATORY (AMB)													$ 22,995,226
WHEELCHAIR (W/C)													$ 8,967,336

Source: Management Information Services; included are adjustments made by Paratransit to trips and expenditures for latework submissions.

A.T.S. PER TRIP RATE *	Original	Amend 3	Amend 5	Amend 6	New Contract
		10/01/02	10/01/03	10/01/04	03/23/05
Broker Administrative	$2.20	$2.66	$2.68	$2.72	
Carrier AMBULATORY (AMB) Fee	$13.27	$17.60	$17.85	$18.07	$22.78
Carrier WHEELCHAIR (W/C) Fee	$22.50	$26.83	$27.08	$27.30	$31.45
		12/01/02	09/24/03	10/01/04	
	Insurance	$0.83	$0.55	$0.55	

Special Transportation Service

ATS TRIP HISTORY ANALYSIS

			OCT 2004	%		NOV	%		DEC	%		JAN 2005	%	
CX	Cancellation (Advanced)	CA - 40	11,011	6.68%		14,988	11.12%		15,523	11.46%		14,791	9.26%	
	Cancellation (Same Day)	CS - 43	7,619	4.63%		6,420	4.76%		7,582	5.60%		9,164	5.74%	
	Cancellation (Center ClosedAdvanced)	CC - 44	1	0.00%		3	0.00%		4	0.00%		1	0.00%	
		Sub Total	18,631	11.31%	**17.30%**	21,411	15.88%	**21.67%**	23,109	17.07%	**23.09%**	23,956	15.00%	**21.18%**
NS	No Show	NS - 20	7,098	4.31%		5,584	4.14%		5,944	4.39%		7,118	4.46%	
	Cancellation (Late)	CL - 41	2,185	1.33%		1,658	1.23%		1,665	1.23%		1,934	1.21%	
	Cancellation (At Door)	CD - 42	583	0.35%		563	0.42%		542	0.40%		811	0.51%	
		Sub Total	9,866	5.99%		7,805	5.79%		8,151	6.02%		9,863	6.18%	
Other	Missed Trip (Not Transported)	NM - 21	142	0.09%		73	0.05%		78	0.06%		84	0.05%	
	Pending	00, 01	111	0.07%	**0.15%**	114	0.08%	**0.14%**	140	0.10%	**0.16%**	406	0.25%	**0.31%**
		Sub Total	253	0.15%		187	0.14%		218	0.16%		490	0.31%	
TA	Trips Performed (Transported)	03	135,841	82.47%		105,323	78.13%		103,856	76.70%		125,382	78.51%	
	Trips Missed (Transported)	04	134	0.08%	**82.55%**	83	0.06%	**78.19%**	73	0.05%	**76.75%**	11	0.01%	**78.52%**
		Sub Total	135,975	82.55%		105,406	78.19%		103,929	76.75%		125,393	78.52%	
	Total Trips Requested		164,725	100.00%	**100.00%**	134,809	100.00%	**100.00%**	135,407	100.00%	**100.00%**	159,702	100.00%	**100.00%**

			FEB	%		MAR	%		APR	%		MAY	%	
CX	Cancellation (Advanced)	CA - 40	8,153	5.99%		14,791	9.26%		10,669	6.11%		8,699	6.18%	
	Cancellation (Same Day)	CS - 43	7,286	5.35%		9,164	5.74%		10,858	6.21%		8,907	6.33%	
	Cancellation (Center ClosedAdvanced)	CC - 44	-	0.00%		1	0.00%		6	0.00%		6	0.00%	
		Sub Total	15,439	11.34%	**17.52%**	23,956	15.00%	**21.18%**	21,533	12.32%	**17.64%**	17,612	12.52%	**17.36%**
NS	No Show	NS - 20	6,100	4.48%		7,118	4.46%		6,160	3.53%		4,459	3.17%	
	Cancellation (Late)	CL - 41	1,693	1.24%		1,933	1.21%		2,453	1.40%		1,845	1.31%	
	Cancellation (At Door)	CD - 42	632	0.46%		811	0.51%		668	0.38%		507	0.36%	
		Sub Total	8,425	6.19%		9,862	6.18%		9,281	5.31%		6,811	4.84%	
Other	Missed Trip (Not Transported)	NM - 21	75	0.06%		84	0.05%		155	0.09%		145	0.10%	
	Pending	00, 01	660	0.48%	**0.54%**	406	0.25%	**0.31%**	52	0.03%	**0.12%**	25	0.02%	**0.12%**
		Sub Total	735	0.54%		490	0.31%		207	0.12%		170	0.12%	
TA	Trips Performed (Transported)	03	111,579	81.93%		125,382	78.51%		143,692	82.24%		116,097	82.52%	
	Trips Missed (Transported)	04	5	0.00%	**81.94%**	11	0.01%	**78.52%**	14	0.01%	**82.25%**	3	0.00%	**82.52%**
		Sub Total	111,584	81.94%		125,393	78.52%		143,706	82.25%		116,100	82.52%	
	Total Trips Requested		136,183	100.00%	**100.00%**	159,701	100.00%	**100.00%**	174,727	100.00%	**100.00%**	140,693	100.00%	**100.00%**

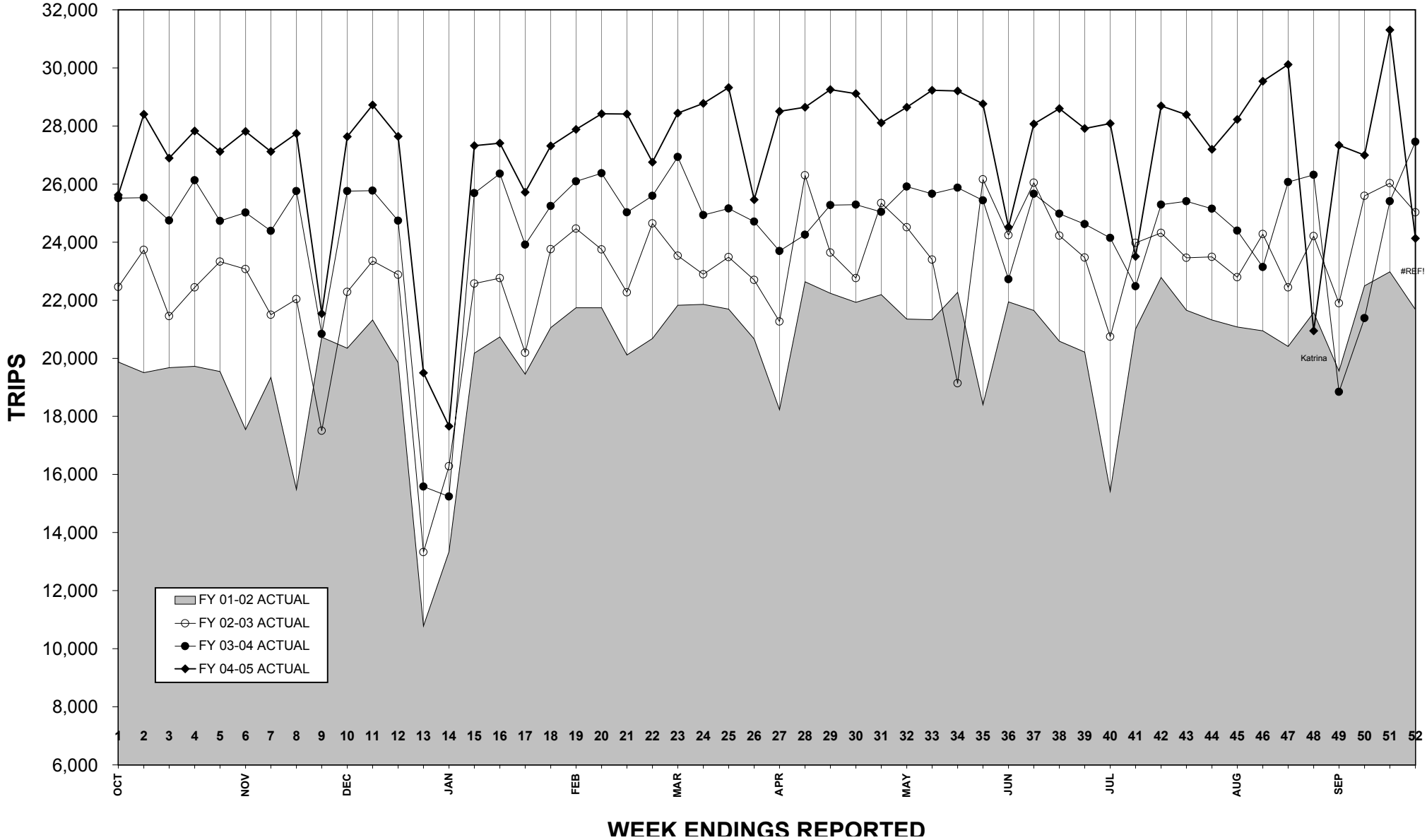
			JUN	%		JUL	%		AUG	%		SEP	%		YTD	%	
CX	Cancellation (Advanced)	CA - 40	9,045	6.69%		14,007	8.30%		15,456	10.93%		17,005	11.80%		154,138	8.59%	
	Cancellation (Same Day)	CS - 43	7,639	5.65%		11,181	6.63%		10,172	7.19%		9,704	6.73%		105,696	5.89%	
	Cancellation (Center ClosedAdvanced)	CC - 44	1	0.00%		4	0.00%		2	0.00%		3	0.00%		32	0.00%	
		Sub Total	16,685	12.35%	**18.46%**	25,192	14.93%	**19.60%**	25,630	18.13%	**22.92%**	26,712	18.53%	**23.38%**	259,866	14.47%	**20.04%**
NS	No Show	NS - 20	5,911	4.37%		5,048	2.99%		4,329	3.06%		4,482	3.11%		69,351	3.86%	
	Cancellation (Late)	CL - 41	1,660	1.23%		2,150	1.27%		1,912	1.35%		2,027	1.41%		23,115	1.29%	
	Cancellation (At Door)	CD - 42	690	0.51%		666	0.39%		542	0.38%		482	0.33%		7,497	0.42%	
		Sub Total	8,261	6.11%		7,864	4.66%		6,783	4.80%		6,991	4.85%		99,963	5.57%	
Other	Missed Trip (Not Transported)	NM - 21	78	0.06%		177	0.10%		128	0.09%		138	0.10%		1,357	0.08%	
	Pending	00, 01	356	0.26%	**0.32%**	26	0.02%	**0.12%**	55	0.04%	**0.13%**	125	0.09%	**0.18%**	2,476	0.14%	**0.21%**
		Sub Total	434	0.32%		203	0.12%		183	0.13%		263	0.18%		3,833	0.21%	
TA	Trips Performed (Transported)	03	109,754	81.21%		135,420	80.28%		108,782	76.94%		110,182	76.43%		1,431,290	79.72%	
	Trips Missed (Transported)	04	10	0.01%	**81.22%**	9	0.01%	**80.28%**	11	0.01%	**76.95%**	13	0.01%	**76.44%**	377	0.02%	**79.74%**
		Sub Total	109,764	81.22%		135,429	80.28%		108,793	76.95%		110,195	76.44%		1,431,667	79.74%	
	Total Trips Requested		135,144	100.00%	**100.00%**	168,688	100.00%	**100.00%**	141,389	100.00%	**100.00%**	144,161	100.00%	**100.00%**	1,795,329	100.00%	**100.00%**

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

STS Weekly Ridership Comparison

September 2005

FY 01-02THRU FY 04-05



STS Weekly Ridership Comparison

September 2005

10/02/2004 thru 09/24/2005

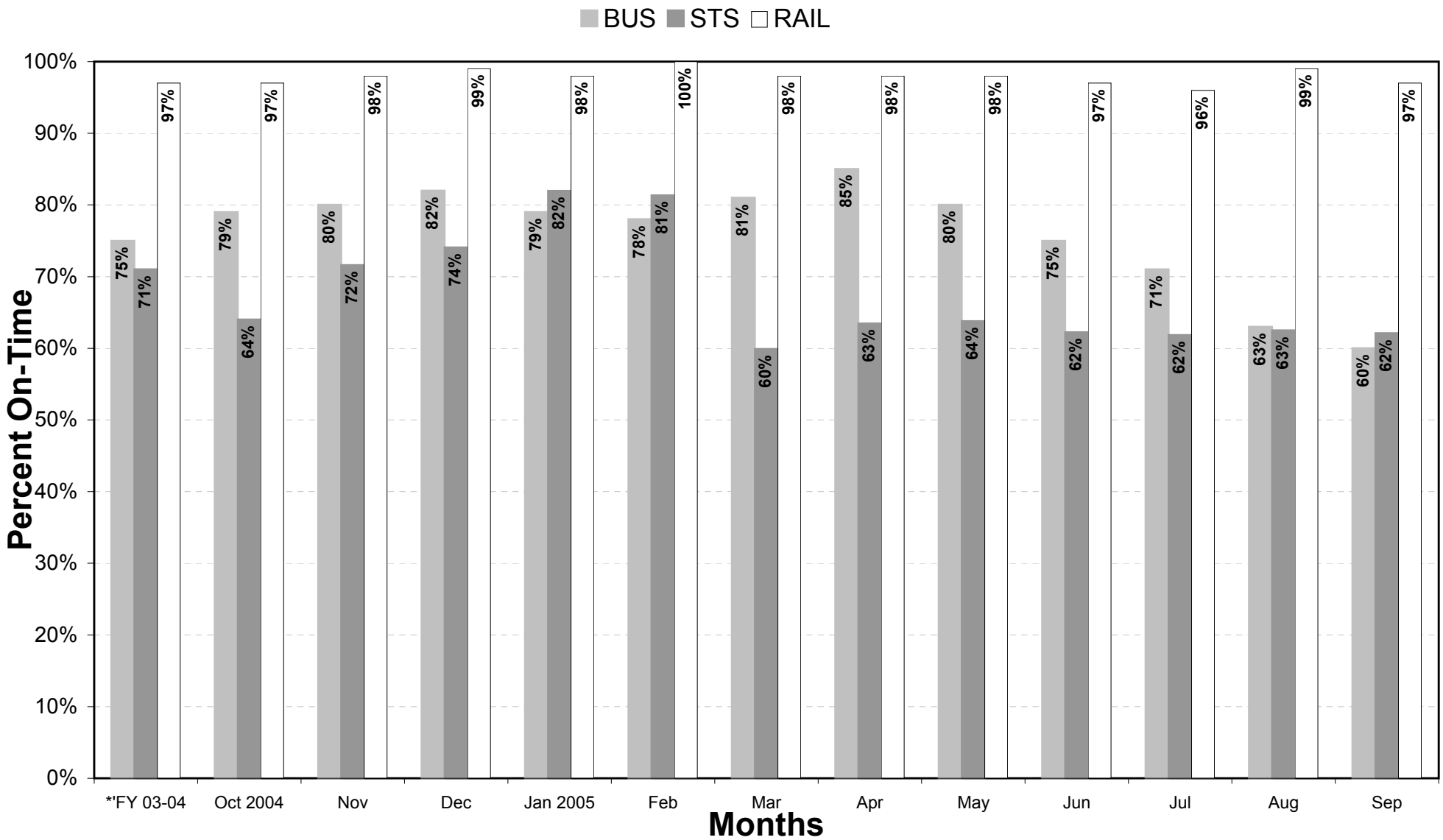
MONTH	W/E	ACTUAL TRIPS FY 03-04	ACTUAL TRIPS FY 04-05	ACTUAL TRIPS INCR/DECR
OCT	1	25,514	25,621	0.42%
	2	25,530	28,402	11.25%
	3	24,746	26,895	8.68%
	4	26,133	27,826	6.48%
	5	24,733	27,122	9.66%
NOV	6	25,021	27,811	11.15%
	7	24,386	27,120	11.21%
	8	25,753	27,742	7.72%
	9	20,838	21,540	3.37%
DEC	10	25,757	27,635	7.29%
	11	25,776	28,725	11.44%
	12	24,735	27,642	11.75%
	13	15,581	19,498	25.14%
JAN	14	15,240	17,661	15.89%
	15	25,683	27,324	6.39%
	16	26,359	27,407	3.98%
	17	23,912	25,721	7.57%
	18	25,244	27,314	8.20%

MONTH	W/E	ACTUAL TRIPS FY 03-04	ACTUAL TRIPS FY 04-05	ACTUAL TRIPS INCR/DECR
FEB	19	26,092	27,885	6.87%
	20	26,368	28,416	7.77%
	21	25,025	28,410	13.53%
	22	25,590	26,753	4.54%
MAR	23	26,934	28,446	5.61%
	24	24,932	28,774	15.41%
	25	25,154	29,320	16.56%
	26	24,708	25,458	3.04%
APR	27	23,697	28,508	20.30%
	28	24,253	28,647	18.12%
	29	25,275	29,253	15.74%
	30	25,287	29,113	15.13%
	31	25,042	28,106	12.24%
MAY	32	25,915	28,648	10.55%
	33	25,661	29,228	13.90%
	34	25,876	29,202	12.85%
	35	25,437	28,765	13.08%

MONTH	W/E	ACTUAL TRIPS FY 03-04	ACTUAL TRIPS FY 04-05	ACTUAL TRIPS INCR/DECR
JUN	36	22,722	24,519	7.91%
	37	25,661	28,066	9.37%
	38	24,981	28,600	14.49%
	39	24,620	27,916	13.39%
JUL	40	24,142	28,081	16.32%
	41	22,476	23,505	4.58%
	42	25,288	28,693	13.46%
	43	25,407	28,385	11.72%
	44	25,153	27,195	8.12%
AUG	45	24,393	28,225	15.71%
	46	23,145	29,537	27.62%
	47	26,069	30,120	15.54%
	48	26,320	20,944	-20.43%
SEP	49	18,847	27,337	45.05%
	50	21,381	26,998	26.27%
	51	25,407	31,306	23.22%
	52	27,452	24,129	-12.10%

	ACTUAL TRIPS FY 03-04	ACTUAL TRIPS FY 04-05	ACTUAL TRIPS INCR/DECR
TOTAL FROM OCT 2004 to SEP 2005	1,275,651	1,415,494	10.96%

S.T.S. On-Time Performance
September 2005



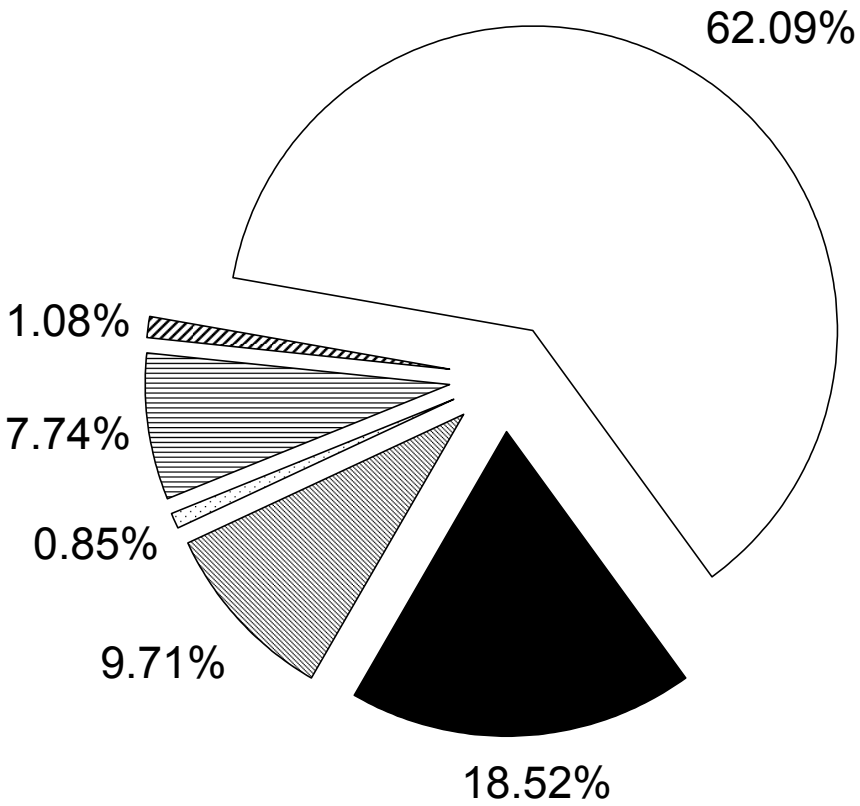
NOTE: FTA RECOMMEDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS. DATA CURRENTLY NOT AVAILABLE. BUS OTP IS BEING RE-EVALUATED FOR PERIOD OF MAR THRU SEPTEMBER.

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

September 2005



- On Time, 6,841, 62.09%
- Early {0-15 Min}, 2,040, 18.52%
- Early {16-60 Min}, 1,070, 9.71%
- Early {61+ Min}, 94, 0.85%
- Late {31-60 Min}, 853, 7.74%
- Late {61+ Min}, 119, 1.08%

NOTE: Total trips taken for W/E: 08/28/05 thru 09/24/05 are 109,770. Of which 11,017 trips were monitored constituting 10.04% of daily trips provided.

S.T.S. On-Time Performance

September 2005

CONTRACT TA98-TSB SERVICE WINDOW OF 10/20

	Oct 2004		Nov		Dec		Jan 2005		Feb		Mar	
AUDIT DATES	**10/03**		**11/1/2005**		**12/7/2005**		**1/5/2005**		**2/10/2005**			
	Records	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**
ON TIME	**570**	**63.90%**	**551**	**71.93%**	**437**	**74.07%**	**236**	**81.94%**	**701**	**81.32%**		**N/A**
EARLY	**132**	**14.80%**	**137**	**17.89%**	**79**	**13.39%**	**27**	**9.38%**	**75**	**8.70%**		**N/A**
EARLY 11-20	65	7.29%	69	9.01%	40	6.78%	0	0.00%	0	0.00%		N/A
EARLY 21-30	25	2.80%	34	4.44%	19	3.22%	0	0.00%	0	0.00%		N/A
EARLY 31-60	27	3.03%	22	2.87%	11	1.86%	24	8.33%	64	7.42%		N/A
EARLY 61+	15	1.68%	12	1.57%	9	1.53%	3	1.04%	11	1.28%		N/A
LATE	**190**	**21.30%**	**78**	**10.18%**	**74**	**12.54%**	**25**	**8.68%**	**86**	**9.98%**		**N/A**
LATE 21-40	131	14.69%	0	0.00%	0	0.00%	16	5.56%	58	6.73%		N/A
LATE 41-60	37	4.15%	68	8.88%	62	10.51%	4	1.39%	17	1.97%		N/A
LATE 61+	22	2.47%	10	1.31%	12	2.03%	5	1.74%	11	1.28%		N/A
NO PICKUP TIME	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**		**N/A**
TOTAL	**892**	**100.00%**	**766**	**100.00%**	**590**	**100.00%**	**288**	**100.00%**	**862**	**100.00%**		**N/A**

	Apr		May		Jun		Jul		Aug		Sep		YTD	
AUDIT DATES														
	Records	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**	**Records**	**Percent**
ON TIME		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**	**2,495**	**73.43%**
EARLY		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		
EARLY 11-20		N/A		N/A		N/A		N/A		N/A		N/A	**174**	**5.12%**
EARLY 21-30		N/A		N/A		N/A		N/A		N/A		N/A	**78**	**2.30%**
EARLY 31-60		N/A		N/A		N/A		N/A		N/A		N/A	**148**	**4.36%**
EARLY 61+		N/A		N/A		N/A		N/A		N/A		N/A	**50**	**1.47%**
LATE		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		
LATE 21-40		N/A		N/A		N/A		N/A		N/A		N/A	**205**	**6.03%**
LATE 41-60		N/A		N/A		N/A		N/A		N/A		N/A	**188**	**5.53%**
LATE 61+		N/A		N/A		N/A		N/A		N/A		N/A	**60**	**1.77%**
NO PICKUP TIME		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		
TOTAL		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**		**N/A**	**3,398**	**100.00%**

S.T.S. On-Time Performance

September 2005

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

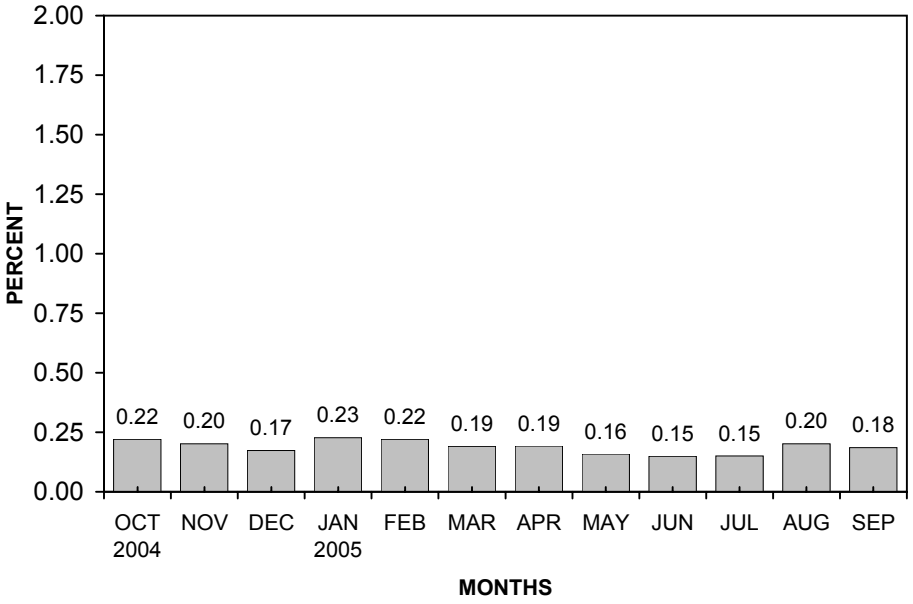
	Oct 2004		Nov		Dec		Jan 2005		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**964**	**59.95%**
EARLY	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**583**	**36.26%**
EARLY 1-15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	358	22.26%
EARLY 16-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	200	12.44%
EARLY 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	25	1.55%
LATE	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**61**	**3.79%**
LATE 31-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	49	3.05%
LATE 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	12	0.75%

	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	**12,365**	**63.44%**	**8,242**	**63.78%**	**6,779**	**62.23%**	**8,395**	**61.85%**	**6,833**	**62.50%**	**6,841**	**62.09%**	**50,419**	**62.68%**
EARLY	**6,019**	**30.88%**	**3,729**	**28.86%**	**3,463**	**31.79%**	**4,418**	**32.55%**	**3,468**	**31.72%**	**3,204**	**29.08%**	**24,884**	**30.94%**
EARLY 1-15	3,886	19.94%	2,415	18.69%	2,222	20.40%	2,859	21.06%	2,191	20.04%	2,040	18.52%	**15,971**	**19.86%**
EARLY 16-60	1,983	10.17%	1,207	9.34%	1,140	10.47%	1,431	10.54%	1,167	10.68%	1,070	9.71%	**8,198**	**10.19%**
EARLY 61+	150	0.77%	107	0.83%	101	0.93%	128	0.94%	110	1.01%	94	0.85%	**715**	**0.89%**
LATE	**1,106**	**5.67%**	**951**	**7.36%**	**651**	**5.98%**	**760**	**5.60%**	**631**	**5.77%**	**972**	**8.82%**	**5,132**	**6.38%**
LATE 31-60	1,006	5.16%	845	6.54%	565	5.19%	662	4.88%	569	5.20%	853	7.74%	**4,549**	**5.66%**
LATE 61+	100	0.51%	106	0.82%	86	0.79%	98	0.72%	62	0.57%	119	1.08%	**583**	**0.72%**

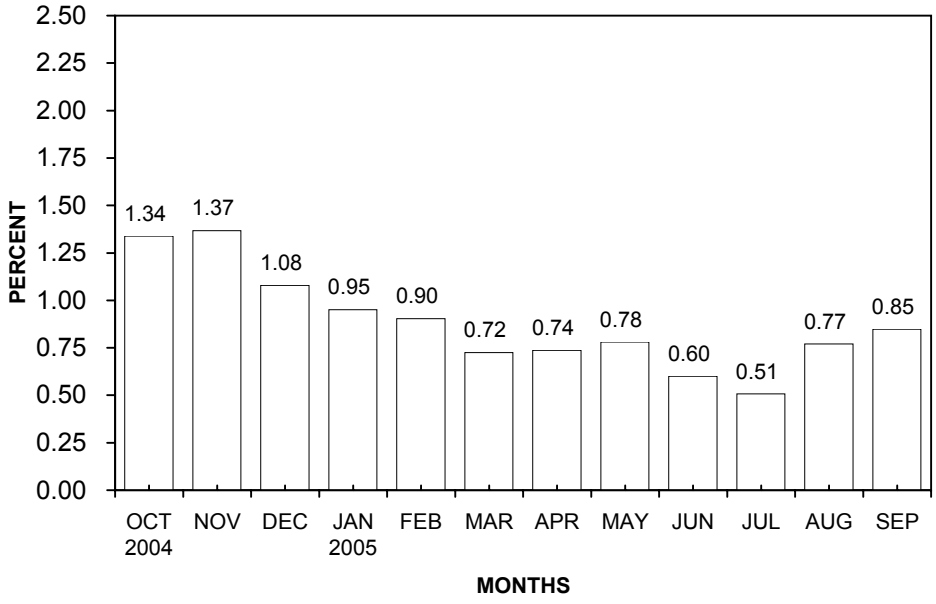
Special Transportation Service

Customer Complaints as a Percent of Total Trips
September 2005

Customer Complaints



Late Vehicle Inquiries



NOTE: CUSTOMER COMPLAINTS HAVE BEEN RECALCULATED TO ONLY INCLUDE CUSTOMER COMPLAINTS RECEIVED BY MIAMI-DADE TRANSIT, CALLS RECEIVED BY THE CONTRACTOR (ATS) ARE RECORDED AS LATE VEHICLE INQUIRIES.
TRAPEZE IMPLEMENTATION MACH 8, 2004.

Special Transportation Service

September 2005

Customer Service Complaints & Late Vehicle Inquiries

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	09/26 - 10/30		10/31 - 11/27		11/28 - 12/25		12/26 - 01/29		01/30 - 02/26		02/27 - 03/26		03/27 - 04/30		05/01 - 05/28		05/29 - 06/25		06/26 - 07/30		07/31 - 08/27		08/28 - 09/24		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	0
B1 (LATE PICK-UP)	49	13	43	10	25	9	26	20	48	9	24	10	37	16	18	9	14	11	26	9	25	13	36	6	371	135
B2 (LATE RETURN)	28	23	28	8	25	13	27	15	18	13	32	17	25	15	25	9	17	2	15	5	22	7	13	10	275	137
B3 (NEVER PICKED-UP)	14	6	11	2	12	2	13	5	9	6	14	2	13	1	11	2	9	0	7	2	8	0	13	5	134	33
B4 (LENGTHY ROUTING)	21	7	10	5	9	5	7	5	18	5	18	6	19	17	13	8	9	5	8	4	13	14	18	8	163	89
B7 (EARLY PICK-UP)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	6	0	2	0	0	1	1	0	10	2
B17 (BACK-UP LATE TRIPS)	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
SUB TOTAL	112	49	92	25	71	29	73	45	93	33	88	35	95	49	68	29	55	18	58	20	68	35	81	29	954	396
Late Pickups {B1,B2,B3,B4,B17 Only} as a % of Total Trips	0.09%	0.11%	0.11%	0.07%	0.08%	0.08%	0.07%	0.11%	0.09%	0.09%	0.09%	0.09%	0.07%	0.08%	0.06%	0.06%	0.05%	0.04%	0.05%	0.04%	0.07%	0.07%	0.08%	0.07%	0.08%	0.08%
	0.10%		0.10%		0.08%		0.08%		0.09%		0.09%		0.07%		0.06%		0.05%		0.05%		0.07%		0.08%		0.08%	
OTHER COMPLAINTS																										
B5 (DISPUTED NO SHOWS)	31	8	22	12	25	5	24	9	26	7	20	8	41	3	16	4	21	5	15	3	27	6	20	2	288	72
B6 (VEHICLE STANDARDS)	5	8	4	5	5	3	43	23	6	5	8	4	3	1	1	0	1	2	5	5	3	0	1	0	85	56
B8 (DRIVER COMPLIANCE)	25	16	18	8	17	6	26	15	35	12	25	7	29	18	34	13	23	10	30	15	23	15	27	15	312	150
B9 (DRIVER CELLPHONE USE)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	4	0	0	2	6
B10 (A/C NON-COMPLIANCE)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	1	1	1	3	3
B11 (RADIO BROKEN)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B12 (RADIO MISSING)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0
B13 (IMPROPER W/C TIEDOWNS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	4	0	1	0	1	0	8
B14 (NEG. PICKUP TIME CHANGED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	2	5	0	3	0	1	2	16	4
B18 (RESERVATION ERROR)	16	4	8	3	4	2	3	6	4	3	9	3	12	7	1	1	10	3	9	2	6	4	4	2	86	40
B19 (OTHER)	14	6	5	3	5	4	8	4	10	4	3	1	8	6	13	3	0	0	17	9	14	5	9	2	106	47
B23 (PHONE DIFFICULTIES)	1	0	1	2	1	1	1	1	0	0	0	0	2	0	0	0	0	0	1	0	0	0	2	0	9	4
B24 (RUDE STAFF)	4	0	1	1	1	0	2	2	5	2	3	0	3	0	1	0	0	0	1	1	3	2	2	1	26	9
B30 (SEXUAL HARASSMENT)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B31 (ACCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B32 (INCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB TOTAL	96	42	59	34	58	21	107	60	86	33	68	23	98	35	66	21	65	25	86	41	79	38	67	26	935	399
TOTAL "A.T.S." TRIPS	97,496	38,370	74,189	30,024	73,742	29,758	89,717	35,710	80,309	31,155	80,543	31,455	104,154	39,473	83,970	31,873	78,664	30,437	98,215	37,644	78,206	30,620	79,166	30,604	1,018,371	397,123
TOTAL "A.T.S." COMPLAINTS	208	91	151	59	129	50	180	105	179	66	156	58	193	84	134	50	120	43	144	61	147	73	148	55	1,889	795
% COMPLAINTS related to Ttl TRIPS	0.21	0.24	0.20	0.20	0.17	0.17	0.20	0.29	0.22	0.21	0.19	0.18	0.19	0.21	0.16	0.16	0.15	0.14	0.15	0.16	0.19	0.24	0.19	0.18	0.19	0.20

"A.T.S." Combined {Amb + W/C}	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
TOTAL COMPLAINTS vs. TRIPS	299	135,866	210	104,213	179	103,500	285	125,427	245	111,464	214	111,998	277	143,627	184	115,843	163	109,101	205	135,859	220	108,826	203	109,770	2,684	1,415,494
Customer Complaints as a % of Ttl Trips	0.22%		0.20%		0.17%		0.23%		0.22%		0.19%		0.19%		0.16%		0.15%		0.15%		0.20%		0.18%		0.19%	
A.T.S. (FAX)																										
LATE VEHICLE INQUIRIES																										
B1 (LATE PICK-UP)	831	315	592	257	454	166	481	210	390	177	286	127	448	167	381	120	237	96	262	109	370	124	408	111	5,140	1,979
B2 (LATE RETURN)	454	216	399	176	348	149	324	178	309	132	282	115	318	124	293	111	231	91	232	86	255	90	321	91	3,766	1,559
B3 (NEVER PICKED-UP)	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2
SUB TOTAL	1,286	532	991	433	802	315	805	388	699	309	568	243	766	291	674	231	468	187	494	195	625	214	729	202	8,907	3,540
Late Vehicle Inquiries as a % of Total Trips	1.32%	1.39%	1.34%	1.44%	1.09%	1.06%	0.90%	1.09%	0.87%	0.99%	0.71%	0.77%	0.74%	0.74%	0.80%	0.72%	0.59%	0.61%	0.50%	0.52%	0.80%	0.70%	0.92%	0.66%	0.87%	0.89%
	1.34%		1.37%		1.08%		0.95%		0.90%		0.72%		0.74%		0.78%		0.60%		0.51%		0.77%		0.85%		0.85%	

Special Transportation Service

September 2005

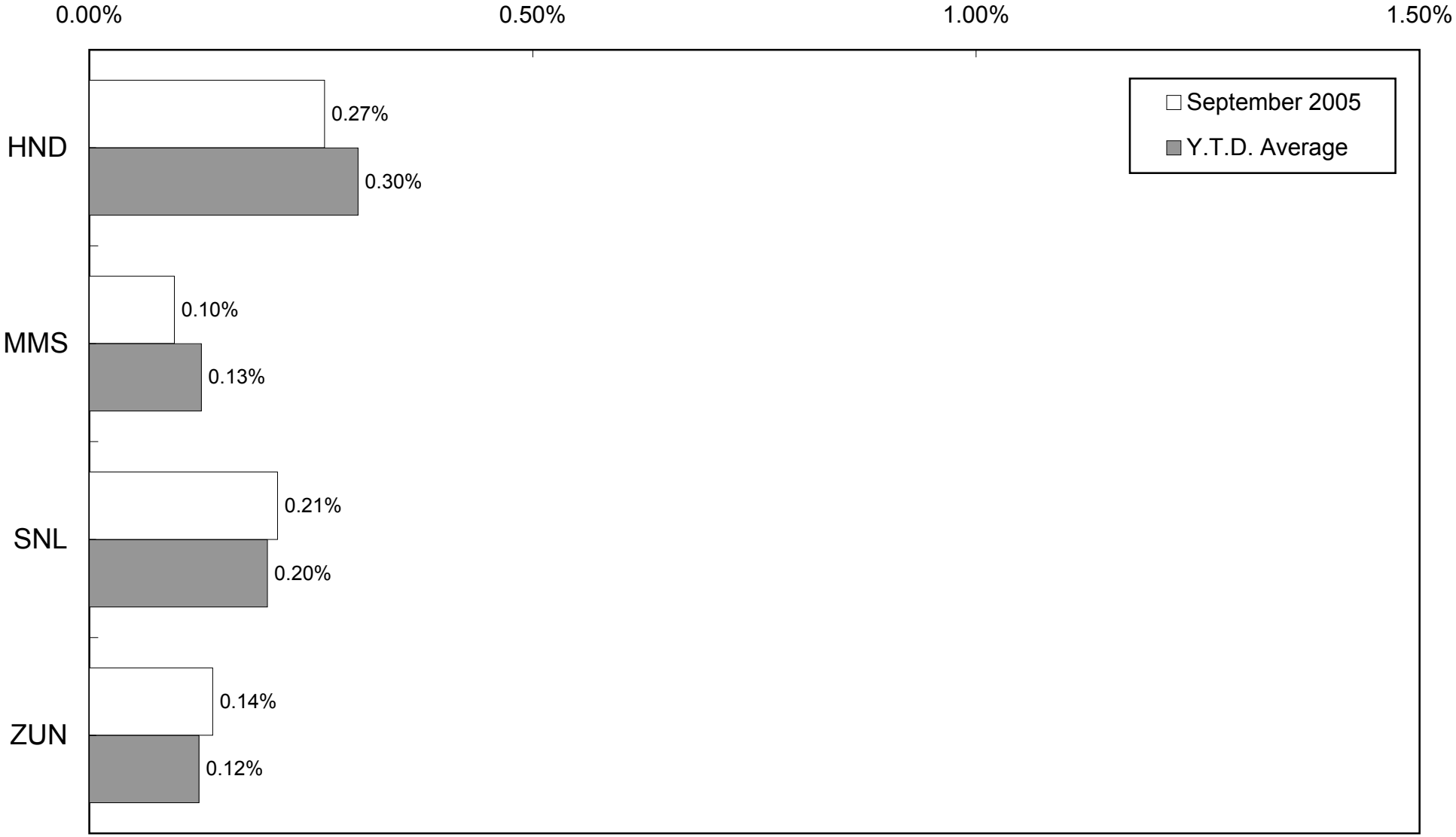
Customer Service Complaints

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	09/26 - 10/30		10/31 - 11/27		11/28 - 12/25		12/26 - 01/29		01/30 - 02/26		02/27 - 03/26		03/27 - 04/30		05/01 - 05/28		05/29 - 06/25		06/26 - 07/30		07/31 - 08/27		08/28 - 09/24		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)	4	2	1	0	3	2	3	0	3	0	3	0	0	0	8	0	9	0	3	0	11	2	0	2	0	0
B21 (INCIDENT CARRIER REPORTED)	5	2	3	4	5	3	2	2	1	3	2	3	1	2	2	2	1	4	2	1	2	3	4	3	30	32
B22 (COMMENDATIONS)	16	7	9	1	8	0	10	1	10	2	12	6	61	11	26	6	14	1	37	5	13	6	9	0	225	46
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)	1	1	2	0	2	0	2	1	1	0	1	0	2	2	0	0	0	0	1	0	0	0	0	0	12	4
B28 (WAIVED DRIVER COMPL.)	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	3	1
TOTAL "CLIENT" COMPLAINTS	26	12	15	5	18	5	19	4	15	5	18	10	64	15	36	8	24	5	44	6	26	11	13	5	270	83
% COMPLAINTS related to Ttl TRIPS	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.02	0.03	0.06	0.04	0.04	0.03	0.03	0.02	0.04	0.02	0.03	0.04	0.02	0.02	0.03	0.02
CLIENTS																										
C4 (UNRULY BEHAVIOUR)	14	1	2	2	4	0	8	1	5	0	8	4	8	4	12	1	3	4	6	3	1	2	5	3	76	25
C7 (OTHER)	0	2	3	2	1	2	2	4	0	2	2	2	2	4	0	1	3	4	2	0	0	0	2	1	17	24
C10 (FARE NOT PAID)	0	0	1	0	0	0	0	0	4	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	6	0
TOTAL "CLIENT" COMPLAINTS	14	3	6	4	5	2	10	5	9	2	10	6	10	8	13	2	6	8	8	3	1	2	7	4	99	49
% COMPLAINTS related to Ttl TRIPS	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.03	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.01
MDTA																										
M4 (ADMINISTRATIVE)	9	5	10	8	5	7	3	2	11	1	5	3	3	1	1	4	4	1	0	2	8	2	7	2	66	38
M5 (OTHER)	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1	3	1
M22 (COMMENDATIONS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
M24 (RUDE STAFF)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL "MDTA" COMPLAINTS	9	5	10	8	5	7	4	2	11	1	7	3	3	1	1	4	4	1	0	2	8	2	8	3	70	39
% COMPLAINTS related to Ttl TRIPS	0.01	0.01	0.01	0.03	0.01	0.02	0.00	0.01	0.01	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.01
TOTAL TRIPS REPORTED BY M.I.S.: (1)	97,496	38,370	74,189	30,024	73,742	29,758	89,717	35,710	80,309	31,155	80,543	31,455	104,154	39,473	83,970	31,873	78,664	30,437	98,215	37,644	78,206	30,620	79,166	30,604	1,018,371	397,123
TOTAL OF "ALL" COMPLAINTS:	231	99	167	71	139	59	194	112	199	69	173	67	206	93	148	56	130	52	152	66	156	77	163	62	2,058	883
% COMPLAINTS related to Ttl TRIPS	0.24	0.26	0.23	0.24	0.19	0.20	0.22	0.31	0.25	0.22	0.21	0.21	0.20	0.24	0.18	0.18	0.17	0.17	0.15	0.18	0.20	0.25	0.21	0.20	0.20	0.22

Special Transportation Service

September 2005

% of Total Customer Complaints received by Carriers



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

Special Transportation Service

September 2005

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

		HND			MMS			SNL			SYC {Backup}			ZUN		
MONTH	W/E	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2004	09/26 - 10/30	65	17,724	0.37%	53	24,751	0.21%	125	59,765	0.21%	2	167	1.20%	38	33,459	0.11%
NOV	10/31 - 11/27	38	13,533	0.28%	23	19,597	0.12%	98	44,923	0.22%	1	34	2.94%	38	26,126	0.15%
DEC	11/28 - 12/25	40	13,646	0.29%	24	19,243	0.12%	82	44,352	0.18%	0	102	0.00%	26	26,157	0.10%
JAN 2005	12/26 - 01/29	70	17,018	0.41%	31	22,823	0.14%	135	53,579	0.25%	0	149	0.00%	45	31,858	0.14%
FEB	01/30 - 02/26	60	15,212	0.39%	18	20,821	0.09%	119	47,510	0.25%	0	30	0.00%	35	27,891	0.13%
MAR	02/27 - 03/26	44	15,301	0.29%	14	20,672	0.07%	109	48,159	0.23%	7	129	5.43%	40	27,737	0.14%
APR	03/27 - 04/30	56	19,962	0.28%	35	26,874	0.13%	124	60,368	0.21%	14	67	20.90%	48	36,356	0.13%
MAY	05/01 - 05/28	51	16,111	0.32%	21	22,521	0.09%	73	47,869	0.15%	6	33	18.18%	33	29,309	0.11%
JUN	05/29 - 06/25	26	15,012	0.17%	38	20,936	0.18%	56	45,041	0.12%	2	33	6.06%	29	28,079	0.10%
JUL	06/26 - 07/30	40	18,630	0.21%	24	25,552	0.09%	101	56,883	0.18%	1	85	1.18%	30	34,709	0.09%
AUG	07/31 - 08/27	52	14,798	0.35%	36	20,675	0.17%	90	45,466	0.20%	3	83	3.61%	39	27,804	0.14%
SEP	08/28 - 09/24	39	14,700	0.27%	20	20,820	0.10%	98	46,146	0.21%	1	61	1.64%	39	28,043	0.14%

		A.T.S. {Administrative}			TOTAL	
MONTH	W/E	Admin. Complaints	Ttl Trips Billed	% of Complaints	All Complaints	% of Complaints
OCT 2004	09/26 - 10/30	16	135,866	0.01%	299	0.22%
NOV	10/31 - 11/27	12	104,213	0.01%	210	0.20%
DEC	11/28 - 12/25	7	103,500	0.01%	179	0.17%
JAN 2005	12/26 - 01/29	4	125,427	0.00%	285	0.23%
FEB	01/30 - 02/26	13	111,464	0.01%	245	0.22%
MAR	02/27 - 03/26	0	111,998	0.00%	214	0.19%
APR	03/27 - 04/30	0	143,627	0.00%	277	0.19%
MAY	05/01 - 05/28	0	115,843	0.00%	184	0.16%
JUN	05/29 - 06/25	12	109,101	0.01%	163	0.15%
JUL	06/26 - 07/30	9	135,859	0.01%	205	0.15%
AUG	07/31 - 08/27	0	108,826	0.00%	220	0.20%
SEP	08/28 - 09/24	6	109,770	0.01%	203	0.18%

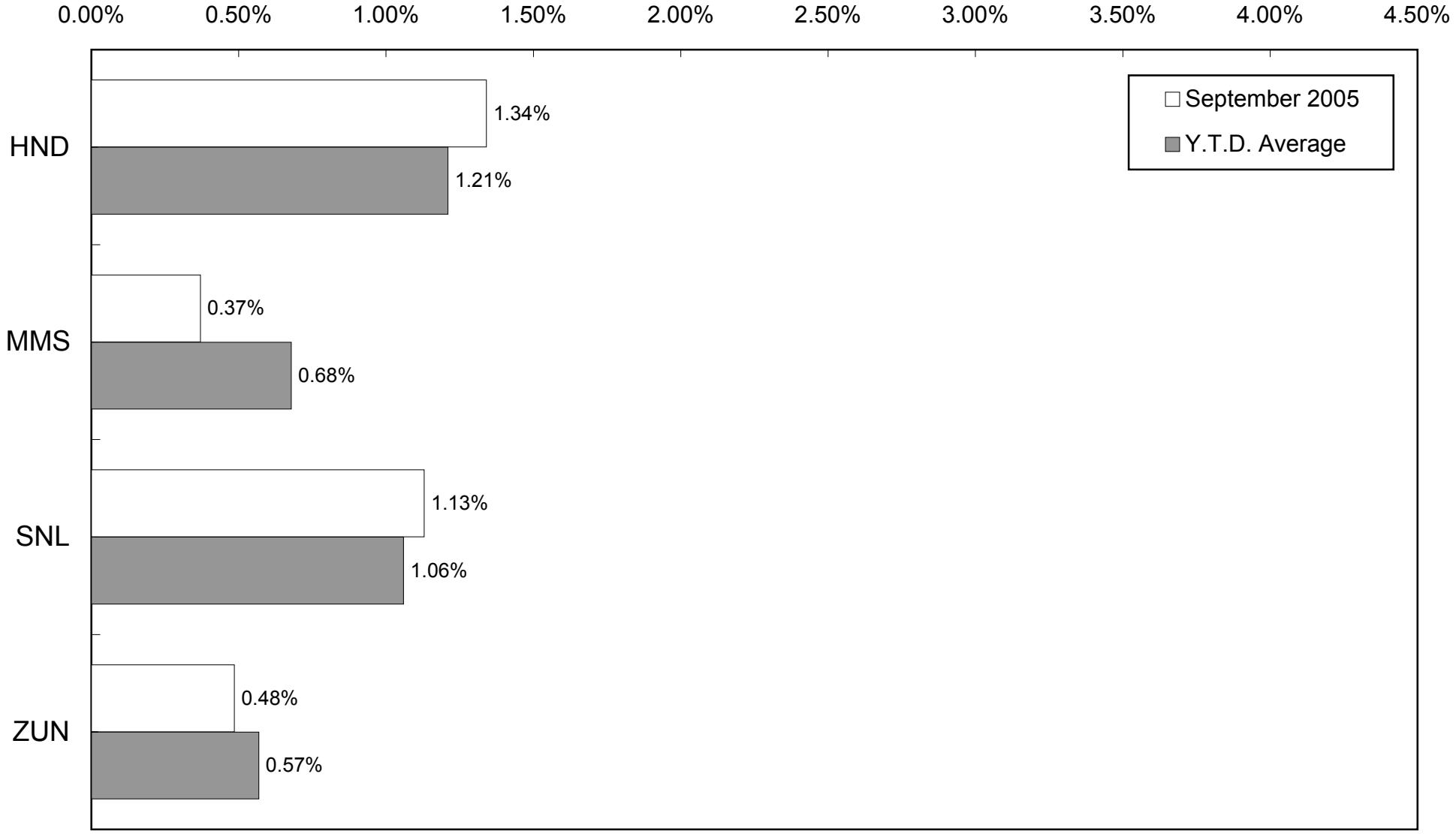
HND = Handivan
MMS = Minority Mobile Systems
SNL = Super Nice Limo
SYC = Super Yellow Cab {Back-up}
ZUN = Zuni Transportation

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

September 2005

% of Total Late Vehicle Inquires received by Carriers



Special Transportation Service

September 2005

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

		HND			MMS			SNL			SYC {Backup}			ZUN		
MONTH	W/E	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2004	09/26 - 10/30	336	17,724	1.90%	423	24,751	1.71%	824	59,765	1.38%	0	167	0.00%	235	33,459	0.70%
NOV	10/31 - 11/27	162	13,533	1.20%	401	19,597	2.05%	658	44,923	1.46%	0	34	0.00%	203	26,126	0.78%
DEC	11/28 - 12/25	134	13,646	0.98%	278	19,243	1.44%	551	44,352	1.24%	2	102	1.96%	152	26,157	0.58%
JAN 2005	12/26 - 01/29	212	17,018	1.25%	172	22,823	0.75%	642	53,579	1.20%	0	149	0.00%	167	31,858	0.52%
FEB	01/30 - 02/26	233	15,212	1.53%	59	20,821	0.28%	548	47,510	1.15%	0	30	0.00%	168	27,891	0.60%
MAR	02/27 - 03/26	156	15,301	1.02%	22	20,672	0.11%	522	48,159	1.08%	0	129	0.00%	111	27,737	0.40%
APR	03/27 - 04/30	188	19,962	0.94%	62	26,874	0.23%	568	60,368	0.94%	1	67	1.49%	239	36,356	0.66%
MAY	05/01 - 05/28	242	16,111	1.50%	88	22,521	0.39%	413	47,869	0.86%	0	33	0.00%	162	29,309	0.55%
JUN	05/29 - 06/25	129	15,012	0.86%	73	20,936	0.35%	312	45,041	0.69%	0	33	0.00%	141	28,079	0.50%
JUL	06/26 - 07/30	127	18,630	0.68%	37	25,552	0.14%	386	56,883	0.68%	0	85	0.00%	139	34,709	0.40%
AUG	07/31 - 08/27	196	14,798	1.32%	65	20,675	0.31%	401	45,466	0.88%	0	83	0.00%	177	27,804	0.64%
SEP	08/28 - 09/24	197	14,700	1.34%	77	20,820	0.37%	521	46,146	1.13%	0	61	0.00%	136	28,043	0.48%

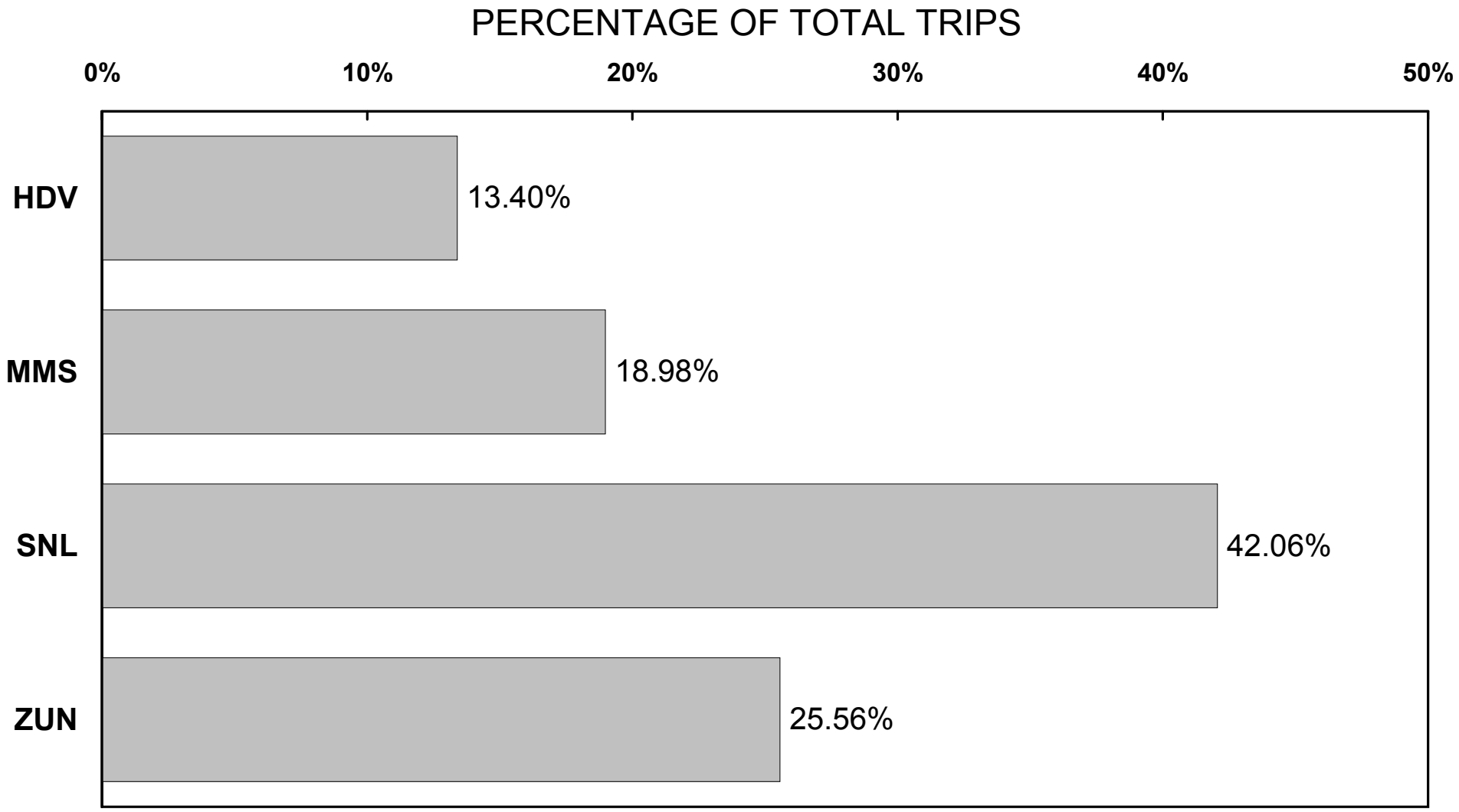
		A.T.S. {Administrative}			TOTAL	
MONTH	W/E	Admin. Complaints	Ttl Trips Billed	% of Complaints	All Complaints	% of Complaints
OCT 2004	09/26 - 10/30	0	135,866	0.00%	1,818	1.34%
NOV	10/31 - 11/27	0	104,213	0.00%	1,424	1.37%
DEC	11/28 - 12/25	0	103,500	0.00%	1,117	1.08%
JAN 2005	12/26 - 01/29	0	125,427	0.00%	1,193	0.95%
FEB	01/30 - 02/26	0	111,464	0.00%	1,008	0.90%
MAR	02/27 - 03/26	0	111,998	0.00%	811	0.72%
APR	03/27 - 04/30	0	143,627	0.00%	1,058	0.74%
MAY	05/01 - 05/28	0	115,843	0.00%	905	0.78%
JUN	05/29 - 06/25	0	109,101	0.00%	655	0.60%
JUL	06/26 - 07/30	0	135,859	0.00%	689	0.51%
AUG	07/31 - 08/27	0	108,826	0.00%	839	0.77%
SEP	08/28 - 09/24	0	109,770	0.00%	931	0.85%

HND = Handivan
MMS = Minority Mobile Systems
SNL = Super Nice Limo
SYC = Super 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

September 2005



Note: * Carriers listed as backups.

Special Transportation Service

Distribution of Brokered Trips

(by Carriers)

September 2005
PAGE 5 MONTHLY TOTALS

CARRIER	WEEK ENDING	TOTAL VEHICLE HOURS	NO. OF TRIPS AMB	% AMB	W/C	% W/C	TOTAL	LOAD FACTOR	% VEHICLE HOURS	% TOTAL TRIPS	MILES	MILES PER TRIP
HDV		11,203.00	10,823	73.63%	3,877	26.37%	14,700	1.31	16.28%	13.40%	161,831	11
MMS		12,580.00	16,089	77.28%	4,731	22.72%	20,820	1.66	18.28%	18.98%	183,051	9
SNL		28,555.00	31,402	68.05%	14,744	31.95%	46,146	1.62	41.49%	42.06%	416,020	9
ZUN		16,481.00	20,796	74.16%	7,247	25.84%	28,043	1.70	23.95%	25.56%	284,438	10
	SUB TOTAL	68,819.00	79,110	73.28%	30,599	26.72%	109,709	1.57	100.00%	100.00%	1,045,340	10
SYC *		0.00	56	0.05%	5	0.00%	61	0.00	0.00%	0.06%	0	0

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

TOTALS:			**79,166**	72.12%	**30,604**	27.88%	**109,770**			100.00%	1,045,340	10

CARRIER	TRIP ADJUSTMENTS AMB	W/C	TTL
HDV			
MMS			
SNL			
SYC *	27	4	31
ZUN			
TOTALS:	**27**	**4**	**31**

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

September 2005

SUMMARY

(by Carriers)

CARRIERS	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR	
	09/26 - 10/30		10/31 - 11/27		11/28 - 12/25		12/26 - 01/29		01/30 - 02/26		02/27 - 03/26	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HDV	17,724	13.05%	13,533	12.99%	13,646	13.18%	17,018	13.57%	15,212	13.65%	15,301	13.66%
MMS	24,751	18.22%	19,597	18.80%	19,243	18.59%	22,823	18.20%	20,821	18.68%	20,672	18.46%
SNL	59,765	43.99%	44,923	43.11%	44,352	42.85%	53,579	42.72%	47,510	42.62%	48,159	43.00%
SYC *	167	0.12%	34	0.03%	102	0.10%	149	0.12%	30	0.03%	129	0.12%
ZUN	33,459	24.63%	26,126	25.07%	26,157	25.27%	31,858	25.40%	27,891	25.02%	27,737	24.77%
TOTAL	**135,866**	**100.00%**	**104,213**	**100.00%**	**103,500**	**100.00%**	**125,427**	**100.00%**	**111,464**	**100.00%**	**111,998**	**100.00%**

CARRIERS	APR		MAY		JUN		JUL		AUG		SEP	
	03/27 - 04/30		05/01 - 05/28		05/29 - 06/25		06/26 - 07/30		07/31 - 08/27		08/28 - 09/24	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HDV	19,962	13.90%	16,111	13.91%	15,012	13.76%	18,630	13.71%	14,798	13.60%	14,700	13.39%
MMS	26,874	18.71%	22,521	19.44%	20,936	19.19%	25,552	18.81%	20,675	19.00%	20,820	18.97%
SNL	60,368	42.03%	47,869	41.32%	45,041	41.28%	56,883	41.87%	45,466	41.78%	46,146	42.04%
SYC *	67	0.05%	33	0.03%	33	0.03%	85	0.06%	83	0.08%	61	0.06%
ZUN	36,356	25.31%	29,309	25.30%	28,079	25.74%	34,709	25.55%	27,804	25.55%	28,043	25.55%
TOTAL	**143,627**	**100.00%**	**115,843**	**100.00%**	**109,101**	**100.00%**	**135,859**	**100.00%**	**108,826**	**100.00%**	**109,770**	**100.00%**

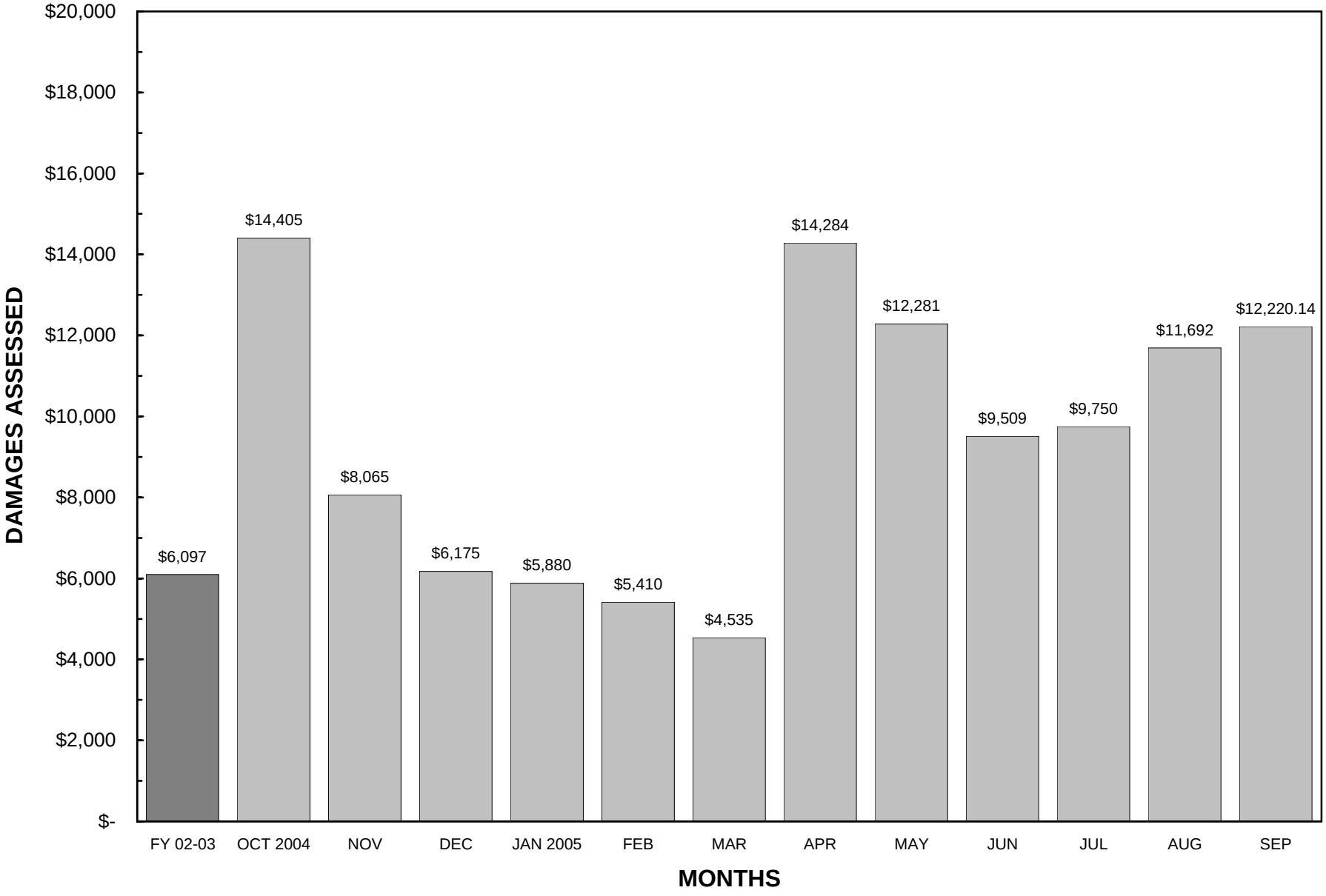
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HDV	191,647	13.54%
MMS	265,285	18.74%
SNL	600,061	42.39%
SYC *	973	0.07%
ZUN	357,528	25.26%
TOTAL	**1,415,494**	**100.00%**

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Liquidated Damages

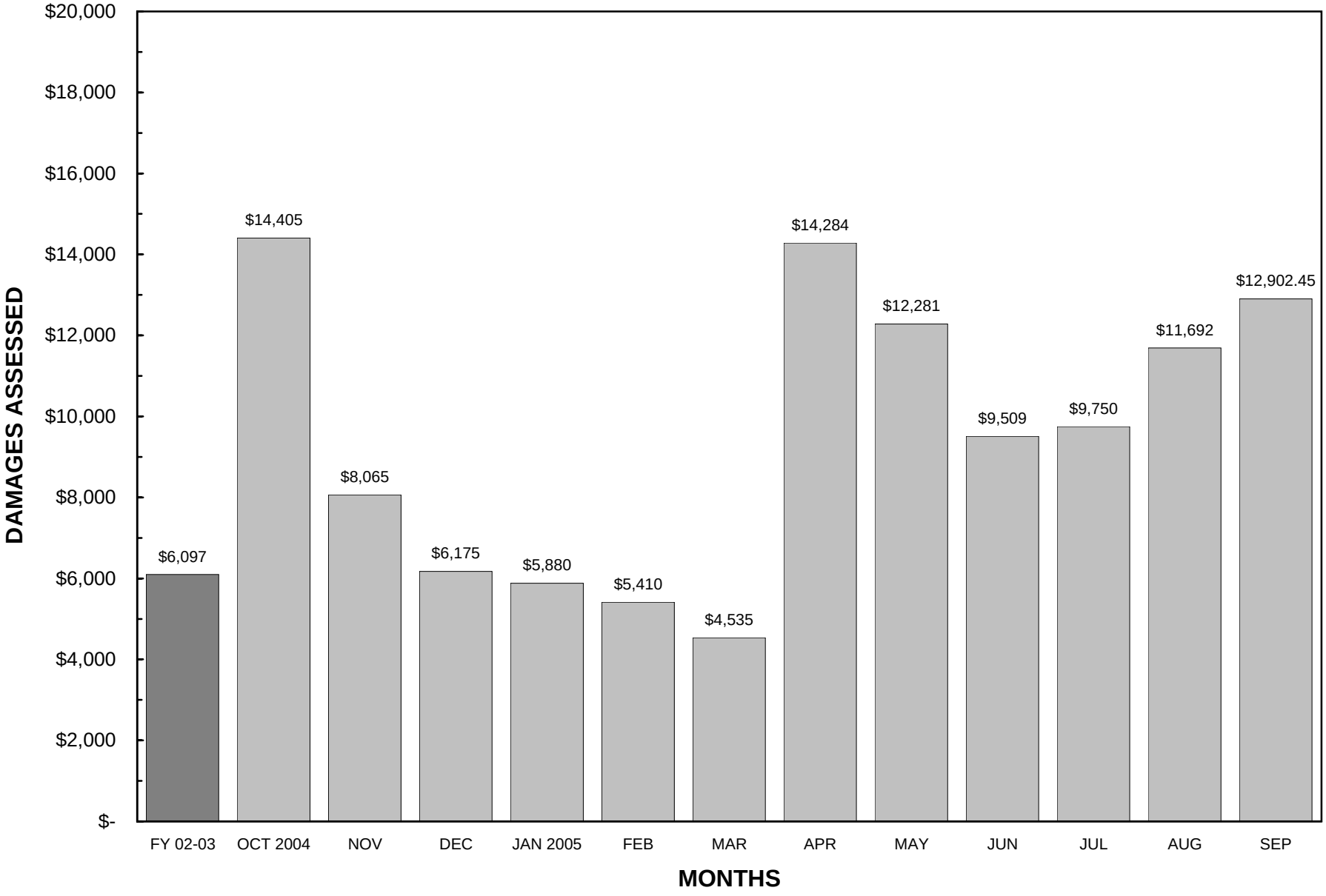
September 2005



Special Transportation Service

Liquidated Damages

September 2005



Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

September 2005

Liquidated Damages

	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
BALANCE	$ 14,405.00	$ 8,065.00	$ 6,260.00	$ 5,925.00	$ 5,445.00	$ 4,540.00	$ 14,283.51	$ 12,280.53	$ 9,509.01	$ 9,749.84	$ 11,692.46	$ 12,902.45	$ 115,057.80
LIQUIDATED DAMAGES	$ 15,105.00	$ 10,865.00	$ 9,060.00	$ 9,425.00	$ 8,245.00	$ 6,640.00	$ 13,283.51	$ 11,280.53	$ 8,509.01	$ 8,749.84	$ 10,692.46	$ 11,902.45	$ 123,757.80
ON-TIME PERFORMANCE	$ 14,405.00	$ 10,865.00	$ 8,890.00	$ 9,335.00	$ 8,175.00	$ 6,630.00	$ 12,683.35	$ 10,867.48	$ 8,006.62	$ 8,345.91	$ 10,189.23	$ 11,289.70	$ 119,682.29
MONTHLY	$ 14,405.00	$ 10,865.00	$ 8,890.00	$ 9,335.00	$ 8,175.00	$ 6,630.00	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 62,393.86
PER OCCURRENCE							$ 12,001.04	$ 10,185.17	$ 7,324.31	$ 7,663.60	$ 9,506.92	$ 10,607.39	$ 57,288.43
CALL TAKING STANDARDS	$ 700.00	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 700.00
ASA / ABANDONED RATE	$ 700.00						$ -	$ -	$ -	$ -	$ -	$ -	$ 700.00
HOLD TIME							$ -	$ -	$ -	$ -	$ -	$ -	$ -
CUSTOMER TRAVEL TIME	$ -	$ -	$ -	$ -	$ -	$ -	$ 499.80	$ 374.85	$ 196.35	$ 160.65	$ 392.70	$ 339.15	$ 1,963.50
MONTHLY							$ -	$ -	$ -	$ -	$ -	$ -	$ -
PER OCCURRENCE							$ 499.80	$ 374.85	$ 196.35	$ 160.65	$ 392.70	$ 339.15	$ 1,963.50
BACKUP BY COUNTY													
PER OCCURRENCE						$ -	$ 43.36	$ -	$ -	$ -	$ -	$ -	$ 43.36
DELINQUENT COMPLAINT RESPONCES	$ -	$ -	$ 85.00	$ 45.00	$ 35.00	$ 5.00	$ 57.00	$ -	$ 142.50	$ 9.50	$ -	$ 171.00	$ 550.00
SYSTEM SAFETY													
MONTHLY													$ -
REPORTING	$ -	$ -	$ 85.00	$ 45.00	$ 35.00	$ 5.00	$ -	$ 38.20	$ 163.54	$ 233.78	$ 110.53	$ 102.60	$ 818.65
INVOICING													$ -
CHANGE OF NEGOTIATED TIME							$ -	$ 7.81	$ 70.29	$ 39.05	$ 23.43	$ 23.43	$ 164.01
INOPERABLE RADIO							$ -	$ -	$ -	$ -	$ -	$ -	$ -
DRIVER PLAYING RADIO							$ -	$ -	$ -	$ 48.78	$ -	$ -	$ 48.78
INOPERABLE AIR CONDITIONER							$ -	$ -	$ 24.39	$ 24.39	$ 24.39	$ 48.78	$ 121.95
USE OF CELL PHONE							$ -	$ -	$ 8.08	$ 30.39	$ 32.32	$ -	$ 70.79
UNAUTHORIZED CHAUFFEUR													$ -
UNAUTHORIZED DRIVER													$ -
IMPROPER W/C TIEDOWN							$ -	$ 30.39	$ 60.78	$ 91.17	$ 30.39	$ 30.39	$ 243.12
ROUTE PERFORMANCE UPDATE													$ -
BONUSES	$ (700.00)	$ (2,800.00)	$ (2,800.00)	$ (3,500.00)	$ (2,800.00)	$ (2,100.00)	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ (8,700.00)
MISSED TRIP													$ -
ON-TIME PERFORMANCE													$ -
CALL TAKING STANDARDS	($700.00)	($2,800.00)	($2,800.00)	($3,500.00)	($2,800.00)	($2,100.00)							$ (14,700.00)
COMPLAINT RATIO							$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 6,000.00

SPECIAL TRANSPORTATION SERVICE
DISTRIBUTION OF TRIPS
September 2005

October 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
10/02/2004	18,271	7,350	25,621	$ 595,556.15	$ (64,257.50)	0	0	0	$ -	$ -	$ -	18,271	7,350	25,621	$ 595,556.15	$ (64,257.50)	$ -	$ (255.35)	$ 2,100.00	$ -	$ 533,143.30
10/09/2004	19,604	7,739	27,343	$ 639,891.94	$ (68,935.00)	776	283	1,059	$ 24,353.36	$ (2,717.50)	$ 21,635.86	20,380	8,022	28,402	$ 664,245.30	$ (71,652.50)	$ -	$ -	$ -	$ -	$ 592,592.80
10/16/2004	19,245	7,605	26,850	$ 628,405.65	$ (67,932.50)	36	9	45	$ 1,006.92	$ (117.50)	$ 889.42	19,281	7,614	26,895	$ 629,412.57	$ (68,050.00)	$ -	$ -	$ -	$ -	$ 561,362.57
10/23/2004	20,047	7,779	27,826	$ 650,302.71	$ (70,265.00)	0	0	0	$ -	$ -	$ -	20,047	7,779	27,826	$ 650,302.71	$ (70,265.00)	$ -	$ -	$ -	$ -	$ 580,037.71
10/30/2004	19,517	7,605	27,122	$ 634,060.53	$ (68,545.00)	0	0	0	$ -	$ -	$ -	19,517	7,605	27,122	$ 634,060.53	$ (68,545.00)	$ -	$ -	$ -	$ -	$ 565,515.53
TOTAL	96,684	38,078	134,762	$ 3,148,216.98	$ (339,935.00)	812	292	1,104	$ 25,360.28	$ (2,835.00)	$ 22,525.28	97,496	38,370	135,866	$ 3,173,577.26	$ (342,770.00)	$ -	$ (255.35)	$ 2,100.00	$ -	$ 2,832,651.91

November 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
11/06/2004	20,067	7,744	27,811	$ 649,667.81	$ (70,365.00)	0	0	0	$ -	$ -	$ -	20,067	7,744	27,811	$ 649,667.81	$ (70,365.00)	$ -	$ -	$ -	$ -	$ 579,302.81
11/13/2004	19,375	7,745	27,120	$ 635,311.15	$ (68,860.00)	0	0	0	$ -	$ -	$ -	19,375	7,745	27,120	$ 635,311.15	$ (68,860.00)	$ -	$ -	$ -	$ -	$ 566,451.15
11/20/2004	19,783	7,959	27,742	$ 650,217.75	$ (70,105.00)	0	0	0	$ -	$ -	$ -	19,783	7,959	27,742	$ 650,217.75	$ (70,105.00)	$ (8,605.00)	$ -	$ 2,800.00	$ -	$ 574,307.75
11/27/2004	14,964	6,576	21,540	$ 508,513.08	$ (54,775.00)	0	0	0	$ -	$ -	$ -	14,964	6,576	21,540	$ 508,513.08	$ (54,775.00)	$ (8,080.00)	$ -	$ -	$ -	$ 445,658.08
								0													
TOTAL	74,189	30,024	104,213	$ 2,443,709.79	$ (264,105.00)	0	0	0	$ -	$ -	$ -	74,189	30,024	104,213	$ 2,443,709.79	$ (264,105.00)	$ (16,685.00)	$ -	$ 2,800.00	$ -	$ 2,165,719.79

December 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
12/04/2004	19,662	7,973	27,635	$ 648,122.44	$ (69,772.50)	0	0	0	$ -	$ -	$ -	19,662	7,973	27,635	$ 648,122.44	$ (69,772.50)	$ (8,655.00)	$ 333,426.78	$ -	$ -	$ 903,121.72
12/11/2004	20,609	8,116	28,725	$ 672,103.43	$ (72,475.00)	0	0	0	$ -	$ -	$ -	20,609	8,116	28,725	$ 672,103.43	$ (72,475.00)	$ (9,045.00)	$ -	$ -	$ -	$ 590,583.43
12/18/2004	19,850	7,630	27,480	$ 641,734.10	$ (69,467.50)	118	44	162	$ 3,734.84	$ (430.00)	$ 3,304.84	19,968	7,674	27,642	$ 645,468.94	$ (69,897.50)	$ (9,390.00)	$ 120,098.02	$ -	$ -	$ 686,279.46
12/25/2004	13,503	5,995	19,498	$ 460,697.27	$ (49,610.00)	0	0	0	$ -	$ -	$ -	13,503	5,995	19,498	$ 460,697.27	$ (49,610.00)	$ -	$ 178,695.25	$ -	$ -	$ 589,782.52
								0													
TOTAL	73,624	29,714	103,338	$ 2,422,657.24	$ (261,325.00)	118	44	162	$ 3,734.84	$ (430.00)	$ 3,304.84	73,742	29,758	103,500	$ 2,426,392.08	$ (261,755.00)	$ (27,090.00)	$ 632,220.05	$ -	$ -	$ 2,769,767.13

January 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
01/01/2005	11,041	5,283	16,324	$ 388,138.05	$ (41,340.00)	1,097	240	1,337	$ 30,011.43	$ (3,450.00)	$ 26,561.43	12,138	5,523	17,661	$ 418,149.48	$ (44,790.00)	$ -	$ -	$ -	$ -	$ 373,359.48
01/08/2005	19,554	7,671	27,225	$ 636,811.08	$ (68,527.50)	94	5	99	$ 2,104.36	$ (257.50)	$ 1,846.86	19,648	7,676	27,324	$ 638,915.44	$ (68,785.00)	$ (9,535.00)	$ 118,134.50	$ 2,800.00	$ -	$ 681,529.94
01/15/2005	19,646	7,761	27,407	$ 641,425.56	$ (68,945.00)	0	0	0	$ -	$ -	$ -	19,646	7,761	27,407	$ 641,425.56	$ (68,945.00)	$ (9,950.00)	$ -	$ -	$ -	$ 562,530.56
01/22/2005	18,449	7,272	25,721	$ 601,860.15	$ (65,010.00)	0	0	0	$ -	$ -	$ -	18,449	7,272	25,721	$ 601,860.15	$ (65,010.00)	$ -	$ -	$ -	$ -	$ 536,850.15
01/29/2005	19,836	7,478	27,314	$ 636,880.00	$ (68,770.00)	0	0	0	$ -	$ -	$ -	19,836	7,478	27,314	$ 636,880.00	$ (68,770.00)	$ (8,505.00)	$ -	$ -	$ -	$ 559,605.00
TOTAL	88,526	35,465	123,991	$ 2,905,114.84	$ (312,592.50)	1,191	245	1,436	$ 32,115.79	$ (3,707.50)	$ 28,408.29	89,717	35,710	125,427	$ 2,937,230.63	$ (316,300.00)	$ (27,990.00)	$ 118,134.50	$ 2,800.00	$ -	$ 2,713,875.13

February 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
02/05/2005	20,175	7,710	27,885	$ 650,892.45	$ (70,227.50)	0	0	0	$ -	$ -	$ -	20,175	7,710	27,885	$ 650,892.45	$ (70,227.50)	$ (7,990.00)	$ 56,247.95	$ -	$ -	$ 628,922.90
02/12/2005	20,442	7,974	28,416	$ 664,368.66	$ (71,810.00)	0	0	0	$ -	$ -	$ -	20,442	7,974	28,416	$ 664,368.66	$ (71,810.00)	$ (4,940.00)	$ -	$ 3,500.00	$ -	$ 591,118.66
02/19/2005	20,582	7,828	28,410	$ 662,896.34	$ (71,787.50)	0	0	0	$ -	$ -	$ -	20,582	7,828	28,410	$ 662,896.34	$ (71,787.50)	$ (5,990.00)	$ 72,126.48	$ -	$ -	$ 657,245.32
02/26/2005	19,110	7,643	26,753	$ 626,739.76	$ (67,497.50)	0	0	0	$ -	$ -	$ -	19,110	7,643	26,753	$ 626,739.76	$ (67,497.50)	$ (4,035.00)	$ -	$ 2,100.00	$ -	$ 557,307.26
								0													
TOTAL	80,309	31,155	111,464	$ 2,604,897.21	$ (281,322.50)	0	0	0	$ -	$ -	$ -	80,309	31,155	111,464	$ 2,604,897.21	$ (281,322.50)	$ (22,955.00)	$ 128,374.43	$ 5,600.00	$ -	$ 2,434,594.14

March 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
03/05/2005	20,447	7,999	28,446	$ 665,223.11	$ (71,625.00)	0	0	0	$ -	$ -	$ -	20,447	7,999	28,446	$ 665,223.11	$ (71,625.00)	$ -	$ 5,173.45	$ 11,900.00	$ -	$ 610,671.56
03/12/2005	20,750	8,024	28,774	$ 672,272.98	$ (72,507.50)	0	0	0	$ -	$ -	$ -	20,750	8,024	28,774	$ 672,272.98	$ (72,507.50)	$ (4,085.00)	$ -	$ -	$ -	$ 595,680.48
03/19/2005	20,550	8,044	28,594	$ 668,715.38	$ (72,325.00)	572	154	726	$ 16,514.96	$ (1,910.00)	$ 14,604.96	21,122	8,198	29,320	$ 685,230.34	$ (74,235.00)	$ (2,180.00)	$ 75,498.80	$ -	$ -	$ 684,314.14
03/26/2005	18,224	7,234	25,458	$ 622,726.66	$ (64,460.00)	0	0	0	$ -	$ -	$ -	18,224	7,234	25,458	$ 622,726.66	$ (64,460.00)	$ -	$ 171,697.90	$ -	$ -	$ 729,964.56
								0													
TOTAL	79,971	31,301	111,272	$ 2,628,938.13	$ (280,917.50)	572	154	726	$ 16,514.96	$ (1,910.00)	$ 14,604.96	80,543	31,455	111,998	$ 2,645,453.09	$ (282,827.50)	$ (6,265.00)	$ 252,370.15	$ 11,900.00	$ -	$ 2,620,630.74

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

September 2005

April 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	FUEL COST LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
04/02/2005	20,532	7,874	28,406	$ 715,356.26	$ (71,685.00)	102	0	102	$ 2,190.23	$ (270.00)	$ 1,920.23	20,634	7,874	28,508	$ 717,546.49	$ (71,955.00)	$ (2,255.00)	$ -	$ -	$ (8,132.25)	$ 635,204.24
04/09/2005	20,935	7,712	28,647	$ 719,441.70	$ (72,300.00)	0	0	0	$ -	$ -	$ -	20,935	7,712	28,647	$ 719,441.70	$ (72,300.00)	$ (2,320.00)	$ -	$ -	$ (5,395.81)	$ 639,425.89
04/16/2005	21,156	8,097	29,253	$ 736,584.33	$ (73,857.50)	0	0	0	$ -	$ -	$ -	21,156	8,097	29,253	$ 736,584.33	$ (73,857.50)	$ (3,635.00)	$ -	$ -	$ (5,524.38)	$ 653,567.45
04/23/2005	21,154	7,959	29,113	$ 732,198.67	$ (73,477.50)	0	0	0	$ -	$ -	$ -	21,154	7,959	29,113	$ 732,198.67	$ (73,477.50)	$ -	$ 75,806.05	$ 3,500.00	$ -	$ 738,027.22
04/30/2005	20,275	7,831	28,106	$ 708,149.45	$ (70,702.50)	0	0	0	$ -	$ -	$ -	20,275	7,831	28,106	$ 708,149.45	$ (70,702.50)	$ -	$ -	$ -	$ (9,721.26)	$ 627,725.69
TOTAL	104,052	39,473	143,525	$ 3,611,730.41	$ (362,022.50)	102	0	102	$ 2,190.23	$ (270.00)	$ 1,920.23	104,154	39,473	143,627	$ 3,613,920.64	$ (362,292.50)	$ (8,210.00)	$ 75,806.05	$ 3,500.00	$ (28,773.71)	$ 3,293,950.48

May 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	FUEL COST LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
05/07/2005	20,809	7,839	28,648	$ 720,565.57	$ (72,077.50)	0	0	0	$ -	$ -	$ -	20,809	7,839	28,648	$ 720,565.57	$ (72,077.50)	$ (2,755.00)	$ -	$ -	$ (4,863.66)	$ 640,869.41
05/14/2005	21,133	8,095	29,228	$ 735,997.49	$ (73,565.00)	0	0	0	$ -	$ -	$ -	21,133	8,095	29,228	$ 735,997.49	$ (73,565.00)	$ (2,245.00)	$ -	$ -	$ (4,968.24)	$ 655,219.25
05/21/2005	21,189	8,013	29,202	$ 734,694.27	$ (73,607.50)	0	0	0	$ -	$ -	$ -	21,189	8,013	29,202	$ 734,694.27	$ (73,607.50)	$ (1,635.00)	$ -	$ -	$ (4,958.15)	$ 654,493.62
05/28/2005	20,839	7,926	28,765	$ 723,985.12	$ (72,545.00)	0	0	0	$ -	$ -	$ -	20,839	7,926	28,765	$ 723,985.12	$ (72,545.00)	$ -	$ 78,773.81	$ -	$ (4,885.80)	$ 725,328.13
								0													
TOTAL	83,970	31,873	115,843	$ 2,915,242.45	$ (291,795.00)	0	0	0	$ -	$ -	$ -	83,970	31,873	115,843	$ 2,915,242.45	$ (291,795.00)	$ (6,635.00)	$ 78,773.81	$ -	$ (19,675.86)	$ 2,675,910.40

June 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
06/04/2005	17,499	6,826	24,325	$ 613,304.92	$ (61,272.50)	151	43	194	$ 4,438.11	$ (485.00)	$ 3,953.11	17,650	6,869	24,519	$ 617,743.03	$ (61,757.50)	$ -	$ -	$ -	$ (4,140.24)	$ 551,845.29
06/11/2005	20,253	7,813	28,066	$ 707,082.19	$ (70,947.50)	0	0	0	$ -	$ -	$ -	20,253	7,813	28,066	$ 707,082.19	$ (70,947.50)	$ -	$ -	$ -	$ (2,860.72)	$ 633,273.97
06/18/2005	20,593	8,007	28,600	$ 720,928.69	$ (72,230.00)	0	0	0	$ -	$ -	$ -	20,593	8,007	28,600	$ 720,928.69	$ (72,230.00)	$ (57.00)	$ -	$ -	$ (4,865.24)	$ 643,776.45
06/25/2005	20,168	7,748	27,916	$ 703,101.64	$ (70,607.50)	0	0	0	$ -	$ -	$ -	20,168	7,748	27,916	$ 703,101.64	$ (70,607.50)	$ -	$ -	$ -	$ (4,743.71)	$ 627,750.43
								0													
TOTAL	78,513	30,394	108,907	$ 2,744,417.44	$ (275,057.50)	151	43	194	$ 4,438.11	$ (485.00)	$ 3,953.11	78,664	30,437	109,101	$ 2,748,855.55	$ (275,542.50)	$ (57.00)	$ -	$ -	$ (16,609.91)	$ 2,456,646.14

July 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
07/02/2005	20,357	7,724	28,081	$ 706,652.26	$ (70,792.50)			0			$ -	20,357	7,724	28,081	$ 706,652.26	$ (70,792.50)	$ (6,369.76)	$ 63,492.10			$ 692,982.10
07/09/2005	16,919	6,586	23,505	$ 592,544.52	$ (59,287.50)			0			$ -	16,919	6,586	23,505	$ 592,544.52	$ (59,287.50)	$ (4,945.35)			$ (3,999.43)	$ 524,312.24
07/16/2005	20,543	7,714	28,257	$ 710,574.84	$ (71,300.00)	299	137	436	$ 11,119.87	$ (1,095.00)	$ 10,024.87	20,842	7,851	28,693	$ 721,694.71	$ (72,395.00)	$ (10,702.72)			$ (4,794.56)	$ 633,802.43
07/23/2005	20,456	7,929	28,385	$ 715,354.73	$ (71,577.50)			0			$ -	20,456	7,929	28,385	$ 715,354.73	$ (71,577.50)	$ (3,507.21)			$ (4,828.33)	$ 635,441.69
07/30/2005	19,641	7,554	27,195	$ 684,995.28	$ (68,475.00)			0			$ -	19,641	7,554	27,195	$ 684,995.28	$ (68,475.00)	$ (4,214.99)			$ (4,623.90)	$ 607,681.39
TOTAL	97,916	37,507	135,423	$ 3,410,121.63	$ (341,432.50)	299	137	436	$ 11,119.87	$ (1,095.00)	$ 10,024.87	98,215	37,644	135,859	$ 3,421,241.50	$ (342,527.50)	$ (29,740.03)	$ 63,492.10	$ -	$ (18,246.22)	$ 3,094,219.85

August 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
08/06/2005	20,406	7,803	28,209	$ 710,253.03	$ (71,285.00)	16	0	16	$ 364.48	$ (45.00)	$ 319.48	20,422	7,803	28,225	$ 710,617.51	$ (71,330.00)	$ (5,065.61)			$ (4,792.26)	$ 629,429.64
08/13/2005	21,342	8,190	29,532	$ 743,746.26	$ (74,352.50)	5	0	5	$ 113.90	$ (15.00)	$ 98.90	21,347	8,190	29,537	$ 743,860.16	$ (74,367.50)	$ (3,001.92)			$ (5,020.45)	$ 661,470.29
08/20/2005	21,571	8,539	30,110	$ 759,938.93	$ (75,967.50)	9	1	10	$ 236.47	$ (27.50)	$ 208.97	21,580	8,540	30,120	$ 760,175.40	$ (75,995.00)	$ (2,055.42)			$ (5,129.79)	$ 676,995.19
08/27/2005	14,845	6,084	20,929	$ 529,510.90	$ (52,645.00)	12	3	15	$ 367.71	$ (37.50)	$ 330.21	14,857	6,087	20,944	$ 529,878.61	$ (52,682.50)	$ -			$ (3,576.49)	$ 473,619.62
								0													
TOTAL	78,164	30,616	108,780	$ 2,743,449.12	$ (274,250.00)	42	4	46	$ 1,082.56	$ (125.00)	$ 957.56	78,206	30,620	108,826	$ 2,744,531.68	$ (274,375.00)	$ (10,122.95)	$ -	$ -	$ (18,518.99)	$ 2,441,514.74

September 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
09/03/2005	19,525	7,809	27,334	$ 690,372.55	$ (68,680.00)	1	2	3	$ 85.68	$ (10.00)	$ 75.68	19,526	7,811	27,337	$ 690,458.23	$ (68,690.00)	$ -			$ (4,662.69)	$ 617,105.54
09/10/2005	19,523	7,464	26,987	$ 679,476.74	$ (68,132.50)	10	1	11	$ 259.25	$ (27.50)	$ 231.75	19,533	7,465	26,998	$ 679,735.99	$ (68,160.00)	$ (2,955.18)			$ (4,585.08)	$ 604,035.73
09/17/2005	22,725	8,574	31,299	$ 787,327.80	$ (78,797.50)	6	1	7	$ 168.13	$ (17.50)	$ 150.63	22,731	8,575	31,306	$ 787,495.93	$ (78,815.00)	$ (3,226.66)			$ (5,313.98)	$ 700,140.29
09/24/2005	17,366	6,753	24,119	$ 607,979.33	$ (60,500.00)	10	0	10	$ 227.80	$ (27.50)	$ 200.30	17,376	6,753	24,129	$ 608,207.13	$ (60,527.50)	$ (1,772.89)			$ (4,106.09)	$ 541,800.65
								0													
TOTAL	79,139	30,600	109,739	$ 2,765,156.42	$ (276,110.00)	27	4	31	$ 740.86	$ (82.50)	$ 658.36	79,166	30,604	109,770	$ 2,765,897.28	$ (276,192.50)	$ (7,954.73)	$ -	$ -	$ (18,667.84)	$ 2,463,082.21

YTD TTL	1,015,057	396,200	1,411,257	$ 34,343,651.66	$ (3,560,865.00)	3,314	923	4,237	$ 97,297.50	$ (10,940.00)	$ 86,357.50	1,018,371	397,123	1,415,494	$ 34,440,949.16	$ (3,571,805.00)	$ (163,704.71)	$ 1,348,915.74	$ 28,700.00	$ -	$ 32,083,055.19

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

September 2005

Liquidated Damages

	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
BALANCE	$ 14,405.00	$ 8,065.00	$ 6,260.00	$ 5,925.00	$ 5,445.00	$ 4,540.00	$ 14,283.51	$ 12,280.53	$ 9,509.01	$ 9,749.84	$ 11,692.46	$ 12,220.14	$ 114,205.49
LIQUIDATED DAMAGES	$ 15,105.00	$ 10,865.00	$ 9,060.00	$ 9,425.00	$ 8,245.00	$ 6,640.00	$ 13,283.51	$ 11,280.53	$ 8,509.01	$ 8,749.84	$ 10,692.46	$ 11,220.14	$ 122,905.49
ON-TIME PERFORMANCE	$ 14,405.00	$ 10,865.00	$ 8,890.00	$ 9,335.00	$ 8,175.00	$ 6,630.00	$ 12,683.35	$ 10,867.48	$ 8,006.62	$ 8,345.91	$ 10,189.23	$ 10,607.39	$ 118,999.98
MONTHLY	$ 14,405.00	$ 10,865.00	$ 8,890.00	$ 9,335.00	$ 8,175.00	$ 6,630.00	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 682.31	$ 62,393.86
PER OCCURRENCE							$ 12,001.04	$ 10,185.17	$ 7,324.31	$ 7,663.60	$ 9,506.92	$ -	$ 46,681.04
CALL TAKING STANDARDS	$ 700.00	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 700.00
ASA / ABANDONED RATE	$ 700.00						$ -	$ -	$ -	$ -	$ -	$ -	$ 700.00
HOLD TIME							$ -	$ -	$ -	$ -	$ -	$ -	$ -
CUSTOMER TRAVEL TIME	$ -	$ -	$ -	$ -	$ -	$ -	$ 499.80	$ 374.85	$ 196.35	$ 160.65	$ 392.70	$ 339.15	$ 1,963.50
MONTHLY							$ -	$ -	$ -	$ -	$ -	$ -	$ -
PER OCCURRENCE							$ 499.80	$ 374.85	$ 196.35	$ 160.65	$ 392.70	$ 339.15	$ 1,963.50
BACKUP BY COUNTY													
PER OCCURRENCE						$ -	$ 43.36	$ -	$ -	$ -	$ -	$ -	$ 43.36
DELINQUENT COMPLAINT RESPONCES	$ -	$ -	$ 85.00	$ 45.00	$ 35.00	$ 5.00	$ 57.00	$ -	$ 142.50	$ 9.50	$ -	$ 171.00	$ 550.00
SYSTEM SAFETY													
MONTHLY													$ -
REPORTING	$ -	$ -	$ 85.00	$ 45.00	$ 35.00	$ 5.00	$ -	$ 38.20	$ 163.54	$ 233.78	$ 110.53	$ 102.60	$ 648.65
INVOICING													$ -
CHANGE OF NEGOTIATED TIME							$ -	$ 7.81	$ 70.29	$ 39.05	$ 23.43	$ 23.43	$ 164.01
INOPERABLE RADIO							$ -	$ -	$ -	$ -	$ -	$ -	$ -
DRIVER PLAYING RADIO							$ -	$ -	$ -	$ 48.78	$ -	$ -	$ 48.78
INOPERABLE AIR CONDITIONER							$ -	$ -	$ 24.39	$ 24.39	$ 24.39	$ 48.78	$ 121.95
USE OF CELL PHONE							$ -	$ -	$ 8.08	$ 30.39	$ 32.32	$ -	$ 70.79
UNAUTHORIZED CHAUFFEUR													$ -
UNAUTHORIZED DRIVER													$ -
IMPROPER W/C TIEDOWN							$ -	$ 30.39	$ 60.78	$ 91.17	$ 30.39	$ 30.39	$ 243.12
ROUTE PERFORMANCE UPDATE													$ -
BONUSES	$ (700.00)	$ (2,800.00)	$ (2,800.00)	$ (3,500.00)	$ (2,800.00)	$ (2,100.00)	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ (8,700.00)
MISSED TRIP													$ -
ON-TIME PERFORMANCE													$ -
CALL TAKING STANDARDS	($700.00)	($2,800.00)	($2,800.00)	($3,500.00)	($2,800.00)	($2,100.00)							$ (14,700.00)
COMPLAINT RATIO							$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 6,000.00

SPECIAL TRANSPORTATION SERVICE
DISTRIBUTION OF TRIPS
September 2005

October 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
10/02/2004	18,271	7,350	25,621	$ 595,556.15	$ (64,257.50)	0	0	0	$ -	$ -	$ -	18,271	7,350	25,621	$ 595,556.15	$ (64,257.50)	$ -	$ (255.35)	$ 2,100.00	$ -	$ 533,143.30
10/09/2004	19,604	7,739	27,343	$ 639,891.94	$ (68,935.00)	776	283	1,059	$ 24,353.36	$ (2,717.50)	$ 21,635.86	20,380	8,022	28,402	$ 664,245.30	$ (71,652.50)	$ -	$ -	$ -	$ -	$ 592,592.80
10/16/2004	19,245	7,605	26,850	$ 628,405.65	$ (67,932.50)	36	9	45	$ 1,006.92	$ (117.50)	$ 889.42	19,281	7,614	26,895	$ 629,412.57	$ (68,050.00)	$ -	$ -	$ -	$ -	$ 561,362.57
10/23/2004	20,047	7,779	27,826	$ 650,302.71	$ (70,265.00)	0	0	0	$ -	$ -	$ -	20,047	7,779	27,826	$ 650,302.71	$ (70,265.00)	$ -	$ -	$ -	$ -	$ 580,037.71
10/30/2004	19,517	7,605	27,122	$ 634,060.53	$ (68,545.00)	0	0	0	$ -	$ -	$ -	19,517	7,605	27,122	$ 634,060.53	$ (68,545.00)	$ -	$ -	$ -	$ -	$ 565,515.53
TOTAL	96,684	38,078	134,762	$ 3,148,216.98	$ (339,935.00)	812	292	1,104	$ 25,360.28	$ (2,835.00)	$ 22,525.28	97,496	38,370	135,866	$ 3,173,577.26	$ (342,770.00)	$ -	$ (255.35)	$ 2,100.00	$ -	$ 2,832,651.91

November 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
11/06/2004	20,067	7,744	27,811	$ 649,667.81	$ (70,365.00)	0	0	0	$ -	$ -	$ -	20,067	7,744	27,811	$ 649,667.81	$ (70,365.00)	$ -	$ -	$ -	$ -	$ 579,302.81
11/13/2004	19,375	7,745	27,120	$ 635,311.15	$ (68,860.00)	0	0	0	$ -	$ -	$ -	19,375	7,745	27,120	$ 635,311.15	$ (68,860.00)	$ -	$ -	$ -	$ -	$ 566,451.15
11/20/2004	19,783	7,959	27,742	$ 650,217.75	$ (70,105.00)	0	0	0	$ -	$ -	$ -	19,783	7,959	27,742	$ 650,217.75	$ (70,105.00)	$ (8,605.00)	$ -	$ 2,800.00	$ -	$ 574,307.75
11/27/2004	14,964	6,576	21,540	$ 508,513.08	$ (54,775.00)	0	0	0	$ -	$ -	$ -	14,964	6,576	21,540	$ 508,513.08	$ (54,775.00)	$ (8,080.00)	$ -	$ -	$ -	$ 445,658.08
								0													
TOTAL	74,189	30,024	104,213	$ 2,443,709.79	$ (264,105.00)	0	0	0	$ -	$ -	$ -	74,189	30,024	104,213	$ 2,443,709.79	$ (264,105.00)	$ (16,685.00)	$ -	$ 2,800.00	$ -	$ 2,165,719.79

December 2004	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
12/04/2004	19,662	7,973	27,635	$ 648,122.44	$ (69,772.50)	0	0	0	$ -	$ -	$ -	19,662	7,973	27,635	$ 648,122.44	$ (69,772.50)	$ (8,655.00)	$ 333,426.78	$ -	$ -	$ 903,121.72
12/11/2004	20,609	8,116	28,725	$ 672,103.43	$ (72,475.00)	0	0	0	$ -	$ -	$ -	20,609	8,116	28,725	$ 672,103.43	$ (72,475.00)	$ (9,045.00)	$ -	$ -	$ -	$ 590,583.43
12/18/2004	19,850	7,630	27,480	$ 641,734.10	$ (69,467.50)	118	44	162	$ 3,734.84	$ (430.00)	$ 3,304.84	19,968	7,674	27,642	$ 645,468.94	$ (69,897.50)	$ (9,390.00)	$ 120,098.02	$ -	$ -	$ 686,279.46
12/25/2004	13,503	5,995	19,498	$ 460,697.27	$ (49,610.00)	0	0	0	$ -	$ -	$ -	13,503	5,995	19,498	$ 460,697.27	$ (49,610.00)	$ -	$ 178,695.25	$ -	$ -	$ 589,782.52
								0													
TOTAL	73,624	29,714	103,338	$ 2,422,657.24	$ (261,325.00)	118	44	162	$ 3,734.84	$ (430.00)	$ 3,304.84	73,742	29,758	103,500	$ 2,426,392.08	$ (261,755.00)	$ (27,090.00)	$ 632,220.05	$ -	$ -	$ 2,769,767.13

January 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
01/01/2005	11,041	5,283	16,324	$ 388,138.05	$ (41,340.00)	1,097	240	1,337	$ 30,011.43	$ (3,450.00)	$ 26,561.43	12,138	5,523	17,661	$ 418,149.48	$ (44,790.00)	$ -	$ -	$ -	$ -	$ 373,359.48
01/08/2005	19,554	7,671	27,225	$ 636,811.08	$ (68,527.50)	94	5	99	$ 2,104.36	$ (257.50)	$ 1,846.86	19,648	7,676	27,324	$ 638,915.44	$ (68,785.00)	$ (9,535.00)	$ 118,134.50	$ 2,800.00	$ -	$ 681,529.94
01/15/2005	19,646	7,761	27,407	$ 641,425.56	$ (68,945.00)	0	0	0	$ -	$ -	$ -	19,646	7,761	27,407	$ 641,425.56	$ (68,945.00)	$ (9,950.00)	$ -	$ -	$ -	$ 562,530.56
01/22/2005	18,449	7,272	25,721	$ 601,860.15	$ (65,010.00)	0	0	0	$ -	$ -	$ -	18,449	7,272	25,721	$ 601,860.15	$ (65,010.00)	$ -	$ -	$ -	$ -	$ 536,850.15
01/29/2005	19,836	7,478	27,314	$ 636,880.00	$ (68,770.00)	0	0	0	$ -	$ -	$ -	19,836	7,478	27,314	$ 636,880.00	$ (68,770.00)	$ (8,505.00)	$ -	$ -	$ -	$ 559,605.00
TOTAL	88,526	35,465	123,991	$ 2,905,114.84	$ (312,592.50)	1,191	245	1,436	$ 32,115.79	$ (3,707.50)	$ 28,408.29	89,717	35,710	125,427	$ 2,937,230.63	$ (316,300.00)	$ (27,990.00)	$ 118,134.50	$ 2,800.00	$ -	$ 2,713,875.13

February 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
02/05/2005	20,175	7,710	27,885	$ 650,892.45	$ (70,227.50)	0	0	0	$ -	$ -	$ -	20,175	7,710	27,885	$ 650,892.45	$ (70,227.50)	$ (7,990.00)	$ 56,247.95	$ -	$ -	$ 628,922.90
02/12/2005	20,442	7,974	28,416	$ 664,368.66	$ (71,810.00)	0	0	0	$ -	$ -	$ -	20,442	7,974	28,416	$ 664,368.66	$ (71,810.00)	$ (4,940.00)	$ -	$ 3,500.00	$ -	$ 591,118.66
02/19/2005	20,582	7,828	28,410	$ 662,896.34	$ (71,787.50)	0	0	0	$ -	$ -	$ -	20,582	7,828	28,410	$ 662,896.34	$ (71,787.50)	$ (5,990.00)	$ 72,126.48	$ -	$ -	$ 657,245.32
02/26/2005	19,110	7,643	26,753	$ 626,739.76	$ (67,497.50)	0	0	0	$ -	$ -	$ -	19,110	7,643	26,753	$ 626,739.76	$ (67,497.50)	$ (4,035.00)	$ -	$ 2,100.00	$ -	$ 557,307.26
								0													
TOTAL	80,309	31,155	111,464	$ 2,604,897.21	$ (281,322.50)	0	0	0	$ -	$ -	$ -	80,309	31,155	111,464	$ 2,604,897.21	$ (281,322.50)	$ (22,955.00)	$ 128,374.43	$ 5,600.00	$ -	$ 2,434,594.14

March 2005	REGULAR					LATEWORK						COMBINED									
	TRIPS					TRIPS						TRIPS									
WEEK ENDING	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	AMB	W/C	TOTAL	CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	FUEL COST LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
03/05/2005	20,447	7,999	28,446	$ 665,223.11	$ (71,625.00)	0	0	0	$ -	$ -	$ -	20,447	7,999	28,446	$ 665,223.11	$ (71,625.00)	$ -	$ 5,173.45	$ 11,900.00	$ -	$ 610,671.56
03/12/2005	20,750	8,024	28,774	$ 672,272.98	$ (72,507.50)	0	0	0	$ -	$ -	$ -	20,750	8,024	28,774	$ 672,272.98	$ (72,507.50)	$ (4,085.00)	$ -	$ -	$ -	$ 595,680.48
03/19/2005	20,550	8,044	28,594	$ 668,715.38	$ (72,325.00)	572	154	726	$ 16,514.96	$ (1,910.00)	$ 14,604.96	21,122	8,198	29,320	$ 685,230.34	$ (74,235.00)	$ (2,180.00)	$ 75,498.80	$ -	$ -	$ 684,314.14
03/26/2005	18,224	7,234	25,458	$ 622,726.66	$ (64,460.00)	0	0	0	$ -	$ -	$ -	18,224	7,234	25,458	$ 622,726.66	$ (64,460.00)	$ -	$ 171,697.90	$ -	$ -	$ 729,964.56
								0													
TOTAL	79,971	31,301	111,272	$ 2,628,938.13	$ (280,917.50)	572	154	726	$ 16,514.96	$ (1,910.00)	$ 14,604.96	80,543	31,455	111,998	$ 2,645,453.09	$ (282,827.50)	$ (6,265.00)	$ 252,370.15	$ 11,900.00	$ -	$ 2,620,630.74

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

September 2005

April 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	FUEL COST LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
04/02/2005	20,532	7,874	28,406	$ 715,356.26	$ (71,685.00)	102	0	102	$ 2,190.23	$ (270.00)	$ 1,920.23	20,634	7,874	28,508	$ 717,546.49	$ (71,955.00)	$ (2,255.00)	$ -	$ -	$ (8,132.25)	$ 635,204.24
04/09/2005	20,935	7,712	28,647	$ 719,441.70	$ (72,300.00)	0	0	0	$ -	$ -	$ -	20,935	7,712	28,647	$ 719,441.70	$ (72,300.00)	$ (2,320.00)	$ -	$ -	$ (5,395.81)	$ 639,425.89
04/16/2005	21,156	8,097	29,253	$ 736,584.33	$ (73,857.50)	0	0	0	$ -	$ -	$ -	21,156	8,097	29,253	$ 736,584.33	$ (73,857.50)	$ (3,635.00)	$ -	$ -	$ (5,524.38)	$ 653,567.45
04/23/2005	21,154	7,959	29,113	$ 732,198.67	$ (73,477.50)	0	0	0	$ -	$ -	$ -	21,154	7,959	29,113	$ 732,198.67	$ (73,477.50)	$ -	$ 75,806.05	$ 3,500.00	$ -	$ 738,027.22
04/30/2005	20,275	7,831	28,106	$ 708,149.45	$ (70,702.50)	0	0	0	$ -	$ -	$ -	20,275	7,831	28,106	$ 708,149.45	$ (70,702.50)	$ -	$ -	$ -	$ (9,721.26)	$ 627,725.69
TOTAL	104,052	39,473	143,525	$ 3,611,730.41	$ (362,022.50)	102	0	102	$ 2,190.23	$ (270.00)	$ 1,920.23	104,154	39,473	143,627	$ 3,613,920.64	$ (362,292.50)	$ (8,210.00)	$ 75,806.05	$ 3,500.00	$ (28,773.71)	$ 3,293,950.48

May 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	FUEL COST LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
05/07/2005	20,809	7,839	28,648	$ 720,565.57	$ (72,077.50)	0	0	0	$ -	$ -	$ -	20,809	7,839	28,648	$ 720,565.57	$ (72,077.50)	$ (2,755.00)	$ -	$ -	$ (4,863.66)	$ 640,869.41
05/14/2005	21,133	8,095	29,228	$ 735,997.49	$ (73,565.00)	0	0	0	$ -	$ -	$ -	21,133	8,095	29,228	$ 735,997.49	$ (73,565.00)	$ (2,245.00)	$ -	$ -	$ (4,968.24)	$ 655,219.25
05/21/2005	21,189	8,013	29,202	$ 734,694.27	$ (73,607.50)	0	0	0	$ -	$ -	$ -	21,189	8,013	29,202	$ 734,694.27	$ (73,607.50)	$ (1,635.00)	$ -	$ -	$ (4,958.15)	$ 654,493.62
05/28/2005	20,839	7,926	28,765	$ 723,985.12	$ (72,545.00)	0	0	0	$ -	$ -	$ -	20,839	7,926	28,765	$ 723,985.12	$ (72,545.00)	$ -	$ 78,773.81	$ -	$ (4,885.80)	$ 725,328.13
								0													
TOTAL	83,970	31,873	115,843	$ 2,915,242.45	$ (291,795.00)	0	0	0	$ -	$ -	$ -	83,970	31,873	115,843	$ 2,915,242.45	$ (291,795.00)	$ (6,635.00)	$ 78,773.81	$ -	$ (19,675.86)	$ 2,675,910.40

June 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
06/04/2005	17,499	6,826	24,325	$ 613,304.92	$ (61,272.50)	151	43	194	$ 4,438.11	$ (485.00)	$ 3,953.11	17,650	6,869	24,519	$ 617,743.03	$ (61,757.50)	$ -	$ -	$ -	$ (4,140.24)	$ 551,845.29
06/11/2005	20,253	7,813	28,066	$ 707,082.19	$ (70,947.50)	0	0	0	$ -	$ -	$ -	20,253	7,813	28,066	$ 707,082.19	$ (70,947.50)	$ -	$ -	$ -	$ (2,860.72)	$ 633,273.97
06/18/2005	20,593	8,007	28,600	$ 720,928.69	$ (72,230.00)	0	0	0	$ -	$ -	$ -	20,593	8,007	28,600	$ 720,928.69	$ (72,230.00)	$ (57.00)	$ -	$ -	$ (4,865.24)	$ 643,776.45
06/25/2005	20,168	7,748	27,916	$ 703,101.64	$ (70,607.50)	0	0	0	$ -	$ -	$ -	20,168	7,748	27,916	$ 703,101.64	$ (70,607.50)	$ -	$ -	$ -	$ (4,743.71)	$ 627,750.43
								0													
TOTAL	78,513	30,394	108,907	$ 2,744,417.44	$ (275,057.50)	151	43	194	$ 4,438.11	$ (485.00)	$ 3,953.11	78,664	30,437	109,101	$ 2,748,855.55	$ (275,542.50)	$ (57.00)	$ -	$ -	$ (16,609.91)	$ 2,456,646.14

July 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
07/02/2005	20,357	7,724	28,081	$ 706,652.26	$ (70,792.50)			0			$ -	20,357	7,724	28,081	$ 706,652.26	$ (70,792.50)	$ (6,369.76)	$ 63,492.10			$ 692,982.10
07/09/2005	16,919	6,586	23,505	$ 592,544.52	$ (59,287.50)			0			$ -	16,919	6,586	23,505	$ 592,544.52	$ (59,287.50)	$ (4,945.35)			$ (3,999.43)	$ 524,312.24
07/16/2005	20,543	7,714	28,257	$ 710,574.84	$ (71,300.00)	299	137	436	$ 11,119.87	$ (1,095.00)	$ 10,024.87	20,842	7,851	28,693	$ 721,694.71	$ (72,395.00)	$ (10,702.72)			$ (4,794.56)	$ 633,802.43
07/23/2005	20,456	7,929	28,385	$ 715,354.73	$ (71,577.50)			0			$ -	20,456	7,929	28,385	$ 715,354.73	$ (71,577.50)	$ (3,507.21)			$ (4,828.33)	$ 635,441.69
07/30/2005	19,641	7,554	27,195	$ 684,995.28	$ (68,475.00)			0			$ -	19,641	7,554	27,195	$ 684,995.28	$ (68,475.00)	$ (4,214.99)			$ (4,623.90)	$ 607,681.39
TOTAL	97,916	37,507	135,423	$ 3,410,121.63	$ (341,432.50)	299	137	436	$ 11,119.87	$ (1,095.00)	$ 10,024.87	98,215	37,644	135,859	$ 3,421,241.50	$ (342,527.50)	$ (29,740.03)	$ 63,492.10	$ -	$ (18,246.22)	$ 3,094,219.85

August 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
08/06/2005	20,406	7,803	28,209	$ 710,253.03	$ (71,285.00)	16	0	16	$ 364.48	$ (45.00)	$ 319.48	20,422	7,803	28,225	$ 710,617.51	$ (71,330.00)	$ (5,065.61)			$ (4,792.26)	$ 629,429.64
08/13/2005	21,342	8,190	29,532	$ 743,746.26	$ (74,352.50)	5	0	5	$ 113.90	$ (15.00)	$ 98.90	21,347	8,190	29,537	$ 743,860.16	$ (74,367.50)	$ (3,001.92)			$ (5,020.45)	$ 661,470.29
08/20/2005	21,571	8,539	30,110	$ 759,938.93	$ (75,967.50)	9	1	10	$ 236.47	$ (27.50)	$ 208.97	21,580	8,540	30,120	$ 760,175.40	$ (75,995.00)	$ (2,055.42)			$ (5,129.79)	$ 676,995.19
08/27/2005	14,845	6,084	20,929	$ 529,510.90	$ (52,645.00)	12	3	15	$ 367.71	$ (37.50)	$ 330.21	14,857	6,087	20,944	$ 529,878.61	$ (52,682.50)	$ -			$ (3,576.49)	$ 473,619.62
								0													
TOTAL	78,164	30,616	108,780	$ 2,743,449.12	$ (274,250.00)	42	4	46	$ 1,082.56	$ (125.00)	$ 957.56	78,206	30,620	108,826	$ 2,744,531.68	$ (274,375.00)	$ (10,122.95)	$ -	$ -	$ (18,518.99)	$ 2,441,514.74

September 2005	REGULAR					LATEWORK						COMBINED									
WEEK	TRIPS			CARRIER	STS FARES	TRIPS			CARRIER	STS FARES	TOTAL	TRIPS			CARRIER	STS FARES	LIQUIDATED	LATEWORK OTHER	CALL TAKING STANDARDS	PROMPT PAYMENT	GRAND TOTAL
ENDING	AMB	W/C	TOTAL	SERVICES	COLLECTED	AMB	W/C	TOTAL	SERVICES	COLLECTED	PAYMENT	AMB	W/C	TOTAL	SERVICES	COLLECTED	DAMAGES	ADJUSTMENTS	SERVICES	DISCOUNT	PAYMENT
09/03/2005	19,525	7,809	27,334	$ 690,372.55	$ (68,680.00)	1	2	3	$ 85.68	$ (10.00)	$ 75.68	19,526	7,811	27,337	$ 690,458.23	$ (68,690.00)	$ -			$ (4,662.69)	$ 617,105.54
09/10/2005	19,523	7,464	26,987	$ 679,476.74	$ (68,132.50)	10	1	11	$ 259.25	$ (27.50)	$ 231.75	19,533	7,465	26,998	$ 679,735.99	$ (68,160.00)	$ (2,955.18)			$ (4,585.08)	$ 604,035.73
09/17/2005	22,725	8,574	31,299	$ 787,327.80	$ (78,797.50)	6	1	7	$ 168.13	$ (17.50)	$ 150.63	22,731	8,575	31,306	$ 787,495.93	$ (78,815.00)	$ (3,226.66)			$ (5,313.98)	$ 700,140.29
09/24/2005	17,366	6,753	24,119	$ 607,979.33	$ (60,500.00)	10	0	10	$ 227.80	$ (27.50)	$ 200.30	17,376	6,753	24,129	$ 608,207.13	$ (60,527.50)	$ (1,772.89)			$ (4,106.09)	$ 541,800.65
								0													
TOTAL	79,139	30,600	109,739	$ 2,765,156.42	$ (276,110.00)	27	4	31	$ 740.86	$ (82.50)	$ 658.36	79,166	30,604	109,770	$ 2,765,897.28	$ (276,192.50)	$ (7,954.73)	$ -	$ -	$ (18,667.84)	$ 2,463,082.21

YTD TTL	1,015,057	396,200	1,411,257	$ 34,343,651.66	$ (3,560,865.00)	3,314	923	4,237	$ 97,297.50	$ (10,940.00)	$ 86,357.50	1,018,371	397,123	1,415,494	$ 34,440,949.16	$ (3,571,805.00)	$ (163,704.71)	$ 1,348,915.74	$ 28,700.00	$ -	$ 32,083,055.19

Special Transportation Service

ADA Trip Denial Percentage

September 2005

		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**	327	**81**	94	**17**	519
B-2	**LATE RETURN**	229	**92**	73	**18**	412
B-3	**NEVER PICKED-UP**	N/A	**0**	N/A	**0**	0
B-4	**LENGTHY ROUTING**	N/A	**0**	N/A	**0**	0
B-17	**BACKUP LATE TRIPS**	N/A	**0**	N/A	**0**	0
	SUB-TOTAL	556	173	167	35	931

		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
	SUB-TOTAL	0	0	0	0	0

TOTAL ADA VIOLATIONS	**173**	**35**

TOTAL ADA VIOLATIONS	**208**
TOTAL TRIPS REPORTED BY MIS	**109,770**
PERCENT OF ADA TRIPS DENIALS	**0.19%**

Note: Only highlighted fields were totaled from this matrix.

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

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

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

Excerpted from Transit Access Report March 10, 2000.

STS Trip Verification

September 2005

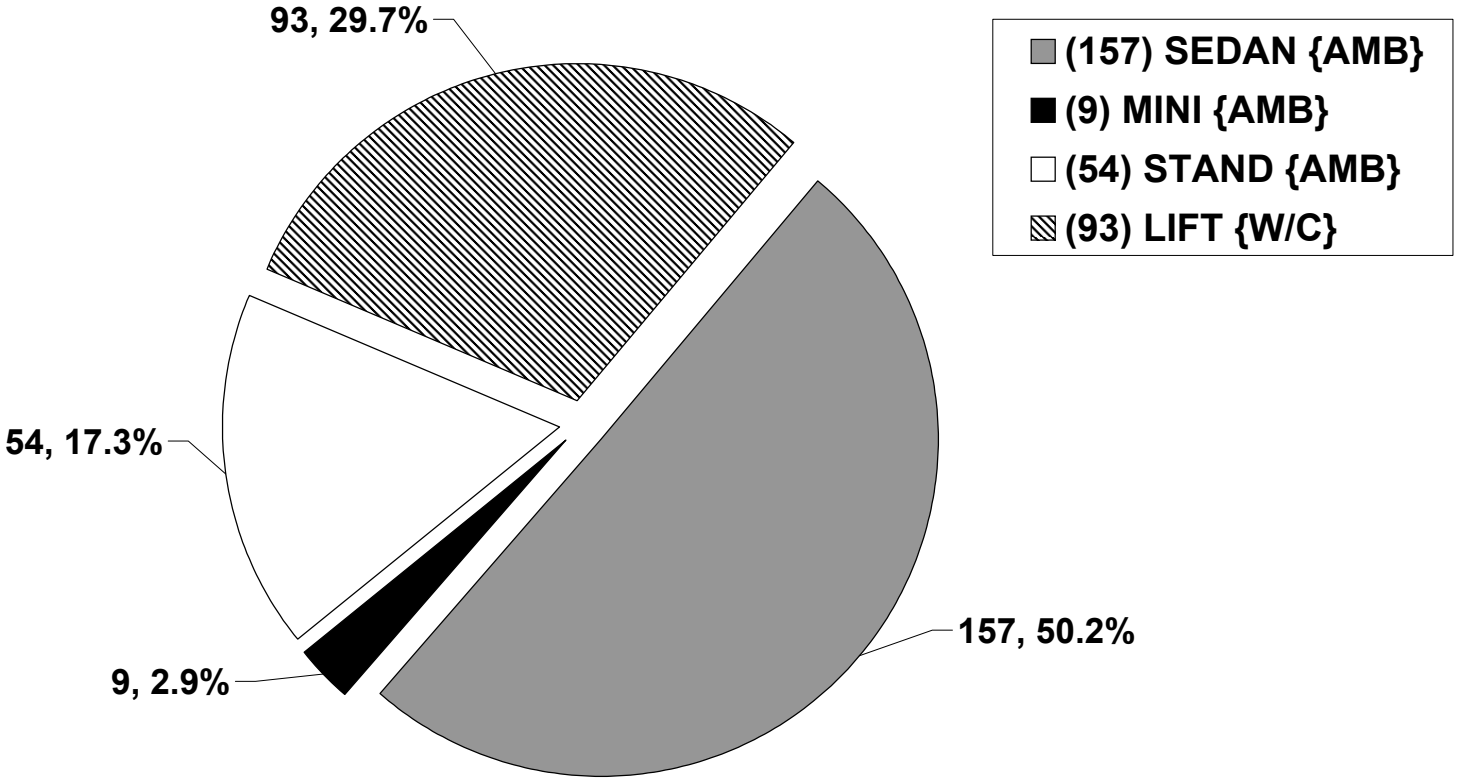
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2004	135,866	1,719	612	2,331	1.72%	1	2	1	0	1	0	2	0	5	2	7	0.29%	0.33%	0.30%
NOV	104,213	1,604	564	2,168	2.08%	2	2	1	1	1	0	1	1	5	4	9	0.31%	0.71%	0.42%
DEC	103,500	1,102	464	1,566	1.51%	2	0	0	0	1	2	0	1	3	3	6	0.27%	0.65%	0.38%
JAN 2005	125,427	1,028	271	1,299	1.04%	4	2	0	0	0	1	0	0	4	3	7	0.39%	1.11%	0.54%
FEB	111,464	1,011	436	1,447	1.30%	1	2	0	0	0	1	0	0	1	3	4	0.10%	0.69%	0.28%
MAR	111,998	1,128	443	1,571	1.40%	2	1	1	0	2	1	0	0	5	2	7	0.44%	0.45%	0.45%
APR	143,627	1,004	334	1,338	0.93%	3	1	1	0	0	0	2	5	6	6	12	0.60%	1.80%	0.90%
MAY	115,843	1,267	474	1,741	1.50%	0	0	1	0	1	2	0	0	2	2	4	0.16%	0.42%	0.23%
JUN	109,101	1,254	494	1,748	1.60%	2	0	2	0	0	1	2	3	6	4	10	0.48%	0.81%	0.57%
JUL	135,859	1,327	565	1,892	1.39%	2	3	0	0	0	0	2	1	4	4	8	0.30%	0.71%	0.42%
AUG	108,826	1,520	692	2,212	2.03%	4	1	1	0	3	1	3	0	11	2	13	0.72%	0.29%	0.59%
SEP	109,770	1,695	680	2,375	2.16%	2	7	1	0	3	1	3	0	9	8	17	0.53%	1.18%	0.72%
TOTAL	1,415,494	15,659	6,029	21,688	1.53%	25	21	9	1	12	10	15	11	61	43	104	0.39%	0.71%	0.48%

Special Transportation Service

Vehicle Availability

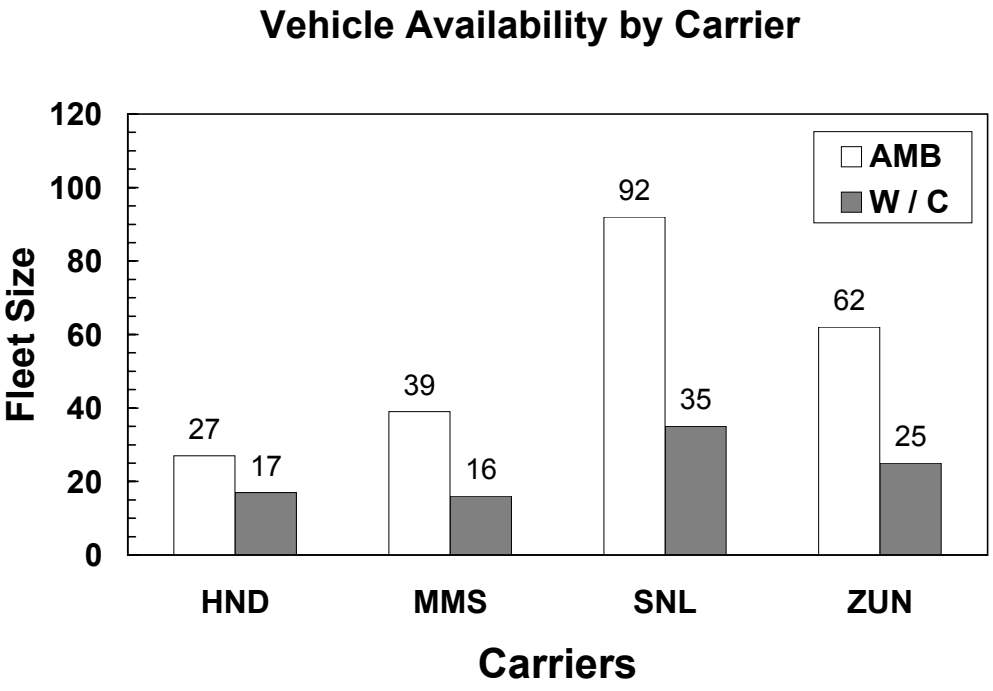
September 2005

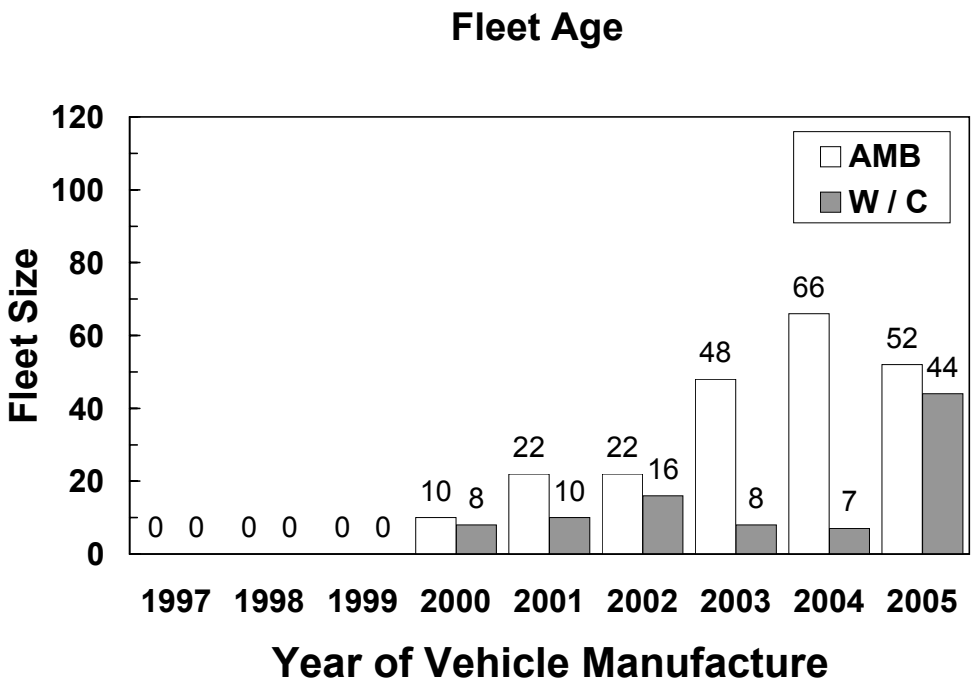
TOTAL VEHICLES: 313



Special Transportation Service

September 2005





Special Transportation Service

Vehicle Summary

September 2005

Fleet Age	Oct 2003	Nov	Dec	Jan 2004	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
1997	-	-	-	-	-	-	-	-	-	-	-	-	-
1998	4	6	1	1	1	1	1	-	-	-	-	-	1
1999	48	39	32	17	17	16	16	3	-	-	-	-	16
2000	44	42	42	40	40	36	36	24	25	22	21	18	33
2001	55	55	54	53	53	53	53	45	46	39	34	32	48
2002	40	40	39	39	39	39	39	40	40	38	38	38	39
2003	51	52	54	54	54	54	54	54	55	57	55	56	54
2004	41	46	47	53	53	55	55	66	66	69	70	73	58
2005	4	14	27	44	44	47	47	74	74	84	92	96	54
TOTAL	287	294	296	301	301	301	301	306	306	309	310	313	302

AVAILABILITY by CARRIER	Oct 2003	Nov	Dec	Jan 2004	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
HND	45	45	45	46	46	45	45	43	43	44	44	44	45
MMS	49	49	50	52	52	52	52	54	54	53	54	55	52
SNL	120	123	126	127	127	128	128	129	129	129	129	127	127
ZUN	73	77	75	76	76	76	76	80	80	83	83	87	79
TOTAL	287	294	296	301	301	301	301	306	306	309	310	313	302

AVAILABILITY by TYPE	Oct 2003	Nov	Dec	Jan 2004	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	196	202	204	206	206	206	206	214	214	217	217	220	209
W / C	91	92	92	95	95	95	95	92	92	92	93	93	93
TOTAL	287	294	296	301	301	301	301	306	306	309	310	313	302

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

September 2005

Service Monitoring Report

Fiscal Year 2004 - 2005

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
CLIENTS MONITORED	464	---	368	---	339	---	674	---	657	---	785	---	835	---	768	---	838	---	876	---	1,026	---	940	---	8,570	---
VEHICLES MONITORED	209	---	170	---	339	---	341	---	290	---	357	---	289	---	302	---	300	---	279	---	426	---	286	---	3,588	---
Passed	206	98.6%	170	100.0%	338	99.7%	337	98.8%	286	98.6%	356	99.7%	288	99.7%	302	100.0%	297	99.0%	278	99.6%	423	99.3%	283	99.0%	3,564	99.3%
Failed	3	1.4%	0	0.0%	1	0.3%	4	1.2%	4	1.4%	1	0.3%	1	0.3%	0	0.0%	3	1.0%	1	0.4%	3	0.7%	3	1.0%	24	0.7%
DRIVERS MONITORED	209	---	170	---	174	---	341	---	290	---	357	---	289	---	302	---	300	---	279	---	426	---	286	---	3,423	---
Passed	207	99.0%	170	100.0%	173	99.4%	325	95.3%	286	98.6%	353	98.9%	284	98.3%	292	96.7%	294	98.0%	276	98.9%	412	96.7%	280	97.9%	3,352	97.9%
Failed	2	1.0%	0	0.0%	1	0.6%	16	4.7%	4	1.4%	4	1.1%	5	1.7%	10	3.3%	6	2.0%	3	1.1%	14	3.3%	6	2.1%	71	2.1%

SUMMARY OF DRIVERS WHO FAILED MONITORING:

	DRIVER	HACK#	PROV	INFRACTION(S)	DATE	RESOLUTION(S)	DATE
	GUTIERREZ,A	24877	SNL	Did Not Assist Passenger	08/29/2005	PENDING	
	JEAN,E	22120	SNL	Did Not Assist Passenger	08/22/2005	PENDING	
	JOSEPH,A	7185	HV	Did Not Assist Passenger	08/18/2005	PENDING	
	CARACENA,C	11213	SNL	Did Not Assist Passenger	08/31/2005	PENDING	
	VILA,A	15788	SNL	Did Not Assist Passenger	08/31/2005	PENDING	
	ESTEVEZ,J	794	SNL	Did Not Assist Passenger	08/11/2005	PENDING	
	ESTEVEZ,J	794	SNL	Did Not Assist Passenger	08/04/2005	PENDING	
	PINERO,C	22003	ZUNI	Did Not Assist Passenger	08/05/2005	PENDING	
	GARCIA,L	25324	SNL	Did Not Assist Passenger	08/15/2005	PENDING	
	ACOSTA,F	2142	ZUNI	Did Not Assist Passenger	08/16/2005	PENDING	
1	S-CLAIRE,P	25781	SNL	Not Reported by A.T.S.	09/23/2005	A.T.S. Reported	09/26/2005
2	ROMERO,F	3149	SNL	Not Reported by A.T.S.	09/13/2005	A.T.S. Reported	09/14/2005
3	THYBULLE,P	11448	SNL	Not Reported by A.T.S.	09/13/2005	A.T.S. Reported	09/13/2005
4	HERNANDEZ,A	18980	SNL	Did Not Assist Passenger	09/12/2005	PENDING	
5	RODRIGUEZ,R	10001	SNL	Did Not Assist Passenger	09/12/2005	PENDING	
6	SANCHEZ,A	24201	MMS	Did Not Assist Passenger	09/19/2005	PENDING	
8	DELICE,U	3327	SNL	Did Not Assist Passenger	09/14/2005	PENDING	

SUMMARY OF VEHICLES WHICH FAILED MONITORING:

	VEHICLE#	PROV	INFRACTION(S)	DATE	RESOLUTION(S)	DATE
	206	HV	LOOSE SEATS	08/19/2005	MDT INSPECTED	09/05/2005
	101	SNL	L/F TIRE BALD	08/03/2005	REPLACED	09/05/2005
	207	SNL	W/C LIFT BROKE	08/04/2005	REPAIRED	09/05/2005
1	UNK	MMS	A/C BROKE	09/14/2005		
2	326	MMS	INSP EXPIRED	09/02/2005		
3	UNK	ZUNI	SEAT BELTS BROKE	09/08/2005		

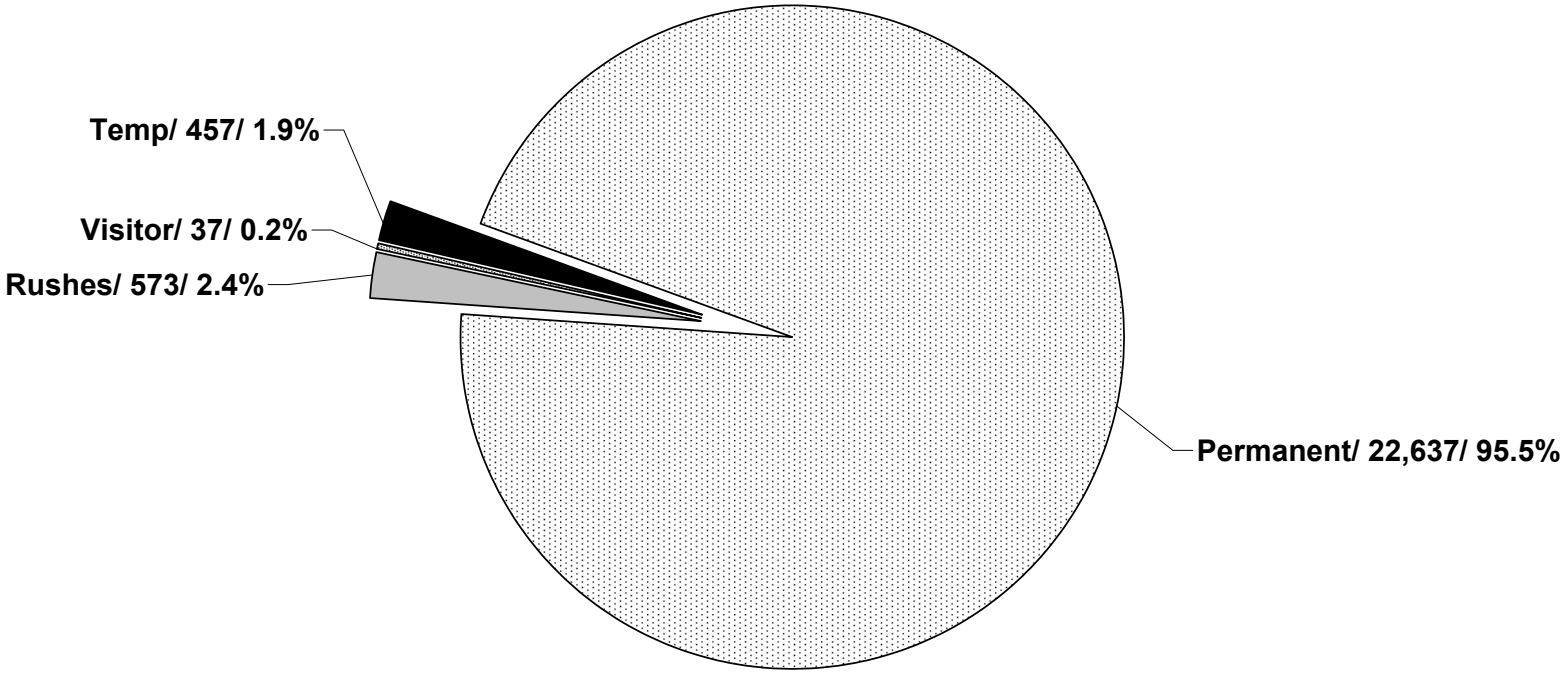
	NO DISPLAY OF TOLL-FREE COMPLAINT #:	NO DISPLAY OF HACK LICENSE:	WHEELCHAIR TIEDOWNS OR UNSECURED OBJECTS ON FLOOR:	NON-COMPLIANCE NO SUNPASS
HV	1	0	0	2
MMS	0	0	0	2
SNL	0	7	0	13
ZUNI	0	0	0	3
	1	7	0	20

Special Transportation Service

Current Ridership Population

September 2005

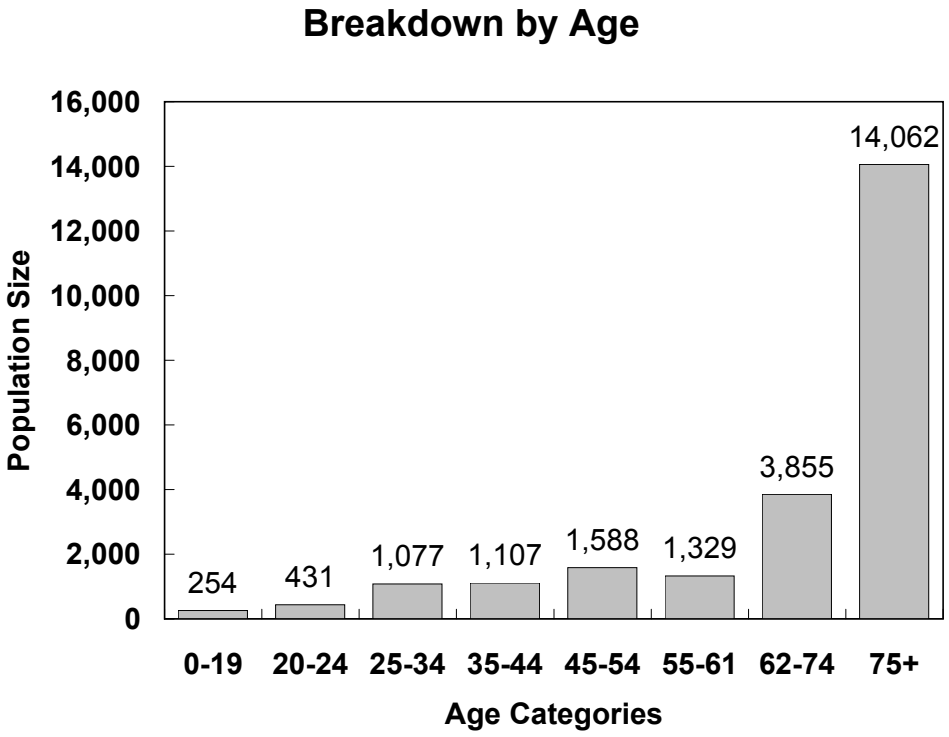
Total: 23,703

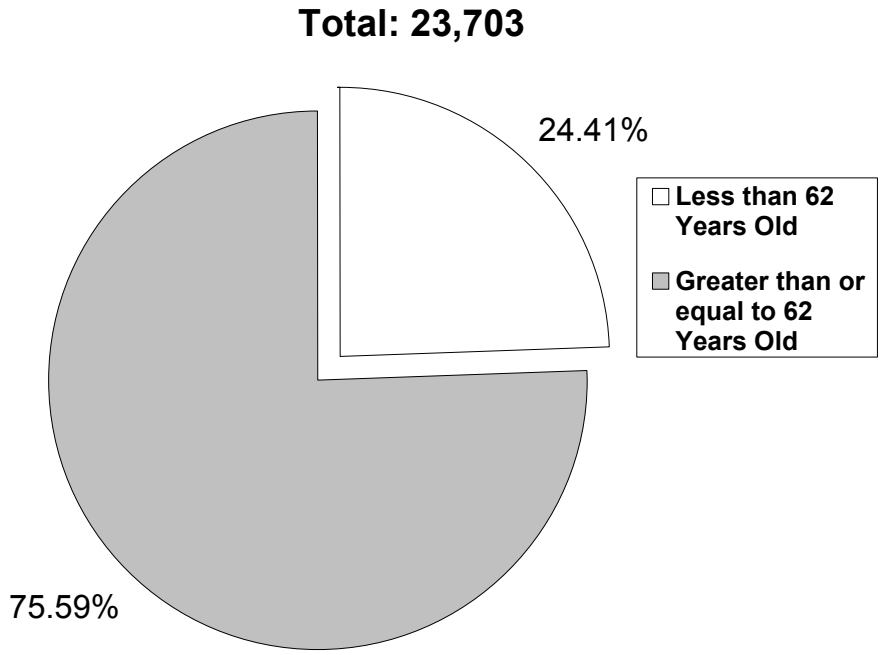


Special Transportation Service

Total Client Population
Authorized for Travel

September 2005





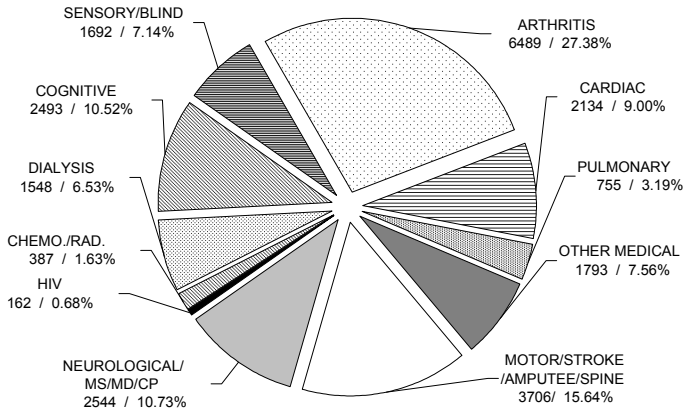
Special Transportation Service

Client Profile

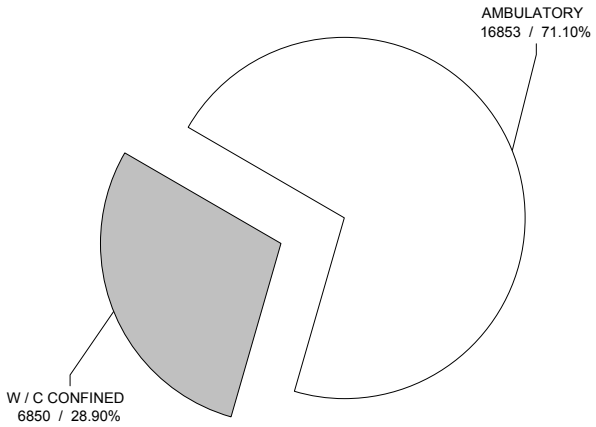
Authorized for Travel

September 2005

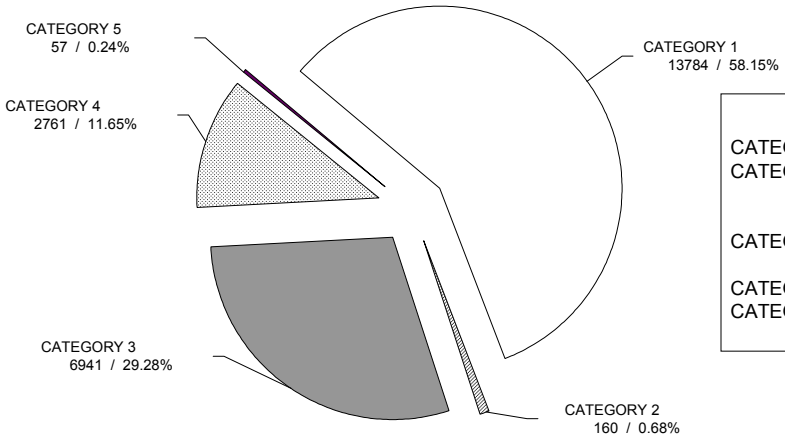
Disability Type



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

September 2005

CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/26 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/24
0-19	203	206	224	206	210	204	213	217	217	237	248	254
20-24	429	429	435	386	390	387	407	412	414	420	428	431
25-34	1,042	1,051	1,063	971	991	992	991	1,005	1,013	1,032	1,051	1,077
35-44	1,062	1,075	1,083	989	1,015	1,020	1,026	1,040	1,051	1,066	1,084	1,107
45-54	1,545	1,570	1,598	1,450	1,485	1,472	1,468	1,488	1,498	1,535	1,561	1,588
55-61	1,276	1,291	1,318	1,196	1,222	1,231	1,236	1,255	1,265	1,287	1,310	1,329
62-74	3,704	3,739	3,803	3,452	3,534	3,515	3,565	3,597	3,615	3,683	3,775	3,855
75+	12,885	13,094	13,380	12,227	12,566	12,608	12,737	12,948	13,100	13,411	13,713	14,062
TOTAL	22,146	22,455	22,904	20,877	21,413	21,429	21,643	21,962	22,173	22,671	23,170	23,703

Clients by Disability Type	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/26 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/24
Motor/Stroke/Amputee/Spine	3,399	3,456	3,652	3,232	3,329	3,263	3,378	3,294	3,463	3,539	3,617	23,703
Neurological/MS/MD/CP	2,251	2,297	2,474	2,162	2,226	2,229	2,297	2,298	2,354	2,413	2,477	-
HIV	146	149	176	140	144	144	149	157	152	153	163	-
Chemo./Radiation	369	374	322	342	344	347	348	346	357	371	377	-
Dialysis	1,391	1,415	1,501	1,336	1,385	1,386	1,416	1,414	1,449	1,483	1,518	-
Cognitive	2,364	2,396	2,491	2,199	2,259	2,257	2,272	2,268	2,324	2,387	2,440	-
Sensory/Blind	1,650	1,671	1,748	1,544	1,584	1,583	1,587	1,584	1,621	1,632	1,656	-
Arthitis	6,087	6,164	6,504	5,751	5,841	5,925	5,885	6,283	6,031	6,206	6,341	-
Cardiac	2,056	2,086	2,185	1,931	1,984	1,982	1,987	1,982	2,028	2,050	2,089	-
Pulmonary	682	698	734	631	664	663	669	680	696	712	735	-
Other Medical	1,751	1,749	1,117	1,609	1,653	1,650	1,655	1,656	1,698	1,725	1,757	-
TOTAL	22,146	22,455	22,904	20,877	21,413	21,429	21,643	21,962	22,173	22,671	23,170	23,703

Clients by Transportation Type	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/26 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/24
Ambulatory	16,050	16,265	16,608	14,773	15,167	15,196	15,325	15,545	15,681	16,006	16,416	16,853
W/C Confined	6,096	6,190	6,296	6,104	6,246	6,233	6,318	6,417	6,492	6,665	6,754	6,850
TOTAL	22,146	22,455	22,904	20,877	21,413	21,429	21,643	21,962	22,173	22,671	23,170	23,703

Clients by Category	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/26 - 10/30	10/31 - 11/27	11/28 - 12/25	12/26 - 01/29	01/30 - 02/26	02/27 - 03/26	03/27 - 04/30	05/01 - 05/28	05/29 - 06/25	06/26 - 07/30	07/31 - 08/27	08/28 - 09/24
Category 1	12,418	12,627	12,957	11,838	12,174	12,186	12,423	12,624	12,752	13,116	13,459	13,784
Category 2	159	160	161	146	148	148	147	149	150	152	155	160
Category 3	6,709	6,782	6,874	6,251	6,399	6,401	6,417	6,503	6,561	6,666	6,789	6,941
Category 4	2,803	2,828	2,854	2,588	2,637	2,639	2,602	2,632	2,655	2,681	2,711	2,761
Category 5	57	58	58	54	55	55	54	54	55	56	56	57
TOTAL	22,146	22,455	22,904	20,877	21,413	21,429	21,643	21,962	22,173	22,671	23,170	23,703

Special Transportation Service

Paratransit Certification Productivity

FY 2004 - 2005

September 2005

	OCT 2004			NOV			DEC			JAN 2005			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 *	62	20	82	44	24	68	39	17	56	50	17	67	68	23	91	108	50	158
- RECERTIFICATIONS	0	0	0	0	1	1	0	1	1	0	2	2	1	0	1	2	0	2
- PERMANENT ELIGIBILITY	188	64	252	164	57	221	129	58	187	196	92	288	223	84	307	239	77	316
- TEMPORARY ELIGIBILITY	48	22	70	45	23	68	47	15	62	26	11	37	23	15	38	25	9	34
- RUSHED ELIGIBILITY W/-INT.	167	23	190	161	25	186	178	22	200	151	34	185	170	25	195	208	24	232
- RUSHED ELIGIBILITY W/O-INT	77	22	99	44	25	69	57	27	84	69	34	103	50	24	74	79	30	109
- VISITOR ELIGIBILITY	10	1	11	5	6	11	3	4	7	8	2	10	9	6	15	4	3	7
SUBTOTAL	552	152	704	463	161	624	453	144	597	500	192	692	544	177	721	665	193	858
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(76)	(25)	(101)	(243)	(62)	(305)	(108)	(37)	(145)	(91)	(39)	(130)	(495)	(184)	(679)	(267)	(106)	(373)
- (DECEASED)	(6)	(7)	(13)	(5)	(5)	(10)	(2)	(1)	(3)	(15)	(11)	(26)	(20)	(6)	(26)	(14)	(8)	(22)
SUBTOTAL	(82)	(32)	(114)	(248)	(67)	(315)	(110)	(38)	(148)	(106)	(50)	(156)	(515)	(190)	(705)	(281)	(114)	(395)
NET ENROLLMENTS	470	120	590	215	94	309	343	106	449	394	142	536	29	(13)	16	384	79	463

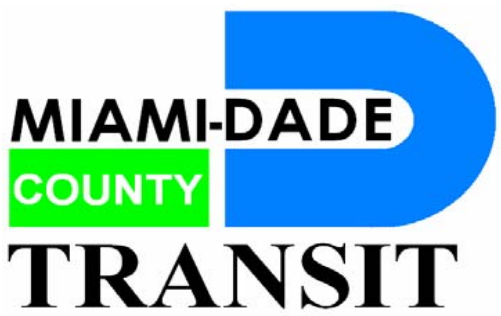
	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																					
- REINSTATEMENTS *	53	23	76	42	31	73	51	24	75	37	17	54	40	24	64	48	17	65	642	287	929
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	1	1	2	0	2	1	0	1	6	5	11
- PERMANENT ELIGIBILITY	262	97	359	209	81	290	234	60	294	165	53	218	223	100	323	175	72	247	2,407	895	3,302
- TEMPORARY ELIGIBILITY	34	17	51	25	13	38	31	14	45	35	20	55	37	15	52	34	7	41	410	181	591
- RUSHED ELIGIBILITY W/-INT.	199	32	231	154	14	168	151	17	168	155	23	178	132	23	155	88	29	117	1,914	291	2,205
- RUSHED ELIGIBILITY W/O-INT	66	30	96	69	32	101	70	28	98	85	34	119	85	31	116	68	33	101	819	350	1,169
- VISITOR ELIGIBILITY	7	5	12	4	3	7	6	8	14	9	2	11	6	7	13	6	7	13	77	54	131
SUBTOTAL	621	204	825	503	174	677	543	151	694	486	150	636	525	200	725	420	165	585	6,275	2,063	8,338
INACTIVATIONS BREAKDOWN																			0	0	0
- (INACTIVE/PURGED)	(86)	(29)	(115)	(199)	(71)	(270)	(283)	(65)	(348)	(198)	(55)	(253)	(127)	(46)	(173)	(184)	(43)	(227)	(2,357)	(762)	(3,119)
- (DECEASED)	(4)	(7)	(11)	(2)	(7)	(9)	(7)	(4)	(11)	(1)	(1)	(2)	(7)	(8)	(15)	(16)	(11)	(27)	(99)	(76)	(175)
SUBTOTAL	(90)	(36)	(126)	(201)	(78)	(279)	(290)	(69)	(359)	(199)	(56)	(255)	(134)	(54)	(188)	(200)	(54)	(254)	(2,456)	(838)	(3,294)
NET ENROLLMENTS	531	168	699	302	96	398	253	82	335	287	94	381	391	146	537	220	111	331	3,819	1,225	5,044

NOTE: (*) - REFLECTS PURGED CLIENTS WHO WERE REINSTATED AFTER CUSTOMER CONTACT.
(**) - FEBRUARY - INACTIVATIONS DUE TO NON-TRAVEL (RIDERS WHO HAVE NOT TRAVELED IN OVER A 12 MONTH PERIOD).

Special Transportation Service

Paratransit Certification Enrollment
Workload Measures
FY 2004 - 2005
September 2005

	OCT 04	NOV	DEC	JAN 05	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
CLIENT INTERVIEWS													
SCHEDULED													
ATTENDED In-House	447	494	443	400	430	522	501	413	538	460	421	332	5,401
ATTENDED Off-Site	51	0	0	0	35	60	14	2	2	2	3	4	173
NO SHOW/CANC.	(74)	(124)	(125)	(161)	(95)	(111)	(117)	(112)	(103)	(99)	(120)	(102)	(1,343)
TOTAL ATTENDED	572	618	568	561	560	693	632	527	643	561	544	438	6,917
DENIALS	143	175	116	129	159	140	494	234	186	184	274	185	2,419
APPEALS PROCESSED	10	11	8	12	16	11	13	26	13	23	11	12	166
APPLICATIONS MAILED OUT	1,129	642	591	1,006	847	1,114	892	1,369	1,157	859	763	748	11,117
CHANGES IN CLIENT FILE	1,383	1,539	1,259	1,413	1,779	2,034	2,124	1,310	1,711	1,802	1,905	1,604	19,863
REQUEST FROM BROKER FOR CLIENT INFORMATION	0	0	0	0	0	0	0	0	0	0	0	0	0
REQUEST FROM CLIENTS													
FOR DUPLICATE ID	13	12	12	12	12	7	3	8	8	5	6	11	109
DUPLICATE ID ISSUED	11	8	12	9	9	10	12	15	12	18	11	9	136



Miami-Dade Transit coordinates the Medicaid Transportation Service on behalf of the State of Florida's Agency for Health Care Administration (AHCA). This service is a door-to-door shared ride paratransit service for Medicaid recipients with physical or mental disabilities who are unable to use fixed route public transportation such as Metrobus; Metrorail; and Metromover. Medicaid offers transportation for Medicaid recipients to receive Medicaid compensatory services.

MEDICAID TRANSPORTATION SERVICE

Medicaid Transportation Services

September 2005

AMBULATORY (AMB)

(SUMMARY)

	2004 OCT	NOV	DEC	2005 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	43,303	32,323	32,633	38,789	33,783	34,419	33,972	41,709	31,424	40,365	30,056	26,758	419,534
AMB.	33,848	24,956	25,607	30,686	26,918	27,351	26,803	33,049	24,780	31,639	23,430	20,394	329,461
W/C	9,455	7,367	7,026	8,103	6,865	7,068	7,169	8,660	6,644	8,726	6,626	6,364	90,073
PROJECTED * TRIPS													
TOTAL	35,093	34,219	36,320	31,304	36,327	38,592	35,890	37,320	38,343	35,762	38,604	37,319	435,093
AMB.	27,019	26,491	28,284	24,156	28,129	30,147	27,884	28,936	29,537	27,489	29,637	28,801	336,510
W/C	8,074	7,728	8,036	7,148	8,198	8,445	8,006	8,384	8,806	8,273	8,967	8,518	98,583
ACTUAL VS. PROJECTED % CHANGE	30.39%	-5.54%	-10.15%	23.91%	-7.00%	-10.81%	-5.34%	11.76%	-18.05%	12.87%	-22.14%	-28.30%	-3.58%
ACTUAL NET COST													
TOTAL	$643,620	$501,355	$504,162	$575,342	$508,444	$512,723	$522,737	$637,014	$463,955	$612,313	$444,434	$428,970	$6,355,067
AMB.	$414,903	$319,980	$330,532	$379,598	$341,340	$341,717	$344,582	$423,832	$304,005	$398,770	$284,869	$269,214	$4,153,342
W/C	$228,716	$181,375	$173,630	$195,743	$167,104	$171,006	$178,155	$213,182	$159,950	$213,542	$159,565	$159,757	$2,201,725
AVG COST PER TRIP (NET)	$14.86	$15.51	$15.45	$14.83	$15.05	$14.90	$15.39	$15.27	$14.76	$15.17	$14.79	$16.03	$15.15
PROJECTED * NET COST													
TOTAL	$526,504	$529,924	$563,676	$471,493	$556,247	$580,971	$557,435	$577,473	$574,363	$548,921	$576,275	$594,020	$6,657,304
AMB.	$331,194	$339,662	$365,086	$298,820	$356,696	$376,650	$358,479	$371,085	$362,364	$346,465	$360,336	$380,192	$4,247,029
W/C	$195,310	$190,263	$198,590	$172,674	$199,551	$204,321	$198,956	$206,388	$211,998	$202,457	$215,940	$213,829	$2,410,275
ACTUAL VS. PROJECTED % CHANGE	22.24%	-5.39%	-10.56%	22.03%	-8.59%	-11.75%	-6.22%	10.31%	-19.22%	11.55%	-22.88%	-27.79%	-4.54%

SOURCE: MANAGEMENT & INFORMATION SERVICES(MIS

NOTE: (*) DENOTES PROJECTED TRIPS AND COST REVISED BY MIS THROUGHOUT FY 2004-2005

Medicaid Transportation Services

September 2005

Redtop Transportation, Inc. (REDTOP)

Projection of Medicaid Transportation Services

Expenditures for FY 2004-2005

	2004 OCT	NOV	DEC	2005 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	43,303	32,323	32,633	38,789	33,783	34,419	33,972	41,709	31,424	40,365	30,056	26,758	419,534
AMBULATORY (AMB)	33,848	24,956	25,607	30,686	26,918	27,351	26,803	33,049	24,780	31,639	23,430	20,394	329,461
WHEELCHAIR (W/C)	9,455	7,367	7,026	8,103	6,865	7,068	7,169	8,660	6,644	8,726	6,626	6,364	90,073
ACTUAL GROSS COST = (CARRIER SERVICES + ADMIN FEE+MILEAGE CHARGE+/-ADJUSTMENTS)													
TOTAL	$674,057	$524,014	$527,020	$602,323	$531,706	$536,110	$545,870	$665,970	$485,928	$640,376	$465,028	$446,907	$6,645,308
AMBULATORY (AMB)	$439,613	$338,225	$349,085	$401,689	$360,547	$361,122	$363,520	$447,667	$322,036	$421,618	$301,642	$283,482	$4,390,246
WHEELCHAIR (W/C)	$234,443	$185,790	$177,935	$200,633	$171,159	$174,988	$182,350	$218,304	$163,891	$218,757	$163,386	$163,426	$2,255,062
AVG COST PER TRIP (GROSS)	$15.57	$16.21	$16.15	$15.53	$15.74	$15.58	$16.07	$15.97	$15.46	$15.86	$15.47	$16.70	$15.84
CO-PAYMENTS													
TOTAL	($30,437)	($22,659)	($22,858)	($26,981)	($23,263)	($23,387)	($23,133)	($28,957)	($21,973)	($28,063)	($20,594)	($17,937)	($290,241)
AMBULATORY (AMB)	($24,710)	($18,245)	($18,553)	($22,091)	($19,207)	($19,405)	($18,938)	($23,835)	($18,032)	($22,848)	($16,773)	($14,268)	($236,904)
WHEELCHAIR (W/C)	($5,727)	($4,415)	($4,305)	($4,890)	($4,056)	($3,982)	($4,195)	($5,122)	($3,942)	($5,215)	($3,821)	($3,669)	($53,337)
AVG CO-PAYMENT COLLECTED	(0.70)	(0.70)	(0.70)	(0.70)	(0.69)	(0.68)	(0.68)	(0.69)	(0.70)	(0.70)	(0.69)	(0.67)	(0.69)
ACTUAL NET COST= (GROSS COST-CO-PAYMENTS)													
TOTAL	$643,620	$501,355	$504,162	$575,342	$508,444	$512,723	$522,737	$637,014	$463,955	$612,313	$444,434	$428,970	$6,355,067
AMBULATORY (AMB)	$414,903	$319,980	$330,532	$379,598	$341,340	$341,717	$344,582	$423,832	$304,005	$398,770	$284,869	$269,214	$4,153,342
WHEELCHAIR (W/C)	$228,716	$181,375	$173,630	$195,743	$167,104	$171,006	$178,155	$213,182	$159,950	$213,542	$159,565	$159,757	$2,201,725
AVG COST PER TRIP (NET)	$14.86	$15.51	$15.45	$14.83	$15.05	$14.90	$15.39	$15.27	$14.76	$15.17	$14.79	$16.03	$15.15
PROJECTED TRIPS													
TOTAL													419,534
AMBULATORY (AMB)													329,461
WHEELCHAIR (W/C)													90,073
PROJECTED GROSS COSTS													
TOTAL													$6,645,308
AMBULATORY (AMB)													$4,390,246
WHEELCHAIR (W/C)													$2,255,062
PROJECTED CO-PAYMENTS													
TOTAL													($290,241)
AMBULATORY (AMB)													($236,904)
WHEELCHAIR (W/C)													($53,337)
PROJECTED NET COSTS													
TOTAL													$6,355,067
AMBULATORY (AMB)													$4,153,342
WHEELCHAIR (W/C)													$2,201,725

Source: Management Informations Services

Medicaid Transportation Service

TRIPS SCHEDULED SUMMARY

Fiscal Year 2004 - 2005

October 2004 09/27/04 - 10/31/04		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	26,051	47	7,020	27.1%	787	18,197
	W/C	($21.00)	1,781	22	479	28.1%	58	1,222
PPEC	AMB	($29.36)	2,876	0	604	21.0%	72	2,200
	W/C	($47.50)	1,237	0	324	26.2%	59	854
MOT	AMB	(Per Mile)	15	0	0	0.0%	0	15
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	18,567	402	2,832	17.4%	1,542	13,791
	W/C	($23.75)	9,851	204	1,711	19.4%	529	7,407
TOTAL			60,378	675	12,970	22.6%	3,047	43,685
1 DAY PASS	AMB	$4.20	8	0	0	0.0%	0	8
STRETCHER			2,641	0	418	15.8%	2,223	0
AMBULANCE (ALS)			171	0	0	0.0%	171	0
AMBULANCE (BLS)			149	0	0	0.0%	149	0

November 2004 11/01/04 - 11/28/04		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	21,183	17	7,280	34.4%	618	13,268
	W/C	($21.00)	1,471	13	478	33.4%	78	902
PPEC	AMB	($29.36)	2,210	0	663	30.0%	46	1,501
	W/C	($47.50)	935	0	271	29.0%	42	622
MOT	AMB	(Per Mile)	5	0	0	0.0%	0	5
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,222	287	2,231	17.7%	1,326	10,378
	W/C	($23.75)	7,937	156	1,470	20.5%	503	5,808
TOTAL			47,963	473	12,393	26.8%	2,613	32,482
1 DAY PASS	AMB	$4.20	0	0	0	0.0%	0	0
STRETCHER			2,183	0	378	17.3%	1,805	0
AMBULANCE (ALS)			106	0	0	0.0%	106	0
AMBULANCE (BLS)			93	0	0	0.0%	93	0

December 2004 11/29/04 - 12/26/04		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	20,455	14	5,951	29.2%	827	13,663
	W/C	($21.00)	1,462	5	488	33.7%	75	894
PPEC	AMB	($29.36)	2,289	0	574	25.1%	38	1,677
	W/C	($47.50)	890	1	220	24.8%	52	617
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,199	275	2,181	17.3%	1,352	10,391
	W/C	($23.75)	7,719	156	1,693	24.0%	359	5,511
TOTAL			47,014	451	11,107	24.6%	2,703	32,751
1 DAY PASS	AMB	$4.20	6	0	0	0.0%	0	6
STRETCHER			2,198	0	490	22.3%	1,708	0
AMBULANCE (ALS)			123	0	0	0.0%	123	0
AMBULANCE (BLS)			101	0	0	0.0%	101	0

Medicaid Transportation Service

TRIPS SCHEDULED SUMMARY

Fiscal Year 2004 - 2005

January 2005 12/27/04 - 01/30/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	25,866	38	8,367	32.5%	811	16,650
	W/C	($21.00)	1,659	7	436	26.7%	91	1,125
PPEC	AMB	($29.36)	2,972	0	724	24.4%	102	2,146
	W/C	($47.50)	1,115	0	322	28.9%	74	719
MOT	AMB	(Per Mile)	18	0	0	0.0%	0	18
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	17,209	391	2,749	18.2%	0	14,069
	W/C	($23.75)	9,097	201	1,945	23.6%	533	6,418
TOTAL			57,936	637	14,543	26.2%	1,611	41,143
1 DAY PASS	AMB	$4.20	0	0	0	0.0%	0	0
STRETCHER			2,671	0	479	17.9%	2,192	0
AMBULANCE (ALS)			111	0	0	0.0%	111	0
AMBULANCE (BLS)			101	0	0	0.0%	101	0

February 2005 01/31/05 - 02/27/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	21,688	41	6,970	32.3%	582	14,095
	W/C	($21.00)	1,446	9	360	25.5%	35	1,042
PPEC	AMB	($29.36)	2,601	2	595	23.0%	67	1,937
	W/C	($47.50)	895	8	281	32.3%	23	583
MOT	AMB	(Per Mile)	12	0	0	0.0%	0	12
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,847	381	2,434	19.0%	1,261	10,771
	W/C	($23.75)	7,291	162	1,474	22.4%	411	5,244
TOTAL			48,780	603	12,114	26.1%	2,379	33,682
1 DAY PASS	AMB	$4.20	2	0	0	0.0%	0	2
STRETCHER			2,097	0	508	24.2%	1,589	0
AMBULANCE (ALS)			135	0	0	0.0%	135	0
AMBULANCE (BLS)			87	0	0	0.0%	87	0

March 2005 02/28/05 - 03/27/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	21,400	57	6,265	29.5%	921	14,157
	W/C	($21.00)	1,532	14	387	26.2%	31	1,100
PPEC	AMB	($29.36)	2,500	4	431	17.4%	259	1,806
	W/C	($47.50)	939	8	146	16.4%	169	616
MOT	AMB	(Per Mile)	5	0	0	0.0%	0	5
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	15,078	415	2,463	19.1%	1,554	10,646
	W/C	($23.75)	7,565	189	1,621	23.9%	532	5,223
TOTAL			49,019	687	11,313	24.5%	3,466	33,552
1 DAY PASS	AMB	$4.20	4	0	0	0.0%	0	4
STRETCHER			2,067	0	396	19.2%	213	1,458
AMBULANCE (ALS)			9	0	0	0.0%	9	0
AMBULANCE (BLS)			13	0	0	0.0%	13	0

Medicaid Transportation Service

TRIPS SCHEDULED SUMMARY

Fiscal Year 2004 - 2005

April 2005 03/28/05 - 04/24/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	21,023	36	5,880	28.1%	484	14,623
	W/C	($21.00)	1,605	16	372	24.2%	33	1,184
PPEC	AMB	($29.36)	2,559	0	546	21.3%	223	1,790
	W/C	($47.50)	1,117	0	265	23.7%	143	709
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	15,130	405	2,529	19.4%	1,578	10,618
	W/C	($23.75)	7,851	244	1,733	25.2%	507	5,367
TOTAL			49,285	701	11,325	24.4%	2,968	34,290
1 DAY PASS	AMB	$4.20	5	0	0	0.0%	0	5
STRETCHER			2,002	0	441	22.0%	193	1,368
AMBULANCE (ALS)			484	0	0	0.0%	484	0
AMBULANCE (BLS)			395	0	0	0.0%	395	0

May 2005 04/25/05 - 05/29/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	26,262	40	7,493	28.7%	728	18,001
	W/C	($21.00)	1,980	26	420	22.5%	101	1,433
PPEC	AMB	($29.36)	3,301	0	833	25.2%	290	2,178
	W/C	($47.50)	1,370	0	516	37.7%	84	770
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	19,125	489	3,302	19.8%	2,060	13,274
	W/C	($23.75)	9,793	287	2,143	24.8%	845	6,518
TOTAL			61,831	842	14,707	25.1%	4,108	42,172
1 DAY PASS	AMB	$4.20	0	0	0	0.0%	0	0
STRETCHER			2,091	0	364	17.4%	185	1,542
AMBULANCE (ALS)			0	0	0	0.0%	0	0
AMBULANCE (BLS)			0	0	0	0.0%	0	0

June 2005 05/30/05 - 06/26/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	20,691	37	6,899	33.5%	532	13,223
	W/C	($21.00)	1,578	13	408	26.7%	44	1,113
PPEC	AMB	($29.36)	2,659	1	846	31.9%	310	1,502
	W/C	($47.50)	1,032	0	408	39.5%	107	517
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,882	341	2,663	20.2%	1,813	10,065
	W/C	($23.75)	7,510	167	1,513	22.4%	716	5,114
TOTAL			48,352	559	12,737	27.5%	3,522	31,532
1 DAY PASS	AMB	$4.20	12	0	0	0.0%	0	12
STRETCHER			1,823	0	367	20.1%	231	1,225
AMBULANCE (ALS)			0	0	0	0.0%	0	0
AMBULANCE (BLS)			0	0	0	0.0%	0	0

Medicaid Transportation Service

TRIPS SCHEDULED SUMMARY
Fiscal Year 2004 - 2005

July 2005 06/27/05 - 07/31/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	25,269	25	8,180	32.5%	852	16,212
	W/C	($21.00)	1,943	14	401	21.4%	65	1,463
PPEC	AMB	($29.36)	3,403	0	1,097	32.2%	309	1,997
	W/C	($47.50)	1,342	2	462	34.6%	69	809
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	18,644	452	3,244	19.8%	1,981	12,967
	W/C	($23.75)	9,196	197	1,911	22.9%	826	6,262
TOTAL			59,797	690	15,295	26.7%	4,102	39,708
1 DAY PASS	AMB	$4.20	26	0	0	0.0%	0	26
STRETCHER			2,250	0	474	21.1%	330	1,446
AMBULANCE (ALS)			0	0	0	0.0%	0	0
AMBULANCE (BLS)			0	0	0	0.0%	0	0

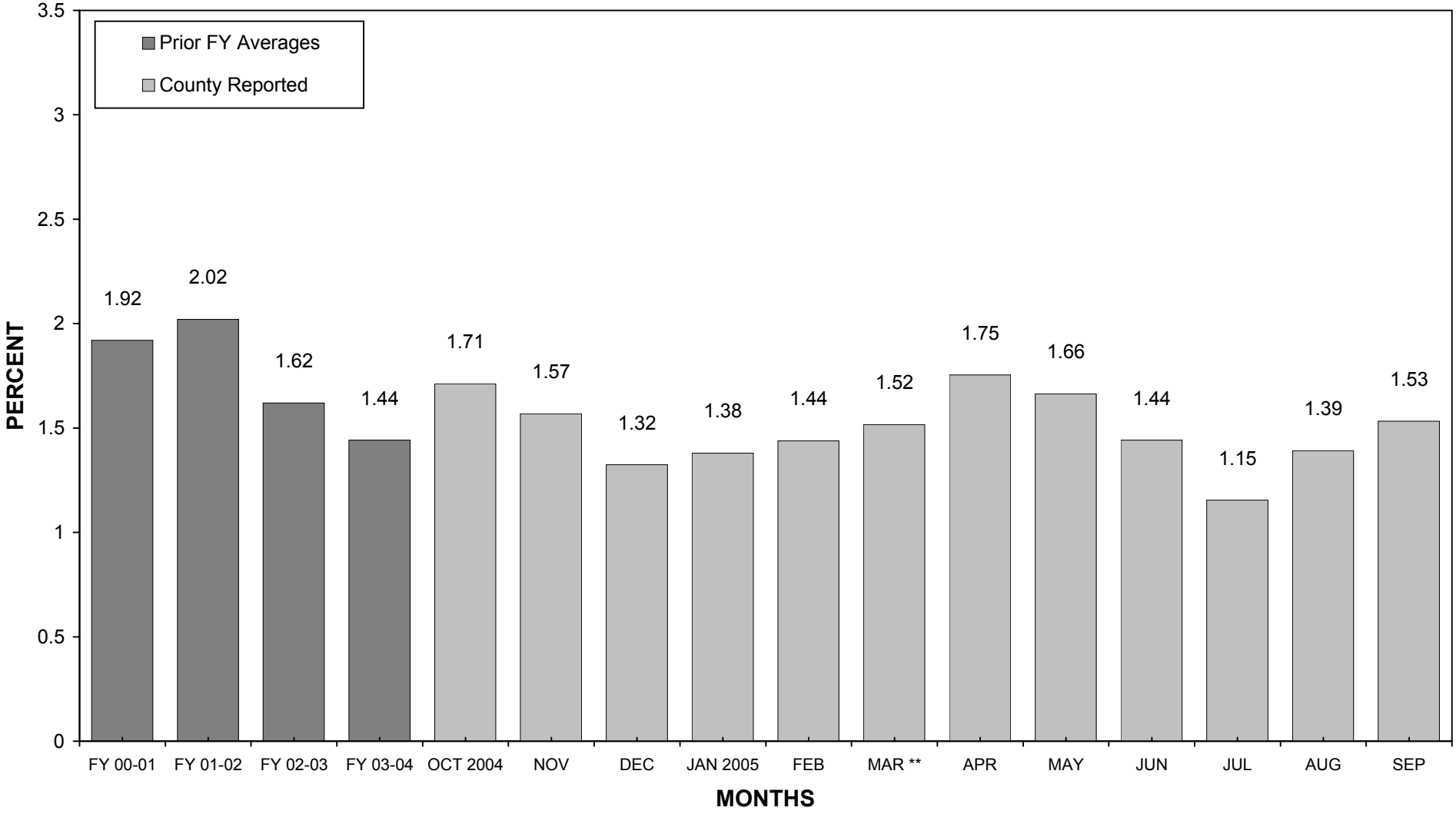
August 2005 08/01/05 - 08/28/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	19,650	35	7,098	36.3%	779	11,738
	W/C	($21.00)	1,509	22	322	22.8%	22	1,143
PPEC	AMB	($29.36)	2,586	1	765	29.6%	292	1,528
	W/C	($47.50)	1,073	0	360	33.6%	33	680
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,419	314	2,731	21.1%	1,354	10,020
	W/C	($23.75)	7,341	174	1,769	26.5%	619	4,779
TOTAL			46,578	546	13,045	29.2%	3,099	29,886
1 DAY PASS	AMB	$4.20	0	0	0	0.0%	0	0
STRETCHER			1,875	0	340	18.1%	228	1,307
AMBULANCE (ALS)			0	0	0	0.0%	0	0
AMBULANCE (BLS)			0	0	0	0.0%	0	0

September 2005 08/29/05 - 09/25/05		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	14,642	32	5,075	34.9%	766	8,769
	W/C	($21.00)	1,469	13	375	26.4%	34	1,047
PPEC	AMB	($29.36)	2,583	0	810	31.4%	308	1,465
	W/C	($47.50)	1,104	0	352	31.9%	39	713
MOT	AMB	(Per Mile)	0	0	0	0.0%	0	0
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	14,526	320	2,786	21.4%	1,442	9,978
	W/C	($23.75)	7,158	186	1,763	27.2%	647	4,562
TOTAL			41,482	551	11,161	28.2%	3,236	26,532
1 DAY PASS	AMB	$4.20	10	0	0	0.0%	0	10
STRETCHER			1,836	0	400	21.8%	197	1,239
AMBULANCE (ALS)			0	0	0	0.0%	0	0
AMBULANCE (BLS)			0	0	0	0.0%	0	0

Y.T.D.		CONTRACT RATES	TRIPS SCHEDULED	STATUS NS	CX	%	PEND.	TRIPS PERFORMED
CMHC	AMB	($11.00)	264,180	419	82,478	31.4%	8,687	172,596
	W/C	($21.00)	19,435	174	4,926	26.2%	667	13,668
PPEC	AMB	($29.36)	32,539	8	8,488	26.1%	2,316	21,727
	W/C	($47.50)	13,049	19	3,927	30.2%	894	8,209
MOT	AMB	(Per Mile)	55	0	0	0.0%	0	55
	W/C	(Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB	($14.68)	175,985	4,131	29,486	19.1%	15,455	126,913
	W/C	($23.75)	98,309	2,323	20,746	23.5%	7,027	68,213
TOTAL			603,552	7,074	150,051	26.0%	35,046	411,379
1 DAY PASS	AMB	$4.20	73	0	0	0.0%	0	73
STRETCHER			40,625	0	7,742	19.1%	13,243	19,640
AMBULANCE (ALS)			1,139	0	0	0.0%	1,139	0
AMBULANCE (BLS)			939	0	0	0.0%	939	0

Medicaid Transportation Service

Customer Complaints as a Percent of Total Trips
September 2005



Note: ** Implemented the Trapeze software on 03/03/2003.

Medicaid Transportation Service

September 2005

Customer Service & Complaints

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	09/27 - 10/31		11/01 - 11/28		11/29 - 12/26		12/27 - 01/30		01/31 - 02/27		02/28 - 03/27		03/28 - 04/24		04/25 - 05/29		05/30 - 06/26		06/27 - 07/31		08/01 - 08/28		08/29 - 09/25		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
REDTOP																										
ADA CAPACITY INDICATORS																										
P1 (LATE PICK-UP) *	262	158	173	96	158	94	176	92	175	83	157	106	195	119	203	139	142	88	161	88	120	91	136	99	2,058	1,253
P2 (LATE RETURN) *	184	86	115	77	87	64	94	80	109	72	122	83	148	89	165	99	110	62	111	61	88	59	88	45	1,421	877
P3 (NEVER PICKED-UP) *	15	5	10	3	7	3	31	12	13	4	11	4	13	5	24	10	10	12	11	4	8	2	6	4	159	68
P4 (LENGTHY ROUTING)	7	4	13	2	2	1	3	1	6	7	7	8	3	4	5	6	3	4	4	2	3	4	4	3	60	46
P17 (BACK-UP REQUESTED LATE)	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
SUB-TOTAL	468	253	311	178	254	162	304	185	304	166	298	201	359	217	397	254	265	166	287	155	219	156	234	151	3,698	2,244
Late Pickups {P1,P2,P3,P4,P17 Only} as a % of Total Trips	1.36%	2.63%	1.19%	2.39%	0.98%	2.29%	0.98%	2.27%	1.10%	2.32%	1.06%	2.73%	1.33%	2.97%	1.19%	2.86%	1.06%	2.44%	0.89%	1.75%	0.92%	2.29%	1.13%	2.33%	1.10%	2.44%
	1.64%		1.47%		1.27%		1.25%		1.35%		1.40%		1.67%		1.53%		1.35%		1.08%		1.22%		1.41%		1.39%	
OTHER COMPLAINTS																										
P5 (DISPUTED NO SHOW)	4	4	5	2	4	5	5	3	3	1	7	5	5	0	12	8	4	2	5	3	15	6	8	4	77	43
P6 (VEHICLE STANDARDS)	0	0	0	0	0	0	24	6	1	1	1	2	2	0	1	0	1	0	0	1	1	0	0	0	31	10
P8 (DRIVER COMPLIANCE)	5	2	6	2	0	4	5	1	4	4	3	4	3	4	8	10	7	5	10	2	12	3	7	3	70	44
P11 (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
P12 (RADIO MISSING)	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
P16 (DROP 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
P19 (OTHER)	4	1	0	1	1	0	1	0	1	2	1	0	3	0	3	0	3	0	0	3	2	1	2	0	21	8
P23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2	0
P24 (RUDE STAFF)	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
P26 (EARLY PICK-UP)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
P30 (SEXUAL HARASSMENT)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
P31 (ACCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0
P32 (INCIDENT CLIENT REPORTED)	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	1	4	4
SUB-TOTAL	13	7	12	6	7	9	35	11	9	8	13	11	16	4	25	18	15	7	15	9	32	11	17	8	209	109
TOTAL "REDTOP" TRIPS	33,848	9,455	24,956	7,367	25,607	7,026	30,686	8,103	26,918	6,865	27,351	7,068	26,803	7,169	33,049	8,660	24,780	6,644	31,639	8,726	23,430	6,626	20,394	6,364	329,461	90,073
TOTAL "REDTOP" COMPLAINTS	481	260	323	184	261	171	339	196	312	174	310	212	375	221	422	272	280	173	302	164	251	167	251	159	3,907	2,353
% COMPLAINTS related to Ttl TRIPS	1.42	2.75	1.29	2.50	1.02	2.43	1.10	2.42	1.16	2.53	1.13	3.00	1.40	3.08	1.28	3.14	1.13	2.60	0.95	1.88	1.07	2.52	1.23	2.50	1.19	2.61

"REDTOP" Combined {Amb,W/C}	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
TOTAL COMPLAINTS vs. TRIPS	741	43,303	507	32,323	432	32,633	535	38,789	486	33,783	522	34,419	596	33,972	694	41,709	453	31,424	466	40,365	418	30,056	410	26,758	6,260	419,534
Customer Complaints as a % of Ttl Trips	1.71%		1.57%		1.32%		1.38%		1.44%		1.52%		1.75%		1.66%		1.44%		1.15%		1.39%		1.53%		1.49%	

Medicaid Transportation Service

September 2005

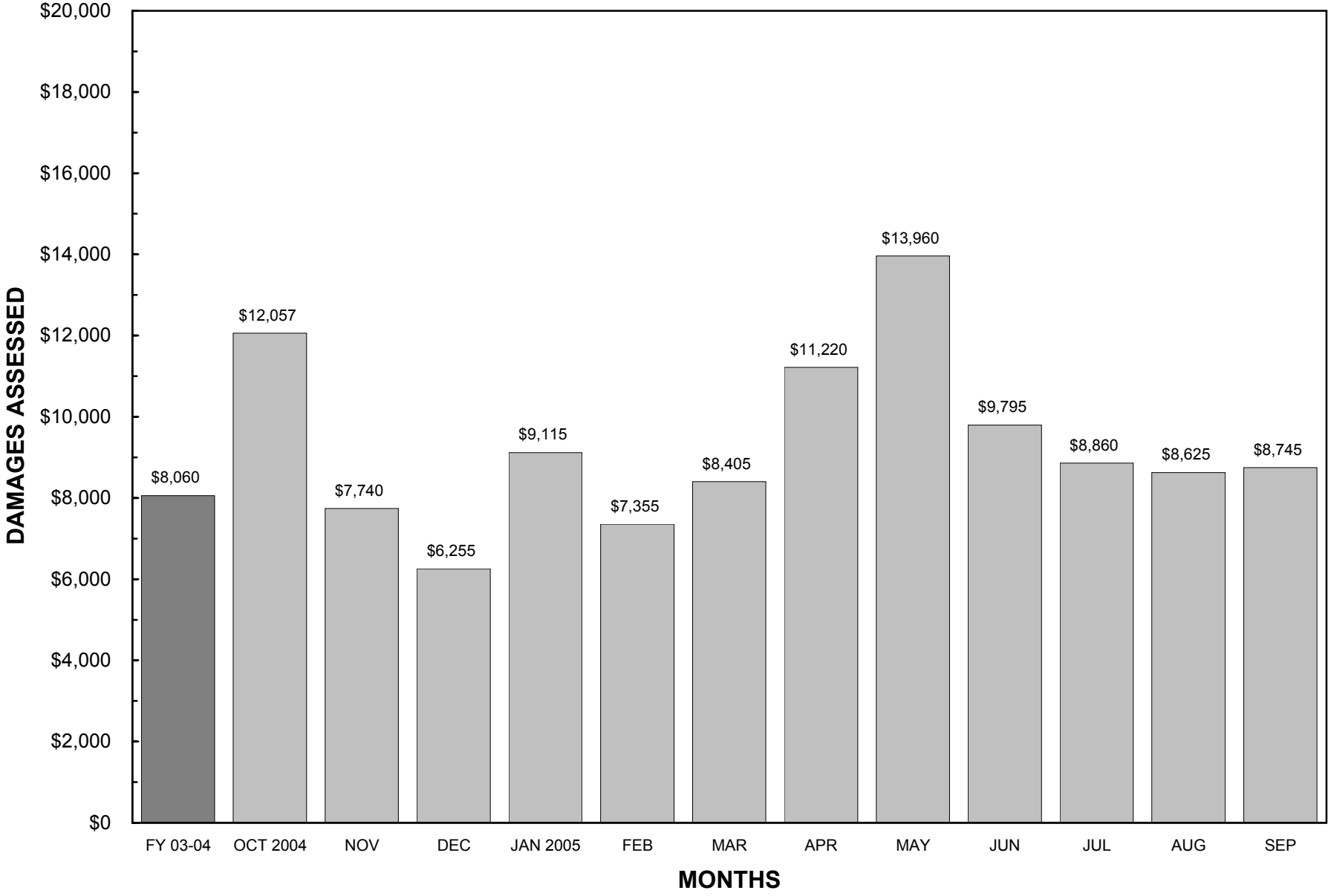
Customer Service & Complaints

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
	09/27 - 10/31		11/01 - 11/28		11/29 - 12/26		12/27 - 01/30		01/31 - 02/27		02/28 - 03/27		03/28 - 04/24		04/25 - 05/29		05/30 - 06/26		06/27 - 07/31		08/01 - 08/28		08/29 - 09/25		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
REDTOP																										
ADMINISTRATIVE ISSUES																										
P20 (ACCIDENT CARRIER REPORTED)	0	0	0	0	0	0	1	0	0	3	5	1	2	1	2	0	0	0	0	0	0	0	0	0	0	0
P21 (INCIDENT CARRIER REPORTED)	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0
P22 (COMMENDATIONS)	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	3	2	0	0	1	0	0	1	6	5
P27 (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
P28 (WAIVED DRIVER COMPL.)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL "CLIENT" COMPLAINTS	0	1	2	0	0	0	2	0	0	4	5	1	2	2	3	0	3	2	0	1	2	0	0	1	6	5
% COMPLAINTS related to Ttl TRIPS	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.06	0.02	0.01	0.01	0.03	0.01	0.00	0.01	0.03	0.00	0.01	0.01	0.00	0.00	0.02	0.00	0.01
CLIENTS																										
C4 (UNRULY BEHAVIOUR)	1	0	2	0	0	0	1	3	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	5	4
C7 (OTHER)	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
C10 (FARE NOT PAID)	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
C12 (FARE NOT PAID)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL "CLIENT" COMPLAINTS	1	0	2	0	0	1	2	3	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	6	5
% COMPLAINTS related to Ttl TRIPS	0.00	0.00	0.01	0.00	0.00	0.01	0.01	0.04	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
MDTA																										
M4 (ADMINISTRATIVE)	1	0	0	0	2	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	5	1
M5 (OTHER)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M8 (RESERVATION ERROR)	0	0	1	0	0	0	0	0	0	0	0	2	1	1	1	0	0	0	0	0	0	0	0	0	3	3
M22 (COMMENDATIONS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0
M24 (RUDE STAFF)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0
TOTAL "MDTA" COMPLAINTS	1	0	1	0	2	0	1	0	0	1	1	2	2	1	2	0	1	0	0	0	1	0	0	0	12	4
% COMPLAINTS related to Ttl TRIPS	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.03	0.01	0.01	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL TRIPS REPORTED BY M.I.S.:	33,848	9,455	24,956	7,367	25,607	7,026	30,686	8,103	26,918	6,865	27,351	7,068	26,803	7,169	33,049	8,660	24,780	6,644	31,639	8,726	23,430	6,626	20,394	6,364	329,461	90,073
TOTAL OF "ALL" COMPLAINTS:	483	260	326	184	263	172	342	199	313	175	311	215	377	222	424	272	281	173	302	164	252	167	251	159	3,925	2,362
% COMPLAINTS related to Ttl TRIPS	1.43	2.75	1.31	2.50	1.03	2.45	1.11	2.46	1.16	2.55	1.14	3.04	1.41	3.10	1.28	3.14	1.13	2.60	0.95	1.88	1.08	2.52	1.23	2.50	1.19	2.62

Medicaid Transportation Service

Liquidated Damages

September 2005



Medicaid Transportation Service

Liquidated Damages
September 2005

PENALTY TYPE	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
Delinquent Complaint Response	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Late Pick-up/Return													
> 60 min.	$11,835.00	$7,740.00	$6,255.00	$9,115.00	$7,355.00	$8,405.00	$11,220.00	$13,960.00	$9,795.00	$8,860.00	$8,625.00	$8,745.00	$111,910.00
< 60 min. in excess of 1% waived	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Audit													
Trip Verification Disallowance	$22.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$22.00
Trip Verification L.D.'s	$200.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200.00
Emergency Back-up (Stranded) *	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Miscellaneous													
Drivers	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Vehicles	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
TOTAL	$12,057.00	$7,740.00	$6,255.00	$9,115.00	$7,355.00	$8,405.00	$11,220.00	$13,960.00	$9,795.00	$8,860.00	$8,625.00	$8,745.00	$112,132.00

Note: (*) Backups based on Invoiced trips NOT Actuals.

MEDICAID TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

September 2005

WEEK ENDING	CURRENT TRIPS PAID	NO OF TRIPS LATEWORK	TOTAL TRIPS PAID	PERCENT	GROSS PAYMENT	PROMPT PAY DISCOUNT	LIQUIDATED DAMAGES	ADJUSTMENTS ERRORS / LATEWORK	RETAINED COPAYMENTS	NET PAYMENT
AMBULATORY										
09/04/05	5,355	24	5,379	76.78%	$ 74,651.52	$ (559.89)	$ -	$ 440.41	$ (3,841.00)	**$ 70,691.04**
09/11/05	4,712	34	4,746	76.12%	$ 66,957.96	$ (502.18)	$ (1,735.00)	$ 542.92	$ (3,318.00)	**$ 61,945.70**
09/18/05	5,538	267	5,805	76.45%	$ 79,009.64	$ (592.57)	$ (2,210.00)	$ 3,923.16	$ (3,964.00)	**$ 76,166.23**
09/25/05	4,330	134	4,464	75.35%	$ 61,123.64	$ (458.43)	$ -	$ 1,952.40	$ (3,145.00)	**$ 59,472.61**
SUB-TTL	**19,935**	**459**	**20,394**	**76.22%**	**$ 281,742.76**	**$ (2,113.07)**	**$ (3,945.00)**	**$ 6,858.89**	**$ (14,268.00)**	**$ 268,275.58**
WHEELCHAIR										
09/04/05	1,597	30	1,627	23.22%	$ 41,286.00	$ (309.65)	$ -	$ 1,068.75	$ (935.00)	**$ 41,110.10**
09/11/05	1,487	2	1,489	23.88%	$ 38,455.50	$ (288.42)	$ -	$ 71.25	$ (857.00)	**$ 37,381.33**
09/18/05	1,705	83	1,788	23.55%	$ 44,704.75	$ (335.29)	$ -	$ 1,950.00	$ (1,004.00)	**$ 45,315.46**
09/25/05	1,416	44	1,460	24.65%	$ 37,037.75	$ (277.78)	$ -	$ 1,001.00	$ (873.00)	**$ 36,887.97**
SUB-TTL	**6,205**	**159**	**6,364**	**23.78%**	**$ 161,484.00**	**$ (1,211.14)**	**$ -**	**$ 4,091.00**	**$ (3,669.00)**	**$ 160,694.86**
TOTAL	**26,140**	**618**	**26,758**	**100.00%**	**$ 443,226.76**	**$ (3,324.21)**	**$ (3,945.00)**	**$ 10,949.89**	**$ (17,937.00)**	**$ 428,970.44**

Medicaid Trip Verification

September 2005

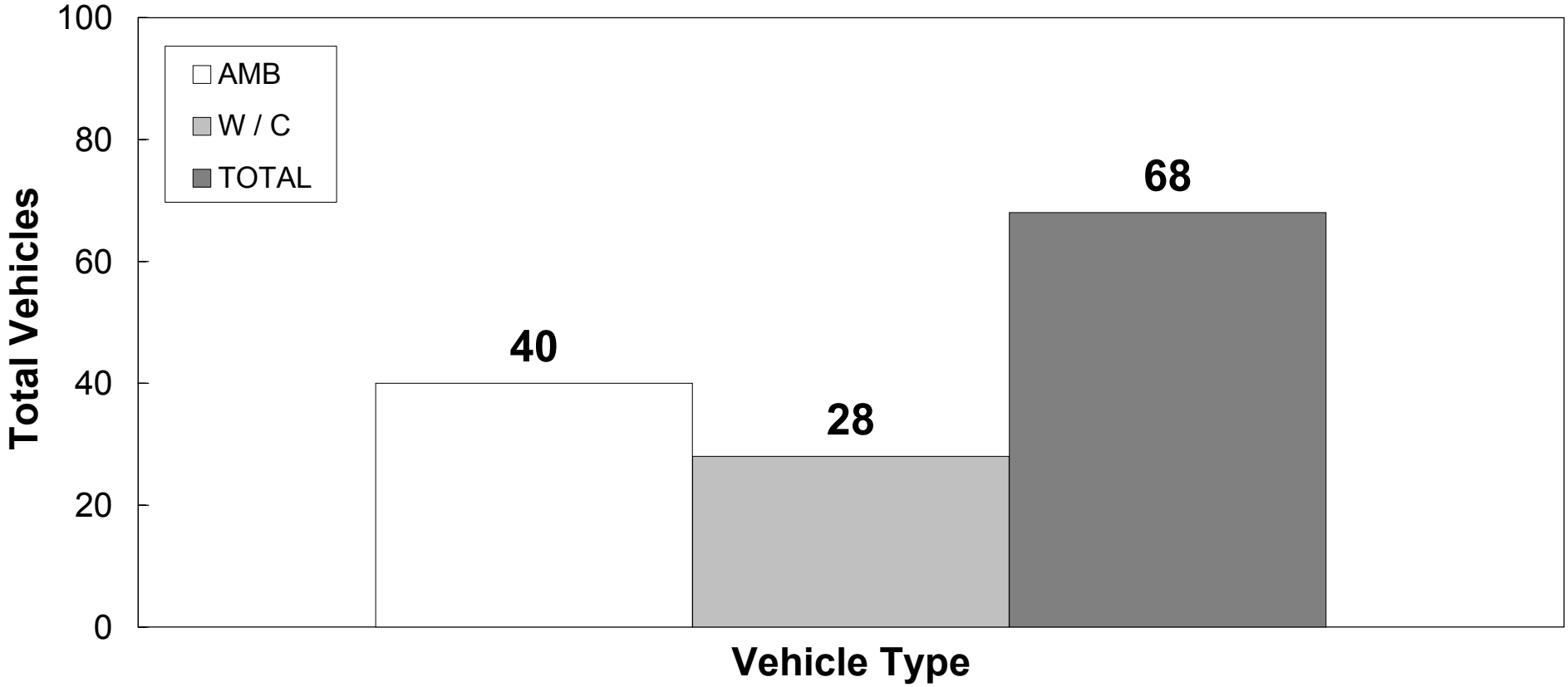
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2004	43,303	1,244	634	1,878	4.34%	22	3	0	0	1	1	0	0	23	4	27	1.22%	0.63%	2.17%
NOV	32,323	902	455	1,357	4.20%	11	3	0	1	0	0	2	0	13	4	17	0.96%	0.88%	1.88%
DEC	32,633	811	321	1,132	3.47%	4	3	0	0	0	0	0	0	4	3	7	0.35%	0.93%	0.86%
JAN 2005	38,789	464	464	1,455	3.75%	3	0	0	0	0	0	1	1	4	1	5	0.27%	0.22%	1.08%
FEB	33,783	1,163	509	1,672	4.95%	12	6	0	0	1	0	0	1	13	7	20	0.78%	1.38%	1.72%
MAR	34,419	1,401	688	2,089	6.07%	7	4	1	0	0	1	1	0	9	5	14	0.43%	0.73%	1.00%
APR	33,972	560	283	843	2.48%	3	0	0	0	0	0	0	0	3	0	3	0.36%	0.00%	0.54%
MAY	41,709	571	246	817	1.96%	3	0	0	0	0	0	0	0	3	0	3	0.37%	0.00%	0.53%
JUN	31,424	1,015	442	1,457	4.64%	7	5	0	1	0	0	2	4	9	10	19	0.62%	2.26%	1.87%
JUL	40,365	498	228	726	1.80%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
AUG	30,056	653	268	921	3.06%	1	0	0	0	0	0	0	0	1	0	1	0.11%	0.00%	0.15%
SEP	26,758	326	147	473	1.77%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL	419,534	9,608	4,685	14,820	3.53%	73	24	1	2	2	2	6	6	82	34	116	0.55%	0.73%	1.21%

MONTH	TRIPS VERIFIED IN ADVANCE				
		VALID TRIPS		INVALID TRIPS	
	SAMPLE SIZE	VERIFIED	WITH ERRORS	CONFIRMED	%
OCT 2004	0	0	0	**0**	**0%**
NOV	0	0	0	**0**	**0%**
DEC	0	0	0	**0**	**0%**
JAN 2005	0	0	0	**0**	**0%**
FEB	0	0	0	**0**	**0%**
MAR	0	0	0	**0**	**0%**
APR	839	799	15	**25**	**3%**
MAY	1,146	1,087	21	**38**	**3%**
JUN	1,087	1,017	42	**28**	**3%**
JUL	1,003	921	43	**39**	**4%**
AUG	945	875	35	**35**	**4%**
SEP	876	822	20	**34**	**4%**
TOTAL	5,896	5,521	176	**199**	

Medicaid Transportation Service

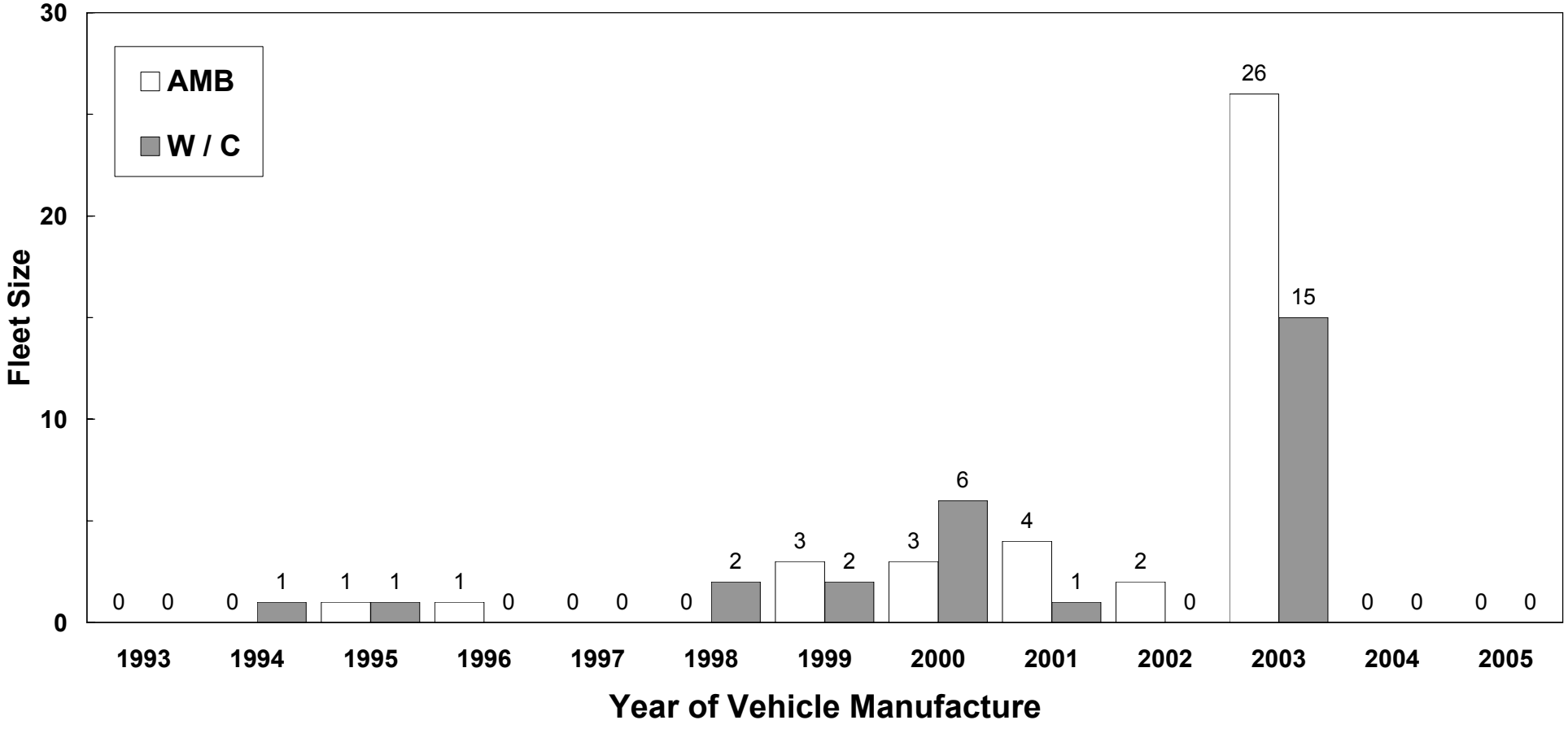
Vehicle Availability

September 2005



Medicaid Transportation Service

September 2005



Medicaid Transportation Service

Vehicle Summary

September 2005

Fleet Age	Oct 2004	Nov	Dec	Jan 2005	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
1993	-	-	-	-	-	-	-	-	-	-	-	-	-
1994	2	2	1	-	-	-	-	-	-	1	1	1	1
1995	2	2	1	1	1	1	1	2	2	2	2	2	2
1996	1	1	1	2	2	2	2	2	2	1	1	1	2
1997	2	2	1	-	-	-	-	-	-	-	-	-	0
1998	5	5	5	2	2	2	2	2	2	2	2	2	3
1999	8	8	3	5	5	5	5	4	4	5	5	5	5
2000	6	6	12	8	8	8	8	7	7	8	9	9	8
2001	2	3	7	5	5	5	5	5	5	4	4	5	5
2002	26	39	3	2	2	2	2	2	2	2	2	2	7
2003	14	-	39	39	39	39	39	41	41	41	41	41	35
2004	2	2	-	-	-	-	-	-	-	-	-	-	0
2005	1	1	-	-	-	-	-	-	-	-	-	-	0
TOTAL	71	71	73	64	64	64	64	65	65	66	67	68	67

AVAILABILITY by TYPE	Oct 2004	Nov	Dec	Jan 2005	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	38	38	43	38	38	38	38	40	40	40	39	40	39
W / C	33	33	30	26	26	26	26	25	25	26	28	28	28
TOTAL	71	71	73	64	64	64	64	65	65	66	67	68	67

Medicaid Transportation Service

Redtop Transportation Inc. (REDTOP)

September 2005

Service Monitoring Report

Fiscal Year 2004 - 2005

	OCT 2004		NOV		DEC		JAN 2005		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
CLIENTS MONITORED	544	---	361	---	292	---	587	---	748	---	919	---	787	---	567	---	788	---	803	---	878	---	630	---	7,904	---
VEHICLES MONITORED	119	---	77	---	90	---	161	---	154	---	243	---	204	---	135	---	178	---	182	---	191	---	171	---	1,905	---
Passed	119	100.0%	77	100.0%	90	100.0%	161	100.0%	154	100.0%	242	99.6%	198	97.1%	135	100.0%	176	98.9%	181	99.5%	191	100.0%	171	100.0%	1,895	99.5%
Failed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	6	2.9%	0	0.0%	2	1.1%	1	0.5%	0	0.0%	0	0.0%	10	0.5%
DRIVERS MONITORED	119	---	77	---	90	---	161	---	154	---	243	---	204	---	135	---	178	---	182	---	191	---	171	---	1,905	---
Passed	119	100.0%	76	98.7%	90	100.0%	161	100.0%	154	100.0%	242	99.6%	201	98.5%	134	99.3%	176	98.9%	182	100.0%	191	100.0%	171	100.0%	1,897	99.6%
Failed	0	0.0%	1	1.3%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	3	1.5%	1	0.7%	2	1.1%	0	0.0%	0	0.0%	0	0.0%	8	0.4%

SUMMARY OF DRIVERS WHO FAILED MONITORING:

DRIVER	HACK#	INFRACTION(S)	DATE	RESOLUTION(S)	DATE

NONE

SUMMARY OF VEHICLES WHICH FAILED MONITORING:

VEHICLE#	INFRACTION(S)	DATE	RESOLUTION(S)	DATE

NONE

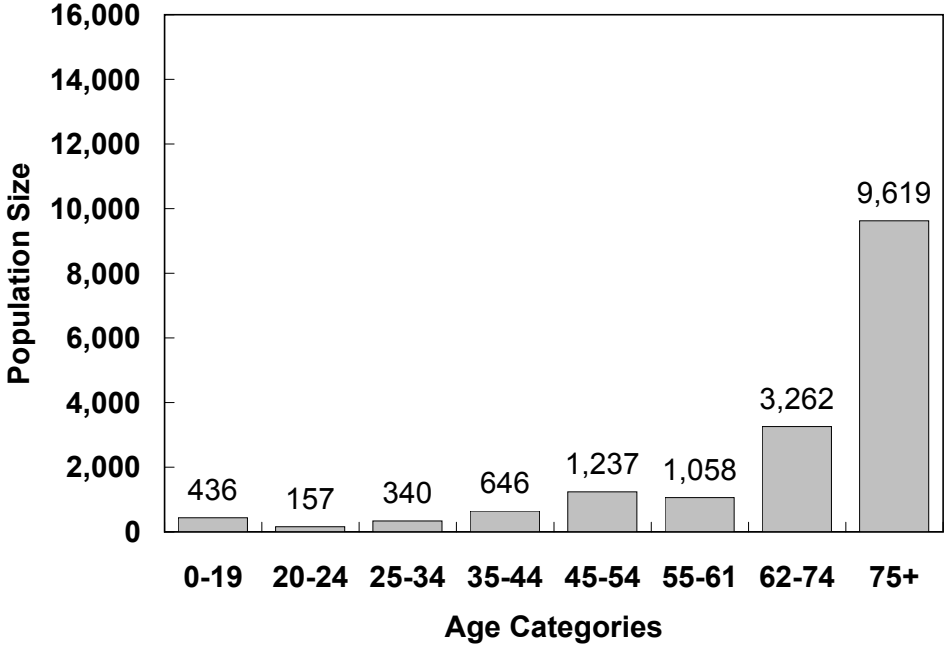
NO DISPLAY OF TOLL-FREE COMPLAINT #:	NO DISPLAY OF HACK LICENSE:	WHEELCHAIR TIEDOWNS OR UNSECURED OBJECTS ON FLOOR:
0	2	0

Medicaid Transportation Service

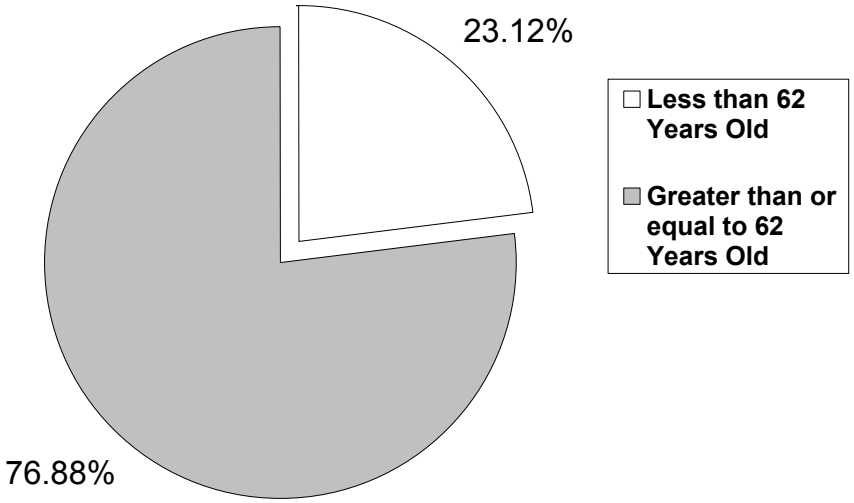
Total Client Population
Authorized for Travel

September 2005

Breakdown by Age



Total: 16,755

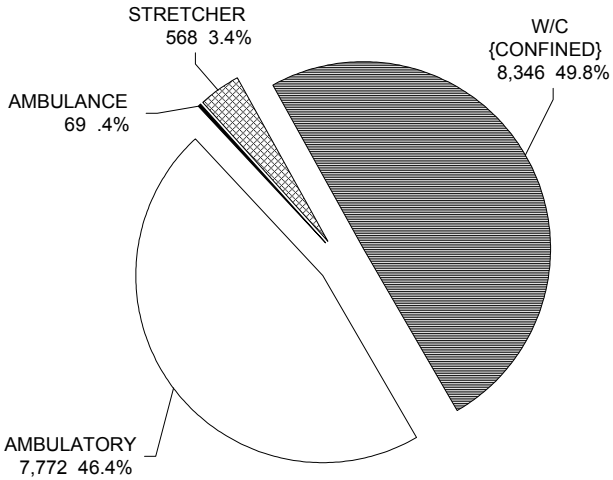


Medicaid Transportation Service

September 2005

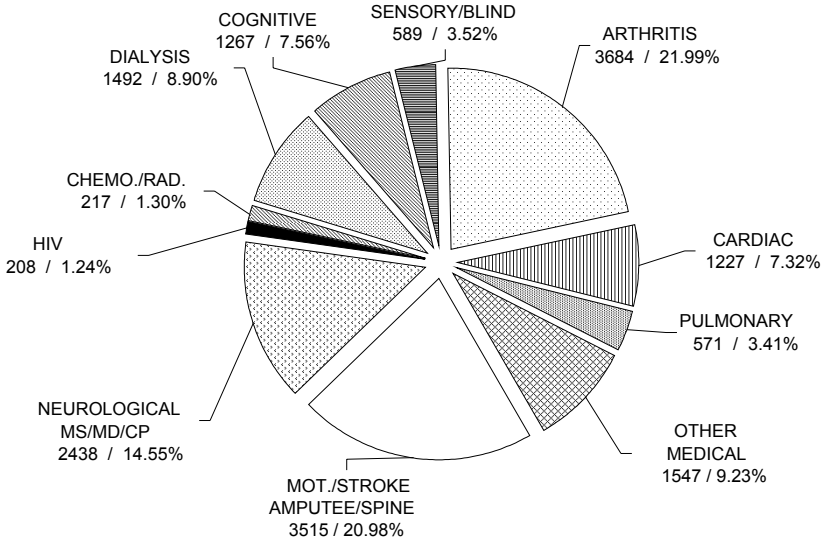
Transportation Type

Total: 16,755



Disability Type

Total: 16,755



Medicaid Transportation Service

Paratransit Certification Processing

September 2005

CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	09/27 - 10/31	11/01 - 11/28	11/29 - 12/26	12/27 - 01/30	01/31 - 02/27	02/28 - 03/27	03/28 - 04/24	04/25 - 05/29	05/30 - 06/26	06/27 - 07/31	08/01 - 08/28	08/29 - 09/25	
0-19	454	460	435	423	424	423	431	433	431	432	436	436	**435**
20-24	165	157	153	125	124	124	127	135	133	135	160	157	**141**
25-34	358	365	346	338	343	339	340	346	345	346	342	340	**346**
35-44	702	704	671	642	638	637	634	639	636	641	644	646	**653**
45-54	1,310	1,316	1,259	1,223	1,221	1,218	1,219	1,226	1,222	1,239	1,235	1,237	**1,244**
55-61	1,137	1,144	1,101	1,067	1,061	1,055	1,052	1,057	1,049	1,066	1,066	1,058	**1,076**
62-74	3,432	3,427	3,277	3,186	3,180	3,167	3,205	3,223	3,215	3,251	3,248	3,262	**3,256**
75+	10,015	10,042	9,602	9,357	9,370	9,392	9,494	9,545	9,582	9,600	9,596	9,619	**9,601**
TOTAL	17,573	17,615	16,844	16,361	16,361	16,355	16,502	16,604	16,613	16,710	16,727	16,755	**16,752**

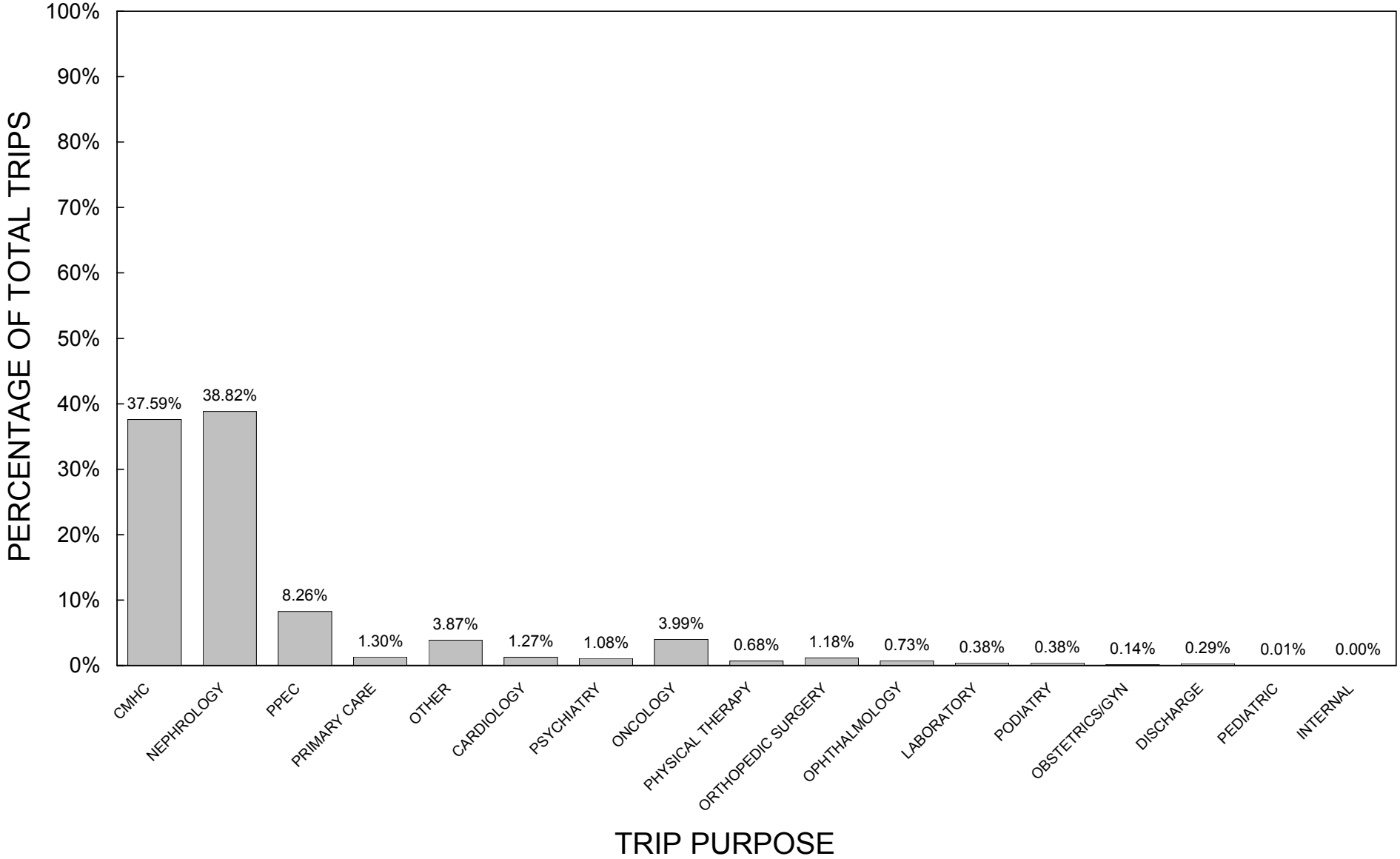
Clients by Disability Type	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	09/27 - 10/31	11/01 - 11/28	11/29 - 12/26	12/27 - 01/30	01/31 - 02/27	02/28 - 03/27	03/28 - 04/24	04/25 - 05/29	05/30 - 06/26	06/27 - 07/31	08/01 - 08/28	08/29 - 09/25	
Motor/Stroke/Amputee/Spine	3,585	3,629	3,882	3,395	3,284	3,419	3,462	3,479	3,479	3,515	1,503	3,515	**3,346**
Neurological/MS/MD/CP	2,408	2,437	800	2,291	2,301	2,282	2,334	2,352	2,355	2,383	2,767	2,438	**2,262**
HIV	213	219	236	206	206	204	214	214	214	212	246	208	**216**
Chemo./Radiation	217	229	232	206	203	201	210	211	211	227	267	217	**219**
Dialysis	1,527	1,563	1,648	1,452	1,465	1,452	1,448	1,478	1,484	1,474	1,729	1,492	**1,518**
Cognitive	1,339	1,351	1,430	1,250	1,288	1,245	1,257	1,258	1,258	1,263	1,462	1,267	**1,306**
Sensory/Blind	636	631	671	598	602	597	594	594	594	600	688	589	**616**
Arthitis	4,110	3,862	4,111	3,612	3,657	3,629	3,657	3,682	3,685	3,714	4,218	3,684	**3,802**
Cardiac	1,346	1,362	1,438	1,253	1,259	1,248	1,244	1,245	1,245	1,241	1,426	1,227	**1,295**
Pulmonary	556	600	634	559	557	552	562	566	563	566	660	571	**579**
Other Medical	1,636	1,732	1,762	1,539	1,539	1,526	1,520	1,525	1,525	1,515	1,761	1,547	**1,594**
TOTAL	17,573	17,615	16,844	16,361	16,361	16,355	16,502	16,604	16,613	16,710	16,727	16,755	**16,752**

Clients by Transportation Type	OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	09/27 - 10/31	11/01 - 11/28	11/29 - 12/26	12/27 - 01/30	01/31 - 02/27	02/28 - 03/27	03/28 - 04/24	04/25 - 05/29	05/30 - 06/26	06/27 - 07/31	08/01 - 08/28	08/29 - 09/25	
Ambulatory	8,431	8,460	8,021	7,732	7,732	7,691	7,737	7,769	7,771	7,780	7,771	7,772	**7,889**
Ambulance	66	66	65	65	65	69	69	69	69	69	69	69	**68**
Stretcher	469	478	493	504	504	508	515	542	542	564	558	568	**520**
W/C Confined	8,607	8,611	8,265	8,060	8,060	8,087	8,181	8,224	8,231	8,297	8,329	8,346	**8,275**
TOTAL	17,573	17,615	16,844	16,361	16,361	16,355	16,502	16,604	16,613	16,710	16,727	16,755	**16,752**

Medicaid Transportation Service

Client File by Trip Purpose

September 2005



Medicaid Transportation Service

Client File by Trip Purpose

September 2005

	CODES	TRIP REASON OTHER	TOTAL	TOTAL PERCENT
5	**E**	DENTISTRY	67	0.25%
6	**F**	RADIOLOGY	117	0.45%
7	**G**	RHEUMATOLOGY	65	0.25%
8	**I**	DERMATOLOGY	77	0.29%
9	**L**	ALLERGY	9	0.03%
10	**M1**	CHIROPRACTIC	2	0.01%
11	**M3**	OCCUPATIONAL THERAPY	1	0.00%
12	**M4**	RESPIRATORY THERAPY	2	0.01%
13	**M5**	SPEECH THERAPY	0	0.00%
14	**N**	NEUROLOGY	111	0.42%
15	**O**	FAMILY PLANNING VISIT	0	0.00%
16	**R**	UROLOGY	90	0.34%
17	**S**	EAR/NOSE/THROAT	50	0.19%
18	**U**	ENDOCRINOLOGY	55	0.21%
19	**V**	GASTROENTEROLOGY	130	0.49%
20	**V2**	PULMONARY	49	0.19%
21	**V3**	HERNIA	0	0.00%
22	**V4**	VASCULAR	28	0.11%
23	**V5**	WOUND CARE	122	0.46%
24	**V6**	HYPERTENSION - HIGH	5	0.02%
25	**V7**	HYPOTENSION - LOW	0	0.00%
26	**W**	SCREENING	2	0.01%
27	**X**	MISC.	23	0.09%
28	**X1**	DRUG TREATMENT	0	0.00%
29	**X2**	POST SURGERY	0	0.00%
30	**X3**	IMMUNIZATION	10	0.04%
31	**X4**	AIDS RELATED	0	0.00%
32	**X6**	ADMISSION	3	0.01%
33	**X7**	ULTRASOUND-GN	0	0.00%
		SUB-TOTAL = OTHER	1,018	3.87%

	CODES	TRIP REASON	TOTAL	TOTAL PERCENT
1	**P, P9**	CMHC	9,880	37.59%
2	**K**	NEPHROLOGY	10,204	38.82%
3	**P5**	PPEC	2,172	8.26%
4	**PC**	PRIMARY CARE	341	1.30%
		OTHER	1,018	3.87%
34	**C**	CARDIOLOGY	335	1.27%
35	**B**	PSYCHIATRY	285	1.08%
36	**H**	ONCOLOGY	1,048	3.99%
37	**M**	PHYSICAL THERAPY	180	0.68%
38	**Q**	ORTHOPEDIC SURGERY	309	1.18%
39	**D**	OPHTHALMOLOGY	192	0.73%
40	**A**	LABORATORY	101	0.38%
41	**M2**	PODIATRY	101	0.38%
42	**J**	OBSTETRICS/GYN	37	0.14%
43	**X5**	DISCHARGE	77	0.29%
44	**T**	PEDIATRIC	3	0.01%
45	**V1**	INTERNAL	0	0.00%
		TOTAL *	26,283	100.00%

Note: Total * 26,283 is based on Trips Taken not Trips Scheduled.

Medicaid Transportation Service

Client File by Trip Purpose
Fiscal Year 2003 - 2004

		OCT 2004	NOV	DEC	JAN 2005	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
A	LABORATORY	0.54%	0.53%	0.42%	0.46%	0.46%	0.61%	0.66%	0.55%	0.56%	0.41%	0.28%	0.38%	**0.49%**
B	PSYCHIATRY	1.27%	1.30%	1.39%	1.23%	1.56%	1.34%	1.29%	1.37%	1.20%	1.17%	1.01%	1.08%	**1.27%**
C	CARDIOLOGY	2.05%	1.66%	1.86%	1.72%	1.68%	1.41%	1.56%	1.52%	1.05%	1.18%	1.11%	1.27%	**1.51%**
D	OPHTHALMOLOGY	0.85%	0.97%	0.81%	0.73%	1.04%	0.86%	0.80%	0.86%	0.76%	0.76%	0.82%	0.68%	**0.83%**
E	DENTISTRY	0.03%	0.04%	0.05%	0.11%	0.22%	0.20%	0.28%	0.27%	0.25%	0.24%	0.24%	0.25%	**0.18%**
F	RADIOLOGY	0.60%	0.51%	0.49%	0.46%	0.57%	0.65%	0.47%	0.55%	0.50%	0.56%	0.54%	0.45%	**0.53%**
G	RHEUMATOLOGY	0.23%	0.20%	0.15%	0.21%	0.23%	0.20%	0.27%	0.27%	0.28%	0.24%	0.22%	0.25%	**0.23%**
H	ONCOLOGY	3.44%	3.13%	3.03%	2.60%	2.82%	3.20%	2.96%	3.08%	3.18%	3.10%	3.34%	3.99%	**3.16%**
I	DERMATOLOGY	0.29%	0.35%	0.33%	0.26%	0.27%	0.26%	0.25%	0.30%	0.31%	0.34%	0.45%	0.29%	**0.31%**
J	OBSTETRICS/GYN	0.26%	0.22%	0.21%	0.22%	0.26%	0.21%	0.22%	0.27%	0.17%	0.17%	0.18%	0.14%	**0.21%**
K	NEPHROLOGY	31.22%	33.41%	32.56%	33.75%	31.43%	31.41%	31.05%	31.03%	33.19%	33.88%	34.36%	38.82%	**33.01%**
L	ALLERGY	0.07%	0.05%	0.04%	0.06%	0.06%	0.08%	0.06%	0.04%	0.06%	0.05%	0.02%	0.03%	**0.05%**
M	PHYSICAL THERAPY	0.88%	0.91%	1.17%	0.83%	0.93%	1.12%	1.10%	1.00%	0.85%	0.79%	1.01%	1.18%	**0.98%**
M1	CHIROPRACTIC	0.07%	0.05%	0.02%	0.02%	0.02%	0.01%	0.03%	0.06%	0.08%	0.06%	0.01%	0.01%	**0.04%**
M2	PODIATRY	0.36%	0.31%	0.34%	0.27%	0.45%	0.27%	0.39%	0.28%	0.31%	0.31%	0.42%	0.38%	**0.34%**
M3	OCCUPATIONAL THERAPY	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
M4	RESPIRATORY THERAPY	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.01%	**0.00%**
M5	SPEECH THERAPY	0.00%	0.01%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.02%	0.01%	0.02%	0.00%	**0.01%**
N	NEUROLOGY	0.48%	0.47%	0.39%	0.35%	0.42%	0.40%	0.41%	0.41%	0.39%	0.47%	0.51%	0.42%	**0.43%**
O	FAMILY PLANNING VISIT	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
P, P9	CMHC	46.98%	45.26%	45.72%	45.75%	45.72%	45.89%	46.67%	46.53%	45.76%	45.00%	43.52%	37.59%	**45.03%**
P5	PPEC	7.13%	6.66%	7.15%	7.36%	7.63%	7.36%	7.44%	7.18%	6.79%	7.24%	7.54%	8.26%	**7.31%**
PC	PRIMARY CARE	0.00%	0.85%	0.93%	0.89%	1.11%	1.35%	1.06%	1.18%	1.24%	1.15%	1.29%	1.30%	**1.03%**
Q	ORTHOPEDIC SURGERY	0.77%	0.84%	0.67%	0.74%	0.92%	0.92%	0.79%	0.87%	0.77%	0.69%	0.86%	0.73%	**0.80%**
R	UROLOGY	0.39%	0.32%	0.32%	0.23%	0.26%	0.22%	0.26%	0.33%	0.26%	0.25%	0.20%	0.34%	**0.28%**
S	EAR/NOSE/THROAT	0.24%	0.18%	0.22%	0.16%	0.23%	0.23%	0.23%	0.19%	0.17%	0.23%	0.27%	0.19%	**0.21%**
T	PEDIATRIC	0.06%	0.04%	0.06%	0.05%	0.03%	0.04%	0.04%	0.04%	0.03%	0.03%	0.02%	0.01%	**0.04%**
U	ENDOCRINOLOGY	0.18%	0.24%	0.27%	0.17%	0.27%	0.23%	0.21%	0.20%	0.15%	0.19%	0.24%	0.21%	**0.21%**
V	GASTROENTEROLOGY	0.42%	0.40%	0.31%	0.37%	0.39%	0.34%	0.39%	0.33%	0.29%	0.28%	0.33%	0.49%	**0.36%**
V1	INTERNAL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
V2	PULMONARY	0.24%	0.19%	0.22%	0.25%	0.22%	0.24%	0.19%	0.24%	0.18%	0.16%	0.19%	0.19%	**0.21%**
V3	HERNIA	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	**0.00%**
V4	VASCULAR	0.16%	0.10%	0.14%	0.13%	0.16%	0.14%	0.14%	0.17%	0.16%	0.11%	0.10%	0.11%	**0.14%**
V5	WOUND CARE	0.39%	0.41%	0.35%	0.24%	0.31%	0.42%	0.41%	0.45%	0.56%	0.46%	0.41%	0.46%	**0.41%**
V6	HYPERTENSION - HIGH	0.01%	0.00%	0.00%	0.01%	0.02%	0.00%	0.01%	0.02%	0.01%	0.02%	0.01%	0.02%	**0.01%**
V7	HYPOTENSION - LOW	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
W	SCREENING	0.00%	0.01%	0.01%	0.01%	0.01%	0.02%	0.00%	0.00%	0.01%	0.00%	0.00%	0.01%	**0.01%**
X	MISC.	0.03%	0.05%	0.02%	0.02%	0.01%	0.02%	0.04%	0.05%	0.07%	0.07%	0.11%	0.09%	**0.05%**
X1	DRUG TREATMENT	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
X2	POST SURGERY	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
X3	IMMUNIZATION	0.04%	0.01%	0.02%	0.02%	0.02%	0.02%	0.03%	0.04%	0.10%	0.07%	0.09%	0.04%	**0.04%**
X4	AIDS RELATED	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
X5	DISCHARGE	0.30%	0.28%	0.30%	0.27%	0.27%	0.29%	0.28%	0.29%	0.27%	0.31%	0.28%	0.29%	**0.29%**
X6	ADMISSION	0.03%	0.03%	0.02%	0.04%	0.03%	0.02%	0.02%	0.02%	0.03%	0.01%	0.01%	0.01%	**0.02%**
X7	ULTRASOUND-GN	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**
	TOTAL	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**