

# MONTHLY REPORT

## November 2008



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November 2008

## 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 -
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### STS TRIP VERIFICATION:

	(Statistical)	- 8b -
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### CONTRACTOR VEHICLES:

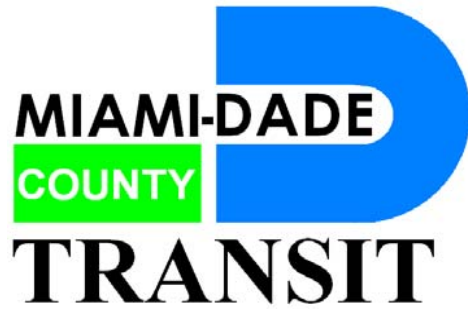
Vehicle Availability	(Graph)	- 9a -
Fleet Size by Carrier & Age	(Graph)	- 9b -
Summary	(Statistical)	- 9c -

### FIELD SERVICE MONITORING:

	(Statistical)	- 10 -
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### STS CERTIFICATION:

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

Advanced Transportation  
Solutions (ATS)

**Sub-Contractors:**

HANDIVAN  
MMS  
SNL  
ZUNI

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

## **SPECIAL TRANSPORTATION SERVICE**

# S.T.S. Expenditures Summary

November 2008

Expenditures for FY 2008-2009

(SUMMARY)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
<b>ACTUAL TRIPS</b>													
TOTAL	125,994	148,427											274,421
AMB.	94,329	110,557											204,886
W/C	31,665	37,870											69,535
<b>PROJECTED TRIPS</b>													
TOTAL	120,345	112,928											233,273
AMB.	89,302	83,283											172,585
W/C	31,043	29,645											60,688
<b>ACTUAL VS. PROJECTED % CHANGE</b>													
	4.69%	31.44%											17.64%
<b>ACTUAL NET COST</b>													
TOTAL	\$3,079,514	\$3,629,122											\$6,708,636
AMB.	\$2,305,566	\$2,703,180											\$5,008,746
W/C	\$773,948	\$925,942											\$1,699,891
<b>AVG COST PER TRIP (NET)</b>													
	\$24.44	\$24.45											\$24.45
<b>PROJECTED NET COST</b>													
TOTAL	\$2,984,700	\$2,805,526											\$5,790,226
AMB.	\$2,001,258	\$1,866,372											\$3,867,630
W/C	\$983,442	\$939,154											\$1,922,596
<b>ACTUAL VS. PROJECTED % CHANGE</b>													
	3.18%	29.36%											15.86%

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

# Special Transportation Services

November 2008

Expenditures for FY 2008-2009

A.T.S. Broker

(ACTUAL & PROJECTED)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
<b>ACTUAL TRIPS</b>													
TOTAL	125,994	148,427											274,421
AMBULATORY (AMB)	94,329	110,557											204,886
WHEELCHAIR (W/C)	31,665	37,870											69,535
<b>ACTUAL REVENUE</b>													
TOTAL	(\$322,540)	(\$380,270)											(\$702,810)
AMBULATORY (AMB)	(\$241,479)	(\$283,247)											(\$524,726)
WHEELCHAIR (W/C)	(\$81,061)	(\$97,023)											(\$178,084)
<b>AVG FARE COLLECTED</b>	(\$2.56)	(\$2.56)											(\$2.56)
<b>ACTUAL GROSS COST</b>													
TOTAL	\$3,432,045	\$4,045,371											\$7,477,417
AMBULATORY (AMB)	\$2,569,498	\$3,013,226											\$5,582,725
WHEELCHAIR (W/C)	\$862,547	\$1,032,145											\$1,894,692
<b>AVG COST PER TRIP (GROSS)</b>	\$27.24	\$27.25											\$27.25
<b>ACTUAL NET COST</b>													
TOTAL	\$3,079,514	\$3,629,122											\$6,708,636
AMBULATORY (AMB)	\$2,305,566	\$2,703,180											\$5,008,746
WHEELCHAIR (W/C)	\$773,948	\$925,942											\$1,699,891
<b>AVG COST PER TRIP (NET)</b>	\$24.44	\$24.45											\$24.45
<b>PROJECTED TRIPS</b>													
TOTAL			139,206	105,255	118,412	148,353	118,316	147,946	118,857	112,606	131,798	111,746	1,526,916
AMBULATORY (AMB)			102,000	77,655	88,250	110,507	87,997	110,209	88,317	83,511	98,413	83,739	1,135,484
WHEELCHAIR (W/C)			37,206	27,600	30,162	37,846	30,319	37,737	30,540	29,095	33,385	28,007	391,432
<b>PROJECTED REVENUE</b>													
TOTAL			(\$348,015)	(\$263,138)	(\$296,030)	(\$370,883)	(\$295,790)	(\$369,865)	(\$297,143)	(\$281,515)	(\$329,495)	(\$279,365)	(3,834,048)
AMBULATORY (AMB)			(\$255,000)	(\$194,138)	(\$220,625)	(\$276,268)	(\$219,993)	(\$275,523)	(\$220,793)	(\$208,778)	(\$246,033)	(\$209,348)	(2,851,221)
WHEELCHAIR (W/C)			(\$93,015)	(\$69,000)	(\$75,405)	(\$94,615)	(\$75,798)	(\$94,343)	(\$76,350)	(\$72,738)	(\$83,463)	(\$70,018)	(982,827)
<b>PROJECTED GROSS COST</b>													
TOTAL			\$3,812,521	\$2,877,754	\$3,229,245	\$4,092,696	\$3,302,382	\$4,127,681	\$3,318,293	\$3,145,361	\$3,674,860	\$3,112,820	\$42,171,029
AMBULATORY (AMB)			\$2,540,820	\$1,934,386	\$2,198,308	\$2,779,251	\$2,234,244	\$2,798,207	\$2,242,369	\$2,120,344	\$2,498,706	\$2,126,133	\$29,055,492
WHEELCHAIR (W/C)			\$1,271,701	\$943,368	\$1,030,937	\$1,313,445	\$1,068,138	\$1,329,475	\$1,075,924	\$1,025,017	\$1,176,154	\$986,687	\$13,115,538
<b>PROJECTED NET COST</b>													
TOTAL			\$3,464,506	\$2,614,617	\$2,933,215	\$3,721,814	\$3,006,592	\$3,757,816	\$3,021,150	\$2,863,846	\$3,345,365	\$2,833,455	\$38,271,012
AMBULATORY (AMB)			\$2,285,820	\$1,740,249	\$1,977,683	\$2,502,984	\$2,014,251	\$2,522,684	\$2,021,576	\$1,911,567	\$2,252,674	\$1,916,786	\$26,155,018
WHEELCHAIR (W/C)			\$1,178,686	\$874,368	\$955,532	\$1,218,830	\$992,341	\$1,235,132	\$999,574	\$952,279	\$1,092,691	\$916,669	\$12,115,994

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

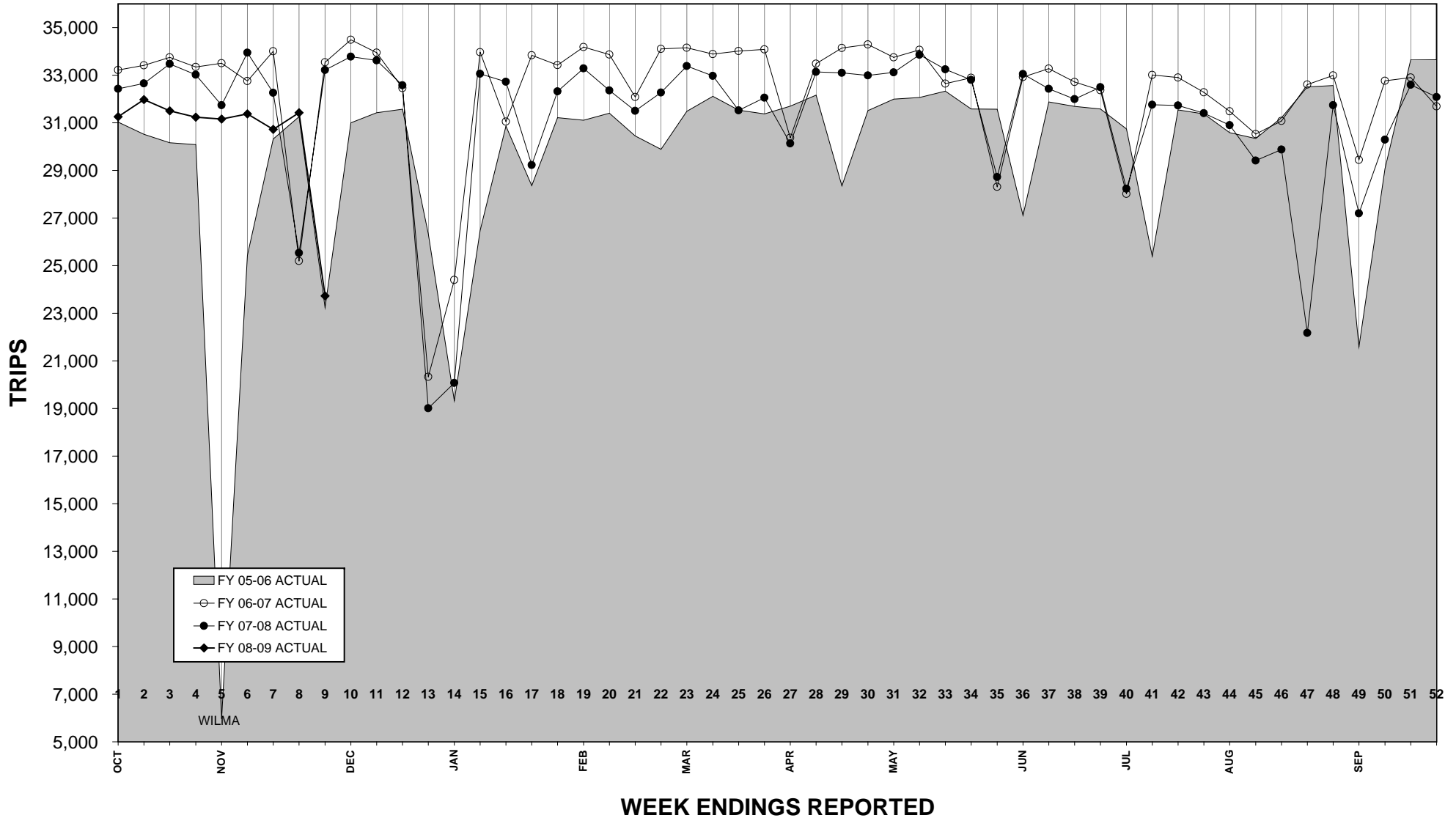


# STS Weekly Ridership Comparison

November 2008

FY 05-06THRU FY 08-09

10/24/2005  
HURRICANE  
WILMA MADE  
LANDFALL



# STS Weekly Ridership Comparison

## November 2008

### 10/04/2008 thru 11/29/2008

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
OCT	1	32,433	31,257	-3.63%
	2	32,662	31,983	-2.08%
	3	33,475	31,510	-5.87%
	4	33,029	31,244	-5.40%
NOV	5	31,747	31,163	-1.84%
	6	33,946	31,379	-7.56%
	7	32,261	30,733	-4.74%
	8	25,535	31,423	23.06%
DEC	9	33,222	23,729	-28.57%
	10	33,785		
	11	33,622		
	12	32,582		
JAN	13	19,013		
	14	20,079		
	15	33,064		
	16	32,726		
	17	29,229		
	18	32,328		

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
FEB	19	33,291		
	20	32,363		
	21	31,503		
	22	32,278		
MAR	23	33,393		
	24	32,974		
	25	31,525		
	26	32,056		
APR	27	30,137		
	28	33,142		
	29	33,102		
	30	32,999		
MAY	31	33,124		
	32	33,864		
	33	33,252		
	34	32,811		
	35	28,730		

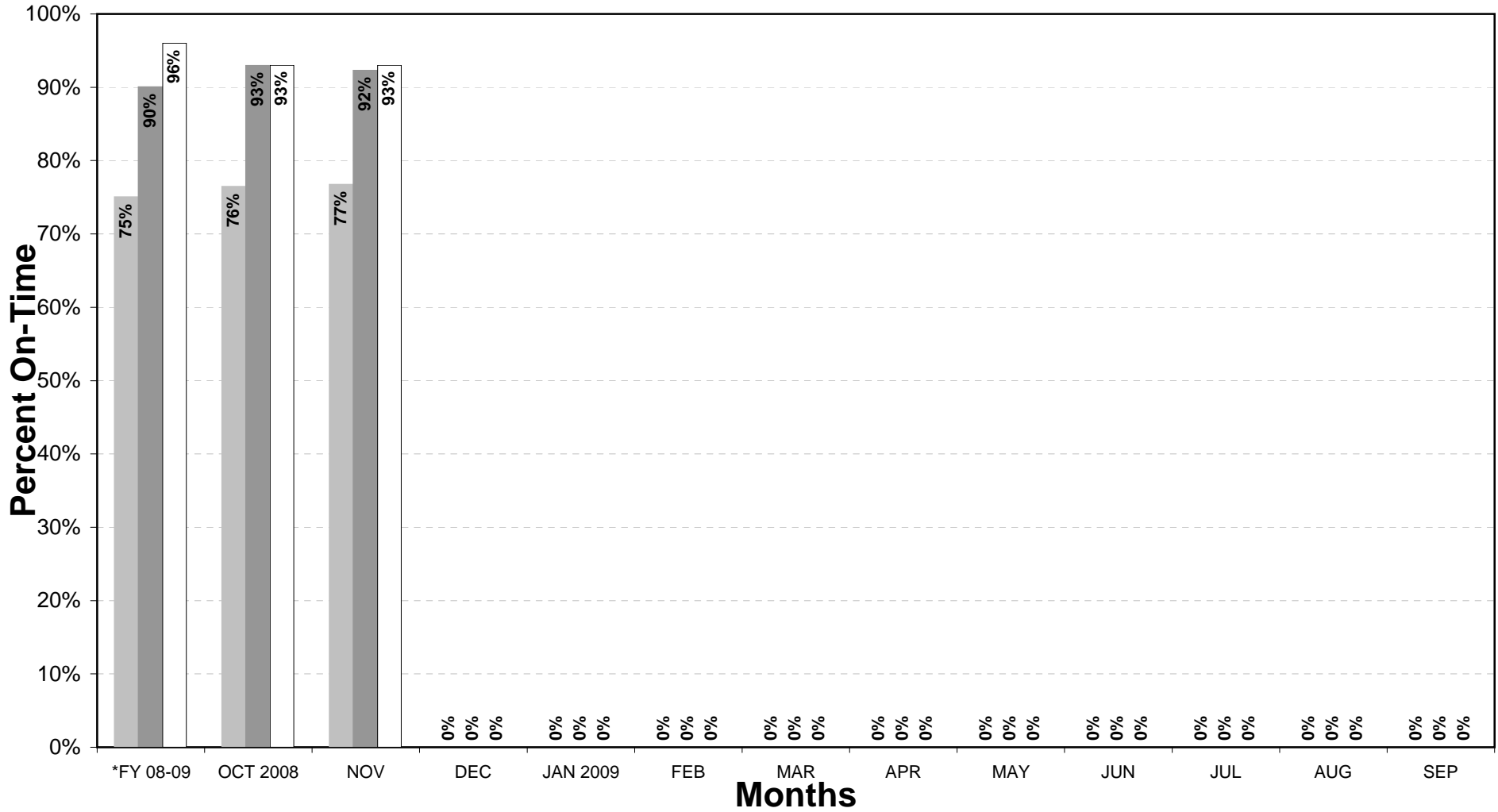
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051		
	37	32,429		
	38	31,995		
	39	32,497		
JUL	40	28,234		
	41	31,763		
	42	31,733		
	43	31,406		
AUG	44	30,908		
	45	29,421		
	46	29,880		
	47	22,172		
SEP	48	31,742		
	49	27,204		
	50	30,299		
	51	32,602		
	52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

**TOTAL FROM  
OCT 2008 to 2008**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
288,310	274,421	-4.82%

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

■ BUS ■ STS □ RAIL



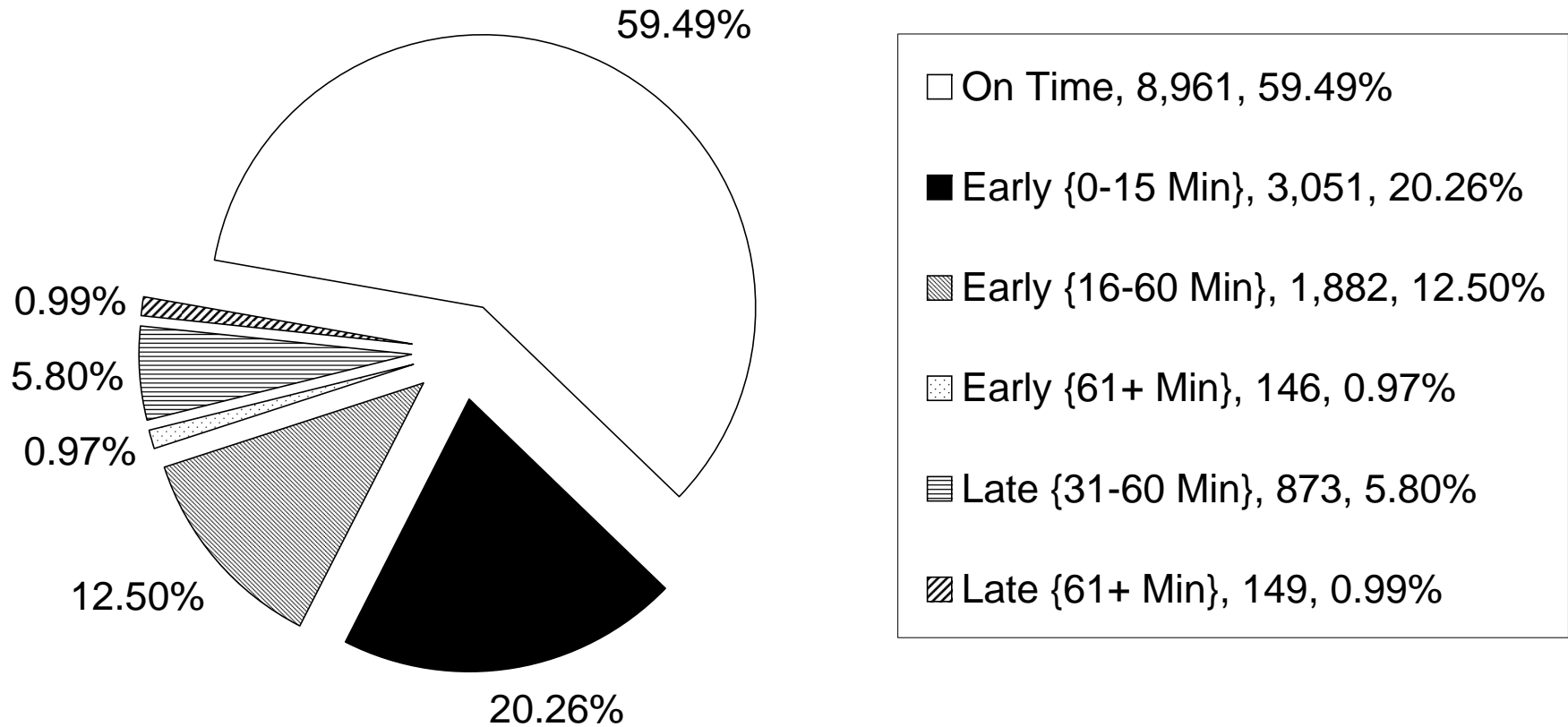
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

November 2008



NOTE: Total trips taken for W/E: 10/26/08 thru 11/29/08 are 148,427. Of which 15,062 trips were monitored constituting 10.15% of daily trips provided.

# S.T.S. On-Time Performance

## November 2008

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

	OCT 2008		Nov		Dec		JAN 2009		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>7,592</b>	<b>59.17%</b>	<b>8,961</b>	<b>59.49%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
EARLY 0-15	2,646	20.62%	3,051	20.26%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY 16-60	1,681	13.10%	1,882	12.50%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>TOTAL</b>	<b>11,919</b>	<b>92.89%</b>	<b>13,894</b>	<b>92.25%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
EARLY	90	0.70%	146	0.97%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
EARLY 61+	90	0.70%	146	0.97%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE	822	6.41%	1,022	6.79%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE 31-60	704	5.49%	873	5.80%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LATE 61+	118	0.92%	149	0.99%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

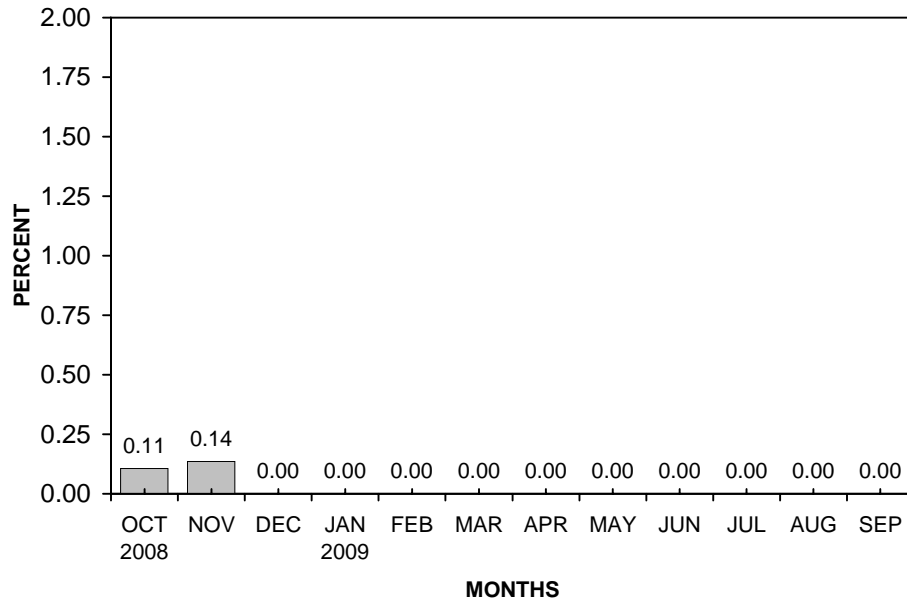
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>16,553</b>	<b>59.34%</b>
EARLY 0-15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5,697	20.42%
EARLY 16-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3,563	12.77%
<b>TOTAL</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>25,813</b>	<b>92.54%</b>
EARLY	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	236	0.85%
EARLY 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	236	0.85%
LATE	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	1,844	6.61%
LATE 31-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,577	5.65%
LATE 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	267	0.96%

# Special Transportation Service

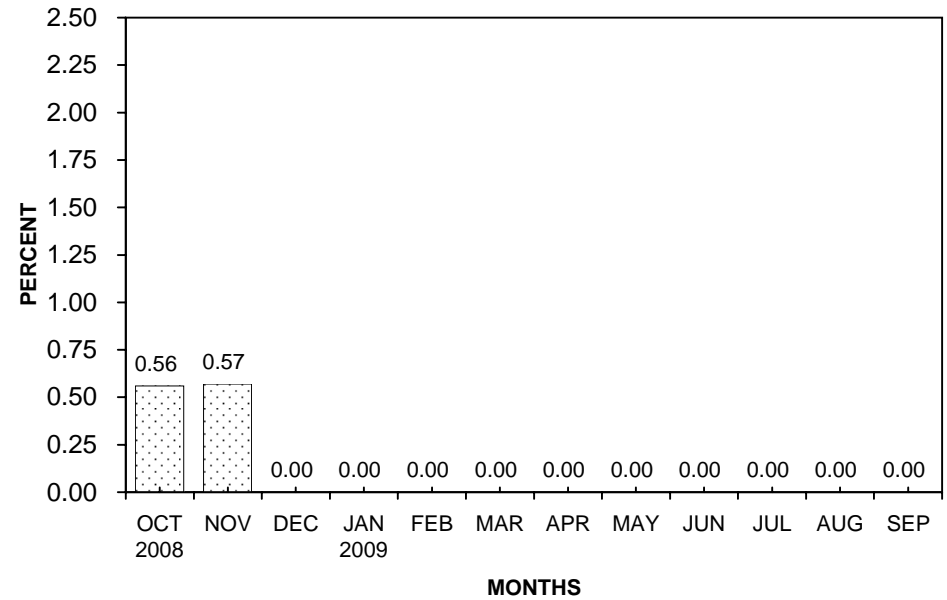
Customer Complaints as a Percent of Total Trips

November 2008

### Customer Complaints



### Late Vehicle Inquiries



# Special Transportation Service

## November 2008

### Customer Service Complaints & Late Vehicle Inquiries

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

A.T.S. (County Received)

<b>ADA COMPLIANCE</b>																										
B0 (ROUND TRIP DENIAL)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B1 (LATE PICK-UP)	18	5	28	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46	22
B2 (LATE RETURN)	23	6	29	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	52	17
B3 (NEVER PICKED-UP)	11	2	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	3
B4 (LENGTHY ROUTING)	24	11	34	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	58	22
B7 (EARLY PICK-UP)	1	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	1
B17 (BACK-UP LATE TRIPS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUB TOTAL</b>	<b>77</b>	<b>24</b>	<b>107</b>	<b>41</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>0</b>	<b>184</b>	<b>65</b>
Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips	0.06%	0.04%	0.06%	0.08%	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%	0.06%	0.06%
	0.05%		0.07%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.06%	

<b>OTHER COMPLAINTS</b>																										
B5 (DISPUTED NO SHOWS)	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1
B6 (VEHICLE STANDARDS)	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
B8 (DRIVER COMPLIANCE)	9	10	18	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27	19
B9 (DRIVER CELLPHONE USE)	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
B10 (A/C NON-COMPLIANCE)	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
B11 (RADIO BROKEN)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B12 (RADIO MISSING)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
B13 (IMPROPER W/C TIEDOWNS)	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
B14 (NEG. PICKUP TIME CHANGED)	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
B18 (RESERVATION ERROR)	4	2	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	4
B19 (OTHER)	2	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	3
B23 (PHONE DIFFICULTIES)	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
B24 (RUDE STAFF)	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
B30 (SEXUAL HARASSMENT)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B31 (ACCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B32 (INCIDENT CLIENT REPORTED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUB TOTAL</b>	<b>19</b>	<b>13</b>	<b>35</b>	<b>18</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>0</b>	<b>54</b>	<b>31</b>

TOTAL "A.T.S." TRIPS	94,329	31,665	#####	37,870	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	204,886	69,535
TOTAL "A.T.S." COMPLAINTS	96	37	142	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	238	96
% COMPLAINTS related to Ttl TRIPS	0.10	0.12	0.13	0.16	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	0.12	0.14

"A.T.S." Combined (Amb + W/C)	OCT 2008		NOV		DEC		JAN 2009		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		Y.T.D.			
TOTAL COMPLAINTS vs. TRIPS	133	125,994	201	148,427	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	334	274,421
Customer Complaints as a % of Ttl Trips	0.11%		0.14%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.12%			

<b>LATE VEHICLE INQUIRIES</b>																										
B1 (LATE PICK-UP)	299	134	330	116	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	629	250
B2 (LATE RETURN)	198	75	289	110	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	487	185
B3 (NEVER PICKED-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
<b>SUB TOTAL</b>	<b>497</b>	<b>209</b>	<b>619</b>	<b>226</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>0</b>	<b>1,116</b>	<b>435</b>
Late Vehicle Inquiries as a % of Total Trips	0.53%	0.66%	0.56%	0.60%	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%	0.54%	0.63%
	0.56%		0.57%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.54%	

# Special Transportation Service

## November 2008

### Customer Service Complaints

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

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

ADMINISTRATIVE ISSUES																										
B20 (ACCIDENT CARRIER REPORTED)	27	9	25	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	52	19
B21 (INCIDENT CARRIER REPORTED)	3	1	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	10
B22 (COMMENDATIONS)	18	5	12	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30	12
B25 (PROVIDER PREFERENCE)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B27 (SUGGESTIONS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B28 (WAIVED DRIVER COMPL.)	5	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0

<b>TOTAL "CLIENT" COMPLAINTS</b>	53	15	49	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	102	41
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.06	0.05	0.04	0.07	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	0.05	0.06

**CLIENTS**

C4 (UNRULY BEHAVIOUR)	16	6	13	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29	13
C7 (OTHER)	3	2	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6
C10 (FARE NOT PAID)	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

<b>TOTAL "CLIENT" COMPLAINTS</b>	19	9	16	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	35	20
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.02	0.03	0.01	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.03

**MDTA**

M4 (ADMINISTRATIVE)	6	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	4
M5 (OTHER)	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
M22 (COMMENDATIONS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M23 (PHONE DIFFICULTIES)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M24 (RUDE STAFF)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>TOTAL "MDTA" COMPLAINTS</b>	7	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	4
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.01	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01

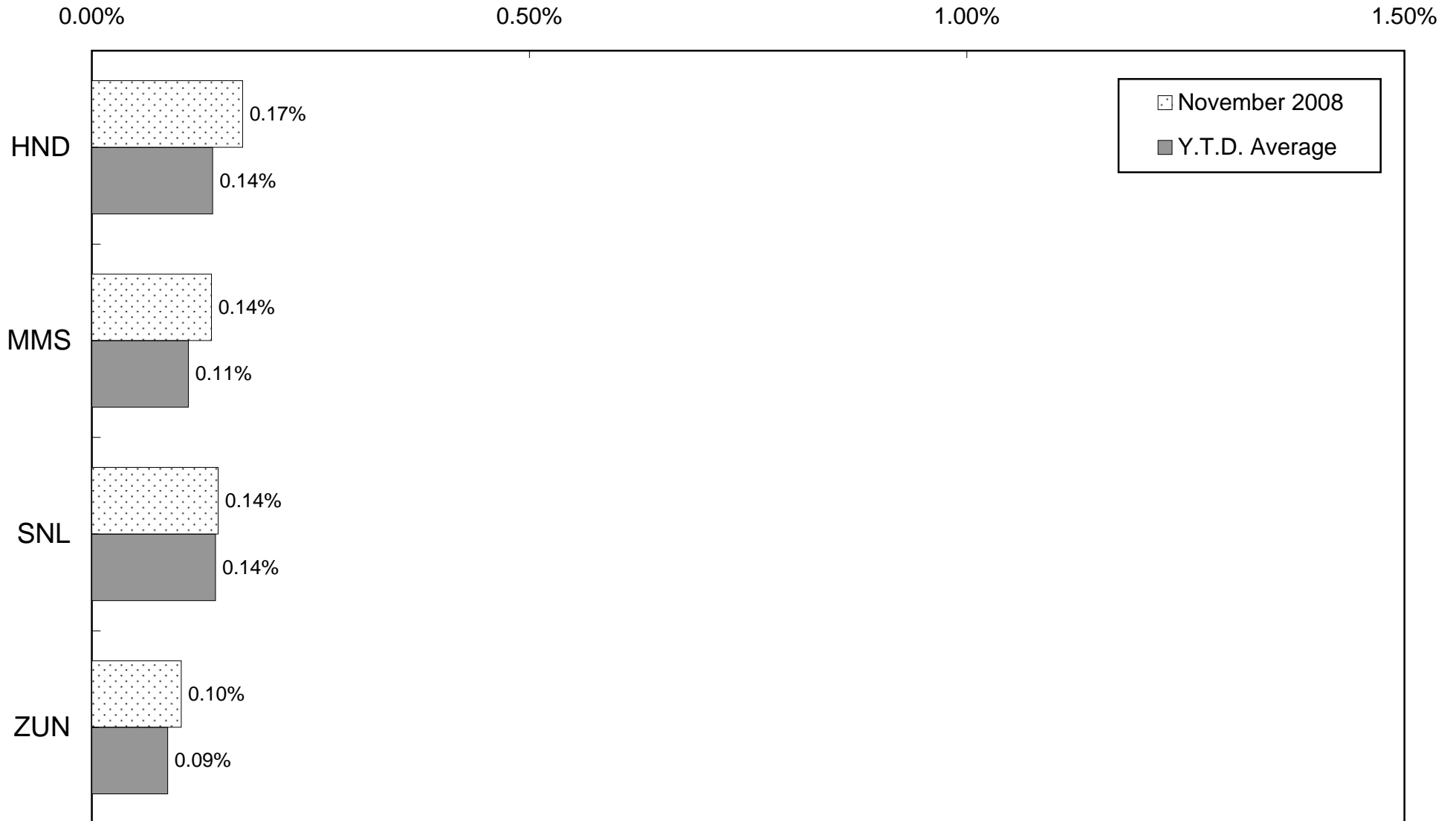
<b>TOTAL TRIPS REPORTED BY M.I.S.: (1)</b>	94,329	31,665	#####	37,870	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	204,886	69,535
<b>TOTAL OF "ALL" COMPLAINTS:</b>	122	47	161	73	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	283	120
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.13	0.15	0.15	0.19	0.00	0.00	0.00	0.00	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	0.14	0.17

<b>B20 (ACCIDENT CARRIER REPORTED)</b>	20		0		0		0		0		0		0		0		0		0		0		0		0	20
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# Special Transportation Service

November 2008

% of Total Customer Complaints received by Carriers



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

# Special Transportation Service

## November 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 2008	09/28 - 10/25	17	16,380	0.10%	20	23,863	0.08%	72	52,051	0.14%	0	0	0.00%	24	33,700	0.07%
NOV	10/26 - 11/29	34	19,732	0.17%	39	28,538	0.14%	88	60,974	0.14%	0	0	0.00%	40	39,183	0.10%
DEC	11/30 - 12/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	0	125,994	0.00%
NOV	10/26 - 11/29	0	148,427	0.00%
DEC	11/30 - 12/27	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%

TOTAL	
All Complaints	% of Complaints
133	0.11%
201	0.14%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%

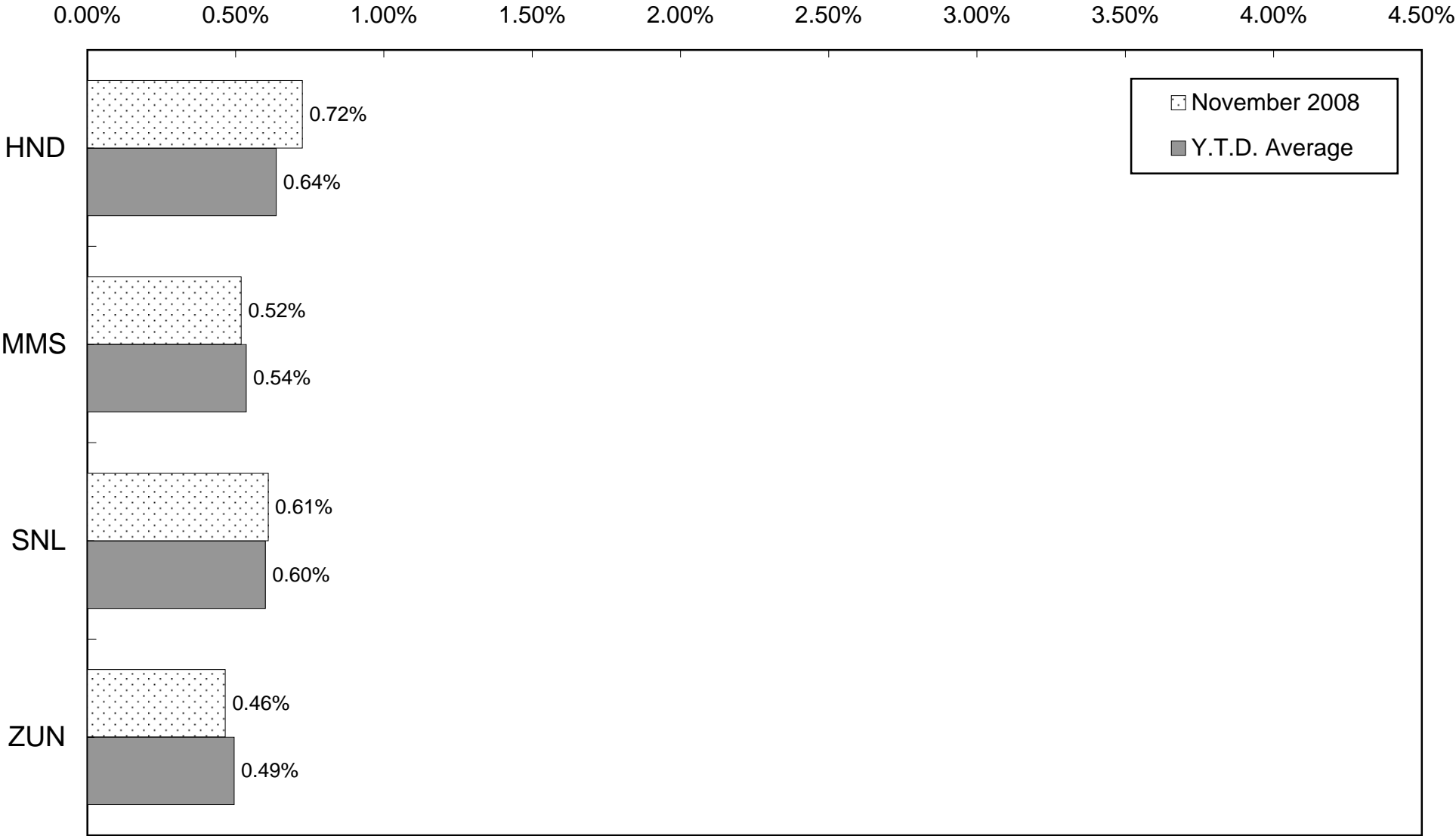
HND = Handivan  
MMS = Minority Mobile Systems  
SNL = Super Nice Limo  
YC = Yellow Cab (Back-up)  
ZUN = Zuni Transportation

NOTE: Carrier Complaint information is provided by the County.  
This report has been reformatted to ensure that complaints are matched to trip data as invoiced.

# Special Transportation Service

November 2008

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

November 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 2008	09/28 - 10/25	90	16,380	0.55%	132	23,863	0.55%	307	52,051	0.59%	0	0	0.00%	177	33,700	0.53%
NOV	10/26 - 11/29	143	19,732	0.72%	148	28,538	0.52%	372	60,974	0.61%	0	0	0.00%	182	39,183	0.46%
DEC	11/30 - 12/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%

MONTH	W/E	A.T.S. (Administrative)		
		Admin. Complaints	Ttl Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	0	125,994	0.00%
NOV	10/26 - 11/29	0	148,427	0.00%
DEC	11/30 - 12/27	0	0	0.00%
JAN 2009	12/28 - 01/31	0	0	0.00%
FEB	02/01 - 02/28	0	0	0.00%
MAR	03/01 - 03/28	0	0	0.00%
APR	03/29 - 04/25	0	0	0.00%
MAY	04/26 - 05/30	0	0	0.00%
JUN	05/31 - 06/27	0	0	0.00%
JUL	06/28 - 07/25	0	0	0.00%
AUG	07/26 - 08/29	0	0	0.00%
SEP	08/30 - 09/26	0	0	0.00%

TOTAL	
All Complaints	% of Complaints
706	0.56%
845	0.57%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%

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

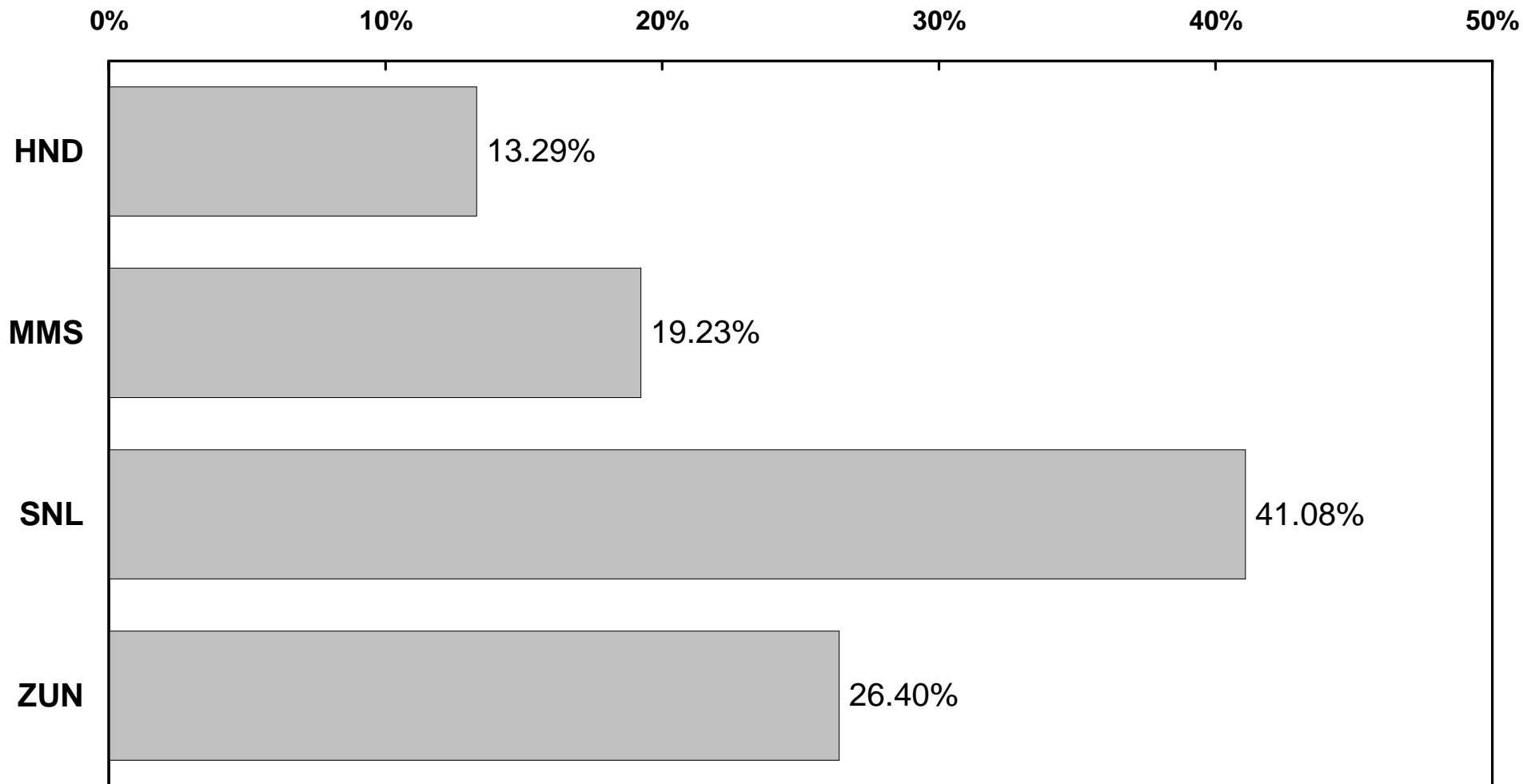
NOTE: Carrier Complaint information is provided by the County.

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

# Monthly Comparison of STS Trips by Carriers

November 2008

PERCENTAGE OF TOTAL TRIPS



Note: \* Carriers listed as backups.

# Special Transportation Service

## Distribution of Brokered Trips

November 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	14,206.00	14,257	72.25%	5,475	27.75%	19,732	1.39	13.29%	199,019	10
MMS	17,502.00	22,468	78.73%	6,070	21.27%	28,538	1.63	19.23%	246,571	9
SNL	39,077.00	44,696	73.30%	16,278	26.70%	60,974	1.56	41.08%	550,807	9
ZUN	25,152.00	29,136	74.36%	10,047	25.64%	39,183	1.56	26.40%	396,529	10
<b>SUB TOTAL</b>	<b>95,937.00</b>	<b>110,557</b>	<b>74.66%</b>	<b>37,870</b>	<b>25.34%</b>	<b>148,427</b>	<b>1.53</b>	<b>100.00%</b>	<b>1,392,926</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>110,557</b>	<b>74.49%</b>	<b>37,870</b>	<b>25.51%</b>	<b>148,427</b>		<b>100.00%</b>	<b>1,392,926</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

November 2008

## SUMMARY

(by Carriers)

CARRIERS	OCT 2008		NOV		DEC		JAN 2009		FEB		#REF!	
	09/28 - 10/25		10/26 - 11/29		11/30 - 12/27		12/28 - 01/31		02/01 - 02/28		03/01 - 03/28	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	16,380	13.00%	19,732	13.29%	-		-		-		-	
MMS	23,863	18.94%	28,538	19.23%	-		-		-		-	
SNL	52,051	41.31%	60,974	41.08%	-		-		-		-	
YC *	-	0.00%	-	0.00%	-		-		-		-	
ZUN	33,700	26.75%	39,183	26.40%	-		-		-		-	
<b>TOTAL</b>	<b>125,994</b>	<b>100.00%</b>	<b>148,427</b>	<b>100.00%</b>	-	0.00%	-	0.00%	-	0.00%	-	0.00%

CARRIERS	APR		MAY		JUN		JUL		AUG		SEP	
	03/29 - 04/25		04/26 - 05/30		05/31 - 06/27		06/28 - 07/25		07/26 - 08/29		08/30 - 09/26	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	-		-		-		-		-		-	
MMS	-		-		-		-		-		-	
SNL	-		-		-		-		-		-	
YC *	-		-		-		-		-		-	
ZUN	-		-		-		-		-		-	
<b>TOTAL</b>	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%

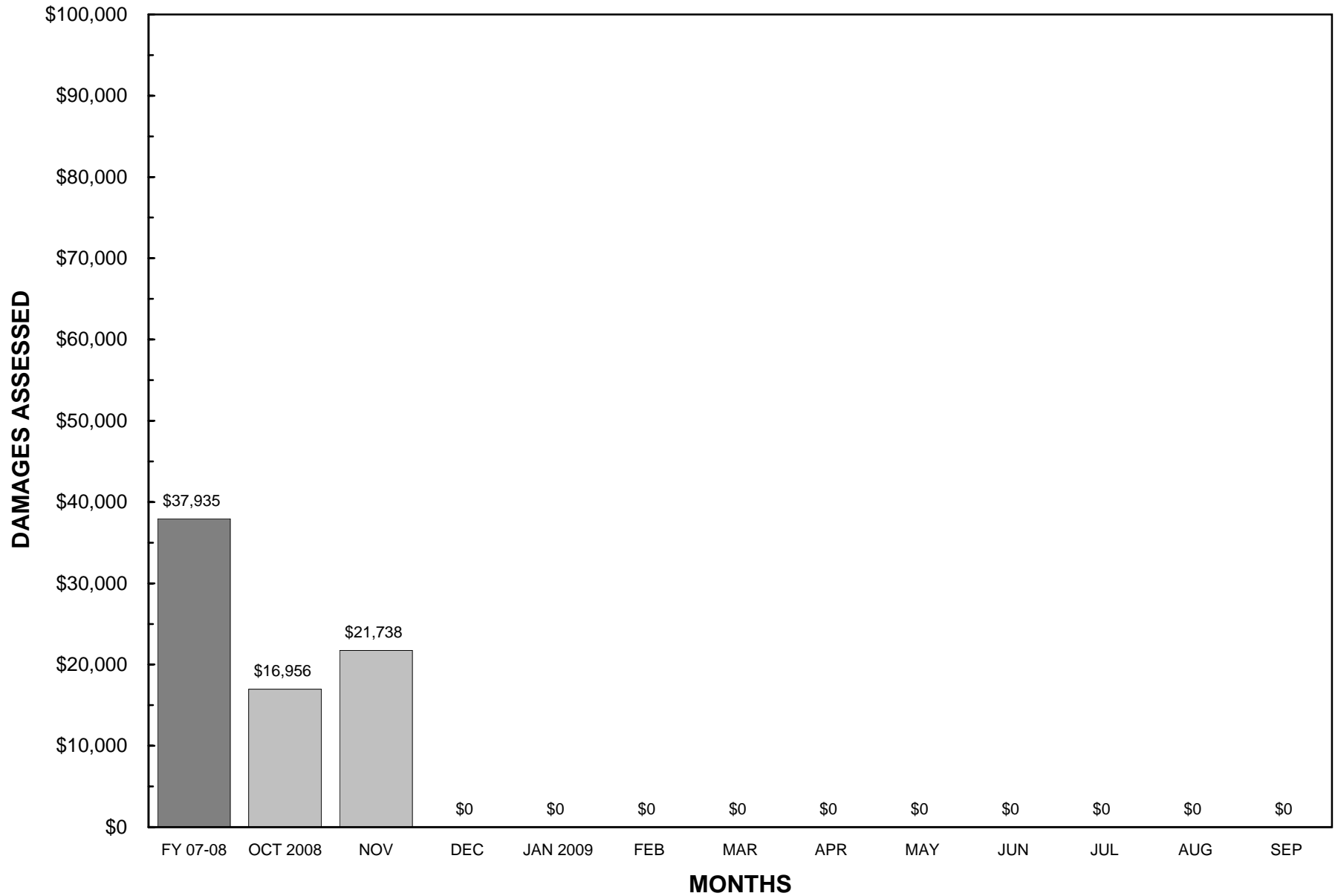
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	36,112	13.16%
MMS	52,401	19.10%
SNL	113,025	41.19%
YC *	-	0.00%
ZUN	72,883	26.56%
<b>TOTAL</b>	<b>274,421</b>	<b>100.00%</b>

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

## Liquidated Damages

November 2008



# Special Transportation Service

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

### November 2008

### Liquidated Damages

	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
<b>LIQUIDATED DAMAGES</b>													
ON-TIME PERFORMANCE	\$ 8,061.81	\$ 9,845.71	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,907.52
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 8,061.81	\$ 9,845.71	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,907.52
CALL TAKING STANDARDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ASA / ABANDONED RATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME	\$ 481.95	\$ 714.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,195.95
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 481.95	\$ 714.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,195.95
BACKUP BY COUNTY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 9.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9.50
SYSTEM SAFETY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING	\$ 56.59	\$ 49.70	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 106.29
INVOICING	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHANGE OF NEGOTIATED TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DRIVER PLAYING RADIO	\$ 48.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48.78
DRIVER EARLY	\$ 7.81	\$ 16.86	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 24.67
INOPERABLE AIR CONDITIONER	\$ -	\$ 48.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48.78
USE OF CELL PHONE	\$ -	\$ 8.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8.08
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ -	\$ 60.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 60.78
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE INCIDENT REPORTS	\$ -	\$ (84.80)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (84.80)
MANIFEST REVIEW (ASSESSED)	\$ 3,145.93	\$ 5,840.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,986.52
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 8,600.05	\$ 10,688.06	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,288.11
<b>SUB-TOTAL</b>	<b>\$ 20,355.83</b>	<b>\$ 27,138.06</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 47,493.89</b>
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>BONUSES</b>													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ (2,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,000.00)
CALL TAKING STANDARDS	\$ (2,400.00)	\$ (2,400.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (4,800.00)
COMPLAINT RATIO	\$ (1,000.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,000.00)
<b>SUB-TOTAL</b>	<b>\$ (3,400.00)</b>	<b>\$ (5,400.00)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (8,800.00)</b>
<b>GRAND TOTAL</b>	<b>\$ 16,955.83</b>	<b>\$ 21,738.06</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 38,693.89</b>

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### November 2008

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

November 2008	REGULAR					LATEWORK				COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT		
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS								CARRIER SERVICES	STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
11/01/2008	23,295	7,868	31,163	\$ 846,206.69	\$ (79,852.50)	-	-	-	\$ -	\$ -	\$ -	23,295	7,868	31,163	\$ 846,206.69	\$ (79,852.50)	\$ (1,688.96)	\$ -	\$ -	\$ (5,747.66)	\$ 758,917.57
11/08/2008	23,443	7,936	31,379	\$ 855,217.61	\$ (80,432.50)	-	-	-	\$ -	\$ -	\$ -	23,443	7,936	31,379	\$ 855,217.61	\$ (80,432.50)	\$ -	\$ -	\$ -	\$ (5,810.89)	\$ 768,974.22
11/15/2008	22,913	7,820	30,733	\$ 838,050.43	\$ (78,795.00)	-	-	-	\$ -	\$ -	\$ -	22,913	7,820	30,733	\$ 838,050.43	\$ (78,795.00)	\$ -	\$ -	\$ -	\$ (5,694.42)	\$ 753,561.01
11/22/2008	23,650	7,773	31,423	\$ 854,802.64	\$ (80,210.00)	-	-	-	\$ -	\$ -	\$ -	23,650	7,773	31,423	\$ 854,802.64	\$ (80,210.00)	\$ -	\$ -	\$ -	\$ (5,809.44)	\$ 768,783.20
11/29/2008	17,256	6,473	23,729	\$ 651,094.10	\$ (60,980.00)	-	-	-	\$ -	\$ -	\$ -	17,256	6,473	23,729	\$ 651,094.10	\$ (60,980.00)	\$ (6,779.59)	\$ -	\$ -	\$ (4,425.86)	\$ 578,908.65
TOTAL	110,557	37,870	148,427	\$ 4,045,371.47	\$ (380,270.00)	-	-	-	\$ -	\$ -	\$ -	110,557	37,870	148,427	\$ 4,045,371.47	\$ (380,270.00)	\$ (8,468.55)	\$ -	\$ -	\$ (27,488.26)	\$ 3,629,144.66

December 2008	REGULAR					LATEWORK				COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT		
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS								CARRIER SERVICES	STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
12/06/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/13/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/20/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12/27/2008	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

January 2009	REGULAR					LATEWORK				COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT		
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS								CARRIER SERVICES	STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
01/03/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/10/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/17/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/24/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
01/31/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

February 2009	REGULAR					LATEWORK				COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT		
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS								CARRIER SERVICES	STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
02/07/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/14/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/21/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
02/28/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

March 2009	REGULAR					LATEWORK				COMBINED					LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT		
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS								CARRIER SERVICES	STS FARES COLLECTED
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
03/07/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/14/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/21/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
03/28/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### November 2008

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

May 2009	REGULAR						LATEWORK						COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED							
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL									
05/02/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
05/09/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
05/16/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
05/23/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
05/30/2009	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
<b>TOTAL</b>	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		

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

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

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

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

<b>YTD TTL</b>	204,886	69,535	274,421	\$ 7,477,416.56	\$ (702,810.00)	-	-	-	\$ -	\$ -	\$ -	204,886	69,535	274,421	\$ 7,477,416.56	\$ (702,810.00)	\$ (15,138.19)	\$ -	\$ -	\$ (50,809.55)	\$ 6,708,658.82
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# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

**November 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>	282	48	105	11	446		
<b>B-2</b>	<b>LATE RETURN</b>	227	62	79	31	399		
<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** 110

42

<b>TOTAL ADA VIOLATIONS</b>	<b>152</b>
<b>TOTAL TRIPS BILLED</b>	<b>148,427</b>
<b>PERCENT OF ADA TRIPS DENIAL</b>	<b>0.10%</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

November 2008

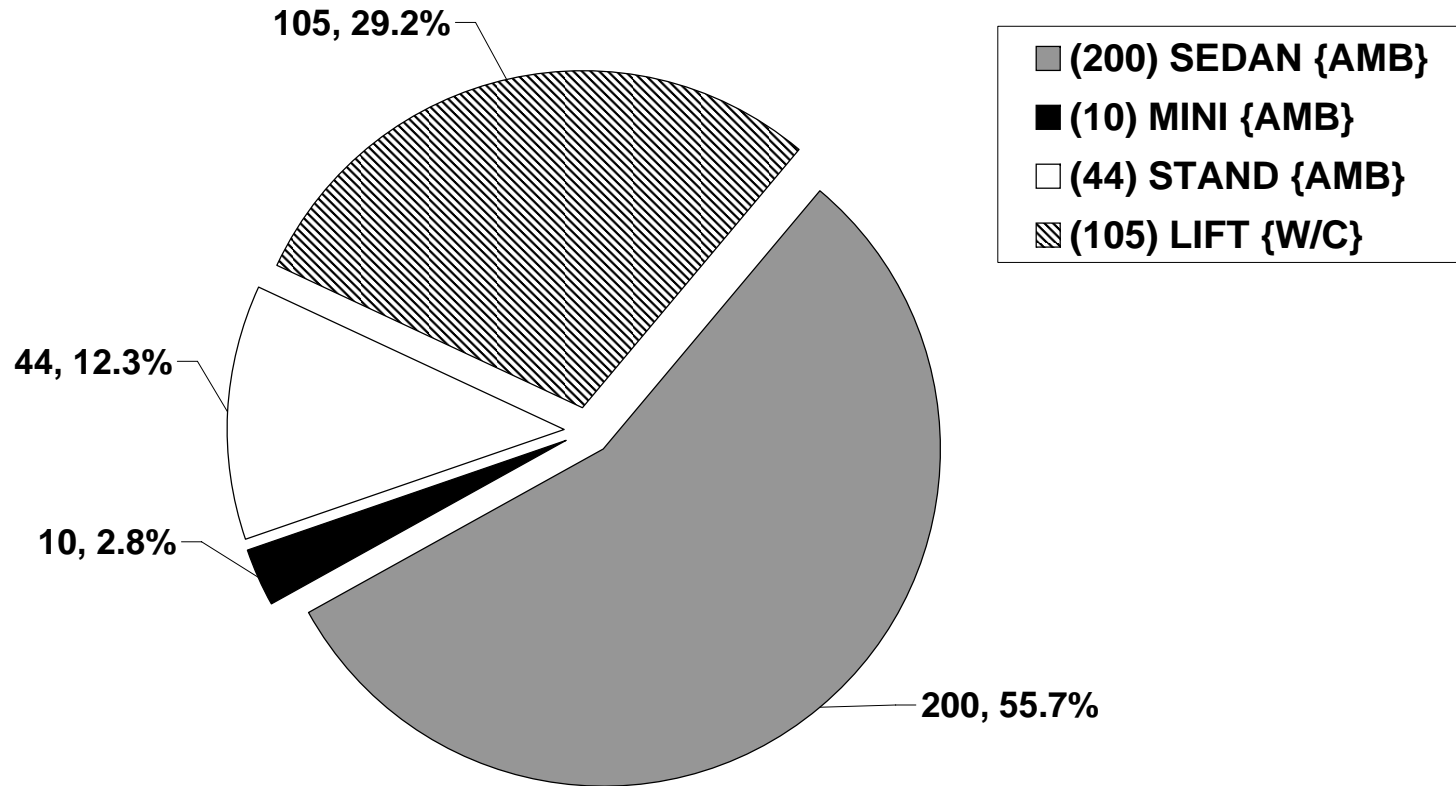
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>OCT 2008</b>	125,994	29,353	10,653	40,006	31.75%	10	6	2	0	8	1	7	3	27	10	37	0.09%	0.09%	0.09%
<b>NOV</b>	148,427	22,089	7,939	30,028	20.23%	15	2	0	0	4	3	5	2	24	7	31	0.11%	0.09%	0.10%
<b>DEC</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>JAN 2009</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>FEB</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>MAR</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>APR</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>MAY</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>JUN</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>JUL</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>AUG</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>SEP</b>	0	0	0	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
<b>TOTAL</b>	274,421	51,442	18,592	70,034	25.52%	25	8	2	0	12	4	12	5	51	17	68	0.10%	0.09%	0.10%

# Special Transportation Service

## Vehicle Availability

November 2008

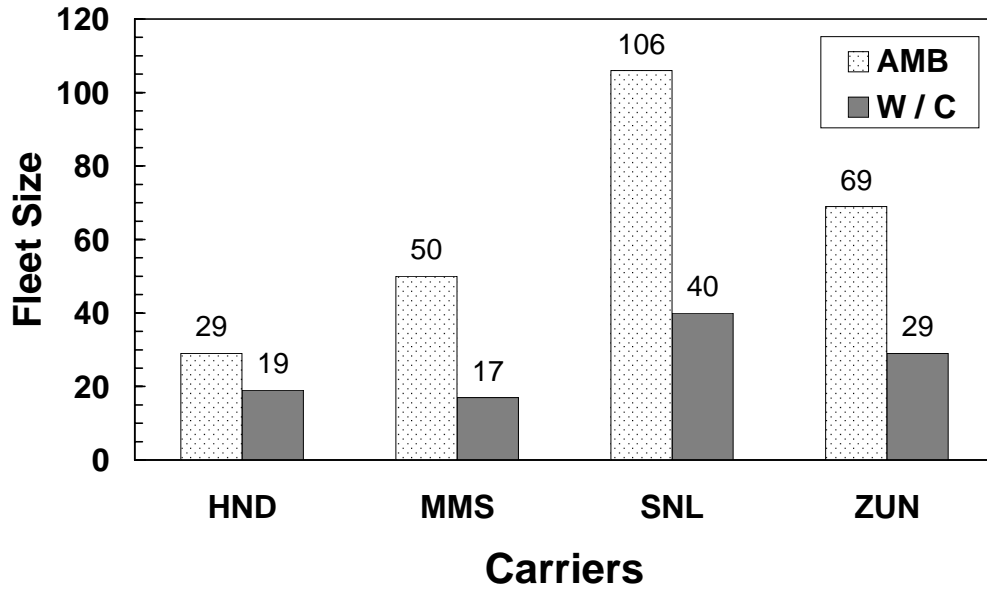
**TOTAL VEHICLES: 359**



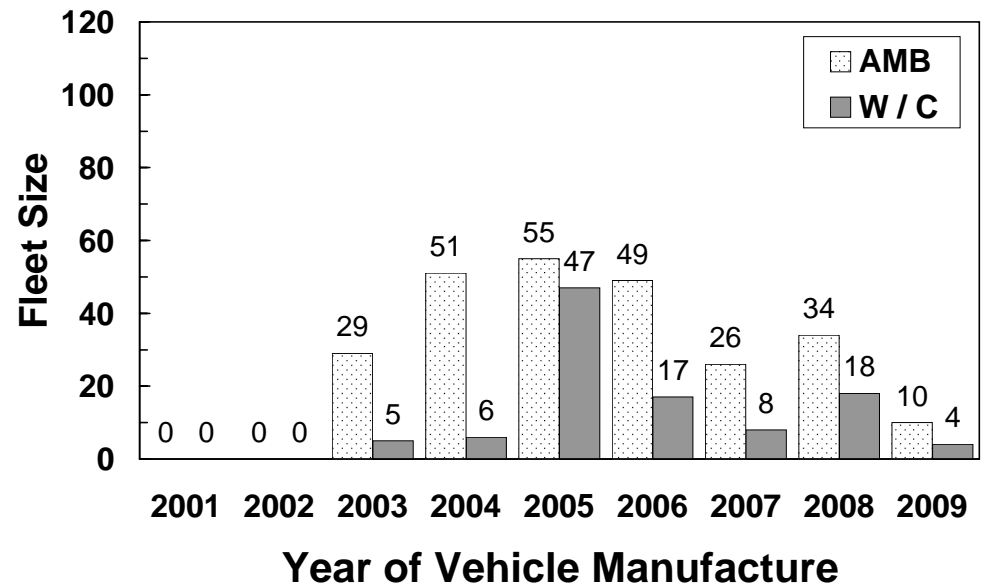
# Special Transportation Service

November 2008

### Vehicle Availability by Carrier



### Fleet Age



# Special Transportation Service

## Vehicle Summary

### November 2008

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

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

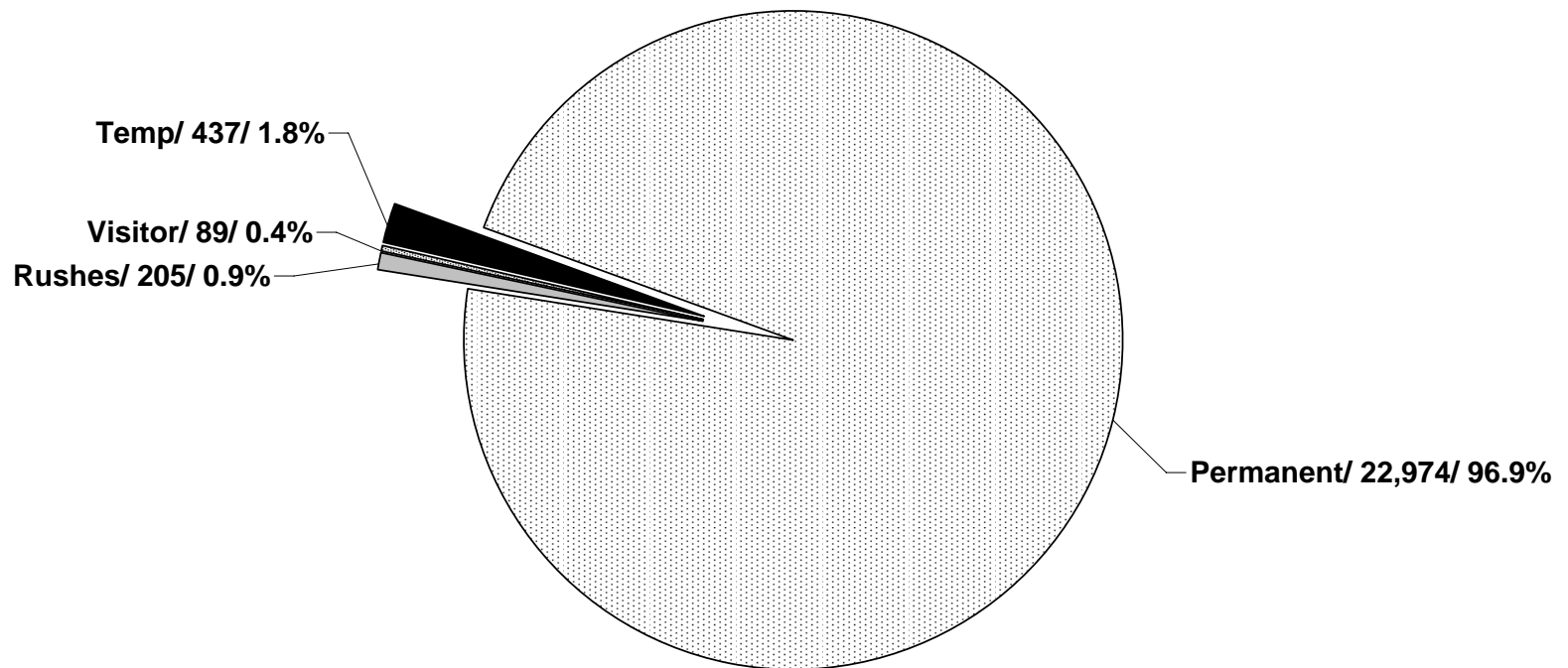
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	254	-	-	-	-	-	-	-	-	-	-	254
W / C	105	105	-	-	-	-	-	-	-	-	-	-	105
<b>TOTAL</b>	<b>359</b>	<b>359</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>359</b>

# Special Transportation Service

Current Ridership Population

November 2008

**Total: 23,705**

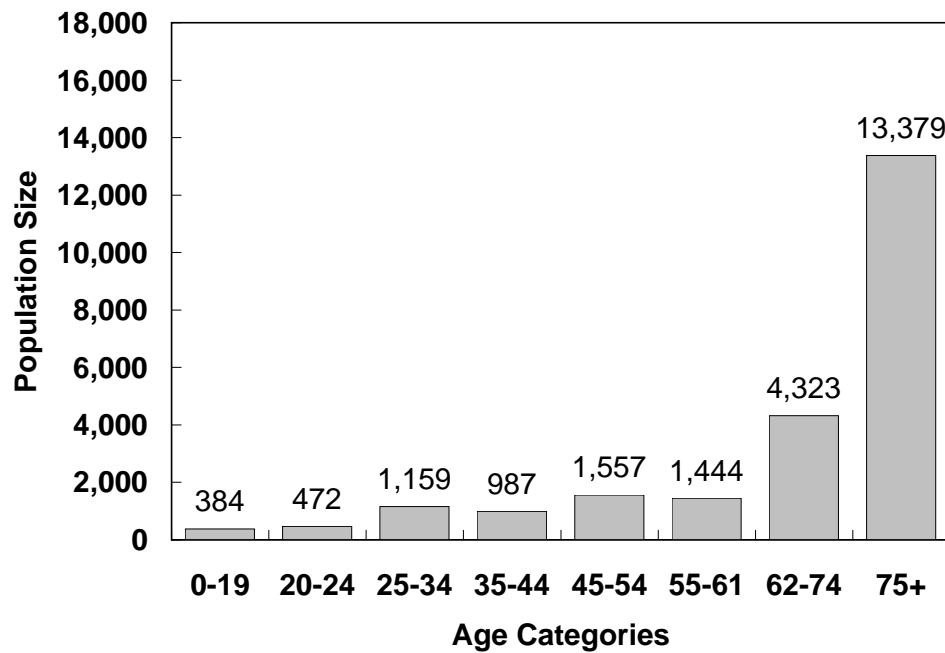


# Special Transportation Service

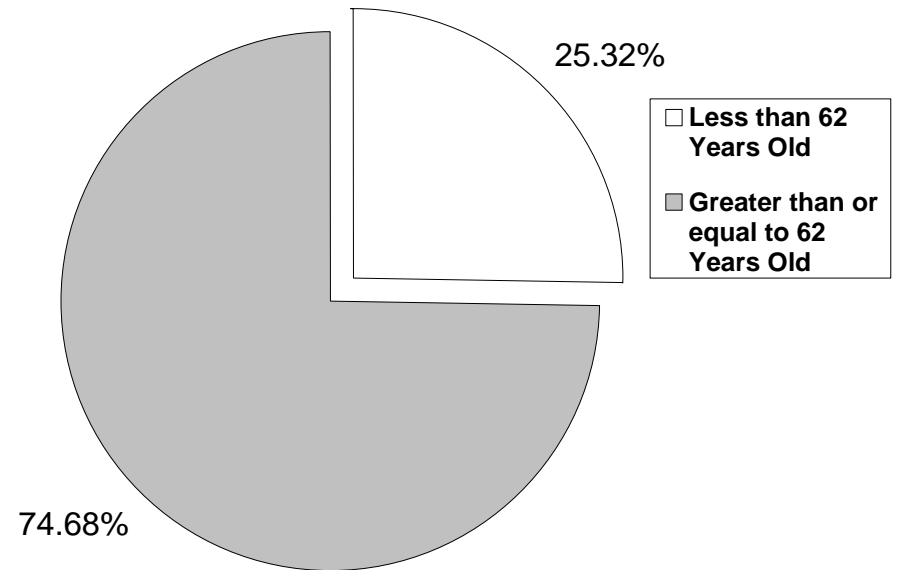
## Total Client Population Authorized for Travel

November 2008

**Breakdown by Age**



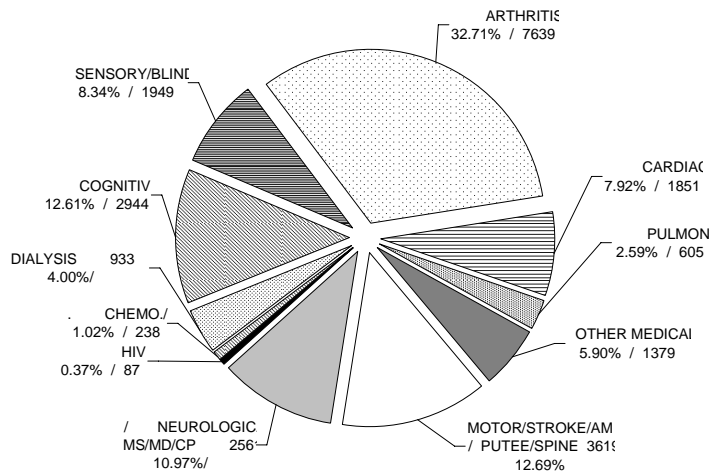
**Total: 23,705**



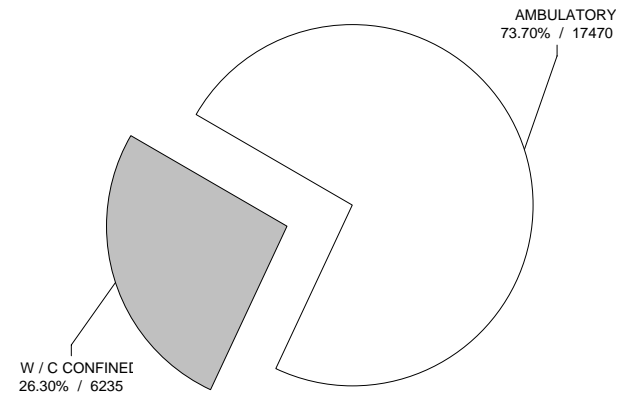
# Special Transportation Service

Population Profile  
Authorized for Travel  
November 2008

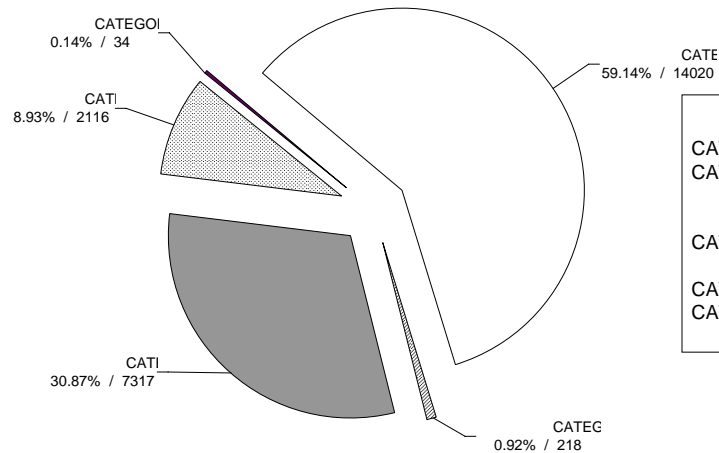
### Disability Type



### 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 November 2008

## CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
0-19	383	384	-	-	-	-	-	-	-	-	-	-
20-24	471	472	-	-	-	-	-	-	-	-	-	-
25-34	1,142	1,159	-	-	-	-	-	-	-	-	-	-
35-44	986	987	-	-	-	-	-	-	-	-	-	-
45-54	1,544	1,557	-	-	-	-	-	-	-	-	-	-
55-61	1,427	1,444	-	-	-	-	-	-	-	-	-	-
62-74	4,216	4,323	-	-	-	-	-	-	-	-	-	-
75+	13,188	13,379	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	-	-	-	-	-	-	-	-	-	-

Clients by Disability Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Motor/Stroke/Amputee/Spine	3,136	3,169	-	-	-	-	-	-	-	-	-	-
Neurological/MS/MD/CP	2,540	2,561	-	-	-	-	-	-	-	-	-	-
HIV	89	87	-	-	-	-	-	-	-	-	-	-
Chemo./Radiation	230	238	-	-	-	-	-	-	-	-	-	-
Dialysis	950	933	-	-	-	-	-	-	-	-	-	-
Cognitive	2,952	2,944	-	-	-	-	-	-	-	-	-	-
Sensory/Blind	1,957	1,949	-	-	-	-	-	-	-	-	-	-
Arthritis	7,614	7,639	-	-	-	-	-	-	-	-	-	-
Cardiac	1,874	1,851	-	-	-	-	-	-	-	-	-	-
Pulmonary	613	605	-	-	-	-	-	-	-	-	-	-
Other Medical	1,402	1,379	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,357</b>	-	-	-	-	-	-	-	-	-	-

Clients by Transportation Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Ambulatory	17,196	17,470	-	-	-	-	-	-	-	-	-	-
W/C Confined	6,161	6,235	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	-	-	-	-	-	-	-	-	-	-

Clients by Category	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Category 1	13,804	14,020	-	-	-	-	-	-	-	-	-	-
Category 2	215	218	-	-	-	-	-	-	-	-	-	-
Category 3	7,226	7,317	-	-	-	-	-	-	-	-	-	-
Category 4	2,079	2,116	-	-	-	-	-	-	-	-	-	-
Category 5	33	34	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	-	-	-	-	-	-	-	-	-	-

# Special Transportation Service

## Paratransit Certification Productivity

FY 2008 - 2009  
November 2008

	OCT 2008			NOV			DEC			JAN 2009			FEB			MAR		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>ENROLLMENT BREAKDOWN</b>																		
- REINSTATEMENTS *	0	1	1	6	3	9	0	0	0	0	0	0	0	0	0	0	0	0
- RECERTIFICATIONS	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- PERMANENT ELIGIBILITY	252	98	350	258	60	318	0	0	0	0	0	0	0	0	0	0	0	0
- TEMPORARY ELIGIBILITY	33	11	44	20	6	26	0	0	0	0	0	0	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/-INT.	44	7	51	27	4	31	0	0	0	0	0	0	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/O-INT.	124	42	166	59	27	86	0	0	0	0	0	0	0	0	0	0	0	0
- VISITOR ELIGIBILITY	4	1	5	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>459</b>	<b>161</b>	<b>620</b>	<b>372</b>	<b>100</b>	<b>472</b>	<b>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>INACTIVATIONS BREAKDOWN</b>																		
- (INACTIVE/PURGED)	(143)	(28)	(171)	(95)	(23)	(118)	0	0	0	0	0	0	0	0	0	0	0	0
- (DECEASED)	(6)	(4)	(10)	(3)	(3)	(6)	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>(149)</b>	<b>(32)</b>	<b>(181)</b>	<b>(98)</b>	<b>(26)</b>	<b>(124)</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>NET ENROLLMENTS</b>	<b>310</b>	<b>129</b>	<b>439</b>	<b>274</b>	<b>74</b>	<b>348</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>

	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>ENROLLMENT BREAKDOWN</b>																					
- REINSTATEMENTS *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	4	10
- RECERTIFICATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	3
- PERMANENT ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	510	158	668
- TEMPORARY ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53	17	70
- RUSHED ELIGIBILITY W/-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	71	11	82
- RUSHED ELIGIBILITY W/O-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	183	69	252
- VISITOR ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	1	7
<b>SUBTOTAL</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>831</b>	<b>261</b>	<b>1,092</b>
<b>INACTIVATIONS BREAKDOWN</b>																					
- (INACTIVE/PURGED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(238)	(51)	(289)
- (DECEASED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(9)	(7)	(16)
<b>SUBTOTAL</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>(247)</b>	<b>(58)</b>	<b>(305)</b>
<b>NET ENROLLMENTS</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>584</b>	<b>203</b>	<b>787</b>

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

# Special Transportation Service

## Paratransit Certification Enrollment

### Workload Measures

FY 2008 - 2009

November 2008

	Oct 08	Nov	Dec	Jan 09	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b><u>CLIENT INTERVIEWS</u></b>													
<b>SCHEDULED</b>													
<b>ATTENDED In-House</b>	436	344	0	0	0	0	0	0	0	0	0	0	780
<b>ATTENDED Off-Site</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>NO SHOW/CANC.</b>	100	151	0	0	0	0	0	0	0	0	0	0	251
<b>TOTAL SCHEDULED</b>	536	495	0	0	0	0	0	0	0	0	0	0	1,031
<b>DENIALS</b>	61	40	0	0	0	0	0	0	0	0	0	0	101
<b>APPEALS PROCESSED</b>	9	1	0	0	0	0	0	0	0	0	0	0	10
<b>APPLICATIONS MAILED OUT</b>	395	182	0	0	0	0	0	0	0	0	0	0	577
<b>CHANGES IN CLIENT FILE</b>	2,281	1,883	0	0	0	0	0	0	0	0	0	0	4,164
<b>REQUEST FROM BROKER FOR CLIENT INFORMATION</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>REQUEST FROM CLIENTS</u></b>													
<b>FOR DUPLICATE ID</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>DUPLICATE ID ISSUED</b>	15	11	0	0	0	0	0	0	0	0	0	0	26
<b><u>MAIL-IN APPLICATIONS</u></b>													
<b>APPLICATIONS RECEIVED</b>	963	757	747	737	0	0	0	0	0	0	0	0	3,204
<b>APPLICATIONS READY FOR APPTS.</b>	547	435	456	426	0	0	0	0	0	0	0	0	1,864
<b>PENDING</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>RETURNED INCOMPLETE APPLICATION</b>	416	322	291	311	0	0	0	0	0	0	0	0	1,340
<b>INTERVIEWS CONDUCTED BY PHONE</b>	5	0	0	0	0	0	0	0	0	0	0	0	5
<b>CLOSED</b>	92	0	0	52	0	0	0	0	0	0	0	0	144