

# MONTHLY REPORT

## September 2008



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## SPECIAL TRANSPORTATION SERVICE

### EXPENDITURES:

Summary	(Statistical)	- 1 -
Trips Paid & Projected Trips Report	(Statistical)	- 2 -
ATS Trip History Analysis	(Statistical)	- 2b -
STS WEEKLY RIDERSHIP COMPARISON	(Graph/Statistical)	- 3a & 3b -
STS ON-TIME PERFORMANCE	(Graph)	- 4a & 4b -

### SERVICE COMPLAINTS:

Customer Complaint by % of Total Trips	(Graph/Statistical)	- 5a thru 5c -
Performance by Carrier	(Graph/Statistical)	- 6a thru 6d -
STS TRIPS BY CARRIER:	(Graph/Statistical)	- 6e thru 6g -

### LIQUIDATED DAMAGES:

Contractor Penalties	(Statistical)	- 7a thru 7c -
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### 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 -
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# MONTHLY REPORT

**September 2008**

## 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 -
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### SERVICE COMPLAINTS:

Against Provider	(Graph/Statistical)	- 15a thru 15c -
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### LIQUIDATED DAMAGES:

Contractor Penalties	(Graph/Statistical)	- 16a thru 16c -
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### MEDICAID TRIP VERIFICATION:

	(Statistical)	- 17 -
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### CONTRACTOR VEHICLES:

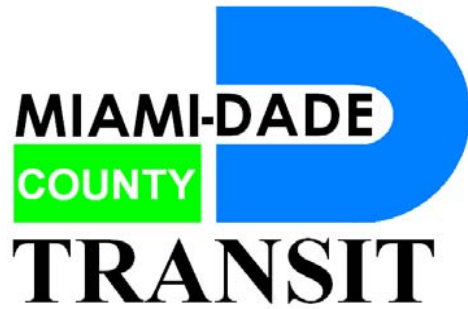
Vehicle Availability	(Graph)	- 18a -
Fleet Age	(Graph)	- 18b -
Summary	(Statistical)	- 18c -

### FIELD SERVICE MONITORING:

	(Statistical)	- 19 -
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### MEDICAID CERTIFICATION:

Client Population	(Graph)	- 20 -
Client Profile/Activity Report	(Graph/Statistical)	- 21a & 21b -
Trip Purpose	(Graph/Statistical)	- 22a thru 22c -



**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

September 2008

Expenditures for FY 2007-2008

(SUMMARY)

	2007 OCT	NOV	DEC	2008 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
<b>ACTUAL TRIPS</b>													
TOTAL	131,599	123,489	152,224	115,098	129,485	162,226	129,380	161,781	129,972	123,136	144,123	122,196	1,624,709
AMB.	97,981	91,621	112,323	85,463	97,338	121,668	96,976	121,503	97,415	92,142	108,257	92,003	1,214,690
W/C	33,618	31,868	39,901	29,635	32,147	40,558	32,404	40,278	32,557	30,994	35,866	30,193	410,019
<b>PROJECTED TRIPS</b>													
TOTAL	141,352	130,753	141,162	132,436	134,174	140,284	166,784	145,767	132,684	156,619	139,510	146,871	1,708,396
AMB.	94,905	88,010	94,485	90,153	91,849	96,504	109,756	100,175	89,980	106,453	95,024	100,154	1,157,448
W/C	46,447	42,743	46,677	42,283	42,325	43,780	57,028	45,592	42,704	50,166	44,486	46,717	550,948
<b>ACTUAL VS. PROJECTED % CHANGE</b>													
	-6.90%	-5.56%	7.84%	-13.09%	-3.49%	15.64%	-22.43%	10.99%	-2.04%	-21.38%	3.31%	-16.80%	-4.90%
<b>ACTUAL NET COST</b>													
TOTAL	\$3,124,295	\$2,896,432	\$3,537,518	\$2,761,239	\$3,045,897	\$3,803,622	\$3,150,716	\$3,954,574	\$3,173,267	\$2,988,229	\$3,516,384	\$2,975,974	\$38,928,147
AMB.	\$2,326,169	\$2,148,969	\$2,610,263	\$2,050,285	\$2,289,698	\$2,852,682	\$2,361,600	\$2,970,019	\$2,378,388	\$2,236,076	\$2,641,307	\$2,240,651	\$29,106,106
W/C	\$798,126	\$747,463	\$927,255	\$710,953	\$756,199	\$950,941	\$789,116	\$984,555	\$794,879	\$752,154	\$875,076	\$735,323	\$9,822,041
<b>AVG COST PER TRIP (NET)</b>													
	\$23.74	\$23.45	\$23.24	\$23.99	\$23.52	\$23.45	\$24.35	\$24.44	\$24.42	\$24.27	\$24.40	\$24.35	\$23.96
<b>PROJECTED NET COST</b>													
TOTAL	\$3,451,294	\$3,190,623	\$3,449,144	\$3,223,095	\$3,261,028	\$3,405,508	\$4,257,940	\$3,681,988	\$3,362,680	\$3,967,040	\$3,531,829	\$3,717,102	\$42,499,270
AMB.	\$2,051,846	\$1,902,776	\$2,042,766	\$1,949,108	\$1,985,775	\$2,086,416	\$2,454,144	\$2,239,913	\$2,011,953	\$2,380,289	\$2,124,737	\$2,239,443	\$25,469,167
W/C	\$1,399,448	\$1,287,847	\$1,406,378	\$1,273,987	\$1,275,252	\$1,319,091	\$1,803,796	\$1,442,075	\$1,350,728	\$1,586,751	\$1,407,092	\$1,477,659	\$17,030,103
<b>ACTUAL VS. PROJECTED % CHANGE</b>													
	-9.47%	-9.22%	2.56%	-14.33%	-6.60%	11.69%	-26.00%	7.40%	-5.63%	-24.67%	-0.44%	-19.94%	-8.40%

SOURCE: MANAGEMENT & INFORMATION SERVICES(MIS)

# Special Transportation Services

## September 2008

### Expenditures for FY 2007-2008

#### A.T.S. Broker

(ACTUAL & PROJECTED)

	2007			2008									ADJSTD.	
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	DAY	TOTAL
<b>ACTUAL TRIPS</b>														
TOTAL	131,599	123,489	152,224	115,098	129,485	162,226	129,380	161,781	129,972	123,136	144,123	122,196		1,624,709
AMBULATORY (AMB)	97,981	91,621	112,323	85,463	97,338	121,668	96,976	121,503	97,415	92,142	108,257	92,003		1,214,690
WHEELCHAIR (W/C)	33,618	31,868	39,901	29,635	32,147	40,558	32,404	40,278	32,557	30,994	35,866	30,193		410,019
<b>ACTUAL REVENUE</b>														
TOTAL	(\$336,163)	(\$315,750)	(\$389,850)	(\$294,213)	(\$329,268)	(\$411,738)	(\$328,450)	(\$410,275)	(\$329,573)	(\$313,200)	(\$365,843)	(\$310,545)		(\$4,134,865)
AMBULATORY (AMB)	(\$250,287)	(\$234,266)	(\$287,662)	(\$218,460)	(\$247,521)	(\$308,799)	(\$246,188)	(\$308,130)	(\$247,017)	(\$234,366)	(\$274,800)	(\$233,813)		(\$3,091,310)
WHEELCHAIR (W/C)	(\$85,875)	(\$81,484)	(\$102,188)	(\$75,753)	(\$81,747)	(\$102,938)	(\$82,262)	(\$102,144)	(\$82,555)	(\$78,834)	(\$91,042)	(\$76,732)		(\$1,043,554)
<b>AVG FARE COLLECTED</b>	(\$2.55)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.54)	(\$2.54)	(\$2.54)	(\$2.54)	(\$2.54)	(\$2.54)	(\$2.54)	(\$2.54)		(\$2.54)
<b>ACTUAL GROSS COST</b>														
TOTAL	\$3,466,837	\$3,255,926	\$4,018,787	\$3,055,451	\$3,403,223	\$4,296,057	\$3,523,241	\$4,403,342	\$3,539,406	\$3,354,632	\$3,922,582	\$3,323,791		\$43,563,275
AMBULATORY (AMB)	\$2,581,206	\$2,415,690	\$2,965,382	\$2,268,745	\$2,558,311	\$3,222,003	\$2,640,824	\$3,307,059	\$2,652,812	\$2,510,253	\$2,946,420	\$2,502,527		\$32,571,232
WHEELCHAIR (W/C)	\$885,631	\$840,236	\$1,053,406	\$786,706	\$844,912	\$1,074,054	\$882,417	\$1,096,283	\$886,594	\$844,379	\$976,161	\$821,264		\$10,992,043
<b>AVG COST PER TRIP (GROSS)</b>	\$26.34	\$26.37	\$26.40	\$26.55	\$26.28	\$26.48	\$27.23	\$27.22	\$27.23	\$27.24	\$27.22	\$27.20		\$26.81
<b>ACTUAL NET COST</b>														
TOTAL	\$3,124,295	\$2,896,432	\$3,537,518	\$2,761,239	\$3,045,897	\$3,803,622	\$3,150,716	\$3,954,574	\$3,173,267	\$2,988,229	\$3,516,384	\$2,975,974		\$38,928,147
AMBULATORY (AMB)	\$2,326,169	\$2,148,969	\$2,610,263	\$2,050,285	\$2,289,698	\$2,852,682	\$2,361,600	\$2,970,019	\$2,378,388	\$2,236,076	\$2,641,307	\$2,240,651		\$29,106,106
WHEELCHAIR (W/C)	\$798,126	\$747,463	\$927,255	\$710,953	\$756,199	\$950,941	\$789,116	\$984,555	\$794,879	\$752,154	\$875,076	\$735,323		\$9,822,041
<b>AVG COST PER TRIP (NET)</b>	\$23.74	\$23.45	\$23.24	\$23.99	\$23.52	\$23.45	\$24.35	\$24.44	\$24.42	\$24.27	\$24.40	\$24.35		\$23.96
<b>PROJECTED TRIPS</b>														
TOTAL														
AMBULATORY (AMB)														
WHEELCHAIR (W/C)														
<b>PROJECTED REVENUE</b>														
TOTAL														
AMBULATORY (AMB)														
WHEELCHAIR (W/C)														
<b>PROJECTED GROSS COST</b>														
TOTAL														
AMBULATORY (AMB)														
WHEELCHAIR (W/C)														
<b>PROJECTED NET COST</b>														
TOTAL														
AMBULATORY (AMB)														
WHEELCHAIR (W/C)														

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 2007		%		NOV		%		DEC		%		JAN 2008		%			
<b>CX</b>	Cancellation (Advanced)	CA - 40	12,689	7.70%	<b>20.01%</b>	18,647	11.54%	41,468	18.59%	58,026	26.02%	27,572	16.38%	42,291	25.12%	<b>31.42%</b>			
	Cancellation (Same Day)	CS - 43	11,537	7.00%			10,683		6.61%		16,557		7.42%		14,711		8.74%	14,711	8.74%
	Cancellation (Center Closed/Advanced)	CC - 44	3	0.00%			2		0.00%		1		0.00%		2		0.00%	2	0.00%
	<b>Sub Total</b>		24,229	14.71%			29,332		18.15%		58,026		26.02%		42,291		25.12%		
<b>NS</b>	No Show	NS - 20	4,067	2.47%	<b>23.45%</b>	3,828	2.37%	5,380	2.41%	12,509	5.61%	4,564	2.71%	10,599	6.30%	<b>31.63%</b>			
	Cancellation (Late)	CL - 41	3,568	2.17%			3,502		2.17%		4,889		2.19%		4,159		2.47%	4,159	2.47%
	Cancellation (At Door)	CD - 42	1,101	0.67%			1,234		0.76%		2,240		1.00%		1,876		1.11%	1,876	1.11%
	<b>Sub Total</b>		8,736	5.30%			8,564		5.30%		12,509		5.61%		10,599		6.30%		
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	145	0.09%	<b>0.11%</b>	152	0.09%	217	0.10%	340	0.15%	128	0.08%	232	0.14%	<b>0.15%</b>			
	Pending	00, 01	39	0.02%			87		0.05%		123		0.06%		104		0.06%	104	0.06%
<b>Sub Total</b>		184	0.11%	239	0.15%	340	0.15%	340	0.15%	232	0.14%	232	0.14%						
<b>TA</b>	Trips Performed (Transported)	03	131,550	79.87%	<b>79.87%</b>	123,494	76.40%	152,143	68.22%	152,152	68.22%	115,182	68.42%	115,223	68.44%	<b>68.44%</b>			
	Trips Missed (Transported)	04	13	0.01%			8		0.00%		9		0.00%		41		0.02%	41	0.02%
<b>Sub Total</b>		131,563	79.87%	123,502	76.41%	152,152	68.22%	152,152	68.22%	115,223	68.44%	115,223	68.44%						
<b>Total Trips Requested</b>			164,712	100.00%	<b>100.00%</b>	161,637	100.00%	<b>100.00%</b>	223,027	100.00%	<b>100.00%</b>	168,345	100.00%	<b>100.00%</b>					
		FEB		%		MAR		%		APR		%		MAY		%			
<b>CX</b>	Cancellation (Advanced)	CA - 40	12,582	7.67%	<b>20.99%</b>	15,799	7.69%	15,645	9.44%	27,535	16.61%	19,245	9.38%	32,878	16.02%	<b>21.13%</b>			
	Cancellation (Same Day)	CS - 43	12,861	7.84%			15,896		7.74%		11,887		7.17%		13,632		6.64%	13,632	6.64%
	Cancellation (Center Closed/Advanced)	CC - 44	-	0.00%			1		0.00%		3		0.00%		1		0.00%	1	0.00%
	<b>Sub Total</b>		25,443	15.50%			31,696		15.44%		27,535		16.61%		32,878		16.02%		
<b>NS</b>	No Show	NS - 20	3,820	2.33%	<b>20.88%</b>	4,458	2.17%	3,425	2.07%	8,736	5.27%	4,244	2.07%	10,479	5.11%	<b>21.88%</b>			
	Cancellation (Late)	CL - 41	3,781	2.30%			4,913		2.39%		3,919		2.36%		4,695		2.29%	4,695	2.29%
	Cancellation (At Door)	CD - 42	1,410	0.86%			1,797		0.88%		1,392		0.84%		1,540		0.75%	1,540	0.75%
	<b>Sub Total</b>		9,011	5.49%			11,168		5.44%		8,736		5.27%		10,479		5.11%		
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	106	0.06%	<b>0.14%</b>	179	0.09%	81	0.05%	138	0.08%	133	0.06%	178	0.09%	<b>0.09%</b>			
	Pending	00, 01	126	0.08%			157		0.08%		57		0.03%		45		0.02%	45	0.02%
<b>Sub Total</b>		232	0.14%	336	0.16%	138	0.08%	138	0.08%	178	0.09%	178	0.09%						
<b>TA</b>	Trips Performed (Transported)	03	129,415	78.85%	<b>78.87%</b>	162,111	78.95%	129,315	78.02%	129,334	78.03%	161,616	78.77%	161,647	78.78%	<b>78.78%</b>			
	Trips Missed (Transported)	04	24	0.01%			12		0.01%		19		0.01%		31		0.02%	31	0.02%
<b>Sub Total</b>		129,439	78.87%	162,123	78.96%	129,334	78.03%	129,334	78.03%	161,647	78.78%	161,647	78.78%						
<b>Total Trips Requested</b>			164,125	100.00%	<b>100.00%</b>	205,323	100.00%	<b>100.00%</b>	165,743	100.00%	<b>100.00%</b>	205,162	100.00%	<b>100.00%</b>					
		JUN		%		JUL		%		AUG		%		SEP		%			
<b>CX</b>	Cancellation (Advanced)	CA - 40	14,264	8.62%	<b>21.49%</b>	17,587	10.93%	26,957	13.64%	42,945	21.50%	17,136	10.76%	29,079	18.26%	<b>23.25%</b>			
	Cancellation (Same Day)	CS - 43	12,153	7.34%			11,441		7.11%		15,535		7.86%		11,940		7.42%	11,940	7.42%
	Cancellation (Center Closed/Advanced)	CC - 44	4	0.00%			1		0.00%		3		0.00%		3		0.00%	3	0.00%
	<b>Sub Total</b>		26,421	15.96%			29,029		18.03%		42,945		21.50%		29,079		18.26%		
<b>NS</b>	No Show	NS - 20	3,663	2.21%	<b>23.44%</b>	3,798	2.36%	4,358	2.20%	11,067	5.60%	2,897	1.82%	7,947	4.99%	<b>27.09%</b>			
	Cancellation (Late)	CL - 41	3,992	2.41%			3,592		2.23%		4,798		2.43%		3,574		2.24%	3,574	2.24%
	Cancellation (At Door)	CD - 42	1,502	0.91%			1,304		0.81%		1,911		0.97%		1,476		0.93%	1,476	0.93%
	<b>Sub Total</b>		9,157	5.53%			8,694		5.40%		11,067		5.60%		7,947		4.99%		
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	68	0.04%	<b>0.06%</b>	53	0.03%	52	0.03%	82	0.04%	49	0.03%	59	0.04%	<b>0.04%</b>			
	Pending	00, 01	31	0.02%			19		0.01%		30		0.02%		10		0.01%	10	0.01%
<b>Sub Total</b>		99	0.06%	72	0.04%	82	0.04%	82	0.04%	59	0.04%	59	0.04%						
<b>TA</b>	Trips Performed (Transported)	03	129,855	78.43%	<b>78.45%</b>	123,029	76.43%	143,986	72.84%	144,043	72.86%	122,104	76.67%	122,170	76.71%	<b>76.71%</b>			
	Trips Missed (Transported)	04	38	0.02%			140		0.09%		57		0.03%		66		0.04%	66	0.04%
<b>Sub Total</b>		129,893	78.45%	123,169	76.52%	144,043	72.86%	144,043	72.86%	122,170	76.71%	122,170	76.71%						
<b>Total Trips Requested</b>			165,570	100.00%	<b>100.00%</b>	160,964	100.00%	<b>100.00%</b>	197,687	100.00%	<b>100.00%</b>	159,255	100.00%	<b>100.00%</b>					
		YTD		%															
<b>CX</b>	Cancellation (Advanced)	CA - 40	14,264	8.62%	<b>24.05%</b>	17,587	10.93%	26,957	13.64%	42,945	21.50%	17,136	10.76%	29,079	18.26%	<b>24.05%</b>			
	Cancellation (Same Day)	CS - 43	12,153	7.34%			11,441		7.11%		15,535		7.86%		11,940		7.42%	11,940	7.42%
	Cancellation (Center Closed/Advanced)	CC - 44	4	0.00%			1		0.00%		3		0.00%		3		0.00%	3	0.00%
	<b>Sub Total</b>		26,421	15.96%			29,029		18.03%		42,945		21.50%		29,079		18.26%		
<b>NS</b>	No Show	NS - 20	3,663	2.21%	<b>23.44%</b>	3,798	2.36%	4,358	2.20%	11,067	5.60%	2,897	1.82%	7,947	4.99%	<b>27.09%</b>			
	Cancellation (Late)	CL - 41	3,992	2.41%			3,592		2.23%		4,798		2.43%		3,574		2.24%	3,574	2.24%
	Cancellation (At Door)	CD - 42	1,502	0.91%			1,304		0.81%		1,911		0.97%		1,476		0.93%	1,476	0.93%
	<b>Sub Total</b>		9,157	5.53%			8,694		5.40%		11,067		5.60%		7,947		4.99%		
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	68	0.04%	<b>0.06%</b>	53	0.03%	52	0.03%	82	0.04%	49	0.03%	59	0.04%	<b>0.10%</b>			
	Pending	00, 01	31	0.02%			19		0.01%		30		0.02%		10		0.01%	10	0.01%
<b>Sub Total</b>		99	0.06%	72	0.04%	82	0.04%	82	0.04%	59	0.04%	59	0.04%						
<b>TA</b>	Trips Performed (Transported)	03	129,855	78.43%	<b>78.45%</b>	123,029	76.43%	143,986	72.84%	144,043	72.86%	122,104	76.67%	122,170	76.71%	<b>75.84%</b>			
	Trips Missed (Transported)	04	38	0.02%			140		0.09%		57		0.03%		66		0.04%	66	0.04%
<b>Sub Total</b>		129,893	78.45%	123,169	76.52%	144,043	72.86%	144,043	72.86%	122,170	76.71%	122,170	76.71%						
<b>Total Trips Requested</b>			165,570	100.00%	<b>100.00%</b>	160,964	100.00%	<b>100.00%</b>	197,687	100.00%	<b>100.00%</b>	159,255	100.00%	<b>100.00%</b>					

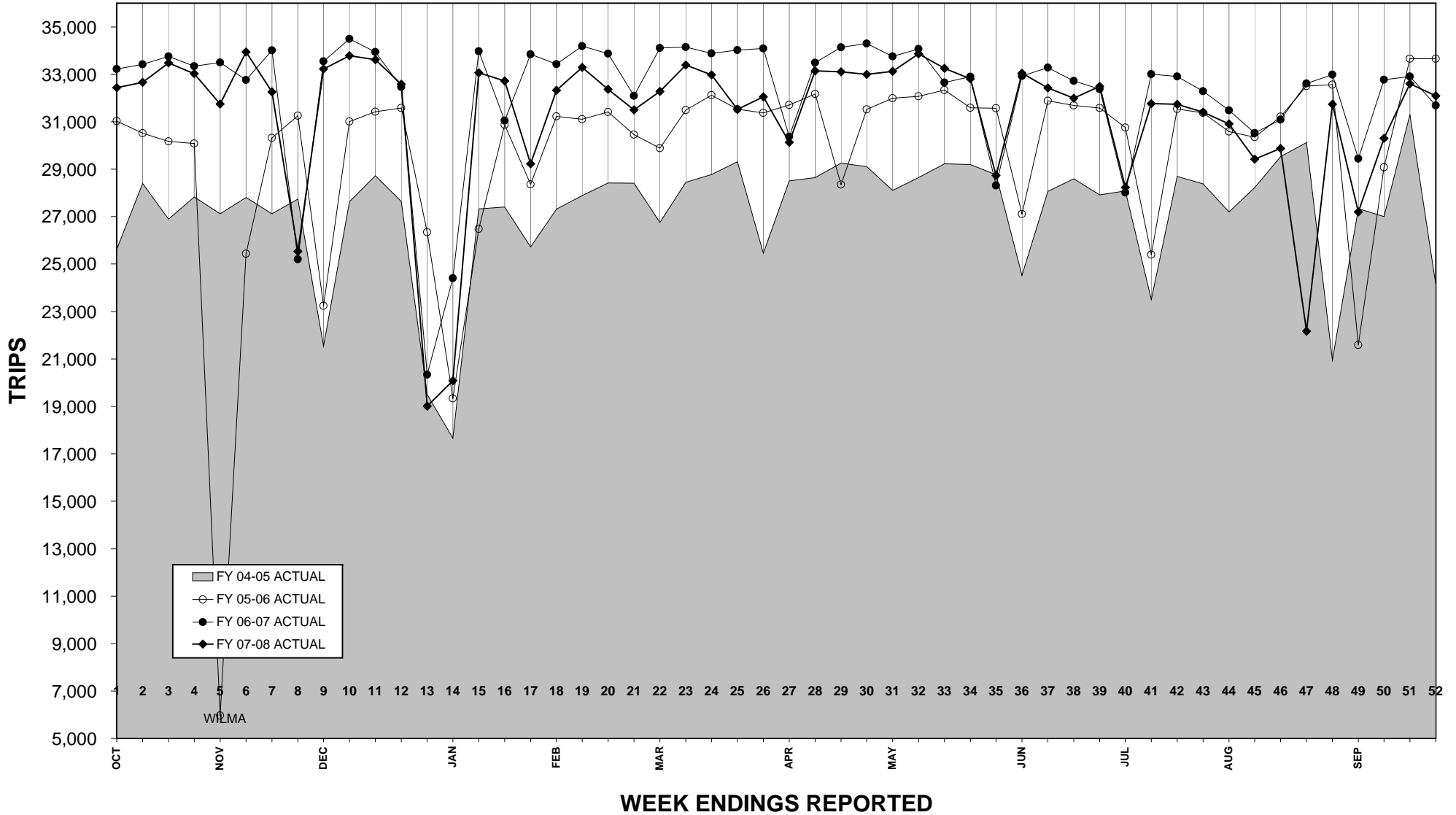
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

# STS Weekly Ridership Comparison

September 2008

FY 04-05 THRU FY 07-08

10/24/2005  
HURRICANE  
WILMA MADE  
LANDFALL



# STS Weekly Ridership Comparison

## September 2008

### 10/06/2007 thru 09/27/2008

MONTH	W/E	ACTUAL TRIPS FY 06-07	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS INCR/DECR
OCT	1	33,224	32,433	-2.38%
	2	33,420	32,662	-2.27%
	3	33,753	33,475	-0.82%
	4	33,345	33,029	-0.95%
NOV	5	33,504	31,747	-5.24%
	6	32,762	33,946	3.61%
	7	34,010	32,261	-5.14%
	8	25,205	25,535	1.31%
DEC	9	33,551	33,222	-0.98%
	10	34,493	33,785	-2.05%
	11	33,946	33,622	-0.95%
	12	32,464	32,582	0.36%
JAN	13	20,337	19,013	-6.51%
	14	24,404	20,079	-17.72%
	15	33,970	33,064	-2.67%
	16	31,052	32,726	5.39%
	17	33,846	29,229	-13.64%

MONTH	W/E	ACTUAL TRIPS FY 06-07	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS INCR/DECR
FEB	18	33,430	32,328	-3.30%
	19	34,186	33,291	-2.62%
	20	33,870	32,363	-4.45%
	21	32,087	31,503	-1.82%
MAR	22	34,111	32,278	-5.37%
	23	34,154	33,393	-2.23%
	24	33,888	32,974	-2.70%
	25	34,023	31,525	-7.34%
	26	34,092	32,056	-5.97%
APR	27	30,369	30,137	-0.76%
	28	33,490	33,142	-1.04%
	29	34,143	33,102	-3.05%
	30	34,299	32,999	-3.79%
MAY	31	33,752	33,124	-1.86%
	32	34,069	33,864	-0.60%
	33	32,649	33,252	1.85%
	34	32,895	32,811	-0.26%
	35	28,311	28,730	1.48%

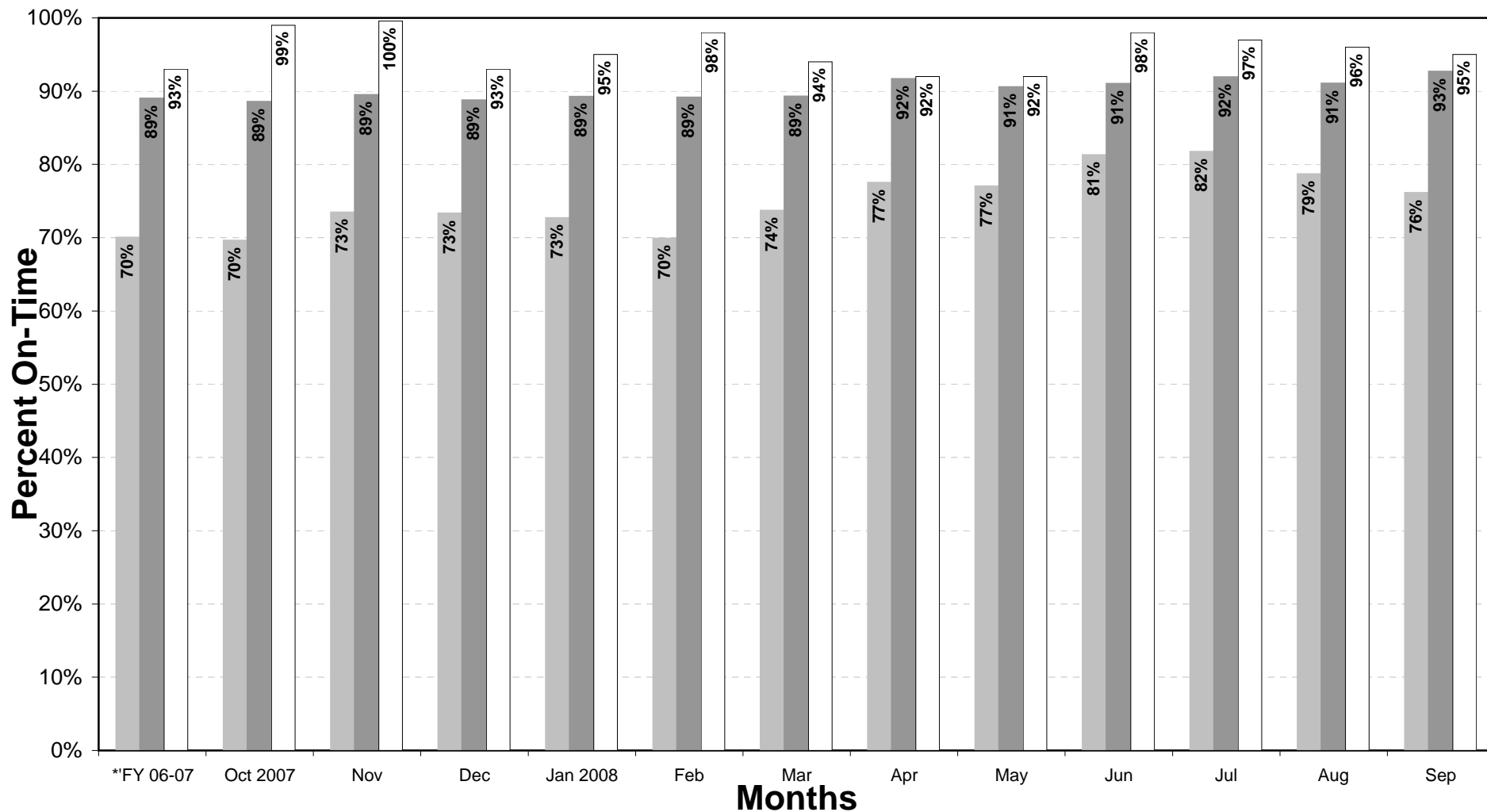
MONTH	W/E	ACTUAL TRIPS FY 06-07	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS INCR/DECR
JUN	36	32,926	33,051	0.38%
	37	33,282	32,429	-2.56%
	38	32,720	31,995	-2.22%
	39	32,376	32,497	0.37%
JUL	40	28,019	28,234	0.77%
	41	33,010	31,763	-3.78%
	42	32,910	31,733	-3.58%
	43	32,288	31,406	-2.73%
AUG	44	31,486	30,908	-1.84%
	45	30,531	29,421	-3.64%
	46	31,085	29,880	-3.88%
	47	32,614	22,172	-32.02%
SEP	48	32,991	31,742	-3.79%
	49	29,444	27,204	-7.61%
	50	32,767	30,299	-7.53%
	51	32,906	32,602	-0.92%
	52	31,692	32,091	1.26%

**TOTAL FROM  
OCT 2007 to SEP 2008**

ACTUAL TRIPS FY 06-07	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS INCR/DECR
1,678,151	1,624,709	-3.18%

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

■ BUS ■ STS □ RAIL



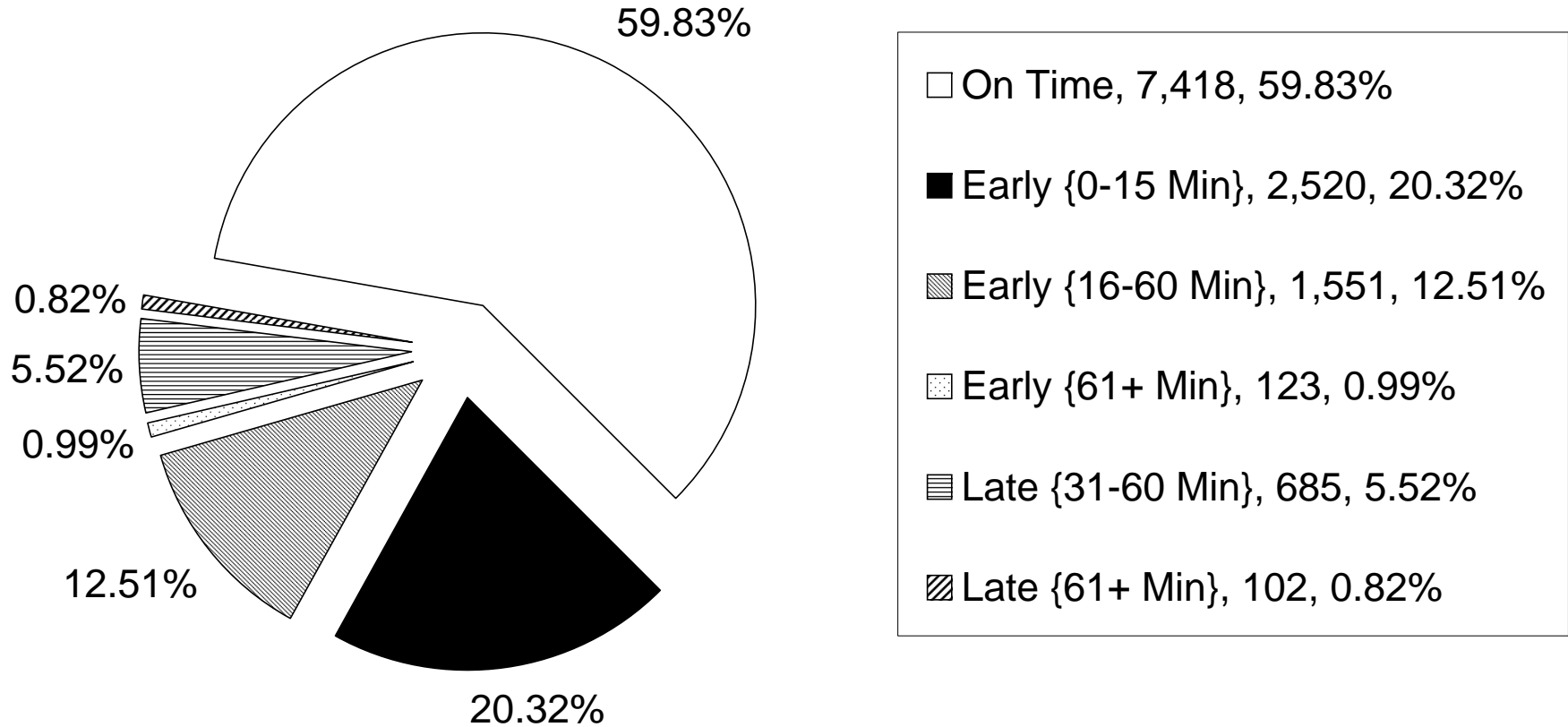
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

September 2008



NOTE: Total trips taken for W/E: 08/31/08 thru 09/27/08 are 122,196. Of which 12,399 trips were monitored constituting 10.15% of daily trips provided.

# S.T.S. On-Time Performance

## September 2008

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

	Oct 2007		Nov		Dec		Jan 2008		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>8,170</b>	<b>56.80%</b>	<b>7,370</b>	<b>58.71%</b>	<b>9,482</b>	<b>58.14%</b>	<b>7,020</b>	<b>57.78%</b>	<b>8,170</b>	<b>59.85%</b>	<b>10,178</b>	<b>59.78%</b>
EARLY 0-15	2,876	19.99%	2,342	18.66%	2,913	17.86%	2,322	19.11%	2,457	18.00%	3,065	18.00%
EARLY 16-60	1,691	11.76%	1,520	12.11%	2,080	12.75%	1,498	12.33%	1,540	11.28%	1,954	11.48%
<b>TOTAL</b>	<b>12,737</b>	<b>88.55%</b>	<b>11,232</b>	<b>89.48%</b>	<b>14,475</b>	<b>88.75%</b>	<b>10,840</b>	<b>89.23%</b>	<b>12,167</b>	<b>89.13%</b>	<b>15,197</b>	<b>89.26%</b>

EARLY	217	1.51%	157	1.25%	237	1.45%	178	1.47%	169	1.24%	203	1.19%
EARLY 61+	217	1.51%	157	1.25%	237	1.45%	178	1.47%	169	1.24%	203	1.19%
LATE	1,430	9.94%	1,164	9.27%	1,598	9.80%	1,131	9.31%	1,315	9.63%	1,626	9.55%
LATE 31-60	1,169	8.13%	972	7.74%	1,341	8.22%	878	7.23%	1,120	8.20%	1,399	8.22%
LATE 61+	261	1.81%	192	1.53%	257	1.58%	253	2.08%	195	1.43%	227	1.33%

	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>7,185</b>	<b>60.18%</b>	<b>9,884</b>	<b>60.44%</b>	<b>7,736</b>	<b>59.18%</b>	<b>7,347</b>	<b>58.88%</b>	<b>8,483</b>	<b>59.55%</b>	<b>7,418</b>	<b>59.83%</b>	<b>98,443</b>	<b>59.10%</b>
EARLY 0-15	2,342	19.62%	2,955	18.07%	2,485	19.01%	2,493	19.98%	2,496	17.52%	2,520	20.32%	31,266	18.77%
EARLY 16-60	1,416	11.86%	1,965	12.02%	1,674	12.81%	1,628	13.05%	1,987	13.95%	1,551	12.51%	20,504	12.31%
<b>TOTAL</b>	<b>10,943</b>	<b>91.66%</b>	<b>14,804</b>	<b>90.53%</b>	<b>11,895</b>	<b>91.00%</b>	<b>11,468</b>	<b>91.91%</b>	<b>12,966</b>	<b>91.02%</b>	<b>11,489</b>	<b>92.66%</b>	<b>150,213</b>	<b>90.19%</b>

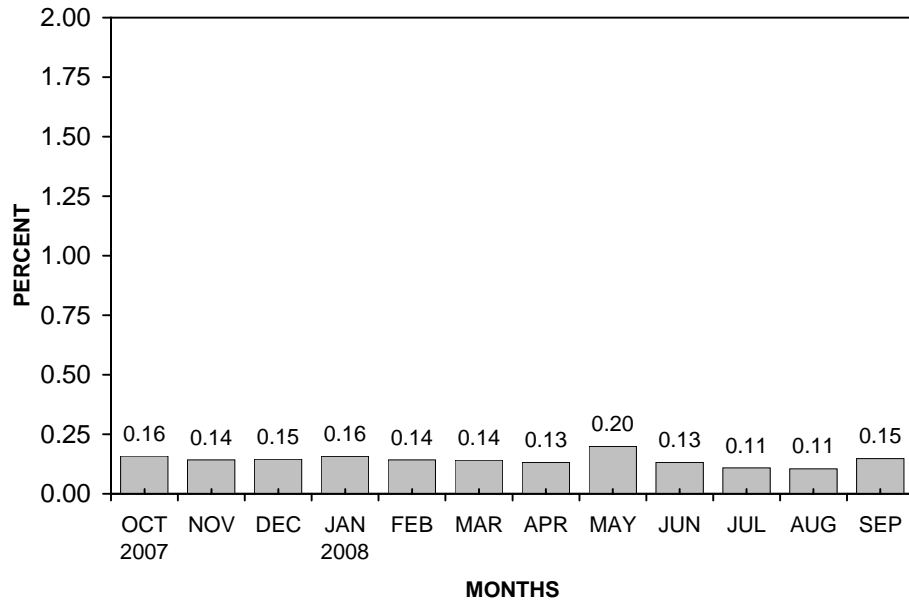
EARLY	124	1.04%	140	0.86%	163	1.25%	133	1.07%	171	1.20%	123	0.99%	2,015	1.21%
EARLY 61+	124	1.04%	140	0.86%	163	1.25%	133	1.07%	171	1.20%	123	0.99%	2,015	1.21%
LATE	872	7.30%	1,409	8.62%	1,014	7.76%	877	7.03%	1,108	7.78%	787	6.35%	14,331	8.60%
LATE 31-60	775	6.49%	1,205	7.37%	854	6.53%	750	6.01%	912	6.40%	685	5.52%	12,060	7.24%
LATE 61+	97	0.81%	204	1.25%	160	1.22%	127	1.02%	196	1.38%	102	0.82%	2,271	1.36%

# Special Transportation Service

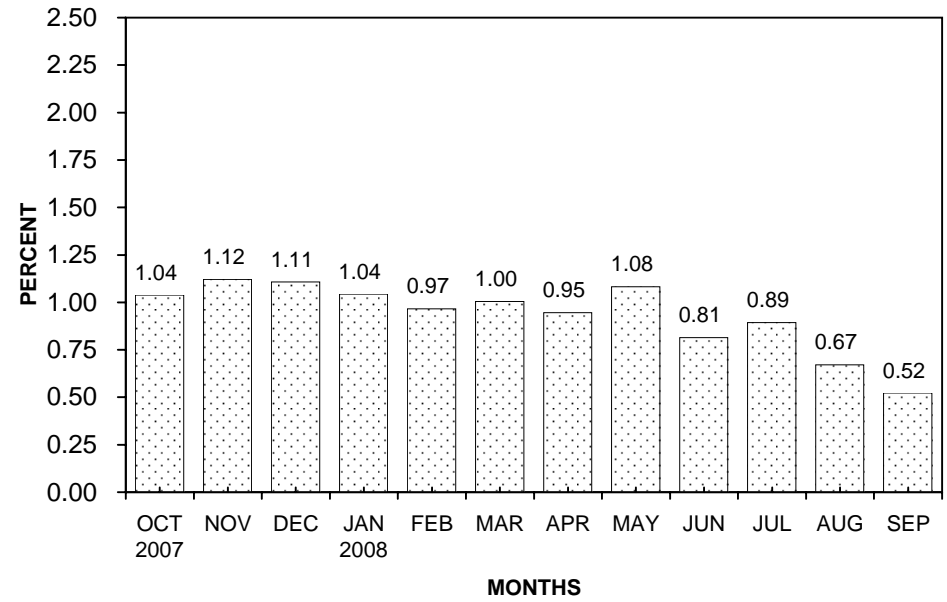
## Customer Complaints as a Percent of Total Trips

September 2008

### Customer Complaints



### Late Vehicle Inquiries



# Special Transportation Service

## September 2008

### Customer Service Complaints & Late Vehicle Inquiries

OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.			
09/30 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/29		03/30 - 04/26		04/27 - 05/31		06/01 - 06/28		06/29 - 07/26		07/27 - 08/30		08/31 - 09/27		TOTALS			
AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C

A.T.S. (County Received)

<b>ADA COMPLIANCE</b>																										
<b>B0 (ROUND TRIP DENIAL)</b>																										
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>B1 (LATE PICK-UP)</b>																										
27	13	18	11	34	14	25	11	24	8	24	12	25	16	37	15	24	13	16	3	13	9	26	1	293	126	
<b>B2 (LATE RETURN)</b>																										
18	11	25	12	30	16	25	13	27	9	28	9	25	8	45	24	13	8	21	3	20	10	21	11	298	134	
<b>B3 (NEVER PICKED-UP)</b>																										
25	3	20	9	22	6	19	7	25	3	30	3	16	3	29	2	9	3	13	4	8	5	5	6	221	54	
<b>B4 (LENGTHY ROUTING)</b>																										
27	13	20	7	19	11	21	3	20	6	31	7	33	6	39	10	19	13	20	3	22	5	28	9	299	93	
<b>B7 (EARLY PICK-UP)</b>																										
5	1	4	1	2	1	1	1	2	0	0	0	3	0	1	0	0	0	2	1	0	0	0	0	20	5	
<b>B17 (BACK-UP LATE TRIPS)</b>																										
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>SUB TOTAL</b>																										
102	41	87	40	107	48	91	35	98	26	113	31	102	33	151	51	65	37	72	14	63	29	80	27	1,131	412	
<b>Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips</b>																										
0.07%	0.08%	0.07%	0.10%	0.08%	0.09%	0.08%	0.10%	0.08%	0.06%	0.07%	0.06%	0.07%	0.08%	0.09%	0.10%	0.05%	0.07%	0.05%	0.03%	0.04%	0.07%	0.06%	0.06%	0.07%	0.08%	
0.07%	0.08%	0.08%	0.08%	0.08%	0.09%	0.09%	0.09%	0.07%	0.07%	0.07%	0.07%	0.07%	0.08%	0.09%	0.10%	0.05%	0.07%	0.05%	0.03%	0.04%	0.07%	0.06%	0.06%	0.07%	0.08%	

<b>OTHER COMPLAINTS</b>																									
<b>B5 (DISPUTED NO SHOWS)</b>																									
0	0	1	0	1	1	0	0	0	0	2	1	0	0	1	0	0	0	2	0	0	0	6	0	13	2
<b>B6 (VEHICLE STANDARDS)</b>																									
3	0	0	1	1	0	0	0	0	1	1	2	1	2	2	0	1	3	1	0	1	0	4	0	15	9
<b>B8 (DRIVER COMPLIANCE)</b>																									
23	14	16	6	23	8	21	9	27	7	30	15	11	13	50	17	23	18	23	8	23	16	14	15	284	146
<b>B9 (DRIVER CELLPHONE USE)</b>																									
1	1	0	1	1	0	1	1	3	0	1	0	0	0	5	1	2	2	0	0	0	0	2	1	16	7
<b>B10 (A/C NON-COMPLIANCE)</b>																									
1	0	1	0	0	0	0	0	0	0	0	0	0	0	4	2	0	1	2	0	1	1	0	0	9	4
<b>B11 (RADIO BROKEN)</b>																									
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>B12 (RADIO MISSING)</b>																									
0	0	0	0	0	0	1	1	0	0	0	0	0	0	8	1	0	1	0	0	0	0	1	0	10	3
<b>B13 (IMPROPER W/C TIEDOWNS)</b>																									
0	1	0	1	0	0	0	0	0	4	0	2	0	0	0	2	0	2	0	0	0	0	0	1	0	13
<b>B14 (NEG. PICKUP TIME CHANGED)</b>																									
1	1	0	0	0	1	0	0	1	0	1	0	0	0	4	0	2	0	2	0	0	0	1	1	10	3
<b>B18 (RESERVATION ERROR)</b>																									
5	0	2	0	6	3	3	3	4	1	5	1	0	0	6	2	6	1	1	0	3	3	10	1	51	15
<b>B19 (OTHER)</b>																									
8	2	6	8	12	2	7	5	11	2	15	4	4	2	5	3	2	3	8	1	8	4	9	3	95	39
<b>B23 (PHONE DIFFICULTIES)</b>																									
1	0	2	1	1	1	0	0	0	0	2	1	1	0	1	3	0	0	0	0	0	0	0	0	8	6
<b>B24 (RUDE STAFF)</b>																									
3	0	2	1	4	1	2	1	0	0	3	0	2	0	2	0	0	2	2	0	0	0	4	0	24	5
<b>B30 (SEXUAL HARASSMENT)</b>																									
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>B31 (ACCIDENT CLIENT REPORTED)</b>																									
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>B32 (INCIDENT CLIENT REPORTED)</b>																									
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUB TOTAL</b>																									
46	19	30	19	49	17	35	20	46	15	60	26	19	17	88	31	36	33	39	9	36	24	51	22	535	252

<b>TOTAL "A.T.S." TRIPS</b>	97,981	33,618	91,621	31,868	112,323	39,901	85,463	29,635	97,338	32,147	121,668	40,558	96,976	32,404	121,503	40,278	97,415	32,557	92,142	30,994	108,257	35,866	92,003	30,193	1,214,690	410,019
<b>TOTAL "A.T.S." COMPLAINTS</b>	148	60	117	59	156	65	126	55	144	41	173	57	121	50	239	82	101	70	111	23	99	53	131	49	1,666	664
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.15	0.18	0.13	0.19	0.14	0.16	0.15	0.19	0.15	0.13	0.14	0.14	0.12	0.15	0.20	0.20	0.10	0.22	0.12	0.07	0.09	0.15	0.14	0.16	0.14	0.16

"A.T.S." Combined (Amb + W/C)	OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
<b>TOTAL COMPLAINTS vs. TRIPS</b>	208	131,599	176	123,489	221	152,224	181	115,098	185	129,485	230	162,226	171	129,380	321	161,781	171	129,972	134	123,136	152	144,123	180	122,196	2,330	1,624,709
<b>Customer Complaints as a % of Ttl Trips</b>	0.16%		0.14%		0.15%		0.16%		0.14%		0.14%		0.13%		0.20%		0.13%		0.11%		0.11%		0.15%		0.14%	

<b>A.T.S. (FAX)</b>																									
<b>LATE VEHICLE INQUIRIES</b>																									
<b>B1 (LATE PICK-UP)</b>																									
657	237	604	232	701	303	533	211	533	227	703	250	575	202	782	339	440	172	399	205	405	143	303	127	6,635	2,648
<b>B2 (LATE RETURN)</b>																									
320	152	376	171	453	226	311	144	371	118	485	191	291	156	430	196	279	166	350	146	292	127	160	47	4,118	1,840
<b>B3 (NEVER PICKED-UP)</b>																									
1	0	1	0	3	1	2	1	1	0	0	0	0	0	3	0	1	0	0	0	0	0	1	1	12	3
<b>SUB TOTAL</b>																									
978	389	981	403	1,157	530	846	356	905	345	1,188	441	866	358	1,215	535	720	338	749	351	697	270	463	175	10,765	4,491
<b>Late Vehicle Inquiries as a % of Total Trips</b>																									
1.00%	1.16%	1.07%	1.26%	1.03%	1.33%	0.99%	1.20%	0.93%	1.07%	0.98%	1.09%	0.89%	1.10%	1.00%	1.33%	0.74%	1.04%	0.81%	1.13%	0.64%	0.75%	0.50%	0.58%	0.89%	1.10%
1.04%	1.12%	1.11%	1.11%	1.04%	1.11%	1.04%	1.11%	0.97%	1.00%	0.95%	1.00%	0.95%	1.08%	0.81%	0.89%	0.67%	0.89%	0.67%	0.89%	0.67%	0.89%	0.67%	0.89%	0.89%	1.10%

# Special Transportation Service

## September 2008

### Customer Service Complaints

OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.			
09/30 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/29		03/30 - 04/26		04/27 - 05/31		06/01 - 06/28		06/29 - 07/26		07/27 - 08/30		08/31 - 09/27		TOTALS			
AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C

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

ADMINISTRATIVE ISSUES																										
<b>B20 (ACCIDENT CARRIER REPORTED)</b>	29	3	26	3	25	4	12	2	14	3	17	5	8	6	15	3	35	5	15	6	16	7	15	15	227	62
<b>B21 (INCIDENT CARRIER REPORTED)</b>	1	3	3	4	6	4	6	7	8	3	8	5	2	3	9	7	7	8	8	2	15	5	10	3	83	54
<b>B22 (COMMENDATIONS)</b>	19	1	15	3	6	3	9	2	9	5	20	1	13	2	12	3	6	5	11	4	11	3	0	0	131	32
<b>B25 (PROVIDER PREFERENCE)</b>	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
<b>B27 (SUGGESTIONS)</b>	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>B28 (WAIVED DRIVER COMPL.)</b>	0	0	0	0	3	2	1	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	6	3

<b>TOTAL "CLIENT" COMPLAINTS</b>	49	8	46	10	40	13	28	11	31	11	45	11	23	11	37	14	48	18	35	12	42	15	25	18	449	152
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.05	0.02	0.05	0.03	0.04	0.03	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.03	0.03	0.03	0.05	0.06	0.04	0.04	0.04	0.04	0.03	0.06	0.04	0.04

**CLIENTS**

<b>C4 (UNRULY BEHAVIOUR)</b>	12	5	20	2	11	5	18	6	18	6	23	4	10	4	28	14	15	5	12	4	30	10	15	3	212	68
<b>C7 (OTHER)</b>	4	2	3	0	4	0	11	6	14	6	7	9	5	1	12	2	9	6	5	6	8	5	3	1	85	44
<b>C10 (FARE NOT PAID)</b>	0	2	1	0	4	1	1	0	2	1	1	1	2	1	0	0	0	0	0	0	0	0	0	0	11	6

<b>TOTAL "CLIENT" COMPLAINTS</b>	16	9	24	2	19	6	30	12	34	13	31	14	17	6	40	16	24	11	17	10	38	15	18	4	308	118
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.02	0.03	0.03	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.02	0.02	0.03	0.04	0.02	0.03	0.02	0.03	0.04	0.04	0.02	0.01	0.03	0.03

**MDTA**

<b>M4 (ADMINISTRATIVE)</b>	1	0	7	2	3	5	1	0	1	1	6	0	4	1	6	3	3	1	3	0	6	2	9	1	50	16
<b>M5 (OTHER)</b>	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1
<b>M22 (COMMENDATIONS)</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2	0
<b>M23 (PHONE DIFFICULTIES)</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>M24 (RUDE STAFF)</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0

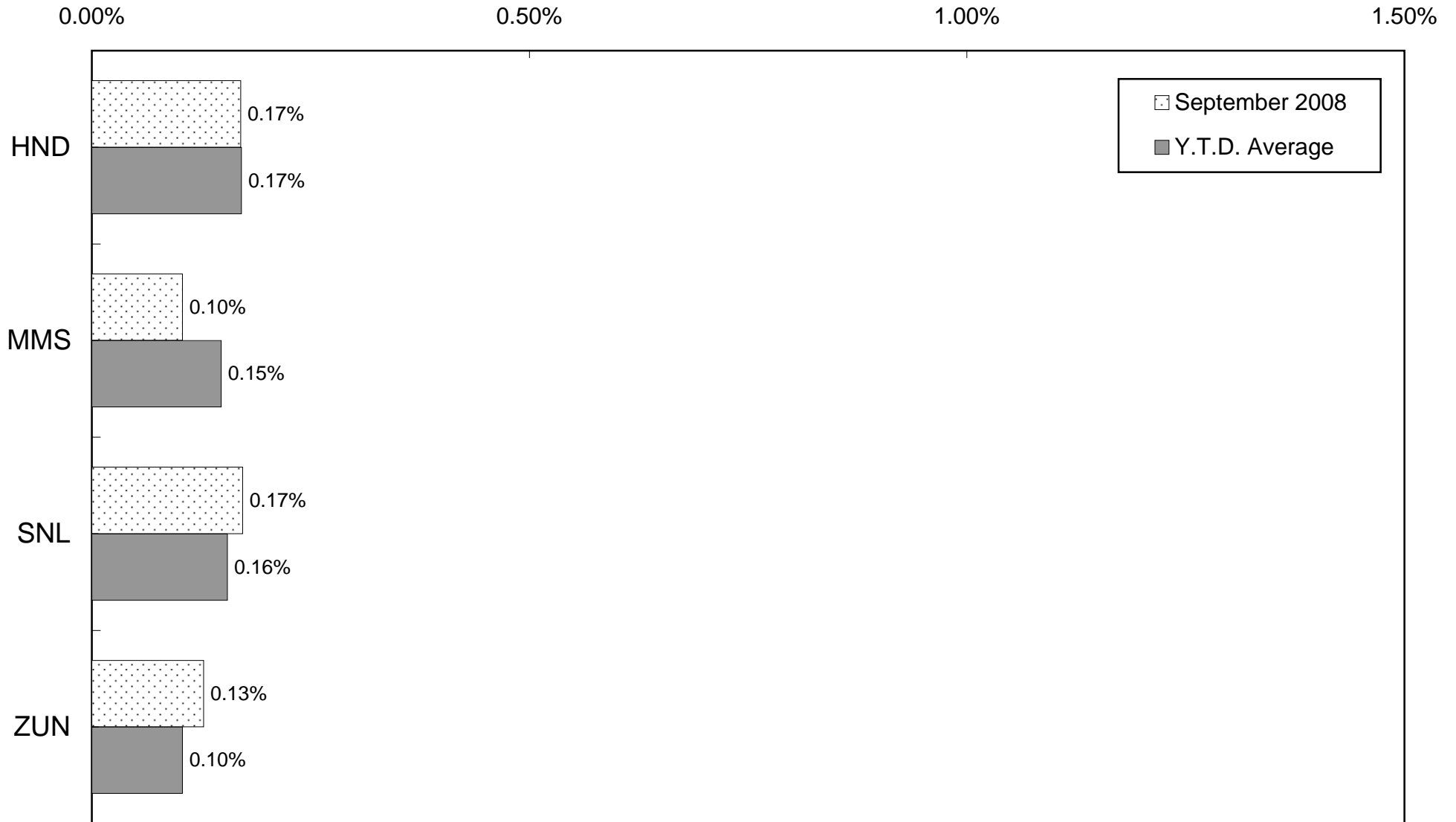
<b>TOTAL "MDTA" COMPLAINTS</b>	1	0	7	2	3	5	1	0	1	1	7	0	4	1	7	3	4	1	3	1	7	2	9	1	54	17
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.00	0.00	0.01	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.00	0.01	0.01	0.01	0.00	0.00	0.00

<b>TOTAL TRIPS REPORTED BY M.I.S.: (1)</b>	97,981	33,618	91,621	31,868	112,323	39,901	85,463	29,635	97,338	32,147	121,668	40,558	96,976	32,404	121,503	40,278	97,415	32,557	92,142	30,994	#####	35,866	92,003	30,193	1,214,690	410,019
<b>TOTAL OF "ALL" COMPLAINTS:</b>	165	69	148	63	178	76	157	67	179	55	211	71	142	57	286	101	129	82	131	34	144	70	158	54	2,028	799
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.17	0.21	0.16	0.20	0.16	0.19	0.18	0.23	0.18	0.17	0.17	0.18	0.15	0.18	0.24	0.25	0.13	0.25	0.14	0.11	0.13	0.20	0.17	0.18	0.17	0.19

<b>B20 (ACCIDENT CARRIER REPORTED)</b>	15	14	20	8	13	16	9	12	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	125	
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# Special Transportation Service September 2008

% of Total Customer Complaints received by Carriers



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

# Special Transportation Service

## September 2008

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

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2007	09/30 - 10/27	17	16,794	0.10%	40	24,781	0.16%	97	53,721	0.18%	0	60	0.00%	53	36,243	0.15%
NOV	10/28 - 11/24	34	15,402	0.22%	33	23,838	0.14%	76	50,429	0.15%	0	26	0.00%	33	33,794	0.10%
DEC	11/25 - 12/29	41	18,953	0.22%	32	29,277	0.11%	102	61,868	0.16%	3	176	1.70%	43	41,950	0.10%
JAN 2008	12/30 - 01/26	24	15,056	0.16%	26	21,679	0.12%	89	46,416	0.19%	0	0	0.00%	41	31,947	0.13%
FEB	01/27 - 02/23	32	16,996	0.19%	30	24,441	0.12%	68	52,879	0.13%	1	55	1.82%	54	35,114	0.15%
MAR	02/24 - 03/29	37	21,280	0.17%	56	30,937	0.18%	99	65,654	0.15%	0	68	0.00%	33	44,287	0.07%
APR	03/30 - 04/26	24	16,936	0.14%	37	24,432	0.15%	72	52,685	0.14%	2	30	6.67%	36	35,297	0.10%
MAY	04/27 - 05/31	60	21,713	0.28%	78	30,702	0.25%	141	65,690	0.21%	0	72	0.00%	40	43,604	0.09%
JUN	06/01 - 06/28	22	17,728	0.12%	46	24,585	0.19%	79	53,039	0.15%	0	2	0.00%	24	34,618	0.07%
JUL	06/29 - 07/26	23	16,481	0.14%	33	23,818	0.14%	53	49,889	0.11%	0	0	0.00%	25	32,948	0.08%
AUG	07/27 - 08/30	27	19,554	0.14%	29	27,365	0.11%	68	59,449	0.11%	0	0	0.00%	28	37,755	0.07%
SEP	08/31 - 09/27	28	16,449	0.17%	24	23,172	0.10%	87	50,484	0.17%	0	0	0.00%	41	32,091	0.13%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2007	09/30 - 10/27	1	131,599	0.00%
NOV	10/28 - 11/24	0	123,489	0.00%
DEC	11/25 - 12/29	0	152,224	0.00%
JAN 2008	12/30 - 01/26	1	115,098	0.00%
FEB	01/27 - 02/23	0	129,485	0.00%
MAR	02/24 - 03/29	5	162,226	0.00%
APR	03/30 - 04/26	0	129,380	0.00%
MAY	04/27 - 05/31	2	161,781	0.00%
JUN	06/01 - 06/28	0	129,972	0.00%
JUL	06/29 - 07/26	0	123,136	0.00%
AUG	07/27 - 08/30	0	144,123	0.00%
SEP	08/31 - 09/27	0	122,196	0.00%

TOTAL	
All Complaints	% of Complaints
208	0.16%
176	0.14%
221	0.15%
181	0.16%
185	0.14%
230	0.14%
171	0.13%
321	0.20%
171	0.13%
134	0.11%
152	0.11%
180	0.15%

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

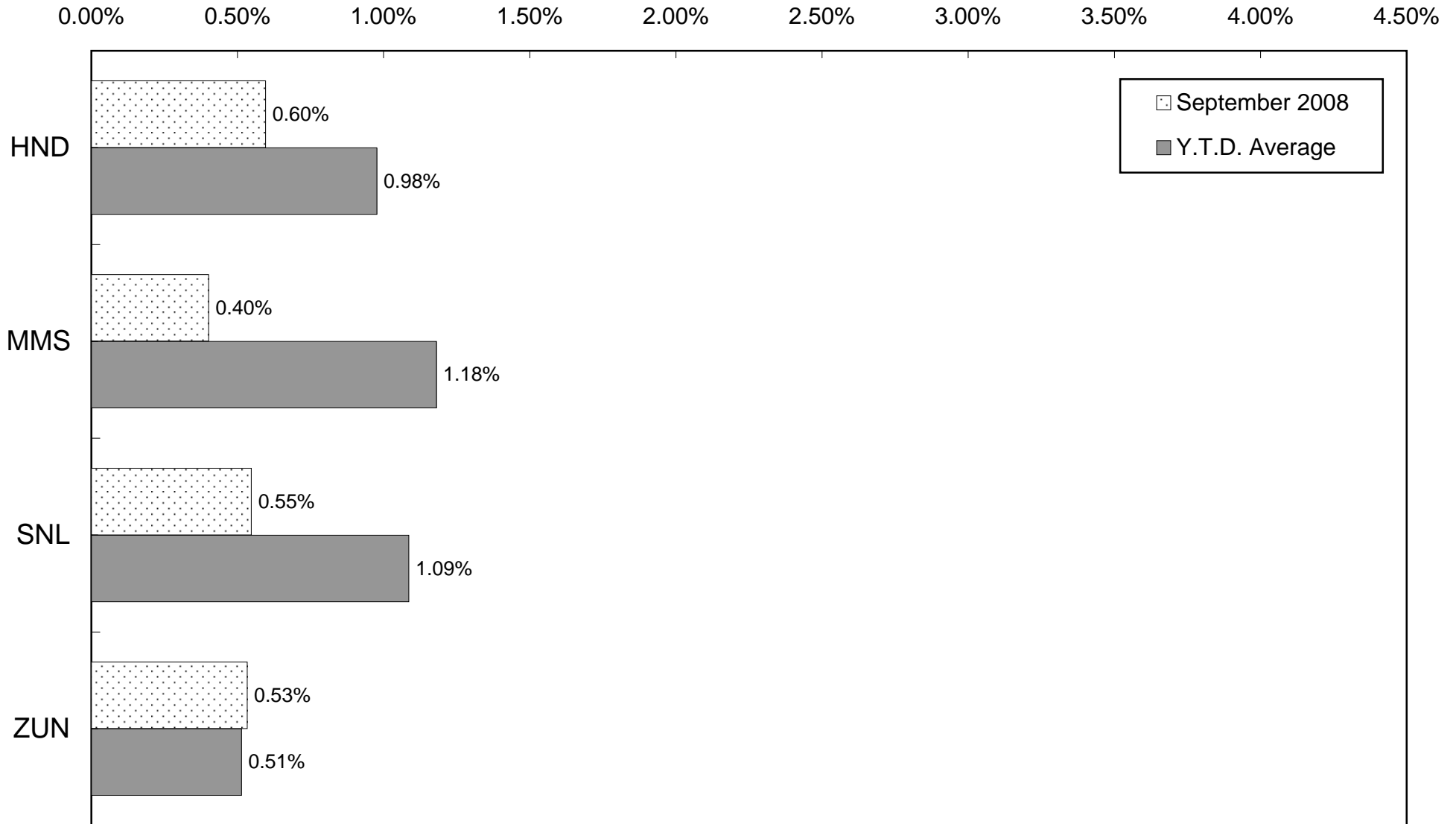
NOTE: Carrier Complaint information is provided by the County.

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

# Special Transportation Service

## September 2008

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

## September 2008

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

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2007	09/30 - 10/27	165	16,794	0.98%	218	24,781	0.88%	798	53,721	1.49%	0	60	0.00%	186	36,243	0.51%
NOV	10/28 - 11/24	174	15,402	1.13%	305	23,838	1.28%	677	50,429	1.34%	0	26	0.00%	228	33,794	0.67%
DEC	11/25 - 12/29	182	18,953	0.96%	379	29,277	1.29%	880	61,868	1.42%	0	176	0.00%	246	41,950	0.59%
JAN 2008	12/30 - 01/26	174	15,056	1.16%	252	21,679	1.16%	598	46,416	1.29%	0	0	0.00%	178	31,947	0.56%
FEB	01/27 - 02/23	223	16,996	1.31%	256	24,441	1.05%	603	52,879	1.14%	0	55	0.00%	168	35,114	0.48%
MAR	02/24 - 03/29	257	21,280	1.21%	413	30,937	1.33%	739	65,654	1.13%	0	68	0.00%	220	44,287	0.50%
APR	03/30 - 04/26	177	16,936	1.05%	394	24,432	1.61%	478	52,685	0.91%	0	30	0.00%	175	35,297	0.50%
MAY	04/27 - 05/31	259	21,713	1.19%	572	30,702	1.86%	694	65,690	1.06%	0	72	0.00%	225	43,604	0.52%
JUN	06/01 - 06/28	141	17,728	0.80%	303	24,585	1.23%	468	53,039	0.88%	0	2	0.00%	146	34,618	0.42%
JUL	06/29 - 07/26	130	16,481	0.79%	308	23,818	1.29%	504	49,889	1.01%	0	0	0.00%	158	32,948	0.48%
AUG	07/27 - 08/30	109	19,554	0.56%	210	27,365	0.77%	493	59,449	0.83%	0	0	0.00%	155	37,755	0.41%
SEP	08/31 - 09/27	98	16,449	0.60%	93	23,172	0.40%	276	50,484	0.55%	0	0	0.00%	171	32,091	0.53%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2007	09/30 - 10/27	0	131,599	0.00%
NOV	10/28 - 11/24	0	123,489	0.00%
DEC	11/25 - 12/29	0	152,224	0.00%
JAN 2008	12/30 - 01/26	0	115,098	0.00%
FEB	01/27 - 02/23	0	129,485	0.00%
MAR	02/24 - 03/29	0	162,226	0.00%
APR	03/30 - 04/26	0	129,380	0.00%
MAY	04/27 - 05/31	0	161,781	0.00%
JUN	06/01 - 06/28	0	129,972	0.00%
JUL	06/29 - 07/26	0	123,136	0.00%
AUG	07/27 - 08/30	0	144,123	0.00%
SEP	08/31 - 09/27	0	122,196	0.00%

TOTAL	
All Complaints	% of Complaints
1,367	1.04%
1,384	1.12%
1,687	1.11%
1,202	1.04%
1,250	0.97%
1,629	1.00%
1,224	0.95%
1,750	1.08%
1,058	0.81%
1,100	0.89%
967	0.67%
638	0.52%

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

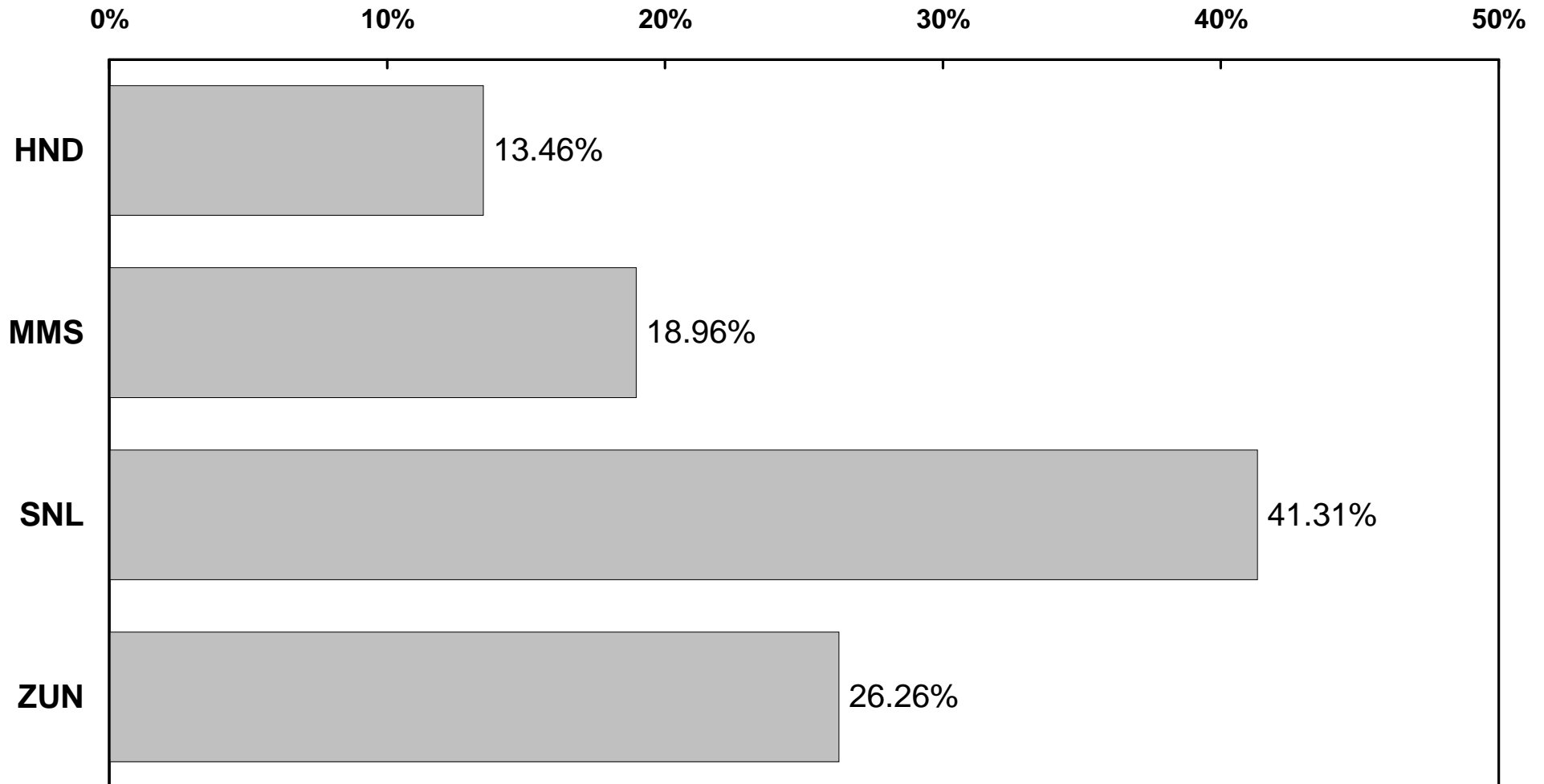
NOTE: Carrier Complaint information is provided by the County.

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

# Monthly Comparison of STS Trips by Carriers

## September 2008

PERCENTAGE OF TOTAL TRIPS



Note: \* Carriers listed as backups.

# Special Transportation Service

## Distribution of Brokered Trips

September 2008

(by Carriers)

### MONTHLY TOTALS

CARRIER	TOTAL VEHICLE HOURS	NO. OF TRIPS					LOAD FACTOR	% TOTAL TRIPS	MILES	MILES PER TRIP
		AMB	% AMB	W/C	% W/C	TOTAL				
HND	11,740.00	12,121	73.69%	4,328	26.31%	16,449	1.40	13.46%	164,852	10
MMS	13,948.00	18,416	79.48%	4,756	20.52%	23,172	1.66	18.96%	196,852	8
SNL	31,388.00	36,993	73.28%	13,491	26.72%	50,484	1.61	41.31%	448,223	9
ZUN	20,465.00	24,473	76.26%	7,618	23.74%	32,091	1.57	26.26%	323,744	10
<b>SUB TOTAL</b>	<b>77,541.00</b>	<b>92,003</b>	<b>75.68%</b>	<b>30,193</b>	<b>24.32%</b>	<b>122,196</b>	<b>1.56</b>	<b>100.00%</b>	<b>1,133,671</b>	<b>9</b>

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

<b>TOTALS:</b>		<b>92,003</b>	<b>75.29%</b>	<b>30,193</b>	<b>24.71%</b>	<b>122,196</b>		<b>100.00%</b>	<b>1,133,671</b>	<b>9</b>
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CARRIER	TRIP ADJUSTMENTS		
	AMB	W/C	TTL
HND			
MMS			
SNL			
YC *			
ZUN			
<b>TOTALS:</b>			

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

Trips may have been performed in any prior period.

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

Distribution of Brokered Trips

September 2008

## SUMMARY

(by Carriers)

CARRIERS	OCT 2007		NOV		DEC		JAN 2008		FEB		MAR	
	09/30 - 10/27		10/28 - 11/24		11/25 - 12/29		12/30 - 01/26		01/27 - 02/23		02/24 - 03/29	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	16,794	12.76%	15,402	12.47%	18,953	12.45%	15,056	13.08%	16,996	13.13%	21,280	13.12%
MMS	24,781	18.83%	23,838	19.30%	29,277	19.23%	21,679	18.84%	24,441	18.88%	30,937	19.07%
SNL	53,721	40.82%	50,429	40.84%	61,868	40.64%	46,416	40.33%	52,879	40.84%	65,654	40.47%
YC *	60	0.05%	26	0.02%	176	0.12%	-	0.00%	55	0.04%	68	0.04%
ZUN	36,243	27.54%	33,794	27.37%	41,950	27.56%	31,947	27.76%	35,114	27.12%	44,287	27.30%
<b>TOTAL</b>	<b>131,599</b>	<b>100.00%</b>	<b>123,489</b>	<b>100.00%</b>	<b>152,224</b>	<b>100.00%</b>	<b>115,098</b>	<b>100.00%</b>	<b>129,485</b>	<b>100.00%</b>	<b>162,226</b>	<b>100.00%</b>

CARRIERS	APR		MAY		JUN		JUL		AUG		SEP	
	03/30 - 04/26		04/27 - 05/31		06/01 - 06/28		06/29 - 07/26		07/27 - 08/30		08/31 - 09/27	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	16,936	13.09%	21,713	13.42%	17,728	13.64%	16,481	13.38%	19,554	13.57%	16,449	13.46%
MMS	24,432	18.88%	30,702	18.98%	24,585	18.92%	23,818	19.34%	27,365	18.99%	23,172	18.96%
SNL	52,685	40.72%	65,690	40.60%	53,039	40.81%	49,889	40.52%	59,449	41.25%	50,484	41.31%
YC *	30	0.02%	72	0.04%	2	0.00%	-	0.00%	-	0.00%	-	0.00%
ZUN	35,297	27.28%	43,604	26.95%	34,618	26.63%	32,948	26.76%	37,755	26.20%	32,091	26.26%
<b>TOTAL</b>	<b>129,380</b>	<b>100.00%</b>	<b>161,781</b>	<b>100.00%</b>	<b>129,972</b>	<b>100.00%</b>	<b>123,136</b>	<b>100.00%</b>	<b>144,123</b>	<b>100.00%</b>	<b>122,196</b>	<b>100.00%</b>

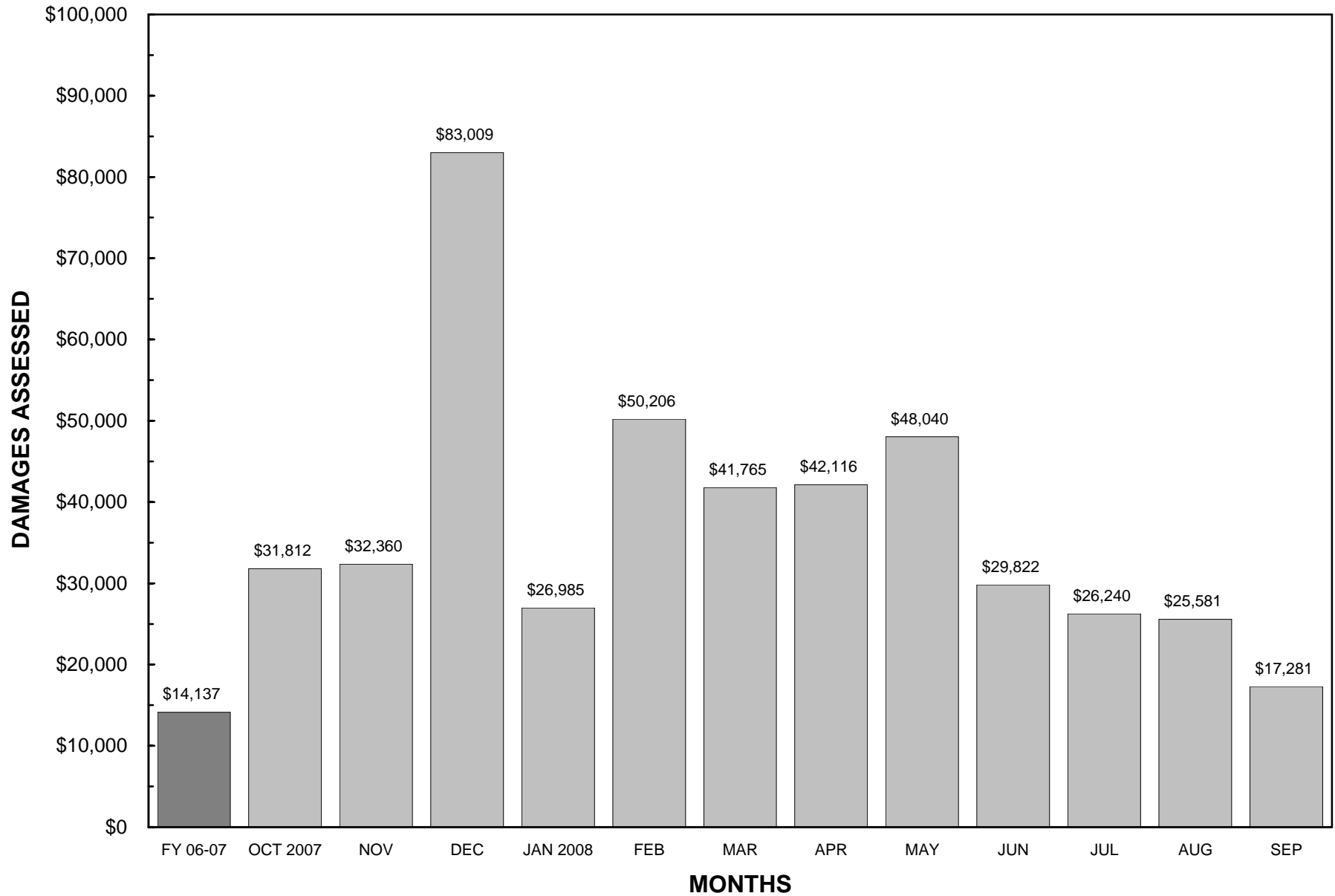
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	213,342	13.13%
MMS	309,027	19.02%
SNL	662,203	40.76%
YC *	489	0.03%
ZUN	439,648	27.06%
<b>TOTAL</b>	<b>1,624,709</b>	<b>100.00%</b>

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

## Liquidated Damages

September 2008



# Special Transportation Service

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

### September 2008

### Liquidated Damages

	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
<b>LIQUIDATED DAMAGES</b>													
ON-TIME PERFORMANCE	\$ 15,262.11	\$ 15,998.30	\$ 19,208.87	\$ 13,712.33	\$ 14,544.17	\$ 18,226.82	\$ 13,888.22	\$ 20,617.30	\$ 12,371.82	\$ 12,033.14	\$ 10,648.40	\$ 7,005.20	\$ 173,516.68
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ 604.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 604.08
PER OCCURRENCE	\$ 15,262.11	\$ 15,998.30	\$ 19,208.87	\$ 13,712.33	\$ 13,940.09	\$ 18,226.82	\$ 13,888.22	\$ 20,617.30	\$ 12,371.82	\$ 12,033.14	\$ 10,648.40	\$ 7,005.20	\$ 172,912.60
CALL TAKING STANDARDS	\$ -	\$ 2,308.32	\$ 2,308.32	\$ 577.08	\$ 577.08	\$ 2,308.32	\$ 2,308.32	\$ 2,308.32	\$ 1,731.24	\$ 1,154.16	\$ 1,154.16	\$ -	\$ 16,735.32
ASA / ABANDONED RATE	\$ -	\$ 2,308.32	\$ 2,308.32	\$ 577.08	\$ 577.08	\$ 2,308.32	\$ 2,308.32	\$ 2,308.32	\$ 1,731.24	\$ 1,154.16	\$ 1,154.16	\$ -	\$ 16,735.32
HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME	\$ 678.30	\$ 410.55	\$ 499.80	\$ 392.70	\$ 428.40	\$ 535.50	\$ 678.30	\$ 767.55	\$ 481.95	\$ 339.15	\$ 481.95	\$ 428.40	\$ 6,122.55
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 678.30	\$ 410.55	\$ 499.80	\$ 392.70	\$ 428.40	\$ 535.50	\$ 678.30	\$ 767.55	\$ 481.95	\$ 339.15	\$ 481.95	\$ 428.40	\$ 6,122.55
BACKUP BY COUNTY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 85.50	\$ -	\$ 190.00	\$ 152.00	\$ 19.00	\$ 85.50	\$ 199.50	\$ 180.50	\$ 28.50	\$ 66.50	\$ -	\$ 9.50	\$ 1,016.50
SYSTEM SAFETY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING	\$ 769.42	\$ 1,949.50	\$ 2,361.12	\$ 1,274.14	\$ 2,331.63	\$ 68.59	\$ 665.81	\$ 1,386.55	\$ 1,529.92	\$ 920.21	\$ 1,769.17	\$ 163.82	\$ 15,189.88
INVOICING	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHANGE OF NEGOTIATED TIME	\$ 15.62	\$ -	\$ 15.62	\$ -	\$ 7.81	\$ 7.81	\$ -	\$ 31.24	\$ 15.62	\$ -	\$ -	\$ -	\$ 93.72
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 73.17	\$ -	\$ 97.56
DRIVER PLAYING RADIO	\$ -	\$ -	\$ -	\$ 48.78	\$ -	\$ -	\$ -	\$ 219.51	\$ 24.39	\$ -	\$ -	\$ 24.39	\$ 317.07
DRIVER EARLY	\$ 46.86	\$ 39.05	\$ 23.43	\$ 15.62	\$ 15.62	\$ -	\$ 23.43	\$ 7.81	\$ 15.62	\$ 23.43	\$ -	\$ -	\$ 210.87
INOPERABLE AIR CONDITIONER	\$ 24.39	\$ 48.78	\$ 24.39	\$ 24.39	\$ -	\$ -	\$ 48.78	\$ 170.73	\$ 24.39	\$ 48.78	\$ -	\$ 24.24	\$ 438.87
USE OF CELL PHONE	\$ 16.16	\$ 8.08	\$ 8.08	\$ 16.16	\$ 24.24	\$ -	\$ -	\$ 48.48	\$ 32.32	\$ -	\$ -	\$ 30.39	\$ 183.91
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ 30.39	\$ 30.39	\$ -	\$ -	\$ 121.56	\$ 60.78	\$ -	\$ 60.78	\$ 60.78	\$ -	\$ -	\$ -	\$ 364.68
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ 296.80	\$ 381.60	\$ 1,865.60	\$ -	\$ 42.40	\$ -	\$ 42.40	\$ 42.40	\$ 42.40	\$ -	\$ 169.60	\$ 42.40	\$ 2,925.60
LATE INCIDENT REPORTS	\$ 339.20	\$ 1,441.60	\$ 424.00	\$ 1,144.80	\$ 2,120.00	\$ -	\$ 551.20	\$ 805.60	\$ 1,314.40	\$ 848.00	\$ 1,526.40	\$ 42.40	\$ 10,557.60
MANIFEST REVIEW (ASSESSED)	\$ -	\$ -	\$ 39,660.36	\$ -	\$ -	\$ 3,290.49	\$ 10,746.69	\$ 2,018.37	\$ 1,652.11	\$ 320.10	\$ 1,323.25	\$ 3,145.93	\$ 62,157.30
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 16,073.83	\$ 16,535.15	\$ 19,780.19	\$ 14,234.37	\$ 14,537.72	\$ 18,830.81	\$ 14,638.73	\$ 21,923.40	\$ 13,026.89	\$ 12,444.50	\$ 12,165.00	\$ 7,808.90	\$ 181,999.49
<b>SUB-TOTAL</b>	<b>\$ 32,869.16</b>	<b>\$ 37,201.82</b>	<b>\$ 84,008.66</b>	<b>\$ 30,342.62</b>	<b>\$ 32,438.00</b>	<b>\$ 43,346.03</b>	<b>\$ 43,125.57</b>	<b>\$ 49,201.99</b>	<b>\$ 30,822.43</b>	<b>\$ 27,277.76</b>	<b>\$ 27,541.93</b>	<b>\$ 18,561.75</b>	<b>\$ 456,737.72</b>
LIQUIDATED DAMAGES (WAIVED)	\$ (57.00)	\$ (3,841.88)	\$ -	\$ (2,357.60)	\$ (2,570.29)	\$ (1,059.30)	\$ (9.50)	\$ (161.50)	\$ -	\$ (38.00)	\$ (961.00)	\$ (280.66)	\$ (11,336.73)
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ 21,338.75	\$ 478.34	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 21,817.09
<b>BONUSES</b>													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CALL TAKING STANDARDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
COMPLAINT RATIO	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (12,000.00)
<b>SUB-TOTAL</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (12,000.00)</b>
<b>GRAND TOTAL</b>	<b>\$ 31,812.16</b>	<b>\$ 32,359.94</b>	<b>\$ 83,008.66</b>	<b>\$ 26,985.02</b>	<b>\$ 50,206.46</b>	<b>\$ 41,765.07</b>	<b>\$ 42,116.07</b>	<b>\$ 48,040.49</b>	<b>\$ 29,822.43</b>	<b>\$ 26,239.76</b>	<b>\$ 25,580.93</b>	<b>\$ 17,281.09</b>	<b>\$ 455,218.08</b>

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### September 2008

October 2007	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
10/06/2007	24,116	8,317	32,433	\$ 854,683.28	\$ (82,910.00)	0	0	0	\$ -	\$ -	\$ -	24,116	8,317	32,433	\$ 854,683.28	\$ (82,910.00)	\$ -	\$ -	\$ -	\$ (5,788.30)	\$ 765,984.98						
10/13/2007	24,348	8,314	32,662	\$ 860,192.68	\$ (83,455.00)	0	0	0	\$ -	\$ -	\$ -	24,348	8,314	32,662	\$ 860,192.68	\$ (83,455.00)	\$ (591.31)	\$ -	\$ -	\$ (5,825.53)	\$ 770,320.84						
10/20/2007	24,953	8,522	33,475	\$ 881,612.97	\$ (85,422.50)	0	0	0	\$ -	\$ -	\$ -	24,953	8,522	33,475	\$ 881,612.97	\$ (85,422.50)	\$ -	\$ -	\$ -	\$ (5,971.43)	\$ 790,219.04						
10/27/2007	24,564	8,465	33,029	\$ 870,348.08	\$ (84,375.00)	0	0	0	\$ -	\$ -	\$ -	24,564	8,465	33,029	\$ 870,348.08	\$ (84,375.00)	\$ -	\$ -	\$ -	\$ (5,894.80)	\$ 780,078.28						
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>97,981</b>	<b>33,618</b>	<b>131,599</b>	<b>\$ 3,466,837.01</b>	<b>\$ (336,162.50)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>97,981</b>	<b>33,618</b>	<b>131,599</b>	<b>\$ 3,466,837.01</b>	<b>\$ (336,162.50)</b>	<b>\$ (591.31)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (23,480.06)</b>	<b>\$ 3,106,603.14</b>						
November 2007	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
	11/03/2007	23,750	7,997	31,747	\$ 835,379.46	\$ (80,942.50)	0	0	0	\$ -	\$ -	\$ -	23,750	7,997	31,747						\$ 835,379.46	\$ (80,942.50)	\$ -	\$ -	\$ -	\$ (5,658.28)	\$ 748,778.68
	11/10/2007	25,251	8,695	33,946	\$ 894,469.27	\$ (86,912.50)	0	0	0	\$ -	\$ -	\$ -	25,251	8,695	33,946						\$ 894,469.27	\$ (86,912.50)	\$ -	\$ -	\$ -	\$ (6,056.68)	\$ 801,500.09
	11/17/2007	24,041	8,220	32,261	\$ 849,700.57	\$ (82,465.00)	0	0	0	\$ -	\$ -	\$ -	24,041	8,220	32,261						\$ 849,700.57	\$ (82,465.00)	\$ (12,055.91)	\$ -	\$ -	\$ (5,754.27)	\$ 749,425.39
	11/24/2007	18,579	6,956	25,535	\$ 676,376.51	\$ (65,430.00)	0	0	0	\$ -	\$ -	\$ -	18,579	6,956	25,535						\$ 676,376.51	\$ (65,430.00)	\$ (13,996.70)	\$ -	\$ -	\$ (4,582.10)	\$ 592,367.71
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>91,621</b>	<b>31,868</b>	<b>123,489</b>	<b>\$ 3,255,925.81</b>	<b>\$ (315,750.00)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>91,621</b>	<b>31,868</b>	<b>123,489</b>	<b>\$ 3,255,925.81</b>	<b>\$ (315,750.00)</b>	<b>\$ (26,052.61)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (22,051.32)</b>	<b>\$ 2,892,071.88</b>						
December 2007	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
	12/01/2007	24,805	8,379	33,184	\$ 873,362.57	\$ (84,787.50)	38	0	38	\$ 918.46	\$ (100.00)	\$ 818.46	24,843	8,379	33,222						\$ 874,281.03	\$ (84,887.50)	\$ (16,441.53)	\$ -	\$ -	\$ (5,914.31)	\$ 767,037.69
	12/08/2007	25,244	8,504	33,748	\$ 888,058.20	\$ (86,277.50)	36	1	37	\$ 902.80	\$ (92.50)	\$ 810.30	25,280	8,505	33,785						\$ 888,961.00	\$ (86,370.00)	\$ (12,317.83)	\$ -	\$ -	\$ (6,013.36)	\$ 784,259.81
	12/15/2007	24,961	8,605	33,566	\$ 884,518.77	\$ (85,982.50)	53	3	56	\$ 1,379.05	\$ (142.50)	\$ 1,236.55	25,014	8,608	33,622						\$ 885,897.82	\$ (86,125.00)	\$ -	\$ -	\$ -	\$ (5,989.02)	\$ 793,783.80
	12/22/2007	24,029	8,508	32,537	\$ 858,822.37	\$ (83,410.00)	41	4	45	\$ 1,121.69	\$ (122.50)	\$ 999.19	24,070	8,512	32,582						\$ 859,944.06	\$ (83,532.50)	\$ (17,010.50)	\$ -	\$ -	\$ (5,815.59)	\$ 753,585.47
	12/29/2007	13,116	5,897	19,013	\$ 509,703.51	\$ (48,935.00)	0	0	0	\$ -	\$ -	\$ -	13,116	5,897	19,013						\$ 509,703.51	\$ (48,935.00)	\$ -	\$ -	\$ -	\$ (3,455.76)	\$ 457,312.75
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>112,155</b>	<b>39,893</b>	<b>152,048</b>	<b>\$ 4,014,465.42</b>	<b>\$ (389,392.50)</b>	<b>168</b>	<b>8</b>	<b>176</b>	<b>\$ 4,322.00</b>	<b>\$ (457.50)</b>	<b>\$ 3,864.50</b>	<b>112,323</b>	<b>39,901</b>	<b>152,224</b>	<b>\$ 4,018,787.42</b>	<b>\$ (389,850.00)</b>	<b>\$ (45,769.86)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (27,188.05)</b>	<b>\$ 3,555,979.51</b>						
January 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
	01/05/2008	14,478	5,601	20,079	\$ 532,973.94	\$ (51,400.00)	0	0	0	\$ -	\$ -	\$ -	14,478	5,601	20,079						\$ 532,973.94	\$ (51,400.00)	\$ -	\$ -	\$ -	\$ (3,611.80)	\$ 477,962.14
	01/12/2008	24,813	8,251	33,064	\$ 869,372.89	\$ (84,505.00)	0	0	0	\$ -	\$ -	\$ -	24,813	8,251	33,064						\$ 869,372.89	\$ (84,505.00)	\$ -	\$ -	\$ -	\$ (5,886.51)	\$ 778,981.38
	01/19/2008	24,380	8,346	32,726	\$ 862,011.88	\$ (83,727.50)	0	0	0	\$ -	\$ -	\$ -	24,380	8,346	32,726						\$ 862,011.88	\$ (83,727.50)	\$ -	\$ -	\$ -	\$ (5,837.13)	\$ 772,447.25
01/26/2008	21,792	7,437	29,229	\$ 791,092.41	\$ (74,580.00)	0	0	0	\$ -	\$ -	\$ -	21,792	7,437	29,229	\$ 791,092.41	\$ (74,580.00)	\$ -	\$ -	\$ -	\$ (5,373.84)	\$ 711,138.57						
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>85,463</b>	<b>29,635</b>	<b>115,098</b>	<b>\$ 3,055,451.12</b>	<b>\$ (294,212.50)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>85,463</b>	<b>29,635</b>	<b>115,098</b>	<b>\$ 3,055,451.12</b>	<b>\$ (294,212.50)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (20,709.29)</b>	<b>\$ 2,740,529.33</b>						
February 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
	02/02/2008	24,328	7,945	32,273	\$ 847,650.36	\$ (82,127.50)	52	3	55	\$ 1,354.88	\$ (150.00)	\$ 1,204.88	24,380	7,948	32,328						\$ 849,005.24	\$ (82,277.50)	\$ 5,369.18	\$ -	\$ -	\$ (5,741.42)	\$ 766,355.50
	02/09/2008	24,890	8,401	33,291	\$ 876,135.98	\$ (84,732.50)	0	0	0	\$ -	\$ -	\$ -	24,890	8,401	33,291						\$ 876,135.98	\$ (84,732.50)	\$ -	\$ -	\$ -	\$ (5,935.53)	\$ 785,467.95
02/16/2008	24,410	7,953	32,363	\$ 849,893.74	\$ (82,130.00)	0	0	0	\$ -	\$ -	\$ -	24,410	7,953	32,363	\$ 849,893.74	\$ (82,130.00)	\$ (10,382.35)	\$ -	\$ -	\$ (5,758.23)	\$ 751,623.16						
02/23/2008	23,658	7,845	31,503	\$ 828,188.46	\$ (80,127.50)	0	0	0	\$ -	\$ -	\$ -	23,658	7,845	31,503	\$ 828,188.46	\$ (80,127.50)	\$ -	\$ -	\$ -	\$ (5,610.46)	\$ 742,450.50						
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>97,286</b>	<b>32,144</b>	<b>129,430</b>	<b>\$ 3,401,868.54</b>	<b>\$ (329,117.50)</b>	<b>52</b>	<b>3</b>	<b>55</b>	<b>\$ 1,354.88</b>	<b>\$ (150.00)</b>	<b>\$ 1,204.88</b>	<b>97,338</b>	<b>32,147</b>	<b>129,485</b>	<b>\$ 3,403,223.42</b>	<b>\$ (329,267.50)</b>	<b>\$ (5,013.17)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (23,045.63)</b>	<b>\$ 3,045,897.12</b>						
March 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT							
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED						
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL													
	03/01/2008	24,261	7,988	32,249	\$ 847,436.21	\$ (81,932.50)	28	1	29	\$ 709.44	\$ (82.50)	\$ 626.94	24,289	7,989	32,278						\$ 848,145.65	\$ (82,015.00)	\$ (4,320.59)	\$ -	\$ -	\$ (5,741.28)	\$ 756,068.78
	03/08/2008	25,142	8,212	33,354	\$ 876,050.30	\$ (84,750.00)	37	2	39	\$ 959.65	\$ (112.50)	\$ 847.15	25,179	8,214	33,393						\$ 877,009.95	\$ (84,862.50)	\$ (31,082.93)	\$ -	\$ -	\$ (5,934.75)	\$ 755,129.77
	03/15/2008	24,755	8,219	32,974	\$ 866,925.27	\$ (83,550.00)	0	0	0	\$ -	\$ -	\$ -	24,755	8,219	32,974						\$ 866,925.27	\$ (83,550.00)	\$ (9,231.82)	\$ -	\$ -	\$ (5,875.31)	\$ 768,268.14
03/22/2008	23,526	7,999	31,525	\$ 830,030.74	\$ (80,072.50)	0	0	0	\$ -	\$ -	\$ -	23,526	7,999	31,525	\$ 830,030.74	\$ (80,072.50)	\$ -	\$ -	\$ -	\$ (5,624.69)	\$ 744,333.55						
03/29/2008	23,919	8,137	32,056	\$ 873,944.95	\$ (81,237.50)	0	0	0	\$ -	\$ -	\$ -	23,919	8,137	32,056	\$ 873,944.95	\$ (81,237.50)	\$ (12,564.77)	\$ -	\$ -	\$ (5,945.31)	\$ 774,197.37						
0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	<b>121,603</b>	<b>40,555</b>	<b>162,158</b>	<b>\$ 4,294,387.47</b>	<b>\$ (411,542.50)</b>	<b>65</b>	<b>3</b>	<b>68</b>	<b>\$ 1,669.09</b>	<b>\$ (195.00)</b>	<b>\$ 1,474.09</b>	<b>121,668</b>	<b>40,558</b>	<b>162,226</b>	<b>\$ 4,296,056.56</b>	<b>\$ (411,737.50)</b>	<b>\$ (57,200.11)</b>										

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### September 2008

April 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
04/05/2008	22,436	7,671	30,107	\$ 821,075.54	\$ (76,440.00)	29	1	30	\$ 756.57	\$ (77.50)	\$ 679.07	22,465	7,672	30,137	\$ 821,832.11	\$ (76,517.50)	\$ -	\$ -	\$ (5,584.77)	\$ 739,729.84						
04/12/2008	24,892	8,250	33,142	\$ 902,044.72	\$ (84,182.50)	0	0	0	\$ -	\$ -	\$ -	24,892	8,250	33,142	\$ 902,044.72	\$ (84,182.50)	\$ (10,056.97)	\$ -	\$ (6,133.97)	\$ 801,671.28						
04/19/2008	24,930	8,172	33,102	\$ 900,325.26	\$ (83,955.00)	0	0	0	\$ -	\$ -	\$ -	24,930	8,172	33,102	\$ 900,325.26	\$ (83,955.00)	\$ (10,062.31)	\$ -	\$ (6,122.78)	\$ 800,185.17						
04/26/2008	24,689	8,310	32,999	\$ 899,038.79	\$ (83,795.00)	0	0	0	\$ -	\$ -	\$ -	24,689	8,310	32,999	\$ 899,038.79	\$ (83,795.00)	\$ -	\$ -	\$ (6,114.33)	\$ 809,129.46						
0	0	0	0	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	96,947	32,403	129,350	\$ 3,522,484.31	\$ (328,372.50)	29	1	30	\$ 756.57	\$ (77.50)	\$ 679.07	96,976	32,404	129,380	\$ 3,523,240.88	\$ (328,450.00)	\$ (20,119.28)	\$ -	\$ (23,955.84)	\$ 3,150,715.76						
May 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
	05/03/2008	24,782	8,302	33,084	\$ 901,081.98	\$ (83,855.00)	38	2	40	\$ 1,014.94	\$ (107.50)	\$ 907.44	24,820	8,304	33,124						\$ 902,096.92	\$ (83,962.50)	\$ (8,521.00)	\$ -	\$ (6,129.20)	\$ 803,484.22
	05/10/2008	25,373	8,471	33,844	\$ 921,580.21	\$ (86,035.00)	20	0	20	\$ 498.20	\$ (50.00)	\$ 448.20	25,393	8,471	33,864						\$ 922,078.41	\$ (86,085.00)	\$ -	\$ -	\$ (6,266.59)	\$ 829,726.82
	05/17/2008	24,926	8,314	33,240	\$ 905,079.18	\$ (84,390.00)	11	1	12	\$ 308.19	\$ (30.00)	\$ 278.19	24,937	8,315	33,252						\$ 905,387.37	\$ (84,420.00)	\$ (10,127.42)	\$ -	\$ (6,155.17)	\$ 804,684.78
	05/24/2008	24,786	8,025	32,811	\$ 891,713.76	\$ (82,920.00)	0	0	0	\$ -	\$ -	\$ -	24,786	8,025	32,811						\$ 891,713.76	\$ (82,920.00)	\$ 6,830.94	\$ -	\$ (6,065.95)	\$ 809,558.75
05/31/2008	21,567	7,163	28,730	\$ 782,065.31	\$ (72,887.00)	0	0	0	\$ -	\$ -	\$ -	21,567	7,163	28,730	\$ 782,065.31	\$ (72,887.00)	\$ (2,806.27)	\$ -	\$ (5,318.84)	\$ 701,053.20						
<b>TOTAL</b>	121,434	40,275	161,709	\$ 4,401,520.44	\$ (410,087.00)	69	3	72	\$ 1,821.33	\$ (187.50)	\$ 1,633.83	121,503	40,278	161,781	\$ 4,403,341.77	\$ (410,274.50)	\$ (14,623.75)	\$ -	\$ (29,935.75)	\$ 3,948,507.77						
June 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
	06/07/2008	24,883	8,168	33,051	\$ 899,017.77	\$ (83,832.50)	0	0	0	\$ -	\$ -	\$ -	24,883	8,168	33,051						\$ 899,017.77	\$ (83,832.50)	\$ (6,050.19)	\$ -	\$ (6,113.89)	\$ 803,021.19
	06/14/2008	24,288	8,140	32,428	\$ 883,239.28	\$ (82,322.50)	1	0	1	\$ 24.91	\$ (2.50)	\$ 22.41	24,289	8,140	32,429						\$ 883,264.19	\$ (82,325.00)	\$ -	\$ -	\$ (6,006.88)	\$ 794,932.31
	06/21/2008	24,013	7,981	31,994	\$ 870,954.41	\$ (80,987.50)	1	0	1	\$ 24.91	\$ (2.50)	\$ 22.41	24,014	7,981	31,995						\$ 870,979.32	\$ (80,990.00)	\$ -	\$ -	\$ (5,924.75)	\$ 784,064.57
06/28/2008	24,229	8,268	32,497	\$ 886,144.63	\$ (82,425.00)	0	0	0	\$ -	\$ -	\$ -	24,229	8,268	32,497	\$ 886,144.63	\$ (82,425.00)	\$ (6,442.70)	\$ -	\$ (6,027.90)	\$ 791,249.03						
0	0	0	0	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	97,413	32,557	129,970	\$ 3,539,356.09	\$ (329,567.50)	2	0	2	\$ 49.82	\$ (5.00)	\$ 44.82	97,415	32,557	129,972	\$ 3,539,405.91	\$ (329,572.50)	\$ (12,492.89)	\$ -	\$ (24,073.41)	\$ 3,173,267.11						
July 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
	07/05/2008	21,031	7,203	28,234	\$ 770,080.75	\$ (71,995.00)	0	0	0	\$ -	\$ -	\$ -	21,031	7,203	28,234						\$ 770,080.75	\$ (71,995.00)	\$ (12,872.58)	\$ -	\$ (5,235.64)	\$ 679,977.53
	07/12/2008	23,647	8,116	31,763	\$ 866,451.65	\$ (80,635.00)	0	0	0	\$ -	\$ -	\$ -	23,647	8,116	31,763						\$ 866,451.65	\$ (80,635.00)	\$ (3,644.57)	\$ -	\$ (5,893.62)	\$ 776,278.46
	07/19/2008	23,805	7,928	31,733	\$ 863,961.59	\$ (80,750.00)	0	0	0	\$ -	\$ -	\$ -	23,805	7,928	31,733						\$ 863,961.59	\$ (80,750.00)	\$ (13,874.89)	\$ -	\$ (5,874.09)	\$ 763,462.61
07/26/2008	23,659	7,747	31,406	\$ 854,138.15	\$ (79,820.00)	0	0	0	\$ -	\$ -	\$ -	23,659	7,747	31,406	\$ 854,138.15	\$ (79,820.00)	\$ -	\$ -	\$ (5,807.39)	\$ 768,510.76						
0	0	0	0	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	92,142	30,994	123,136	\$ 3,354,632.14	\$ (313,200.00)	0	0	0	\$ -	\$ -	\$ -	92,142	30,994	123,136	\$ 3,354,632.14	\$ (313,200.00)	\$ (30,392.04)	\$ -	\$ (22,810.74)	\$ 2,988,229.36						
August 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
	08/02/2008	23,272	7,636	30,908	\$ 840,704.00	\$ (78,457.50)	0	0	0	\$ -	\$ -	\$ -	23,272	7,636	30,908						\$ 840,704.00	\$ (78,457.50)	\$ (8,173.76)	\$ -	\$ (5,716.85)	\$ 748,355.89
	08/09/2008	22,010	7,411	29,421	\$ 801,577.08	\$ (74,877.50)	0	0	0	\$ -	\$ -	\$ -	22,010	7,411	29,421						\$ 801,577.08	\$ (74,877.50)	\$ -	\$ -	\$ (5,450.25)	\$ 721,249.33
	08/16/2008	22,403	7,477	29,880	\$ 813,622.59	\$ (75,797.50)	0	0	0	\$ -	\$ -	\$ -	22,403	7,477	29,880						\$ 813,622.59	\$ (75,797.50)	\$ -	\$ -	\$ (5,533.69)	\$ 732,291.40
08/23/2008	16,581	5,591	22,172	\$ 604,133.09	\$ (56,275.00)	0	0	0	\$ -	\$ -	\$ -	16,581	5,591	22,172	\$ 604,133.09	\$ (56,275.00)	\$ (5,506.39)	\$ -	\$ (4,108.94)	\$ 538,242.76						
08/30/2008	23,991	7,751	31,742	\$ 862,544.99	\$ (80,435.00)	0	0	0	\$ -	\$ -	\$ -	23,991	7,751	31,742	\$ 862,544.99	\$ (80,435.00)	\$ -	\$ -	\$ (5,865.82)	\$ 776,244.17						
<b>TOTAL</b>	108,257	35,866	144,123	\$ 3,922,581.75	\$ (365,842.50)	0	0	0	\$ -	\$ -	\$ -	108,257	35,866	144,123	\$ 3,922,581.75	\$ (365,842.50)	\$ (13,680.15)	\$ -	\$ (26,675.54)	\$ 3,516,383.56						
September 2008	REGULAR					LATEWORK					COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT						
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES						STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL												
	09/06/2008	20,378	6,826	27,204	\$ 740,928.66	\$ (69,035.00)	0	0	0	\$ -	\$ -	\$ -	20,378	6,826	27,204						\$ 740,928.66	\$ (69,035.00)	\$ -	\$ -	\$ (5,039.20)	\$ 666,854.46
	09/13/2008	22,868	7,431	30,299	\$ 823,633.46	\$ (77,010.00)	0	0	0	\$ -	\$ -	\$ -	22,868	7,431	30,299						\$ 823,633.46	\$ (77,010.00)	\$ (5,204.76)	\$ -	\$ (5,599.68)	\$ 735,819.02
	09/20/2008	24,540	8,062	32,602	\$ 886,850.56	\$ (82,777.50)	0	0	0	\$ -	\$ -	\$ -	24,540	8,062	32,602						\$ 886,850.56	\$ (82,777.50)	\$ (9,468.42)	\$ -	\$ (6,030.55)	\$ 788,574.09
09/27/2008	24,217	7,874	32,091	\$ 872,378.79	\$ (81,722.50)	0	0	0	\$ -	\$ -	\$ -	24,217	7,874	32,091	\$ 872,378.79	\$ (81,722.50)	\$ -	\$ -	\$ (5,929.92)	\$ 784,726.37						
0	0	0	0	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	0	0	0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>TOTAL</b>	92,003	30,193	122,196	\$ 3,323,791.47	\$ (310,545.00)	0	0	0	\$ -	\$ -	\$ -	92,003	30,193	122,196	\$ 3,323,791.47	\$ (310,545.00)	\$ (14,673.18)	\$ -	\$ (22,599.35)	\$ 2,975,973.94						
<b>YTD TTT</b>	1,214,305	410,001	1,624,306	\$ 43,553,301.57	\$ (4,133,792.00)	385	18	403	\$ 9,973.69	\$ (1,072.50)	\$ 8,901.19	1,214,690	410,019	1,624,709	\$ 43,563,275.26	\$ (4,134,864.50)	\$ (240,608.35)	\$ -	\$ (295,646.32)	\$ 38,892,156.09						

# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

**September 2008**

COMPLAINT TYPE		COMPLAINT DESCRIPTION		STS COMPLAINTS BY PENALTY				
				AMBULATORY		WHEELCHAIR		Total
				LATE 31 - 60	LATE 61+	LATE 31 - 60	LATE 61+	
<b>B-1</b>	<b>LATE PICKUP</b>	255	48	109	18	430		
<b>B-2</b>	<b>LATE RETURN</b>	139	21	36	11	207		
<b>B-3</b>	<b>NEVER PICKED-UP</b>	N/A	0	N/A	0	0		
<b>B-4</b>	<b>LENGTHY ROUTING</b>	N/A	0	N/A	0	0		
<b>B-17</b>	<b>BACKUP LATE TRIPS</b>	N/A	0	N/A	0	0		

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

**TOTAL** 69

29

<b>TOTAL ADA VIOLATIONS</b>	<b>98</b>
<b>TOTAL TRIPS BILLED</b>	<b>122,196</b>
<b>PERCENT OF ADA TRIPS DENIAL</b>	<b>0.08%</b>

Note: Only highlighted fields were totaled from this matrix.

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

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

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

Excerpted from Transit Access Report March 10, 2000.

# STS Trip Verification

## September 2008

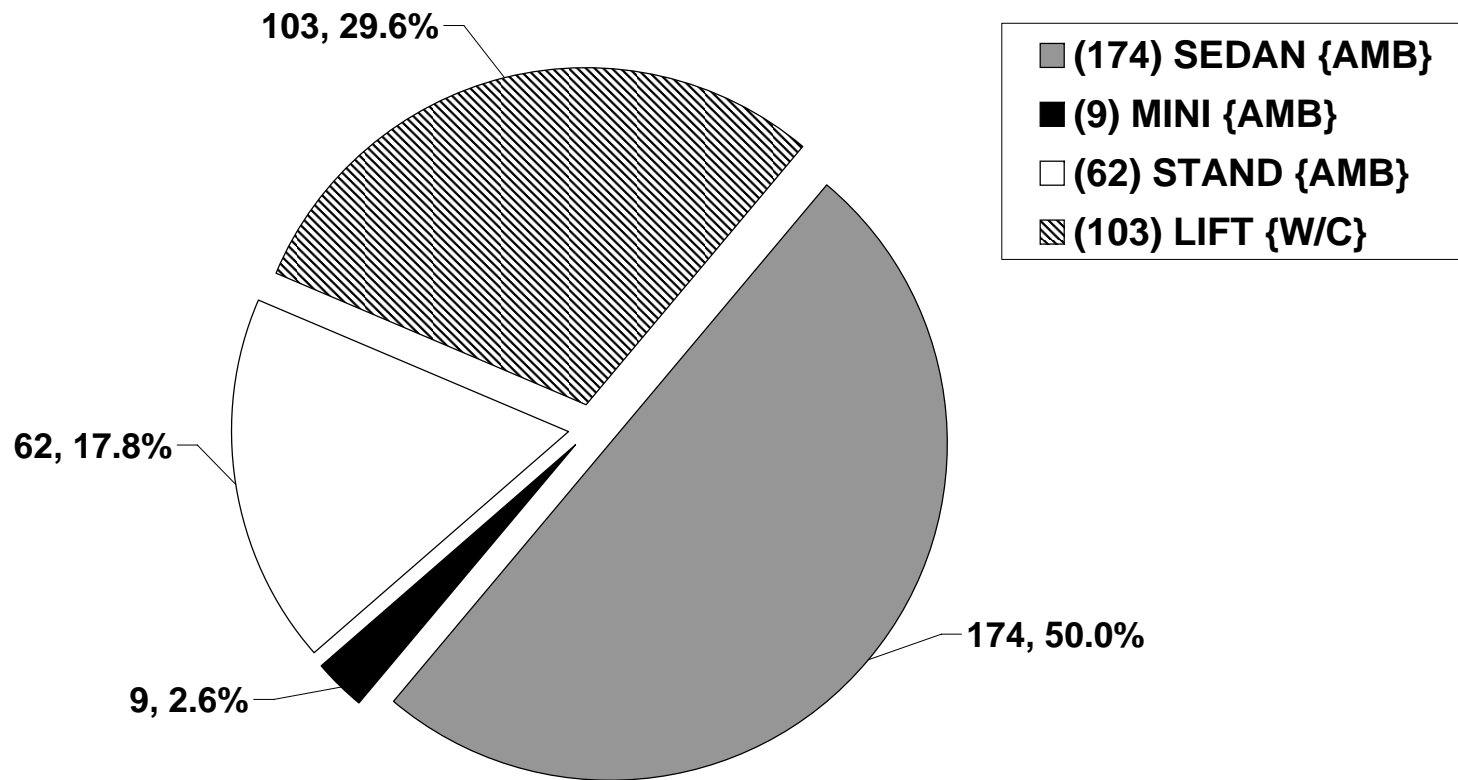
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>OCT 2007</b>	131,599	2,292	825	3,117	2.37%	1	0	0	0	1	1	1	0	3	1	4	0.13%	0.12%	0.13%
<b>NOV</b>	123,489	1,076	398	1,474	1.19%	0	0	0	0	1	1	0	0	1	1	2	0.09%	0.25%	0.14%
<b>DEC</b>	152,224	1,961	875	2,836	1.86%	5	0	0	0	0	0	0	0	5	0	5	0.25%	0.00%	0.18%
<b>JAN 2008</b>	115,098	6,414	2,554	8,968	7.79%	3	4	4	1	3	1	2	2	12	8	20	0.19%	0.31%	0.22%
<b>FEB</b>	129,485	7,875	3,157	11,032	8.52%	3	1	3	0	1	1	6	1	13	3	16	0.17%	0.10%	0.15%
<b>MAR</b>	162,226	8,310	2,902	11,212	6.91%	2	1	2	0	3	2	4	0	11	3	14	0.13%	0.10%	0.12%
<b>APR</b>	129,380	9,180	3,343	12,523	9.68%	4	3	1	0	2	0	1	0	8	3	11	0.09%	0.09%	0.09%
<b>MAY</b>	161,781	10,693	4,200	14,893	9.21%	5	6	4	1	5	0	2	1	16	8	24	0.15%	0.19%	0.16%
<b>JUN</b>	129,972	18,738	7,672	26,410	20.32%	5	1	1	0	0	2	2	1	8	4	12	0.04%	0.05%	0.05%
<b>JUL</b>	123,136	26,417	9,250	35,667	28.97%	5	1	0	1	1	1	5	0	11	3	14	0.04%	0.03%	0.04%
<b>AUG</b>	144,123	21,819	7,249	29,068	20.17%	0	0	0	0	1	0	0	1	1	1	2	0.00%	0.01%	0.01%
<b>SEP</b>	122,196	27,129	9,424	36,553	29.91%	7	1	4	1	8	2	5	3	24	7	31	0.09%	0.07%	0.08%
<b>TOTAL</b>	1,624,709	141,904	51,849	193,753	11.93%	40	18	19	4	26	11	28	9	113	42	155	0.08%	0.08%	0.08%

# Special Transportation Service

## Vehicle Availability

September 2008

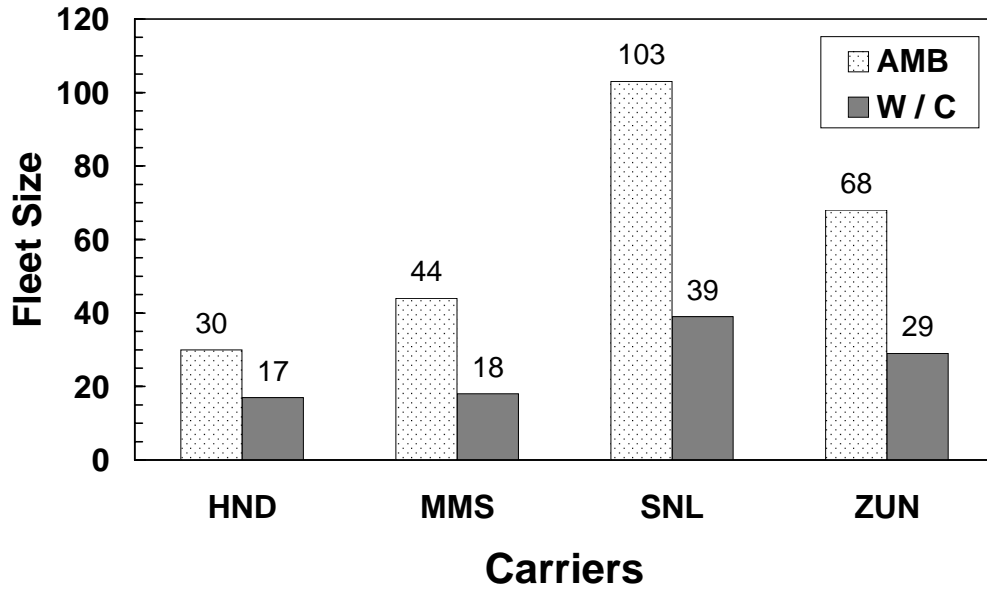
**TOTAL VEHICLES: 348**



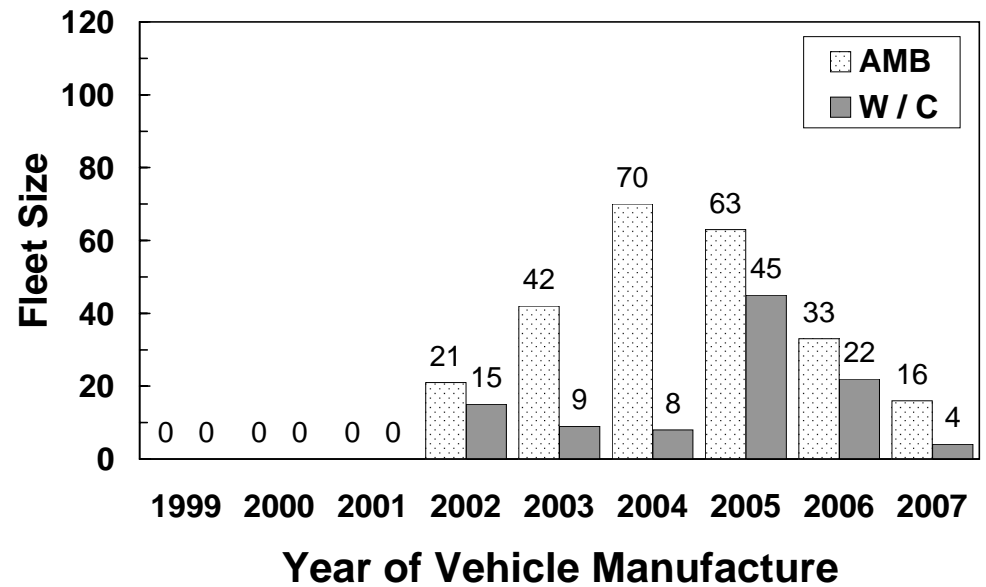
# Special Transportation Service

September 2008

### Vehicle Availability by Carrier



### Fleet Age



# Special Transportation Service

## Vehicle Summary

### September 2008

Fleet Age	Oct 2007	Nov	Dec	Jan 2008	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
1999	-	-	-	-	-	-	-	-	-	-	-	-	-
2000	-	-	-	-	-	-	-	-	-	-	-	-	-
2001	-	-	-	-	-	-	-	-	-	-	-	-	-
2002	36	36	36	36	36	36	36	36	36	36	36	36	36
2003	51	51	51	51	51	51	51	51	51	51	51	51	51
2004	78	78	78	78	78	78	78	78	78	78	78	78	78
2005	108	108	108	108	108	108	108	108	108	108	108	108	108
2006	55	55	55	55	55	55	55	55	55	55	55	55	55
2007	20	20	20	20	20	20	20	20	20	20	20	20	20
<b>TOTAL</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>

AVAILABILITY by CARRIER	Oct 2007	Nov	Dec	Jan 2008	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
HND	49	47	47	47	50	47	47	47	47	47	47	47	47
MMS	59	62	62	62	63	62	62	62	62	62	62	62	62
SNL	135	142	142	142	147	142	142	142	142	142	142	142	142
ZUN	93	97	97	97	98	97	97	97	97	97	97	97	97
<b>TOTAL</b>	<b>336</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>358</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>

AVAILABILITY by TYPE	Oct 2007	Nov	Dec	Jan 2008	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	236	245	245	245	257	245	245	245	245	245	245	245	245
W / C	100	103	103	103	101	103	103	103	103	103	103	103	103
<b>TOTAL</b>	<b>336</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>358</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>	<b>348</b>

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

September 2008

Service Monitoring Report

Fiscal Year 2007 - 2008

	OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
CLIENTS MONITORED	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	0	---

VEHICLES MONITORED	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---
Passed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%		
Failed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%		

DRIVERS MONITORED	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---
Passed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%		
Failed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%		

SUMMARY OF DRIVERS WHO FAILED MONITORING:						
DRIVER	HACK#	PROV	INFRACTION(S)	DATE	RESOLUTION(S)	DATE

SUMMARY OF VEHICLES WHICH FAILED MONITORING:					
VEHICLE#	PROV	INFRACTION(S)	DATE	RESOLUTION(S)	DATE

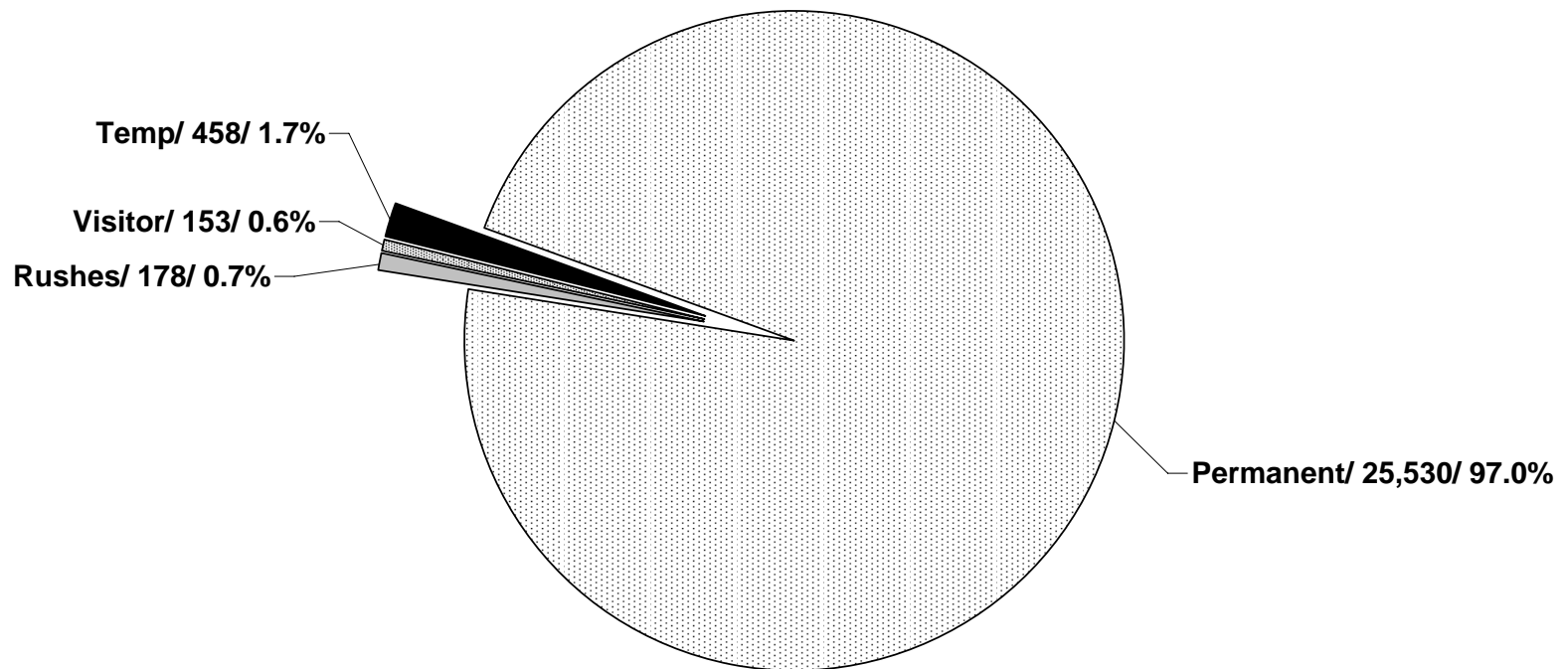
	NO DISPLAY OF TOLL-FREE COMPLAINT #:	NO DISPLAY OF HACK LICENSE:	WHEELCHAIR TIEDOWNS OR UNSECURED OBJECTS ON FLOOR:	NON-COMPLIANCE NO SUNPASS
HV	0	0	0	0
MMS	0	0	0	0
SNL	0	0	0	0
ZUNI	10	1	0	0
	0	0	0	0

# Special Transportation Service

Current Ridership Population

September 2008

Total: 26,320



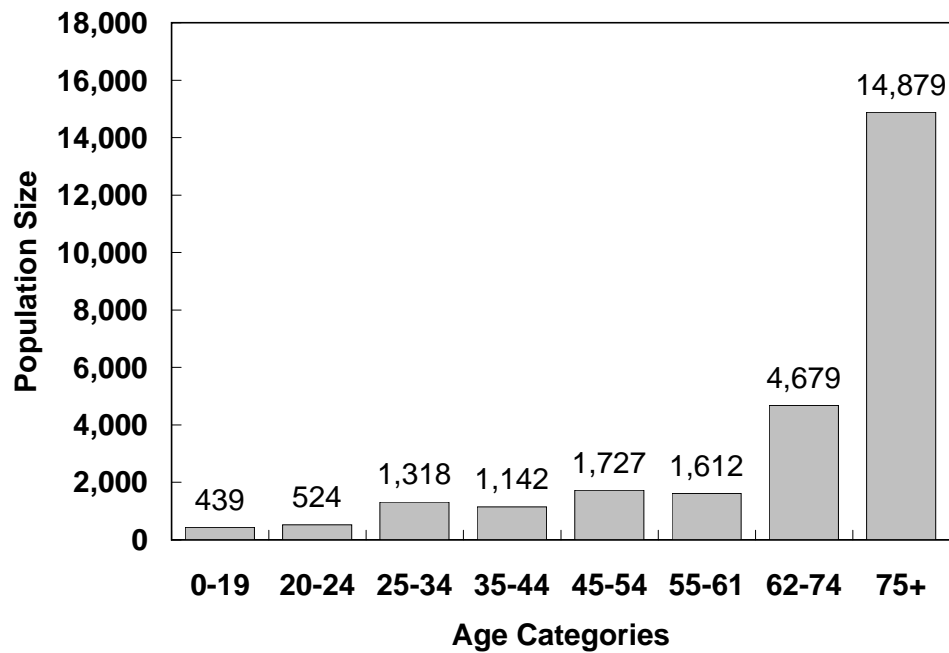
# Special Transportation Service

## Total Client Population

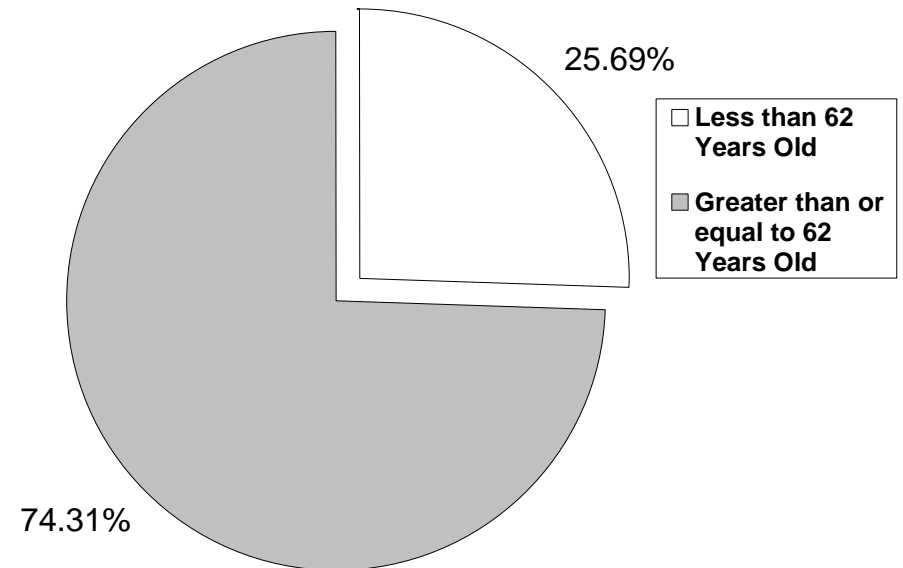
### Authorized for Travel

September 2008

Breakdown by Age



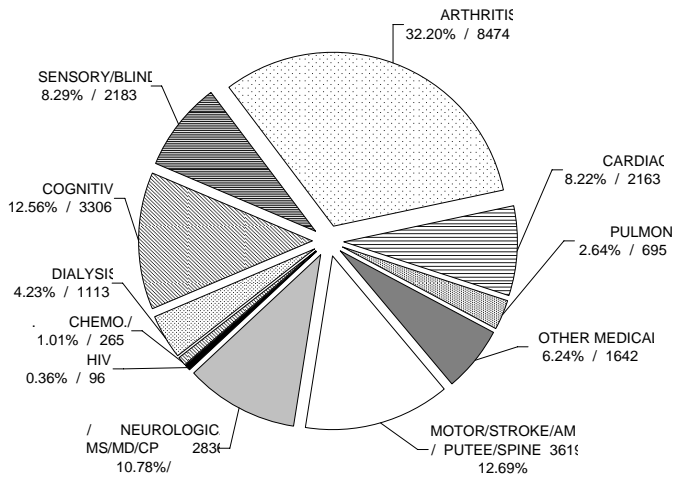
Total: 26,320



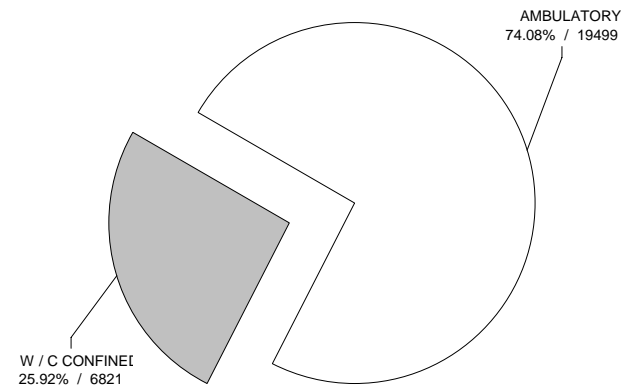
# Special Transportation Service

## Population Profile Authorized for Travel September 2008

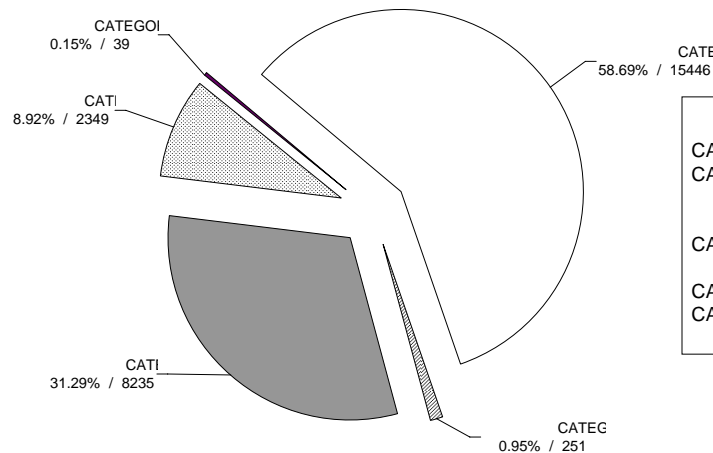
### Disability Type



### Transportation Type



### Clients by Category



**LEGEND**  
 CATEGORY 1 - Unconditional  
 CATEGORY 2 - Needs accessible vehicle with W/C lift or other boarding device.  
 CATEGORY 3 - Cannot travel to and from stops or stations.  
 CATEGORY 4 - Both 2 & 3.  
 CATEGORY 5 - STS eligibility only.

# Special Transportation Service Paratransit Certification Processing September 2008

## CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/30 - 10/27	10/28 - 11/24	11/25 - 12/29	12/30 - 01/26	01/27 - 02/23	02/24 - 03/29	03/30 - 04/26	04/27 - 05/31	06/01 - 06/28	06/29 - 07/26	07/27 - 08/30	08/31 - 09/27
0-19	341	348	344	354	359	364	377	415	420	425	424	439
20-24	395	395	399	406	406	412	427	490	494	495	505	524
25-34	1,020	1,040	1,050	1,077	1,103	1,111	1,127	1,234	1,256	1,272	1,277	1,318
35-44	907	916	905	927	940	958	969	1,052	1,070	1,086	1,100	1,142
45-54	1,398	1,426	1,423	1,463	1,495	1,515	1,535	1,612	1,638	1,667	1,683	1,727
55-61	1,274	1,292	1,315	1,364	1,378	1,401	1,428	1,491	1,535	1,568	1,585	1,612
62-74	3,604	3,650	3,697	3,847	3,938	4,053	4,174	4,365	4,471	4,551	4,598	4,679
75+	12,163	12,440	12,544	12,908	13,265	13,572	13,952	13,928	14,273	14,607	14,812	14,879
<b>TOTAL</b>	<b>21,102</b>	<b>21,507</b>	<b>21,677</b>	<b>22,346</b>	<b>22,884</b>	<b>23,386</b>	<b>23,989</b>	<b>24,587</b>	<b>25,157</b>	<b>25,671</b>	<b>25,984</b>	<b>26,320</b>

Clients by Disability Type	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/30 - 10/27	10/28 - 11/24	11/25 - 12/29	12/30 - 01/26	01/27 - 02/23	02/24 - 03/29	03/30 - 04/26	04/27 - 05/31	06/01 - 06/28	06/29 - 07/26	07/27 - 08/30	08/31 - 09/27
Motor/Stroke/Amputee/Spine	2,969	3,002	3,006	3,121	3,159	3,218	3,267	3,296	3,368	3,470	3,524	3,547
Neurological/MS/MD/CP	2,256	2,306	2,334	2,392	2,460	2,521	2,598	2,665	2,720	2,775	2,818	2,836
HIV	90	91	91	92	94	95	96	90	92	95	97	96
Chemo./Radiation	259	265	258	299	280	303	300	276	285	288	294	265
Dialysis	1,008	1,047	1,066	1,123	1,180	1,233	1,265	1,119	1,137	1,145	1,150	1,113
Cognitive	2,546	2,582	2,602	2,654	2,718	2,760	2,830	3,044	3,105	3,170	3,209	3,306
Sensory/Blind	1,667	1,697	1,708	1,757	1,800	1,831	1,873	2,017	2,063	2,105	2,126	2,183
Arthritis	6,486	6,629	6,682	6,867	7,056	7,215	7,442	7,823	8,022	8,173	8,281	8,474
Cardiac	1,847	1,883	1,908	1,952	2,003	2,040	2,085	2,052	2,106	2,139	2,161	2,163
Pulmonary	598	613	616	626	649	660	679	660	675	689	693	695
Other Medical	1,376	1,392	1,406	1,463	1,485	1,510	1,554	1,545	1,584	1,622	1,631	1,642
<b>TOTAL</b>	<b>21,102</b>	<b>21,507</b>	<b>21,677</b>	<b>22,346</b>	<b>22,884</b>	<b>23,386</b>	<b>23,989</b>	<b>24,587</b>	<b>25,157</b>	<b>25,671</b>	<b>25,984</b>	<b>26,320</b>

Clients by Transportation Type	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/30 - 10/27	10/28 - 11/24	11/25 - 12/29	12/30 - 01/26	01/27 - 02/23	02/24 - 03/29	03/30 - 04/26	04/27 - 05/31	06/01 - 06/28	06/29 - 07/26	07/27 - 08/30	08/31 - 09/27
Ambulatory	15,549	15,807	15,945	16,453	16,842	17,235	17,711	18,177	18,672	19,059	19,285	19,499
W/C Confined	5,553	5,700	5,732	5,893	6,042	6,151	6,278	6,410	6,485	6,612	6,699	6,821
<b>TOTAL</b>	<b>21,102</b>	<b>21,507</b>	<b>21,677</b>	<b>22,346</b>	<b>22,884</b>	<b>23,386</b>	<b>23,989</b>	<b>24,587</b>	<b>25,157</b>	<b>25,671</b>	<b>25,984</b>	<b>26,320</b>

Clients by Category	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/30 - 10/27	10/28 - 11/24	11/25 - 12/29	12/30 - 01/26	01/27 - 02/23	02/24 - 03/29	03/30 - 04/26	04/27 - 05/31	06/01 - 06/28	06/29 - 07/26	07/27 - 08/30	08/31 - 09/27
Category 1	12,473	12,719	12,835	13,243	13,533	13,861	14,261	14,368	14,717	15,060	15,285	15,446
Category 2	120	121	120	123	149	171	194	229	240	245	248	251
Category 3	6,521	6,647	6,698	6,907	7,069	7,188	7,327	7,739	7,897	8,021	8,086	8,235
Category 4	1,953	1,985	1,990	2,039	2,098	2,131	2,172	2,211	2,262	2,304	2,324	2,349
Category 5	35	35	34	34	35	35	35	40	41	41	41	39
<b>TOTAL</b>	<b>21,102</b>	<b>21,507</b>	<b>21,677</b>	<b>22,346</b>	<b>22,884</b>	<b>23,386</b>	<b>23,989</b>	<b>24,587</b>	<b>25,157</b>	<b>25,671</b>	<b>25,984</b>	<b>26,320</b>

# Special Transportation Service

## Paratransit Certification Productivity

FY 2007 - 2008

September 2008

	OCT 2007			NOV			DEC			JAN 2008			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 *	9	5	14	7	5	12	5	8	13	9	3	12	0	0	0	0	0	0
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- PERMANENT ELIGIBILITY	220	73	293	252	91	343	71	25	96	302	94	396	309	103	412	295	89	384
- TEMPORARY ELIGIBILITY	24	9	33	15	4	19	24	5	29	30	9	39	37	11	48	43	9	52
- RUSHED ELIGIBILITY W/-INT.	23	2	25	16	2	18	20	4	24	25	5	30	6	18	24	122	39	161
- RUSHED ELIGIBILITY W/O-INT.	91	26	117	22	73	95	71	25	96	281	83	364	160	60	220	41	4	45
- VISITOR ELIGIBILITY	9	2	11	5	2	7	17	2	19	13	7	20	14	3	17	11	7	18
<b>SUBTOTAL</b>	<b>376</b>	<b>117</b>	<b>493</b>	<b>317</b>	<b>177</b>	<b>494</b>	<b>208</b>	<b>69</b>	<b>277</b>	<b>660</b>	<b>201</b>	<b>861</b>	<b>526</b>	<b>195</b>	<b>721</b>	<b>512</b>	<b>148</b>	<b>660</b>
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(105)	(9)	(114)	(53)	(23)	(76)	(68)	(34)	(102)	(150)	(35)	(185)	(133)	(42)	(175)	(114)	(37)	(151)
- (DECEASED)	(9)	(6)	(15)	(6)	(7)	(13)	(2)	(3)	(5)	(2)	(5)	(7)	(4)	(4)	(8)	(5)	(2)	(7)
<b>SUBTOTAL</b>	<b>(114)</b>	<b>(15)</b>	<b>(129)</b>	<b>(59)</b>	<b>(30)</b>	<b>(89)</b>	<b>(70)</b>	<b>(37)</b>	<b>(107)</b>	<b>(152)</b>	<b>(40)</b>	<b>(192)</b>	<b>(137)</b>	<b>(46)</b>	<b>(183)</b>	<b>(119)</b>	<b>(39)</b>	<b>(158)</b>
<b>NET ENROLLMENTS</b>	<b>262</b>	<b>102</b>	<b>364</b>	<b>258</b>	<b>147</b>	<b>405</b>	<b>138</b>	<b>32</b>	<b>170</b>	<b>508</b>	<b>161</b>	<b>669</b>	<b>389</b>	<b>149</b>	<b>538</b>	<b>393</b>	<b>109</b>	<b>502</b>

	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																					
- REINSTATEMENTS *	0	0	0	5	1	6	2	1	3	4	4	8	2	1	3	5	1	6	48	29	77
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	1
- PERMANENT ELIGIBILITY	367	106	473	308	91	399	396	86	482	283	86	369	183	98	281	163	64	227	3,149	1,006	4,155
- TEMPORARY ELIGIBILITY	58	7	65	41	8	49	55	10	65	10	38	48	17	8	25	23	8	31	377	126	503
- RUSHED ELIGIBILITY W/-INT.	39	6	45	25	13	38	31	2	33	15	0	15	15	6	21	28	8	36	365	105	470
- RUSHED ELIGIBILITY W/O-INT.	113	34	147	130	27	157	135	28	163	131	20	151	68	10	78	15	63	78	1,258	453	1,711
- VISITOR ELIGIBILITY	6	1	7	10	4	14	7	3	10	12	4	16	7	1	8	12	1	13	123	37	160
<b>SUBTOTAL</b>	<b>583</b>	<b>154</b>	<b>737</b>	<b>519</b>	<b>144</b>	<b>663</b>	<b>626</b>	<b>130</b>	<b>756</b>	<b>455</b>	<b>152</b>	<b>607</b>	<b>292</b>	<b>124</b>	<b>416</b>	<b>247</b>	<b>145</b>	<b>392</b>	<b>5,321</b>	<b>1,756</b>	<b>7,077</b>
INACTIVATIONS BREAKDOWN																					
- (INACTIVE/PURGED)	(100)	(24)	(124)	(52)	(11)	(63)	(129)	(51)	(180)	(61)	(21)	(82)	(57)	(28)	(85)	(23)	(15)	(38)	(1,045)	(330)	(1,375)
- (DECEASED)	(7)	(3)	(10)	(1)	(1)	(2)	(2)	(4)	(6)	(7)	(4)	(11)	(9)	(9)	(18)	(10)	(8)	(18)	(64)	(56)	(120)
<b>SUBTOTAL</b>	<b>(107)</b>	<b>(27)</b>	<b>(134)</b>	<b>(53)</b>	<b>(12)</b>	<b>(65)</b>	<b>(131)</b>	<b>(55)</b>	<b>(186)</b>	<b>(68)</b>	<b>(25)</b>	<b>(93)</b>	<b>(66)</b>	<b>(37)</b>	<b>(103)</b>	<b>(33)</b>	<b>(23)</b>	<b>(56)</b>	<b>(1,109)</b>	<b>(386)</b>	<b>(1,495)</b>
<b>NET ENROLLMENTS</b>	<b>476</b>	<b>127</b>	<b>603</b>	<b>466</b>	<b>132</b>	<b>598</b>	<b>495</b>	<b>75</b>	<b>570</b>	<b>387</b>	<b>127</b>	<b>514</b>	<b>226</b>	<b>87</b>	<b>313</b>	<b>214</b>	<b>122</b>	<b>336</b>	<b>4,212</b>	<b>1,370</b>	<b>5,582</b>

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

# Special Transportation Service

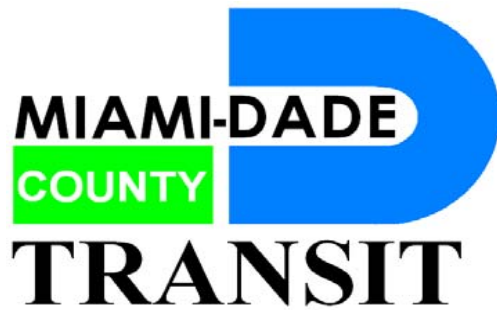
Paratransit Certification Enrollment

Workload Measures

FY 2007 - 2008

September 2008

	OCT 07	NOV	DEC	JAN 08	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
<b><u>CLIENT INTERVIEWS</u></b>													
<b>SCHEDULED</b>													
<b>ATTENDED In-House</b>	163	152	180	226	253	341	401	336	442	325	245	269	3,333
<b>ATTENDED Off-Site</b>	40	9	0	26	46	0	42	0	0	0	0	0	163
<b>NO SHOW/CANC.</b>	0	0	0	51	66	75	119	87	87	51	35	45	616
<b>TOTAL SCHEDULED</b>	203	161	180	303	365	416	562	423	529	376	280	314	4,112
<b>DENIALS</b>	37	121	45	63	44	84	78	115	142	138	110	92	1,069
<b>APPEALS PROCESSED</b>	8	2	3	3	1	2	8	6	7	12	17	18	87
<b>APPLICATIONS MAILED OUT</b>	758	626	671	910	492	440	915	356	437	337	626	303	6,871
<b>CHANGES IN CLIENT FILE</b>	1,875	2,202	2,270	3,056	2,663	3,004	2,570	2,762	2,364	2,274	1,881	2,133	29,054
<b>REQUEST FROM BROKER FOR CLIENT INFORMATION</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>REQUEST FROM CLIENTS FOR DUPLICATE ID</u></b>	0	8	10	20	10	8	25	0	0	0	0	0	81
<b>DUPLICATE ID ISSUED</b>	10	6	10	20	10	8	25	0	0	5	6	0	100
<b><u>MAIL-IN APPLICATIONS</u></b>													
<b>APPLICATIONS RECEIVED</b>	551	612	471	621	663	0	0	0	0	0	0	0	2,918
<b>APPLICATIONS READY FOR APPTS.</b>	373	528	331	372	363	0	0	0	0	0	0	0	1,967
<b>PENDING</b>	324	349	285	249	300	0	0	0	0	0	0	0	1,507
<b>CLOSED</b>	138	312	176	174	99	0	0	0	0	0	0	0	899



**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 2008**  
Expenditures for FY 2007-2008  
(SUMMARY)

	2007			2008									YEAR TO
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	DATE
<b>ACTUAL TRIPS</b>													
TOTAL	28,871	21,599	26,433										76,903
AMB.	23,182	15,985	19,957										59,124
W/C	5,689	5,614	6,476										17,779
<b>PROJECTED TRIPS</b>													
TOTAL	34,664	38,004	31,860										104,528
AMB.	28,012	30,883	25,803										84,698
W/C	6,652	7,121	6,057										19,830
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	-20.68%	-43.17%	-17.03%										-26.43%
<b>ACTUAL NET COST</b>													
TOTAL	\$452,411	\$424,153	\$522,140										\$1,398,705
AMB.	\$270,882	\$244,899	\$314,240										\$830,021
W/C	\$181,530	\$179,254	\$207,900										\$568,684
<b>AVG COST PER TRIP (NET)</b>													
	\$15.67	\$19.64	\$19.75										\$18.19
<b>PROJECTED NET COST</b>													
TOTAL	\$539,578	\$700,517	\$600,740										\$1,840,835
AMB.	\$327,320	\$473,144	\$406,291										\$1,206,755
W/C	\$212,258	\$227,373	\$194,449										\$634,080
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	-16.15%	-39.45%	-13.08%										-24.02%

SOURCE: MANAGEMENT & INFORMATION SERVICES(MIS)

# Medicaid Transportation Services

## September 2008

Redtop Transportation, Inc. (REDTOP)  
 Projection of Medicaid Transportation Services  
 Expenditures for FY 2007-2008

	2007 OCT	NOV	DEC	2008 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
<b>ACTUAL TRIPS</b>													
TOTAL	28,871	21,599	26,433										76,903
AMBULATORY (AMB)	23,182	15,985	19,957										59,124
WHEELCHAIR (W/C)	5,689	5,614	6,476										17,779
<b>ACTUAL GROSS COST = (CARRIER SERVICES + ADMIN FEE+MILEAGE CHARGE+/-ADJUSTMENTS)</b>													
TOTAL	\$ 452,194	\$ 434,656	\$ 535,529										\$ 1,422,379
AMBULATORY (AMB)	\$ 276,329	\$ 259,912	\$ 324,265										\$ 860,507
WHEELCHAIR (W/C)	\$ 175,865	\$ 174,743	\$ 211,264										\$ 561,873
AVG COST PER TRIP (GROSS)	\$ 15.66	\$ 20.12	\$ 20.26										\$ 18.50
<b>CO-PAYMENTS</b>													
TOTAL	\$ (11,691)	\$ (10,821)	\$ (13,090)										\$ (35,602)
AMBULATORY (AMB)	\$ (9,314)	\$ (8,486)	\$ (10,405)										\$ (28,205)
WHEELCHAIR (W/C)	\$ (2,377)	\$ (2,335)	\$ (2,686)										\$ (7,398)
AVG CO-PAYMENT COLLECTED	\$ (0.40)	\$ (0.50)	\$ (0.50)										\$ (0.46)
<b>ACTUAL NET COST= (GROSS COST-CO-PAYMENTS-PROMPT PAYMENT DISCOUNT-L.D.'S +/- ADJUSTMENTS/ERRORS/LATEWORK)</b>													
TOTAL	\$ 452,411	\$ 424,153	\$ 522,140										\$ 1,398,705
AMBULATORY (AMB)	\$ 270,882	\$ 244,899	\$ 314,240										\$ 830,021
WHEELCHAIR (W/C)	\$ 181,530	\$ 179,254	\$ 207,900										\$ 568,684
AVG COST PER TRIP (NET)	\$ 15.67	\$ 19.64	\$ 19.75										\$ 18.19
<b>PROJECTED TRIPS</b>													
TOTAL				32,971	39,441	28,575	30,185	38,819	40,791	40,044	32,427	28,712	388,868
AMBULATORY (AMB)				26,624	31,934	22,423	24,300	31,297	29,711	32,384	26,186	21,894	305,877
WHEELCHAIR (W/C)				6,347	7,507	6,152	5,885	7,522	11,080	7,660	6,241	6,818	82,991
<b>PROJECTED GROSS COSTS</b>													
TOTAL				\$ 594,557	\$ 709,797	\$ 526,190	\$ 545,562	\$ 700,837	\$ 789,618	\$ 721,289	\$ 584,726	\$ 539,371	\$ 7,134,325
AMBULATORY (AMB)				\$ 394,283	\$ 472,921	\$ 332,069	\$ 359,866	\$ 463,487	\$ 440,000	\$ 479,585	\$ 387,797	\$ 324,235	\$ 4,514,749
WHEELCHAIR (W/C)				\$ 200,274	\$ 236,876	\$ 194,121	\$ 185,696	\$ 237,350	\$ 349,619	\$ 241,704	\$ 196,929	\$ 215,136	\$ 2,619,576
<b>PROJECTED CO-PAYMENTS</b>													
TOTAL				\$ (32,971)	\$ (39,441)	\$ (28,575)	\$ (30,185)	\$ (38,819)	\$ (40,791)	\$ (40,044)	\$ (32,427)	\$ (28,712)	\$ (347,567)
AMBULATORY (AMB)				\$ (26,624)	\$ (31,934)	\$ (22,423)	\$ (24,300)	\$ (31,297)	\$ (29,711)	\$ (32,384)	\$ (26,186)	\$ (21,894)	\$ (274,958)
WHEELCHAIR (W/C)				\$ (6,347)	\$ (7,507)	\$ (6,152)	\$ (5,885)	\$ (7,522)	\$ (11,080)	\$ (7,660)	\$ (6,241)	\$ (6,818)	\$ (72,610)
<b>PROJECTED NET COSTS</b>													
TOTAL				\$ 582,386	\$ 695,153	\$ 516,283	\$ 534,493	\$ 686,555	\$ 777,741	\$ 706,459	\$ 572,754	\$ 530,044	\$ 7,000,573
AMBULATORY (AMB)				\$ 379,404	\$ 455,074	\$ 319,538	\$ 346,286	\$ 445,997	\$ 423,396	\$ 461,487	\$ 373,163	\$ 312,000	\$ 4,346,367
WHEELCHAIR (W/C)				\$ 202,981	\$ 240,079	\$ 196,745	\$ 188,206	\$ 240,558	\$ 354,346	\$ 244,972	\$ 199,591	\$ 218,044	\$ 2,654,207

Source: Management Informations Services

# Medicaid Transportation Service

## TRIPS SCHEDULED SUMMARY

Fiscal Year 2007 - 2008

October 2007 10/01/07 - 10/28/07	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	10,341	17	3,055	29.7%	380	6,889
	W/C (\$21.00)	1,212	4	274	22.9%	138	796
PPEC	AMB (\$29.36)	4,518	0	1,097	24.3%	537	2,884
	W/C (\$47.50)	1,652	2	363	22.1%	140	1,147
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)	10,983	207	1,541	15.9%	1,932	7,303
	W/C (\$23.75)	5,265	124	905	19.5%	554	3,682
<b>TOTAL</b>		<b>33,971</b>	<b>354</b>	<b>7,235</b>	<b>22.3%</b>	<b>3,681</b>	<b>22,700</b>
1 DAY PASS	AMB \$4.20	5	0	0	0.0%	0	5
STRETCHER		1,086	0	31	2.9%	150	905
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

November 2007 10/29/07 - 11/25/07	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	10,329	27	3,648	35.6%	397	6,257
	W/C (\$21.00)	1,146	3	307	27.1%	134	702
PPEC	AMB (\$29.36)	4,633	0	1,357	29.3%	562	2,714
	W/C (\$47.50)	1,714	0	440	25.7%	147	1,127
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)	10,820	185	1,926	19.5%	1,774	6,935
	W/C (\$23.75)	5,159	80	936	19.7%	580	3,563
<b>TOTAL</b>		<b>33,801</b>	<b>295</b>	<b>8,614</b>	<b>26.4%</b>	<b>3,594</b>	<b>21,296</b>
1 DAY PASS	AMB \$4.20	9	0	0	0.0%	0	9
STRETCHER		1,133	0	36	3.2%	224	873
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

December 2007 11/26/07 - 12/30/07	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	12,650	9	3,834	30.4%	599	8,208
	W/C (\$21.00)	1,206	4	334	28.0%	65	803
PPEC	AMB (\$29.36)	5,738	0	1,567	27.3%	780	3,391
	W/C (\$47.50)	2,122	0	525	24.7%	225	1,372
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)	12,436	267	2,192	19.8%	1,661	8,316
	W/C (\$23.75)	6,147	138	1,120	20.5%	570	4,319
<b>TOTAL</b>		<b>40,299</b>	<b>418</b>	<b>9,572</b>	<b>24.8%</b>	<b>3,900</b>	<b>26,407</b>
1 DAY PASS	AMB \$4.20	8	0	0	0.0%	0	8
STRETCHER		1,458	0	54	3.7%	346	1,058
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 2007 - 2008

January 2008 12/31/07 - 01/27/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

February 2008 01/28/08 - 02/24/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

March 2008 02/25/08 - 03/30/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
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

April 2008 03/31/08 - 04/27/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

May 2008 04/28/08 - 05/25/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

June 2008 05/26/08 - 06/29/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
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 2007 - 2008

July 2008 06/30/08 - 07/27/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

August 2008 07/28/08 - 08/31/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
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)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

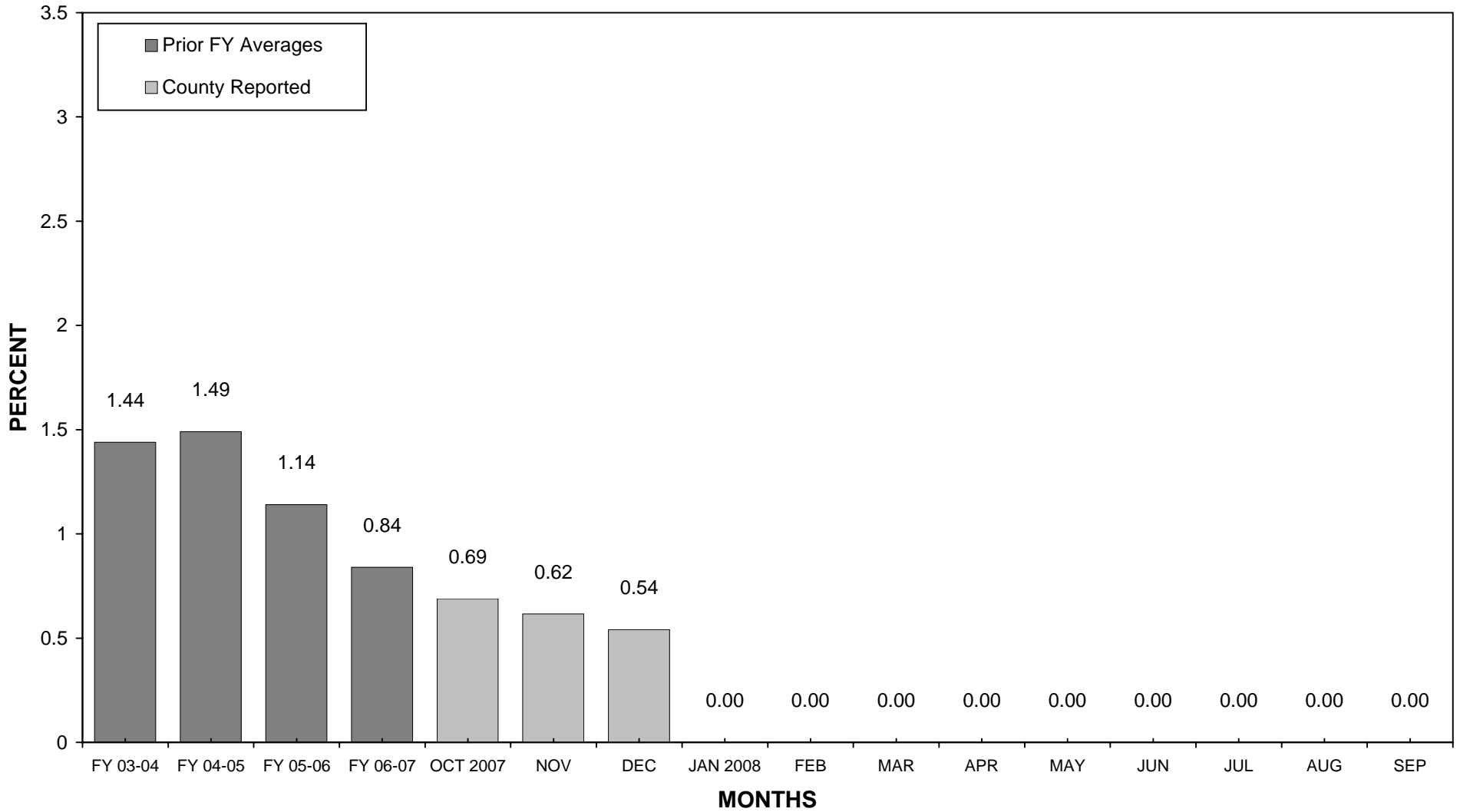
September 2008 09/01/08 - 09/28/08	CONTRACT RATES	TRIPS SCHEDULED	STATUS				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	0	0	0	0.0%	0	0
	W/C (\$21.00)	0	0	0	0.0%	0	0
PPEC	AMB (\$29.36)	0	0	0	0.0%	0	0
	W/C (\$47.50)	0	0	0	0.0%	0	0
MOT	AMB (Per Mile)	0	0	0	0.0%	0	0
	W/C (Per Mile)	0	0	0	0.0%	0	0
REGULAR	AMB (\$14.68)	0	0	0	0.0%	0	0
	W/C (\$23.75)	0	0	0	0.0%	0	0
TOTAL		0	0	0	0.0%	0	0
1 DAY PASS	AMB \$4.20	0	0	0	0.0%	0	0
STRETCHER		0	0	0	0.0%	0	0
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				TRIPS PERFORMED
			NS	CX	%	PEND.	
CMHC	AMB (\$11.00)	33,320	53	10,537	31.8%	1,376	21,354
	W/C (\$21.00)	3,564	11	915	26.0%	337	2,301
PPEC	AMB (\$29.36)	14,889	0	4,021	27.0%	1,879	8,989
	W/C (\$47.50)	5,488	2	1,328	24.2%	512	3,646
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)	34,239	659	5,659	18.5%	5,367	22,554
	W/C (\$23.75)	16,571	342	2,961	19.9%	1,704	11,564
TOTAL		108,071	1,067	25,421	24.5%	11,175	70,407
1 DAY PASS	AMB \$4.20	22	0	0	0.0%	0	22
STRETCHER		3,677	0	121	3.3%	720	2,836
AMBULANCE (ALS)		0	0	0	0.0%	0	0
AMBULANCE (BLS)		0	0	0	0.0%	0	0

# Medicaid Transportation Service

## Customer Complaints as a Percent of Total Trips

### September 2008



# Medicaid Transportation Service

## September 2008

### Customer Service & Complaints

OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.			
10/01 - 10/28		10/29 - 11/25		11/26 - 12/30		12/31 - 01/27		01/28 - 02/24		02/25 - 03/30		03/31 - 04/27		04/28 - 05/25		05/26 - 06/29		06/30 - 07/27		07/28 - 08/31		09/01 - 09/28		TOTALS			
AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C

**REDTOP**

**ADA CAPACITY INDICATORS**

P1 (LATE PICK-UP) *	46	39	33	29	28	31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	107	99
P2 (LATE RETURN) *	54	36	38	26	43	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	135	92
P3 (NEVER PICKED-UP) *	3	0	3	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0
P4 (LENGTHY ROUTING)	5	3	1	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	6
P17 (BACK-UP REQUESTED LATE)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUB-TOTAL</b>	<b>108</b>	<b>78</b>	<b>75</b>	<b>56</b>	<b>77</b>	<b>63</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>260</b>	<b>197</b>

Late Pickups {P1,P2,P3,P4,P17 Only} as a % of Total Trips	0.44%	1.32%	0.46%	0.98%	0.38%	0.94%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.43%	1.07%
	0.62%		0.60%		0.51%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.58%	

**OTHER COMPLAINTS**

P5 (DISPUTED NO SHOW)	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
P6 (VEHICLE STANDARDS)	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
P8 (DRIVER COMPLIANCE)	2	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4
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)	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3
P23 (PHONE DIFFICULTIES)	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
P24 (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
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
P31 (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
P32 (INCIDENT CLIENT REPORTED)	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>SUB-TOTAL</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>

TOTAL "REDTOP" TRIPS	23,182	5,689	15,985	5,614	19,957	6,476	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	59,124	17,779
TOTAL "REDTOP" COMPLAINTS	113	86	76	57	80	63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	269	206
% COMPLAINTS related to Ttl TRIPS	0.49	1.51	0.48	1.02	0.40	0.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.45	1.16

"REDTOP" Combined (Amb,W/C)	OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
TOTAL COMPLAINTS vs. TRIPS	199	28,871	133	21,599	143	26,433	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	475	76,903
Customer Complaints as a % of Ttl Trips	0.69%		0.62%		0.54%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.62%	

# Medicaid Transportation Service

## September 2008

### Customer Service & Complaints

OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
10/01 - 10/28		10/29 - 11/25		11/26 - 12/30		12/31 - 01/27		01/28 - 02/24		02/25 - 03/30		03/31 - 04/27		04/28 - 05/25		05/26 - 06/29		06/30 - 07/27		07/28 - 08/31		09/01 - 09/28		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
P21 (INCIDENT CARRIER 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
P22 (COMMENDATIONS)	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
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	
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	

TOTAL "CLIENT" COMPLAINTS	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
% COMPLAINTS related to Ttl TRIPS	0.00	0.02	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01

#### CLIENTS

C4 (UNRULY BEHAVIOUR)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
C7 (OTHER)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
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
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

TOTAL "CLIENT" COMPLAINTS	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1
% COMPLAINTS related to Ttl TRIPS	0.01	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01

#### MDTA

M4 (ADMINISTRATIVE)	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
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
M8 (RESERVATION ERROR)	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	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	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

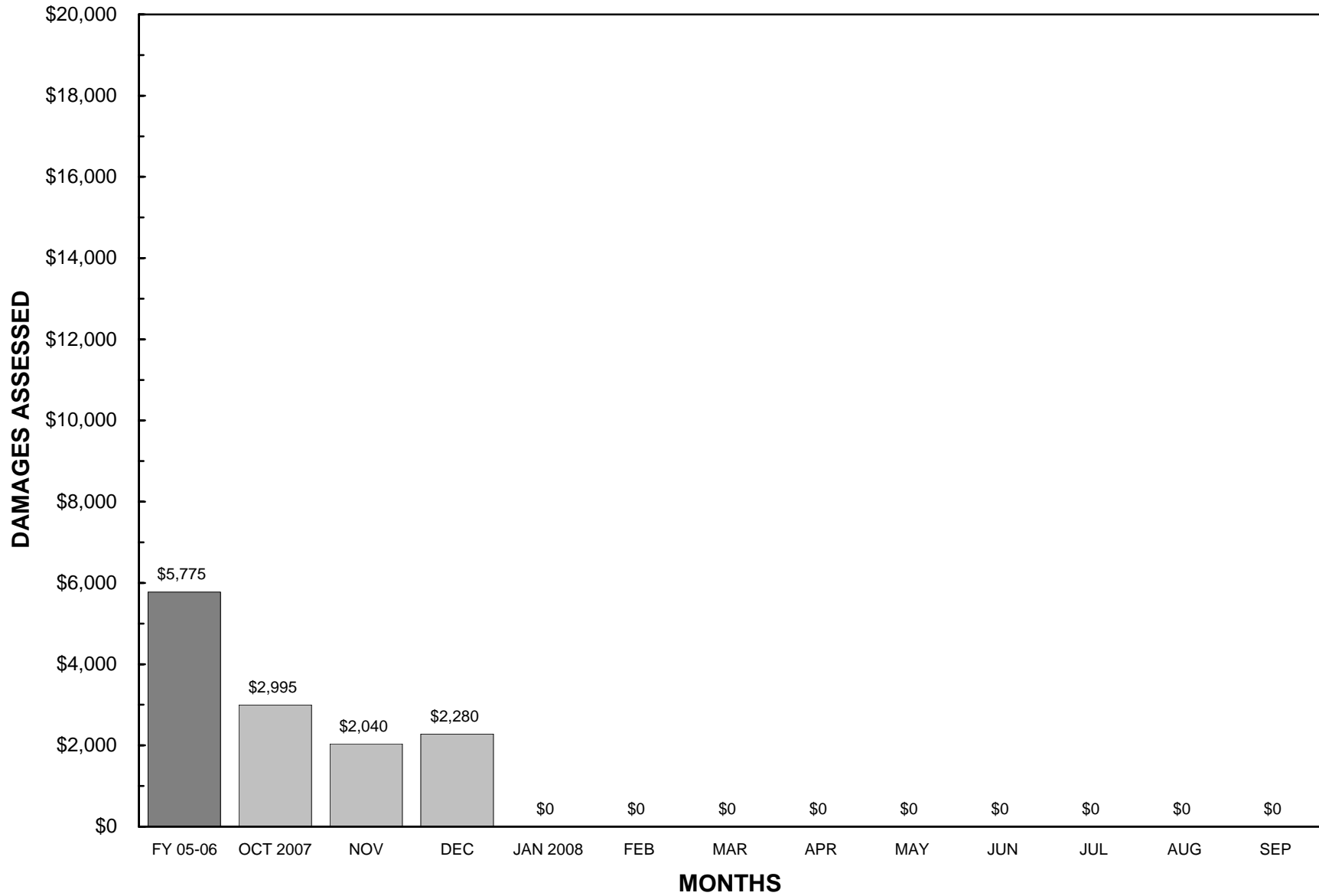
TOTAL "MDTA" COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% COMPLAINTS related to Ttl TRIPS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

TOTAL TRIPS REPORTED BY M.I.S.:	23,182	5,689	15,985	5,614	19,957	6,476	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	59,124	17,779
TOTAL OF "ALL" COMPLAINTS:	115	87	76	57	80	63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	271	207
% COMPLAINTS related to Ttl TRIPS	0.50	1.53	0.48	1.02	0.40	0.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.46	1.16

# Medicaid Transportation Service

## Liquidated Damages

### September 2008



# Medicaid Transportation Service

## Liquidated Damages

### September 2008

PENALTY TYPE	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
<b>Delinquent Complaint Response</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Late Pick-up/Return</b>													
> 60 min.	\$ 2,995.00	\$ 2,040.00	\$ 2,280.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,315.00
< 60 min. in excess of 1% waived	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Audit</b>													
Trip Verification Disallowance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Trip Verification L.D.'s	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Emergency Back-up (Stranded) *</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Miscellaneous</b>													
Drivers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vehicles	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>WAIVED L.D.'S</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	\$ 2,995.00	\$ 2,040.00	\$ 2,280.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,315.00

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

# MEDICAID TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

Fiscal Year 2007 - 2008

		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
October 2007	AMBULATORY	10/07/2007	4,096	91	4,187	14.50%	\$ 67,219.55	\$ (504.15)	\$ -	\$ 1,377.68	\$ (2,305.00)	\$ 65,788.08
		10/14/2007	4,075	89	4,164	14.42%	\$ 67,386.15	\$ -	\$ -	\$ 1,287.94	\$ (2,238.00)	\$ 66,436.09
		10/21/2007	7,246	126	7,372	25.53%	\$ 70,212.85	\$ (526.60)	\$ -	\$ 2,040.50	\$ (2,369.00)	\$ 69,357.75
		10/28/2007	7,336	123	7,459	25.84%	\$ 71,510.50	\$ (536.33)	\$ (1,225.00)	\$ 1,952.50	\$ (2,402.00)	\$ 69,299.67
		SUB-TTL	22,753	429	23,182	80.30%	\$ 276,329.05	\$ (1,567.08)	\$ (1,225.00)	\$ 6,658.62	\$ (9,314.00)	\$ 270,881.59
	WHEELCHAIR	10/07/2007	1,256	83	1,339	4.64%	\$ 41,442.43	\$ (310.82)	\$ -	\$ 2,187.37	\$ (528.00)	\$ 42,790.98
		10/14/2007	1,305	193	1,498	5.19%	\$ 42,794.10	\$ -	\$ -	\$ 5,733.43	\$ (633.00)	\$ 47,894.53
		10/21/2007	1,407	35	1,442	4.99%	\$ 45,852.72	\$ (343.93)	\$ -	\$ 1,058.05	\$ (591.00)	\$ 45,975.84
		10/28/2007	1,408	2	1,410	4.88%	\$ 45,775.76	\$ (343.32)	\$ -	\$ 61.00	\$ (625.00)	\$ 44,868.44
		SUB-TTL	5,376	313	5,689	19.70%	\$ 175,865.01	\$ (998.07)	\$ -	\$ 9,039.85	\$ (2,377.00)	\$ 181,529.79
TOTAL		28,129	742	28,871	100.00%	\$ 452,194.06	\$ (2,565.15)	\$ (1,225.00)	\$ 15,698.47	\$ (11,691.00)	\$ 452,411.38	
November 2007	AMBULATORY	11/04/2007	4,146	82	4,228	19.57%	\$ 68,525.70	\$ (513.94)	\$ (8,345.00)	\$ 1,269.93	\$ (2,234.00)	\$ 58,702.69
		11/11/2007	4,293	58	4,351	20.14%	\$ 70,509.60	\$ (507.27)	\$ -	\$ 1,153.55	\$ (2,328.00)	\$ 68,827.88
		11/18/2007	4,270	29	4,299	19.90%	\$ 70,816.00	\$ (509.82)	\$ (1,000.00)	\$ 549.90	\$ (2,265.00)	\$ 67,591.08
		11/25/2007	3,014	93	3,107	14.38%	\$ 50,061.00	\$ (359.41)	\$ -	\$ 1,734.65	\$ (1,659.00)	\$ 49,777.24
		SUB-TTL	15,723	262	15,985	74.01%	\$ 259,912.30	\$ (1,890.44)	\$ (9,345.00)	\$ 4,708.03	\$ (8,486.00)	\$ 244,898.89
	WHEELCHAIR	11/04/2007	1,390	184	1,574	7.29%	\$ 45,611.78	\$ (342.09)	\$ -	\$ 5,525.06	\$ (651.00)	\$ 50,143.75
		11/11/2007	1,418	29	1,447	6.70%	\$ 46,298.65	\$ (347.24)	\$ -	\$ 873.16	\$ (584.00)	\$ 46,240.57
		11/18/2007	1,406	23	1,429	6.62%	\$ 46,304.17	\$ (347.28)	\$ -	\$ 711.22	\$ (584.00)	\$ 46,084.11
		11/25/2007	1,135	29	1,164	5.39%	\$ 36,528.83	\$ (273.97)	\$ -	\$ 1,047.04	\$ (516.00)	\$ 36,785.90
		SUB-TTL	5,349	265	5,614	25.99%	\$ 174,743.43	\$ (1,310.58)	\$ -	\$ 8,156.48	\$ (2,335.00)	\$ 179,254.33
TOTAL		21,072	527	21,599	100.00%	\$ 434,655.73	\$ (3,201.02)	\$ (9,345.00)	\$ 12,864.51	\$ (10,821.00)	\$ 424,153.22	
December 2007	AMBULATORY	12/02/2007	4,274	76	4,350	16.46%	\$ 70,637.25	\$ (508.96)	\$ -	\$ 1,235.50	\$ (2,261.00)	\$ 69,102.79
		12/09/2007	4,164	117	4,281	16.20%	\$ 68,953.35	\$ -	\$ (1,630.00)	\$ 1,909.50	\$ (2,219.00)	\$ 67,013.85
		12/16/2007	4,124	69	4,193	15.86%	\$ 68,106.20	\$ (491.05)	\$ -	\$ 1,148.75	\$ (2,133.00)	\$ 66,630.90
		12/23/2007	4,335	0	4,335	16.40%	\$ 70,758.50	\$ (530.69)	\$ (410.00)	\$ -	\$ (2,291.50)	\$ 67,526.31
		12/30/2007	2,798	0	2,798	10.59%	\$ 45,810.00	\$ (343.58)	\$ -	\$ -	\$ (1,500.00)	\$ 43,966.42
		SUB-TTL	19,695	262	19,957	75.50%	\$ 324,265.30	\$ (1,874.28)	\$ (2,040.00)	\$ 4,293.75	\$ (10,404.50)	\$ 314,240.27
	WHEELCHAIR	12/02/2007	1,424	2	1,426	5.39%	\$ 46,826.17	\$ (351.20)	\$ -	\$ 61.00	\$ (563.50)	\$ 45,972.47
		12/09/2007	1,354	5	1,359	5.14%	\$ 44,298.59	\$ -	\$ -	\$ 152.50	\$ (562.00)	\$ 43,889.09
		12/16/2007	1,324	11	1,335	5.05%	\$ 43,479.98	\$ (326.10)	\$ -	\$ 324.16	\$ (544.00)	\$ 42,934.04
		12/23/2007	1,382	0	1,382	5.23%	\$ 45,084.01	\$ (316.67)	\$ -	\$ -	\$ (570.00)	\$ 44,197.34
12/30/2007	974	0	974	3.68%	\$ 31,575.40	\$ (222.22)	\$ -	\$ -	\$ (446.00)	\$ 30,907.18		
SUB-TTL		6,458	18	6,476	24.50%	\$ 211,264.15	\$ (1,216.19)	\$ -	\$ 537.66	\$ (2,685.50)	\$ 207,900.12	
TOTAL		26,153	280	26,433	100.00%	\$ 535,529.45	\$ (3,090.47)	\$ (2,040.00)	\$ 4,831.41	\$ (13,090.00)	\$ 522,140.39	

# MEDICAID TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

Fiscal Year 2007 - 2008

		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
<b>January 2008</b>	<b>AMBULATORY</b>	01/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	01/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		01/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>February 2008</b>	<b>AMBULATORY</b>	02/03/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/10/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/17/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/24/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	02/03/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/10/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/17/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		02/24/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>March 2008</b>	<b>AMBULATORY</b>	03/02/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/09/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/16/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/23/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/30/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	<b>WHEELCHAIR</b>	03/02/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/09/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/16/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		03/23/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/30/2008		0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	

# MEDICAID TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

Fiscal Year 2007 - 2008

		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
<b>April 2008</b>	<b>AMBULATORY</b>	04/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	04/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		04/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>May 2008</b>	<b>AMBULATORY</b>	05/04/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/11/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/18/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/25/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	05/04/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/11/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/18/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		05/25/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>June 2008</b>	<b>AMBULATORY</b>	06/01/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/08/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/15/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/22/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/29/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>SUB-TTL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
	<b>WHEELCHAIR</b>	06/01/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/08/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/15/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		06/22/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
06/29/2008		0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>SUB-TTL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

# MEDICAID TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

Fiscal Year 2007 - 2008

		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
<b>July 2008</b>	<b>AMBULATORY</b>	07/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	07/06/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/13/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/20/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		07/27/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>August 2008</b>	<b>AMBULATORY</b>	08/03/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/10/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/17/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/24/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/31/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	<b>WHEELCHAIR</b>	08/03/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/10/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/17/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		08/24/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
08/31/2008		0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>September 2008</b>	<b>AMBULATORY</b>	09/07/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/14/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/21/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/28/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>WHEELCHAIR</b>	09/07/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/14/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/21/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		09/28/2008	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		SUB-TTL	0	0	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

# MEDICAID TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

Fiscal Year 2007 - 2008

		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
Y.T.D.	AMBULATORY		12,516	249	12,765	16.60%	\$ 206,382.50	\$ (1,527.05)	\$ (8,345.00)	\$ 3,883.11	\$ (6,800.00)	\$ 193,593.56
			12,532	264	12,796	16.64%	\$ 206,849.10	\$ (507.27)	\$ (1,630.00)	\$ 4,350.99	\$ (6,785.00)	\$ 202,277.82
			15,640	224	15,864	20.63%	\$ 209,135.05	\$ (1,527.47)	\$ (1,000.00)	\$ 3,739.15	\$ (6,767.00)	\$ 203,579.73
			14,685	216	14,901	19.38%	\$ 192,330.00	\$ (1,426.43)	\$ (1,635.00)	\$ 3,687.15	\$ (6,352.50)	\$ 186,603.22
			2,798	0	2,798	3.64%	\$ 45,810.00	\$ (343.58)	\$ -	\$ -	\$ (1,500.00)	\$ 43,966.42
		SUB-TTL	58,171	953	59,124	76.88%	\$ 860,506.65	\$ (5,331.80)	\$ (12,610.00)	\$ 15,660.40	\$ (28,204.50)	\$ 830,020.75
	WHEELCHAIR		4,070	269	4,339	5.64%	\$ 133,880.38	\$ (1,004.11)	\$ -	\$ 7,773.43	\$ (1,742.50)	\$ 138,907.20
			4,077	227	4,304	5.60%	\$ 133,391.34	\$ (347.24)	\$ -	\$ 6,759.09	\$ (1,779.00)	\$ 138,024.19
			4,137	69	4,206	5.47%	\$ 135,636.87	\$ (1,017.31)	\$ -	\$ 2,093.43	\$ (1,719.00)	\$ 134,993.99
			3,925	31	3,956	5.14%	\$ 127,388.60	\$ (933.96)	\$ -	\$ 1,108.04	\$ (1,711.00)	\$ 125,851.68
			974	0	974	1.27%	\$ 31,575.40	\$ (222.22)	\$ -	\$ -	\$ (446.00)	\$ 30,907.18
		SUB-TTL	17,183	596	17,779	23.12%	\$ 561,872.59	\$ (3,524.84)	\$ -	\$ 17,733.99	\$ (7,397.50)	\$ 568,684.24
	TOTAL		75,354	1,549	76,903	100.00%	\$ 1,422,379.24	\$ (8,856.64)	\$ (12,610.00)	\$ 33,394.39	\$ (35,602.00)	\$ 1,398,704.99

# Medicaid Trip Verification

## September 2008

MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2007	28,871	636	341	977	3.38%	0	1	1	0	2	2	1	0	4	3	7	0.41%	0.88%	1.10%
NOV	21,599	346	223	569	2.63%	0	0	0	0	0	0	0	1	0	1	1	0.00%	0.45%	0.29%
DEC	26,433	191	128	319	1.21%	0	0	1	0	0	0	0	0	1	0	1	0.31%	0.00%	0.52%
JAN 2008	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
FEB	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
MAR	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
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%
<b>TOTAL</b>	76,903	1,173	692	1,865	2.43%	0	1	2	0	2	2	1	1	5	4	9	0.27%	0.58%	0.77%

MONTH	TRIPS VERIFIED IN ADVANCE				
	SAMPLE SIZE	VALID TRIPS		INVALID TRIPS	
		VERIFIED	WITH ERRORS	CONFIRMED	%
OCT 2007	646	639	0	7	1%
NOV	483	481	0	2	0%
DEC	336	329	1	6	2%
JAN 2008	0	0	0	0	0%
FEB	0	0	0	0	0%
MAR	0	0	0	0	0%
APR	0	0	0	0	0%
MAY	0	0	0	0	0%
JUN	0	0	0	0	0%
JUL	0	0	0	0	0%
AUG	0	0	0	0	0%
SEP	0	0	0	0	0%
<b>TOTAL</b>	1,465	1,449	1	15	

# **Medicaid Transportation Service**

Vehicle Availability / Age / Fleet Size

Pages 18a & 18b

## **NOTICE**

Monthly data for the Medicaid Transportation Service after January 1st, 2008 is no longer available. Only annualized data will be reported for Year-To-Date where available.

# Medicaid Transportation Service

## Vehicle Summary

### September 2008

Fleet Age	Oct 2007	Nov	Dec	Jan 2008	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
1994	3	3	3	-	-	-	-	-	-	-	-	-	1
1995	1	1	1	-	-	-	-	-	-	-	-	-	0
1996	-	-	-	-	-	-	-	-	-	-	-	-	-
1997	1	1	1	-	-	-	-	-	-	-	-	-	0
1998	5	5	5	-	-	-	-	-	-	-	-	-	1
1999	9	9	9	-	-	-	-	-	-	-	-	-	2
2000	5	5	5	-	-	-	-	-	-	-	-	-	1
2001	1	1	1	-	-	-	-	-	-	-	-	-	0
2002	41	41	41	-	-	-	-	-	-	-	-	-	10
2003	-	-	-	-	-	-	-	-	-	-	-	-	-
2004	1	1	1	-	-	-	-	-	-	-	-	-	0
2005	2	2	2	-	-	-	-	-	-	-	-	-	1
2006	6	6	6	-	-	-	-	-	-	-	-	-	2
2007	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>19</b>

AVAILABILITY by TYPE	Oct 2007	Nov	Dec	Jan 2008	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	39	39	39	-	-	-	-	-	-	-	-	-	10
W / C	36	36	36	-	-	-	-	-	-	-	-	-	9
<b>TOTAL</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>19</b>

# Medicaid Transportation Service

Redtop Transportation Inc. (REDTOP)

September 2008

Service Monitoring Report

Fiscal Year 2007 - 2008

	OCT 2007		NOV		DEC		JAN 2008		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.	
CLIENTS MONITORED	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	N/A	---	0	---

VEHICLES MONITORED	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---
Passed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%
Failed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%

DRIVERS MONITORED	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---	0	---
Passed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%
Failed	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	N/A	0.0%	0	0.0%

**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	0	0

# **Medicaid Transportation Service**

Total Client Population & Profile

Pages 20 & 21a

## **NOTICE**

Monthly data for the Medicaid Transportation Service after January 1st, 2008 is no longer available. Only annualized data will be reported for Year-To-Date where available.

# Medicaid Transportation Service Paratransit Certification Processing September 2008

## CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	10/01 - 10/28	10/29 - 11/25	11/26 - 12/30	12/31 - 01/27	01/28 - 02/24	02/25 - 03/30	03/31 - 04/27	04/28 - 05/25	05/26 - 06/29	06/30 - 07/27	07/28 - 08/31	09/01 - 09/28	
0-19	408	408	417	-	-	-	-	-	-	-	-	-	411
20-24	68	66	67	-	-	-	-	-	-	-	-	-	67
25-34	202	200	201	-	-	-	-	-	-	-	-	-	201
35-44	261	263	260	-	-	-	-	-	-	-	-	-	261
45-54	589	588	576	-	-	-	-	-	-	-	-	-	584
55-61	547	545	541	-	-	-	-	-	-	-	-	-	544
62-74	1,611	1,613	1,586	-	-	-	-	-	-	-	-	-	1,603
75+	7,019	7,047	7,053	-	-	-	-	-	-	-	-	-	7,040
<b>TOTAL</b>	<b>10,705</b>	<b>10,730</b>	<b>10,701</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>10,712</b>

Clients by Disability Type	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	10/01 - 10/28	10/29 - 11/25	11/26 - 12/30	12/31 - 01/27	01/28 - 02/24	02/25 - 03/30	03/31 - 04/27	04/28 - 05/25	05/26 - 06/29	06/30 - 07/27	07/28 - 08/31	09/01 - 09/28	
Motor/Stroke/Amputee/Spine	1,472	1,477	1,466	-	-	-	-	-	-	-	-	-	1,472
Neurological/MS/MD/CP	2,172	2,186	2,186	-	-	-	-	-	-	-	-	-	2,181
HIV	47	47	47	-	-	-	-	-	-	-	-	-	47
Chemo./Radiation	132	131	130	-	-	-	-	-	-	-	-	-	131
Dialysis	694	696	695	-	-	-	-	-	-	-	-	-	695
Cognitive	2,150	2,138	2,135	-	-	-	-	-	-	-	-	-	2,141
Sensory/Blind	206	207	207	-	-	-	-	-	-	-	-	-	207
Arthritis	1,682	1,688	1,687	-	-	-	-	-	-	-	-	-	1,686
Cardiac	721	723	721	-	-	-	-	-	-	-	-	-	722
Pulmonary	282	285	285	-	-	-	-	-	-	-	-	-	284
Other Medical	1,147	1,152	1,142	-	-	-	-	-	-	-	-	-	1,147
<b>TOTAL</b>	<b>10,705</b>	<b>10,730</b>	<b>10,701</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>10,712</b>

Clients by Transportation Type	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
	10/01 - 10/28	10/29 - 11/25	11/26 - 12/30	12/31 - 01/27	01/28 - 02/24	02/25 - 03/30	03/31 - 04/27	04/28 - 05/25	05/26 - 06/29	06/30 - 07/27	07/28 - 08/31	09/01 - 09/28	
Ambulatory	5,049	5,036	5,016	-	-	-	-	-	-	-	-	-	5,034
Ambulance	43	43	43	-	-	-	-	-	-	-	-	-	43
Stretcher	756	756	753	-	-	-	-	-	-	-	-	-	755
W/C Confined	4,857	4,895	4,889	-	-	-	-	-	-	-	-	-	4,880
<b>TOTAL</b>	<b>10,705</b>	<b>10,730</b>	<b>10,701</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>10,712</b>

# **Medicaid Transportation Service**

Trip Purpose

Pages 22a & 22b

## **NOTICE**

Monthly data for the Medicaid Transportation Service after January 1st, 2008 is no longer available. Only annualized data will be reported for Year-To-Date where available.

# Medicaid Transportation Service

## Trip Purpose

Fiscal Year 2007 - 2008

	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	AVG
A	LABORATORY	0.33%	0.25%	0.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.26%
B	PSYCHIATRY	0.61%	0.69%	0.64%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.64%
C	CARDIOLOGY	0.68%	0.51%	0.55%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.58%
D	OPHTHALMOLOGY	0.56%	0.64%	0.54%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.58%
E	DENTISTRY	0.47%	0.46%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.41%
F	RADIOLOGY	0.29%	0.32%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.30%
G	RHEUMATOLOGY	0.17%	0.17%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%
H	ONCOLOGY	3.01%	2.95%	2.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.70%
I	DERMATOLOGY	0.29%	0.28%	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.27%
J	OBSTETRICS/GYN	0.17%	0.13%	0.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%
K	NEPHROLOGY	36.01%	37.14%	37.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	36.76%
L	ALLERGY	0.04%	0.03%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%
M	PHYSICAL THERAPY	0.58%	0.67%	0.66%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.64%
M1	CHIROPRACTIC	0.10%	0.12%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%
M2	PODIATRY	0.21%	0.22%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.23%
M3	OCCUPATIONAL THERAPY	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%
M4	RESPIRATORY 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%
M5	SPEECH THERAPY	0.07%	0.09%	0.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%
N	NEUROLOGY	0.29%	0.29%	0.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.32%
O	FAMILY PLANNING VISIT	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P, P9	CMHC	34.76%	33.48%	35.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	34.44%
P5	PPEC	17.67%	18.25%	18.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.02%
PC	PRIMARY CARE	1.11%	0.70%	0.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.84%
Q	ORTHOPEDIC SURGERY	0.41%	0.41%	0.47%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.43%
R	UROLOGY	0.25%	0.31%	0.19%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.25%
S	EAR/NOSE/THROAT	0.24%	0.25%	0.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.21%
T	PEDIATRIC	0.03%	0.03%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%
U	ENDOCRINOLOGY	0.21%	0.10%	0.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%
V	GASTROENTEROLOGY	0.29%	0.33%	0.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.29%
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%
V2	PULMONARY	0.25%	0.18%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.21%
V3	HERNIA	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
V4	VASCULAR	0.08%	0.15%	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.12%
V5	WOUND CARE	0.48%	0.44%	0.37%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.43%
V6	HYPERTENSION - HIGH	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
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%
W	SCREENING	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
X	MISC.	0.04%	0.10%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%
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%
X3	IMMUNIZATION	0.01%	0.01%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%
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%
X5	DISCHARGE	0.21%	0.29%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.23%
X6	ADMISSION	0.01%	0.03%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%
	<b>TOTAL</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>