Service by Community - A

Development Version: Crystal Reports XI, Service Pack 2

First Issuance Date: 7/25/06

Modification 1 (9/19/06): Added Location Level, Career Center, Site, and Report End Date Parameters.

Parameters: Location Level; Region; Career Center; Site; Fiscal Year; Report End Date.

Parameter List of Values Updated Date: N/A

Key Features: The Service by Community Report shows customers of the selected local office, career center, or region (all offices) who have received services according to their region of residence. Residents of the selected region are further shown by community of residence. **Note that the user MUST select a region even if running the report by site (local office) or career center.** Customers of the local offices or career centers included in the region will appear in this report as long as they received at least one approved general (support) service at the particular location level during the fiscal year. This report uses service dates, not transaction dates, and therefore will not match OSCCAR reports, which are based on transaction dates. Note also that residence in a community and region are determined by zip code of residence.

If you see a community identified as "Unknown," there is a mismatch in the zip code and city entered in MOSES. If you would like to troubleshoot this, you can drill down in the group tree on the left by clicking on the "+" signs: Service by Community->Home Region->Your Region->Unknown->City (incorrect in relation to zip)->Applicant ID.

Report Run Times: Anywhere from 5 to 50 minutes, depending upon the number of records.

Report Feedback: This report has been tested for accuracy; however, we encourage your feedback--if you get unexpected results or have other suggestions, please contact the report developer below.

Report Developer: Linda Bass, lbass@detma.org, 617-864-1570.

Service by Region and Community of Residence
for Metro North Customers

Print Date: 10/15/06 2:44:00PM
Data Date: 9/30/06 4:07:43PM

Fiscal Year 2006
As of 06/30/2006

	Regional Total	% of Total	Community Total	% of Region
Home Region:				
Metro North	**13,527**	**67.7%**		
Cambridge			1,759	13.0%
Somerville			1,333	9.9%
Woburn			1,299	9.6%
Chelsea			1,161	8.6%
Medford			1,112	8.2%
Malden			991	7.3%
Everett			854	6.3%
Arlington			729	5.4%
Revere			717	5.3%
Burlington			446	3.3%
Wakefield			427	3.2%
Stoneham			392	2.9%
Melrose			373	2.8%
Wilmington			366	2.7%
Watertown			351	2.6%
Reading			343	2.5%
Belmont			288	2.1%
Winchester			283	2.1%
North Reading			173	1.3%
Winthrop			130	1.0%
Other Regions:	**6,123**	**30.6%**		
Metro South West	**1,941**	**9.7%**		
Boston	**1,746**	**8.7%**		
Greater Lowell	**846**	**4.2%**		
North Shore	**830**	**4.2%**		
Lower Merrimack Valley	**287**	**1.4%**		
South Coastal	**142**	**0.7%**		
North Central Mass	**74**	**0.4%**		
Central Mass	**68**	**0.3%**		
Hampden	**37**	**0.2%**		
Bristol	**35**	**0.2%**		
Greater New Bedford	**34**	**0.2%**		
Cape Cod, Vineyard, Nantucket	**33**	**0.2%**		
Brockton	**31**	**0.2%**		
Berkshire	**10**	**0.1%**		
Franklin/Hampshire	**9**	**0.0%**		
Out of State	**330**	**1.7%**		
Total Customers:	**19,980**			