

# MONTHLY REPORT

**February 2009**



# MONTHLY REPORT

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## February 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:

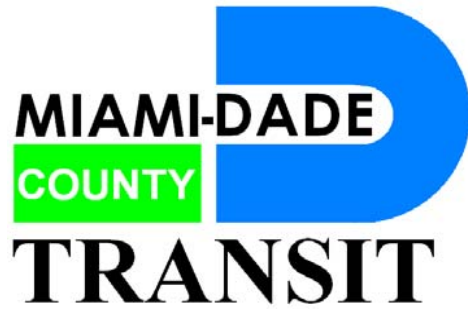
Trip Denial Percentage	(Statistical)	- 8a -
STS TRIP VERIFICATION:	(Statistical)	- 8b -

#### 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**  
**February 2009**  
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	112,746	136,208	121,518								644,893
AMB.	94,329	110,557	83,469	100,821	90,401								479,577
W/C	31,665	37,870	29,277	35,387	31,117								165,316
<b>PROJECTED TRIPS</b>													
TOTAL	120,345	112,928	139,206	105,255	118,412								596,146
AMB.	89,302	83,283	102,000	77,655	88,250								440,490
W/C	31,043	29,645	37,206	27,600	30,162								155,656
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	4.69%	31.44%	-19.01%	29.41%	2.62%								8.18%
<b>ACTUAL NET COST</b>													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450	\$2,981,545								\$15,787,419
AMB.	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156	\$2,218,063								\$11,740,334
W/C	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481								\$4,047,085
<b>AVG COST PER TRIP (NET)</b>													
	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54								\$24.48
<b>PROJECTED NET COST</b>													
TOTAL	\$2,984,700	\$2,805,526	\$3,464,506	\$2,614,617	\$2,933,215								\$14,802,563
AMB.	\$2,001,258	\$1,866,372	\$2,285,820	\$1,740,249	\$1,977,683								\$9,871,381
W/C	\$983,442	\$939,154	\$1,178,686	\$874,368	\$955,532								\$4,931,182
<b>ACTUAL VS. PROJECTED</b>													
% CHANGE	3.18%	29.36%	-20.25%	27.53%	1.65%								6.65%

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

# Special Transportation Services

## February 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
<b>ACTUAL TRIPS</b>													
TOTAL	125,994	148,427	112,746	136,208	121,518								644,893
AMBULATORY (AMB)	94,329	110,557	83,469	100,821	90,401								479,577
WHEELCHAIR (W/C)	31,665	37,870	29,277	35,387	31,117								165,316
<b>ACTUAL REVENUE</b>													
TOTAL	(\$322,540)	(\$380,270)	(\$288,865)	(\$348,913)	(\$310,528)								(\$1,651,115)
AMBULATORY (AMB)	(\$241,479)	(\$283,247)	(\$213,855)	(\$258,265)	(\$231,011)								(\$1,227,856)
WHEELCHAIR (W/C)	(\$81,061)	(\$97,023)	(\$75,010)	(\$90,648)	(\$79,516)								(\$423,259)
<b>AVG FARE COLLECTED</b>	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)	(\$2.56)								(\$2.56)
<b>ACTUAL GROSS COST</b>													
TOTAL	\$3,432,045	\$4,045,371	\$3,079,901	\$3,720,979	\$3,315,468								\$17,593,764
AMBULATORY (AMB)	\$2,569,498	\$3,013,226	\$2,280,136	\$2,754,264	\$2,466,479								\$13,083,604
WHEELCHAIR (W/C)	\$862,547	\$1,032,145	\$799,765	\$966,715	\$848,989								\$4,510,160
<b>AVG COST PER TRIP (GROSS)</b>	\$27.24	\$27.25	\$27.32	\$27.32	\$27.28								\$27.28
<b>ACTUAL NET COST</b>													
TOTAL	\$3,079,514	\$3,629,122	\$2,762,789	\$3,334,450	\$2,981,545								\$15,787,419
AMBULATORY (AMB)	\$2,305,566	\$2,703,180	\$2,045,369	\$2,468,156	\$2,218,063								\$11,740,334
WHEELCHAIR (W/C)	\$773,948	\$925,942	\$717,419	\$866,294	\$763,481								\$4,047,085
<b>AVG COST PER TRIP (NET)</b>	\$24.44	\$24.45	\$24.50	\$24.48	\$24.54								\$24.48
<b>PROJECTED TRIPS</b>													
TOTAL						148,353	118,316	147,946	118,857	112,606	131,798	111,746	1,534,515
AMBULATORY (AMB)						110,507	87,997	110,209	88,317	83,511	98,413	83,739	1,142,270
WHEELCHAIR (W/C)						37,846	30,319	37,737	30,540	29,095	33,385	28,007	392,245
<b>PROJECTED REVENUE</b>													
TOTAL						(\$370,883)	(\$295,790)	(\$369,865)	(\$297,143)	(\$281,515)	(\$329,495)	(\$279,365)	(3,875,170)
AMBULATORY (AMB)						(\$276,268)	(\$219,993)	(\$275,523)	(\$220,793)	(\$208,778)	(\$246,033)	(\$209,348)	(2,884,589)
WHEELCHAIR (W/C)						(\$94,615)	(\$75,798)	(\$94,343)	(\$76,350)	(\$72,738)	(\$83,463)	(\$70,018)	(990,581)
<b>PROJECTED GROSS COST</b>													
TOTAL						\$4,092,696	\$3,302,382	\$4,127,681	\$3,318,293	\$3,145,361	\$3,674,860	\$3,112,820	\$42,367,857
AMBULATORY (AMB)						\$2,779,251	\$2,234,244	\$2,798,207	\$2,242,369	\$2,120,344	\$2,498,706	\$2,126,133	\$29,882,858
WHEELCHAIR (W/C)						\$1,313,445	\$1,068,138	\$1,329,475	\$1,075,924	\$1,025,017	\$1,176,154	\$986,687	\$12,484,999
<b>PROJECTED NET COST</b>													
TOTAL						\$3,721,814	\$3,006,592	\$3,757,816	\$3,021,150	\$2,863,846	\$3,345,365	\$2,833,455	\$38,337,457
AMBULATORY (AMB)						\$2,502,984	\$2,014,251	\$2,522,684	\$2,021,576	\$1,911,567	\$2,252,674	\$1,916,786	\$26,882,855
WHEELCHAIR (W/C)						\$1,218,830	\$992,341	\$1,235,132	\$999,574	\$952,279	\$1,092,691	\$916,669	\$11,454,602

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

# Special Transportation Service

## ATS TRIP HISTORY ANALYSIS

		OCT 2008		%		NOV		%		DEC		%		JAN 2009		%							
<b>CX</b>	Cancellation (Advanced)	CA - 40	15,553	9.64%	<b>21.89%</b>	25,389	12.82%	<b>25.05%</b>	25,175	15.92%	<b>28.69%</b>	34,028	17.53%	<b>29.85%</b>	14,267	7.35%	15	0.01%					
	Cancellation (Same Day)	CS - 43	12,034	7.46%			14,348			7.25%			11,940			7.55%		14,267	7.35%	15	0.01%		
	Cancellation (Center Closed/Advanced)	CC - 44	1	0.00%			2			0.00%			19			0.01%		15	0.01%	48,310	24.88%		
	<b>Sub Total</b>		27,588	17.09%			39,739			20.07%			37,134			23.49%		48,310	24.88%				
<b>NS</b>	No Show	NS - 20	2,639	1.64%	<b>78.07%</b>	3,298	1.67%	<b>74.91%</b>	2,742	1.73%	<b>71.27%</b>	3,177	1.64%	<b>70.12%</b>	3,922	2.02%	2,552	1.31%					
	Cancellation (Late)	CL - 41	3,561	2.21%			4,325			2.18%			3,498			2.21%		3,922	2.02%	9,651	4.97%		
	Cancellation (At Door)	CD - 42	1,544	0.96%			2,237			1.13%			1,994			1.26%		2,552	1.31%				
	<b>Sub Total</b>		7,744	4.80%			9,860			4.98%			8,234			5.21%		9,651	4.97%				
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	38	0.02%	<b>0.04%</b>	69	0.03%	<b>0.05%</b>	36	0.02%	<b>0.04%</b>	36	0.02%	<b>0.03%</b>	24	0.01%	60	0.03%					
	Pending	00, 01	24	0.01%			22			0.01%			23			0.01%		24	0.01%				
<b>Sub Total</b>		62	0.04%	91	0.05%	59	0.04%	60	0.03%														
<b>TA</b>	Trips Performed (Transported)	03	125,892	78.01%	<b>78.07%</b>	148,293	74.89%	<b>74.91%</b>	112,657	71.25%	<b>71.27%</b>	136,087	70.09%	<b>70.12%</b>	43	0.02%	136,130	70.12%					
	Trips Missed (Transported)	04	96	0.06%			44			0.02%			22			0.01%		43	0.02%				
<b>Sub Total</b>		125,988	78.07%	148,337	74.91%	112,679	71.27%	136,130	70.12%														
<b>Total Trips Requested</b>			161,382	100.00%	<b>100.00%</b>	198,027	100.00%	<b>100.00%</b>	158,106	100.00%	<b>100.00%</b>	194,151	100.00%	<b>100.00%</b>									
		FEB		%		MAR		%		APR		%		MAY		%							
<b>CX</b>	Cancellation (Advanced)	CA - 40	15,754	10.01%	<b>22.86%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	-	0.00%					
	Cancellation (Same Day)	CS - 43	11,544	7.33%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
	Cancellation (Center Closed/Advanced)	CC - 44	11	0.01%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
	<b>Sub Total</b>		27,309	17.34%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
<b>NS</b>	No Show	NS - 20	2,750	1.75%	<b>77.11%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	-	0.00%					
	Cancellation (Late)	CL - 41	3,736	2.37%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
	Cancellation (At Door)	CD - 42	2,195	1.39%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
	<b>Sub Total</b>		8,681	5.51%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	46	0.03%	<b>0.04%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	-	0.00%					
	Pending	00, 01	10	0.01%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
<b>Sub Total</b>		56	0.04%	-	0.00%	-	0.00%	-	0.00%														
<b>TA</b>	Trips Performed (Transported)	03	121,415	77.11%	<b>77.11%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	-	0.00%					
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%		
<b>Sub Total</b>		121,415	77.11%	-	0.00%	-	0.00%	-	0.00%														
<b>Total Trips Requested</b>			157,461	100.00%	<b>100.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>									
		JUN		%		JUL		%		AUG		%		SEP		%		YTD					
<b>CX</b>	Cancellation (Advanced)	CA - 40	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	115,899	13.34%					
	Cancellation (Same Day)	CS - 43	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	64,133	7.38%
	Cancellation (Center Closed/Advanced)	CC - 44	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	48	0.01%
	<b>Sub Total</b>		-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	180,080	20.72%
<b>NS</b>	No Show	NS - 20	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	14,606	1.68%					
	Cancellation (Late)	CL - 41	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	19,042	2.19%
	Cancellation (At Door)	CD - 42	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	10,522	1.21%
	<b>Sub Total</b>		-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	44,170	5.08%
<b>Other</b>	Missed Trip (Not Transported)	NM - 21	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	225	0.03%					
	Pending	00, 01	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	103	0.01%
<b>Sub Total</b>		-	0.00%	-	0.00%	-	0.00%	-	0.00%														
<b>TA</b>	Trips Performed (Transported)	03	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	644,344	74.14%					
	Trips Missed (Transported)	04	-	0.00%			-			0.00%			-			0.00%		-	0.00%	-	0.00%	205	0.02%
<b>Sub Total</b>		-	0.00%	-	0.00%	-	0.00%	-	0.00%														
<b>Total Trips Requested</b>			-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>	-	0.00%	<b>0.00%</b>			869,127	100.00%					

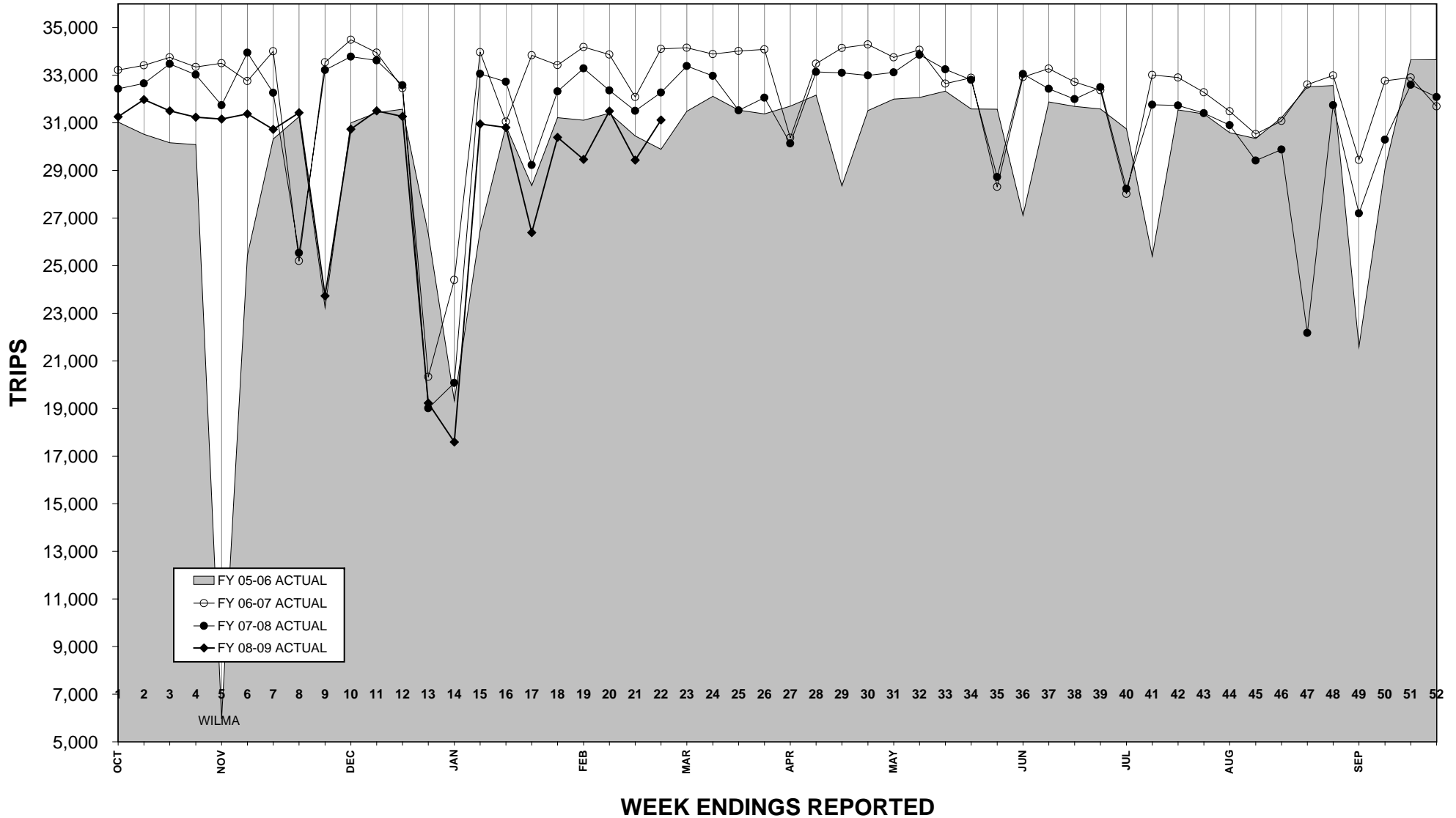
NOTE: THIS ANALYSIS IS BASED ON TRIPS SCHEDULED ONLY. IT IS NOT TO BE CONFUSED WITH TRIPS BILLED AS REPORTED THROUGHOUT THE REMAINDER OF THIS REPORT.

# STS Weekly Ridership Comparison

February 2009

FY 05-06 THRU FY 08-09

10/24/2005  
HURRICANE  
WILMA MADE  
LANDFALL



# STS Weekly Ridership Comparison

## February 2009

### 10/04/2008 thru 02/28/2009

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	29,466	-11.49%
	20	32,363	31,492	-2.69%
	21	31,503	29,437	-6.56%
	22	32,278	31,123	-3.58%
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		

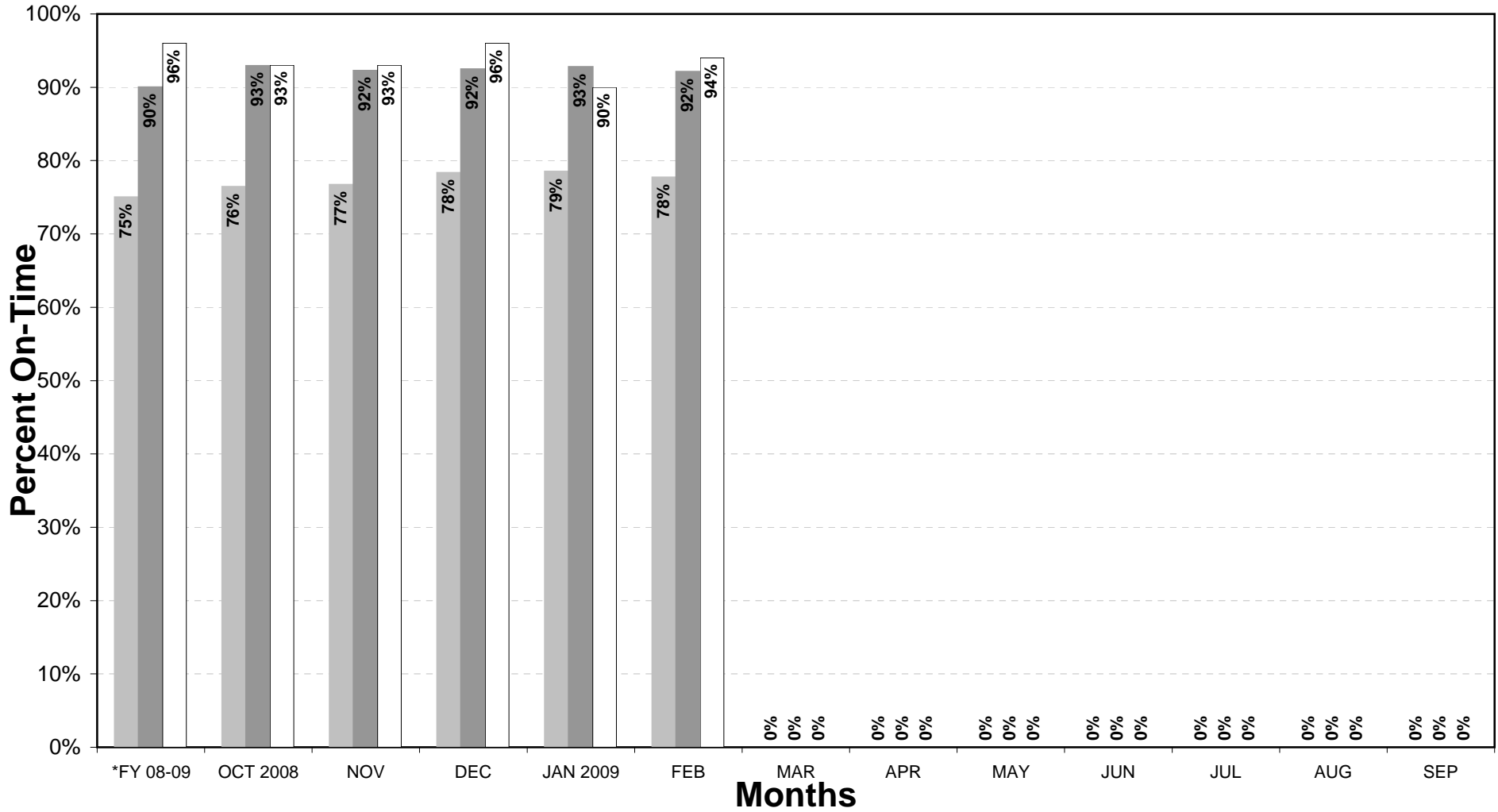
MONTH	W/E	ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
JUN	36	33,051		
	37	32,429		
	38	31,995		
	39	32,497		
JUL	40	28,234		
	41	31,763		
	42	31,733		
	43	31,406		
AUG	44	30,908		
	45	29,421		
	46	29,880		
	47	22,172		
SEP	48	31,742		
	49	27,204		
	50	30,299		
	51	32,602		
	52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

**TOTAL FROM  
OCT 2008 to 2009**

ACTUAL TRIPS FY 07-08	ACTUAL TRIPS FY 08-09	ACTUAL TRIPS INCR/DECR
684,173	644,833	-5.75%

# S.T.S. On-Time Performance February 2009

■ BUS ■ STS □ RAIL



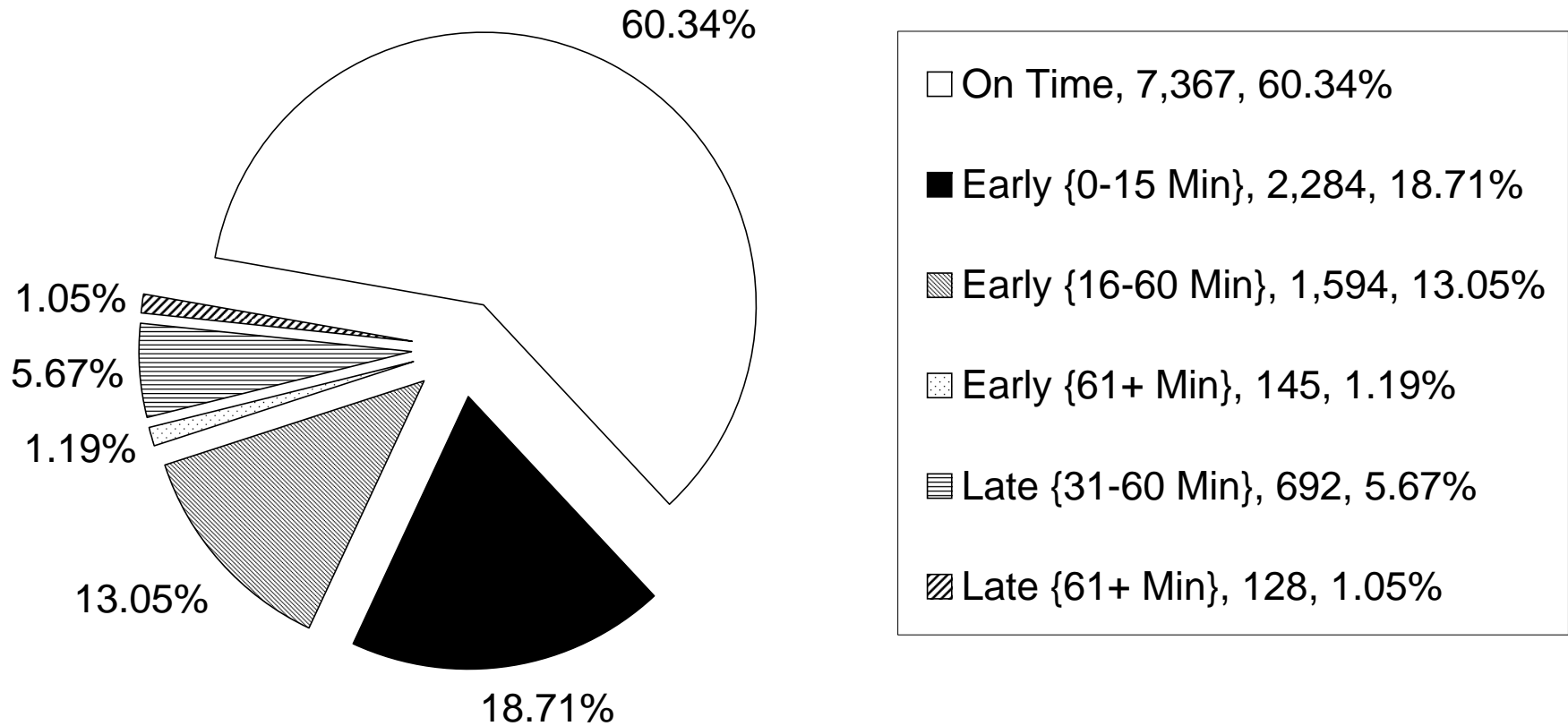
NOTE: FTA RECOMMENDED ON-TIME PERFORMANCE REPORTING BASED ON DRIVER'S MANIFESTS.

# Special Transportation Service

Advanced Transportation Solutions (A.T.S.)

On-Time Performance

February 2009



NOTE: Total trips taken for W/E: 02/01/09 thru 02/28/09 are 121,518. Of which 12,210 trips were monitored constituting 10.05% of daily trips provided.

# S.T.S. On-Time Performance

## February 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
<b>ON TIME</b>	<b>7,592</b>	<b>59.17%</b>	<b>8,961</b>	<b>59.49%</b>	<b>6,721</b>	<b>58.93%</b>	<b>8,170</b>	<b>59.46%</b>	<b>7,367</b>	<b>60.34%</b>	<b>0</b>	<b>0.00%</b>
EARLY 0-15	2,646	20.62%	3,051	20.26%	2,335	20.47%	2,780	20.23%	2,284	18.71%	0	0.00%
EARLY 16-60	1,681	13.10%	1,882	12.50%	1,489	13.06%	1,795	13.06%	1,594	13.05%	0	0.00%
<b>TOTAL</b>	<b>11,919</b>	<b>92.89%</b>	<b>13,894</b>	<b>92.25%</b>	<b>10,545</b>	<b>92.46%</b>	<b>12,745</b>	<b>92.76%</b>	<b>11,245</b>	<b>92.10%</b>	<b>0</b>	<b>0.00%</b>
EARLY	90	0.70%	146	0.97%	124	1.09%	187	1.36%	145	1.19%	0	0.00%
EARLY 61+	90	0.70%	146	0.97%	124	1.09%	187	1.36%	145	1.19%	0	0.00%
LATE	822	6.41%	1,022	6.79%	736	6.45%	808	5.88%	820	6.72%	0	0.00%
LATE 31-60	704	5.49%	873	5.80%	643	5.64%	681	4.96%	692	5.67%	0	0.00%
LATE 61+	118	0.92%	149	0.99%	93	0.82%	127	0.92%	128	1.05%	0	0.00%

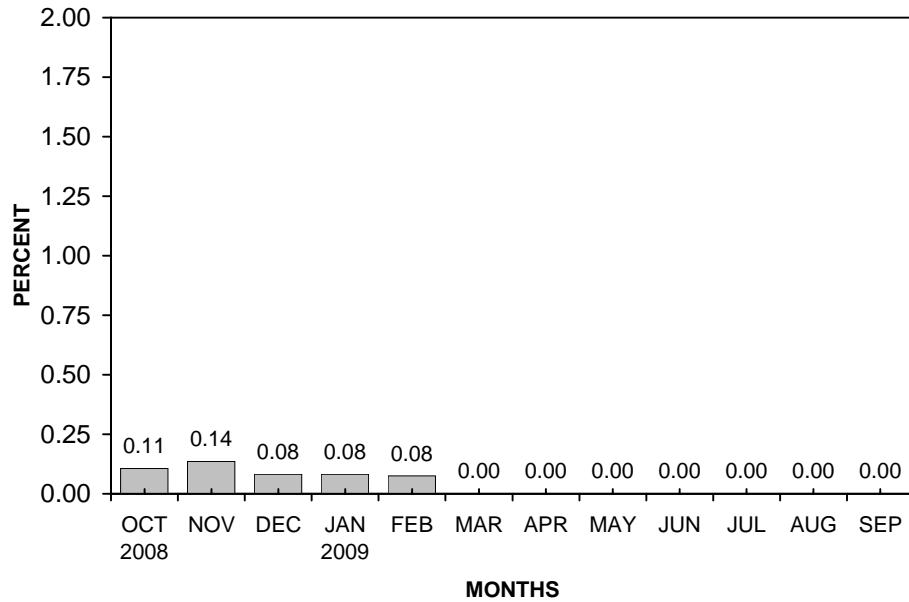
	Apr		May		Jun		Jul		Aug		Sep		YTD	
	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent	Records	Percent
<b>ON TIME</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>38,811</b>	<b>59.48%</b>
EARLY 0-15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	13,096	20.07%
EARLY 16-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	8,441	12.94%
<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>60,348</b>	<b>92.49%</b>
EARLY	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	692	1.06%
EARLY 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	692	1.06%
LATE	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	4,208	6.45%
LATE 31-60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3,593	5.51%
LATE 61+	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	615	0.94%

# Special Transportation Service

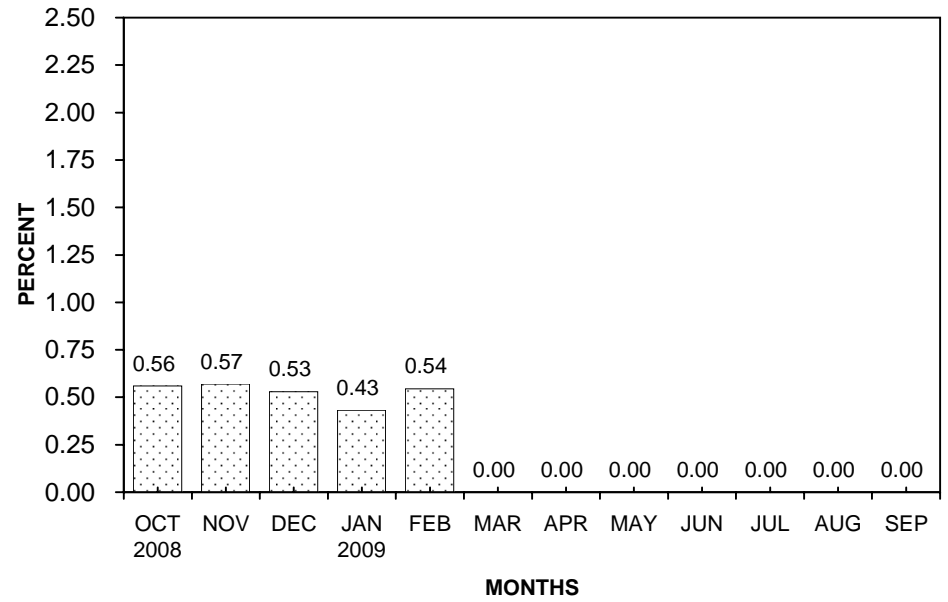
Customer Complaints as a Percent of Total Trips

February 2009

### Customer Complaints



### Late Vehicle Inquiries



# Special Transportation Service

## February 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

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	11	4	13	4	9	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	79	33
B2 (LATE RETURN)	23	6	29	11	8	3	14	8	15	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	89	34
B3 (NEVER PICKED-UP)	11	2	11	1	4	3	5	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	35	6
B4 (LENGTHY ROUTING)	24	11	34	11	18	4	12	0	9	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	97	28
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	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
<b>SUB TOTAL</b>	<b>77</b>	<b>24</b>	<b>107</b>	<b>41</b>	<b>42</b>	<b>14</b>	<b>45</b>	<b>12</b>	<b>37</b>	<b>11</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>308</b>	<b>102</b>
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%	0.03%	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%	0.04%	0.04%
	0.05%		0.07%		0.03%		0.03%		0.03%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.04%			

<b>OTHER COMPLAINTS</b>																										
B5 (DISPUTED NO SHOWS)	1	1	1	0	1	0	5	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	3
B6 (VEHICLE STANDARDS)	0	0	1	2	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4
B8 (DRIVER COMPLIANCE)	9	10	18	9	14	7	13	16	8	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62	57
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	2	0
B10 (A/C NON-COMPLIANCE)	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1
B11 (RADIO BROKEN)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B12 (RADIO MISSING)	2	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1
B13 (IMPROPER W/C TIEDOWNS)	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
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	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	4
B19 (OTHER)	2	0	5	3	8	1	12	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31	12
B23 (PHONE DIFFICULTIES)	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0
B24 (RUDE STAFF)	1	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
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>28</b>	<b>8</b>	<b>33</b>	<b>21</b>	<b>17</b>	<b>27</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>132</b>	<b>87</b>

TOTAL "A.T.S." TRIPS	94,329	31,665	#####	37,870	83,469	29,277	#####	35,387	90,401	31,117	0	0	0	0	0	0	0	0	0	0	0	0	0	0	479,577	165,316
TOTAL "A.T.S." COMPLAINTS	96	37	142	59	70	22	78	33	54	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	440	189
% COMPLAINTS related to Ttl TRIPS	0.10	0.12	0.13	0.16	0.08	0.08	0.08	0.09	0.06	0.12	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	0.09	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	92	121,518	0	0	0	0	0	0	0	0	0	0	0	0	0	0	629	644,893
Customer Complaints as a % of Ttl Trips	0.11%		0.14%		0.08%		0.08%		0.08%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.10%	

<b>LATE VEHICLE INQUIRIES</b>																											
B1 (LATE PICK-UP)	299	134	330	116	219	93	245	90	255	92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,348	525	
B2 (LATE RETURN)	198	75	289	110	197	88	171	82	231	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,086	438	
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
<b>SUB TOTAL</b>	<b>497</b>	<b>209</b>	<b>619</b>	<b>226</b>	<b>416</b>	<b>181</b>	<b>416</b>	<b>172</b>	<b>486</b>	<b>175</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>2,434</b>	<b>963</b>	
Late Vehicle Inquiries as a % of Total Trips	0.53%	0.66%	0.56%	0.60%	0.50%	0.62%	0.41%	0.49%	0.54%	0.56%	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%	0.51%	0.58%	
	0.56%		0.57%		0.53%		0.43%		0.54%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.51%				

# Special Transportation Service

## February 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	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	94	35
B21 (INCIDENT CARRIER REPORTED)	3	1	9	9	11	6	11	1	20	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	54	24
B22 (COMMENDATIONS)	18	5	12	7	8	9	16	7	12	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	39
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

<b>TOTAL "CLIENT" COMPLAINTS</b>	53	15	49	26	42	21	40	17	39	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	223	98
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.06	0.05	0.04	0.07	0.05	0.07	0.04	0.05	0.04	0.06	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	17	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	28
C7 (OTHER)	3	2	3	4	4	2	3	5	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	15
C10 (FARE NOT PAID)	0	1	0	0	1	0	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5

<b>TOTAL "CLIENT" COMPLAINTS</b>	19	9	16	11	9	8	19	13	20	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	83	48
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.02	0.03	0.01	0.03	0.01	0.03	0.02	0.04	0.02	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	0.02	0.03

**MDTA**

M4 (ADMINISTRATIVE)	6	1	3	3	7	1	4	6	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	12
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

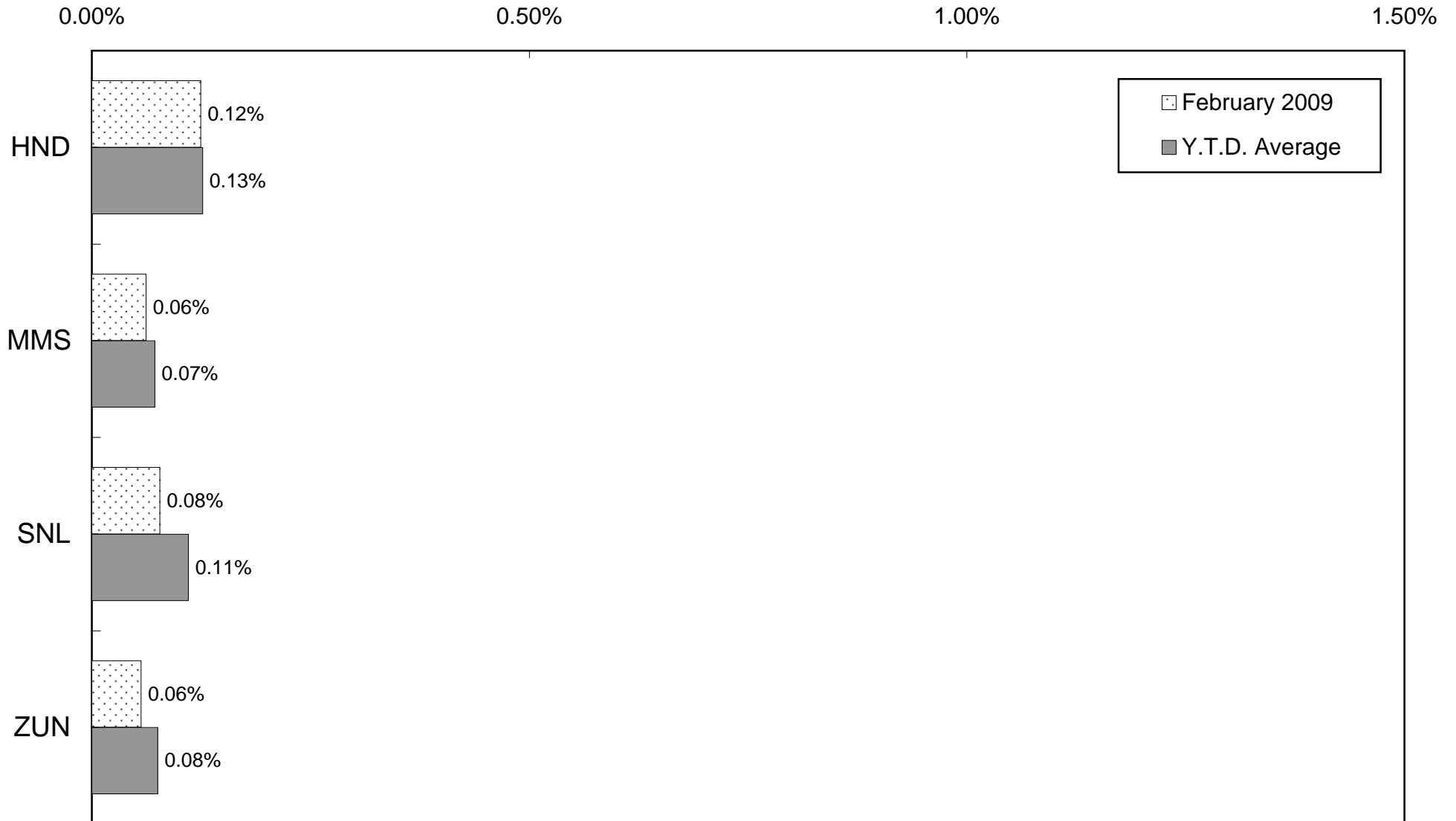
<b>TOTAL "MDTA" COMPLAINTS</b>	7	1	3	3	8	1	4	6	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24	12
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01

<b>TOTAL TRIPS REPORTED BY M.I.S.: (1)</b>	94,329	31,665	#####	37,870	83,469	29,277	#####	35,387	90,401	31,117	0	0	0	0	0	0	0	0	0	0	0	0	0	0	479,577	165,316
<b>TOTAL OF "ALL" COMPLAINTS:</b>	122	47	161	73	87	31	101	52	76	46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	547	249
<b>% COMPLAINTS related to Ttl TRIPS</b>	0.13	0.15	0.15	0.19	0.10	0.11	0.10	0.15	0.08	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	0.11	0.15

<b>B20 (ACCIDENT CARRIER REPORTED)</b>	20		0		0		0		0		0		0		0		0		0		0		0		20	
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# Special Transportation Service February 2009

% of Total Customer Complaints received by Carriers



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

# Special Transportation Service

## February 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	21	16,852	0.12%	14	22,579	0.06%	39	50,108	0.08%	0	0	0.00%	18	31,979	0.06%
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	121,518	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%
92	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%

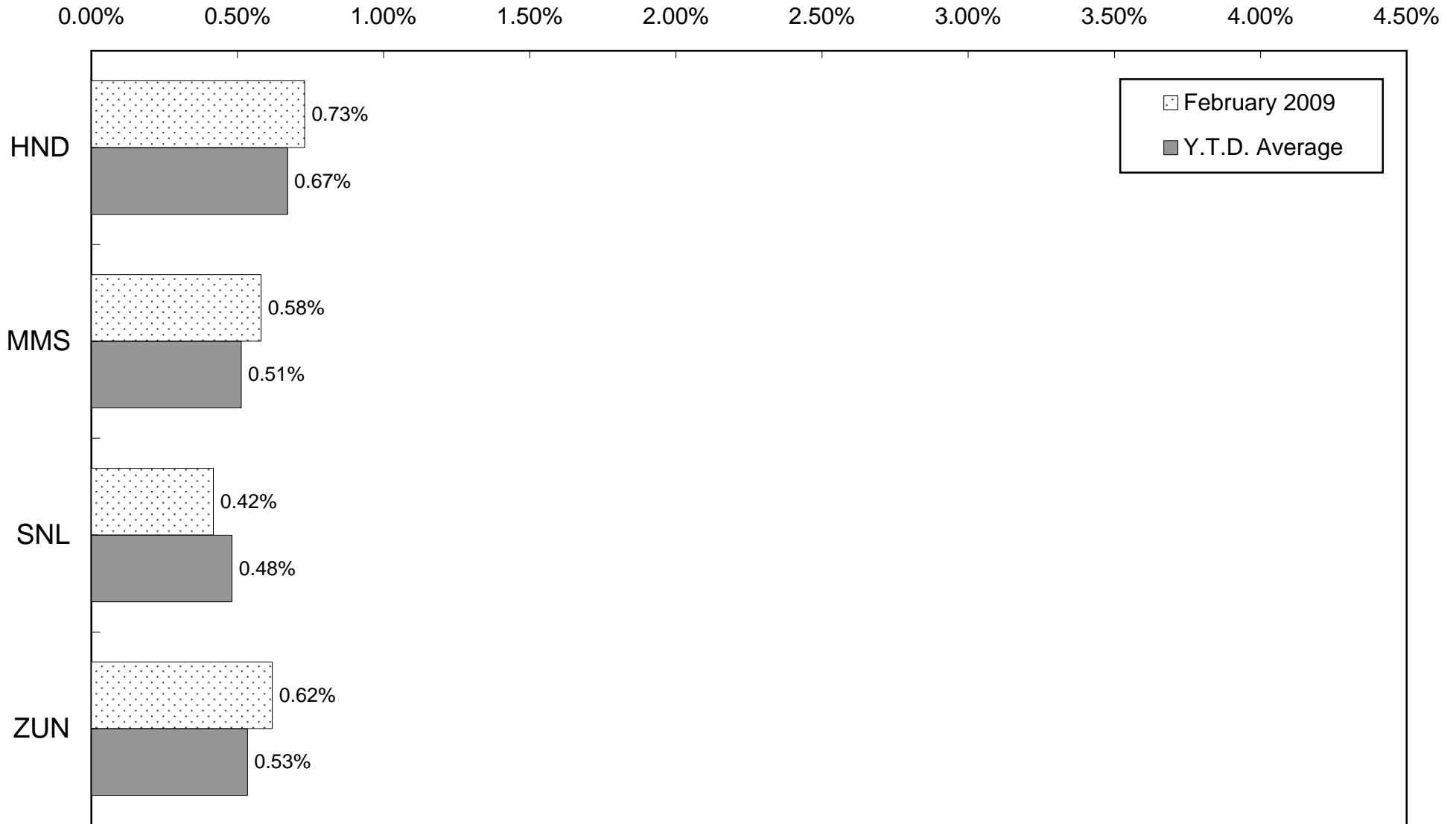
HND = Handivan  
MMS = Minority Mobile Systems  
SNL = Super Nice Limo  
YC = Yellow Cab (Back-up)  
ZUN = Zuni Transportation

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 February 2009

% of Total Late Vehicle Inquires received by Carriers



# Special Transportation Service

## February 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	123	16,852	0.73%	131	22,579	0.58%	209	50,108	0.42%	0	0	0.00%	198	31,979	0.62%
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	121,518	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%
661	0.54%
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

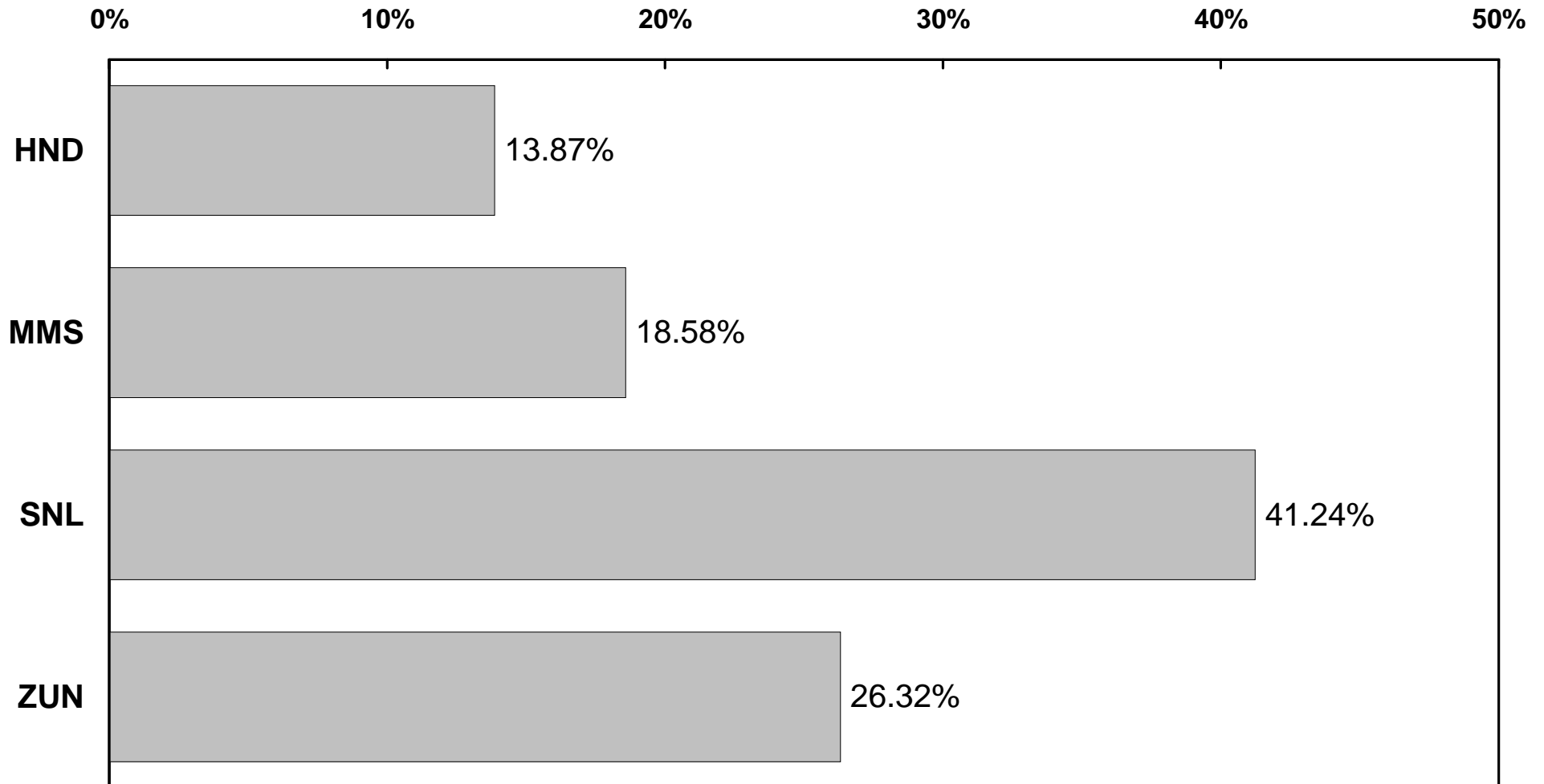
NOTE: Carrier Complaint information is provided by the County.

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

# Monthly Comparison of STS Trips by Carriers

February 2009

PERCENTAGE OF TOTAL TRIPS



Note: \* Carriers listed as backups.

# Special Transportation Service

## Distribution of Brokered Trips

February 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	11,883.00	12,110	71.86%	4,742	28.14%	16,852	1.42	13.87%	168,912	10
MMS	13,690.00	17,933	79.42%	4,646	20.58%	22,579	1.65	18.58%	191,551	8
SNL	32,593.00	36,484	72.81%	13,624	27.19%	50,108	1.54	41.24%	452,549	9
ZUN	20,189.00	23,874	74.66%	8,105	25.34%	31,979	1.58	26.32%	319,742	10
<b>SUB TOTAL</b>	<b>78,355.00</b>	<b>90,401</b>	<b>74.69%</b>	<b>31,117</b>	<b>25.31%</b>	<b>121,518</b>	<b>1.55</b>	<b>100.00%</b>	<b>1,132,754</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>90,401</b>	<b>74.39%</b>	<b>31,117</b>	<b>25.61%</b>	<b>121,518</b>		<b>100.00%</b>	<b>1,132,754</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

February 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%	16,852	13.87%	-	
MMS	23,863	18.94%	28,538	19.23%	22,040	19.55%	26,079	19.15%	22,579	18.58%	-	
SNL	52,051	41.31%	60,974	41.08%	45,583	40.43%	55,660	40.86%	50,108	41.24%	-	
YC *	-	0.00%	-	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%	31,979	26.32%	-	
<b>TOTAL</b>	<b>125,994</b>	<b>100.00%</b>	<b>148,427</b>	<b>100.00%</b>	<b>112,746</b>	<b>100.00%</b>	<b>136,208</b>	<b>100.00%</b>	<b>121,518</b>	<b>100.00%</b>	-	<b>0.00%</b>

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>	-	<b>0.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>	-	<b>0.00%</b>

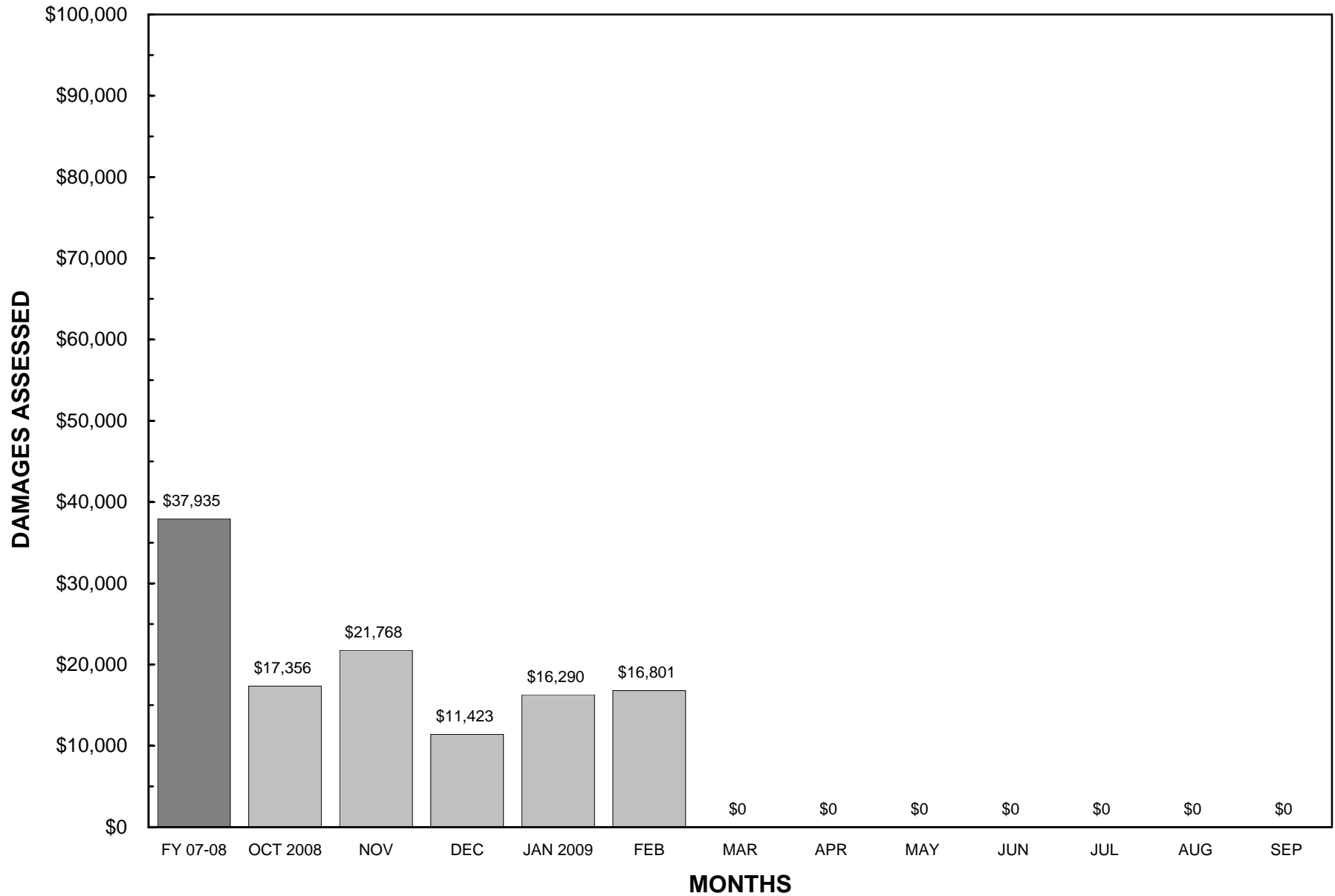
CARRIERS	Y.T.D.	
	TRIPS	PERCENT
HND	86,764	13.45%
MMS	123,099	19.09%
SNL	264,376	41.00%
YC *	-	0.00%
ZUN	170,654	26.46%
<b>TOTAL</b>	<b>644,893</b>	<b>100.00%</b>

SOURCE: A.T.S. BILLING INVOICE

# Special Transportation Service

## Liquidated Damages

February 2009



# Special Transportation Service

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

### February 2009

### 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	\$ 6,357.01	\$ 6,245.40	\$ 7,139.36	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 37,649.29
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 8,061.81	\$ 9,845.71	\$ 6,357.01	\$ 6,245.40	\$ 7,139.36	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 37,649.29
CALL TAKING STANDARDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ASA / ABANDONED RATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HOLD TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CUSTOMER TRAVEL TIME	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ 160.65	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,927.80
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ 481.95	\$ 714.00	\$ 357.00	\$ 214.20	\$ 160.65	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,927.80
BACKUP BY COUNTY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PER OCCURRENCE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DELINQUENT COMPLAINT RESPONSES	\$ 9.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9.50
SYSTEM SAFETY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONTHLY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REPORTING	\$ 56.59	\$ 79.70	\$ 117.00	\$ 294.68	\$ 501.17	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,049.14
INVOICING	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHANGE OF NEGOTIATED TIME	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
INOPERABLE RADIO	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DRIVER PLAYING RADIO	\$ 48.78	\$ -	\$ 24.39	\$ 24.39	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 121.95
DRIVER EARLY	\$ 7.81	\$ 46.86	\$ 7.81	\$ 7.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70.29
INOPERABLE AIR CONDITIONER	\$ -	\$ 48.78	\$ -	\$ -	\$ 24.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 73.17
USE OF CELL PHONE	\$ -	\$ 8.08	\$ -	\$ 8.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16.16
UNAUTHORIZED CHAUFFEUR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
UNAUTHORIZED DRIVER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IMPROPER W/C TIEDOWN	\$ -	\$ 60.78	\$ -	\$ -	\$ 30.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 91.17
ROUTE PERFORMANCE UPDATE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LATE ACCIDENT REPORTS	\$ -	\$ -	\$ 212.00	\$ 254.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 466.40
LATE INCIDENT REPORTS	\$ -	\$ (84.80)	\$ (127.20)	\$ -	\$ 422.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 210.00
MANIFEST REVIEW (ASSESSED)	\$ 3,145.93	\$ 5,840.59	\$ -	\$ 4,060.10	\$ 3,197.97	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,244.59
CUSTOMER COMPLAINTS (ALL OTHER)	\$ 8,600.05	\$ 10,688.06	\$ 6,746.23	\$ 6,475.49	\$ 7,379.18	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39,889.01
<b>SUB-TOTAL</b>	<b>\$ 20,355.83</b>	<b>\$ 27,168.06</b>	<b>\$ 13,577.24</b>	<b>\$ 17,289.87</b>	<b>\$ 18,378.33</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 96,769.33</b>
LIQUIDATED DAMAGES (WAIVED)	\$ -	\$ -	\$ (1,154.16)	\$ -	\$ (577.08)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,731.24)
MANIFEST REVIEW (WAIVED)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>BONUSES</b>													
MISSED TRIP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ON-TIME PERFORMANCE	\$ -	\$ (2,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,000.00)
CALL TAKING STANDARDS	\$ (2,000.00)	\$ (2,400.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (4,400.00)
COMPLAINT RATIO	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ (1,000.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (5,000.00)
<b>SUB-TOTAL</b>	<b>\$ (3,000.00)</b>	<b>\$ (5,400.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ (1,000.00)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (11,400.00)</b>
<b>GRAND TOTAL</b>	<b>\$ 17,355.83</b>	<b>\$ 21,768.06</b>	<b>\$ 11,423.08</b>	<b>\$ 16,289.87</b>	<b>\$ 16,801.25</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 83,638.09</b>

# SPECIAL TRANSPORTATION SERVICE

## DISTRIBUTION OF TRIPS

### February 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	21,952	7,514	29,466	\$ 803,652.84	\$ (75,295.00)	-	-	-	\$ -	\$ -	\$ -	21,952	7,514	29,466	\$ 803,652.84	\$ (75,295.00)	\$ -	\$ -	\$ -	\$ (5,462.68)	\$ 722,895.16
02/14/2009	23,417	8,075	31,492	\$ 859,320.97	\$ (80,515.00)	-	-	-	\$ -	\$ -	\$ -	23,417	8,075	31,492	\$ 859,320.97	\$ (80,515.00)	\$ -	\$ -	\$ -	\$ (5,841.04)	\$ 772,964.93
02/21/2009	21,882	7,555	29,437	\$ 803,310.52	\$ (75,250.00)	-	-	-	\$ -	\$ -	\$ -	21,882	7,555	29,437	\$ 803,310.52	\$ (75,250.00)	\$ (6,321.39)	\$ -	\$ -	\$ (5,460.45)	\$ 716,278.68
02/28/2009	23,150	7,973	31,123	\$ 849,183.64	\$ (79,467.50)	-	-	-	\$ -	\$ -	\$ -	23,150	7,973	31,123	\$ 849,183.64	\$ (79,467.50)	\$ -	\$ -	\$ -	\$ (5,772.87)	\$ 763,943.27
TOTAL	90,401	31,117	121,518	\$ 3,315,467.97	\$ (310,527.50)	-	-	-	\$ -	\$ -	\$ -	90,401	31,117	121,518	\$ 3,315,467.97	\$ (310,527.50)	\$ (6,321.39)	\$ -	\$ -	\$ (22,537.05)	\$ 2,976,082.03

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

### February 2009

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>	479,577	165,316	644,893	\$ 17,593,763.95	\$ (1,651,115.00)	-	-	-	\$ -	\$ -	\$ -	479,577	165,316	644,893	\$ 17,593,763.95	\$ (1,651,115.00)	\$ (46,790.99)	\$ -	\$ -	\$ (119,569.87)	\$ 15,776,288.09
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# Special Transportation Service

## Late Vehicle Inquiries trip Denial Percentage

Based on Complaints Received

**February 2009**

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>	217	<b>38</b>	82	<b>10</b>	347		
<b>B-2</b>	<b>LATE RETURN</b>	186	<b>45</b>	63	<b>20</b>	314		
<b>B-3</b>	<b>NEVER PICKED-UP</b>	N/A	<b>0</b>	N/A	<b>0</b>	0		
<b>B-4</b>	<b>LENGTHY ROUTING</b>	N/A	<b>0</b>	N/A	<b>0</b>	0		
<b>B-17</b>	<b>BACKUP LATE TRIPS</b>	N/A	<b>0</b>	N/A	<b>0</b>	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	<b>0</b>	0	<b>0</b>	0		

**TOTAL** 83

30

<b>TOTAL ADA VIOLATIONS</b>	<b>113</b>
<b>TOTAL TRIPS BILLED</b>	<b>121,518</b>
<b>PERCENT OF ADA TRIPS DENIAL</b>	<b>0.09%</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

February 2009

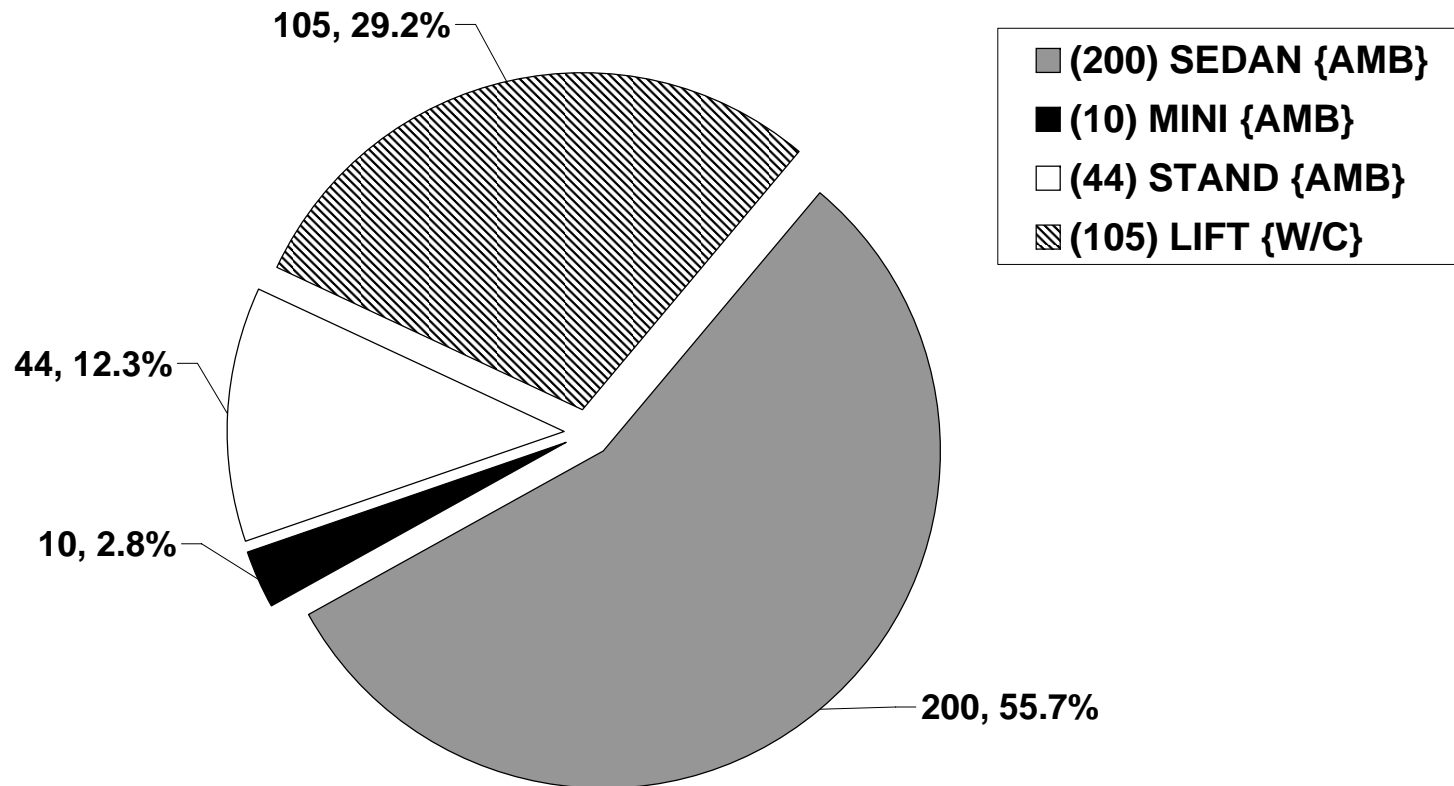
MONTH	COMPLETED TRIPS	SAMPLE SIZE				SURVEY RESPONSE								TOTAL CLIENT COMPLAINTS			PERCENT CLIENT COMPLAINTS		
						LATE TRIPS		MISSED TRIPS		LENGTHY TRIPS		OTHER							
		AMB	W/C	TOTAL	%	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	AMB	W/C	TOTAL	AMB	W/C	TOTAL
<b>OCT 2008</b>	125,994	29,353	10,653	40,006	31.75%	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>	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%
<b>JAN 2009</b>	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%
<b>FEB</b>	121,518	17,002	7,940	24,942	20.53%	5	0	1	0	1	0	1	0	8	0	8	0.05%	0.00%	0.03%
<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>	644,893	111,334	44,353	155,687	24.14%	38	9	4	1	15	4	17	7	74	21	95	0.07%	0.05%	0.06%

# Special Transportation Service

## Vehicle Availability

February 2009

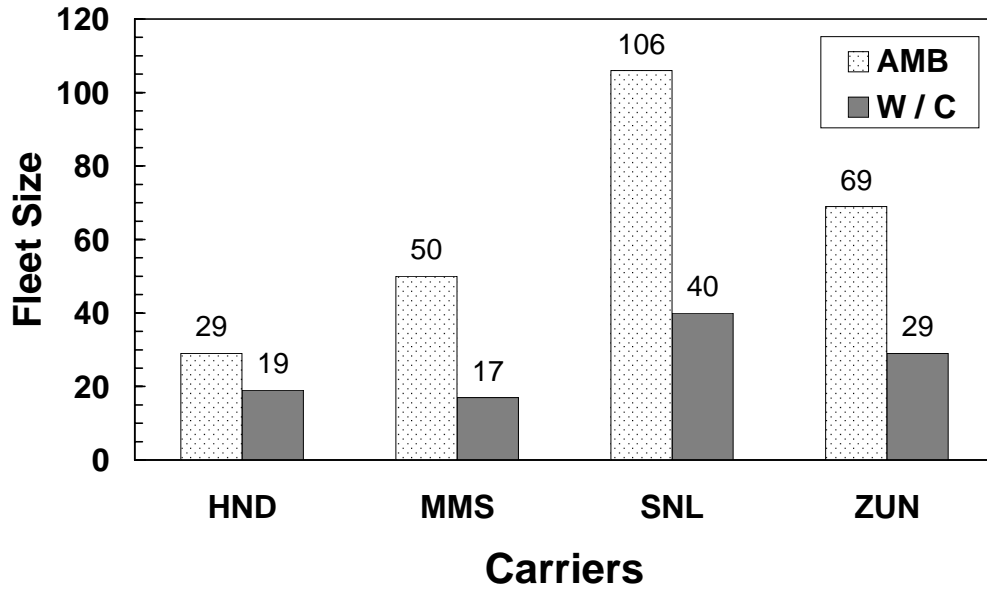
**TOTAL VEHICLES: 359**



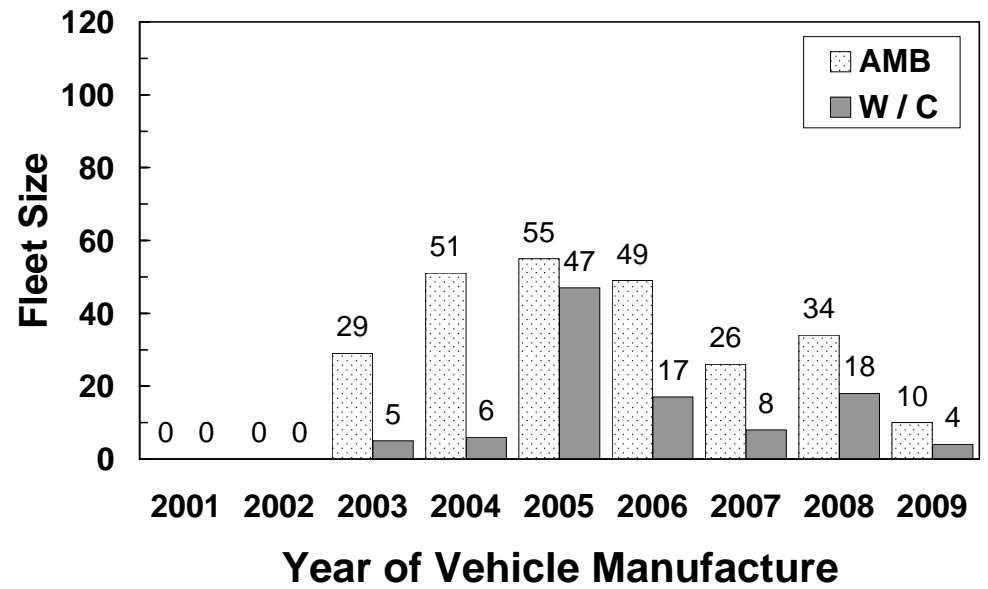
# Special Transportation Service

February 2009

### Vehicle Availability by Carrier



### Fleet Age



# Special Transportation Service

## Vehicle Summary

### February 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	-	-	-	-	-	-	-	34
2004	57	57	57	57	57	-	-	-	-	-	-	-	57
2005	102	102	102	102	102	-	-	-	-	-	-	-	102
2006	66	66	66	66	66	-	-	-	-	-	-	-	66
2007	34	34	34	34	34	-	-	-	-	-	-	-	34
2008	52	52	52	52	52	-	-	-	-	-	-	-	52
2009	14	14	14	14	14	-	-	-	-	-	-	-	14
<b>TOTAL</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</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	48	48	-	-	-	-	-	-	-	48
MMS	67	67	67	67	67	-	-	-	-	-	-	-	67
SNL	146	146	146	146	146	-	-	-	-	-	-	-	146
ZUN	98	98	98	98	98	-	-	-	-	-	-	-	98
<b>TOTAL</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</b>	-	-	-	-	-	-	-	<b>359</b>

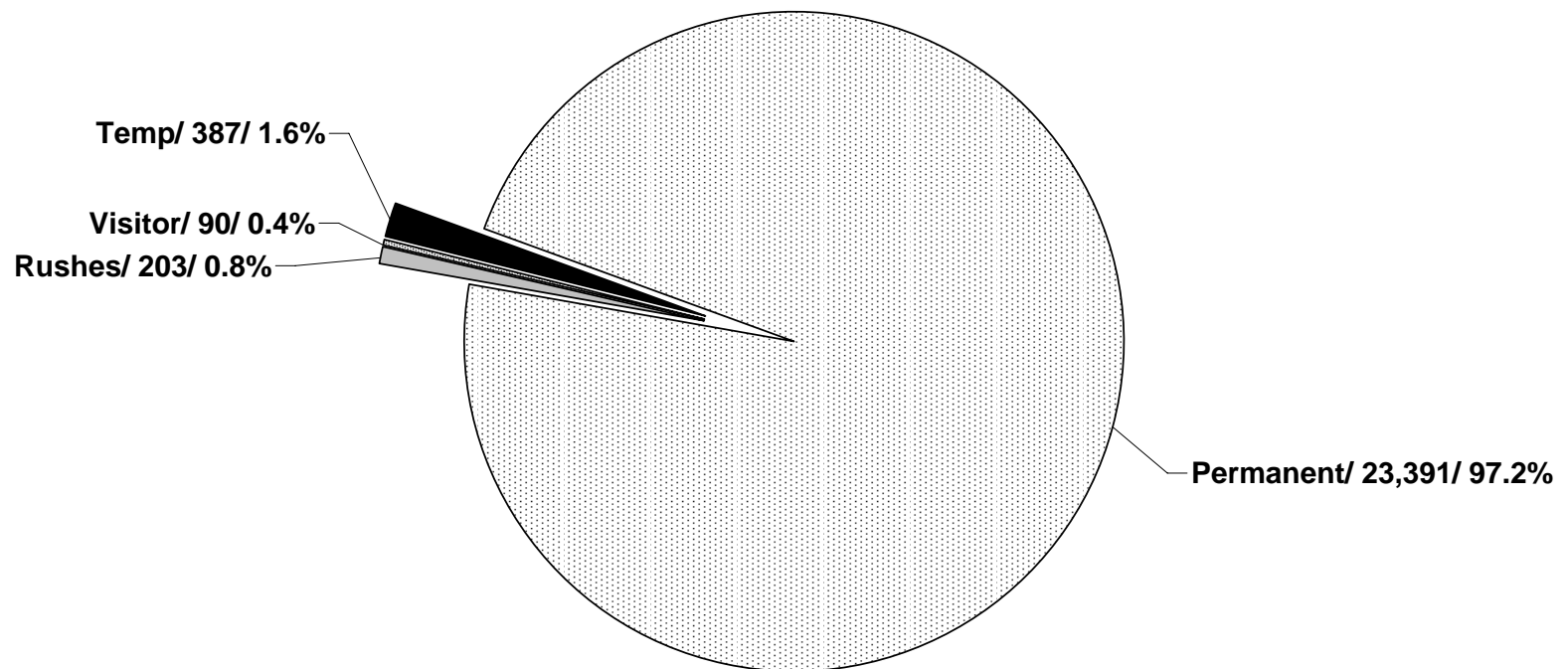
AVAILABILITY by TYPE	Oct 2008	Nov	Dec	Jan 2009	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
AMB	254	254	254	254	254	-	-	-	-	-	-	-	254
W / C	105	105	105	105	105	-	-	-	-	-	-	-	105
<b>TOTAL</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</b>	<b>359</b>	-	-	-	-	-	-	-	<b>359</b>

# Special Transportation Service

Current Ridership Population

February 2009

**Total: 24,071**



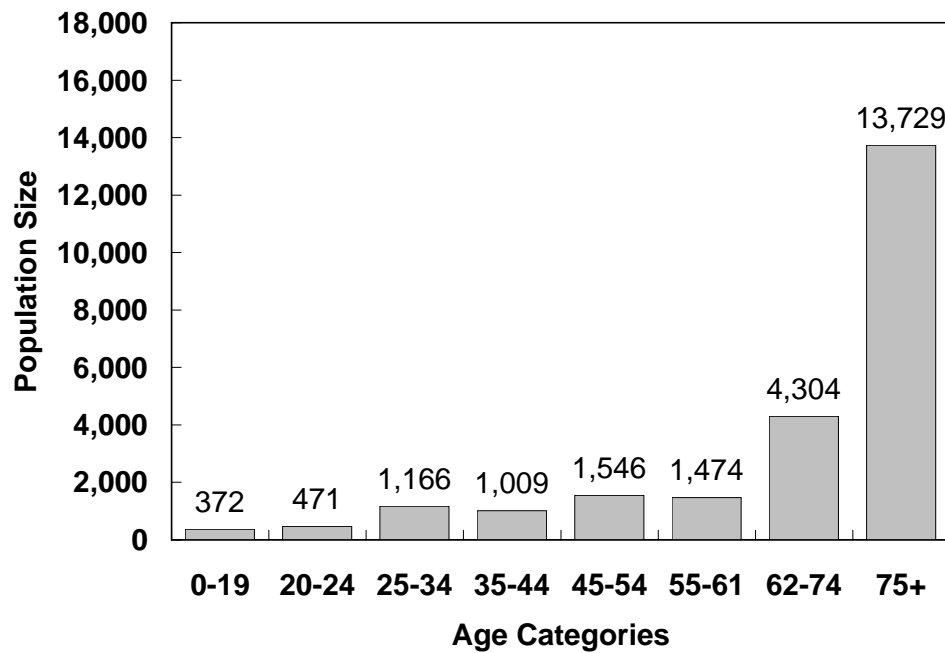
# Special Transportation Service

## Total Client Population

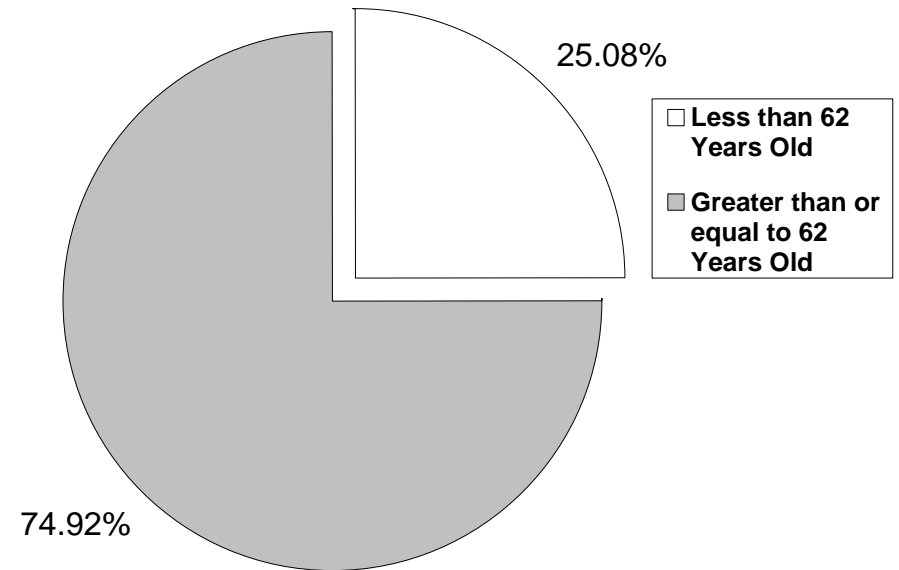
### Authorized for Travel

February 2009

Breakdown by Age



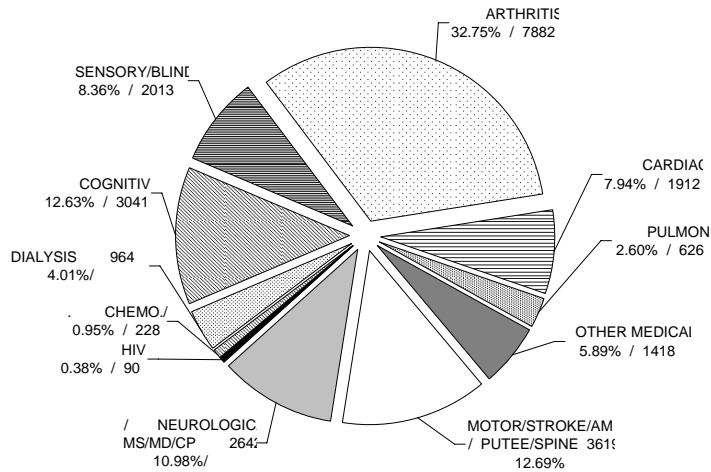
Total: 24,071



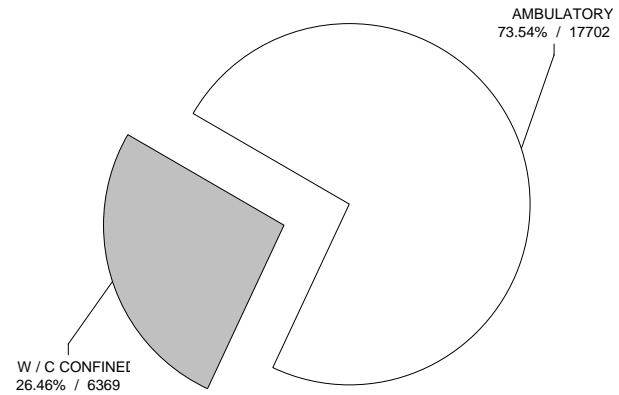
# Special Transportation Service

Population Profile  
Authorized for Travel  
February 2009

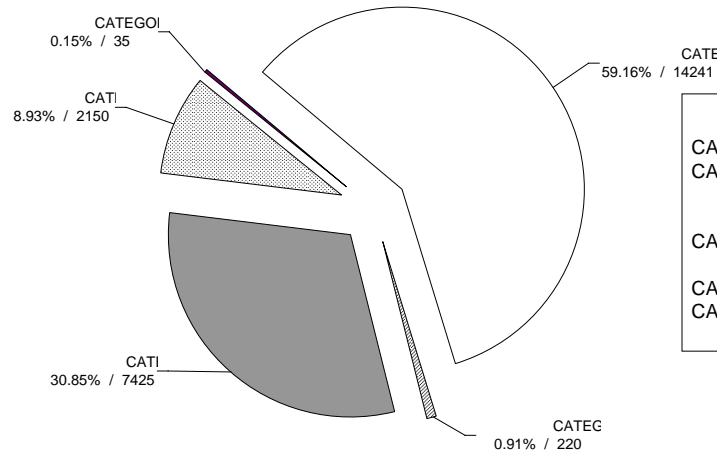
### Disability Type



### 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 February 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	372	-	-	-	-	-	-	-
20-24	471	472	484	482	471	-	-	-	-	-	-	-
25-34	1,142	1,159	1,169	1,178	1,166	-	-	-	-	-	-	-
35-44	986	987	1,011	1,026	1,009	-	-	-	-	-	-	-
45-54	1,544	1,557	1,572	1,576	1,546	-	-	-	-	-	-	-
55-61	1,427	1,444	1,464	1,486	1,474	-	-	-	-	-	-	-
62-74	4,216	4,323	4,362	4,399	4,304	-	-	-	-	-	-	-
75+	13,188	13,379	13,636	13,824	13,729	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</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	3,216	3,270	3,307	3,254	-	-	-	-	-	-	-
Neurological/MS/MD/CP	2,540	2,600	2,639	2,669	2,642	-	-	-	-	-	-	-
HIV	89	89	90	91	90	-	-	-	-	-	-	-
Chemo./Radiation	230	242	245	248	228	-	-	-	-	-	-	-
Dialysis	950	947	961	972	964	-	-	-	-	-	-	-
Cognitive	2,952	2,988	3,035	3,069	3,041	-	-	-	-	-	-	-
Sensory/Blind	1,957	1,978	2,007	2,030	2,013	-	-	-	-	-	-	-
Arthritis	7,614	7,753	7,874	7,965	7,882	-	-	-	-	-	-	-
Cardiac	1,874	1,878	1,907	1,928	1,912	-	-	-	-	-	-	-
Pulmonary	613	614	625	632	626	-	-	-	-	-	-	-
Other Medical	1,402	1,400	1,421	1,438	1,418	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</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	17,752	17,945	17,702	-	-	-	-	-	-	-
W/C Confined	6,161	6,235	6,322	6,406	6,369	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</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	14,240	14,404	14,241	-	-	-	-	-	-	-
Category 2	215	218	221	223	220	-	-	-	-	-	-	-
Category 3	7,226	7,317	7,429	7,515	7,425	-	-	-	-	-	-	-
Category 4	2,079	2,116	2,149	2,174	2,150	-	-	-	-	-	-	-
Category 5	33	34	35	35	35	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>23,357</b>	<b>23,705</b>	<b>24,074</b>	<b>24,351</b>	<b>24,071</b>	-	-	-	-	-	-	-

# Special Transportation Service

## Paratransit Certification Productivity

FY 2008 - 2009  
February 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
<b>ENROLLMENT BREAKDOWN</b>																		
- REINSTATEMENTS *	0	1	1	6	3	9	13	5	18	6	4	10	3	5	8	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	218	118	336	0	0	0
- TEMPORARY ELIGIBILITY	33	11	44	20	6	26	25	10	35	44	8	52	25	9	34	0	0	0
- RUSHED ELIGIBILITY W/-INT.	44	7	51	27	4	31	34	1	35	65	4	69	48	4	52	0	0	0
- RUSHED ELIGIBILITY W/O-INT.	124	42	166	59	27	86	92	22	114	100	29	129	90	20	110	0	0	0
- VISITOR ELIGIBILITY	4	1	5	2	0	2	9	1	10	7	1	8	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>362</b>	<b>111</b>	<b>473</b>	<b>409</b>	<b>120</b>	<b>529</b>	<b>384</b>	<b>156</b>	<b>540</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>INACTIVATIONS BREAKDOWN</b>																		
- (INACTIVE/PURGED)	(143)	(28)	(171)	(95)	(23)	(118)	(72)	(21)	(93)	(212)	(33)	(245)	(623)	(181)	(804)	0	0	0
- (DECEASED)	(6)	(4)	(10)	(3)	(3)	(6)	(8)	(3)	(11)	(4)	(3)	(7)	(4)	(12)	(16)	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>(80)</b>	<b>(24)</b>	<b>(104)</b>	<b>(216)</b>	<b>(36)</b>	<b>(252)</b>	<b>(627)</b>	<b>(193)</b>	<b>(820)</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>282</b>	<b>87</b>	<b>369</b>	<b>193</b>	<b>84</b>	<b>277</b>	<b>(243)</b>	<b>(37)</b>	<b>(280)</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	28	18	46
- 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	1,104	422	1,526
- TEMPORARY ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	147	44	191
- RUSHED ELIGIBILITY W/-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	218	20	238
- RUSHED ELIGIBILITY W/O-INT.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	465	140	605
- VISITOR ELIGIBILITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	3	25
<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>1,986</b>	<b>648</b>	<b>2,634</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	(1,145)	(286)	(1,431)
- (DECEASED)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(25)	(25)	(50)
<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>(1,170)</b>	<b>(311)</b>	<b>(1,481)</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>816</b>	<b>337</b>	<b>1,153</b>

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

# Special Transportation Service

## Paratransit Certification Enrollment

### Workload Measures

FY 2008 - 2009

February 2009

	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	352	445	455	0	0	0	0	0	0	0	2,032
<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	94	121	122	0	0	0	0	0	0	0	588
<b>TOTAL SCHEDULED</b>	536	495	446	566	577	0	0	0	0	0	0	0	2,620
<b>DENIALS</b>	61	40	97	94	129	0	0	0	0	0	0	0	421
<b>APPEALS PROCESSED</b>	9	1	3	9	7	0	0	0	0	0	0	0	29
<b>APPLICATIONS MAILED OUT</b>	395	182	350	585	415	0	0	0	0	0	0	0	1,927
<b>CHANGES IN CLIENT FILE</b>	2,281	1,883	2,860	3,322	2,749	0	0	0	0	0	0	0	13,095
<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	25	102	63	0	0	0	0	0	0	0	216
<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