MIAMI-DADE COUNTY TRANSIT

PARATRANSIT ~ OPERATIONS ~

# MONTHLY REPORT

# March 2013

# MONTHLY REPORT

## March 2013

**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 - |
| **STS CERTIFICATION:** | | |
| Client Profile/Certification Processing/Activity Report | (Graph/Statistical) | - 10a & 10f - |

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

# SPECIAL TRANSPORTATION SERVICE

# S.T.S. Expenditures Summary

## March 2013

Expenditures for FY 2012-2013

(SUMMARY)

| | 2012 OCT | NOV | DEC | 2013 JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | YEAR TO DATE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ACTUAL TRIPS** | | | | | | | | | | | | | |
| TOTAL | 134,603 | 129,219 | 157,888 | 122,437 | 136,320 | 170,318 | | | | | | | 850,785 |
| AMB. | 101,762 | 96,861 | 118,291 | 91,791 | 102,810 | 128,279 | | | | | | | 639,794 |
| W/C | 32,841 | 32,358 | 39,597 | 30,646 | 33,510 | 42,039 | | | | | | | 210,991 |
| **PROJECTED TRIPS** | | | | | | | | | | | | | |
| TOTAL | 139,966 | 141,682 | 131,241 | 146,866 | 146,527 | 150,848 | | | | | | | 857,130 |
| AMB. | 105,882 | 106,013 | 96,561 | 110,462 | 109,887 | 113,133 | | | | | | | 641,937 |
| W/C | 34,085 | 35,669 | 34,680 | 36,404 | 36,640 | 37,715 | | | | | | | 215,193 |
| ACTUAL VS. PROJECTED % CHANGE | -3.83% | -8.80% | 20.30% | -16.63% | -6.97% | 12.91% | | | | | | | -0.74% |
| **ACTUAL NET COST** | | | | | | | | | | | | | |
| TOTAL | $3,279,427 | $3,162,132 | $3,845,433 | $2,974,839 | $3,244,110 | $4,127,475 | | | | | | | $20,633,416 |
| AMB. | $2,479,298 | $2,370,296 | $2,881,030 | $2,230,237 | $2,446,647 | $3,108,705 | | | | | | | $15,516,213 |
| W/C | $800,128 | $791,836 | $964,403 | $744,603 | $797,463 | $1,018,770 | | | | | | | $5,117,203 |
| AVG COST PER TRIP (NET) | $24.36 | $24.47 | $24.36 | $24.30 | $23.80 | $24.23 | | | | | | | $24.25 |
| **PROJECTED NET COST** | | | | | | | | | | | | | |
| TOTAL | $3,449,996 | $3,504,559 | $3,263,580 | $3,626,809 | $3,621,781 | $3,728,544 | | | | | | | $21,195,268 |
| AMB. | $2,338,182 | $2,341,087 | $2,132,353 | $2,439,336 | $2,426,630 | $2,498,314 | | | | | | | $14,175,902 |
| W/C | $1,111,815 | $1,163,471 | $1,131,227 | $1,187,473 | $1,195,151 | $1,230,229 | | | | | | | $7,019,366 |
| ACTUAL VS. PROJECTED % CHANGE | -4.94% | -9.77% | 17.83% | -17.98% | -10.43% | 10.70% | | | | | | | -2.65% |

Source: MDT - Accounts Payable Division.

# Special Transportation Services

## March 2013

Expenditures for FY 2012-2013

A.T.S. Broker

(ACTUAL & PROJECTED)

| | 2012 OCT | NOV | DEC | 2013 JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ACTUAL TRIPS** | | | | | | | | | | | | | |
| TOTAL | 134,603 | 129,219 | 157,888 | 122,437 | 136,320 | 170,318 | | | | | | | 850,785 |
| AMBULATORY (AMB) | 101,762 | 96,861 | 118,291 | 91,791 | 102,810 | 128,279 | | | | | | | 639,794 |
| WHEELCHAIR (W/C) | 32,841 | 32,358 | 39,597 | 30,646 | 33,510 | 42,039 | | | | | | | 210,991 |
| **ACTUAL REVENUE** | | | | | | | | | | | | | |
| TOTAL | ($344,180) | ($331,435) | ($404,440) | ($312,885) | ($348,168) | ($435,570) | | | | | | | ($2,176,678) |
| AMBULATORY (AMB) | ($260,206) | ($248,440) | ($303,010) | ($234,570) | ($262,581) | ($328,060) | | | | | | | ($1,636,866) |
| WHEELCHAIR (W/C) | ($83,974) | ($82,995) | ($101,430) | ($78,315) | ($85,586) | ($107,510) | | | | | | | ($539,811) |
| **AVG FARE COLLECTED** | ($2.56) | ($2.56) | ($2.56) | ($2.56) | ($2.55) | ($2.56) | | | | | | | ($2.56) |
| **ACTUAL GROSS COST** | | | | | | | | | | | | | |
| TOTAL | $3,654,958 | $3,517,515 | $4,298,555 | $3,332,755 | $3,704,216 | $4,629,850 | | | | | | | $23,137,849 |
| AMBULATORY (AMB) | $2,763,206 | $2,636,686 | $3,220,513 | $2,498,566 | $2,793,651 | $3,487,080 | | | | | | | $17,399,702 |
| WHEELCHAIR (W/C) | $891,752 | $880,828 | $1,078,042 | $834,189 | $910,565 | $1,142,770 | | | | | | | $5,738,146 |
| **AVG COST PER TRIP (GROSS)** | $27.15 | $27.22 | $27.23 | $27.22 | $27.17 | $27.18 | | | | | | | $27.20 |
| **ACTUAL NET COST** | | | | | | | | | | | | | |
| TOTAL | $3,279,427 | $3,162,132 | $3,845,433 | $2,974,839 | $3,244,110 | $4,127,475 | | | | | | | $20,633,416 |
| AMBULATORY (AMB) | $2,479,298 | $2,370,296 | $2,881,030 | $2,230,237 | $2,446,647 | $3,108,705 | | | | | | | $15,516,213 |
| WHEELCHAIR (W/C) | $800,128 | $791,836 | $964,403 | $744,603 | $797,463 | $1,018,770 | | | | | | | $5,117,203 |
| **AVG COST PER TRIP (NET)** | $24.36 | $24.47 | $24.36 | $24.30 | $23.80 | $24.23 | | | | | | | $24.25 |
| **PROJECTED TRIPS** | | | | | | | | | | | | | |
| TOTAL | | | | | | | 143,252 | 156,491 | 140,794 | 121,136 | 146,966 | 143,763 | 1,703,186 |
| AMBULATORY (AMB) | | | | | | | 107,436 | 118,249 | 105,133 | 90,629 | 111,343 | 109,267 | 1,281,852 |
| WHEELCHAIR (W/C) | | | | | | | 35,816 | 38,242 | 35,661 | 30,506 | 35,622 | 34,496 | 421,334 |
| **PROJECTED REVENUE** | | | | | | | | | | | | | |
| TOTAL | | | | | | | ($358,130) | ($391,227) | ($351,985) | ($302,839) | ($367,414) | ($359,407) | (4,307,679) |
| AMBULATORY (AMB) | | | | | | | ($268,590) | ($295,622) | ($262,833) | ($226,573) | ($278,358) | ($273,168) | (3,242,010) |
| WHEELCHAIR (W/C) | | | | | | | ($89,540) | ($95,605) | ($89,152) | ($76,266) | ($89,056) | ($86,239) | (1,065,669) |
| **PROJECTED GROSS COST** | | | | | | | | | | | | | |
| TOTAL | | | | | | | $3,898,915 | $4,249,927 | $3,836,861 | $3,299,296 | $3,988,175 | $3,897,569 | $46,308,592 |
| AMBULATORY (AMB) | | | | | | | $2,641,098 | $2,906,909 | $2,584,490 | $2,227,938 | $2,737,154 | $2,686,114 | $33,183,405 |
| WHEELCHAIR (W/C) | | | | | | | $1,257,818 | $1,343,019 | $1,252,370 | $1,071,357 | $1,251,021 | $1,211,456 | $13,125,187 |
| **PROJECTED NET COST** | | | | | | | | | | | | | |
| TOTAL | | | | | | | $3,540,786 | $3,858,701 | $3,484,876 | $2,996,457 | $3,620,761 | $3,538,162 | $41,673,158 |
| AMBULATORY (AMB) | | | | | | | $2,372,508 | $2,611,287 | $2,321,657 | $2,001,365 | $2,458,795 | $2,412,946 | $29,694,772 |
| WHEELCHAIR (W/C) | | | | | | | $1,168,278 | $1,247,414 | $1,163,218 | $995,091 | $1,161,965 | $1,125,216 | $11,978,386 |

Source: MDT - Accounts Payable Division.

# Special Transportation Service

## ATS TRIP HISTORY ANALYSIS

| | | | OCT 2012 | % | | NOV | % | | DEC | % | | JAN 2013 | % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CX | Cancellation (Advanced) | CA - 40 | 15,297 | 8.86% | | 21,471 | 12.44% | | 28,999 | 13.45% | | 25,168 | 14.78% | |
| | Cancellation (Same Day) | CS - 43 | 12,597 | 7.29% | | 11,734 | 6.80% | | 14,833 | 6.88% | | 11,459 | 6.73% | |
| | Cancellation (Center ClosedAdvanced) | CC - 44 | 15 | 0.01% | | 12 | 0.01% | | - | 0.00% | | 1 | 0.00% | |
| | | **Sub Total** | 27,909 | 16.16% | **22.05%** | 33,217 | 19.25% | **25.06%** | 43,832 | 20.33% | **26.73%** | 36,628 | 21.51% | **28.06%** |
| NS | No Show | NS - 20 | 3,133 | 1.81% | | 3,112 | 1.80% | | 4,697 | 2.18% | | 3,849 | 2.26% | |
| | Cancellation (Late) | CL - 41 | 4,611 | 2.67% | | 4,375 | 2.54% | | 6,187 | 2.87% | | 5,062 | 2.97% | |
| | Cancellation (At Door) | CD - 42 | 2,427 | 1.41% | | 2,525 | 1.46% | | 2,920 | 1.35% | | 2,238 | 1.31% | |
| | | **Sub Total** | 10,171 | 5.89% | | 10,012 | 5.80% | | 13,804 | 6.40% | | 11,149 | 6.55% | |
| Other | Missed Trip (Not Transported) | NM - 21 | 36 | 0.02% | | 53 | 0.03% | | 52 | 0.02% | | 34 | 0.02% | |
| | Pending | 00, 01 | 6 | 0.00% | **0.02%** | 27 | 0.02% | **0.05%** | 13 | 0.01% | **0.03%** | 16 | 0.01% | **0.03%** |
| | | **Sub Total** | 42 | 0.02% | | 80 | 0.05% | | 65 | 0.03% | | 50 | 0.03% | |
| TA | Trips Performed (Transported) | 03 | 134,603 | 77.93% | | 129,219 | 74.90% | | 157,888 | 73.24% | | 122,437 | 71.91% | |
| | Trips Missed (Transported) | 04 | 1 | 0.00% | **77.93%** | - | 0.00% | **74.90%** | - | 0.00% | **73.24%** | - | 0.00% | **71.91%** |
| | | **Sub Total** | 134,604 | 77.93% | | 129,219 | 74.90% | | 157,888 | 73.24% | | 122,437 | 71.91% | |
| | **Total Trips Requested** | | 172,726 | 100.00% | **100.00%** | 172,528 | 100.00% | **100.00%** | 215,589 | 100.00% | **100.00%** | 170,264 | 100.00% | **100.00%** |

| | | | FEB | % | | MAR | % | | APR | % | | MAY | % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CX | Cancellation (Advanced) | CA - 40 | 16,383 | 9.30% | | 22,805 | 10.23% | | - | 0.00% | | - | 0.00% | |
| | Cancellation (Same Day) | CS - 43 | 11,976 | 6.80% | | 15,125 | 6.79% | | - | 0.00% | | - | 0.00% | |
| | Cancellation (Center ClosedAdvanced) | CC - 44 | 6 | 0.00% | | 8 | 0.00% | | - | 0.00% | | - | 0.00% | |
| | | **Sub Total** | 28,365 | 16.09% | **22.62%** | 37,938 | 17.02% | **23.53%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** |
| NS | No Show | NS - 20 | 3,705 | 2.10% | | 4,911 | 2.20% | | - | 0.00% | | - | 0.00% | |
| | Cancellation (Late) | CL - 41 | 5,620 | 3.19% | | 6,881 | 3.09% | | - | 0.00% | | - | 0.00% | |
| | Cancellation (At Door) | CD - 42 | 2,177 | 1.24% | | 2,711 | 1.22% | | - | 0.00% | | - | 0.00% | |
| | | **Sub Total** | 11,502 | 6.53% | | 14,503 | 6.51% | | - | 0.00% | | - | 0.00% | |
| Other | Missed Trip (Not Transported) | NM - 21 | 36 | 0.02% | | 60 | 0.03% | | - | 0.00% | | - | 0.00% | |
| | Pending | 00, 01 | 19 | 0.01% | **0.03%** | 39 | 0.02% | **0.04%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** |
| | | **Sub Total** | 55 | 0.03% | | 99 | 0.04% | | - | 0.00% | | - | 0.00% | |
| TA | Trips Performed (Transported) | 03 | 136,320 | 77.35% | | 170,318 | 76.42% | | - | 0.00% | | - | 0.00% | |
| | Trips Missed (Transported) | 04 | - | 0.00% | **77.35%** | 1 | 0.00% | **76.42%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** |
| | | **Sub Total** | 136,320 | 77.35% | | 170,319 | 76.42% | | - | 0.00% | | - | 0.00% | |
| | **Total Trips Requested** | | 176,242 | 100.00% | **100.00%** | 222,859 | 100.00% | **100.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** |

| | | | JUN | % | | JUL | % | | AUG | % | | SEP | % | | YTD | % | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CX | Cancellation (Advanced) | CA - 40 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 130,123 | 11.51% | |
| | Cancellation (Same Day) | CS - 43 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 77,724 | 6.88% | |
| | Cancellation (Center ClosedAdvanced) | CC - 44 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 42 | 0.00% | |
| | | **Sub Total** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | 207,889 | 18.39% | **24.69%** |
| NS | No Show | NS - 20 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 23,407 | 2.07% | |
| | Cancellation (Late) | CL - 41 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 32,736 | 2.90% | |
| | Cancellation (At Door) | CD - 42 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 14,998 | 1.33% | |
| | | **Sub Total** | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 71,141 | 6.29% | |
| Other | Missed Trip (Not Transported) | NM - 21 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 271 | 0.02% | |
| | Pending | 00, 01 | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | 120 | 0.01% | **0.03%** |
| | | **Sub Total** | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 391 | 0.03% | |
| TA | Trips Performed (Transported) | 03 | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 850,785 | 75.28% | |
| | Trips Missed (Transported) | 04 | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | 2 | 0.00% | **75.28%** |
| | | **Sub Total** | - | 0.00% | | - | 0.00% | | - | 0.00% | | - | 0.00% | | 850,787 | 75.28% | |
| | **Total Trips Requested** | | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | - | 0.00% | **0.00%** | 1,130,208 | 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

## March 2013

## 10/06/2012 thru 03/31/2013

| MONTH | W/E | ACTUAL TRIPS FY 11-12 | ACTUAL TRIPS FY 12-13 | ACTUAL TRIPS INCR/DECR |
|---|---|---|---|---|
| OCT | 1 | 2,324 | 32,963 | - |
| | 2 | 33,635 | 34,101 | 1.39% |
| | 3 | 32,390 | 34,898 | 7.74% |
| | 4 | 31,963 | 32,641 | 2.12% |
| NOV | 5 | 32,449 | 34,600 | 6.63% |
| | 6 | 33,078 | 34,646 | 4.74% |
| | 7 | 32,336 | 33,349 | 3.13% |
| | 8 | 33,672 | 26,624 | -20.93% |
| DEC | 9 | 25,494 | 33,928 | 33.08% |
| | 10 | 33,083 | 35,286 | 6.66% |
| | 11 | 34,104 | 34,879 | 2.27% |
| | 12 | 33,443 | 34,105 | 1.98% |
| | 13 | 28,558 | 19,690 | -31.05% |
| JAN | 14 | 19,877 | 22,675 | 14.08% |
| | 15 | 27,250 | 34,468 | 26.49% |
| | 16 | 33,542 | 34,014 | 1.41% |
| | 17 | 30,478 | 31,280 | 2.63% |
| FEB | 18 | 33,035 | 33,953 | 2.78% |

| MONTH | W/E | ACTUAL TRIPS FY 11-12 | ACTUAL TRIPS FY 12-13 | ACTUAL TRIPS INCR/DECR |
|---|---|---|---|---|
| | 19 | 33,250 | 35,035 | 5.37% |
| | 20 | 33,751 | 34,662 | 2.70% |
| | 21 | 33,911 | 32,670 | -3.66% |
| MAR | 22 | 31,808 | 34,569 | 8.68% |
| | 23 | 34,256 | 34,431 | 0.51% |
| | 24 | 34,077 | 34,456 | 1.11% |
| | 25 | 31,326 | 34,535 | 10.24% |
| | 26 | 33,384 | 30,030 | -10.05% |
| APR | 27 | 33,554 | | |
| | 28 | 32,727 | | |
| | 29 | 33,986 | | |
| | 30 | 33,638 | | |
| MAY | 31 | 33,338 | | |
| | 32 | 32,817 | | |
| | 33 | 34,395 | | |
| | 34 | 33,734 | | |
| JUN | 35 | 32,479 | | |
| | 36 | 28,948 | | |

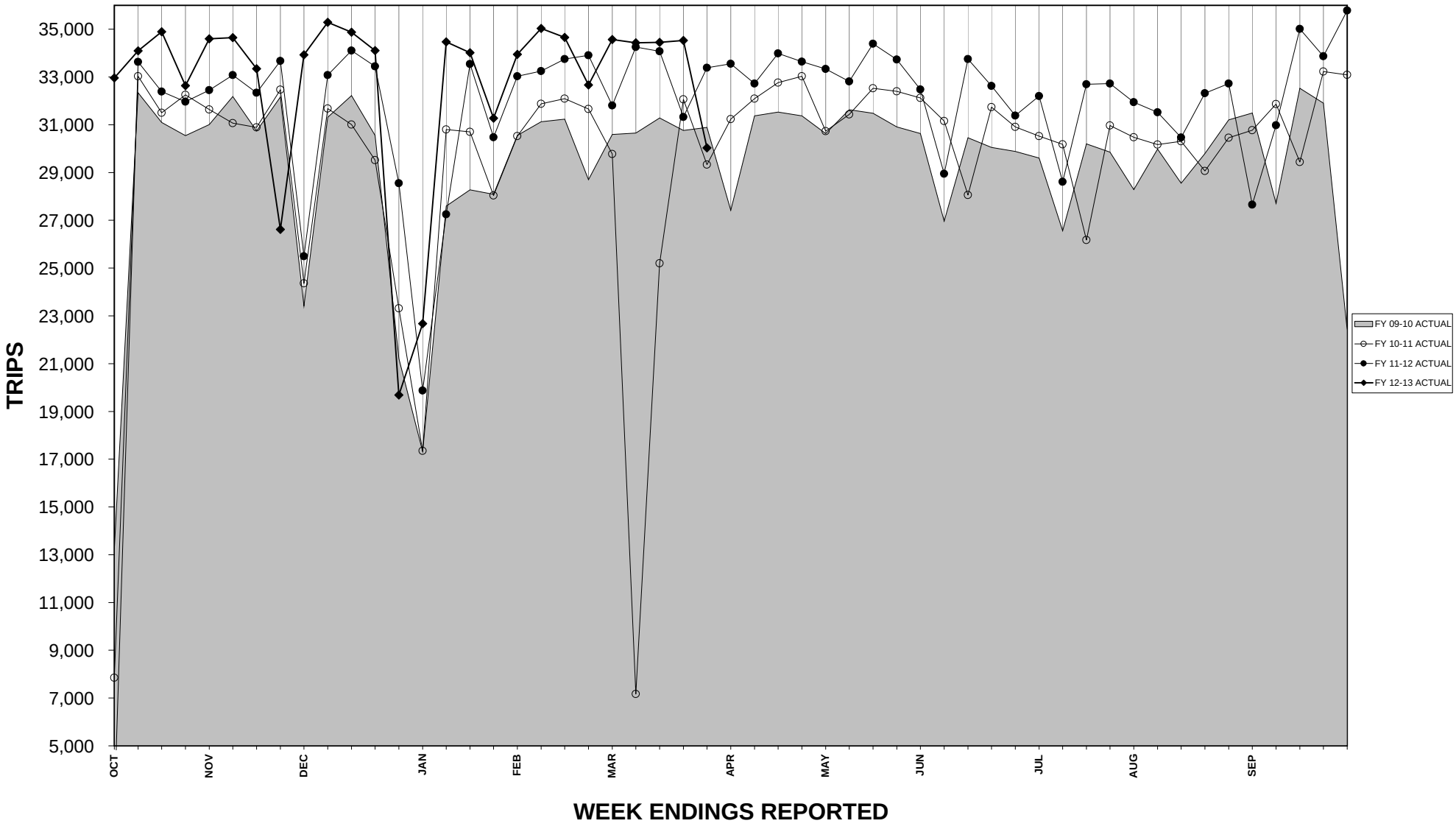
| MONTH | W/E | ACTUAL TRIPS FY 11-12 | ACTUAL TRIPS FY 12-13 | ACTUAL TRIPS INCR/DECR |
|---|---|---|---|---|
| | 37 | 33,755 | | |
| | 38 | 32,625 | | |
| | 39 | 31,383 | | |
| JUL | 40 | 32,201 | | |
| | 41 | 28,617 | | |
| | 42 | 32,694 | | |
| | 43 | 32,724 | | |
| AUG | 44 | 31,946 | | |
| | 45 | 31,522 | | |
| | 46 | 30,469 | | |
| | 47 | 32,318 | | |
| | 48 | 32,727 | | |
| SEP | 49 | 27,652 | | |
| | 50 | 30,982 | | |
| | 51 | 35,018 | | |
| | 52 | 33,874 | | |
| | 53 | 35,786 | | |
| | | | | - |

| | ACTUAL TRIPS FY 11-12 | ACTUAL TRIPS FY 12-13 | ACTUAL TRIPS INCR/DECR |
|---|---|---|---|
| **TOTAL FROM OCT 2012 to 2013** | 796,474 | 848,488 | 6.53% |

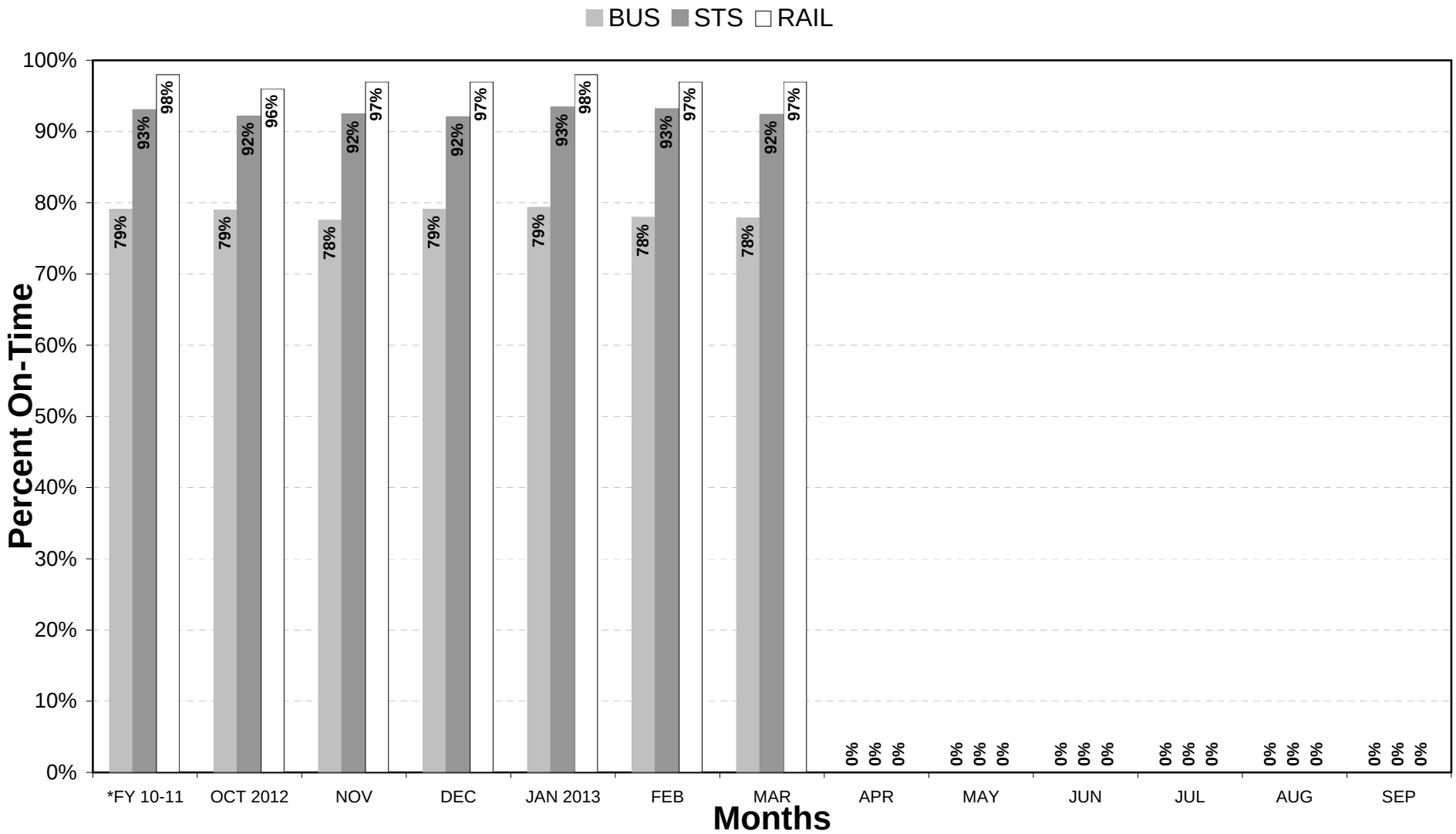
# STS Weekly Ridership Comparison

## March 2013

### FY 09-10THRU FY 12-13



# S.T.S. On-Time Performance
## March 2013



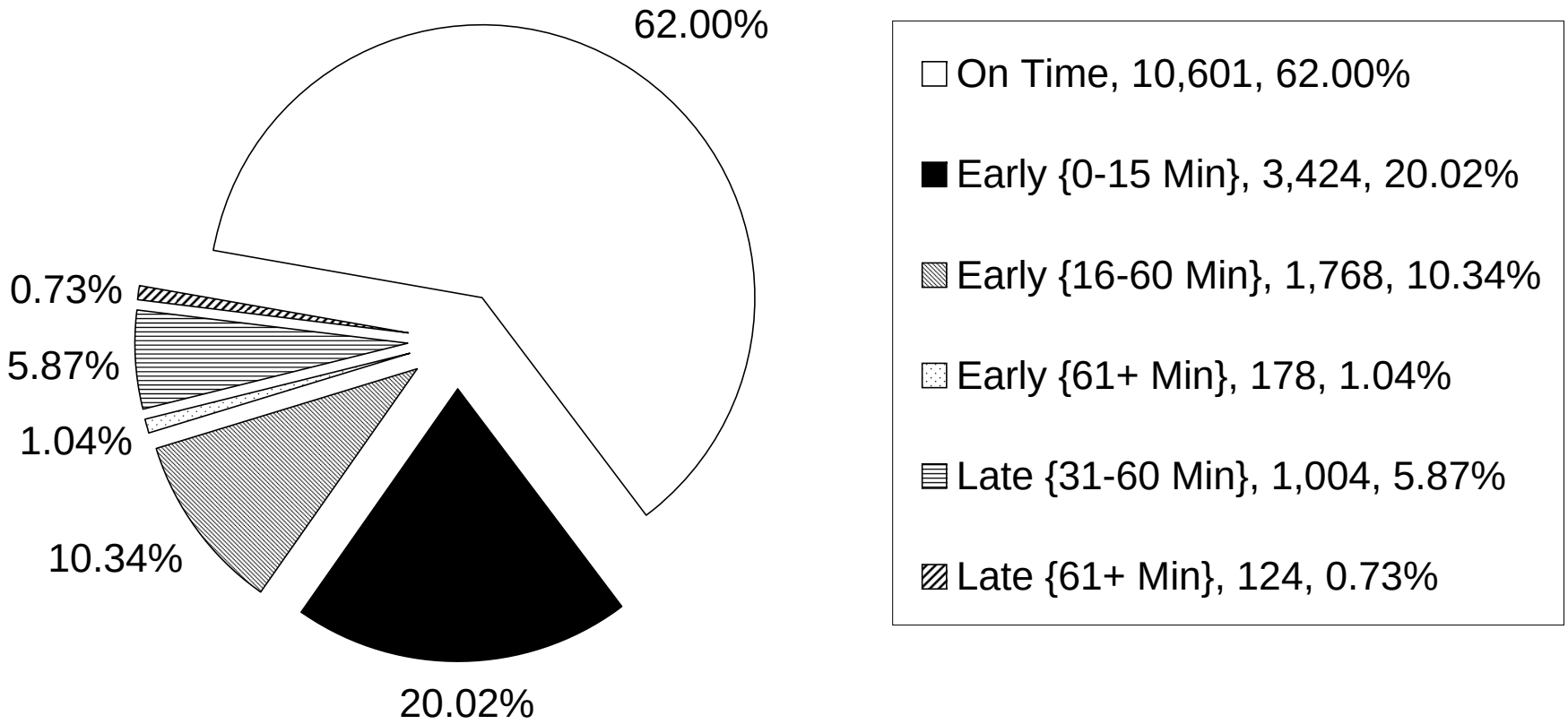

NOTE: FTA RECOMMEDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS. ON-TIME PERFORMANCE IS CALCULATED BY USING ON-TIME, EARLY (0-15) & EARLY (16-60) MINUTES.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

March 2013




NOTE: Total trips taken for W/E: 02/24/13 thru 03/31/13 are 170,318. Of which 17,099 trips were monitored constituting 10.04% of daily trips provided.

# S.T.S. On-Time Performance

## March 2013

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

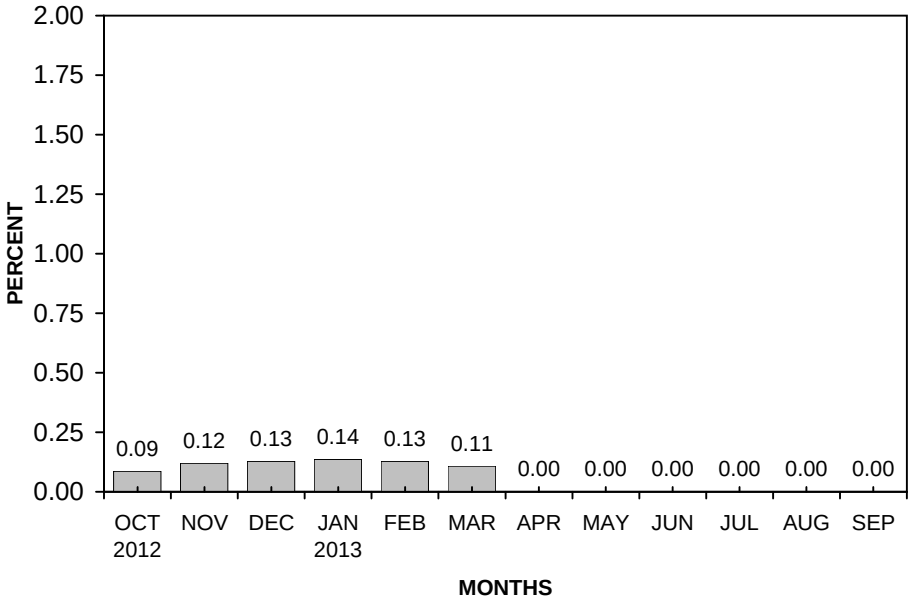
| | OCT 2012 | | Nov | | Dec | | JAN 2013 | | Feb | | Mar | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Records | Percent | Records | Percent | Records | Percent | Records | Percent | Records | Percent | Records | Percent |
| **ON TIME** | **8,495** | **63.81%** | **8,001** | **63.09%** | **9,322** | **62.94%** | **7,295** | **61.85%** | **8,160** | **62.52%** | **10,601** | **62.00%** |
| **EARLY 0-15** | **2,478** | **18.61%** | **2,360** | **18.61%** | **2,822** | **19.05%** | **2,413** | **20.46%** | **2,642** | **20.24%** | **3,424** | **20.02%** |
| **EARLY 16-60** | **1,288** | **9.67%** | **1,359** | **10.72%** | **1,481** | **10.00%** | **1,308** | **11.09%** | **1,353** | **10.37%** | **1,768** | **10.34%** |
| **TOTAL** | **12,261** | **92.09%** | **11,720** | **92.41%** | **13,625** | **91.99%** | **11,016** | **93.40%** | **12,155** | **93.13%** | **15,793** | **92.36%** |
| EARLY | 79 | 0.59% | 113 | 0.89% | 122 | 0.82% | 113 | 0.96% | 133 | 1.02% | 178 | 1.04% |
| EARLY 61+ | 79 | 0.59% | 113 | 0.89% | 122 | 0.82% | 113 | 0.96% | 133 | 1.02% | 178 | 1.04% |
| LATE | 974 | 7.32% | 849 | 6.69% | 1,065 | 7.19% | 666 | 5.65% | 764 | 5.85% | 1,128 | 6.60% |
| LATE 31-60 | 882 | 6.62% | 756 | 5.96% | 963 | 6.50% | 609 | 5.16% | 685 | 5.25% | 1,004 | 5.87% |
| LATE 61+ | 92 | 0.69% | 93 | 0.73% | 102 | 0.69% | 57 | 0.48% | 79 | 0.61% | 124 | 0.73% |

| | Apr | | May | | Jun | | Jul | | Aug | | Sep | | YTD | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Records | Percent | Records | Percent | Records | Percent | Records | Percent | Records | Percent | Records | Percent | Records | Percent |
| **ON TIME** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **51,874** | **62.68%** |
| **EARLY 0-15** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **16,139** | **19.50%** |
| **EARLY 16-60** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **8,557** | **10.34%** |
| **TOTAL** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **0** | **0.00%** | **76,570** | **92.53%** |
| EARLY | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | 738 | 0.89% |
| EARLY 61+ | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 738 | 0.89% |
| LATE | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% | 5,446 | 6.58% |
| LATE 31-60 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 4,899 | 5.92% |
| LATE 61+ | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 547 | 0.66% |

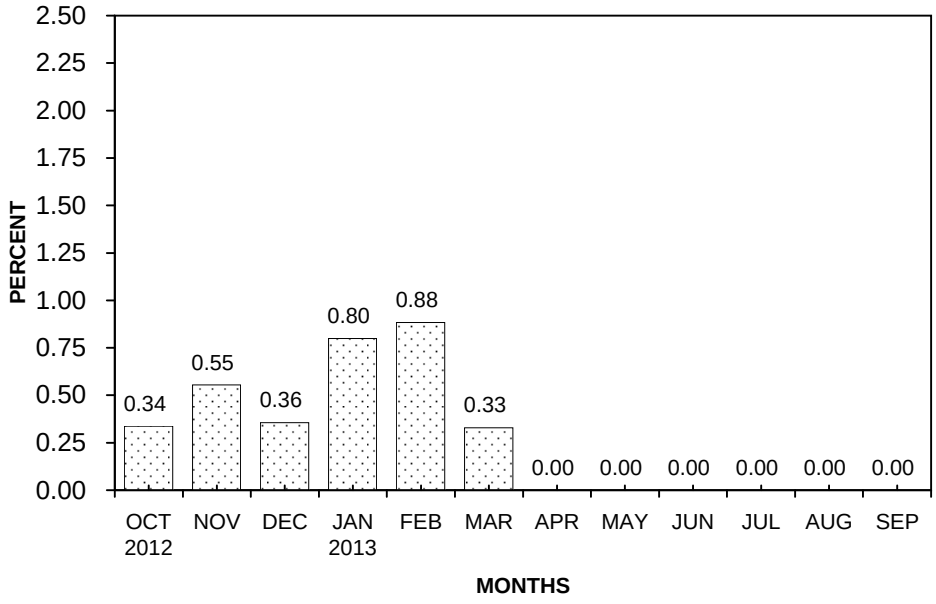
# Special Transportation Service

## Customer Complaints as a Percent of Total Trips
## March 2013

### Customer Complaints




### Late Vehicle Inquiries



# Special Transportation Service

## March 2013

## Customer Service Complaints & Late Vehicle Inquiries

| | OCT 2012 | | NOV | | DEC | | JAN 2013 | | FEB | | MAR | | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | Y.T.D. | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 10/27 | | 10/28 - 11/24 | | 11/25 - 12/29 | | 12/30 - 01/26 | | 01/27 - 02/23 | | 02/24 - 03/31 | | 04/01 - 04/30 | | 05/01 - 05/31 | | 06/01 - 06/30 | | 07/01 - 07/31 | | 08/01 - 08/31 | | 09/01 - 09/30 | | 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)** | 9 | 5 | 20 | 8 | 25 | 16 | 18 | 9 | 18 | 6 | 4 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 94 | 53 |
| **B2 (LATE RETURN)** | 11 | 3 | 12 | 8 | 19 | 9 | 10 | 8 | 7 | 6 | 8 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 67 | 41 |
| **B3 (NEVER PICKED-UP)** | 1 | 1 | 2 | 0 | 8 | 3 | 2 | 2 | 2 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 8 |
| **B4 (LENGTHY ROUTING)** | 24 | 6 | 26 | 11 | 25 | 8 | 22 | 8 | 17 | 16 | 13 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 127 | 56 |
| **B7 (EARLY PICK-UP)** | 1 | 0 | 2 | 0 | 3 | 0 | 1 | 1 | 4 | 1 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 5 |
| **B17 (BACK-UP LATE TRIPS)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **SUB TOTAL** | 46 | 15 | 62 | 27 | 80 | 36 | 53 | 28 | 48 | 29 | 33 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 322 | 163 |
| **Late Pickups {B1,B2,B3,B4,B17 Only} as a % of Total Trips** | 0.02% | 0.03% | 0.04% | 0.05% | 0.04% | 0.07% | 0.03% | 0.06% | 0.03% | 0.04% | 0.01% | 0.04% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.03% | 0.05% |
| | 0.02% | | 0.04% | | 0.05% | | 0.04% | | 0.03% | | 0.02% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.03% | |
| **OTHER COMPLAINTS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **B5 (DISPUTED NO SHOWS)** | 3 | 4 | 3 | 4 | 8 | 11 | 10 | 4 | 13 | 4 | 21 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 58 | 36 |
| **B6 (VEHICLE STANDARDS)** | 0 | 0 | 0 | 0 | 4 | 1 | 2 | 5 | 2 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 10 |
| **B8 (DRIVER COMPLIANCE)** | 14 | 10 | 20 | 8 | 24 | 5 | 16 | 10 | 28 | 12 | 29 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 131 | 52 |
| **B9 (DRIVER CELLPHONE USE)** | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 |
| **B10 (A/C NON-COMPLIANCE)** | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 |
| **B11 (RADIO BROKEN)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **B12 (RADIO MISSING)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| **B13 (IMPROPER W/C TIEDOWNS)** | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| **B14 (NEG. PICKUP TIME CHANGED)** | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| **B18 (RESERVATION ERROR)** | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 4 |
| **B19 (OTHER)** | 14 | 3 | 23 | 3 | 19 | 4 | 30 | 4 | 22 | 7 | 29 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 137 | 33 |
| **B23 (PHONE DIFFICULTIES)** | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 |
| **B24 (RUDE STAFF)** | 3 | 0 | 2 | 0 | 2 | 1 | 1 | 0 | 1 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 1 |
| **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** | 36 | 18 | 51 | 15 | 61 | 24 | 62 | 24 | 70 | 27 | 89 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 369 | 141 |
| **TOTAL "A.T.S." TRIPS** | 101,762 | 32,841 | 96,861 | 32,358 | 118,291 | 39,597 | 91,791 | 30,646 | 102,810 | 33,510 | 128,279 | 42,039 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 639,794 | 210,991 |
| **TOTAL "A.T.S." COMPLAINTS** | 82 | 33 | 113 | 42 | 141 | 60 | 115 | 52 | 118 | 56 | 122 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 691 | 304 |
| **% COMPLAINTS related to Ttl TRIPS** | 0.08 | 0.10 | 0.12 | 0.13 | 0.12 | 0.15 | 0.13 | 0.17 | 0.11 | 0.17 | 0.10 | 0.15 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.11 | 0.14 |

| **"A.T.S." Combined {Amb + W/C}** | OCT 2012 | | NOV | | DEC | | JAN 2013 | | FEB | | MAR | | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | Y.T.D. | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TOTAL COMPLAINTS vs. TRIPS** | 115 | 134,603 | 155 | 129,219 | 201 | 157,888 | 167 | 122,437 | 174 | 136,320 | 183 | 170,318 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 995 | 850,785 |
| **Customer Complaints as a % of Ttl Trips** | 0.09% | | 0.12% | | 0.13% | | 0.14% | | 0.13% | | 0.11% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.12% | |
| **A.T.S. (FAX)** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **LATE VEHICLE INQUIRIES** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **B1 (LATE PICK-UP)** | 231 | 79 | 300 | 135 | 215 | 96 | 427 | 179 | 491 | 210 | 191 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,855 | 788 |
| **B2 (LATE RETURN)** | 103 | 40 | 179 | 102 | 182 | 68 | 239 | 132 | 335 | 165 | 191 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,229 | 596 |
| **B3 (NEVER PICKED-UP)** | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 |
| **SUB TOTAL** | 334 | 119 | 479 | 238 | 397 | 164 | 667 | 311 | 828 | 377 | 382 | 179 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,087 | 1,388 |
| **Late Vehicle Inquiries as a % of Total Trips** | 0.33% | 0.36% | 0.49% | 0.74% | 0.34% | 0.41% | 0.73% | 1.01% | 0.81% | 1.13% | 0.30% | 0.43% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.48% | 0.66% |
| | 0.34% | | 0.55% | | 0.36% | | 0.80% | | 0.88% | | 0.33% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.00% | | 0.50% | |

# Special Transportation Service

## March 2013

## Service Incidents

| | OCT 2012 | | NOV | | DEC | | JAN 2013 | | FEB | | MAR | | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | Y.T.D. | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 10/27 | | 10/28 - 11/24 | | 11/25 - 12/29 | | 12/30 - 01/26 | | 01/27 - 02/23 | | 02/24 - 03/31 | | 04/01 - 04/30 | | 05/01 - 05/31 | | 06/01 - 06/30 | | 07/01 - 07/31 | | 08/01 - 08/31 | | 09/01 - 09/30 | | 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 | 3 | 8 | 0 | 6 | 5 | 13 | 4 | 14 | 4 | 10 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 55 | 21 |
| **B21 (INCIDENT CARRIER REPORTED)** | 5 | 6 | 7 | 2 | 3 | 3 | 2 | 4 | 4 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 17 |
| **B22 (COMMENDATIONS)** | 2 | 2 | 2 | 5 | 5 | 3 | 8 | 1 | 19 | 4 | 7 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 43 | 20 |
| **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 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| **B28 (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 ADMINISTRATIVE ISSUES** | 12 | 11 | 17 | 7 | 14 | 11 | 25 | 9 | 38 | 9 | 19 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 125 | 58 |
| **% COMPLAINTS related to Ttl TRIPS** | 0.01 | 0.03 | 0.02 | 0.02 | 0.01 | 0.03 | 0.03 | 0.03 | 0.04 | 0.03 | 0.01 | 0.03 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.02 | 0.03 |
| **CLIENTS** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **C4 (UNRULY BEHAVIOUR)** | 10 | 3 | 5 | 4 | 9 | 0 | 5 | 1 | 7 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 9 |
| **C7 (OTHER)** | 1 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| **C10 (FARE NOT PAID)** | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| **C11 (INVALID LENGTHLY ROUTING)** | 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** | 12 | 5 | 6 | 4 | 9 | 0 | 6 | 1 | 8 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 45 | 12 |
| **% COMPLAINTS related to Ttl TRIPS** | 0.01 | 0.02 | 0.01 | 0.01 | 0.01 | 0.00 | 0.01 | 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 | 0.00 | 0.00 | 0.01 | 0.01 |
| **MDT** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **M04 (ADMINISTRATIVE) *** | 2 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 10 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 2 |
| **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 |
| **M22 (COMMENDATIONS)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 |
| **M23 (PHONE DIFFICULTIES)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **M24 (RUDE STAFF)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **TOTAL "MDT" COMPLAINTS** | 2 | 0 | 1 | 0 | 3 | 0 | 0 | 1 | 12 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 | 3 |
| **% COMPLAINTS related to Ttl TRIPS** | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 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 | 0.00 | 0.00 | 0.00 | 0.00 |
| **TOTAL "A.T.S." TRIPS** | 101,762 | 32,841 | 96,861 | 32,358 | 118,291 | 39,597 | 91,791 | 30,646 | 102,810 | 33,510 | 128,279 | 42,039 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 639,794 | 210,991 |
| **TOTAL OF "ALL" COMPLAINTS:** | 96 | 38 | 120 | 46 | 153 | 60 | 121 | 54 | 138 | 58 | 127 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 755 | 319 |
| **% COMPLAINTS related to Ttl TRIPS** | 0.09 | 0.12 | 0.12 | 0.14 | 0.13 | 0.15 | 0.13 | 0.18 | 0.13 | 0.17 | 0.10 | 0.15 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.12 | 0.15 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **B20 (ACCIDENT CARRIER REPORTED)** | 4 | 6 | 8 | 10 | 8 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 41 |

# Special Transportation Service

March 2013

% of Total Customer Complaints received by Carriers

NOTE: (1) Carrier Complaint Information is provided by the County.
Percentage of Complaint vs Trips by Provider.

# Special Transportation Service

## March 2013

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

| | | HND | | | ITIS | | | MMS | | | SNL | | | 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 2012 | 10/01 - 10/27 | 21 | 15,673 | 0.00% | 0 | 3,274 | 0.00% | 29 | 24,289 | 0.12% | 42 | 56,675 | 0.07% | 23 | 34,692 | 0.07% |
| NOV | 10/28 - 11/24 | 29 | 3,973 | 0.00% | 0 | 3,114 | 0.00% | 29 | 23,551 | 0.12% | 78 | 65,147 | 0.12% | 18 | 33,434 | 0.05% |
| DEC | 11/25 - 12/29 | 0 | 0 | 0.00% | 1 | 3,774 | 0.03% | 21 | 29,250 | 0.07% | 156 | 84,239 | 0.19% | 23 | 40,625 | 0.06% |
| JAN 2013 | 12/30 - 01/26 | 0 | 0 | 0.00% | 0 | 2,834 | 0.00% | 15 | 22,788 | 0.07% | 134 | 65,208 | 0.21% | 15 | 31,607 | 0.05% |
| FEB | 01/27 - 02/23 | 0 | 0 | 0.00% | 7 | 3,847 | 0.18% | 13 | 24,927 | 0.05% | 122 | 72,322 | 0.17% | 32 | 35,224 | 0.09% |
| MAR | 02/24 - 03/31 | 0 | 0 | 0.00% | 4 | 7,497 | 0.05% | 15 | 27,886 | 0.05% | 141 | 91,389 | 0.15% | 23 | 43,546 | 0.05% |
| APR | 04/01 - 04/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| MAY | 05/01 - 05/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| JUN | 06/01 - 06/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| JUL | 07/01 - 07/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| AUG | 08/01 - 08/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| SEP | 09/01 - 09/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |

| | | A.T.S. {Administrative} | | | TOTAL | |
|---|---|---|---|---|---|---|
| MONTH | W/E | Admin. Complaints | Ttl Trips Billed | % of Complaints | A.T.S Complaints | % of Complaints |
| OCT 2012 | 10/01 - 10/27 | 0 | 134,603 | 0.00% | 115 | 0.09% |
| NOV | 10/28 - 11/24 | 1 | 129,219 | 0.00% | 155 | 0.12% |
| DEC | 11/25 - 12/29 | 0 | 157,888 | 0.00% | 201 | 0.13% |
| JAN 2013 | 12/30 - 01/26 | 3 | 122,437 | 0.00% | 167 | 0.14% |
| FEB | 01/27 - 02/23 | 0 | 136,320 | 0.00% | 174 | 0.13% |
| MAR | 02/24 - 03/31 | 0 | 170,318 | 0.00% | 183 | 0.11% |
| APR | 04/01 - 04/30 | 0 | 0 | 0.00% | 0 | 0.00% |
| MAY | 05/01 - 05/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| JUN | 06/01 - 06/30 | 0 | 0 | 0.00% | 0 | 0.00% |
| JUL | 07/01 - 07/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| AUG | 08/01 - 08/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| SEP | 09/01 - 09/30 | 0 | 0 | 0.00% | 0 | 0.00% |

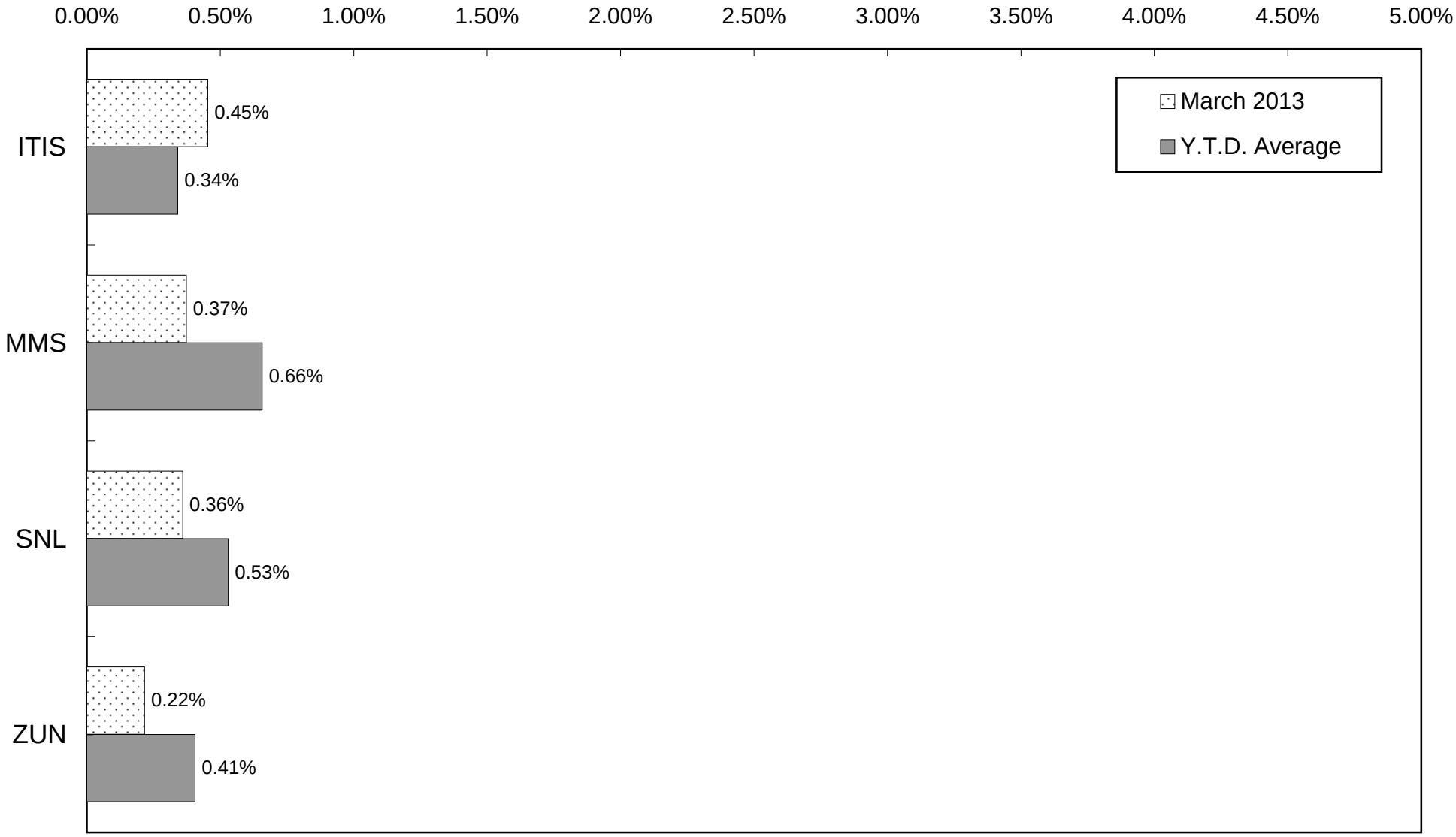
HND = Handivan
ITIS = iTransport Services
MMS = Minority Mobile Systems
SNL = Super Nice Limo
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.

# Special Transportation Service

March 2013

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

## March 2013

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

| | | HND | | | ITIS | | | MMS | | | SNL | | | 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 2012 | 10/01 - 10/27 | 114 | 15,673 | 0.73% | 5 | 3,274 | 0.15% | 137 | 24,289 | 0.56% | 105 | 56,675 | 0.19% | 92 | 34,692 | 0.27% |
| NOV | 10/28 - 11/24 | 140 | 3,973 | 3.52% | 7 | 3,114 | 0.22% | 170 | 23,551 | 0.72% | 262 | 65,147 | 0.40% | 138 | 33,434 | 0.41% |
| DEC | 11/25 - 12/29 | 0 | 0 | 0.00% | 4 | 3,774 | 0.11% | 114 | 29,250 | 0.39% | 379 | 84,239 | 0.45% | 64 | 40,625 | 0.16% |
| JAN 2013 | 12/30 - 01/26 | 0 | 0 | 0.00% | 10 | 2,834 | 0.35% | 202 | 22,788 | 0.89% | 560 | 65,208 | 0.86% | 206 | 31,607 | 0.65% |
| FEB | 01/27 - 02/23 | 0 | 0 | 0.00% | 29 | 3,847 | 0.75% | 251 | 24,927 | 1.01% | 667 | 72,322 | 0.92% | 258 | 35,224 | 0.73% |
| MAR | 02/24 - 03/31 | 0 | 0 | 0.00% | 34 | 7,497 | 0.45% | 104 | 27,886 | 0.37% | 329 | 91,389 | 0.36% | 94 | 43,546 | 0.22% |
| APR | 04/01 - 04/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| MAY | 05/01 - 05/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| JUN | 06/01 - 06/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| JUL | 07/01 - 07/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| AUG | 08/01 - 08/31 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| SEP | 09/01 - 09/30 | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0 | 0.00% |

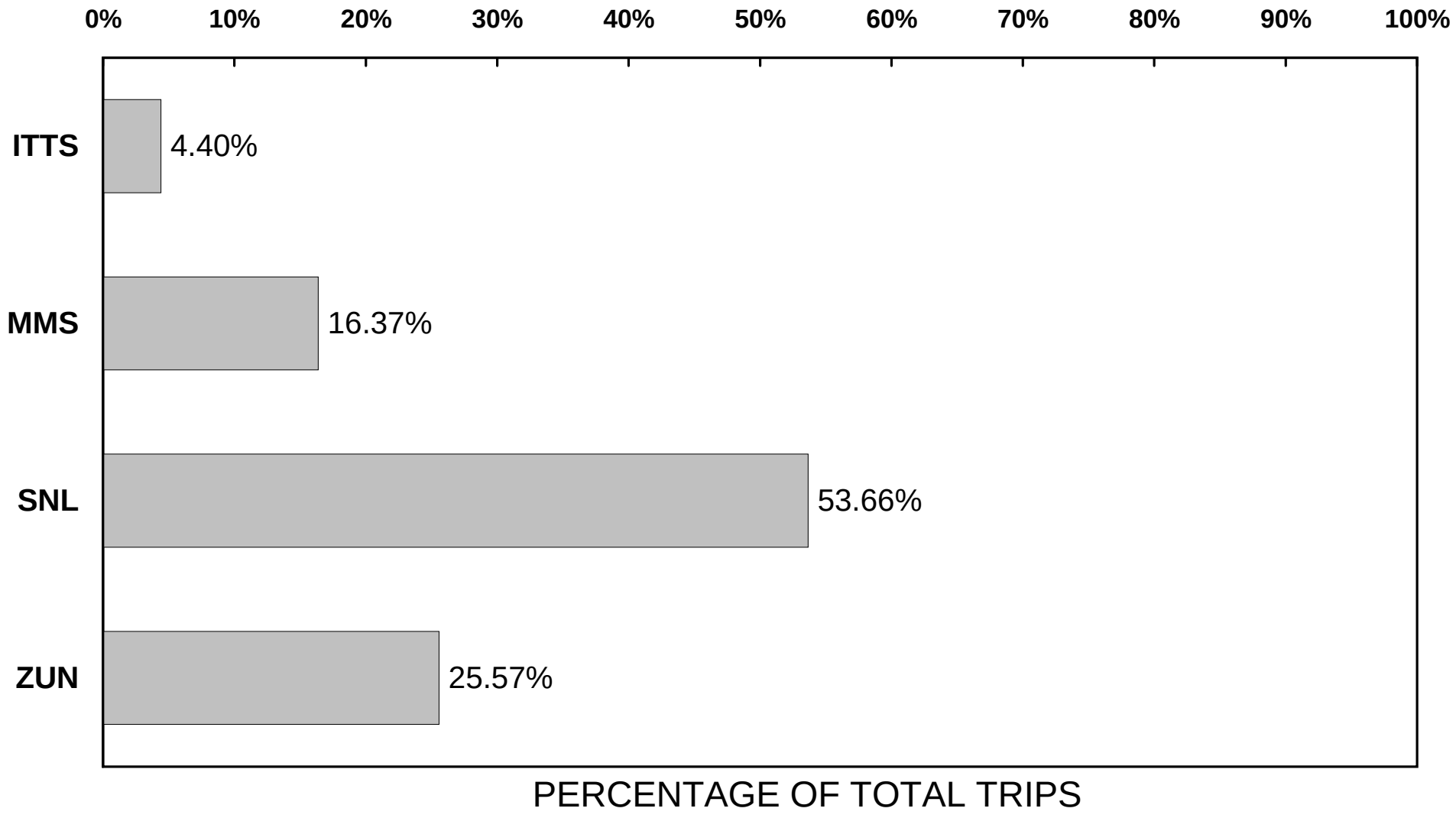
| | | A.T.S. {Administrative} | | | TOTAL | |
|---|---|---|---|---|---|---|
| MONTH | W/E | Admin. Complaints | Ttl Trips Billed | % of Complaints | Late Vehicle Complaints | % of Complaints |
| OCT 2012 | 10/01 - 10/27 | 0 | 134,603 | 0.00% | 453 | 0.34% |
| NOV | 10/28 - 11/24 | 0 | 129,219 | 0.00% | 717 | 0.55% |
| DEC | 11/25 - 12/29 | 0 | 157,888 | 0.00% | 561 | 0.36% |
| JAN 2013 | 12/30 - 01/26 | 0 | 122,437 | 0.00% | 978 | 0.80% |
| FEB | 01/27 - 02/23 | 0 | 136,320 | 0.00% | 1,205 | 0.88% |
| MAR | 02/24 - 03/31 | 0 | 170,318 | 0.00% | 561 | 0.33% |
| APR | 04/01 - 04/30 | 0 | 0 | 0.00% | 0 | 0.00% |
| MAY | 05/01 - 05/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| JUN | 06/01 - 06/30 | 0 | 0 | 0.00% | 0 | 0.00% |
| JUL | 07/01 - 07/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| AUG | 08/01 - 08/31 | 0 | 0 | 0.00% | 0 | 0.00% |
| SEP | 09/01 - 09/30 | 0 | 0 | 0.00% | 0 | 0.00% |

HND = Handivan
ITIS = iTransport Services
MMS = Minority Mobile Systems
SNL = Super Nice Limo
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.

# Monthly Comparison of STS Trips by Carriers

March 2013



# Special Transportation Service

## Distribution of Brokered Trips
## March 2013
## (by Carriers)

**MONTHLY TOTALS**

| CARRIER | TOTAL VEHICLE HOURS | NO. OF TRIPS | | | | | LOAD FACTOR | % TOTAL TRIPS | MILES | MILES PER TRIP |
|---|---|---|---|---|---|---|---|---|---|---|
| | | AMB | % AMB | W/C | % W/C | TOTAL | | | | |
| ITTS | 4,720.80 | 4,420 | 58.96% | 3,077 | 41.04% | 7,497 | 1.59 | 4.40% | 63,103 | 8 |
| MMS | 17,857.90 | 23,595 | 84.61% | 4,291 | 15.39% | 27,886 | 1.56 | 16.37% | 238,304 | 9 |
| SNL | 58,703.70 | 66,739 | 73.03% | 24,650 | 26.97% | 91,389 | 1.56 | 53.66% | 811,949 | 9 |
| ZUN | 28,145.10 | 33,525 | 76.99% | 10,021 | 23.01% | 43,546 | 1.55 | 25.57% | 433,947 | 10 |
| TOTALS: | 109,427.50 | 128,279 | 75.32% | 42,039 | 24.68% | 170,318 | 1.56 | 100.00% | 1,547,303 | 9 |

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

**SOURCE: A.T.S. BILLING INVOICE**

# Special Transportation Service

## Distribution of Brokered Trips

## March 2013

## SUMMARY

### (by Carriers)

| CARRIERS | OCT 2012 | | NOV | | DEC | | JAN 2013 | | FEB | | MAR | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 10/27 | | 10/28 - 11/24 | | 11/25 - 12/29 | | 12/30 - 01/26 | | 01/27 - 02/23 | | 02/24 - 03/31 | |
| | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT |
| **HND** | 15,673 | 11.64% | 3,973 | 3.07% | - | 0.00% | - | 0.00% | - | 0.00% | - | 0.00% |
| **ITTS** | 3,274 | 2.43% | 3,114 | 2.41% | 3,774 | 2.39% | 2,834 | 2.31% | 3,847 | 2.82% | 7,497 | 4.40% |
| **MMS** | 24,289 | 18.04% | 23,551 | 18.23% | 29,250 | 18.53% | 22,788 | 18.61% | 24,927 | 18.29% | 27,886 | 16.37% |
| **SNL** | 56,675 | 42.11% | 65,147 | 50.42% | 84,239 | 53.35% | 65,208 | 53.26% | 72,322 | 53.05% | 91,389 | 53.66% |
| **ZUN** | 34,692 | 25.77% | 33,434 | 25.87% | 40,625 | 25.73% | 31,607 | 25.81% | 35,224 | 25.84% | 43,546 | 25.57% |
| **TOTAL** | **134,603** | **100.00%** | **129,219** | **100.00%** | **157,888** | **100.00%** | **122,437** | **100.00%** | **136,320** | **100.00%** | **170,318** | **100.00%** |

| CARRIERS | APR | | MAY | | JUN | | JUL | | AUG | | SEP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 04/01 - 04/30 | | 05/01 - 05/31 | | 06/01 - 06/30 | | 07/01 - 07/31 | | 08/01 - 08/31 | | 09/01 - 09/30 | |
| | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT | TRIPS | PERCENT |
| **HND** | - | | - | | - | | - | | - | | - | |
| **ITTS** | - | | - | | - | | - | | - | | - | |
| **MMS** | - | | - | | - | | - | | - | | - | |
| **SNL** | - | | - | | - | | - | | - | | - | |
| **ZUN** | - | | - | | - | | - | | - | | - | |
| **TOTAL** | **-** | **0.00%** | **-** | **0.00%** | **-** | **0.00%** | **-** | **0.00%** | **-** | **0.00%** | **-** | **0.00%** |

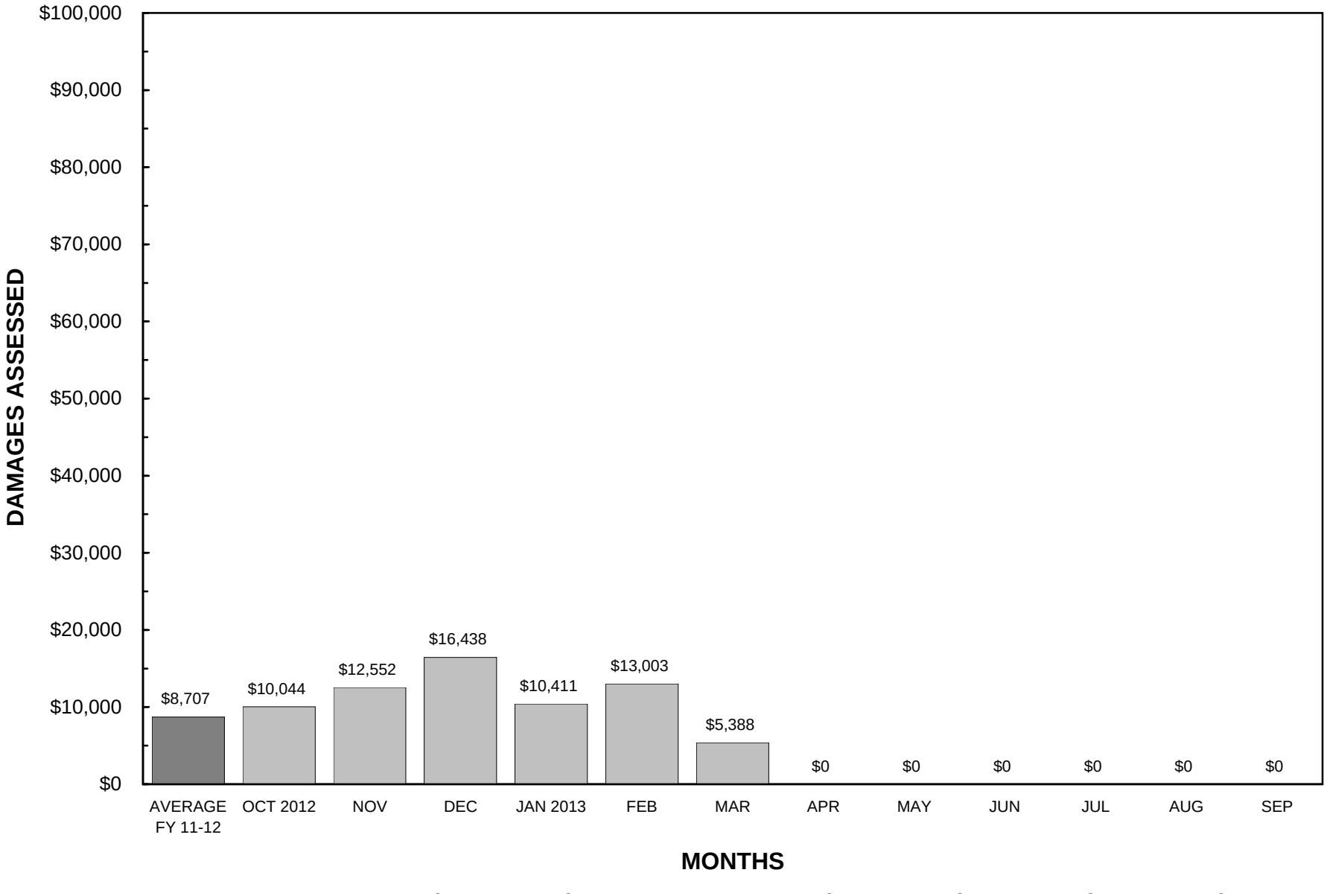
| CARRIERS | Y.T.D. | |
|---|---|---|
| | TRIPS | PERCENT |
| **HND** | 19,646 | 2.31% |
| **ITTS** | 24,340 | 2.86% |
| **MMS** | 152,691 | 17.95% |
| **SNL** | 434,980 | 51.13% |
| **ZUN** | 219,128 | 25.76% |
| **TOTAL** | **850,785** | **100.00%** |

**SOURCE: A.T.S. BILLING INVOICE**

# Special Transportation Service

Liquidated Damages

March 2013



# Special Transportation Service

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

## March 2013

## Liquidated Damages

| | OCT 2012 | NOV | DEC | JAN 2013 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | Y.T.D. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LIQUIDATED DAMAGES** | | | | | | | | | | | | | |
| MONTHLY | $ 10,498.55 | $ 13,013.74 | $ 16,854.97 | $ 9,931.38 | $ 12,251.86 | $ 5,123.38 | $ - | $ - | $ - | $ - | $ - | $ - | $ 67,673.88 |
| **ON-TIME PERFORMANCE** | $ 10,498.55 | $ 13,013.74 | $ 16,854.97 | $ 9,931.38 | $ 12,251.86 | $ 5,123.38 | $ - | $ - | $ - | $ - | $ - | $ - | $ 67,673.88 |
| ASA / ABANDONED RATE | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| HOLD TIME | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **CALL TAKING STANDARDS** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| MONTHLY | $ 499.80 | $ 481.95 | $ 535.50 | $ 464.10 | $ 606.90 | $ 142.80 | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,731.05 |
| **LENGTHY ROUTING** | $ 499.80 | $ 481.95 | $ 535.50 | $ 464.10 | $ 606.90 | $ 142.80 | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,731.05 |
| BACKUP BY COUNTY | | | | | | | | | | | | | |
| MONTHLY | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **DELINQUENT COMPLAINT RESPONSES** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| SYSTEM SAFETY | | | | | | | | | | | | | |
| MONTHLY | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| INVOICING | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| CHANGE OF NEGOTIATED TIME | $ 7.81 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 7.81 |
| INOPERABLE RADIO | $ - | $ - | $ - | $ - | $ 24.39 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 24.39 |
| DRIVER PLAYING RADIO | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| DRIVER EARLY | $ 7.81 | $ 15.62 | $ 23.43 | $ 15.62 | $ 39.05 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 101.53 |
| INOPERABLE AIR CONDITIONER | $ - | $ 24.39 | $ 24.39 | $ - | $ 73.17 | $ 121.95 | $ - | $ - | $ - | $ - | $ - | $ - | $ 243.90 |
| USE OF CELL PHONE | $ - | $ 16.16 | $ - | $ - | $ 8.08 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 24.24 |
| UNAUTHORIZED CHAUFFEUR | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| UNAUTHORIZED DRIVER | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| IMPROPER W/C TIEDOWN | $ 30.39 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 30.39 |
| ROUTE PERFORMANCE UPDATE | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **REPORTING** | $ 46.01 | $ 56.17 | $ 47.82 | $ 15.62 | $ 144.69 | $ 121.95 | $ - | $ - | $ - | $ - | $ - | $ - | $ 432.26 |
| LATE ACCIDENT REPORTS | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| LATE INCIDENT REPORTS | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| MANIFEST REVIEW | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| CUSTOMER COMPLAINTS (ALL OTHER) | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **SUB-TOTAL** | $ 11,044.36 | $ 13,551.86 | $ 17,438.29 | $ 10,411.10 | $ 13,003.45 | $ 5,388.13 | $ - | $ - | $ - | $ - | $ - | $ - | $ 70,837.19 |
| LIQUIDATED DAMAGES (WAIVED) | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| MANIFEST REVIEW (WAIVED) | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **BONUSES** | | | | | | | | | | | | | |
| MISSED TRIP | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| ON-TIME PERFORMANCE | $ (1,000.00) | $ (1,000.00) | $ (1,000.00) | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ (3,000.00) |
| CALL TAKING STANDARDS | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| COMPLAINT RATIO | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **SUB-TOTAL** | $ (1,000.00) | $ (1,000.00) | $ (1,000.00) | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ (3,000.00) |
| **GRAND TOTAL** | $ 10,044.36 | $ 12,551.86 | $ 16,438.29 | $ 10,411.10 | $ 13,003.45 | $ 5,388.13 | $ - | $ - | $ - | $ - | $ - | $ - | $ 67,837.19 |

NOTE: This report reflects LD'S & Performace Incentives from previous month as reported by Accounts Payable Division.

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

## March 2013

| October 2012 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 10/06/2012 | 24,863 | 8,100 | 32,963 | $ 895,671.00 | $ (84,192.50) | - | - | - | $ - | $ - | $ - | 24,863 | 8,100 | 32,963 | $ 895,671.00 | $ (84,192.50) | $ - | $ - | $ - | $ (36,195.57) | $ 775,282.93 |
| 10/13/2012 | 25,691 | 8,410 | 34,101 | $ 926,912.64 | $ (87,347.50) | - | - | - | $ - | $ - | $ - | 25,691 | 8,410 | 34,101 | $ 926,912.64 | $ (87,347.50) | $ - | $ - | $ - | $ 23,781.40 | $ 863,346.54 |
| 10/20/2012 | 26,460 | 8,438 | 34,898 | $ 946,800.30 | $ (89,225.00) | - | - | - | $ - | $ - | $ - | 26,460 | 8,438 | 34,898 | $ 946,800.30 | $ (89,225.00) | $ - | $ - | $ - | $ (12,910.88) | $ 844,664.42 |
| 10/27/2012 | 24,748 | 7,893 | 32,641 | $ 885,574.35 | $ (83,415.00) | - | - | - | $ - | $ - | $ - | 24,748 | 7,893 | 32,641 | $ 885,574.35 | $ (83,415.00) | $ - | $ - | $ - | $ (6,026.65) | $ 796,132.70 |
| | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **TOTAL** | 101,762 | 32,841 | 134,603 | $ 3,654,958.29 | $ (344,180.00) | - | - | - | $ - | $ - | $ - | 101,762 | 32,841 | 134,603 | $ 3,654,958.29 | $ (344,180.00) | $ - | $ - | $ - | $ (31,351.70) | $ 3,279,426.59 |

| November 2012 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 11/03/2012 | 25,985 | 8,615 | 34,600 | $ 941,339.44 | $ (88,592.50) | - | - | - | $ - | $ - | $ - | 25,985 | 8,615 | 34,600 | $ 941,339.44 | $ (88,592.50) | $ - | $ - | $ - | $ (6,416.51) | $ 846,330.43 |
| 11/10/2012 | 26,040 | 8,606 | 34,646 | $ 942,375.43 | $ (88,577.50) | - | - | - | $ - | $ - | $ - | 26,040 | 8,606 | 34,646 | $ 942,375.43 | $ (88,577.50) | $ - | $ - | $ - | $ (6,413.94) | $ 847,383.99 |
| 11/17/2012 | 25,227 | 8,122 | 33,349 | $ 905,391.86 | $ (85,525.00) | - | - | - | $ - | $ - | $ - | 25,227 | 8,122 | 33,349 | $ 905,391.86 | $ (85,525.00) | $ - | $ - | $ - | $ (6,169.91) | $ 813,696.95 |
| 11/24/2012 | 19,609 | 7,015 | 26,624 | $ 728,407.83 | $ (68,740.00) | - | - | - | $ - | $ - | $ - | 19,609 | 7,015 | 26,624 | $ 728,407.83 | $ (68,740.00) | $ - | $ - | $ - | $ (4,947.51) | $ 654,720.32 |
| | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **TOTAL** | 96,861 | 32,358 | 129,219 | $ 3,517,514.56 | $ (331,435.00) | - | - | - | $ - | $ - | $ - | 96,861 | 32,358 | 129,219 | $ 3,517,514.56 | $ (331,435.00) | $ - | $ - | $ - | $ (23,947.87) | $ 3,162,131.69 |

| December 2012 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 12/01/2012 | 25,602 | 8,326 | 33,928 | $ 921,774.76 | $ (86,815.00) | $ - | $ - | $ - | $ - | $ - | $ - | 25,602 | 8,326 | 33,928 | $ 921,774.76 | $ (86,815.00) | $ (9,233.28) | $ - | $ - | $ (6,262.20) | $ 819,464.28 |
| 12/08/2012 | 26,717 | 8,569 | 35,286 | $ 957,718.72 | $ (90,272.50) | $ - | $ - | $ - | $ - | $ - | $ - | 26,717 | 8,569 | 35,286 | $ 957,718.72 | $ (90,272.50) | $ - | $ - | $ - | $ (16,748.27) | $ 850,697.95 |
| 12/15/2012 | 26,465 | 8,414 | 34,879 | $ 946,080.36 | $ (89,215.00) | $ - | $ - | $ - | $ - | $ - | $ - | 26,465 | 8,414 | 34,879 | $ 946,080.36 | $ (89,215.00) | $ - | $ - | $ - | $ (6,426.49) | $ 850,438.87 |
| 12/22/2012 | 25,676 | 8,429 | 34,105 | $ 927,211.16 | $ (87,385.00) | $ - | $ - | $ - | $ - | $ - | $ - | 25,676 | 8,429 | 34,105 | $ 927,211.16 | $ (87,385.00) | $ - | $ - | $ - | $ (6,298.70) | $ 833,527.46 |
| 12/29/2012 | 13,831 | 5,859 | 19,690 | $ 545,769.69 | $ (50,752.50) | $ - | $ - | $ - | $ - | $ - | $ - | 13,831 | 5,859 | 19,690 | $ 545,769.69 | $ (50,752.50) | $ - | $ - | $ - | $ (3,712.63) | $ 491,304.56 |
| **TOTAL** | 118,291 | 39,597 | 157,888 | $ 4,298,554.69 | $ (404,440.00) | $ - | $ - | $ - | $ - | $ - | $ - | 118,291 | 39,597 | 157,888 | $ 4,298,554.69 | $ (404,440.00) | $ (9,233.28) | $ - | $ - | $ (39,448.29) | $ 3,845,433.12 |

| January 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 01/05/2013 | 16,378 | 6,297 | 22,675 | $ 623,764.72 | $ (58,130.00) | - | - | - | $ - | $ - | $ - | 16,378 | 6,297 | 22,675 | $ 623,764.72 | $ (58,130.00) | $ (19,496.25) | $ - | $ - | $ (4,242.26) | $ 541,896.21 |
| 01/12/2013 | 26,061 | 8,407 | 34,468 | $ 935,903.00 | $ (87,950.00) | - | - | - | $ - | $ - | $ - | 26,061 | 8,407 | 34,468 | $ 935,903.00 | $ (87,950.00) | $ - | $ - | $ - | $ (6,359.65) | $ 841,593.35 |
| 01/19/2013 | 25,752 | 8,262 | 34,014 | $ 923,214.59 | $ (86,865.00) | - | - | - | $ - | $ - | $ - | 25,752 | 8,262 | 34,014 | $ 923,214.59 | $ (86,865.00) | $ (2,885.40) | $ - | $ - | $ (6,272.62) | $ 827,191.57 |
| 01/26/2013 | 23,600 | 7,680 | 31,280 | $ 849,872.72 | $ (79,940.00) | - | - | - | $ - | $ - | $ - | 23,600 | 7,680 | 31,280 | $ 849,872.72 | $ (79,940.00) | $ - | $ - | $ - | $ (5,774.50) | $ 764,158.22 |
| | - | - | - | $ - | $ - | - | - | - | $ - | $ - | | - | - | - | | | $ - | $ - | $ - | $ - | $ - |
| **TOTAL** | 91,791 | 30,646 | 122,437 | $ 3,332,755.03 | $ (312,885.00) | - | - | - | $ - | $ - | $ - | 91,791 | 30,646 | 122,437 | $ 3,332,755.03 | $ (312,885.00) | $ (22,381.65) | $ - | $ - | $ (22,649.03) | $ 2,974,839.35 |

| February 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 02/02/2013 | 25,613 | 8,340 | 33,953 | $ 922,536.84 | $ (86,577.50) | - | - | - | $ - | $ - | $ - | 25,613 | 8,340 | 33,953 | $ 922,536.84 | $ (86,577.50) | $ (42,018.65) | $ - | $ - | $ (6,280.24) | $ 787,660.45 |
| 02/09/2013 | 26,450 | 8,585 | 35,035 | $ 951,716.97 | $ (89,380.00) | - | - | - | $ - | $ - | $ - | 26,450 | 8,585 | 35,035 | $ 951,716.97 | $ (89,380.00) | $ (19,058.89) | $ - | $ - | $ (6,467.53) | $ 836,810.55 |
| 02/16/2013 | 26,029 | 8,633 | 34,662 | $ 943,053.23 | $ (88,357.50) | - | - | - | $ - | $ - | $ - | 26,029 | 8,633 | 34,662 | $ 943,053.23 | $ (88,357.50) | $ (25,679.65) | $ - | $ - | $ (6,410.22) | $ 822,605.86 |
| 02/23/2013 | 24,718 | 7,952 | 32,670 | $ 886,908.88 | $ (83,852.50) | - | - | - | $ - | $ - | $ - | 24,718 | 7,952 | 32,670 | $ 886,908.88 | $ (83,852.50) | $ - | $ - | $ - | $ (6,022.92) | $ 797,033.46 |
| | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **TOTAL** | 102,810 | 33,510 | 136,320 | $ 3,704,215.92 | $ (348,167.50) | - | - | - | $ - | $ - | $ - | 102,810 | 33,510 | 136,320 | $ 3,704,215.92 | $ (348,167.50) | $ (86,757.19) | $ - | $ - | $ (25,180.91) | $ 3,244,110.32 |

| March 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 03/02/2013 | 26,088 | 8,481 | 34,569 | $ 939,165.54 | $ (88,290.00) | - | - | - | $ - | $ - | $ - | 26,088 | 8,481 | 34,569 | $ 939,165.54 | $ (88,290.00) | $ - | $ - | $ - | $ (6,381.57) | $ 844,493.97 |
| 03/09/2013 | 26,138 | 8,293 | 34,431 | $ 933,792.32 | $ (87,865.00) | - | - | - | $ - | $ - | $ - | 26,138 | 8,293 | 34,431 | $ 933,792.32 | $ (87,865.00) | $ (10.54) | $ - | $ - | $ (6,344.45) | $ 839,572.33 |
| 03/16/2013 | 26,093 | 8,363 | 34,456 | $ 935,144.42 | $ (88,047.50) | - | - | - | $ - | $ - | $ - | 26,093 | 8,363 | 34,456 | $ 935,144.42 | $ (88,047.50) | $ (10,044.79) | $ - | $ - | $ (6,353.23) | $ 830,698.90 |
| 03/23/2013 | 26,075 | 8,460 | 34,535 | $ 938,108.47 | $ (88,115.00) | - | - | - | $ - | $ - | $ - | 26,075 | 8,460 | 34,535 | $ 938,108.47 | $ (88,115.00) | $ (25,732.25) | $ - | $ - | $ (6,374.95) | $ 817,886.27 |
| 03/31/2013 | 23,885 | 8,442 | 32,327 | $ 883,639.55 | $ (83,252.50) | - | - | - | $ - | $ - | $ - | 23,885 | 8,442 | 32,327 | $ 883,639.55 | $ (83,252.50) | $ - | $ - | $ - | $ (5,563.46) | $ 794,823.59 |
| **TOTAL** | 128,279 | 42,039 | 170,318 | $ 4,629,850.30 | $ (435,570.00) | - | - | - | $ - | $ - | $ - | 128,279 | 42,039 | 170,318 | $ 4,629,850.30 | $ (435,570.00) | $ (35,787.58) | $ - | $ - | $ (31,017.66) | $ 4,127,475.06 |

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

## March 2013

| April 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 04/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 04/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 04/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 04/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 04/30/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

| May 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | TOTAL PAYMENT |
| 05/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 05/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 05/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 05/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 05/31/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

| June 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 06/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 06/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 06/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 06/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 06/30/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

| July 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 07/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 07/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 07/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 07/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 07/31/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

| August 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 08/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 08/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 08/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 08/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 08/31/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

| September 2013 | 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 | LATEWORK OTHER ADJUSTMENTS | CALL TAKING STANDARDS SERVICES | PROMPT PAYMENT DISCOUNT | GRAND TOTAL PAYMENT |
| 09/07/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 09/14/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 09/21/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 09/28/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| 09/30/2013 | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| TOTAL | - | - | - | $ - | $ - | - | - | - | $ - | $ - | $ - | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| YTD TTL | 639,794 | 210,991 | 850,785 | $ 23,137,848.79 | $ (2,176,677.50) | - | - | - | $ - | $ - | $ - | 639,794 | 210,991 | 850,785 | $ 23,137,848.79 | $ (2,176,677.50) | $ (154,159.70) | $ - | $ - | $ (173,595.46) | $ 20,633,416.13 |

# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

### Based on Complaints Received

**March 2013**

| | | 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** | 168 | **23** | 72 | **17** | 280 |
| **B-2** | **LATE RETURN** | 146 | **45** | 70 | **19** | 280 |
| **B-3** | **NEVER PICKED-UP** | N/A | **0** | N/A | **0** | 0 |

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

| | | |
|---|---|---|
| **TOTAL** | **68** | **36** |

| | |
|---|---|
| **TOTAL ADA VIOLATIONS** | **104** |
| **TOTAL TRIPS BILLED** | **170,318** |
| **PERCENT OF ADA TRIPS DENIAL** | **0.06%** |

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

March 2013

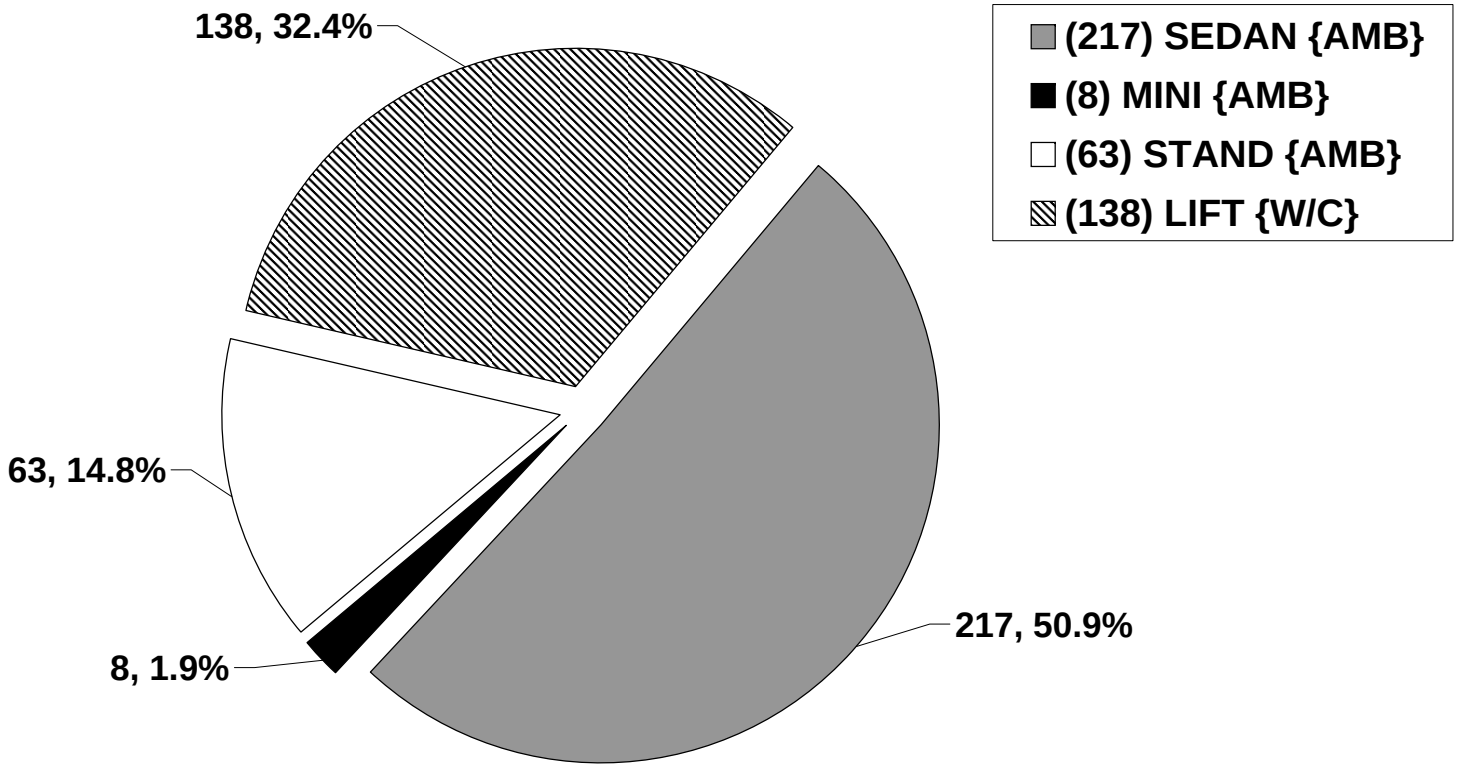
| MONTH | COMPLETED TRIPS | SAMPLE SIZE | | | | SURVEY RESPONSE | | | | | | | | TOTAL CLIENT COMPLAINTS | | | PERCENT CLIENT COMPLAINTS | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | LATE TRIPS | | MISSED TRIPS | | LENGTHY TRIPS | | OTHER | | | | | | | |
| | | 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 2012** | 134,603 | 1,776 | 371 | 2,147 | 1.60% | 4 | 3 | 0 | 0 | 1 | 3 | 1 | 1 | 6 | 7 | 13 | 0.34% | 1.89% | 0.61% |
| **NOV** | 129,219 | 3,071 | 1,401 | 4,472 | 3.46% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **DEC** | 157,888 | 3,713 | 1,589 | 5,302 | 3.36% | 5 | 2 | 0 | 0 | 1 | 0 | 2 | 0 | 8 | 2 | 10 | 0.22% | 0.13% | 0.19% |
| **JAN 2013** | 122,437 | 2,991 | 2,317 | 5,308 | 4.34% | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 3 | 0.07% | 0.04% | 0.06% |
| **FEB** | 136,320 | 1,961 | 849 | 2,810 | 2.06% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **MAR** | 170,318 | 2,976 | 1,387 | 4,363 | 2.56% | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0.03% | 0.00% | 0.02% |
| **APR** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **MAY** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **JUN** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **JUL** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **AUG** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **SEP** | 0 | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% | 0.00% |
| **TOTAL** | 850,785 | 16,488 | 7,914 | 24,402 | 2.87% | 10 | 6 | 0 | 0 | 3 | 3 | 4 | 1 | 17 | 10 | 27 | 0.10% | 0.13% | 0.11% |

# Special Transportation Service

Vehicle Availability

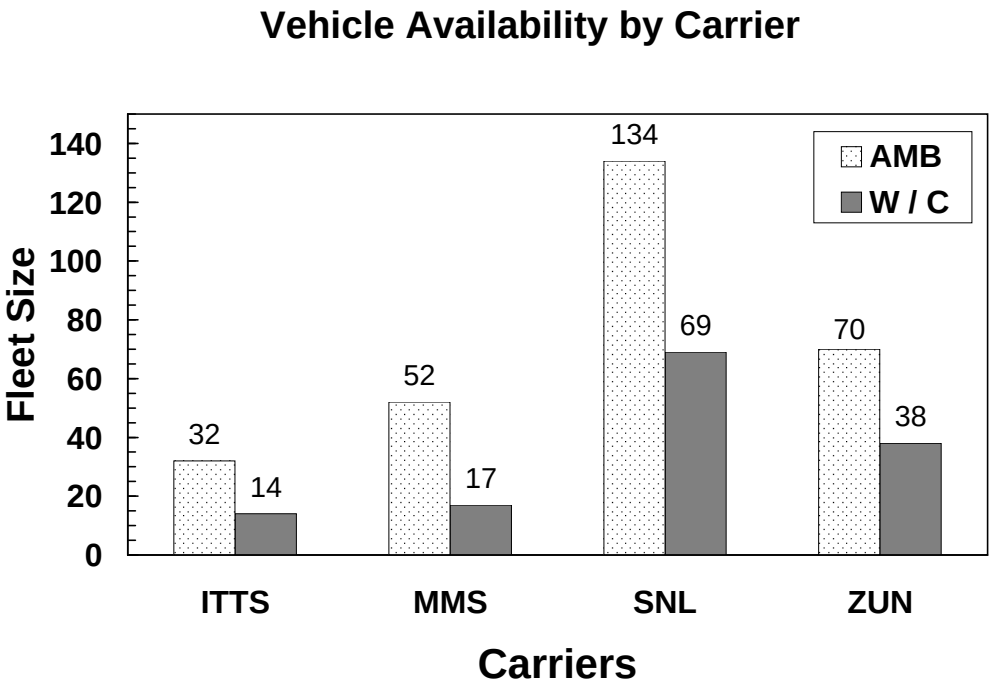
March 2013

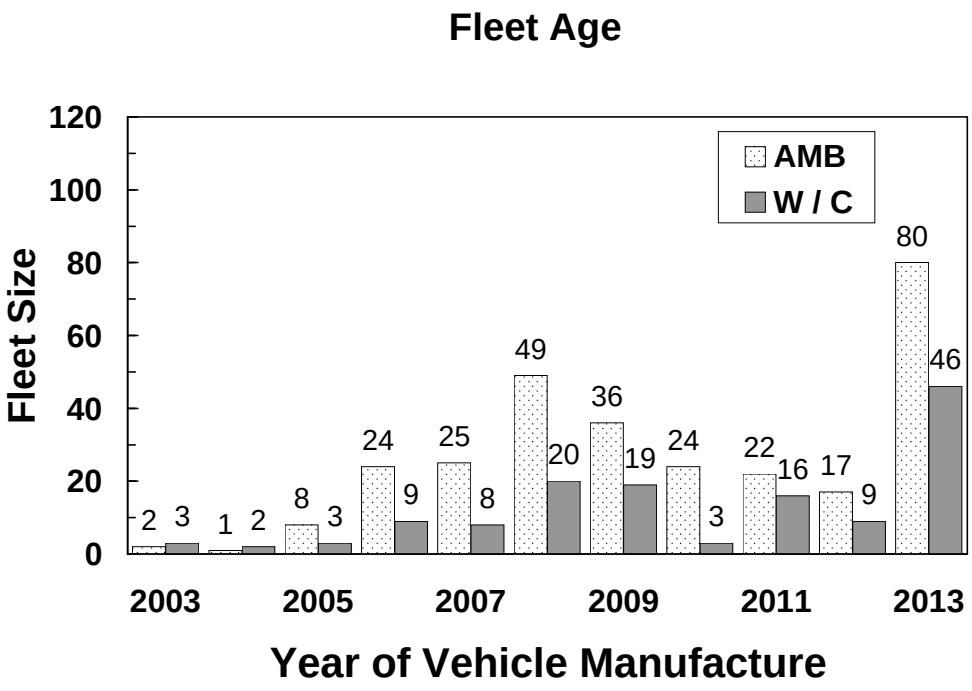
## TOTAL VEHICLES: 426



# Special Transportation Service

March 2013



# Special Transportation Service

## Vehicle Summary

## March 2013

| Fleet Age | Oct 2012 | Nov | Dec | Jan 2013 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2003** | - | - | - | - | 5 | 5 | - | - | - | - | - | - | 2 |
| **2004** | 6 | 6 | 6 | 6 | 5 | 3 | - | - | - | - | - | - | 5 |
| **2005** | 11 | 10 | 10 | 9 | 24 | 11 | - | - | - | - | - | - | 13 |
| **2006** | 55 | 48 | 43 | 42 | 46 | 33 | - | - | - | - | - | - | 45 |
| **2007** | 63 | 63 | 60 | 56 | 36 | 33 | - | - | - | - | - | - | 52 |
| **2008** | 46 | 45 | 41 | 40 | 71 | 69 | - | - | - | - | - | - | 52 |
| **2009** | 72 | 72 | 72 | 71 | 57 | 55 | - | - | - | - | - | - | 67 |
| **2010** | 45 | 52 | 57 | 57 | 27 | 27 | - | - | - | - | - | - | 44 |
| **2011** | 30 | 26 | 26 | 26 | 38 | 38 | - | - | - | - | - | - | 31 |
| **2012** | 32 | 36 | 36 | 37 | 26 | 26 | - | - | - | - | - | - | 32 |
| **2013** | 14 | 17 | 18 | 25 | 44 | 126 | - | - | - | - | - | - | 41 |
| **TOTAL** | 374 | 375 | 369 | 369 | 379 | 426 | - | - | - | - | - | - | 382 |

| AVAILABILITY by CARRIER | Oct 2012 | Nov | Dec | Jan 2013 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HND** | 46 | 45 | - | - | - | - | - | - | - | - | - | - | 15 |
| **ITTS** | 7 | 7 | 7 | 8 | 17 | 46 | - | - | - | - | - | - | 15 |
| **MMS** | 68 | 69 | 69 | 69 | 70 | 69 | - | - | - | - | - | - | 69 |
| **SNL** | 151 | 152 | 190 | 189 | 189 | 203 | - | - | - | - | - | - | 179 |
| **ZUN** | 102 | 102 | 103 | 103 | 103 | 108 | - | - | - | - | - | - | 104 |
| **TOTAL** | 374 | 375 | 369 | 369 | 379 | 426 | - | - | - | - | - | - | 382 |

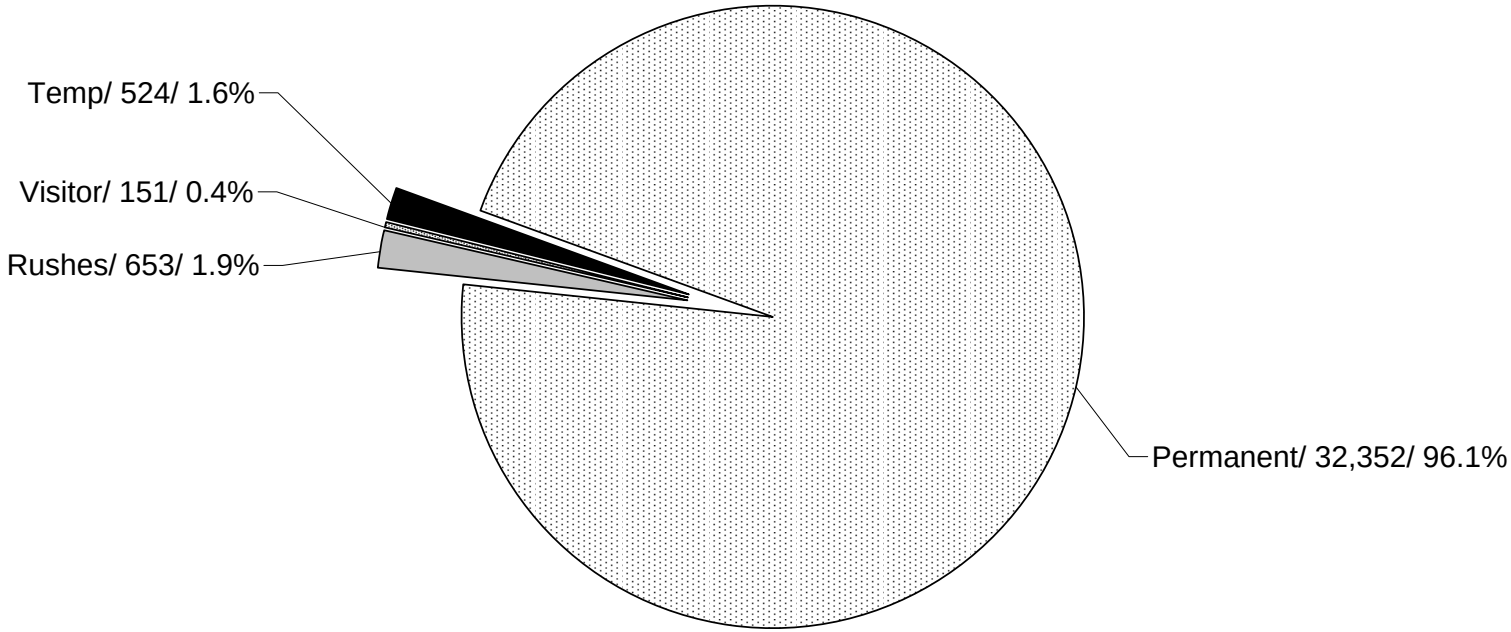
| AVAILABILITY by TYPE | Oct 2012 | Nov | Dec | Jan 2013 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AMB** | 254 | 256 | 251 | 252 | 253 | 288 | - | - | - | - | - | - | 259 |
| **W / C** | 120 | 119 | 118 | 117 | 126 | 138 | - | - | - | - | - | - | 123 |
| **TOTAL** | 374 | 375 | 369 | 369 | 379 | 426 | - | - | - | - | - | - | 382 |

# Special Transportation Service

Current Ridership Population

March 2013

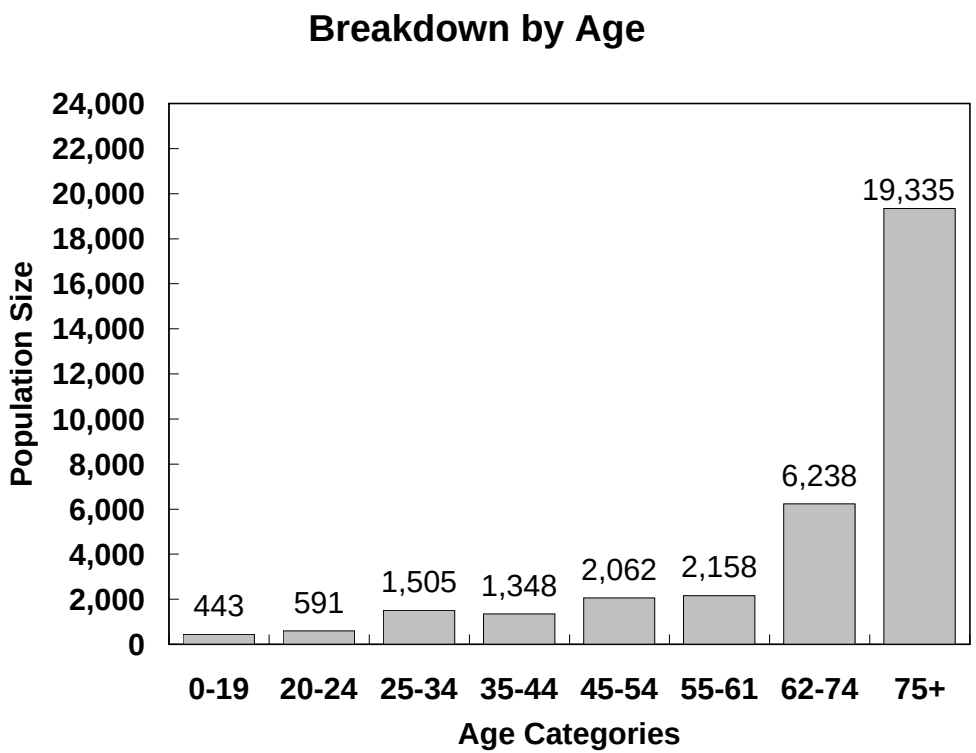
**Total: 33,680**

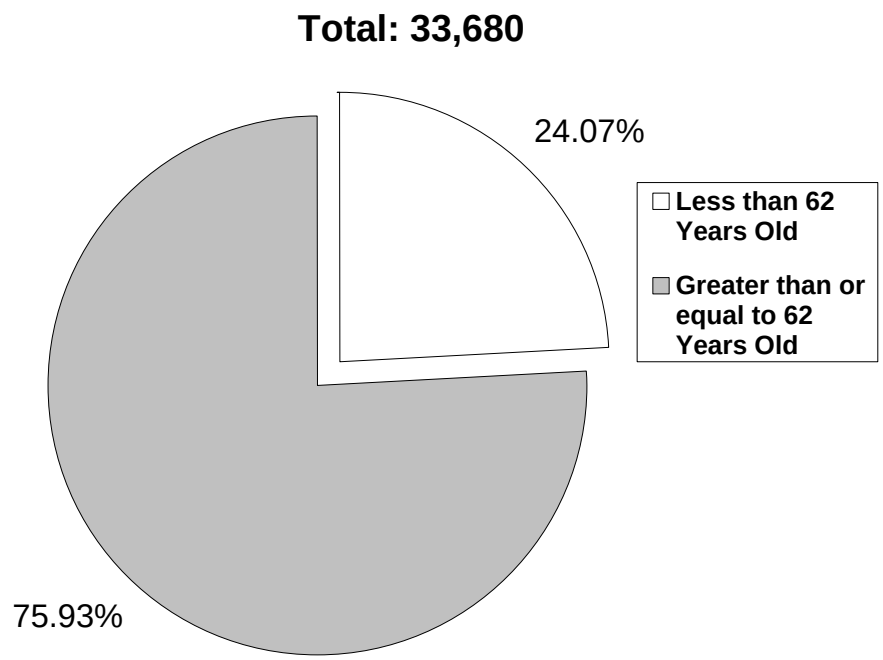


# Special Transportation Service

## Total Client Population
## Authorized for Travel

March 2013



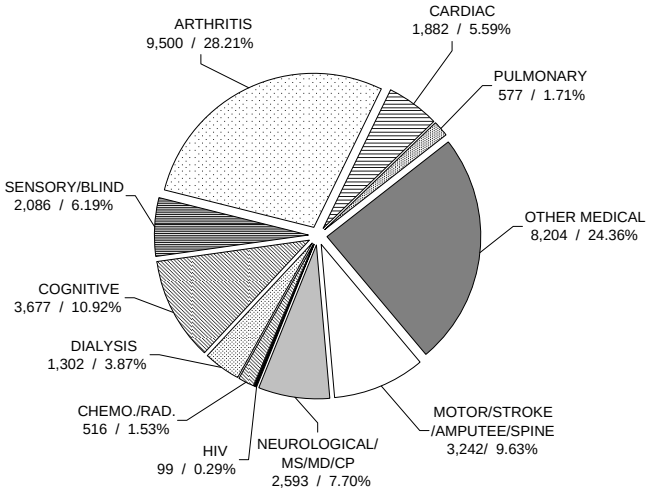
# Special Transportation Service

Population Profile

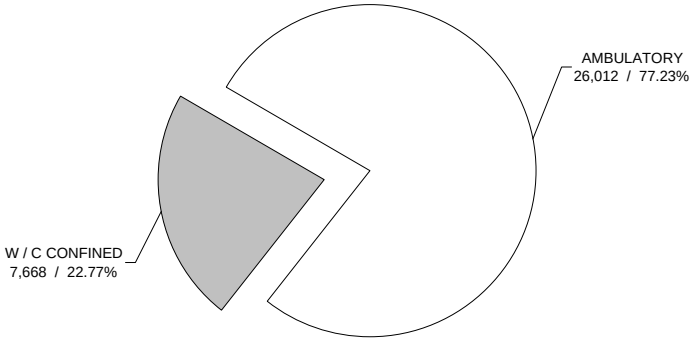
Authorized for Travel

**March 2013**

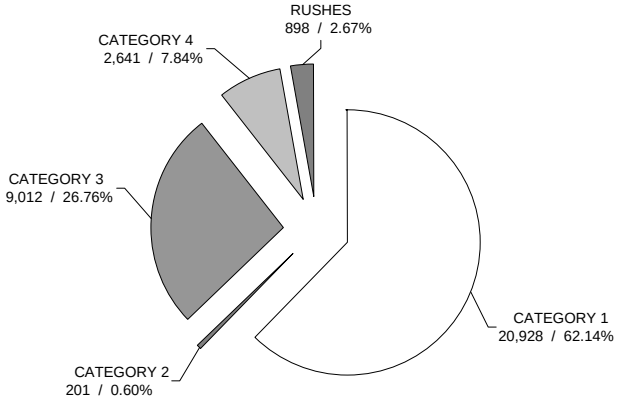
## Disability Type




## 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.

RUSHES - Chemo, Dialysis, Physical Therapy,Radiation & Presumptive Eligibility.

# Special Transportation Service

## Paratransit Certification Processing

## March 2013

### CLIENT POPULATION BREAKDOWN

| Clients by AGE | OCT 2012 | NOV | DEC | Jan 2013 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 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 - 09/29 |
| 0-19 | 430 | 438 | 437 | 434 | 434 | 443 | - | - | - | - | - | - |
| 20-24 | 579 | 584 | 586 | 588 | 586 | 591 | - | - | - | - | - | - |
| 25-34 | 1,489 | 1,499 | 1,509 | 1,512 | 1,498 | 1,505 | - | - | - | - | - | - |
| 35-44 | 1,320 | 1,327 | 1,332 | 1,332 | 1,333 | 1,348 | - | - | - | - | - | - |
| 45-54 | 2,046 | 2,031 | 2,030 | 2,048 | 2,041 | 2,062 | - | - | - | - | - | - |
| 55-61 | 2,104 | 2,116 | 2,102 | 2,124 | 2,119 | 2,158 | - | - | - | - | - | - |
| 62-74 | 6,021 | 6,058 | 6,057 | 6,100 | 6,114 | 6,238 | - | - | - | - | - | - |
| 75+ | 18,446 | 18,540 | 18,765 | 18,817 | 18,937 | 19,335 | - | - | - | - | - | - |
| TOTAL | 32,435 | 32,593 | 32,818 | 32,955 | 33,062 | 33,680 | - | - | - | - | - | - |

| Clients by Disability Type | OCT 2012 | NOV | DEC | Jan 2013 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 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 - 09/29 |
| Motor/Stroke/Amputee/Spine | 3,184 | 3,172 | 3,190 | 3,186 | 3,199 | 3,242 | - | - | - | - | - | - |
| Neurological/MS/MD/CP | 2,542 | 2,555 | 2,573 | 2,568 | 2,564 | 2,593 | - | - | - | - | - | - |
| HIV | 101 | 100 | 100 | 98 | 98 | 99 | - | - | - | - | - | - |
| Chemo./Radiation | 523 | 499 | 457 | 501 | 496 | 516 | - | - | - | - | - | - |
| Dialysis | 1,247 | 1,273 | 1,252 | 1,289 | 1,282 | 1,302 | - | - | - | - | - | - |
| Cognitive | 3,556 | 3,575 | 3,609 | 3,611 | 3,629 | 3,677 | - | - | - | - | - | - |
| Sensory/Blind | 2,035 | 2,043 | 2,060 | 2,058 | 2,059 | 2,086 | - | - | - | - | - | - |
| Arthitis | 8,947 | 9,015 | 9,139 | 9,229 | 9,304 | 9,500 | - | - | - | - | - | - |
| Cardiac | 1,799 | 1,800 | 1,822 | 1,826 | 1,850 | 1,882 | - | - | - | - | - | - |
| Pulmonary | 556 | 556 | 564 | 568 | 572 | 577 | - | - | - | - | - | - |
| Other Medical | 7,945 | 8,005 | 8,052 | 8,020 | 8,009 | 8,204 | - | - | - | - | - | - |
| TOTAL | 32,435 | 32,593 | 32,818 | 32,955 | 33,062 | 33,680 | - | - | - | - | - | - |

| Clients by Transportation Type | OCT 2012 | NOV | DEC | Jan 2013 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 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 - 09/29 |
| Ambulatory | 24,773 | 24,999 | 25,214 | 25,295 | 25,488 | 26,012 | - | - | - | - | - | - |
| W/C Confined | 7,662 | 7,594 | 7,604 | 7,660 | 7,574 | 7,668 | - | - | - | - | - | - |
| TOTAL | 32,435 | 32,593 | 32,818 | 32,955 | 33,062 | 33,680 | - | - | - | - | - | - |

| Clients by Category | OCT 2012 | NOV | DEC | Jan 2013 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10/01 - 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 - 09/29 |
| Category 1 | 20,022 | 20,121 | 20,309 | 20,394 | 20,504 | 20,928 | - | - | - | - | - | - |
| Category 2 | 200 | 200 | 200 | 197 | 198 | 201 | - | - | - | - | - | - |
| Category 3 | 8,877 | 8,860 | 8,930 | 8,907 | 8,897 | 9,012 | - | - | - | - | - | - |
| Category 4 | 2,471 | 2,486 | 2,522 | 2,550 | 2,557 | 2,641 | - | - | - | - | - | - |
| Category 5 | - | - | - | - | - | - | - | - | - | - | - | - |
| Rushes | 865 | 926 | 857 | 907 | 906 | 898 | - | - | - | - | - | - |
| TOTAL | 32,435 | 32,593 | 32,818 | 32,955 | 33,062 | 33,680 | - | - | - | - | - | - |

# Special Transportation Service

## Paratransit Certification Productivity

### FY 2010 - 2011

### March 2013

| | OCT 2012 | | | NOV | | | DEC | | | JAN 2013 | | | 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 * | 7 | 1 | 8 | 6 | 5 | 11 | 8 | 4 | 12 | 4 | 4 | 8 | 1 | 0 | 1 | 6 | 2 | 8 |
| - RECERTIFICATIONS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - PERMANENT ELIGIBILITY | 742 | 148 | 890 | 299 | 47 | 346 | 273 | 94 | 367 | 209 | 62 | 271 | 337 | 90 | 427 | 317 | 76 | 393 |
| - TEMPORARY ELIGIBILITY | 54 | 2 | 56 | 38 | 7 | 45 | 36 | 6 | 42 | 40 | 11 | 51 | 41 | 10 | 51 | 53 | 8 | 61 |
| - RUSHED ELIGIBILITY W/-INT. | 150 | 12 | 162 | 115 | 13 | 128 | 113 | 6 | 119 | 129 | 14 | 143 | 123 | 1 | 124 | 149 | 22 | 171 |
| - RUSHED ELIGIBILITY W/O-INT | 117 | 40 | 157 | 114 | 14 | 128 | 79 | 18 | 97 | 43 | 36 | 79 | 104 | 25 | 129 | 112 | 17 | 129 |
| - VISITOR ELIGIBILITY | 10 | 6 | 16 | 7 | 4 | 11 | 7 | 3 | 10 | 9 | 4 | 13 | 11 | 3 | 14 | 15 | 3 | 18 |
| SUBTOTAL | 1,080 | 209 | 1,289 | 579 | 90 | 669 | 516 | 131 | 647 | 434 | 131 | 565 | 617 | 129 | 746 | 652 | 128 | 780 |
| INACTIVATIONS BREAKDOWN | | | | | | | | | | | | | | | | | | |
| - (INACTIVE/PURGED) | (101) | (18) | (119) | (143) | (34) | (177) | (144) | (27) | (171) | (163) | (32) | (195) | (134) | (37) | (171) | (128) | (34) | (162) |
| - (DECEASED) | (223) | (138) | (361) | (210) | (124) | (334) | (157) | (94) | (251) | (190) | (43) | (233) | (290) | (178) | (468) | 0 | 0 | 0 |
| SUBTOTAL | (324) | (156) | (480) | (353) | (158) | (511) | (301) | (121) | (422) | (353) | (75) | (428) | (424) | (215) | (639) | (128) | (34) | (162) |
| NET ENROLLMENTS | 756 | 53 | 809 | 226 | (68) | 158 | 215 | 10 | 225 | 81 | 56 | 137 | 193 | (86) | 107 | 524 | 94 | 618 |

| | APR | | | MAY | | | JUN | | | JUL | | | AUG | | | SEP | | | YTD | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | AMB | W/C | TOTAL | AMB | W/C | TOTAL | AMB | W/C | TOTAL | AMB | W/C | TOTAL | AMB | W/C | TOTAL | AMB | W/C | TOTAL | AMB | W/C | TOTAL |
| ENROLLMENT BREAKDOWN | | | | | | | | | | | | | | | | | | | | | |
| - REINSTATEMENTS * | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 32 | 16 | 48 |
| - RECERTIFICATIONS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - PERMANENT ELIGIBILITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,177 | 517 | 2,694 |
| - TEMPORARY ELIGIBILITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 262 | 44 | 306 |
| - RUSHED ELIGIBILITY W/-INT. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 779 | 68 | 847 |
| - RUSHED ELIGIBILITY W/O-INT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 569 | 150 | 719 |
| - VISITOR ELIGIBILITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 59 | 23 | 82 |
| SUBTOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,878 | 818 | 4,696 |
| INACTIVATIONS BREAKDOWN | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 |
| - (INACTIVE/PURGED) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (813) | (182) | (995) |
| - (DECEASED) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (1,070) | (577) | (1,647) |
| SUBTOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (1,883) | (759) | (2,642) |
| NET ENROLLMENTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,995 | 59 | 2,054 |

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

NOTE: (*) - CLIENT POPULATION ADJUST MADE FOR BEGINNING OF FISCAL YEAR BREAKDOWN.

# Special Transportation Service

Paratransit Certification Enrollment

Workload Measures

FY 2010 - 2011

March 2013

| | Oct 12 | Nov | Dec | Jan 13 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CLIENT INTERVIEWS** | | | | | | | | | | | | | |
| **SCHEDULED** | | | | | | | | | | | | | |
| **ATTENDED In-House** | 613 | 512 | 511 | 651 | 563 | 622 | 0 | 0 | 0 | 0 | 0 | 0 | 3,472 |
| **ATTENDED Off-Site** | 0 | 0 | 0 | 0 | 63 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| **NO SHOW/CANC.** | 187 | 138 | 163 | 205 | 103 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 948 |
| **TOTAL SCHEDULED** | 800 | 650 | 674 | 856 | 729 | 796 | 0 | 0 | 0 | 0 | 0 | 0 | 4,505 |
| **DENIALS** | 80 | 84 | 87 | 115 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 479 |
| **APPEALS PROCESSED** | 30 | 16 | 27 | 25 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| **APPLICATIONS MAILED OUT** | 148 | 550 | 600 | 725 | 700 | 654 | 0 | 0 | 0 | 0 | 0 | 0 | 3,377 |
| **CHANGES IN CLIENT FILE** | 3,120 | 3,048 | 2,387 | 2,793 | 2,361 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13,709 |
| **REQUEST FROM BROKER FOR CLIENT INFORMATION** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **REQUEST FROM CLIENTS** | | | | | | | | | | | | | |
| **EASY CARD ISSUED** | 702 | 815 | 690 | 821 | 763 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,791 |
| **MAIL-IN APPLICATIONS** | | | | | | | | | | | | | |
| **APPLICATIONS RECEIVED** | 905 | 701 | 629 | 801 | 784 | 876 | | | | | | | 4,696 |
| **APPLICATIONS READY FOR APPTS** | 582 | 457 | 385 | 534 | 483 | 536 | | | | | | | 2,977 |
| **RETURNED INCOMPLETE APPLICATIONS** | 323 | 244 | 244 | 267 | 301 | 340 | | | | | | | 1,719 |
| **INTERVIEWS CONDUCTED BY PHONE** | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| **APPLICANT NONRESPONSIVE *** | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |

NOTE :(*) - APPLICANT NONRESPONSIVE DEFINES A CLIENT WHO NO SHOWS OR DOES NOT ANSWER TO CERTIFICATION PHONE CALL.