

**ReadMe Page**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook**

## DATA SOURCES

The Arkansas Department of Human Services (DHS) provided July 2016 to June 2017 membership and detailed incurred encounter claims as of April 2018. We understand the current NET vendors provided DHS with the detailed encounter claims as part of their regular data submission. This encounter data included medical provider identification, regional identification, trip counts, leg counts, and mileage. Given the current capitation arrangement of the NET program, encounter data is not available by payment date to validate the completeness of the data or calculate any outstanding liability. However, we reviewed the utilization data on a monthly basis and determined no adjustment is needed for additional claims runout.

## DATABOOK

We summarized the historical July 2016 to June 2017 membership and utilization in Exhibits A – G, each of which represents a distinct region. These exhibits include the members eligible to receive NET services for each of the region's counties by month. Additionally, we included the following utilization information:

- *Trip legs* – Summarized directly from the provided encounter data, this data accounts for the various stops within a trip. For example, a beneficiary may go to the doctor, the pharmacy, and a second appointment all within one trip on the same day.
- *Trips* – Calculated as one trip per encounter record, this data represents the unique trips provided by the NET vendor. The number of canceled trips reported in the data is immaterial in the historical time period. Such claims are not included in the databook.
- *Mileage* – Summarized directly from the provided encounter data, this contains the actual mileage incurred.

## CAVEATS AND LIMITATIONS

Milliman relied on multiple sources of encounter and eligibility data to develop the NET data book, including detailed encounter data, eligibility data, capitation payment data, and provider information from DHS. **Milliman did not audit any of the data sources**, but did assess the data for reasonableness as documented in this report.

Milliman relied on DHS for the accuracy of its eligibility data and for the collection and processing of the encounter. If the data used is inadequate or incomplete, the results will be likewise inadequate or incomplete.

Future capitated experience under the NET program will differ from the historical NET data book data due to enrollment changes, health care utilization and cost trend, medical management changes, provider reimbursement changes, and many other factors.

The NET data book was prepared solely to provide relevant historical data and background information to potential contractors responding to the RFP. It may not be appropriate for other purposes. Milliman does not intend to benefit, and assumes no duty or liability to, other parties who receive this work. The NET data book should only be reviewed in its entirety.

The NET data book results are technical in nature and are dependent upon specific assumptions and methods. No party should rely on the NET data book without a thorough understanding of those assumptions and methods. Such an understanding may require consultation with qualified professionals.

Guidelines issued by the American Academy of Actuaries require actuaries to include their professional qualifications in all actuarial communications. Michael Cook and Greg J. Herrle are actuaries at Milliman, members of the American Academy of Actuaries, and meet the qualification standards for performing the analyses in this report.

The terms of Milliman's contract with the Arkansas Department of Human Services #4600041898 apply to this letter and its use.

**Exhibit 1A**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region A**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
BAXTER	10,433	10,628	10,825	10,869	10,816	10,806	10,802	10,878	10,467	10,497	10,478	10,325	127,824
BENTON	44,160	45,700	46,952	46,930	46,496	46,865	47,217	47,631	44,578	45,025	45,058	44,673	551,285
BOONE	11,154	11,396	11,554	11,586	11,555	11,626	11,688	11,814	11,418	11,387	11,301	11,172	137,651
CARROLL	7,479	7,800	7,988	7,994	7,977	8,057	8,088	8,205	7,785	7,834	7,858	7,741	94,806
MADISON	4,814	4,983	5,057	5,037	5,010	5,076	5,054	5,106	4,897	4,944	4,919	4,892	59,789
MARION	4,738	4,874	4,936	4,962	4,936	4,946	4,988	5,042	4,877	4,853	4,823	4,749	58,724
NEWTON	2,625	2,651	2,686	2,681	2,672	2,657	2,671	2,698	2,596	2,568	2,545	2,545	31,595
SEARCY	2,899	2,923	2,978	2,975	2,948	2,980	2,990	2,992	2,913	2,891	2,864	2,865	35,218
WASHINGTON	47,456	49,770	51,331	51,704	51,292	52,013	52,321	52,988	49,627	50,288	50,114	49,816	608,720
<b>TOTAL</b>	<b>135,758</b>	<b>140,725</b>	<b>144,307</b>	<b>144,738</b>	<b>143,702</b>	<b>145,026</b>	<b>145,819</b>	<b>147,354</b>	<b>139,158</b>	<b>140,287</b>	<b>139,960</b>	<b>138,778</b>	<b>1,705,612</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
BAXTER	1,012	1,018	901	872	801	817	900	768	892	750	819	699	10,249
BENTON	3,141	3,595	3,405	3,314	2,922	2,930	3,288	3,301	3,671	3,368	3,363	2,939	39,237
BOONE	1,489	1,517	1,304	1,344	1,101	1,246	1,322	1,501	1,401	1,112	1,240	1,092	15,669
CARROLL	594	532	490	340	341	285	365	324	381	341	398	274	4,665
MADISON	681	529	506	502	391	395	438	478	505	434	524	533	5,916
MARION	606	529	364	360	284	341	375	331	403	357	336	259	4,545
NEWTON	247	196	121	132	130	125	115	147	127	155	172	118	1,785
SEARCY	482	532	517	457	391	421	425	440	475	457	528	326	5,451
WASHINGTON	5,861	6,175	6,086	5,945	5,567	4,853	5,909	5,931	5,954	5,604	6,039	5,808	69,732
<b>TOTAL</b>	<b>14,113</b>	<b>14,623</b>	<b>13,694</b>	<b>13,266</b>	<b>11,928</b>	<b>11,413</b>	<b>13,137</b>	<b>13,221</b>	<b>13,809</b>	<b>12,578</b>	<b>13,419</b>	<b>12,048</b>	<b>157,249</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1A**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region A**

<b>Trips</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
BAXTER	555	528	468	449	412	426	458	396	450	397	437	353	5,329
BENTON	1,686	1,931	1,860	1,813	1,602	1,606	1,802	1,810	1,999	1,848	1,840	1,585	21,382
BOONE	774	801	675	695	579	646	690	789	727	581	636	562	8,155
CARROLL	310	275	258	177	175	146	185	163	191	173	205	136	2,394
MADISON	352	272	273	270	200	209	229	255	270	238	284	283	3,135
MARION	328	263	181	175	145	168	189	165	201	185	169	129	2,298
NEWTON	135	100	63	71	70	68	63	76	69	83	88	58	944
SEARCY	243	266	261	230	200	207	212	218	243	222	265	160	2,727
WASHINGTON	3,130	3,325	3,267	3,179	2,984	2,594	3,138	3,217	3,205	3,031	3,205	3,122	37,397
<b>TOTAL</b>	<b>7,513</b>	<b>7,761</b>	<b>7,306</b>	<b>7,059</b>	<b>6,367</b>	<b>6,070</b>	<b>6,966</b>	<b>7,089</b>	<b>7,355</b>	<b>6,758</b>	<b>7,129</b>	<b>6,388</b>	<b>83,761</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

<b>Mileage</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
BAXTER	16,105	16,082	14,417	11,545	13,466	14,889	15,311	12,299	15,005	11,895	14,360	11,490	166,864
BENTON	49,628	59,244	57,814	57,218	44,676	46,598	52,021	49,281	58,084	50,041	50,945	45,965	621,515
BOONE	22,726	24,810	22,899	23,973	16,780	24,306	23,871	26,607	21,361	19,118	21,925	15,320	263,696
CARROLL	17,244	14,386	13,210	11,229	10,317	10,710	11,300	10,111	13,266	10,850	12,583	8,853	144,059
MADISON	14,021	12,052	11,111	11,644	9,695	10,619	10,370	11,165	13,071	10,922	11,069	11,956	137,695
MARION	14,879	12,335	8,739	9,311	7,309	8,396	7,950	9,993	12,177	9,761	10,415	7,089	118,354
NEWTON	7,535	6,429	3,432	4,169	4,686	4,074	4,829	4,550	6,121	4,086	6,356	5,169	61,436
SEARCY	16,797	17,765	17,026	14,927	13,052	13,452	14,040	15,128	14,354	14,671	15,794	12,544	179,550
WASHINGTON	81,058	77,032	74,013	73,463	68,026	63,624	73,542	71,805	72,788	70,039	74,268	74,338	873,996
<b>TOTAL</b>	<b>239,993</b>	<b>240,135</b>	<b>222,661</b>	<b>217,479</b>	<b>188,007</b>	<b>196,668</b>	<b>213,234</b>	<b>210,939</b>	<b>226,227</b>	<b>201,383</b>	<b>217,715</b>	<b>192,724</b>	<b>2,567,165</b>

Mileage = The number of loaded miles reported for all trips.

**Exhibit 1B**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region B**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLEBURNE	6,525	6,701	6,839	6,864	6,837	6,905	6,959	7,079	6,773	6,824	6,824	6,754	81,884
FULTON	4,036	4,068	4,092	4,053	4,053	4,044	4,041	4,039	3,935	3,898	3,908	3,856	48,023
INDEPENDENCE	10,964	11,165	11,352	11,356	11,231	11,301	11,262	11,378	10,838	10,829	10,791	10,759	133,226
IZARD	4,068	4,149	4,240	4,244	4,244	4,284	4,279	4,308	4,166	4,152	4,112	4,096	50,342
JACKSON	5,794	5,920	5,980	6,019	5,977	6,065	5,995	6,006	5,708	5,758	5,707	5,620	70,549
SHARP	6,215	6,382	6,430	6,475	6,436	6,461	6,525	6,517	6,355	6,336	6,321	6,250	76,703
STONE	4,431	4,487	4,549	4,551	4,481	4,488	4,497	4,522	4,428	4,435	4,411	4,368	53,648
VAN BUREN	4,700	4,858	4,984	5,044	5,038	5,054	5,078	5,160	4,956	4,938	4,943	4,944	59,697
WHITE	22,409	23,176	23,609	23,737	23,613	23,846	23,907	24,102	23,276	23,305	23,354	23,183	281,517
WOODRUFF	2,547	2,601	2,633	2,613	2,603	2,672	2,705	2,713	2,651	2,636	2,628	2,635	31,637
<b>TOTAL</b>	<b>71,689</b>	<b>73,507</b>	<b>74,708</b>	<b>74,956</b>	<b>74,513</b>	<b>75,120</b>	<b>75,248</b>	<b>75,824</b>	<b>73,086</b>	<b>73,111</b>	<b>72,999</b>	<b>72,465</b>	<b>887,226</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLEBURNE	881	618	668	571	534	533	593	554	704	662	604	617	7,539
FULTON	548	518	508	486	495	497	517	491	554	484	563	547	6,208
INDEPENDENCE	1,007	1,192	1,090	1,055	971	924	1,046	1,039	1,226	988	1,105	990	12,633
IZARD	402	468	424	395	367	338	359	326	346	316	289	286	4,316
JACKSON	575	633	580	623	605	533	528	604	576	541	498	516	6,812
SHARP	757	752	729	808	819	807	796	795	946	851	969	943	9,972
STONE	839	405	308	317	282	320	309	279	364	296	340	465	4,524
VAN BUREN	250	330	290	279	278	211	311	288	252	255	262	218	3,224
WHITE	2,537	2,174	1,858	1,901	1,755	1,719	1,926	1,865	1,980	1,799	1,851	2,276	23,641
WOODRUFF	569	369	371	368	295	324	431	349	437	479	422	446	4,860
<b>TOTAL</b>	<b>8,365</b>	<b>7,459</b>	<b>6,826</b>	<b>6,803</b>	<b>6,401</b>	<b>6,206</b>	<b>6,816</b>	<b>6,590</b>	<b>7,385</b>	<b>6,671</b>	<b>6,903</b>	<b>7,304</b>	<b>83,729</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1B**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region B**

**Trips**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLEBURNE	448	304	322	271	261	259	292	272	344	314	294	297	3,678
FULTON	323	318	308	275	259	259	271	252	296	256	292	291	3,400
INDEPENDENCE	538	627	588	556	503	476	535	533	627	508	573	511	6,575
IZARD	227	266	233	215	187	172	182	168	178	161	145	143	2,277
JACKSON	299	345	323	350	340	294	301	332	313	302	278	276	3,753
SHARP	468	482	457	459	424	421	420	411	493	438	502	488	5,463
STONE	446	208	160	161	145	162	159	141	189	150	177	245	2,343
VAN BUREN	127	167	150	137	139	107	161	146	126	132	134	108	1,634
WHITE	1,329	1,127	962	972	887	866	985	961	1,018	923	960	1,160	12,150
WOODRUFF	305	187	189	188	149	164	225	184	226	248	214	230	2,509
<b>TOTAL</b>	<b>4,510</b>	<b>4,031</b>	<b>3,692</b>	<b>3,584</b>	<b>3,294</b>	<b>3,180</b>	<b>3,531</b>	<b>3,400</b>	<b>3,810</b>	<b>3,432</b>	<b>3,569</b>	<b>3,749</b>	<b>43,782</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

**Mileage**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLEBURNE	17,586	15,924	17,262	16,427	14,642	14,290	15,438	14,955	17,277	15,716	15,164	15,647	190,328
FULTON	14,483	14,881	15,174	12,721	12,938	13,351	13,707	13,666	15,238	12,942	15,089	16,868	171,058
INDEPENDENCE	14,424	16,793	15,913	14,808	13,603	13,365	14,449	15,994	16,050	16,548	17,944	15,176	185,067
IZARD	13,221	14,344	13,988	12,530	11,634	10,174	12,024	11,493	10,748	9,492	9,468	8,311	137,427
JACKSON	13,831	16,137	15,024	15,953	15,040	14,658	13,196	14,906	15,427	13,827	12,043	12,772	172,814
SHARP	15,536	14,741	15,192	16,270	16,415	15,241	17,408	16,520	18,615	18,248	21,822	20,831	206,839
STONE	16,686	14,338	9,693	12,141	10,036	11,850	10,669	8,946	11,181	8,595	11,213	9,827	135,175
VAN BUREN	10,350	12,602	10,132	10,900	10,756	7,074	10,401	8,804	8,205	7,171	8,506	6,937	111,838
WHITE	45,609	47,820	42,026	43,260	38,873	35,890	40,118	40,160	41,823	38,305	38,840	42,075	494,799
WOODRUFF	16,988	14,763	16,456	16,501	12,531	14,607	18,456	14,681	16,244	18,752	16,459	16,421	192,859
<b>TOTAL</b>	<b>178,714</b>	<b>182,343</b>	<b>170,860</b>	<b>171,511</b>	<b>156,468</b>	<b>150,500</b>	<b>165,866</b>	<b>160,125</b>	<b>170,808</b>	<b>159,596</b>	<b>166,548</b>	<b>164,865</b>	<b>1,998,204</b>

Mileage = The number of loaded miles reported for all trips.

**Exhibit 1C**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region C**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLAY	5,283	5,374	5,421	5,416	5,362	5,362	5,374	5,431	5,229	5,235	5,216	5,042	63,745
CRAIGHEAD	29,856	30,440	30,931	31,003	30,813	31,142	31,302	31,433	29,933	30,027	29,970	29,576	366,426
CRITTENDEN	20,799	21,560	21,998	22,111	21,979	21,959	22,101	22,319	21,206	21,253	21,161	20,885	259,331
CROSS	6,063	6,230	6,303	6,313	6,274	6,359	6,384	6,418	6,161	6,120	6,139	6,094	74,858
GREENE	13,976	14,379	14,720	14,686	14,539	14,620	14,605	14,733	14,101	14,087	14,083	13,750	172,279
LAWRENCE	5,801	5,932	6,014	6,011	5,972	5,995	5,985	6,018	5,777	5,744	5,691	5,652	70,592
MISSISSIPPI	16,995	17,577	17,957	18,076	18,074	18,117	18,219	18,404	17,704	17,762	17,633	17,346	213,864
POINSETT	9,537	9,727	9,880	9,872	9,775	9,857	9,839	9,968	9,546	9,544	9,497	9,429	116,471
RANDOLPH	5,922	6,029	6,134	6,126	6,056	6,059	6,103	6,146	5,899	5,852	5,768	5,704	71,798
ST. FRANCIS	10,089	10,439	10,592	10,602	10,559	10,633	10,616	10,731	10,147	10,216	10,133	10,080	124,837
<b>TOTAL</b>	<b>124,321</b>	<b>127,687</b>	<b>129,950</b>	<b>130,216</b>	<b>129,403</b>	<b>130,103</b>	<b>130,528</b>	<b>131,601</b>	<b>125,703</b>	<b>125,840</b>	<b>125,291</b>	<b>123,558</b>	<b>1,534,201</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLAY	355	282	182	231	245	263	312	326	316	259	205	210	3,186
CRAIGHEAD	1,556	1,783	1,480	1,663	1,758	1,738	1,897	1,811	1,764	1,670	1,721	1,811	20,652
CRITTENDEN	2,191	2,039	2,008	1,775	1,503	1,874	2,174	2,112	1,970	2,763	3,195	2,335	25,939
CROSS	1,262	1,554	1,400	1,203	1,129	883	1,213	1,369	1,263	1,299	1,341	999	14,915
GREENE	547	595	530	576	566	480	557	654	720	595	719	636	7,175
LAWRENCE	283	234	237	222	150	170	187	148	209	194	182	196	2,412
MISSISSIPPI	1,280	1,556	1,376	1,263	1,206	1,120	1,445	1,400	1,352	1,417	1,337	1,234	15,986
POINSETT	1,332	775	676	740	1,287	971	1,211	989	971	1,037	823	981	11,793
RANDOLPH	349	317	270	257	271	205	264	284	363	274	286	329	3,469
ST. FRANCIS	2,921	3,568	3,010	2,880	2,619	2,143	2,905	3,131	3,056	3,288	3,382	3,227	36,130
<b>TOTAL</b>	<b>12,076</b>	<b>12,703</b>	<b>11,169</b>	<b>10,810</b>	<b>10,734</b>	<b>9,847</b>	<b>12,165</b>	<b>12,224</b>	<b>11,984</b>	<b>12,796</b>	<b>13,191</b>	<b>11,958</b>	<b>141,657</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1C**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region C**

**Trips**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLAY	178	154	97	113	121	128	169	172	169	133	108	115	1,657
CRAIGHEAD	809	916	773	866	938	856	990	916	916	849	889	938	10,656
CRITTENDEN	1,220	1,119	1,141	1,012	854	1,054	1,168	1,110	1,053	1,545	1,805	1,258	14,339
CROSS	661	810	739	631	596	457	639	709	655	676	699	529	7,801
GREENE	295	333	303	319	300	244	290	321	353	310	362	342	3,772
LAWRENCE	142	118	122	115	76	79	98	74	108	98	94	103	1,227
MISSISSIPPI	680	817	721	649	627	578	734	730	728	712	688	641	8,305
POINSETT	697	389	340	361	700	502	635	549	507	563	426	531	6,200
RANDOLPH	203	176	148	139	161	122	154	169	205	164	160	183	1,984
ST. FRANCIS	1,550	1,907	1,619	1,529	1,383	1,147	1,540	1,636	1,563	1,714	1,774	1,696	19,058
<b>TOTAL</b>	<b>6,435</b>	<b>6,739</b>	<b>6,003</b>	<b>5,734</b>	<b>5,756</b>	<b>5,167</b>	<b>6,417</b>	<b>6,386</b>	<b>6,257</b>	<b>6,764</b>	<b>7,005</b>	<b>6,336</b>	<b>74,999</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

**Mileage**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CLAY	11,942	7,970	5,289	8,339	7,382	7,479	9,757	9,870	8,878	7,863	5,858	7,283	97,910
CRAIGHEAD	17,471	20,201	18,515	23,137	22,227	18,120	23,802	20,493	20,578	20,799	22,926	26,940	255,209
CRITTENDEN	25,993	24,099	24,402	24,892	20,993	21,066	25,602	28,437	26,093	28,447	31,271	25,696	306,991
CROSS	21,376	25,018	23,649	22,655	19,729	16,178	21,331	23,450	21,458	20,464	19,978	16,445	251,731
GREENE	8,489	9,281	8,052	9,965	9,522	7,168	11,761	12,356	11,236	8,612	12,845	13,542	122,829
LAWRENCE	8,848	6,298	6,134	6,208	3,616	4,802	5,961	4,640	5,762	5,659	5,868	5,678	69,474
MISSISSIPPI	35,205	44,961	41,282	35,465	33,526	31,303	40,393	37,819	40,125	34,145	32,682	35,142	442,048
POINSETT	23,378	20,206	16,210	17,733	19,144	16,060	20,273	16,190	19,137	18,984	18,902	20,495	226,712
RANDOLPH	10,215	9,652	9,230	9,257	8,089	7,032	8,062	8,910	12,156	8,694	10,269	12,926	114,492
ST. FRANCIS	33,743	42,941	35,423	33,561	32,405	28,161	35,482	34,412	40,619	36,655	37,119	38,383	428,904
<b>TOTAL</b>	<b>196,660</b>	<b>210,627</b>	<b>188,186</b>	<b>191,212</b>	<b>176,633</b>	<b>157,369</b>	<b>202,424</b>	<b>196,577</b>	<b>206,042</b>	<b>190,322</b>	<b>197,718</b>	<b>202,530</b>	<b>2,316,300</b>

Mileage = The number of loaded miles reported for all trips.



**Exhibit 1D**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region D**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CONWAY	6,692	6,861	6,978	7,002	6,992	7,021	7,060	7,139	6,922	6,891	6,990	6,880	83,428
CRAWFORD	17,288	17,779	18,104	18,168	18,161	18,332	18,399	18,510	17,784	17,788	17,828	17,653	215,794
FRANKLIN	5,445	5,547	5,650	5,651	5,618	5,627	5,661	5,655	5,513	5,558	5,481	5,423	66,829
JOHNSON	8,516	8,747	8,927	8,929	8,923	9,036	9,067	9,194	8,787	8,780	8,823	8,750	106,479
LOGAN	6,931	7,129	7,257	7,326	7,251	7,316	7,306	7,370	7,097	7,101	7,129	7,008	86,221
PERRY	2,991	3,080	3,135	3,135	3,103	3,140	3,188	3,185	3,070	3,131	3,126	3,101	37,385
POLK	6,525	6,717	6,827	6,839	6,801	6,864	6,939	6,954	6,615	6,659	6,645	6,563	80,948
POPE	17,051	17,422	17,763	17,834	17,602	17,824	18,060	18,151	17,495	17,486	17,378	17,173	211,239
SCOTT	3,746	3,833	3,897	3,932	3,860	3,939	3,938	3,950	3,753	3,768	3,733	3,684	46,033
SEBASTIAN	35,424	36,760	37,603	37,990	37,845	38,220	38,535	38,960	37,354	37,511	37,523	37,019	450,744
YELL	6,678	6,868	6,984	6,936	6,883	6,872	6,950	6,965	6,669	6,734	6,697	6,723	81,959
<b>TOTAL</b>	<b>117,287</b>	<b>120,743</b>	<b>123,125</b>	<b>123,742</b>	<b>123,039</b>	<b>124,191</b>	<b>125,103</b>	<b>126,033</b>	<b>121,059</b>	<b>121,407</b>	<b>121,353</b>	<b>119,977</b>	<b>1,467,059</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CONWAY	237	323	324	358	289	259	355	246	310	298	405	417	3,821
CRAWFORD	1,526	2,288	2,504	2,435	2,064	2,033	2,313	2,297	2,423	2,516	2,874	2,771	28,044
FRANKLIN	378	355	287	377	305	316	393	356	318	347	351	297	4,080
JOHNSON	250	240	275	263	250	201	245	223	280	267	326	318	3,138
LOGAN	330	472	344	422	402	371	415	343	336	336	353	415	4,539
PERRY	63	81	89	79	75	69	91	78	84	79	66	48	902
POLK	300	322	292	305	250	238	280	298	286	207	218	300	3,296
POPE	945	1,069	1,002	979	949	874	881	864	1,057	897	906	898	11,321
SCOTT	202	204	264	197	180	155	144	190	213	231	278	272	2,530
SEBASTIAN	3,390	4,042	3,830	3,801	3,360	3,123	3,823	3,546	3,873	3,551	4,190	3,880	44,409
YELL	349	372	332	367	290	349	379	375	421	400	436	466	4,536
<b>TOTAL</b>	<b>7,970</b>	<b>9,768</b>	<b>9,543</b>	<b>9,583</b>	<b>8,414</b>	<b>7,988</b>	<b>9,319</b>	<b>8,816</b>	<b>9,601</b>	<b>9,129</b>	<b>10,403</b>	<b>10,082</b>	<b>110,616</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1D**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region D**

**Trips**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CONWAY	158	205	210	234	191	177	235	166	195	191	239	254	2,455
CRAWFORD	961	1,356	1,498	1,456	1,254	1,215	1,367	1,352	1,469	1,485	1,666	1,584	16,663
FRANKLIN	213	207	165	222	181	204	253	214	194	219	224	188	2,484
JOHNSON	151	140	157	156	146	114	136	130	162	158	179	173	1,802
LOGAN	248	352	248	298	281	282	282	237	240	237	249	287	3,241
PERRY	53	64	69	60	55	52	67	60	66	58	44	35	683
POLK	206	209	182	193	162	153	180	183	192	136	146	209	2,151
POPE	670	757	707	685	668	613	627	598	724	601	606	595	7,851
SCOTT	121	130	156	109	100	92	83	102	116	127	148	145	1,429
SEBASTIAN	2,307	2,682	2,459	2,433	2,143	1,998	2,416	2,259	2,475	2,173	2,530	2,338	28,213
YELL	253	270	238	255	204	244	264	261	291	271	290	309	3,150
<b>TOTAL</b>	<b>5,341</b>	<b>6,372</b>	<b>6,089</b>	<b>6,101</b>	<b>5,385</b>	<b>5,144</b>	<b>5,910</b>	<b>5,562</b>	<b>6,124</b>	<b>5,656</b>	<b>6,321</b>	<b>6,117</b>	<b>70,122</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

**Mileage**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CONWAY	6,730	8,892	10,390	10,107	7,827	7,270	11,425	5,920	8,644	7,682	11,769	12,236	108,892
CRAWFORD	33,738	50,670	55,705	52,495	43,408	43,348	49,213	50,423	52,987	54,447	66,878	57,793	611,105
FRANKLIN	14,558	14,114	11,476	16,656	11,568	10,943	13,946	15,133	11,632	12,477	14,926	13,951	161,380
JOHNSON	10,428	10,268	13,187	11,908	9,870	7,897	11,201	9,622	11,629	12,048	14,279	13,069	135,406
LOGAN	12,276	16,070	13,497	17,344	15,895	14,866	16,024	12,496	13,896	13,553	13,510	16,618	176,045
PERRY	2,161	3,131	3,408	2,898	2,886	2,637	3,287	2,437	3,158	2,991	2,577	1,845	33,416
POLK	14,267	16,984	15,710	17,374	13,520	13,356	16,287	17,425	15,657	12,473	12,081	14,743	179,877
POPE	20,547	23,882	22,818	22,918	20,348	17,862	20,685	20,612	25,424	20,750	21,445	19,963	257,254
SCOTT	9,993	9,952	11,851	10,698	8,492	6,068	6,864	8,404	9,971	11,883	14,891	13,201	122,268
SEBASTIAN	56,408	69,454	68,344	64,943	56,765	50,821	67,479	65,718	65,294	65,594	78,029	66,411	775,260
YELL	7,830	10,377	10,297	9,336	7,120	10,522	9,889	9,509	10,446	9,815	11,027	11,639	117,807
<b>TOTAL</b>	<b>188,936</b>	<b>233,794</b>	<b>236,683</b>	<b>236,677</b>	<b>197,699</b>	<b>185,590</b>	<b>226,300</b>	<b>217,699</b>	<b>228,738</b>	<b>223,713</b>	<b>261,412</b>	<b>241,469</b>	<b>2,678,710</b>

Mileage = The number of loaded miles reported for all trips.

**Exhibit 1E**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region E**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CALHOUN	1,353	1,383	1,402	1,421	1,407	1,426	1,441	1,453	1,388	1,365	1,382	1,356	16,777
CLARK	5,891	6,051	6,130	6,175	6,127	6,167	6,198	6,256	5,990	5,982	5,909	5,831	72,707
COLUMBIA	7,195	7,450	7,600	7,653	7,647	7,729	7,737	7,821	7,456	7,426	7,374	7,304	90,392
DALLAS	2,482	2,538	2,565	2,550	2,526	2,546	2,522	2,554	2,436	2,417	2,404	2,382	29,922
GARLAND	30,412	31,239	31,746	31,913	31,813	32,232	32,320	32,568	30,962	30,849	30,771	30,461	377,286
HEMPSTEAD	7,510	7,700	7,807	7,868	7,838	7,919	7,930	8,007	7,642	7,685	7,687	7,650	93,243
HOT SPRING	9,155	9,452	9,612	9,644	9,569	9,664	9,726	9,868	9,496	9,448	9,528	9,499	114,661
HOWARD	4,623	4,774	4,841	4,841	4,809	4,820	4,875	4,949	4,720	4,712	4,695	4,703	57,362
LAFAYETTE	2,507	2,550	2,572	2,560	2,542	2,546	2,535	2,541	2,463	2,441	2,439	2,418	30,114
LITTLE RIVER	3,490	3,509	3,578	3,579	3,575	3,600	3,605	3,645	3,500	3,484	3,453	3,458	42,476
MILLER	14,198	14,683	14,939	15,101	15,073	15,124	15,222	15,377	14,891	14,903	14,813	14,609	178,933
MONTGOMERY	2,851	2,915	2,980	2,963	2,930	2,950	2,956	2,966	2,836	2,833	2,858	2,836	34,874
NEVADA	3,040	3,121	3,144	3,133	3,124	3,143	3,157	3,188	3,082	3,055	3,033	3,003	37,223
OUACHITA	8,596	8,854	9,019	9,041	9,042	9,070	9,105	9,158	8,756	8,753	8,674	8,685	106,753
PIKE	3,568	3,648	3,705	3,689	3,631	3,659	3,634	3,686	3,505	3,469	3,474	3,460	43,128
SALINE	20,312	21,068	21,576	21,615	21,554	21,729	21,919	22,203	20,860	21,096	21,289	21,215	256,436
SEVIER	5,591	5,839	5,926	5,896	5,830	5,887	5,926	5,989	5,697	5,709	5,737	5,760	69,787
UNION	13,167	13,590	13,878	13,931	13,893	14,025	14,061	14,154	13,603	13,578	13,602	13,542	165,024
<b>TOTAL</b>	<b>145,941</b>	<b>150,364</b>	<b>153,020</b>	<b>153,573</b>	<b>152,930</b>	<b>154,236</b>	<b>154,869</b>	<b>156,383</b>	<b>149,283</b>	<b>149,205</b>	<b>149,122</b>	<b>148,172</b>	<b>1,817,098</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CALHOUN	73	82	96	75	84	82	95	115	127	106	122	110	1,167
CLARK	628	744	698	688	590	572	592	701	827	736	856	1,252	8,884
COLUMBIA	604	700	684	617	551	607	614	518	662	660	679	690	7,586
DALLAS	198	243	219	187	224	201	231	189	216	163	208	227	2,506
GARLAND	4,303	4,649	4,598	4,707	4,074	3,982	4,335	4,349	4,559	4,279	4,649	4,426	52,910
HEMPSTEAD	491	530	514	520	433	437	490	495	504	378	461	398	5,651
HOT SPRING	758	1,067	976	954	805	774	770	786	877	825	860	841	10,293
HOWARD	143	187	195	180	170	206	217	164	180	175	181	196	2,194
LAFAYETTE	163	199	183	190	169	157	123	141	184	176	158	148	1,991
LITTLE RIVER	233	217	212	215	174	174	188	208	185	168	154	199	2,327
MILLER	699	793	799	844	767	765	843	730	891	784	735	778	9,428
MONTGOMERY	89	143	200	186	169	192	201	211	213	210	199	97	2,110
NEVADA	151	143	141	158	125	121	129	122	139	124	153	159	1,665
OUACHITA	628	743	587	678	635	665	643	617	656	526	646	649	7,673
PIKE	226	263	257	274	265	241	242	210	206	219	213	220	2,836
SALINE	1,071	1,245	1,179	1,106	1,017	961	1,074	1,083	1,191	1,128	1,215	1,244	13,514
SEVIER	253	291	260	282	240	214	233	158	231	205	215	252	2,834
UNION	1,384	1,651	1,642	1,671	1,480	1,442	1,509	1,478	1,640	1,558	1,645	1,635	18,735
<b>TOTAL</b>	<b>12,095</b>	<b>13,890</b>	<b>13,440</b>	<b>13,532</b>	<b>11,972</b>	<b>11,793</b>	<b>12,529</b>	<b>12,275</b>	<b>13,488</b>	<b>12,420</b>	<b>13,349</b>	<b>13,521</b>	<b>154,304</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1E**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region E**

<b>Trips</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CALHOUN	53	64	70	57	63	56	65	76	92	82	85	89	852
CLARK	383	481	446	435	378	366	374	451	518	454	528	810	5,624
COLUMBIA	355	404	392	359	317	341	351	291	393	379	393	389	4,364
DALLAS	112	138	120	103	128	120	135	113	127	101	123	128	1,448
GARLAND	2,510	2,702	2,664	2,762	2,385	2,322	2,575	2,540	2,688	2,535	2,706	2,580	30,969
HEMPSTEAD	417	460	443	438	373	381	422	426	445	322	388	348	4,863
HOT SPRING	443	634	606	582	498	489	471	478	552	504	519	523	6,299
HOWARD	123	165	176	163	147	183	190	144	161	158	161	175	1,946
LAFAYETTE	152	190	179	177	157	149	118	136	166	163	150	141	1,878
LITTLE RIVER	195	192	166	168	132	139	156	171	154	138	129	151	1,891
MILLER	530	631	649	673	634	628	679	616	723	644	610	651	7,668
MONTGOMERY	49	79	116	108	98	109	115	121	126	123	118	53	1,215
NEVADA	135	128	123	141	114	112	114	106	126	107	129	143	1,478
OUACHITA	353	416	330	379	359	381	376	354	372	312	378	366	4,376
PIKE	145	152	137	143	142	128	130	114	109	121	123	126	1,570
SALINE	629	693	658	622	565	538	609	610	683	666	727	736	7,736
SEVIER	178	199	189	211	165	144	153	114	160	157	159	182	2,011
UNION	987	1,180	1,213	1,223	1,097	1,068	1,117	1,094	1,204	1,149	1,205	1,217	13,754
<b>TOTAL</b>	<b>7,749</b>	<b>8,908</b>	<b>8,677</b>	<b>8,744</b>	<b>7,752</b>	<b>7,654</b>	<b>8,150</b>	<b>7,955</b>	<b>8,799</b>	<b>8,115</b>	<b>8,631</b>	<b>8,808</b>	<b>99,942</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

<b>Mileage</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
CALHOUN	3,435	3,511	4,116	2,943	3,096	3,420	3,554	4,737	4,611	3,638	4,223	4,930	46,214
CLARK	14,341	15,865	16,279	17,110	14,627	12,943	14,403	17,595	22,454	20,345	24,006	23,388	213,356
COLUMBIA	19,616	23,880	22,467	22,572	21,287	20,228	19,950	17,646	24,164	23,332	27,418	23,903	266,463
DALLAS	9,028	11,069	9,385	8,040	10,716	8,838	9,857	9,508	11,653	6,830	9,736	11,875	116,535
GARLAND	51,452	70,869	71,291	73,281	64,095	62,748	66,693	67,026	72,187	68,268	77,490	73,598	818,998
HEMPSTEAD	10,609	12,686	12,854	14,032	9,592	9,712	12,175	11,940	13,548	8,925	13,081	10,952	140,106
HOT SPRING	17,827	27,568	27,171	27,191	20,664	19,628	19,995	19,899	20,387	22,036	23,468	20,997	266,831
HOWARD	7,066	9,954	10,661	10,390	9,184	12,335	12,348	8,768	9,781	9,368	8,632	9,504	117,991
LAFAYETTE	6,559	8,632	8,977	7,574	6,346	5,996	5,129	6,820	8,041	7,471	6,359	6,973	84,877
LITTLE RIVER	6,433	6,689	7,929	9,081	6,098	5,895	6,890	7,682	6,525	6,518	7,423	7,924	85,087
MILLER	15,715	18,872	20,190	20,161	19,006	13,994	18,413	14,716	16,288	14,643	16,706	15,927	204,631
MONTGOMERY	3,710	6,753	9,958	8,238	7,995	8,961	9,184	9,831	9,775	10,112	9,274	3,982	97,773
NEVADA	5,581	5,539	5,447	6,285	5,887	5,374	6,623	7,669	7,282	6,208	6,589	7,348	75,832
OUACHITA	19,487	24,625	21,171	22,968	19,624	22,641	21,968	20,450	22,879	19,530	21,379	24,127	260,849
PIKE	9,918	10,603	11,600	12,822	10,547	8,440	9,435	8,621	7,977	8,399	7,961	9,138	115,461
SALINE	22,781	29,144	28,522	26,935	23,953	22,245	24,541	24,169	26,156	26,217	28,642	28,013	311,318
SEVIER	8,973	10,221	10,514	10,194	9,708	9,245	8,760	6,934	8,441	7,555	7,870	9,263	107,678
UNION	30,142	35,845	38,733	37,377	29,075	32,349	31,342	26,782	32,897	31,897	36,629	35,807	398,875
<b>TOTAL</b>	<b>262,673</b>	<b>332,325</b>	<b>337,265</b>	<b>337,194</b>	<b>291,500</b>	<b>284,992</b>	<b>301,260</b>	<b>290,793</b>	<b>325,046</b>	<b>301,292</b>	<b>336,886</b>	<b>327,649</b>	<b>3,728,875</b>

Mileage = The number of loaded miles reported for all trips.

**Exhibit 1F**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region F**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
ARKANSAS	6,596	6,780	6,878	6,912	6,867	6,864	6,861	6,923	6,775	6,725	6,857	6,966	82,004
ASHLEY	7,584	7,775	7,827	7,818	7,758	7,822	7,854	7,891	7,566	7,512	7,486	7,423	92,316
BRADLEY	3,914	4,010	4,085	4,086	4,053	4,105	4,116	4,135	3,949	3,973	4,004	3,970	48,400
CHICOT	5,053	5,156	5,214	5,192	5,161	5,202	5,218	5,238	5,030	5,058	5,072	4,998	61,592
CLEVELAND	2,270	2,328	2,352	2,372	2,347	2,409	2,430	2,456	2,318	2,334	2,345	2,360	28,321
DESHA	5,484	5,584	5,612	5,605	5,534	5,548	5,515	5,571	5,336	5,275	5,221	5,174	65,459
DREW	5,976	6,137	6,204	6,189	6,170	6,238	6,176	6,215	5,972	5,964	5,906	5,918	73,065
GRANT	4,080	4,195	4,279	4,281	4,257	4,278	4,292	4,366	4,192	4,210	4,226	4,168	50,824
JEFFERSON	25,955	26,866	27,322	27,345	27,232	27,441	27,458	27,615	26,208	26,161	26,125	25,927	321,655
LEE	3,791	3,855	3,895	3,929	3,929	3,937	3,934	3,972	3,862	3,870	3,814	3,744	46,532
LINCOLN	3,439	3,519	3,589	3,595	3,560	3,596	3,585	3,644	3,472	3,429	3,403	3,373	42,204
MONROE	3,052	3,114	3,171	3,172	3,151	3,182	3,198	3,224	3,106	3,132	3,123	3,120	37,745
PHILLIPS	10,121	10,475	10,591	10,615	10,609	10,656	10,680	10,767	10,250	10,309	10,244	10,078	125,395
PRAIRIE	2,382	2,410	2,444	2,425	2,428	2,492	2,496	2,506	2,416	2,418	2,393	2,396	29,206
<b>TOTAL</b>	<b>89,697</b>	<b>92,204</b>	<b>93,463</b>	<b>93,536</b>	<b>93,056</b>	<b>93,770</b>	<b>93,813</b>	<b>94,523</b>	<b>90,452</b>	<b>90,370</b>	<b>90,219</b>	<b>89,615</b>	<b>1,104,718</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
ARKANSAS	727	769	683	765	705	765	763	737	817	745	779	754	9,009
ASHLEY	1,261	1,500	1,508	1,577	1,364	1,467	1,436	1,262	1,491	1,328	1,413	1,375	16,982
BRADLEY	731	870	755	728	632	609	685	629	739	670	747	712	8,507
CHICOT	1,119	1,338	1,327	1,347	1,187	1,126	1,233	1,113	1,243	1,026	1,207	1,237	14,503
CLEVELAND	139	197	179	190	162	144	138	177	186	163	190	219	2,084
DESHA	796	859	826	828	684	668	718	716	809	749	800	876	9,329
DREW	752	846	879	778	657	661	638	622	764	717	778	652	8,744
GRANT	106	145	137	116	147	129	122	140	156	183	266	223	1,870
JEFFERSON	4,207	3,926	3,371	3,523	3,029	2,936	3,186	3,116	3,612	3,164	3,616	3,707	41,393
LEE	620	701	690	624	577	589	626	677	765	664	587	628	7,748
LINCOLN	503	528	469	494	369	375	390	401	443	408	409	572	5,361
MONROE	587	691	566	657	693	711	658	665	759	649	632	671	7,939
PHILLIPS	1,531	1,747	1,680	1,718	1,366	1,524	1,755	1,557	1,750	1,517	1,339	1,658	19,142
PRAIRIE	248	301	296	284	281	250	251	272	246	237	214	225	3,105
<b>TOTAL</b>	<b>13,327</b>	<b>14,418</b>	<b>13,366</b>	<b>13,629</b>	<b>11,853</b>	<b>11,954</b>	<b>12,599</b>	<b>12,084</b>	<b>13,780</b>	<b>12,220</b>	<b>12,977</b>	<b>13,509</b>	<b>155,716</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1F**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region F**

<b>Trips</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
ARKANSAS	434	473	410	456	419	450	448	435	481	439	456	431	5,332
ASHLEY	781	953	947	969	822	873	854	763	872	771	819	799	10,223
BRADLEY	571	695	605	586	500	479	555	506	588	523	623	565	6,796
CHICOT	618	743	731	742	660	629	675	617	706	574	681	696	8,072
CLEVELAND	81	123	112	110	91	83	82	109	118	104	119	130	1,262
DESHA	534	594	560	557	464	455	486	483	546	508	553	582	6,322
DREW	466	523	539	488	416	413	406	374	460	439	466	401	5,391
GRANT	68	94	82	70	94	79	79	84	100	108	149	124	1,131
JEFFERSON	2,867	2,659	2,284	2,394	2,059	2,040	2,213	2,142	2,461	2,189	2,425	2,476	28,209
LEE	326	362	352	315	288	299	316	350	393	336	302	319	3,958
LINCOLN	327	304	274	283	213	208	224	237	263	241	238	353	3,165
MONROE	305	363	298	341	368	380	345	344	399	341	319	351	4,154
PHILLIPS	803	913	886	908	718	800	918	770	907	787	692	862	9,964
PRAIRIE	130	154	157	148	146	131	135	149	132	125	112	116	1,635
<b>TOTAL</b>	<b>8,311</b>	<b>8,953</b>	<b>8,237</b>	<b>8,367</b>	<b>7,258</b>	<b>7,319</b>	<b>7,736</b>	<b>7,363</b>	<b>8,426</b>	<b>7,485</b>	<b>7,954</b>	<b>8,205</b>	<b>95,614</b>

Trip = Number of times a vehicle is sent out to provide trip legs.

<b>Mileage</b>													
County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
ARKANSAS	17,409	18,953	15,488	16,412	16,108	15,861	16,850	16,491	19,193	16,522	16,823	16,653	202,763
ASHLEY	53,196	59,416	52,197	50,650	48,205	48,420	49,421	46,455	51,705	47,433	49,682	47,699	604,479
BRADLEY	13,317	18,568	18,140	15,771	14,439	13,668	14,502	12,851	15,716	14,430	15,128	16,845	183,375
CHICOT	42,988	58,386	52,354	52,977	49,913	41,139	48,444	46,202	54,202	42,769	48,574	50,847	588,795
CLEVELAND	4,515	6,240	5,115	7,167	5,104	4,216	4,658	6,316	6,298	6,144	6,803	7,130	69,706
DESHA	37,723	41,275	40,934	41,430	33,335	32,724	35,657	36,727	39,701	35,824	38,621	41,065	455,016
DREW	22,258	24,183	26,783	21,729	21,332	20,301	20,071	20,937	23,959	26,688	26,947	22,624	277,812
GRANT	2,820	4,220	4,006	3,089	3,408	3,485	3,302	3,820	4,480	5,105	7,945	6,079	51,759
JEFFERSON	49,655	52,679	44,909	52,549	44,056	39,632	43,951	45,750	49,968	41,920	47,681	55,210	567,960
LEE	18,924	22,883	21,416	17,573	18,047	19,900	22,879	25,204	25,263	21,756	20,456	22,485	256,786
LINCOLN	12,693	16,062	14,912	15,636	12,010	11,477	12,154	14,245	14,586	14,154	13,841	16,729	168,499
MONROE	21,289	22,550	20,075	23,742	22,669	24,684	19,719	20,294	26,682	24,376	24,462	22,362	272,904
PHILLIPS	49,756	58,474	50,992	52,194	47,089	47,396	60,553	60,625	68,307	52,943	47,890	55,244	651,463
PRAIRIE	7,979	9,331	9,751	9,502	8,845	10,103	9,210	9,864	8,790	7,802	6,978	7,344	105,499
<b>TOTAL</b>	<b>354,522</b>	<b>413,220</b>	<b>377,072</b>	<b>380,421</b>	<b>344,560</b>	<b>333,006</b>	<b>361,371</b>	<b>365,781</b>	<b>408,850</b>	<b>357,866</b>	<b>371,831</b>	<b>388,316</b>	<b>4,456,816</b>

Mileage = The number of loaded miles reported for all trips.

**Exhibit 1G**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region G**

**Eligible Members**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
FAULKNER	26,264	27,030	27,575	27,754	27,702	27,899	27,997	28,196	26,810	26,902	26,911	26,676	327,716
LONOKE	15,866	16,306	16,581	16,656	16,522	16,680	16,792	17,071	16,062	16,177	16,105	16,133	196,951
PULASKI	108,243	112,019	114,722	115,690	115,501	116,476	116,996	118,123	111,211	111,922	112,055	111,376	1,364,334
<b>TOTAL</b>	<b>150,373</b>	<b>155,355</b>	<b>158,878</b>	<b>160,100</b>	<b>159,725</b>	<b>161,055</b>	<b>161,785</b>	<b>163,390</b>	<b>154,083</b>	<b>155,001</b>	<b>155,071</b>	<b>154,185</b>	<b>1,889,001</b>

Eligibility = Number of people eligible for rides.

**Legs**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
FAULKNER	2,796	3,081	2,822	2,865	2,728	2,050	2,207	2,351	2,558	2,411	2,533	2,517	30,919
LONOKE	1,382	866	885	906	864	722	673	729	678	722	718	1,001	10,146
PULASKI	21,050	19,842	18,435	19,381	18,019	15,575	15,987	16,366	18,030	16,552	17,383	19,930	216,550
<b>TOTAL</b>	<b>25,228</b>	<b>23,789</b>	<b>22,142</b>	<b>23,152</b>	<b>21,611</b>	<b>18,347</b>	<b>18,867</b>	<b>19,446</b>	<b>21,266</b>	<b>19,685</b>	<b>20,634</b>	<b>23,448</b>	<b>257,615</b>

Leg = One segment of a trip from one destination to another, resulting in multiple legs for most trips.

**Exhibit 1G**  
**Arkansas Department of Human Services**  
**2019 Non-Emergency Transportation Databook – SFY 2017 Services**  
**Region G**

**Trips**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
FAULKNER	1,530	1,683	1,542	1,563	1,481	1,139	1,220	1,256	1,400	1,316	1,390	1,380	16,900
LONOKE	716	443	457	461	439	353	341	372	345	367	362	495	5,151
PULASKI	11,363	10,718	10,031	10,564	9,822	8,446	8,746	8,850	9,844	9,042	9,401	10,723	117,550
TOTAL	13,609	12,844	12,030	12,588	11,742	9,938	10,307	10,478	11,589	10,725	11,153	12,598	139,601

Trip = Number of times a vehicle is sent out to provide trip legs.

**Mileage**

County	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
FAULKNER	29,468	33,224	33,024	33,137	31,310	22,156	22,981	25,342	26,174	25,285	25,532	25,224	332,857
LONOKE	27,218	20,417	20,918	21,041	20,130	16,393	16,585	17,558	15,842	16,628	17,062	20,100	229,892
PULASKI	166,551	149,209	140,729	149,242	142,558	117,848	125,486	129,094	141,837	125,872	132,517	166,820	1,687,763
TOTAL	223,237	202,850	194,671	203,420	193,998	156,397	165,052	171,994	183,853	167,785	175,111	212,144	2,250,512

Mileage = The number of loaded miles reported for all trips.