

MONTHLY REPORT

January 2009



MONTHLY REPORT

January 2009

SPECIAL TRANSPORTATION SERVICE

EXPENDITURES:

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

SERVICE COMPLAINTS:

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

LIQUIDATED DAMAGES:

Contractor Penalties	(Statistical)	- 7a thru 7c -
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ADA COMPLIANCE:

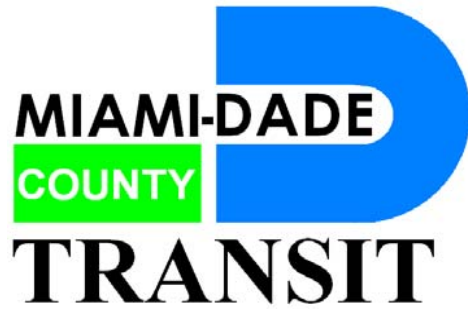
Trip Denial Percentage	(Statistical)	- 8a -
STS TRIP VERIFICATION:	(Statistical)	- 8b -

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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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

January 2009

Expenditures for FY 2008-2009

(SUMMARY)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YEAR TO DATE
ACTUAL TRIPS													
TOTAL	125,994	148,427	112,746	136,208									523,375
AMB.	94,329	110,557	83,469	100,821									389,176
W/C	31,665	37,870	29,277	35,387									134,199
PROJECTED TRIPS													
TOTAL	120,345	112,928	139,206	105,255									477,734
AMB.	89,302	83,283	102,000	77,655									352,240
W/C	31,043	29,645	37,206	27,600									125,494
ACTUAL VS. PROJECTED													
% CHANGE	4.69%	31.44%	-19.01%	29.41%									9.55%
ACTUAL NET COST													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450									\$12,805,875
AMB.	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156									\$9,522,271
W/C	\$773,948	\$925,942	\$717,419	\$866,294									\$3,283,604
AVG COST PER TRIP (NET)													
	\$24.44	\$24.45	\$24.50	\$24.48									\$24.47
PROJECTED NET COST													
TOTAL	\$2,984,700	\$2,805,526	\$3,464,506	\$2,614,617									\$11,869,348
AMB.	\$2,001,258	\$1,866,372	\$2,285,820	\$1,740,249									\$7,893,698
W/C	\$983,442	\$939,154	\$1,178,686	\$874,368									\$3,975,650
ACTUAL VS. PROJECTED													
% CHANGE	3.18%	29.36%	-20.25%	27.53%									7.89%

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

Special Transportation Services

January 2009

Expenditures for FY 2008-2009

A.T.S. Broker

(ACTUAL & PROJECTED)

	2008 OCT	NOV	DEC	2009 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ACTUAL TRIPS													
TOTAL	125,994	148,427	112,746	136,208									523,375
AMBULATORY (AMB)	94,329	110,557	83,469	100,821									389,176
WHEELCHAIR (W/C)	31,665	37,870	29,277	35,387									134,199
ACTUAL REVENUE													
TOTAL	(\$322,540)	(\$380,270)	(\$288,865)	(\$348,913)									(\$1,340,588)
AMBULATORY (AMB)	(\$241,479)	(\$283,247)	(\$213,855)	(\$258,265)									(\$996,845)
WHEELCHAIR (W/C)	(\$81,061)	(\$97,023)	(\$75,010)	(\$90,648)									(\$343,742)
AVG FARE COLLECTED	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)									(\$2.56)
ACTUAL GROSS COST													
TOTAL	\$3,432,045	\$4,045,371	\$3,079,901	\$3,720,979									\$14,278,296
AMBULATORY (AMB)	\$2,569,498	\$3,013,226	\$2,280,136	\$2,754,264									\$10,617,125
WHEELCHAIR (W/C)	\$862,547	\$1,032,145	\$799,765	\$966,715									\$3,661,171
AVG COST PER TRIP (GROSS)	\$27.24	\$27.25	\$27.32	\$27.32									\$27.28
ACTUAL NET COST													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450									\$12,805,875
AMBULATORY (AMB)	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156									\$9,522,271
WHEELCHAIR (W/C)	\$773,948	\$925,942	\$717,419	\$866,294									\$3,283,604
AVG COST PER TRIP (NET)	\$24.44	\$24.45	\$24.50	\$24.48									\$24.47
PROJECTED TRIPS													
TOTAL					118,412	148,353	118,316	147,946	118,857	112,606	131,798	111,746	1,531,409
AMBULATORY (AMB)					88,250	110,507	87,997	110,209	88,317	83,511	98,413	83,739	1,140,119
WHEELCHAIR (W/C)					30,162	37,846	30,319	37,737	30,540	29,095	33,385	28,007	391,290
PROJECTED REVENUE													
TOTAL					(\$296,030)	(\$370,883)	(\$295,790)	(\$369,865)	(\$297,143)	(\$281,515)	(\$329,495)	(\$279,365)	(3,860,673)
AMBULATORY (AMB)					(\$220,625)	(\$276,268)	(\$219,993)	(\$275,523)	(\$220,793)	(\$208,778)	(\$246,033)	(\$209,348)	(2,874,203)
WHEELCHAIR (W/C)					(\$75,405)	(\$94,615)	(\$75,798)	(\$94,343)	(\$76,350)	(\$72,738)	(\$83,463)	(\$70,018)	(986,470)
PROJECTED GROSS COST													
TOTAL					\$3,229,245	\$4,092,696	\$3,302,382	\$4,127,681	\$3,318,293	\$3,145,361	\$3,674,860	\$3,112,820	\$42,281,634
AMBULATORY (AMB)					\$2,198,308	\$2,779,251	\$2,234,244	\$2,798,207	\$2,242,369	\$2,120,344	\$2,498,706	\$2,126,133	\$29,614,686
WHEELCHAIR (W/C)					\$1,030,937	\$1,313,445	\$1,068,138	\$1,329,475	\$1,075,924	\$1,025,017	\$1,176,154	\$986,687	\$12,666,948
PROJECTED NET COST													
TOTAL					\$2,933,215	\$3,721,814	\$3,006,592	\$3,757,816	\$3,021,150	\$2,863,846	\$3,345,365	\$2,833,455	\$38,289,127
AMBULATORY (AMB)					\$1,977,683	\$2,502,984	\$2,014,251	\$2,522,684	\$2,021,576	\$1,911,567	\$2,252,674	\$1,916,786	\$26,642,474
WHEELCHAIR (W/C)					\$955,532	\$1,218,830	\$992,341	\$1,235,132	\$999,574	\$952,279	\$1,092,691	\$916,669	\$11,646,653

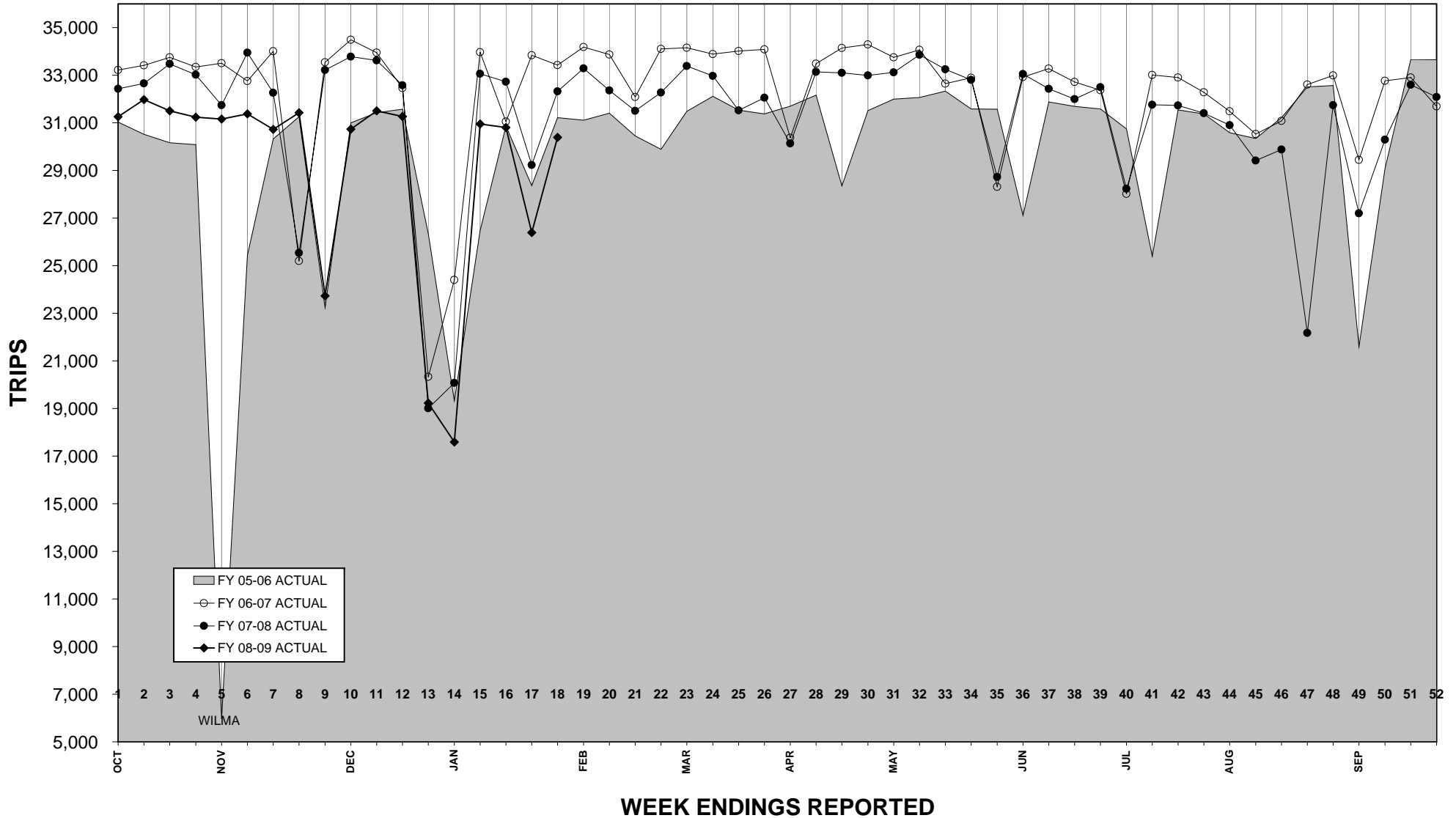
Source: MDT - Accounts Payable / Management Services; included are adjustments to trips and expenditures for latework submissions.

STS Weekly Ridership Comparison

January 2009

FY 05-06 THRU FY 08-09

10/24/2005
HURRICANE
WILMA MADE
LANDFALL



STS Weekly Ridership Comparison

January 2009

10/04/2008 thru 01/31/2009

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
OCT	1	32,433	31,257	-3.63%
	2	32,662	31,983	-2.08%
	3	33,475	31,510	-5.87%
	4	33,029	31,244	-5.40%
NOV	5	31,747	31,163	-1.84%
	6	33,946	31,379	-7.56%
	7	32,261	30,733	-4.74%
	8	25,535	31,423	23.06%
	9	33,222	23,729	-28.57%
DEC	10	33,785	30,738	-9.02%
	11	33,622	31,508	-6.29%
	12	32,582	31,275	-4.01%
	13	19,013	19,225	1.12%
JAN	14	20,079	17,592	-12.39%
	15	33,064	30,958	-6.37%
	16	32,726	30,808	-5.86%
	17	29,229	26,395	-9.70%
	18	32,328	30,395	-5.98%

MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
FEB	19	33,291		
	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		

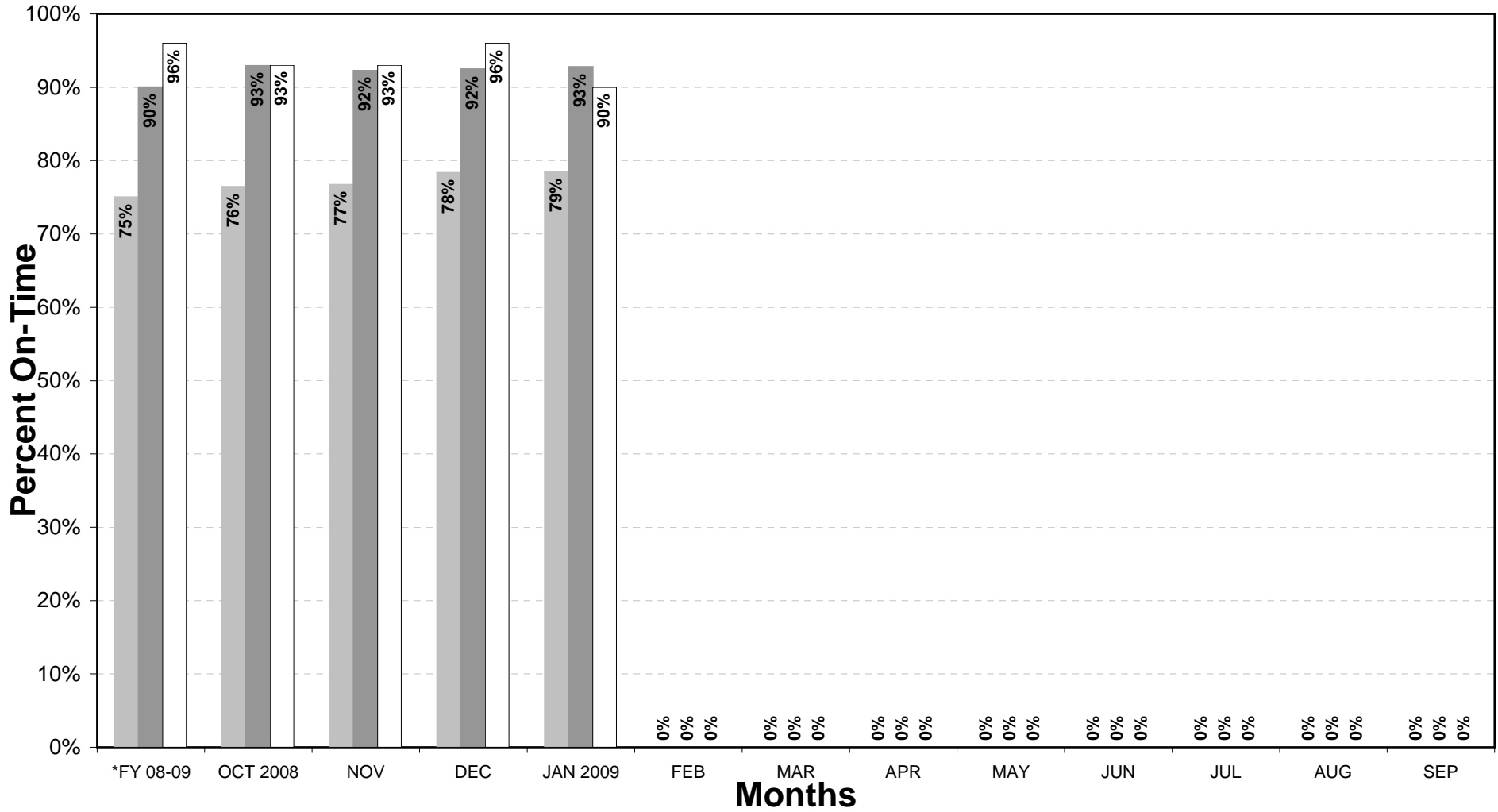
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051		
	37	32,429		
	38	31,995		
	39	32,497		
JUL	40	28,234		
	41	31,763		
	42	31,733		
	43	31,406		
AUG	44	30,908		
	45	29,421		
	46	29,880		
	47	22,172		
SEP	48	31,742		
	49	27,204		
	50	30,299		
	51	32,602		
	52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

**TOTAL FROM
OCT 2008 to 2009**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
554,738	523,315	-5.66%

S.T.S. On-Time Performance January 2009

■ BUS ■ STS □ RAIL



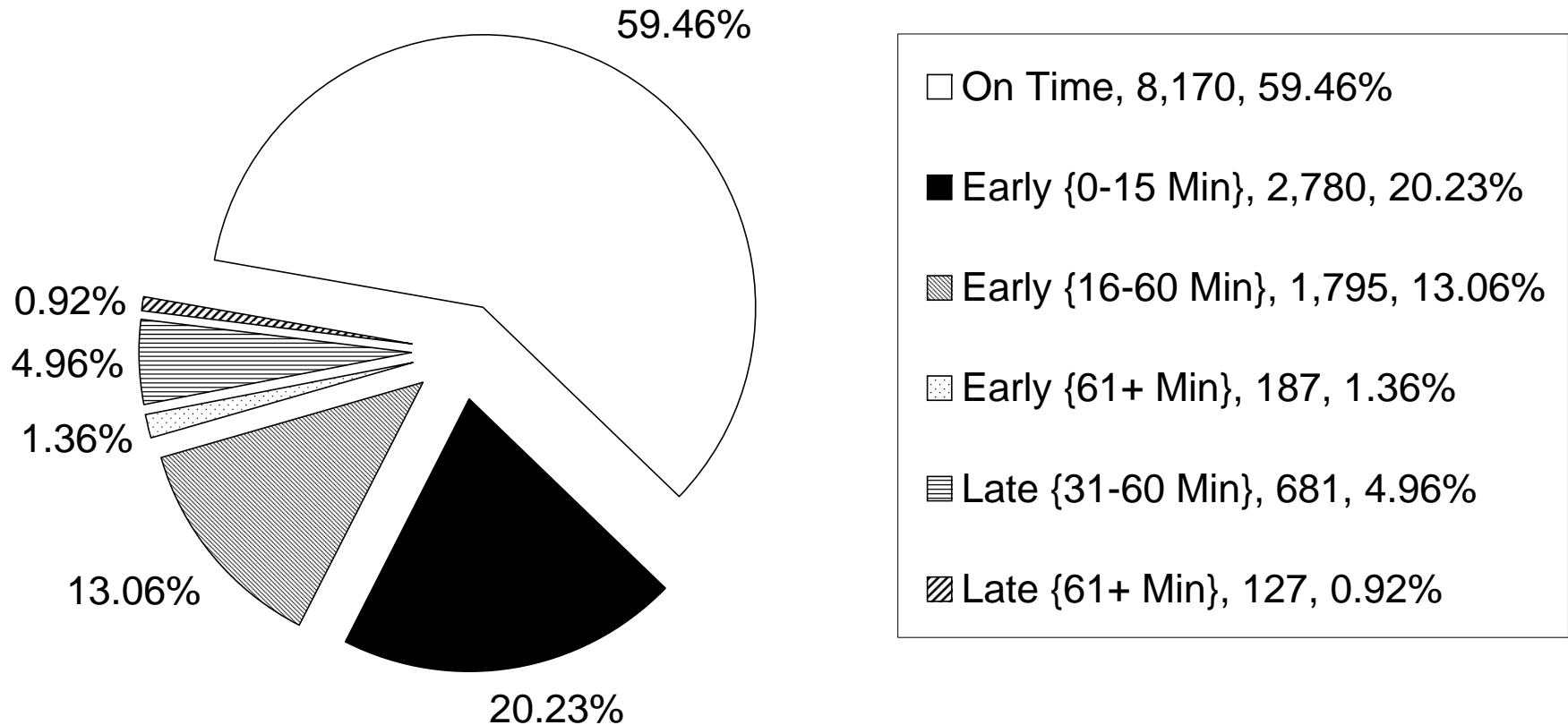
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

January 2009



NOTE: Total trips taken for W/E: 12/28/08 thru 01/31/09 are 136,208. Of which 13,740 trips were monitored constituting 10.09% of daily trips provided.

S.T.S. On-Time Performance

January 2009

CONTRACT TR04-TSB SERVICE WINDOW OF 0/30

	OCT 2008		Nov		Dec		JAN 2009		Feb		Mar	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	7,592	59.17%	8,961	59.49%	6,721	58.93%	8,170	59.46%	0	0.00%	0	0.00%
EARLY 0-15	2,646	20.62%	3,051	20.26%	2,335	20.47%	2,780	20.23%	0	0.00%	0	0.00%
EARLY 16-60	1,681	13.10%	1,882	12.50%	1,489	13.06%	1,795	13.06%	0	0.00%	0	0.00%
TOTAL	11,919	92.89%	13,894	92.25%	10,545	92.46%	12,745	92.76%	0	0.00%	0	0.00%
EARLY	90	0.70%	146	0.97%	124	1.09%	187	1.36%	0	0.00%	0	0.00%
EARLY 61+	90	0.70%	146	0.97%	124	1.09%	187	1.36%	0	0.00%	0	0.00%
LATE	822	6.41%	1,022	6.79%	736	6.45%	808	5.88%	0	0.00%	0	0.00%
LATE 31-60	704	5.49%	873	5.80%	643	5.64%	681	4.96%	0	0.00%	0	0.00%
LATE 61+	118	0.92%	149	0.99%	93	0.82%	127	0.92%	0	0.00%	0	0.00%

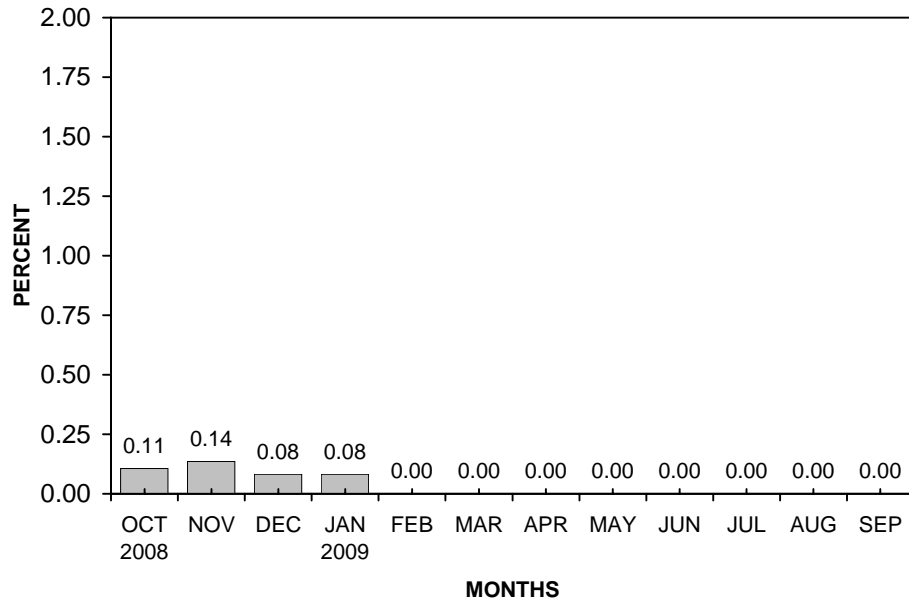
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
ON TIME	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	31,444	59.29%
EARLY 0-15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10,812	20.39%
EARLY 16-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6,847	12.91%
TOTAL	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	49,103	92.58%
EARLY	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	547	1.03%
EARLY 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	547	1.03%
LATE	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	3,388	6.39%
LATE 31-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2,901	5.47%
LATE 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	487	0.92%

Special Transportation Service

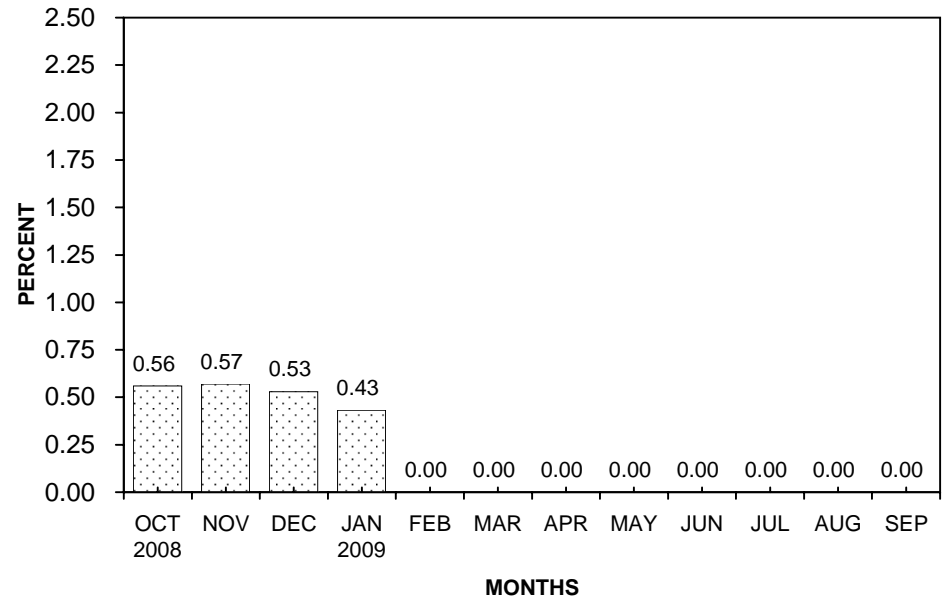
Customer Complaints as a Percent of Total Trips

January 2009

Customer Complaints



Late Vehicle Inquiries



Special Transportation Service

January 2009

Customer Service Complaints & Late Vehicle Inquiries

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

A.T.S. (County Received)

ADA COMPLIANCE																										
B0 (ROUND TRIP DENIAL)																										
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B1 (LATE PICK-UP)																										
18	5	28	17	11	4	13	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	70	30
B2 (LATE RETURN)																										
23	6	29	11	8	3	14	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	74	28
B3 (NEVER PICKED-UP)																										
11	2	11	1	4	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31	6
B4 (LENGTHY ROUTING)																										
24	11	34	11	18	4	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	88	26
B7 (EARLY PICK-UP)																										
1	0	5	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	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	0
SUB TOTAL																										
77	24	107	41	42	14	45	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	271	91
Late Pickups (B1,B2,B3,B4,B17 Only) as a % of Total Trips																										
0.06%	0.04%	0.06%	0.08%	0.03%	0.03%	0.03%	0.03%	0.00%	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%	0.04%	0.05%
0.05%		0.07%		0.03%		0.03%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.05%		

OTHER COMPLAINTS																										
B5 (DISPUTED NO SHOWS)																										
1	1	1	0	1	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	2
B6 (VEHICLE STANDARDS)																										
0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
B8 (DRIVER COMPLIANCE)																										
9	10	18	9	14	7	13	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	54	42
B9 (DRIVER CELLPHONE USE)																										
0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	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	0
B12 (RADIO MISSING)																										
2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	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	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	0
B18 (RESERVATION ERROR)																										
4	2	6	2	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	4
B19 (OTHER)																										
2	0	5	3	8	1	12	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27	8
B23 (PHONE DIFFICULTIES)																										
0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	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	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	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	0
SUB TOTAL																										
19	13	35	18	28	8	33	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	115	60

TOTAL "A.T.S." TRIPS	94,329	31,665	#####	37,870	83,469	29,277	#####	35,387	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	389,176	134,199
TOTAL "A.T.S." COMPLAINTS	96	37	142	59	70	22	78	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	386	151
% COMPLAINTS related to Ttl TRIPS	0.10	0.12	0.13	0.16	0.08	0.08	0.08	0.09	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	0.10	0.11

"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	92	112,746	111	136,208	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	537	523,375
Customer Complaints as a % of Ttl Trips	0.11%		0.14%		0.08%		0.08%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.10%	

LATE VEHICLE INQUIRIES																										
B1 (LATE PICK-UP)																										
299	134	330	116	219	93	245	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,093	433
B2 (LATE RETURN)																										
198	75	289	110	197	88	171	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	855	355
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	0
SUB TOTAL																										
497	209	619	226	416	181	416	172	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,948	788
Late Vehicle Inquiries as a % of Total Trips																										
0.53%	0.66%	0.56%	0.60%	0.50%	0.62%	0.41%	0.49%	0.00%	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%	0.50%	0.59%
0.56%		0.57%		0.53%		0.43%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.51%		

Special Transportation Service

January 2009

Customer Service Complaints

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

A.T.S. (County Received)

ADMINISTRATIVE ISSUES

B20 (ACCIDENT CARRIER REPORTED)	27	9	25	10	22	6	13	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	87	34
B21 (INCIDENT CARRIER REPORTED)	3	1	9	9	11	6	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	34	17
B22 (COMMENDATIONS)	18	5	12	7	8	9	16	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	54	28
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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0

TOTAL "CLIENT" COMPLAINTS	53	15	49	26	42	21	40	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	184	79
% COMPLAINTS related to Ttl TRIPS	0.06	0.05	0.04	0.07	0.05	0.07	0.04	0.05	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	4	6	16	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	49	24
C7 (OTHER)	3	2	3	4	4	2	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	13
C10 (FARE NOT PAID)	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4

TOTAL "CLIENT" COMPLAINTS	19	9	16	11	9	8	19	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	63	41
% COMPLAINTS related to Ttl TRIPS	0.02	0.03	0.01	0.03	0.01	0.03	0.02	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.03

MDTA

M4 (ADMINISTRATIVE)	6	1	3	3	7	1	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20	11
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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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

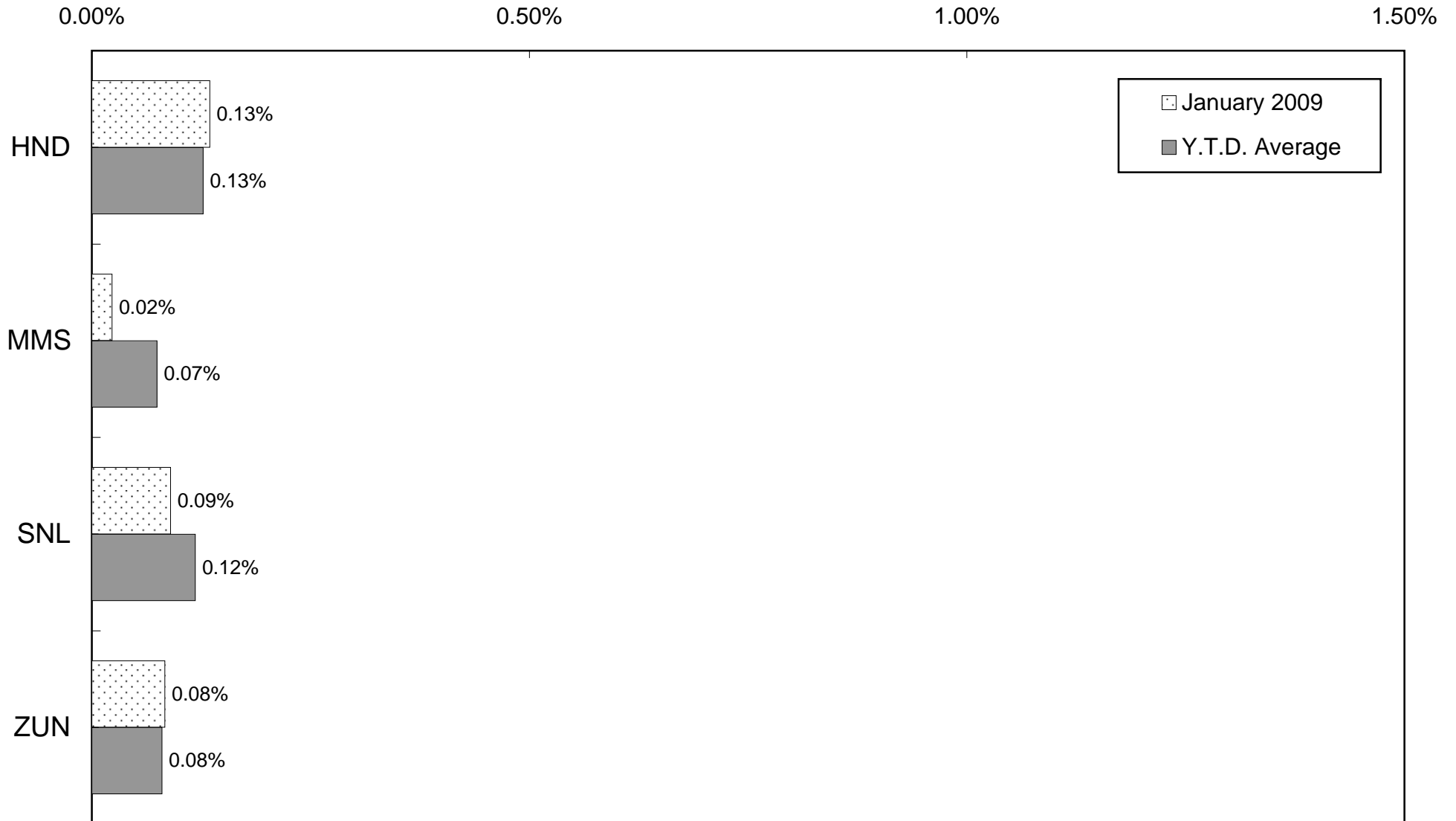
TOTAL "MDTA" COMPLAINTS	7	1	3	3	8	1	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	11
% COMPLAINTS related to Ttl TRIPS	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01

TOTAL TRIPS REPORTED BY M.I.S.: (1)	94,329	31,665	#####	37,870	83,469	29,277	#####	35,387	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	389,176	134,199
TOTAL OF "ALL" COMPLAINTS:	122	47	161	73	87	31	101	52	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	471	203
% COMPLAINTS related to Ttl TRIPS	0.13	0.15	0.15	0.19	0.10	0.11	0.10	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.12	0.15

B20 (ACCIDENT CARRIER REPORTED)	20		0		0		0		0		0		0		0		0		0		0		0		20	
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Special Transportation Service January 2009

% of Total Customer Complaints received by Carriers



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

Special Transportation Service

January 2009

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

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	17	16,380	0.10%	20	23,863	0.08%	72	52,051	0.14%	0	0	0.00%	24	33,700	0.07%
NOV	10/26 - 11/29	34	19,732	0.17%	39	28,538	0.14%	88	60,974	0.14%	0	0	0.00%	40	39,183	0.10%
DEC	11/30 - 12/27	15	15,241	0.10%	12	22,040	0.05%	46	45,583	0.10%	0	0	0.00%	19	29,882	0.06%
JAN 2009	12/28 - 01/31	25	18,559	0.13%	6	26,079	0.02%	50	55,660	0.09%	0	0	0.00%	30	35,910	0.08%
FEB	02/01 - 02/28	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	112,746	0.00%
JAN 2009	12/28 - 01/31	0	136,208	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%
92	0.08%
111	0.08%
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

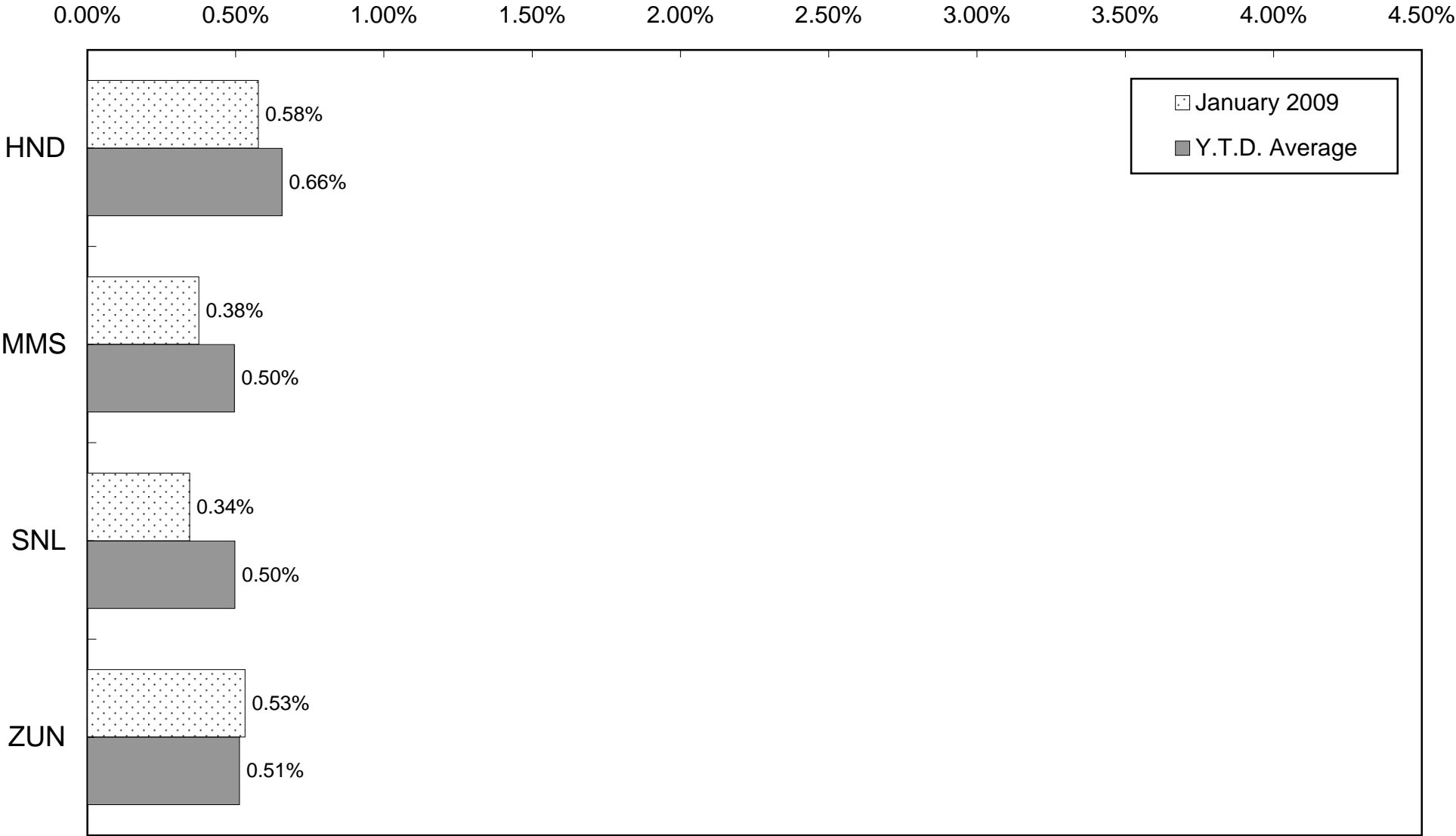
NOTE: Carrier Complaint information is provided by the County.

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

Special Transportation Service

January 2009

% of Total Late Vehicle Inquires received by Carriers



Special Transportation Service

January 2009

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

MONTH	W/E	HND			MMS			SNL			YC (Backup)			ZUN		
		Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints	Carrier Complaints	Trips Billed	% of Complaints
OCT 2008	09/28 - 10/25	90	16,380	0.55%	132	23,863	0.55%	307	52,051	0.59%	0	0	0.00%	177	33,700	0.53%
NOV	10/26 - 11/29	143	19,732	0.72%	148	28,538	0.52%	372	60,974	0.61%	0	0	0.00%	182	39,183	0.46%
DEC	11/30 - 12/27	118	15,241	0.77%	118	22,040	0.54%	203	45,583	0.45%	0	0	0.00%	158	29,882	0.53%
JAN 2009	12/28 - 01/31	107	18,559	0.58%	98	26,079	0.38%	192	55,660	0.34%	0	0	0.00%	191	35,910	0.53%
FEB	02/01 - 02/28	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	112,746	0.00%
JAN 2009	12/28 - 01/31	0	136,208	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%
597	0.53%
588	0.43%
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

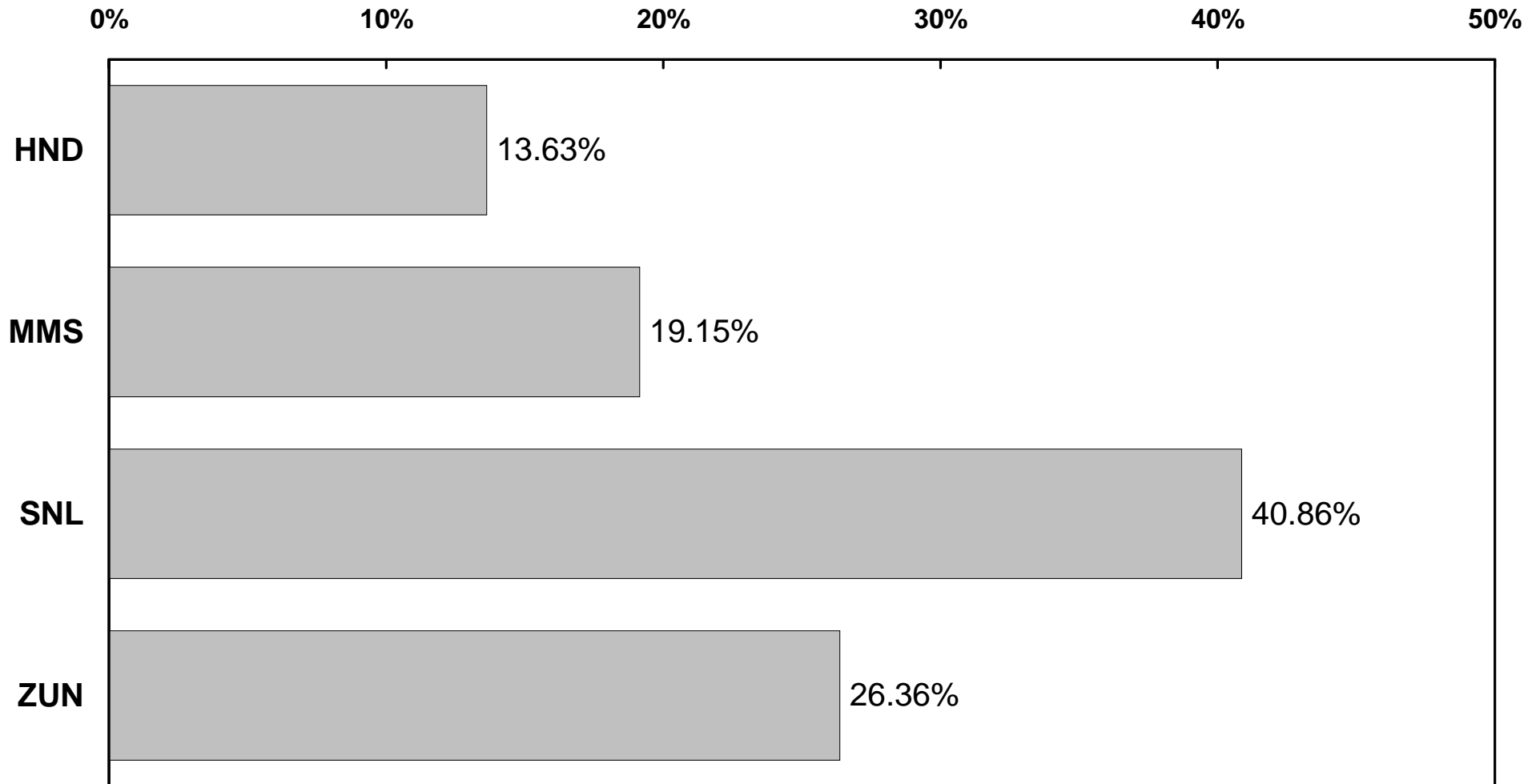
NOTE: Carrier Complaint information is provided by the County.

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

Monthly Comparison of STS Trips by Carriers

January 2009

PERCENTAGE OF TOTAL TRIPS



Note: * Carriers listed as backups.

Special Transportation Service

Distribution of Brokered Trips

January 2009

(by Carriers)

MONTHLY TOTALS

CARRIER	TOTAL VEHICLE HOURS	NO. OF TRIPS					LOAD FACTOR	% TOTAL TRIPS	MILES	MILES PER TRIP
		AMB	% AMB	W/C	% W/C	TOTAL				
HND	13,680.00	13,233	71.30%	5,326	28.70%	18,559	1.36	13.63%	189,704	10
MMS	16,322.00	20,522	78.69%	5,557	21.31%	26,079	1.60	19.15%	226,261	9
SNL	36,591.00	40,235	72.29%	15,425	27.71%	55,660	1.52	40.86%	505,725	9
ZUN	23,165.00	26,831	74.72%	9,079	25.28%	35,910	1.55	26.36%	363,958	10
SUB TOTAL	89,758.00	100,821	74.25%	35,387	25.75%	136,208	1.51	100.00%	1,285,648	10

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.

TOTALS:		100,821	74.02%	35,387	25.98%	136,208		100.00%	1,285,648	9
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CARRIER	TRIP ADJUSTMENTS		
	AMB	W/C	TTL
HND			
MMS			
SNL			
YC *			
ZUN			
TOTALS:			

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

January 2009

SUMMARY

(by Carriers)

CARRIERS	OCT 2008		NOV		DEC		JAN 2009		FEB		#REF!	
	09/28 - 10/25		10/26 - 11/29		11/30 - 12/27		12/28 - 01/31		02/01 - 02/28		03/01 - 03/28	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
HND	16,380	13.00%	19,732	13.29%	15,241	13.52%	18,559	13.63%	-		-	
MMS	23,863	18.94%	28,538	19.23%	22,040	19.55%	26,079	19.15%	-		-	
SNL	52,051	41.31%	60,974	41.08%	45,583	40.43%	55,660	40.86%	-		-	
YC *	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-		-	
ZUN	33,700	26.75%	39,183	26.40%	29,882	26.50%	35,910	26.36%	-		-	
TOTAL	125,994	100.00%	148,427	100.00%	112,746	100.00%	136,208	100.00%	-	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	-		-		-		-		-		-	
TOTAL	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%

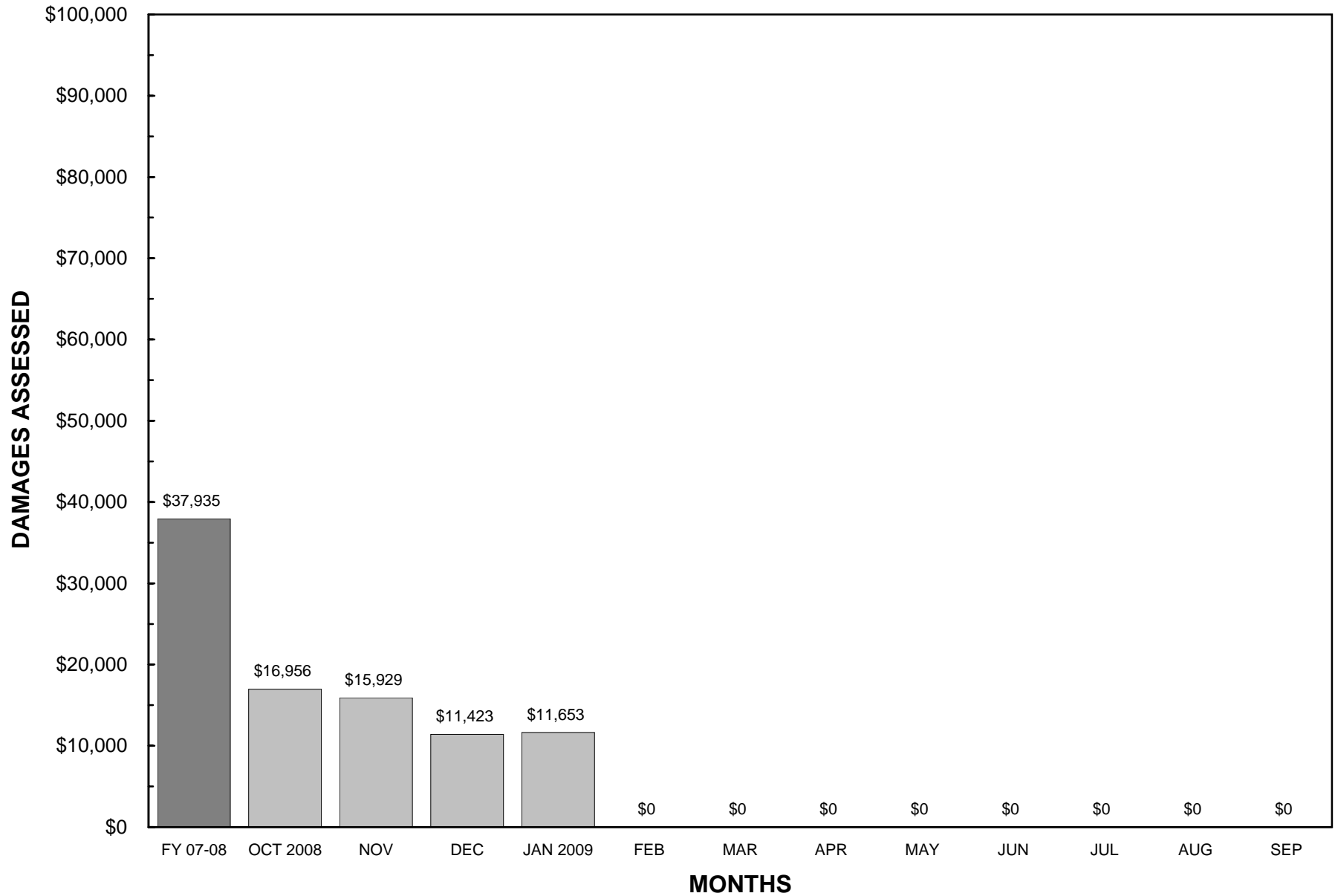
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	69,912	13.36%
MMS	100,520	19.21%
SNL	214,268	40.94%
YC *	-	0.00%
ZUN	138,675	26.50%
TOTAL	523,375	100.00%

SOURCE: A.T.S. BILLING INVOICE

Special Transportation Service

Liquidated Damages

January 2009



Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

January 2009

Liquidated Damages

	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Y.T.D.
LIQUIDATED DAMAGES													
ON-TIME PERFORMANCE MONTHLY PER OCCURRENCE	\$ 8,061.81	\$ 9,845.71	\$ 6,357.01	\$ 6,245.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,509.93
CALL TAKING STANDARDS ASA / ABANDONED RATE HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME MONTHLY PER OCCURRENCE	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,767.15
BACKUP BY COUNTY PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 9.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9.50
SYSTEM SAFETY MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING INVOICING	\$ 56.59	\$ 79.70	\$ 117.00	\$ 294.68	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 547.97
CHANGE OF NEGOTIATED TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DRIVER PLAYING RADIO	\$ 48.78	\$ -	\$ 24.39	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 97.56
DRIVER EARLY	\$ 7.81	\$ 46.86	\$ 7.81	\$ 7.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70.29
INOPERABLE AIR CONDITIONER	\$ -	\$ 48.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48.78
USE OF CELL PHONE	\$ -	\$ 8.08	\$ -	\$ 8.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16.16
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ -	\$ 60.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 60.78
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ -	\$ -	\$ 212.00	\$ 254.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 466.40
LATE INCIDENT REPORTS	\$ -	\$ (84.80)	\$ (127.20)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (212.00)
MANIFEST REVIEW (ASSESSED)	\$ 3,145.93	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,145.93
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 8,600.05	\$ 10,690.06	\$ 6,746.21	\$ 6,475.49	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 32,511.81
SUB-TOTAL	\$ 20,355.83	\$ 21,329.47	\$ 13,577.22	\$ 13,229.77	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 68,492.29
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ (1,154.16)	\$ (577.08)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,731.24)
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
BONUSES													
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)	\$ (1,000.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (4,000.00)
SUB-TOTAL	\$ (3,400.00)	\$ (5,400.00)	\$ (1,000.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (10,800.00)
GRAND TOTAL	\$ 16,955.83	\$ 15,929.47	\$ 11,423.06	\$ 11,652.69	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 55,961.05

SPECIAL TRANSPORTATION SERVICE

DISTRIBUTION OF TRIPS

January 2009

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

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

December 2008	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
12/06/2008	23,005	7,733	30,738	\$ 837,368.49	\$ (78,570.00)	-	-	-	\$ -	\$ -	\$ -	23,005	7,733	30,738	\$ 837,368.49	\$ (78,570.00)	\$ -	\$ -	\$ -	\$ (5,690.99)	\$ 753,107.50
12/13/2008	23,619	7,889	31,508	\$ 857,995.31	\$ (80,600.00)	-	-	-	\$ -	\$ -	\$ -	23,619	7,889	31,508	\$ 857,995.31	\$ (80,600.00)	\$ (13,005.27)	\$ -	\$ -	\$ (5,830.46)	\$ 758,559.58
12/20/2008	23,348	7,927	31,275	\$ 852,543.54	\$ (79,987.50)	-	-	-	\$ -	\$ -	\$ -	23,348	7,927	31,275	\$ 852,543.54	\$ (79,987.50)	\$ -	\$ -	\$ -	\$ (5,794.17)	\$ 766,761.87
12/27/2008	13,497	5,728	19,225	\$ 531,993.31	\$ (49,707.50)	-	-	-	\$ -	\$ -	\$ -	13,497	5,728	19,225	\$ 531,993.31	\$ (49,707.50)	\$ -	\$ -	\$ -	\$ (3,617.14)	\$ 478,668.67
TOTAL	83,469	29,277	112,746	\$ 3,079,900.65	\$ (288,865.00)	-	-	-	\$ -	\$ -	\$ -	83,469	29,277	112,746	\$ 3,079,900.65	\$ (288,865.00)	\$ (13,005.27)	\$ -	\$ -	\$ (20,932.77)	\$ 2,757,097.61

January 2009	REGULAR						LATEWORK				COMBINED						LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	GRAND TOTAL PAYMENT
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED					
	AMB	W/C	TOTAL			AMB	W/C	TOTAL				AMB	W/C	TOTAL							
01/03/2009	12,400	5,192	17,592	\$ 486,346.56	\$ (45,582.50)	-	-	-	\$ -	\$ -	\$ -	12,400	5,192	17,592	\$ 486,346.56	\$ (45,582.50)	\$ -	\$ -	\$ -	\$ (3,305.73)	\$ 437,458.33
01/10/2009	23,131	7,827	30,958	\$ 843,720.07	\$ (79,157.50)	-	-	-	\$ -	\$ -	\$ -	23,131	7,827	30,958	\$ 843,720.07	\$ (79,157.50)	\$ -	\$ -	\$ -	\$ (5,734.22)	\$ 758,828.35
01/17/2009	22,920	7,888	30,808	\$ 840,549.04	\$ (78,755.00)	-	-	-	\$ -	\$ -	\$ -	22,920	7,888	30,808	\$ 840,549.04	\$ (78,755.00)	\$ (10,647.89)	\$ -	\$ -	\$ (5,713.46)	\$ 745,432.69
01/24/2009	19,685	6,710	26,395	\$ 719,701.15	\$ (67,650.00)	-	-	-	\$ -	\$ -	\$ -	19,685	6,710	26,395	\$ 719,701.15	\$ (67,650.00)	\$ (1,678.25)	\$ -	\$ -	\$ (4,890.38)	\$ 645,482.52
01/31/2009	22,685	7,770	30,455	\$ 830,661.95	\$ (77,767.50)	-	-	-	\$ -	\$ -	\$ -	22,685	7,770	30,455	\$ 830,661.95	\$ (77,767.50)	\$ -	\$ -	\$ -	\$ (5,646.71)	\$ 747,247.74
TOTAL	100,821	35,387	136,208	\$ 3,720,978.77	\$ (348,912.50)	-	-	-	\$ -	\$ -	\$ -	100,821	35,387	136,208	\$ 3,720,978.77	\$ (348,912.50)	\$ (12,326.14)	\$ -	\$ -	\$ (25,290.50)	\$ 3,334,449.63

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

January 2009

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

May 2009	REGULAR						LATEWORK						COMBINED								
	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	TOTAL PAYMENT	TRIPS			CARRIER SERVICES	STS FARES COLLECTED	LIQUIDATED DAMAGES	LATEWORK OTHER ADJUSTMENTS	CALL TAKING STANDARDS SERVICES	PROMPT PAYMENT DISCOUNT	TOTAL PAYMENT
	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	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL	-	-	-	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	-	-	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

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

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

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

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

YTD TTL	389,176	134,199	523,375	\$ 14,278,295.98	\$ (1,340,587.50)	-	-	-	\$ -	\$ -	\$ -	-	-	-	389,176	134,199	523,375	\$ 14,278,295.98	\$ (1,340,587.50)	\$ (40,469.60)	\$ -	\$ -	\$ (97,032.81)	\$ 12,800,206.07
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Special Transportation Service

Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

January 2009

COMPLAINT TYPE		STS COMPLAINTS BY PENALTY				
		AMBULATORY		WHEELCHAIR		Total
		LATE 31 - 60	LATE 61+	LATE 31 - 60	LATE 61+	
B-1	LATE PICKUP	212	33	79	11	335
B-2	LATE RETURN	144	27	70	12	253
B-3	NEVER PICKED-UP	N/A	0	N/A	0	0
B-4	LENGTHY ROUTING	N/A	0	N/A	0	0
B-17	BACKUP LATE TRIPS	N/A	0	N/A	0	0

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

TOTAL 60 23

TOTAL ADA VIOLATIONS	83
TOTAL TRIPS BILLED	136,208
PERCENT OF ADA TRIPS DENIAL	0.06%

Note: Only highlighted fields were totaled from this matrix.

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

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

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

Excerpted from Transit Access Report March 10, 2000.

STS Trip Verification

January 2009

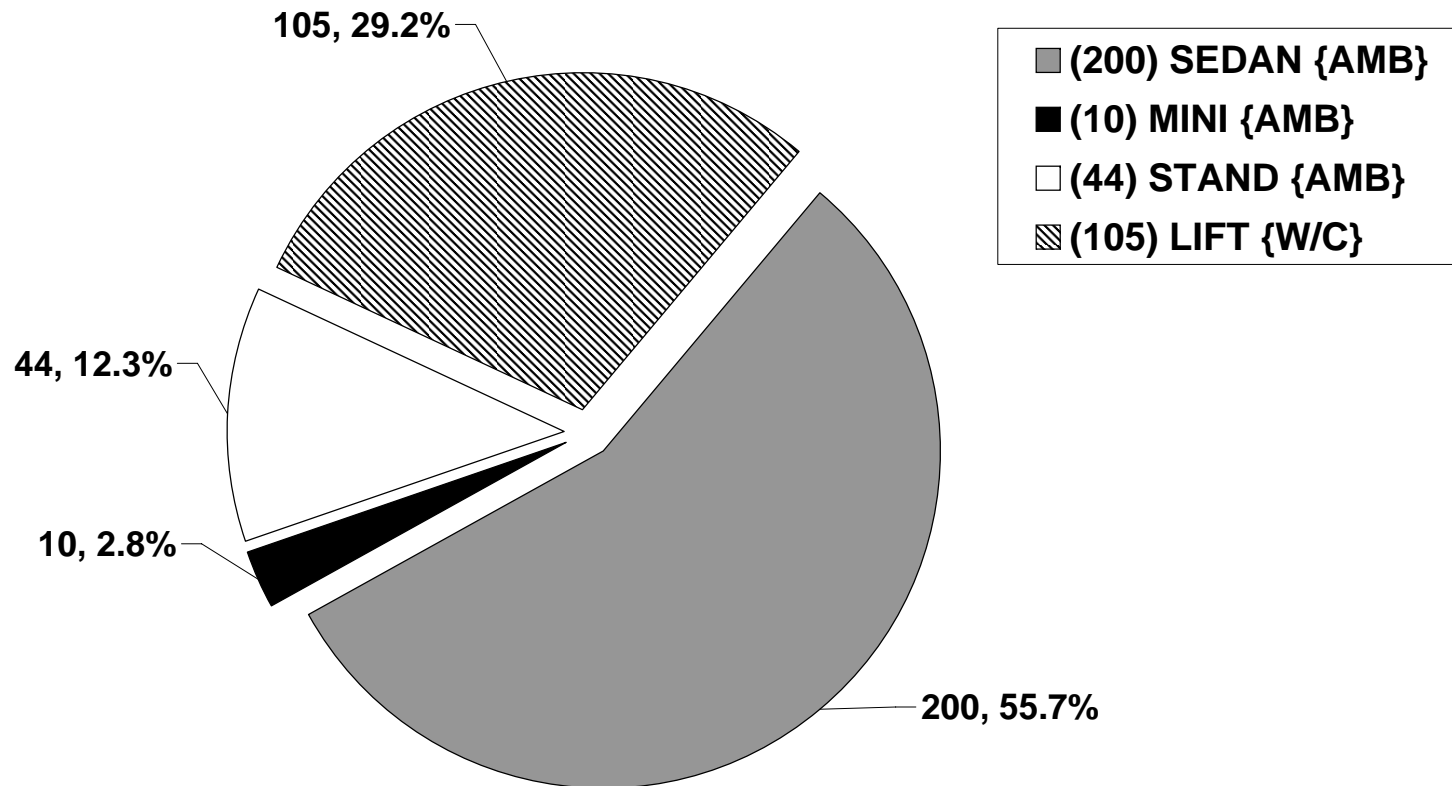
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
OCT 2008	125,994	29,353	10,653	40,006	31.75%	10	6	2	0	8	1	7	3	27	10	37	0.09%	0.09%	0.09%
NOV	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%
DEC	112,746	20,839	8,229	29,068	25.78%	6	1	0	0	0	0	2	0	8	1	9	0.04%	0.01%	0.03%
JAN 2009	136,208	22,051	9,592	31,643	23.23%	2	0	1	1	2	0	2	2	7	3	10	0.03%	0.03%	0.03%
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%
TOTAL	523,375	94,332	36,413	130,745	24.98%	33	9	3	1	14	4	16	7	66	21	87	0.07%	0.06%	0.07%

Special Transportation Service

Vehicle Availability

January 2009

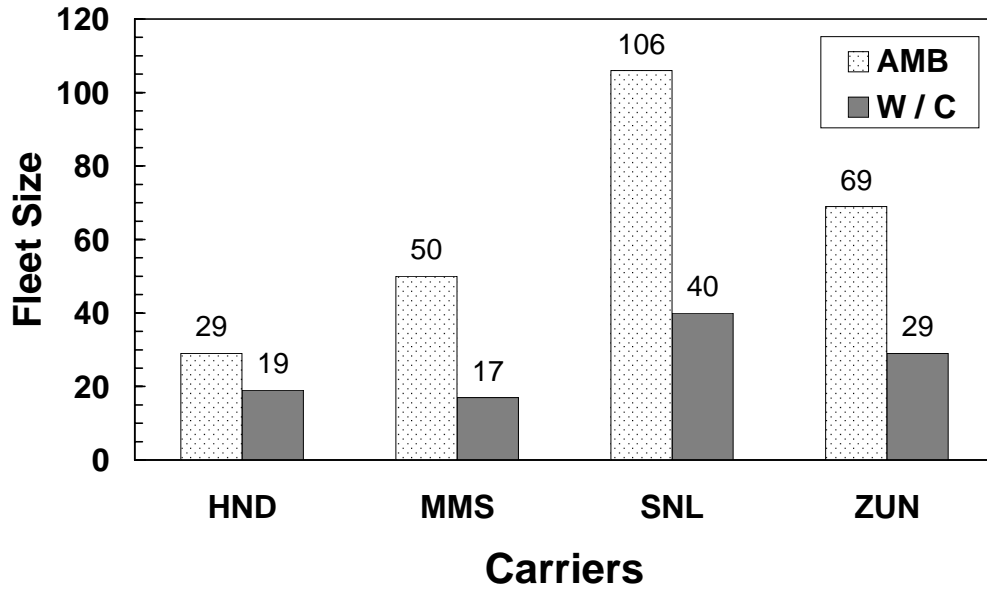
TOTAL VEHICLES: 359



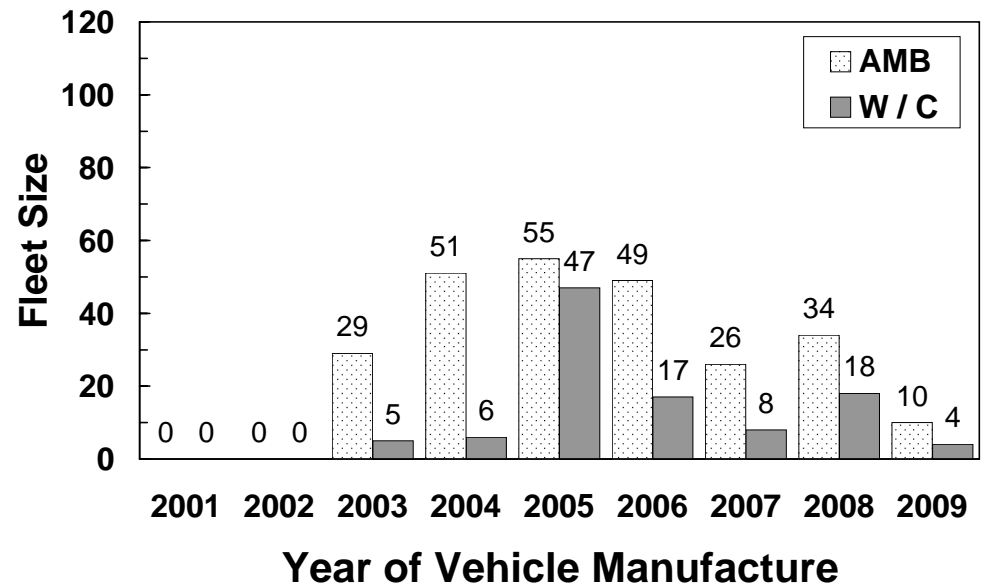
Special Transportation Service

January 2009

Vehicle Availability by Carrier



Fleet Age



Special Transportation Service

Vehicle Summary

January 2009

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

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

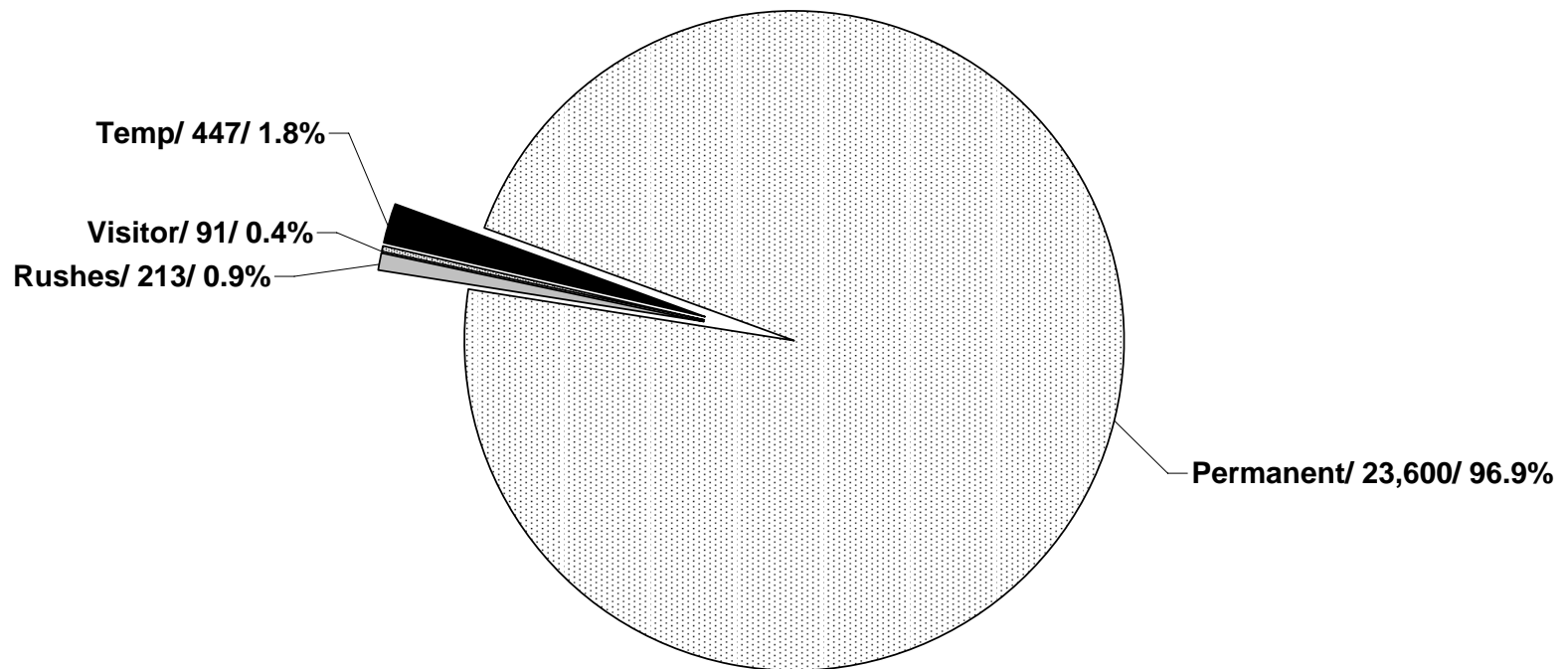
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	254	254	254	-	-	-	-	-	-	-	-	254
W / C	105	105	105	105	-	-	-	-	-	-	-	-	105
TOTAL	359	359	359	359	-	-	-	-	-	-	-	-	359

Special Transportation Service

Current Ridership Population

January 2009

Total: 24,351

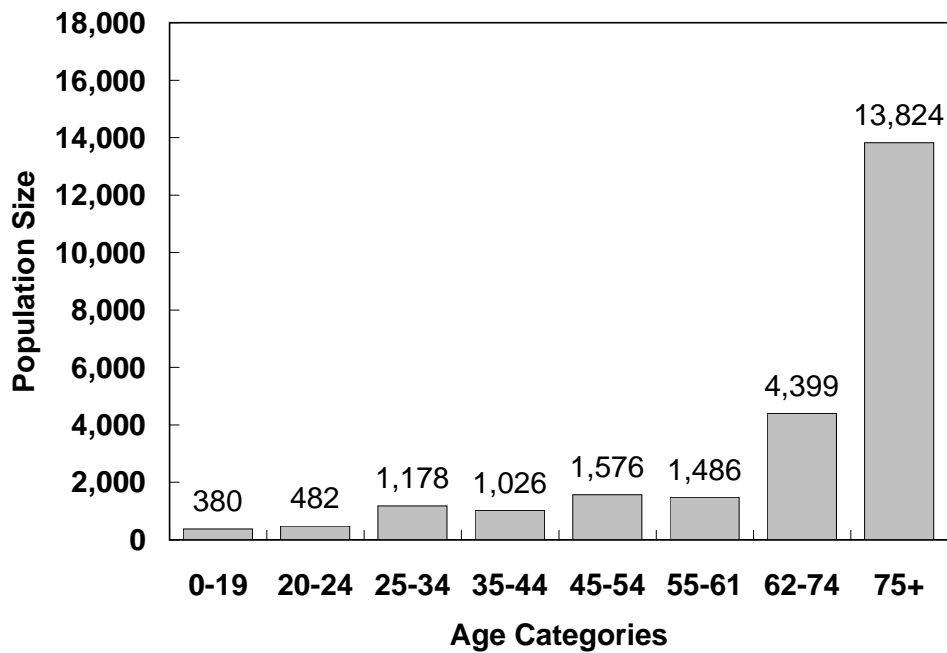


Special Transportation Service

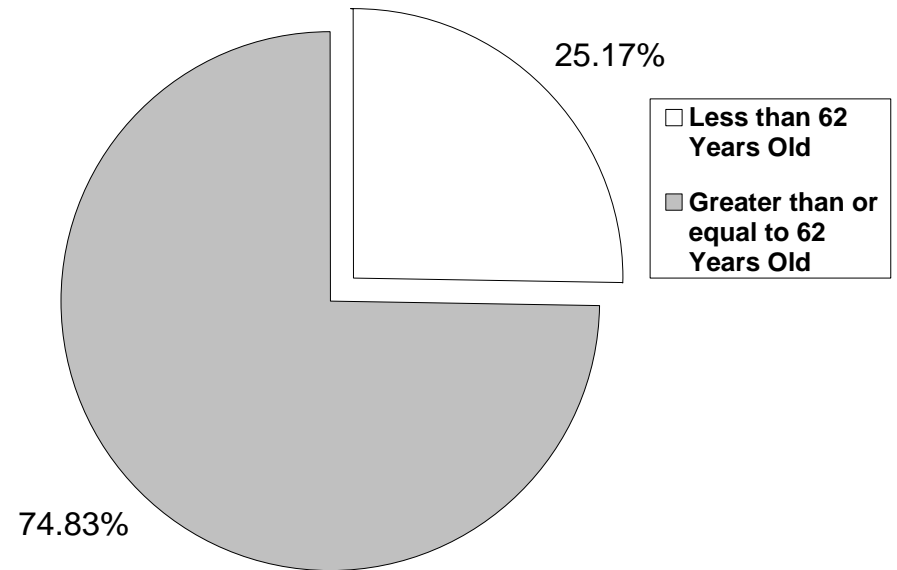
Total Client Population Authorized for Travel

January 2009

Breakdown by Age



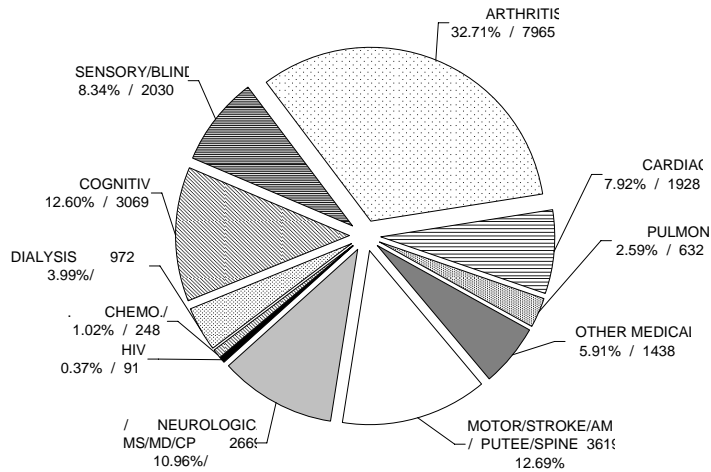
Total: 24,351



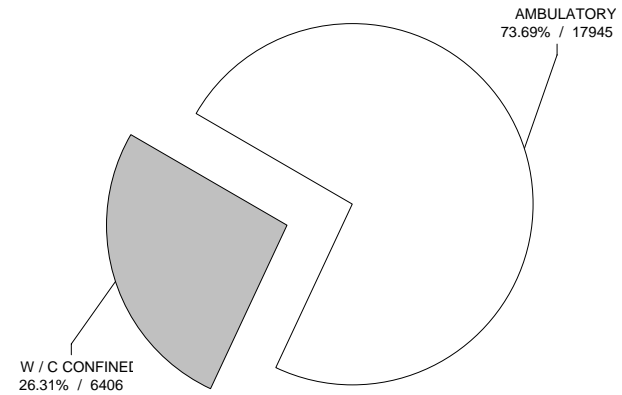
Special Transportation Service

Population Profile
Authorized for Travel
January 2009

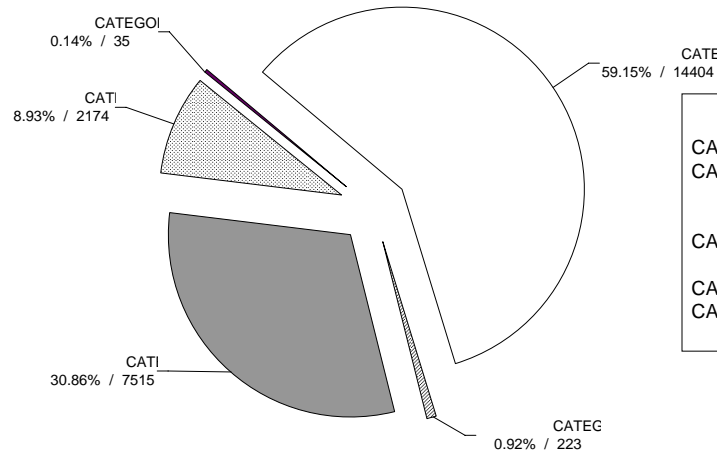
Disability Type



Transportation Type



Clients by Category



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

Special Transportation Service Paratransit Certification Processing January 2009

CLIENT POPULATION BREAKDOWN

Clients by AGE	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
0-19	383	384	376	380	-	-	-	-	-	-	-	-
20-24	471	472	484	482	-	-	-	-	-	-	-	-
25-34	1,142	1,159	1,169	1,178	-	-	-	-	-	-	-	-
35-44	986	987	1,011	1,026	-	-	-	-	-	-	-	-
45-54	1,544	1,557	1,572	1,576	-	-	-	-	-	-	-	-
55-61	1,427	1,444	1,464	1,486	-	-	-	-	-	-	-	-
62-74	4,216	4,323	4,362	4,399	-	-	-	-	-	-	-	-
75+	13,188	13,379	13,636	13,824	-	-	-	-	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	-	-	-	-	-	-	-	-

Clients by Disability Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Motor/Stroke/Amputee/Spine	3,136	3,216	3,270	3,307	-	-	-	-	-	-	-	-
Neurological/MS/MD/CP	2,540	2,600	2,639	2,669	-	-	-	-	-	-	-	-
HIV	89	89	90	91	-	-	-	-	-	-	-	-
Chemo./Radiation	230	242	245	248	-	-	-	-	-	-	-	-
Dialysis	950	947	961	972	-	-	-	-	-	-	-	-
Cognitive	2,952	2,988	3,035	3,069	-	-	-	-	-	-	-	-
Sensory/Blind	1,957	1,978	2,007	2,030	-	-	-	-	-	-	-	-
Arthritis	7,614	7,753	7,874	7,965	-	-	-	-	-	-	-	-
Cardiac	1,874	1,878	1,907	1,928	-	-	-	-	-	-	-	-
Pulmonary	613	614	625	632	-	-	-	-	-	-	-	-
Other Medical	1,402	1,400	1,421	1,438	-	-	-	-	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	-	-	-	-	-	-	-	-

Clients by Transportation Type	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Ambulatory	17,196	17,470	17,752	17,945	-	-	-	-	-	-	-	-
W/C Confined	6,161	6,235	6,322	6,406	-	-	-	-	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	-	-	-	-	-	-	-	-

Clients by Category	OCT 2008	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
	09/28 - 10/25	10/26 - 11/29	11/30 - 12/27	12/28 - 01/31	02/01 - 02/28	03/01 - 03/28	03/29 - 04/25	04/26 - 05/30	05/31 - 06/27	06/28 - 07/25	07/26 - 08/29	08/30 - 09/26
Category 1	13,804	14,020	14,240	14,404	-	-	-	-	-	-	-	-
Category 2	215	218	221	223	-	-	-	-	-	-	-	-
Category 3	7,226	7,317	7,429	7,515	-	-	-	-	-	-	-	-
Category 4	2,079	2,116	2,149	2,174	-	-	-	-	-	-	-	-
Category 5	33	34	35	35	-	-	-	-	-	-	-	-
TOTAL	23,357	23,705	24,074	24,351	-	-	-	-	-	-	-	-

Special Transportation Service

Paratransit Certification Productivity

FY 2008 - 2009

January 2009

	OCT 2008			NOV			DEC			JAN 2009			FEB			MAR		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																		
- REINSTATEMENTS *	0	1	1	6	3	9	13	5	18	6	4	10	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	189	72	261	187	74	261	0	0	0	0	0	0
- TEMPORARY ELIGIBILITY	33	11	44	20	6	26	25	10	35	44	8	52	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/-INT.	44	7	51	27	4	31	34	1	35	65	4	69	0	0	0	0	0	0
- RUSHED ELIGIBILITY W/O-INT.	124	42	166	59	27	86	92	22	114	100	29	129	0	0	0	0	0	0
- VISITOR ELIGIBILITY	4	1	5	2	0	2	9	1	10	7	1	8	0	0	0	0	0	0
SUBTOTAL	459	161	620	372	100	472	362	111	473	409	120	529	0	0	0	0	0	0
INACTIVATIONS BREAKDOWN																		
- (INACTIVE/PURGED)	(143)	(28)	(171)	(95)	(23)	(118)	(72)	(21)	(93)	(212)	(33)	(245)	0	0	0	0	0	0
- (DECEASED)	(6)	(4)	(10)	(3)	(3)	(6)	(8)	(3)	(11)	(4)	(3)	(7)	0	0	0	0	0	0
SUBTOTAL	(149)	(32)	(181)	(98)	(26)	(124)	(80)	(24)	(104)	(216)	(36)	(252)	0	0	0	0	0	0
NET ENROLLMENTS	310	129	439	274	74	348	282	87	369	193	84	277	0	0	0	0	0	0

	APR			MAY			JUN			JUL			AUG			SEP			YTD		
	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL	AMB	W/C	TOTAL
ENROLLMENT BREAKDOWN																					
- REINSTATEMENTS *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25	13	38
- 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	886	304	1,190
- TEMPORARY ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	122	35	157
- RUSHED ELIGIBILITY W/-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	170	16	186
- RUSHED ELIGIBILITY W/O-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	375	120	495
- VISITOR ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	3	25
SUBTOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,602	492	2,094
INACTIVATIONS BREAKDOWN																					
- (INACTIVE/PURGED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(522)	(105)	(627)
- (DECEASED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(21)	(13)	(34)
SUBTOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(543)	(118)	(661)
NET ENROLLMENTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,059	374	1,433

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

Special Transportation Service

Paratransit Certification Enrollment

Workload Measures

FY 2008 - 2009

January 2009

	Oct 08	Nov	Dec	Jan 09	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<u>CLIENT INTERVIEWS</u>													
SCHEDULED													
ATTENDED In-House	436	344	352	445	0	0	0	0	0	0	0	0	1,577
ATTENDED Off-Site	0	0	0	0	0	0	0	0	0	0	0	0	0
NO SHOW/CANC.	100	151	94	121	0	0	0	0	0	0	0	0	466
TOTAL SCHEDULED	536	495	446	566	0	0	0	0	0	0	0	0	2,043
DENIALS	61	40	97	94	0	0	0	0	0	0	0	0	292
APPEALS PROCESSED	9	1	3	9	0	0	0	0	0	0	0	0	22
APPLICATIONS MAILED OUT	395	182	350	585	0	0	0	0	0	0	0	0	1,512
CHANGES IN CLIENT FILE	2,281	1,883	2,860	3,322	0	0	0	0	0	0	0	0	10,346
REQUEST FROM BROKER FOR CLIENT INFORMATION	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>REQUEST FROM CLIENTS</u> FOR DUPLICATE ID	0	0	0	0	0	0	0	0	0	0	0	0	0
DUPLICATE ID ISSUED	15	11	25	102	0	0	0	0	0	0	0	0	153
<u>MAIL-IN APPLICATIONS</u>													
APPLICATIONS RECEIVED	963	757	747	737	0	0	0	0	0	0	0	0	3,204
APPLICATIONS READY FOR APPTS.	547	435	456	426	0	0	0	0	0	0	0	0	1,864
PENDING	0	0	0	0	0	0	0	0	0	0	0	0	0
RETURNED INCOMPLETE APPLICATION	416	322	291	311	0	0	0	0	0	0	0	0	1,340
INTERVIEWS CONDUCTED BY PHONE	5	0	0	0	0	0	0	0	0	0	0	0	5
CLOSED	92	0	0	52	0	0	0	0	0	0	0	0	144