

Washington
Metropolitan
Area Transit
Authority

Contract C05108

MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C.

Conformed Contract

November 7, 2005

MetroAccess/MACS
Christian Kent
8405 Colesville Rd.
Silver Spring, Md.

Re: Contract C05108
Paratransit Services
Designation as Authority Representative

Dear Mr. Kent:

In accordance with the authority accorded by my appointment as Contracting Officer and by the WMATA Procurement Regulations, Mr. Kent is hereby designated as the Authority Representative (AR) for this contract. Please note that neither my appointment as Contracting Officer nor your designation as AR alters in any way your previously established chain of command or affects in any way the supervisory controls under which you operate regarding your other assigned functions.

It is essential that the contractor's performance be closely monitored during the entire contract period. Your duties and responsibilities as AR, which may not be re-delegated, are listed below. It is important that you familiarize yourself with the contractual documents, and understand how your responsibilities relate to the administration of the contract. The Contract Administrator, Ms. Cathy Rooths, will be the person to whom you may direct any questions you might have concerning your duties or interpretation of the contract conditions.

The AR shall, on the Authority's behalf, inspect the work of the contractor for compliance with the contract's specifications and other contractual requirements. The AR's function is to interpret the technical specification and verify that the full scope of work is being performed, is not degraded, and that the Authority's best interests are preserved and protected. The work will be conducted under the general direction of the Contracting Officer.

You will be the Authority's contact for normal day-to-day communications with the contractor. In the capacity of AR, you may undertake the following specific actions:

(1) Act as the principal point of contact with the contractor,

(2) Approve in writing the contractor's progress schedule and submittals when required,

(3) Inspect the work for compliance with the contract,

(4) ***Review and approve invoices and payment estimates. Forward invoices and receipts to accounting. Bring to the attention of the Contracting Officer any significant discrepancies is, or disputes concerning, contractor invoices or payments. In those cases requiring release of final retained percentage of payment, the AR will make his recommendations in writing to the Contracting Officer;***

600 Fifth Street, NW
Washington, D.C. 20001
202/962-1234
Washington
Metropolitan Area
Transit Authority

By Metrorail:
Judiciary Square-Red Line
Gallery Place-Chinatown
ed, Green and
Yellow Lines

A District of Columbia,
Maryland and Virginia
Transit Partnership

(5) Coordinate correspondence with the Contract Administrator if its importance significantly impacts the contractual terms and obligations,

(6) Evaluate the contractor's technical letters and proposals for the Contracting Officer,

(7) Advise the Contracting Officer of potential problems that may affect contract performance,

(8) Advise the Contracting Officer whenever the AR has reason to believe that the contractual not-to-exceed amount will be exceeded,

(9) Prepare the Authority estimate for Proposed Contract Modifications. Participate in negotiations of modifications.

(10) Receive from the Contractor, monthly, if applicable, DBE status reports and forward then to the Office of Civil Rights (CIVR),

(11) Maintain a comprehensive file record of documents and correspondence concerning contract activities and actions.

(12) Provide the Contract Administrator with a written notification after all supplies/services have been received with a statement that AR is not aware of any open issues that would preclude closeout of the contract and that the Contract is ready for closeout. Return the file, containing all records, correspondence, etc., to the Contract Administrator.

(13) Execute Standard Form 1420, which contains a detailed performance evaluation of the contractor. Note that if, there are one or more categories in which the contractor is deemed unsatisfactory, these evaluations must be provided to the contractor for comment,

(14) Provide the Contract Administrator with a written request (and requisition) to exercise option(s) [if any] a minimum of 90 days prior to the time established in the contract for exercise of the option.

There are certain actions which are reserved for only the Contracting Officer. They are:

(1) Issuance of a Final Decision under the "Disputes" article of the General Provisions,

(2) Issuance of Termination Notices pursuant to the terms of the contract,

(3) *Modifying or changing the contract scope of work, monetary terms or the period of performance.*

These designations and delegation of authority are effective as of this date and shall remain in full force until terminated in writing by the Contract Officer.

Sincerely,

William C. Ellerman
Contracting Officer

cc: MV Transportation

NOTICE OF AWARD/NOTICE TO PROCEED

October 25, 2005

Mr. Jon Monson, CEO
MV Transportation, Inc.
360 Campus Lane, Suite 201
Fairfield, Ca. 94534-1400

Re: Contract No. C05108
Paratransit Services to Maryland,
Virginia and Washington, D.C.
Notice-to-Proceed

Dear Mr. Monson:

You are hereby authorized to proceed with the transitional period for "start-up" period required by the referenced contract.

Pursuant to Special Conditions, 2.1.3, final Work completion, the contract period of performance for the Base Year Period is January 15, 2006 through January 14, 2010. The transition period for "start-up" will be from September 22, 2005 through January 14, 2006.

In accordance with Special Provisions Article 16, Insurance, you are hereby notified that the Certificates of Insurance provided on September 28, 2005 have been approved.

Please acknowledge receipt of this Notice-to-Proceed with an original signature of an Authorized Representative of your company in the space provided below.

Sincerely,

William C. Ellerman
Contracting Officer

RECEIVED:_____2005

MV Transportation, Inc.

By _____
Type Name and Title

Washington Metropolitan Area Transit Authority

600 Fifth Street, NW
Washington, D.C. 20001
202/962-1234

By Metrorail:
Judiciary Square-Red Line
Gallery Place-Chinatown
Red, Green and Yellow Lines

A District of Columbia Maryland and Virginia Transit Partnership

I:\paratransit\new requirement\Contract Award docs\mv ntp ;etter.wpd

September 22, 2005

Mr. Jon Monson, CEO
MV Transportation
360 Campus Lane, Suite 201
Fairfield, Ca. 94534-1400

RE: Notice of Award, Contract C05108
Paratransit Services to Maryland,
Virginia and Washington D.C.

Dear Mr. Monson:

The Washington Metropolitan Area Transit Authority hereby accepts your final proposal revision, Alternate Proposal, of September 6, 2005 in the total amount of $203,542,817 for the four (4) year base period to provide Paratransit Services for Maryland, Virginia and Washington, D.C. in accordance with RFP C05108/CR. The period of performance is January 15, 2006 through January 14, 2010. The transition period for "start-up" will be from September 22, 2005 through January 14, 2006. This is a Requirements Contract with incentives and disincentives.

In accordance with Special Provisions Article 16, "Insurance", you are required to provide the specified certificates of insurance at this time. Please be advised that you and your subcontractors are not permitted to provide any partransit transportation service until the required insurance certificates have been provided and approved.

A copy of the executed contract documents will be provided in the near future, however, you are to proceed with the contract transition activities based on this letter. A letter appointing the Authority Representative (AR), your principal point of contact for this contract, will be provided under separate cover. For contractual issues, your point of contact in the Office of Procurement and Materiels is Ms. Cathy Rooths, Contract Administrator. Ms. Rooths can be reached at (202) 962-2469 or crooths@wmata.com.

Washington
Metropolitan Area
Transit Authority

[illegible]

The undersigned has been duly designated by the Chief Executive Officer (CEO) of the Washington Metropolitan Area Transit Authority as the Contracting Officer for the referenced contract. As duly designated contracting Officer, the undersigned is empowered to enter into this contract on behalf of the Authority and to take all actions and to exercise all authority within approved funding limits permitted a Contracting Officer under the contract. All designations remain in effect for the duration of the contract unless changed by written notice.

Congratulations on your selection as WMATA's new paratransit service provider. WMATA looks forward to a successful transition with implementation of the services to begin January 15, 2006.

Sincerely,

William C. Ellerman
Contracting Officer

cc: C. Kent/MACS

CERTIFICATE OF INSURANCE

MARSH

CERTIFICATE OF INSURANCE

CERTIFICATE NUMBER
SEA-000915674-03

PRODUCER

MARSH USA INC.
111 S.W. COLUMBIA
FIFTH FLOOR
PORTLAND, OR 97201

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES DESCRIBED HEREIN.

[illegible]034-7-CAS-

INSURED

MV TRANSPORTATION, INC. & SUBSIDIARIES
360 CAMPUS LANE
SUITE 201
FAIRFIELD, CA 94535

COMPANIES AFFORDING COVERAGE

COMPANY A: DISCOVER PROPERTY & CASUALTY INSURANCE CO.

COMPANY B: LEXINGTON INSURANCE COMPANY

COMPANY C: THE INSURANCE COMPANY OF THE STATE OF PA

COMPANY D:

COVERAGES

This certificate supersedes and replaces any previously issued certificate for the policy period noted below. 2

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE DESCRIBED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THE CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND EXCLUSIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	D002L00179	02/01/05	02/01/06	GENERAL AGGREGATE	$ 5,000,000
	[X] COMMERCIAL GENERAL LIABILITY				PRODUCTS - COMP/OP AGG	$ 5,000,000
	[ ] CLAIMS MADE [X] OCCUR				PERSONAL & ADV INJURY	$ 5,000,000
	OWNER'S & CONTRACTOR'S PROT				EACH OCCURRENCE	$ 5,000,000
					FIRE DAMAGE (Any one fire)	$ 50,000
					MED EXP (Any one person)	$ 5,000
A	AUTOMOBILE LIABILITY	D002A00373	02/01/05	02/01/06	COMBINED SINGLE LIMIT	$ 5,000,000
	[X] ANY AUTO				BODILY INJURY (Per person)	$
	[ ] ALL OWNED AUTOS				BODILY INJURY (Per accident)	$
	[ ] SCHEDULED AUTOS				PROPERTY DAMAGE	$
	[ ] HIRED AUTOS					
	[ ] NON-OWNED AUTOS					
	[X] Limits Excess of $1Million SIR					
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT	$
	[ ] ANY AUTO				OTHER THAN AUTO ONLY:	
					EACH ACCIDENT	$
					AGGREGATE	$
	EXCESS LIABILITY				EACH OCCURRENCE	$
	[ ] UMBRELLA FORM				AGGREGATE	$
	[ ] OTHER THAN UMBRELLA FORM					$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	WC 371-59-41	03/13/05	03/13/06	WC STATU-TORY LIMITS / OTH-ER	
	THE PROPRIETOR/ PARTNERS/EXECUTIVE OFFICERS ARE: [ ] INCL [ ] EXCL				EL EACH ACCIDENT	$ 1,000,000
					EL DISEASE-POLICY LIMIT	$ 1,000,000
					EL DISEASE-EACH EMPLOYEE	$ 1,000,000
B	OTHER AUTO PHYSICAL DAMAGE	1282897	02/01/05	02/01/06	PER OCC. / AGGREGATE	$10,000,000
					ANY ONE VEHICLE	$250,000
					COMP./COLLISION DEDUCTIBLE	$5,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS

UNDER GENERAL AND AUTOMOBILE LIABILITY COVERAGES, CERTIFICATE HOLDER IS SHOWN AS ADDITIONAL INSURED PER SIGNED CONTRACT WITH NAMED INSURED.

CERTIFICATE HOLDER

WASHINGTON METROPOLITAN AREA
TRANSIT AUTHORITY
600 5th STREET NW, ROOM 3801
WASHINGTON, DC 20001

CANCELLATION

SHOULD ANY OF THE POLICIES DESCRIBED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES, OR THE ISSUER OF THIS CERTIFICATE.

MARSH USA INC.

BY: Darrell Bomberger

MM1(3/02)

VALID AS OF: 10/18/05

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

06/18/2006

DATE (MM/DD/YY) 09/28/2005

PRODUCER
Lockton Companies
CA License #0554167
444 W. 47th Street, Suite 900
Kansas City MO 64112-1906
(816) 960-9000

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

INSURED
1027833
MV TRANSPORTATION, INC. & SUBSIDIARIES
ATTN: TODD FOSTER
360 CAMPUS LANE, SUITE 201
FAIRFIELD CA 94535

INSURER A : NATIONAL UNION FIRE-AIG (CHICAGO)
INSURER B :
INSURER C :
INSURER D :
INSURER E :

COVERAGES ND

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
	GENERAL LIABILITY	NOT APPLICABLE			EACH OCCURRENCE	$ XXXXXXX
	COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE (Any one fire)	$ XXXXXXX
	CLAIMS MADE OCCUR				MED EXP (Any one person)	$ XXXXXXX
					PERSONAL & ADV INJURY	$ XXXXXXX
	GEN'L AGGREGATE LIMIT APPLIES PER:				GENERAL AGGREGATE	$ XXXXXXX
	POLICY PRO-JECT LOC				PRODUCTS - COMP/OP AGG	$ XXXXXXX
	AUTOMOBILE LIABILITY	NOT APPLICABLE			COMBINED SINGLE LIMIT (Ea accident)	$ XXXXXXX
	ANY AUTO				BODILY INJURY (Per person)	$ XXXXXXX
	ALL OWNED AUTOS				BODILY INJURY (Per accident)	$ XXXXXXX
	SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident)	$ XXXXXXX
	HIRED AUTOS					
	NON-OWNED AUTOS					
	GARAGE LIABILITY	NOT APPLICABLE			AUTO ONLY - EA ACCIDENT	$ XXXXXXX
	ANY AUTO				OTHER THAN AUTO ONLY: EA ACC	$ XXXXXXX
					AGG	$ XXXXXXX
	EXCESS LIABILITY	NOT APPLICABLE			EACH OCCURRENCE	$ XXXXXXX
	OCCUR CLAIMS MADE				AGGREGATE	$ XXXXXXX
	DEDUCTIBLE UMBRELLA FORM					$ XXXXXXX
	RETENTION $					$ XXXXXXX
						$ XXXXXXX
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	NOT APPLICABLE			WC STATU-TORY LIMITS OTH-ER	
					E.L. EACH ACCIDENT	$ XXXXXXX
					E.L. DISEASE - EA EMPLOYEE	$ XXXXXXX
					E.L. DISEASE - POLICY LIMIT	$ XXXXXXX
A	OTHER COMMERCIAL CRIME	004921878	06/18/2005	06/18/2006	SEE LIMITS AND RETENTIONS UNDER DESCRIPTION.	

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS
COMMERCIAL CRIME POLICY PROVIDES A LIMIT OF LIABILITY OF $500,000, DEDUCTIBLE AMOUNT (EACH LOSS) $25,000.

CERTIFICATE HOLDER

2313619
WASHINGTON METROPOLITIAN AREA
TRANSIT AUTHORITY
ATTN: CATHY ROOTHS
600 5TH STREET N.W., ROOM 3B01
WASHINGTON DC 20001

ADDITIONAL INSURED; INSURER LETTER: ____

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

© ACORD CORPORATION 1988

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

02/01/2006

DATE (MM/DD/YY) 09/28/2005

PRODUCER
Lockton Companies
CA License #0554167
444 W. 47th Street, Suite 900
Kansas City MO 64112-1906
(816) 960-9000

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

INSURED
1046445
MV TRANSPORTATION, INC. & SUBSIDIARIES
ATTN: TODD FOSTER
360 CAMPUS LANE, SUITE 201
FAIRFIELD CA 94535

INSURER A: DISCOVER PROPERTY & CASUALTY INS CO
INSURER B: LEXINGTON INSURANCE COMPANY
INSURER C: THE INS CO OF THE STATE OF PA
INSURER D:
INSURER E:

COVERAGES ND

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC	D002L00179	02/01/2005	02/01/2006	EACH OCCURRENCE FIRE DAMAGE (Any one fire) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 5,000,000 $ 50,000 $ 5,000 $ 5,000,000 $ 5,000,000 $ 5,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS	D002A00373	02/01/2005	02/01/2006	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 5,000,000 $ XXXXXXX $ XXXXXXX $ XXXXXXX
	GARAGE LIABILITY ANY AUTO	NOT APPLICABLE			AUTO ONLY - EA ACCIDENT OTHER THAN AUTO ONLY: EA ACC AGG	$ XXXXXXX $ XXXXXXX $ XXXXXXX
	EXCESS LIABILITY OCCUR CLAIMS MADE DEDUCTIBLE UMBRELLA FORM RETENTION $	NOT APPLICABLE			EACH OCCURRENCE AGGREGATE	$ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	WC 371-59-41 (AOS)	03/13/2005	03/13/2006	X WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
B	OTHER AUTO PHYSICAL DAMAGE	1282897	02/01/2005	02/01/2006	$10,000,000 PER OCCURRENCE; $250,000 MAX ANY ONE VEHICLE; $5,000 COMP/COLL DED	

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS
WMATA IS ADDED AS AN ADDITIONAL INSURED ON THE GENERAL AND AUTO LIABILITY COVERAGES.

CERTIFICATE HOLDER
2313618
WASHINGTON METROPOLITIAN AREA
TRANSIT AUTHORITY
ATTN: CATHY ROOTHS
600 5TH STREET N.W., ROOM 3B01
WASHINGTON DC 20001

ADDITIONAL INSURED; INSURER LETTER: ____

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

© ACORD CORPORATION 1988

SOLICITATION, OFFER & AWARD

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOLICITATION, OFFER AND AWARD

CONTRACT NO.	SOLICITATION NO.	DATE ISSUED	ADDRESS OFFER TO OFFICE OF PROCUREMENT
C05108	RFP C05108/CR ☐ ADVERTISED ☒ NEGOTIATED	***REVISED***	600 Fifth Street, NW, Room 3C-02 Washington, DC 20001-2651

In advertised procurement, "offeror" shall be construed to mean "bid" and "bidder."

SOLICITATION

Sealed offer in two originals and **See Solicitation Instructions** copies as specified herein for furnishing the supplies or services in the schedules will be received at the Authority until **August 19, 2005** at **2:00 P.M.** local time .

If this is an advertised solicitation, offers will be publicly opened at that time.

CAUTION – LATE OFFERS: See paragraph 6 of Solicitation Instructions.

ALTERNATE BID

All offers are subject to the following:
1. The Solicitation Instructions which are attached.
2. The General Provisions, which are attached.
3. The Schedule included herein and/or attached hereto.
4. Such other provisions, representations, certifications, and specifications, as are attached or incorporated herein by reference.

FOR INFORMATION CALL (No collect calls) Cathy Rooths - 202-962-2469 or Email - crooths@wmata.com

SCHEDULE

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	Paratransit Services for Maryland, Virginia and Washington, D.C. (See continuation of schedule on page 2)	please see price pages	please see price pages	please see price pages	$547,702,720.00

DUN & BRADSTREET ID NUMBER: 10-418-3132

OFFEROR

Name and Address (Street, city, county, state, and zip code): MV Transportation Inc.
360 Campus Lane Suite 201
Fairfield CA 94519

☐ Check if remittance is different from above — enter such address in Schedule

Name and Title of Person Authorized to Sign Offer (Print or Type)

Signature

September 5, 2005
Offer Date

I acknowledge receipt of Addendum 1 (5/4/05), Addendum 2 (6/1/05), Addendum 3: (6/14/05) Addendum 4 (6/17/05) Addendum 5 (6/22/05) Addendum 6: (*8/12*/05) Addendum *7*: (*9/2*/05)

AWARD (To be completed by The Authority)

ACCEPTANCE AND AWARD ARE HEREBY MADE FOR THE FOLLOWING ITEM(S):

ITEM NO.	QUANTITY	UNIT	UNIT PRICE
See Page 2	As Stated	As Stated	

The total amount of this award is $ $203,542,817.00

William C. Ellerman
Name of Contracting Officer (Print of Type)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

9/22/05
AWARD DATE

AWARD SCHEDULE CONTINUED FROM AWARD FORM (26.02A):

TERM OF THE CONTRACT:

The period of performance for the Base Period is January 15, 2006 through January 14, 2010. The transition period for "start-up" will be from September 22, 2005 through January 14, 2006. The contract also contains a provision to extend the term of the contract for two (2) additional two (2) year periods at the exclusive option of the Authority.

TYPE OF CONTRACT:

This is a Requirements Contract with Incentives and Disincentives.

The following designated provisions, schedules and conditions are part of this contract:

1. Scope of Services
2. General Provisions
3. Special Provisions
4. Representations and Certifications
5. RFP No. C05108/CR
6. Amendment 1 of 7 to RFP C05108/CR, dated May 4, 2005
7. Amendment 2 of 7 to RFP C05108/CR, dated June 1, 2005
8. Amendment 3 of 7 to RFP C05108/CR dated June 14, 2005
9. Amendment 4 of 7 to RFP C05108/CR dated June 17, 2005 including 2 CD's entitled WMATA - completed Trips and Total Reservations, July 2004 - December 2004 and WMATA Completed Trips, January 2005 - March 2005.
10. Amendment 5 of 7 to RFP C05108/CR dated June 22, 2005
11. Amendment 6 of 7 to RFP C05108/CR dated August 12, 2005
12. Amendment 7 of 7 to RFP C05108/CR dated September 2, 2005
13. MV Transportation's Technical Proposal, Volume 2, dated June 24, 2005
14. MV Transportation's Technical Proposal, Supplement to Volume 2, Training Materials dated June 24, 2005
15. MV Transportation's Revised Technical Proposal dated August 19, 2005
16. MV Transportation's Responses to WMATA Questions dated July 21, 2005 and email incorporating responses to contract dated October 19, 2005
17. MV Transportation's Revised Technical Proposal dated September 6, 2005

18. MV Transportation's Revised Alternate Price Proposal and Supporting Documents dated September 6, 2005

19. MV Transportation letter dated September 19, 2005 - Reduction in Fleet Size

MV Transportation, Inc.

360 Campus Lane, Suite 201
Fairfield, California 94585
707 • 863 • 8980, Ext. 3034
(facsimile) 707 • 863 • 8944
jmonson@mvtransit.com

October 19, 2005

Mr. Fred Pohlmann
Contracting Officer
Washington Metropolitan Area Transit Authority
600 5th Street NW
Washington DC 20001:

Dear Mr. Pohlmann:

MV Transportation, Inc. certifies that the document entitled "Proposal Clarification – RFP C05108" dated July 20, 2005 is considered part of the technical proposal submitted by MV Transportation, Inc. with the exception of items subsequently modified in later documents.

Sincerely,

Jon Monson
Chief Executive Officer

MV Transportation, Inc.

350 Campus Lane, Suite 201
Fairfield, California 94534
707 • 863 • 8980
(facsimile) 707 • 863 • 8844
www.mvtransit.com

September 19, 2005

Mr. William C. Ellerman
Contracting Officer
Washington Metropolitan Area Transit Authority
600 Fifth Street NW
Washington, DC 20001

Reference: RFP C05108/CR Paratransit Services

Dear Mr. Ellerman:

This letter is designed to clarify and amplify our base and alternate proposals to the above referenced RFP.

As part of the Price Proposal, pursuant to the requirement of the procurement documents, MV Transportation, Inc. (MV) was requested to provide a monthly charge for each new vehicle deployed as required by the Washington Metropolitan Area Transit Authority (WMATA). In effect, for each vehicle acquired by MV and deployed pursuant to the terms of a contract, there would be a per-month per-vehicle charge.

MV understands and acknowledges that the number of vehicles may be changed during the course of the contract. For example, if policy changes result in a decrease in ridership and a corresponding reduction in the need for vehicles, WMATA will have the right to instruct MV to reduce the size of the vehicle fleet. If this occurs, these vehicles will be removed from service and the per-month charge to WMATA for these vehicles will be discontinued immediately. WMATA has no long term obligation to MV for the payment of the vehicles.

MV is the nation's largest paratransit provider. We currently operate over 4,200 vehicles. In the event WMATA orders a vehicle reduction, MV has the ability to redeploy these vehicles to other paratransit contracts operated by our firm and this event will not harm the financial condition of MV.

Sincerely,

Jon M. Monson
Chief Executive Officer

Amy DePrisco

From: Jon Monson
Sent: Thursday, September 08, 2005 11:58 AM
To: crooths@wmata.com
Cc: Keith Whalen; Amy DePrisco
Subject: Fuel Information

Good Afternoon Ms. Rooths,

Pursuant to your e-mail, please see the responses to your questions below:

	2006	2007	2008	2009	2010	2011	2012	2013
Cost Per Gallon Used	$ 2.89	$ 2.89	$ 2.89	$ 2.89	$ 2.89	$ 2.89	$ 2.89	$ 2.89
Estimated Gallons Purchased	829,267	998,553	1,115,916	1,271,506	1,467,965	1,681,514	1,929,565	2,231,199

We used the Central Atlantic (PADD 1B) Regular Reformulated Retail Gasoilne Price as published by the US Departement of Energy at http://www.eia.doe.gov/oil_gas/petroleum/data_publications/wrgp/mogas_history.html. The price as of 8-1-05 was $2.386 per gallon. We then added 20% to the total to cover the adjustment by WMATA to arrive at a total of $2.86 and then added $.03 to cover additional taxes and other costs.

Should you have any other questions, please do not hesitate to let us know.
Jon Monson

UNIT PRICE SCHEDULE

REVISED PRICE SCHEDULE FORMS
ALTERNATE PROPOSAL

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ALTERNATE BID

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE

Base Year One - 80% Dedicated Vehicles
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
1.	Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software		
	Software Name/Mfg. Trapeze		
	$ 1,663,188 (Total Software Cost)	12 (Number of Months) X $ 138,599 (Per Month Cost) =	$ 1,663,188 (Total Cost Year One)
	DriveCam 269		
	Mfg. Name DriveCam	12 (Number of Months) X $ 29,142 (Per Month Cost) =	$ 349,704 (Total Cost Year One)
3.	MDC units 269		
	Mfg. Name Mentor Ranger	12 (Number of Months) X $ 91,712 (Per Month Cost) =	$ 1,100,544 (Total Cost Year One)
4.	Lease of vehicles/sedans	65 (No. of Vehicles) X 12 (No. of Months) X $ 614.30 (Per Month Cost) =	$ 479,154 (Total Cost Year One)
	$ 24,329.55 (Sedan Unit Price)		
5.	Lease of vehicles/vans	126 (No. of Vehicles) X 12 (No. of Months) X $ 1,021.79 (Per Month Cost) =	$ 1,544,946 (Total Cost Year One)
	$ 40,468.05 (Van Unit Price)		
6.	Year One (1) Non-vehicle fixed cost	12 (Number of Months) X $ 485,149 (Per Month Cost) =	$ 5,821,788 (Total Cost Year One)

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REVISED PRICE SCHEDULE

Base Year One - 80% Dedicated Vehicles
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	960,377 (Number of Hours)	X	$	35.223 (Hourly Rate)	= $		33,827,359 (Total Cost Year One)
8.	Blended Trip Rate for Non-dedicated vehicles	72,281 (Number of Trips)	X	$	19.61 (Per Trip Cost)	= $		1,417,430 (Total Cost Year One)
	Total Cost Year One						$	45,854,409

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REVISED
BASE YEAR ONE
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management (see detail)	$	1,855,360	
Reservations	$	698,298	
Scheduling	$	217,651	
Dispatch	$	556,598	
Administrative	$	332,450	
No-Show/Late/Cancellation	$	49,878	
Subtotal			$ 3,710,235
Payroll Taxes	$	320,298	
Fringe Benefits	$	349,587	
Equipment Rental	$	14,820	
Maintenance & Repairs *(Non-Vehicle: Mentor Maint. Agreement)*	$	-	
Radio Air Time	$	111,300	
Telecommunication Expense	$	6,000	
Professional Fees	$	82,960	
Travel	$	2,000	
Supplies	$	92,948	
Licenses & Taxes	$	350	
Drug and Alcohol Program Expense	$	40,028	
Postage	$	6,000	
Insurance *(General)*	$	10,375	
Training	$	4,700	
Other *(Overhead)*	$	912,994	
Subtotal	$	1,954,360	
Profit	$	157,194	
Total	$	5,821,789	$ 485,149

Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED
BASE YEAR ONE - 80% Dedicated Vehicles
Blended Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 33,827,359	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
'hicle Insurance	$ In Subcontractors' Costs	
el	$ In Subcontractors' Costs	
Other (Overhead)	$ In Subcontractors' Costs	
Profit	$ 0	
Total	33,827,359	$ 35.22 ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE- 80% Dedicated Vehicles

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				Monthly Cost	Total Price
1.	DriveCam	27				
Mfg. Name	DriveCam				$ 1,365 (Unit Price)	= $ 36,855 (Total Cost Year Two)
	MDC units	27				
Mfg. Name	Mentor Ranger				$ 4,015 (Unit Price)	= $ 108,405 (Total Cost Year Two)
3.	Lease of vehicles/sedans	72 (No. of Vehicles)	X 12 (No. of Months)	X $ 616.08 (Per Month Cost)		= $ 532,293 (Total Cost Year Two)
	$ 25,053.14 (Sedan Unit Price)					
4.	Lease of vehicles/vans	145 (No. of Vehicles)	X 12 (No. of Months)	X $ 1,025.79 (Per Month Cost)		= $ 1,784,875 (Total Cost Year Two)
	$ 41,675.79 (Van Unit Price)					
5.	Year Two (2) Non-vehicle fixed cost	12 (Number of Months)		X $ 461,114 (Per Month Cost)		= $ 5,533,368 (Total Cost Year Two)

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
6.	Blended Hourly Rate	1,054,282 Number of Hours	X	$	35.005 Hourly Rate	= $		36,905,141 Total Cost Year Two
7.	Blended Trip Rate for Non-dedicated vehicles	82,400 Number of Trips	X	$	20.24 Per Trip Cost	= $		1,667,776 Total Cost Year Two
	Total Cost Year Two						$	46,531,858

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REVISED
BASE YEAR TWO
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$	1,911,308	
Reservations	$	821,996	
Scheduling	$	261,544	
Dispatch	$	607,337	
Administrative	$	-	
No-Show/Late/Cancellation	$	51,375	
Subtotal			$ 3,653,560
Payroll Taxes	$	317,551	
Fringe Benefits	$	388,635	
Equipment Rental	$	14,820	
Maintenance & Repairs	$	-	
(Non-Vehicle: Mentor Maint. Agreement)			
Radio Air Time	$	117,180	
Telecommunication Expense	$	6,180	
Professional Fees	$	269,114	
Travel	$	2,060	
Supplies	$	95,584	
Licenses & Taxes	$	25,900	
Drug and Alcohol Program Expense	$	48,766	
Postage	$	6,180	
Insurance *(General)*	$	10,131	
Training	$	5,096	
Other *(Overhead)*	$	409,357	
Subtotal		1,716,554	
Profit	$	163,253	
Total	$	5,533,367	$ 461,114

Monthly Non-Vehicle Fixed Cost

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BASE YEAR TWO - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 36,905,141	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
Vehicle Insurance	$ In Subcontractors' Costs	
Fuel	$ In Subcontractors' Costs	
er (overhead)	$ In Subcontractors' Costs	
Sub-total	$ 36,905,141	
Profit	$ 0	
Total	36,905,141	$ 35.01 ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	DriveCam	35					
Mfg. Name	DriveCam					$ 1,433 (Unit Price) =	$ 50,155 (Total Cost Year Three)
2.	MDC units	35					
Mfg. Name	Mentor Ranger					$ 4,136 (Unit Price) =	$ 144,760 (Total Cost Year Three)
3.	Lease of vehicles/sedans	82 (No. of Vehicles)	X 12 (No. of Months)	X	$ 620.38 (Per Month Cost) =		$ 610,454 (Total Cost Year Three)
	$ 25,798.43 (Sedan Unit Price)						
4.	Lease of vehicles/vans	168 (No. of Vehicles)	X 12 (No. of Months)	X	$ 1,033.71 (Per Month Cost) =		$ 2,083,959 (Total Cost Year Three)
	$ 42,919.77 (Van Unit Price)						
5.	Year Three (3) Non-vehicle fixed cost	12 (Number of Months)		X	$ 504,397 (Per Month Cost) =		$ 6,052,764 (Total Cost Year Three)

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	1,180,418 (Number of Hours)	X	$	35.428 (Hourly Rate)	= $	41,819,849 (Total Cost Year Three)
8.	Blended Trip Rate for Non-dedicated vehicles	93,936 (Number of Trips)	X	$	20.86 (Per Trip Cost)	= $	1,959,505 (Total Cost Year Three)
	Total Cost Year Three					$	52,671,291

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REVISED
BASE YEAR THREE
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$	1,968,932	
Reservations	$	978,954	
Scheduling	$	307,795	
Dispatch	$	695,396	
Administrative	$	-	
No-Show/Late/Cancellation	$	52,916	
Subtotal			$ 4,003,993
Payroll Taxes	$	347,465	
Fringe Benefits	$	450,397	
Equipment Rental	$	14,614	
Maintenance & Repairs *(Non-Vehicle: Mentor Maint. Agreement)*	$	-	
Radio Air Time	$	132,300	
Telecommunication Expense	$	6,360	
Professional Fees	$	285,614	
Travel	$	2,122	
Supplies	$	98,481	
Licenses & Taxes	$	28,350	
Drug and Alcohol Program Expense	$	59,735	
Postage	$	6,360	
Insurance *(General)*	$	11,375	
Training	$	5,724	
Other *(Overhead)*	$	442,501	
Subtotal		1,891,398	
Profit	$	157,378	
Total		6,052,769	$ 504,397

Monthly Non-Vehicle Fixed Cost

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BASE YEAR THREE - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 41,819,849	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
Vehicle Insurance	$ In Subcontractors' Costs	
·el	$ In Subcontractors' Costs	
ıer (overhead)	$ In Subcontractors' Costs	
Subtotal		$ 41,819,849
Profit	$ 0	
Total	$ 41,819,849	$ 35.43 ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Base Year Four

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
1.	DriveCam	26						
Mfg. Name	DriveCam					$ 1,505 Unit Cost	= $	39,130 Total Cost Year Four
2.	MDC units	26						
Mfg. Name	Mentor Ranger					$ 4,260 Unit Cost	= $	110,760 Total Cost Year Four
3.	Lease of vehicles/sedans	90 No. of Vehicles	X 12 No. of Months	X	$ 624.86 Per Month Cost		= $	674,849 Total Cost Year Four
	$ 26,566.08 Sedan Unit Price							
4.	Lease of vehicles/vans	185 No. of Vehicles	X 12 No. of Months	X	$ 1,041.28 Per Month Cost		= $	2,311,642 Total Cost Year Four
	$ 44,201.06 Van Unit Price							
5.	Year Four (4) Non-vehicle fixed cost	12 Number of Months		X	$ 553,054 Per Month Cost		= $	6,636,648 Total Cost Year Four

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Base Year Four

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	1,275,650 (Number of Hours)	X	$	36.412 (Hourly Rate)	= $		46,448,968 (Total Cost Year Four)
8.	Blended Trip Rate for Non-dedicated vehicles	107,088 (Number of Trips)	X	$	21.50 (Per Trip Cost)	= $		2,302,392 (Total Cost Year Four)
	Total Cost Year Four						$	58,485,259

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REVISED
BASE YEAR FOUR
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$ 2,028,287	
Reservations	$ 1,144,573	
Scheduling	$ 356,676	
Dispatch	$ 824,014	
Administrative	$ -	
No-Show/Late/Cancellation	$ 54,503	
Subtotal		$ 4,408,053
Payroll Taxes	$ 381,871	
Fringe Benefits	$ 524,247	
Equipment Rental	$ 12,348	
Maintenance & Repairs	$ -	
(Non-Vehicle: Mentor Maint. Agreement)		
Radio Air Time	$ 139,860	
Telecommunication Expense	$ 6,552	
Professional Fees	$ 299,875	
Travel	$ 2,186	
Supplies	$ 101,505	
Licenses & Taxes	$ 34,650	
Drug and Alcohol Program Expense	$ 73,200	
Postage	$ 6,552	
Insurance *(General)*	$ 12,601	
Training	$ 6,440	
Other *(overhead)*	$ 480,032	
Subtotal	$ 2,081,919	
Profit	$ 146,678	
Total	6,636,650	$ 553,054

Monthly Non-Vehicle Fixed Cost

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REVISED
BASE YEAR FOUR - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 46,448,968	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
hicle Insurance	$ In Subcontractors' Costs	
el	$ In Subcontractors' Costs	
Other (Overhead)	$ In Subcontractors' Costs	
Sub-total		$ 46,448,968
Profit	$ 0	
Total	$ 46,448,968	$ 36.41 ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					Monthly Cost		Total Price
1.	DriveCam	47						
Mfg. Name	DriveCam					$ 1,580 Unit Cost	=	$ 74,260 Total Cost Opt 1 Yr. 1
2.	MDC units	47						
Mfg. Name	Mentor Ranger					$ 4,388 Unit Cost	=	$ 206,236 Total Cost Opt 1 Yr. 1
3.	Lease of vehicles/sedans	115 No. of Vehicles	X 12 No. of Months	X		$ 682.39 Per Month Cost	=	$ 941,698 Total Cost Opt 1 Yr. 1
	$ 27,356.77 Sedan Unit Price							
4.	Lease of vehicles/vans	269 No. of Vehicles	X 12 No. of Months	X		$ 1,134.79 Per Month Cost	=	$ 3,663,102 Total Cost Opt 1 Yr. 1
	$ 45,520.73 Van Unit Price							
5.	Year One (1) Non-vehicle fixed cost	12 Number of Months		X		$ 605,990 Per Month Cost	=	$ 7,271,880 Total Cost Opt 1 Yr. 1

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REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
6.	Blended Hourly Rate	1,445,181 Number of Hours	X	$	36.808 Hourly Rate	= $		53,194,222 Total Cost Opt 1 Yr 1
7.	Blended Trip Rate for Non-dedicated vehicles	122,079 Number of Trips	X	$	22.14 Per Trip Cost	= $		2,702,829 Total Cost Opt 1 Yr 1
	Total Cost Option 1 Year One						$	67,979,967

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REVISED
Option 1 - Year One
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$	2,089,425	
Reservations	$	1,319,193	
Scheduling	$	408,096	
Dispatch	$	960,023	
Administrative	$	-	
No-Show/Late/Cancellation	$	56,136	
Subtotal			$ 4,832,873
Payroll Taxes	$	417,864	
Fringe Benefits	$	607,933	
Equipment Rental	$	11,319	
Maintenance & Repairs	$	-	
(Non-Vehicle: Mentor Maint. Agreement)			
Radio Air Time	$	158,340	
Telecommunication Expense	$	6,744	
Professional Fees	$	319,349	
Travel	$	2,252	
Supplies	$	104,624	
Licenses & Taxes	$	37,800	
Drug and Alcohol Program Expense	$	89,650	
Postage	$	6,744	
Insurance *(General)*	$	14,019	
Training	$	7,192	
Other *(overhead)*	$	501,016	
Subtotal	$	2,284,846	
Profit	$	154,166	
Total		7,271,885	$ 605,990

Monthly Non-Vehicle Fixed Cost

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REVISED
Option 1 - Year One - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 53,194,222	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
Vehicle Insurance	$ In Subcontractors' Costs	
	$ In Subcontractors' Costs	
Other (overhead)	$ In Subcontractors' Costs	
Subtotal		$ 53,194,222
Profit	$ 0	
Total	$ 53,194,222	$ 36.81 ***Blended Hourly Rate***

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ALTERNATE BID

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	08/18/05		

NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description			Monthly Cost	Total Price
1.	DriveCam	56			
Mfg. Name	DriveCam			$ 1,659 (Unit Price)	= $ 92,904 (Total Cost Opt 1 Yr.2)
2.	MDC units	56			
Mfg. Name	Mentor Ranger			$ 4,519 (Unit Price)	= $ 253,064 (Total Cost Opt 1 Yr.2)
3.	Lease of vehicles/sedans	131 (No. of Vehicles) X 12 (No. of Months)	X $ 690.13 (Per Month Cost)	= $ 1,084,884 (Total Cost Opt 1 Yr.2)	
	$ 28,171.17 (Sedan Unit Price)				
4.	Lease of vehicles/vans	306 (No. of Vehicles) X 12 (No. of Months)	X $ 1,148.86 (Per Month Cost)	= $ 4,218,614 (Total Cost Opt 1 Yr.2)	
	$ 46,880.11 (Van Unit Price)				
5.	Year Two (2) Non-vehicle fixed cost	12 (Number of Months)	X $ 637,715 (Per Month Cost)	= $ 7,652,580 (Total Cost Opt 1 Yr.2)	

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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RFP C5108/CR	08/18/05		

NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
6.	Blended Hourly Rate	1,643,410 (Number of Hours)	X	$	37.905 (Hourly Rate)	= $		62,293,456 (Total Cost Opt 1 Yr 2)
7.	Blended Trip Rate for Non-dedicated vehicles	139,171 (Number of Trips)	X	$	22.77 (Per Trip Cost)	= $		3,168,924 (Total Cost Opt 1 Yr 2)
	Total Cost Option 1 Year Two						$	78,671,522

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED
Option 1 - Year Two
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions
REVISED

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$	2,152,122	
Reservations	$	1,404,282	
Scheduling	$	450,399	
Dispatch	$	1,071,852	
Administrative	$	-	
No-Show/Late/Cancellation	$	57,820	
Subtotal			$ 5,136,475
Payroll Taxes	$	444,276	
Fringe Benefits	$	646,358	
Equipment Rental	$	14,820	
Maintenance & Repairs	$	-	
(Non-Vehicle: Mentor Maint. Agreement)			
Radio Air Time	$	163,090	
Telecommunication Expense	$	6,946	
Professional Fees	$	328,927	
Travel	$	2,320	
Supplies	$	107,763	
Licenses & Taxes	$	38,934	
Drug and Alcohol Program Expense	$	92,340	
Postage	$	6,946	
Insurance *(General)*	$	14,440	
Training	$	7,408	
Other *(overhead)*	$	482,740	
Subtotal	$	2,357,308	
Profit	$	158,791	
Total		7,652,574	$ 637,715

Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

Option 1 - Year Two - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions
REVISED

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 62,293,456	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
Vehicle Insurance	$ In Subcontractors' Costs	
[illegible]el	$ In Subcontractors' Costs	
[illegible]er (overhead)	$ In Subcontractors' Costs	
Sub-total		$ 62,293,456
Profit	$ 0	
Total	$ 62,293,456	$ 37.91 ***Blended Hourly Rate***

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***	***Total Price***
1.	DriveCam	63				
Mfg. Name	DriveCam				$ 1,742 (Unit Price)	= $ 109,746 (Total Cost Opt 2 Yr 1)
2.	MDC units	63				
Mfg. Name	Mentor Ranger				$ 4,655 (Unit Price)	= $ 293,265 (Total Cost Opt 2 Yr 1)
3.	Lease of vehicles/sedans	149 (No. of Vehicles)	X 12 (No. of Months)	X $ 700.69 (Per Month Cost)		= $ 1,252,834 (Total Cost Opt 2 Yr 1)
	$ 29,010.00 (Sedan Unit Price)					
4.	Lease of vehicles/vans	348 (No. of Vehicles)	X 12 (No. of Months)	X $ 1,166.28 (Per Month Cost)		= $ 4,870,385 (Total Cost Opt 2 Yr 1)
	$ 48,280.22 (Van Unit Price)					
5.	Year Two (2) Non-vehicle fixed cost	12 (Number of Months)	X	$ 672,074 (Per Month Cost)		= $ 8,064,888 (Total Cost Opt 2 Yr 1)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
6.	Blended Hourly Rate	1,873,488 (Number of Hours)	X	$	39.033 (Hourly Rate)	=	$	73,127,857 (Total Cost Opt 2 Yr 1)
7.	Blended Trip Rate for Non-dedicated vehicles	158,655 (Number of Trips)	X	$	23.46 (Per Trip Cost)	=	$	3,722,046 (Total Cost Opt 2 Yr 1)
	Total Cost Option 2 Year One						$	91,331,275

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RFP C5108/CR	08/18/05		

NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED
Option 2 - Year One
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$ 2,216,695	
Reservations	$ 1,517,490	
Scheduling	$ 492,736	
Dispatch	$ 1,146,813	
Administrative	$ -	
No-Show/Late/Cancellation	$ 59,555	
Subtotal		$ 5,433,289
Payroll Taxes	$ 470,090	
Fringe Benefits	$ 683,913	
Equipment Rental	$ 14,820	
Maintenance & Repairs	$ -	
(Non-Vehicle: Mentor Maint. Agreement)		
Radio Air Time	$ 167,983	
Telecommunication Expense	$ 7,154	
Professional Fees	$ 338,795	
Travel	$ 2,390	
Supplies	$ 110,996	
Licenses & Taxes	$ 40,102	
Drug and Alcohol Program Expense	$ 95,110	
Postage	$ 7,154	
Insurance *(General)*	$ 14,873	
Training	$ 7,630	
Other *(overhead)*	$ 507,034	
Subtotal	$ 2,468,044	
Profit	$ 163,555	
Total	8,064,888	$ 672,074

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED

Option 2 - Year One - 80% Dedicated Vehicles

Blended Hourly Rate

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 73,127,857	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
Vehicle Insurance	$ In Subcontractors' Costs	
	$ In Subcontractors' Costs	
Other (overhead)	$ In Subcontractors' Costs	
Sub-total		$ 73,127,857
Profit	$ 0	
Total	$ 73,127,857	$ 39.03 ***Blended Hourly Rate***

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	DriveCam 73						
Mfg. Name	DriveCam					$ 1,829 (Unit Price)	= $ 133,517 (Total Cost Opt 2 Yr 2)
2.	MDC units 73						
Mfg. Name	Mentor Ranger					$ 4,794 (Unit Price)	= $ 349,962 (Total Cost Opt 2 Yr 2)
3.	Lease of vehicles/sedans	170 (No. of Vehicles)	X 12 (No. of Months)	X	$ 711.24 (Per Month Cost)		= $ 1,450,930 (Total Cost Opt 2 Yr 2)
	$ 29,874.00 (Sedan Unit Price)						
4.	Lease of vehicles/vans	397 (No. of Vehicles)	X 12 (No. of Months)	X	$ 1,183.25 (Per Month Cost)		= $ 5,637,003 (Total Cost Opt 2 Yr 2)
	$ 49,722.32 (Van Unit Price)						
5.	Year Two (2) Non-vehicle fixed cost	12 (Number of Months)		X	$ 710,699 (Per Month Cost)		= $ 8,528,388 (Total Cost Opt 2 Yr 2)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED PRICE SCHEDULE - 80% Dedicated Vehicles

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
6.	Blended Hourly Rate	2,135,776 Number of Hours	X	$	40.192 Hourly Rate	= $		85,841,109 Total Cost Opt 2 Yr 2
7.	Blended Trip Rate for Non-dedicated vehicles	180,867 Number of Trips	X	$	24.16 Per Trip Cost	= $		4,369,747 Total Cost Opt 2 Yr 2
	Total Cost Option 2 Year Two						$	106,177,139

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NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED
Option 2 - Year Two
80% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$	2,283,209	
Reservations	$	1,630,723	
Scheduling	$	535,108	
Dispatch	$	1,258,711	
Administrative	$	-	
No-Show/Late/Cancellation	$	61,342	
Subtotal			$ 5,769,093
Payroll Taxes	$	499,310	
Fringe Benefits	$	726,423	
Equipment Rental	$	14,614	
Maintenance & Repairs	$	-	
(Non-Vehicle: Mentor Maint. Agreement)			
Radio Air Time	$	173,022	
Telecommunication Expense	$	7,369	
Professional Fees	$	348,959	
Travel	$	2,462	
Supplies	$	114,326	
Licenses & Taxes	$	41,305	
Drug and Alcohol Program Expense	$	97,963	
Postage	$	7,369	
Insurance *(General)*	$	15,319	
Training	$	7,859	
Other *(overhead)*	$	534,536	
Subtotal	$	2,590,836	
Profit	$	168,462	
Total		8,528,391	
			$ 710,699
			Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
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RFP C5108/CR	08/18/05		

NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

REVISED
Option 2 - Year Two - 80% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$ 85,841,109	
Vehicle Maintenance & Repairs	$ In Subcontractors' Costs	
Vehicle Tags & Registration	$ In Subcontractors' Costs	
Drivers' Salaries	$ In Subcontractors' Costs	
Driver Payroll Taxes	$ In Subcontractors' Costs	
Driver Fringe Benefits	$ In Subcontractors' Costs	
hicle Insurance	$ In Subcontractors' Costs	
al	$ In Subcontractors' Costs	
Other (overhead)	$ In Subcontractors' Costs	
Sub-total		$ 85,841,109
Profit	$ 0	
Total	$ 85,841,109	$ 40.19 ***Blended Hourly Rate***

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
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REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	08/18/05		

NAME OF OFFEROR OR CONTRACTOR: **MV Transportation, Inc.**

Price Summary

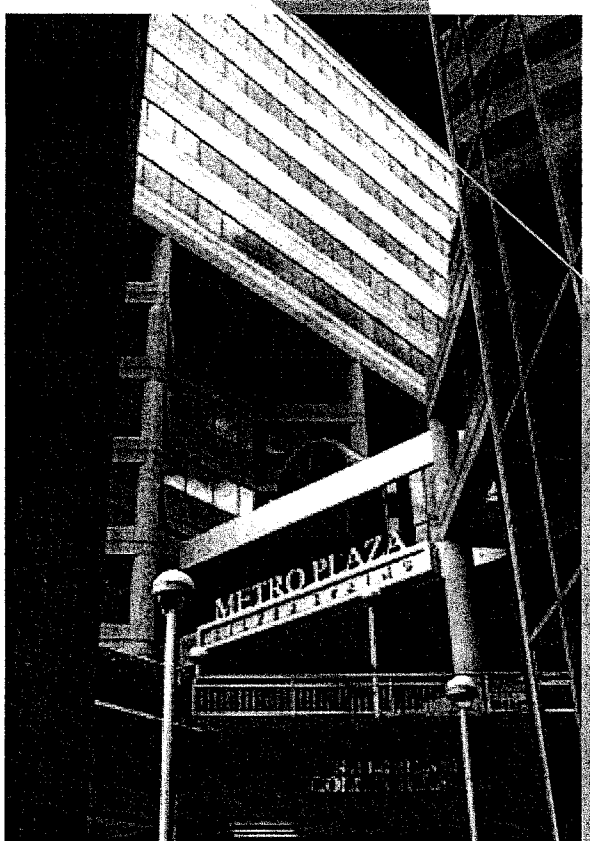
SCHEDULE

Base Year One Total	$ 45,854,409	
Base Year Two Total	$ 46,531,858	
Base Year Three Total	$ 52,671,291	
Base Year Four Total	$ 58,485,259	
Total Base Years		***$ 203,542,817***
Option 1, Yr. One	$ 67,979,967	
Option 1, Yr. Two	$ 78,671,522	
Total Option One		***$ 146,651,489***
Option 1, Yr. One	$ 91,331,275	
Option 1, Yr. Two	$ 106,177,139	
Total Option Two		***$ 197,508,414***
Total Proposal Price		***$ 547,702,720***

MV PROPOSAL

Proposal to

Washington Metropolitan Area Transit Authority (WMATA)



MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C.

RFP NO. C05108/CR

September 6, 2005

Volume 2 REVISED Technical Proposal

Submitted by
MV Transportation, Inc.

REVISED PROPOSAL TO PROVIDE:

MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C. - RFP NO. C05108/CR

VOLUME 2: Technical Proposal

PREPARED FOR:

Washington Metropolitan Area Transit Authority

Dated: September 6, 2005

SUBMITTED TO:

Washington Metropolitan Area Transit Authority (WMATA)
Office Of Procurement And Materials
600 Fifth Street, N.W. Room 3C-02
Washington, DC 20001-2651

SUBMITTED BY:

MV Transportation, Inc.
Mr. Keith Whalen
Executive Vice President
MV Transportation, Inc.
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www.mvtransit.com

September 5, 2005

Mr. William C. Ellerman
Contracting Officer
Washington Metropolitan Area Transit Authority
600 Fifth Street, NW
Washington, DC 20001

Subject: Proposal Revision Clarification – RFP CO5108/CR, Paratransit Services

Dear Mr. Ellerman:

Thank you for the opportunity to meet with you and your selection committee on August 31, 2005. Pursuant to those discussions and your request, please find enclosed with this letter the following requested additional information.

Pursuant to Amendment Number 7, dated September 2, 2005 and the subsequent correspondence, enclosed with this submittal package are the following items for your review:

1. This letter that provides an introduction to our BAFO document.
2. Revised Technical Proposal based on Amendment 7.
3. MV Transportation's Revised BASE Best and Final Offer (Price Proposal) Under Solicitation No. C05108/CR.
4. MV Transportation's Revised ALTERNATE Best and Final Offer (Price Proposal) Under Solicitation No. C05108/CR.

We have clearly heard WMATA staff and have adjusted our staffing plan to ensure proper management and oversight of the subcontractor service providers. This revised plan will ensure that we "trust, but verify" that our providers are performing to the expectations of MV and WMATA staff. Through our improved support, compensation and oversight, our service subcontractors will exceed the expectations of WMATA staff relative to quality, while preserving the use of local business that is critical to the success of the transition.

Out of respect for your time and the speed at which you must move through your decision making process, please note that the documents submitted with this revision have been streamlined to address only those items that changed or required additional clarification. All elements of our previous submittal(s) remain unchanged.

We have very much appreciated the open and honest manner in which these discussions have been held. We hope that you have found MV to be a professional organization with a true desire to provide the community with the high quality service that both WMATA and your passengers expect. Thank you again for your consideration of our firm and I look forward to working with you through the remainder of this procurement process.

Sincerely,

Keith Whalen
Executive Vice President

Staffing Approach

MV understands WMATA's expectation of MV to "trust, but verify" the performance of our subcontractors. We have, in our price proposal, provided significant incentive and opportunity for our subcontractor network to become whole financially. Our approach of utilizing an extensive subcontractor network is critical to the overall success of the transition and the quality of service.

However, through our discussions, we realize that we must also verify that the providers are performing in a consistent manner and one that allows for every passenger to receive high quality service regardless of what vendor provides the service.

Therefore, MV has reorganized our staffing approach to address specific concerns of WMATA staff. We have designed a management structure that will essentially separate our call center functions from on road service provision. Ms. Inez Evans will remain WMATA's point of contact regarding all elements of the MetroAccess Service. Reporting directly to Inez will continue to be Ms. Nancy Santiago, who will lead all Call Center operations. We have added another Quality Assurance department head, the Director of Operations, who will oversee all on-road service provision and service provider management efforts. This approach will provide a strong focus on Call Center operations while accentuating the degree of service provider oversight and accountability.

While formal job descriptions for all new positions are detailed below, an overview of major additions to our management structure are as follows:

- **Addition of one (1) full time Director of Operations** to oversee all subcontracted service monitoring. This person will report directly to Ms. Evans, and will be the person responsible for the management of subcontractors, oversight of MV provided drug and alcohol testing, training, auditing, complaint handing, etc. This person has the authorization to terminate service with any service providers that is not in compliance with MV's contract and/or MetroAccess standards.
- **Addition of one (1) full time Contracts Administrator** to manage all contracts with service providers. This person will manage all contracts in this operation, ensuring that all service providers are in compliance with MV's contract, WMATA policy and procedure, and MetroAccess standards. This person will report directly to our Director of Operations.
- **Addition of four (4) full time Operations Supervisors** to be assigned to one or two service providers within our network. These supervisors will be assigned full-time to their assigned provider's operation and will ensure that operational standards are being met. This includes, but is not limited to, drug and alcohol testing, driver appearance, driver training and conduct, fleet maintenance, customer service, fleet cleanliness, etc. This person will work closely with MV's Road Supervisor team, Drug and Alcohol Manager, Customer Service personnel and Director of Maintenance. These Supervisors report directly to our Director of Operations.
- **Addition of one (1) full time Accounting Administrator** to handle all payroll, accounts payable/receivable, and coordination with MV's Corporate Accounting team for both MV's broker operation and MV's service operation.
- **Addition of two (2) full time Customer Service Clerks** to assist with complaint receipt, investigation and resolution. *Please note that in year 1 we will have 2 additional clerks to assist in the higher volume until such time as the rate of complaints is reduced.*
- **Addition of one (1) full time Training Manager and two (2) full time Trainers** to more clearly centralize the training program to ensure consistency. These personnel will handle all training for all drivers.

- **Addition of two (2) full time BTW Initial Certification Trainers** to be devoted to all MV provided Behind the Wheel Training and Initial Certification (8 hours) for all drivers. These positions are in addition to the BTW refresher trainers.
- **Addition of two (2) full time Reconciliation and Billing auditors** to audit all taxi manifests and trapeze data for accuracy, and to enforce fraud prevention measures. These persons will utilize the electronic taxi forms that will be provided by each taxi provider.
- **Addition of one (1) full time Driver Certification Auditor** to audit all driver records. This person will maintain the central driver training files where a complete training file will be kept for every certified driver in the system. This person will also ensure that a newly certified driver file is complete, that refresher training is completed on time and that all certified drivers are loaded into the Trapeze system.
- **Renaming "Accounting Manager" to "Controller"** to be consistent with the responsibilities associated of this position
- **Renaming "Non-Dedicated Service Dispatchers" to "Taxi Dispatchers"** to remain consistent with MV's proposal of eliminating all Non-Dedicated Service.

Job Descriptions for New Positions

Director of Operations

MV's Director of Operations controls the daily provision of on-road service, in compliance with the policies of WMATA and in conformance with Company procedures. The Director of Operations holds overall responsibility for our subcontracted service providers' performance in all functions of the operation, including drug and alcohol compliance, driver training, road supervision, on-road operations, customer service, personnel administration, maintenance, safety, training, local purchasing and contract administration.

The Director or Operations will oversee MV's relationship with our service providers. He/she acts as a company liaison to the Service Providers, WMATA and community members. This person will lead MV's team in ensuring that all service providers are in compliance with WMATA and MV standards through a process of rigorous monitoring and auditing.

Should a service provider fail to meet WMATA and MV standards, the Director of Operations has the authority to suspend and/or terminate their contract. This also person works closely with MV's own service operation of the MetroAccess service.

Contracts Administrator

MV will hire one (1) full time Contracts Administrator. This person will be responsible for drafting, reviewing and negotiating service provider contracts, as well as holding the service providers to the service standards within these contracts.

This person works closely with our Operations Supervisors in identifying and investigating areas where service providers are not meeting their contractual obligations. In the event that a service provider is not performing within the parameters of the contractual agreement, our Contracts Administrator will work with the Director of Operations in the issuance of cure notices. They will also initiate follow up inspections to ensure compliance within the established time lines and recommend further action if necessary.

This individual will be a resource for our Service Providers, making sure they have a clear understanding of our expectations and guidelines, as well as providing them any information or resources they need to be in compliance with MV and WMATA.

Operations Supervisors

MV will hire four (4) full time Operations Supervisors for the MetroAccess Service. Each Operations Supervisor will be assigned a set of service providers for whom they are responsible for overseeing. Operations Supervisors will spend all of their time on-site at the assigned service provider's operations facility, performing spot checks and ensuring operations are of high quality and consistent with the requirements of their contract.

Operations Supervisors will oversee random drug testing, ensuring that these are being performed each week. The supervisors will work with the road supervisor team to ensure post accident screens are performed within two hours as required. These persons will also ensure all paperwork is properly handled and submitted to the Drug & Alcohol Program Manager.

They will also perform spot checks during pullout to make sure that drivers are in proper uniform and vehicles meet the cleanliness standards outlined in our revised proposal submittal. Operations Supervisors will inspect operations frequently, alerting our Safety Training Manager and Maintenance Director of any apparent deficiencies in Safety and Maintenance that may arise between monthly audits. This person will also aid our Customer Relations team in the investigation/validation of any complaints received by their assigned service provider.

Operations Supervisors will work closely with MV's Contract Administrator, to ensure that problem areas are identified and resolved immediately. Major area of deficiencies (i.e. random testing not performed) will be reported immediately. Minor findings (vehicle floor not swept thoroughly) will be submitted in weekly reports to the Contracts Administrator.

Please note that the Operations Supervisors do not take the place of Road Supervisors. Road Supervisors will remain responsible for functions such as driver evaluations, on-road monitoring, accident response, and ensuring that post-accident drug testing is completed within two hours of the accident.

Accounting Administrator

MV will hire one (1) full time Accounting Administrator for the provision of these services. The Accounting Administrator will be responsible for the timely processing of invoices, and will oversee our full time Reports Clerk. The Accounting Administrator will manage data input and processing, payroll report production and ensure the accuracy of information reported. This person will process Accounts Payable/Receivable accounts to ensure proper payment and aid in human resource functions as necessary. The Accounting Administrator will coordinate frequently with MV's Corporate Accounting team. Personnel data collections will be performed utilizing Trapeze (with WMATA's permission), MV's proprietary Payroll-Edit system and Microsoft Office software.

Customer Service Clerks

MV will employ two (2) full-time Customer Service Clerks. This team will receive all customer comments, complaints, and commendations, and enter them into the Trapeze CS software. They will work with the appropriate Operations Supervisor and the Customer Service Manager to thoroughly research the complaint. Complaints serious in nature must be brought to the immediate attention of the Customer Service Manager and the Director of Operations. Customer Service Clerks will generate reports for WMATA staff and assist the Customer Service Manager in identifying trends in customer service issues.

BTW Initial Certification Trainers

MV will employ two (2) full-time BTW Initial Certification Trainers. These individuals will report to the Safety Training Manager, and will ensure that every MetroAccess driver receives their required initial 8 hours of Behind the Wheel training and certification.

They will coordinate with each subcontractor to schedule the refresher Behind the Wheel training and certification for every new driver in the system, and follow up to make sure these records are properly maintained.

These individuals will be certified by the TSI (Transportation Safety Institute) Train the Trainer program, and will have been a driver for at least three years, or a road supervisor for two years. They will be properly trained in MV's training record standards, as will be subject to review each quarter by our Safety Training Manager to ensure they are upholding our high training standards.

Reconciliation and Billing Auditors

MV will employ two (2) full-time, fully dedicated Reconciliation and Billing Auditors for the MetroAccess Services. This team will report to the Controller, and will work with the various department managers in auditing our service providers.

Our Reconciliation and Billing Auditors will schedule regular audits of each of our subcontracted operations data. They will coordinate with our Director of Operations, and report any inconsistencies in trip reconciliation and billing.

This team will ensure the integrity of the information provided to WMATA, remaining in compliance for the entire MetroAccess program.

Driver Certification Auditor

MV will hire one (1) full time Driver Certification Auditor for the provision of these services. This person reports to our Safety Training Manager, and is primarily responsible for auditing of all driver and training files, ensuring service providers' compliance with BTW training standards and ensuring each MetroAccess driver receives the annual retraining and testing as required.

This person will be responsible for certifying all drivers in the system on an annual basis, as described in our original technical proposal submittal. Our Driver Certification Auditor will have a face-to-face meeting with each driver, ensuring that all training was completed properly, and that each driver possesses the right attitude towards safety and customer service. They will audit training files, confirming that all files include final training materials, BTW and Cadet training documentation completed by a certified trainer, a final written and oral exam, and a final skills course test.

Controller

MV will hire one (1) full time Controller for the provision of these services. The Controller will be responsible for the timely processing of management reports and invoices, and will oversee our staff of reconciliation and billing clerks. The Controller will manage data input and processing, report production and ensure the accuracy of information reported. This person will audit all validated manifests, create invoices and oversee auditing. All reporting and data collections will be performed utilizing Trapeze (with WMATA's permission), MV's proprietary Payroll-Edit system and Microsoft Office software.

Taxi Dispatchers

MV will employ two (2) additional, fully dedicated dispatchers to handle the taxi service each day for the WMATA MetroAccess service. Under supervision of the Lead Dispatcher, the taxi dispatch team ensures all trips that have been sent to taxi providers are performed on-time and within the proper standards. They will perform trip verification and reconciliation in Trapeze for all taxi service providers.

MV has found that dedicating staff to this aspect of the service allows us to update the Trapeze system in near real-time; even though the taxi providers are not directly connected to the system. This enhances our ability to provide passengers with an accurate ETA and ensure proper service coverage. This prevents our team from losing track of passenger trips that have been sent to taxi providers. Taxi Dispatchers will report to Ms. Santiago and the Lead Dispatcher.

Revised Estimated Wage Rate or Average Hourly Rate

	Hourly Rate or Annual Salary	NUMBER OF PERSONNEL							
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Project Management									
Project Manager	$150,000	1	1	1	1	1	1	1	1
Accounting Administrator*	$13.00	1	1	1	1	1	1	1	1
Reports Clerk	$11.00	1	1	1	1	1	1	1	1
Quality Assurance									
Director of Operations*	$110,000	1	1	1	1	1	1	1	1
Contract Administrator*	$80,000	1	1	1	1	1	1	1	1
Operations Supervisors*	$37,440	4	4	4	4	4	4	4	4
Customer Relations Manager	$80,000	1	1	1	1	1	1	1	1
Customer Service Clerks*	$11.00	2	2	2	2	2	2	2	2
Director of Maintenance	$95,000	1	1	1	1	1	1	1	1
Director of Safety & Training	$65,000	1	1	1	1	1	1	1	1
Auditor - Driver Certification*	$13.00	1	1	1	1	1	1	1	1
BTW Trainers - Annual Refresher*	$13.00	2	2	2	2	2	2	2	2
Road Supervisors	$13.00	8	8	8	8	8	8	8	8
Controller	$60,000	1	1	1	1	1	1	1	1
Reconciliation & Billing Auditors	$14.00	2	2	2	2	2	2	2	2
Drug & Alcohol Manager	$80,000	1	1	1	1	1	1	1	1
Call Center									
Operations Manager - Call Center	$90,000	1	1	1	1	1	1	1	1
IT Manager	$65,000	1	1	1	1	1	1	1	1
No Show/Cancellation Clerks	$11.00	2	2	2	2	2	2	2	2
Safety & Training									
Training Manager*	$41,600	1	1	1	1	1	1	1	1
Trainers*	$16.00	2	2	2	2	2	2	2	2
BTW Trainers - Initial Certification	$13.00	2	2	2	2	2	2	2	2
MV Operations									
Project Manager*	$92,000	1	1	1	1	1	1	1	1

	Hourly Rate or Annual Salary	NUMBER OF PERSONNEL							
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Operations Manager*	$55,000	1	1	1	1	1	1	1	1
Maintenance Manager*	$70,000	1	1	1	1	1	1	1	1
Reservations									
Reservationists	$11.00	27**	31	36	41	46	49	53	57
Lead Reservationist	$12.00	1	1	1	1	1	1	1	1
Scheduling									
Schedulers	$16.00	5	6	7	8	9	10	11	12
Lead Scheduler	$17.00	1	1	1	1	1	1	1	1
Dispatch									
Dispatchers	$14.50	14**	15	17	20	23	26	28	31
Taxi Dispatchers	$14.50	2	2	2	2	2	2	2	2
Lead Dispatcher	$15.50	1	1	1	1	1	1	1	1

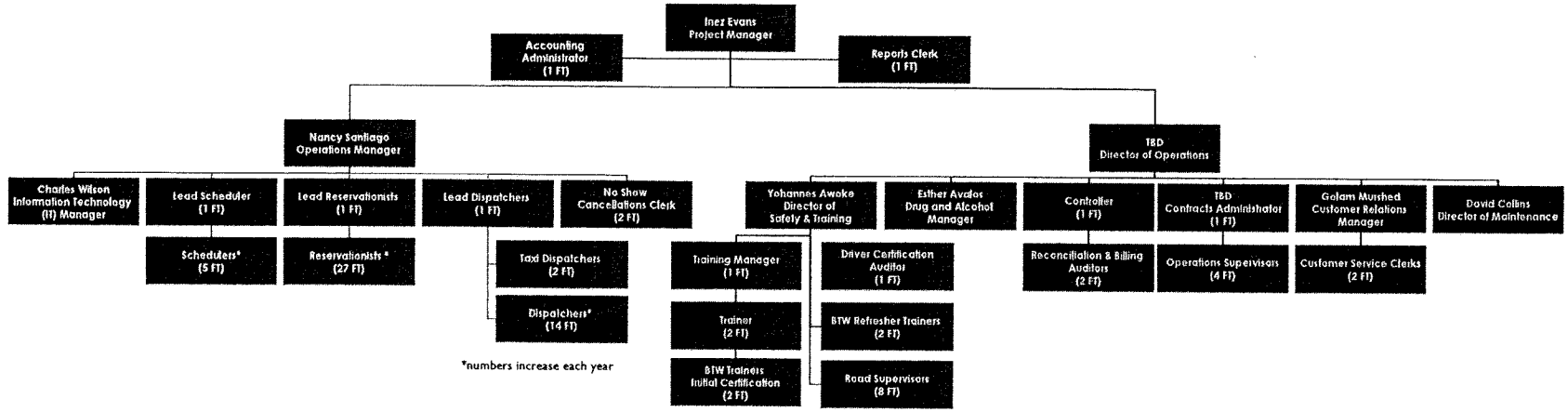
*Red text indicates positions new to the non-vehicle fixed costs budget

** In Year 1 we will have additional staffing of 4 reservationists, 2 customer service clerks and 3 dispatchers, in addition to the numbers shown.

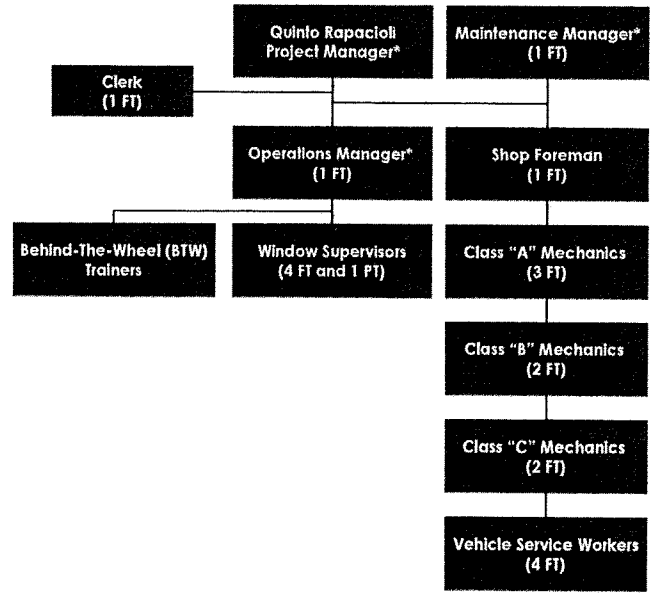
Benefits

- **Vacation Pay:** Employees accrue 40 hours after 1 year, with the amount increasing as seniority is gained to 80 hours after 5 years and 120 hours after 10 years.
- **Holiday Pay:** Six paid holidays will be offered for full time employees after completion of probation. Employees hired from the existing contractor will receive this benefit from day one.
- **Health & Dental Insurance:** MV will provide medical and dental insurance to full time employees. Each plan has dependant coverage available. Current employees with medical insurance will have no waiting period to avoid disruption in coverage.
- **Life Insurance:** All employees are covered by $5,000 life insurance.
- **401 (k):** All employees are eligible to participate in MV's 401(k) retirement program. MV will offer to match each employee's contribution up to $400 per year per employee.

Revised Broker Organizational Chart



Revised Operations Organizational Chart



*indicates operations positions new to the non-vehicle fixed costs budget

Data Requirements

Attached we have provided an excel spreadsheet that details the data that MV requires to import into the Trapeze software. This data is categorized by Client Data, Subscription Data, and Historical Data. Each item on this list displays Data Element, Type, Field Size and Comments. We have also provided this information in electronic format.

Other Areas Requiring WMATA Technical Support

Areas where MV will require WMATA technical support are as follows:

- **Marketing the WEB and IVR Services:** While we believe that the addition of WEB and IVR systems will greatly enhance passengers options on how to reservations and obtain information, we also understand that marketing these new features is essential for their success. As with most new technology, these services are only helpful if users know they exist. As such, we request WMATA's assistance in marketing these features to the community.
- **Consultation and Staff Training for the Trapeze CERT program:** MV will require WMATA's input as we set up and configure the CERT module of the Trapeze System. As WMATA will perform all certification tasks, we believe it is important that staff is involved in system set-up to define how clients are coded, trips funded, etc. MV also will require the time of WMATA's staff for proper training of the CERT module.

Other Areas

Trapeze Support

MV absolutely guarantees that we all commitments made relative to the functionality, support and implementation of the Trapeze system will be met. MV has received full commitments from senior Trapeze managers that we will have full support and dedication of Trapeze personnel on this project.

MV further states that many of our Trapeze support personnel on our staff, including Mr. Christopher Bryan, will be on-site during the transition and following the implementation date to ensure Trapeze is fully functional from day one.

Startup Staff Beyond the Implementation Date

MV commits that all MV staff assigned to the startup will remain on-site as needed, but for a minimum of two weeks after service begins. As stated during discussions, Mr. Jon Monson, CEO, will be on-site for the transition and remain for 60 days after the first day of service.

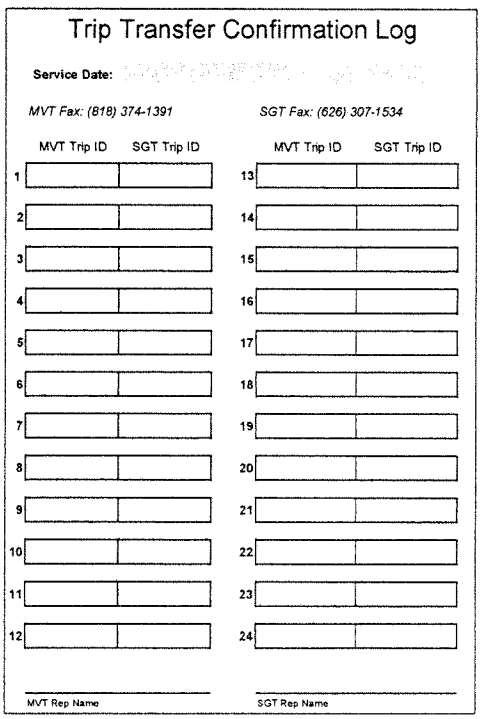
Taxi Trip Reconciliation

During our discussions, there was some concern regarding our ability to properly reconcile trips provided by taxi providers. We have developed an automated program that will reduce the labor hours required to properly perform these tasks. This process is described as follows.

On the night before each service day, MV's Scheduling Staff will identify trips that will be assigned to taxi companies, and change the account number in Trapeze to a taxi provider number. The trip data sheet will be generated and faxed to each taxi provider. This process also occurs throughout the day of service, as necessary.

Once the taxi provider receives these trips, they will enter them into their own dispatch system. The driver will be reminded of WMATA's requirements to date/time stamp the trip ticket and get a signature from the passenger.

MV will provide to each taxi provider access to a secure website where they will enter in all trip data. This site will essentially be an electronic form of the Trip Transfer Confirmation Log displayed to the right.



Trip Transfer Confirmation Log

Service Date:

MVT Fax: (818) 374-1391 SGT Fax: (626) 307-1534

	MVT Trip ID	SGT Trip ID		MVT Trip ID	SGT Trip ID
1			13		
2			14		
3			15		
4			16		
5			17		
6			18		
7			19		
8			20		
9			21		
10			22		
11			23		
12			24		

MVT Rep Name SGT Rep Name

At the end of the service day, the taxi provider's dispatcher will collect all trip tickets, enter the trip data on this web form, and submit to MV electronically. Then the taxi provider will deliver the trip tickets to our offices.

Once received, our billing and reconciliation clerks will separate all invoices for processing. The identification numbers from electronic data received through the web are easily reconciled with the Trapeze data, as this data will be coded with the Trapeze ID numbers. The data will be imported into Trapeze, and audited against the date/time and signature data from the trip tickets.

Drug and Alcohol Prevention Program

To clarify and confirm MV's involvement in Drug and Alcohol testing and policy, MV will assume the cost and oversight of the entire FTA mandated Drug and Alcohol Prevention Program to ensure total compliance within the MetroAccess system. After further discussion with WMATA staff MV has decided to assume direct responsibility for all facets of this program, as well as the costs associated with its management (these costs have been moved from the variable costs into the Non-Vehicle Fixed Cost budget); which will prevent the possibility of any "corners being cut" or deadlines being missed.

This includes all pre-employment, post accident, random and reasonable suspicion testing for the MetroAccess program. As stated earlier in this document, MV's road supervisors will ensure that all post accident testing occurs within 2 hours of the accident; MV's Operations Supervisors will monitor random testing, and MV's Training Manager will ensure all pre-employment testing is completed prior to any training.

Liquidated Damages

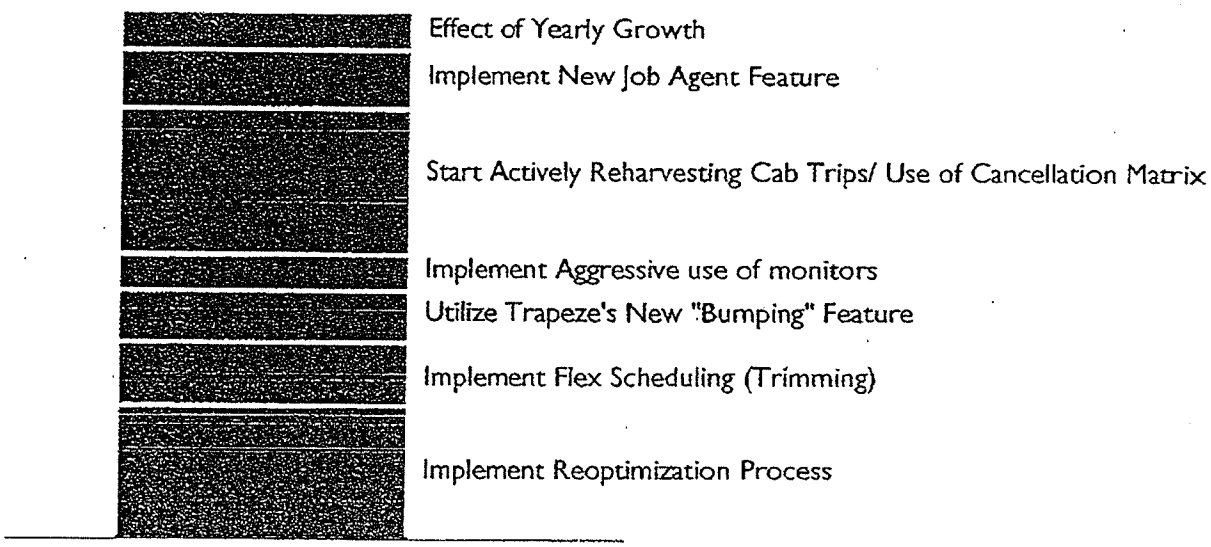
MV understands and acknowledges the assessment of damages included in Amendment 7 relative to startup performance and availability.

Clarification Regarding System Backup

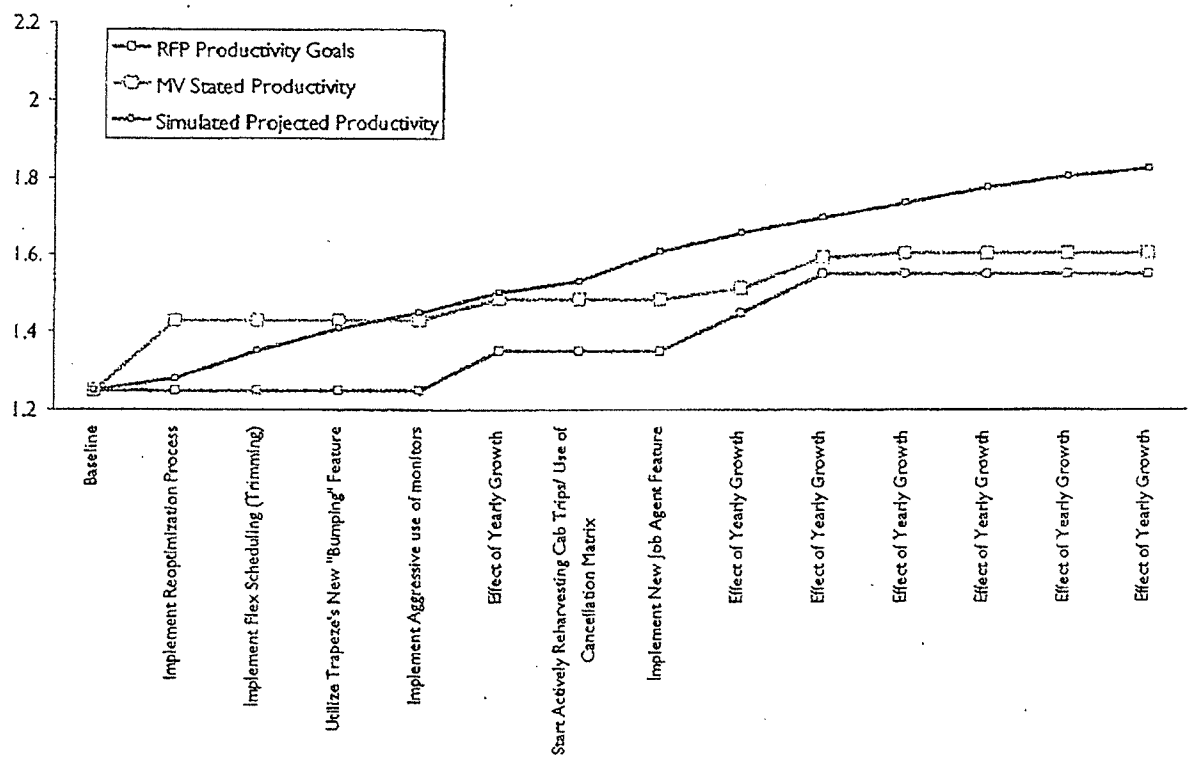
Mr. Charles Wilson, IT Manager, will ensure that system backups are completed nightly and that the data is properly stored to ensure minimal downtime due to any unforeseen circumstances. In addition to the local back up procedures, MV will backup systems in our offices in Elk Horn Iowa; and if desired, at the WMATA offices. By backing up data in multiple locations, we ensure proper disaster recovery of all MetroAccess information.

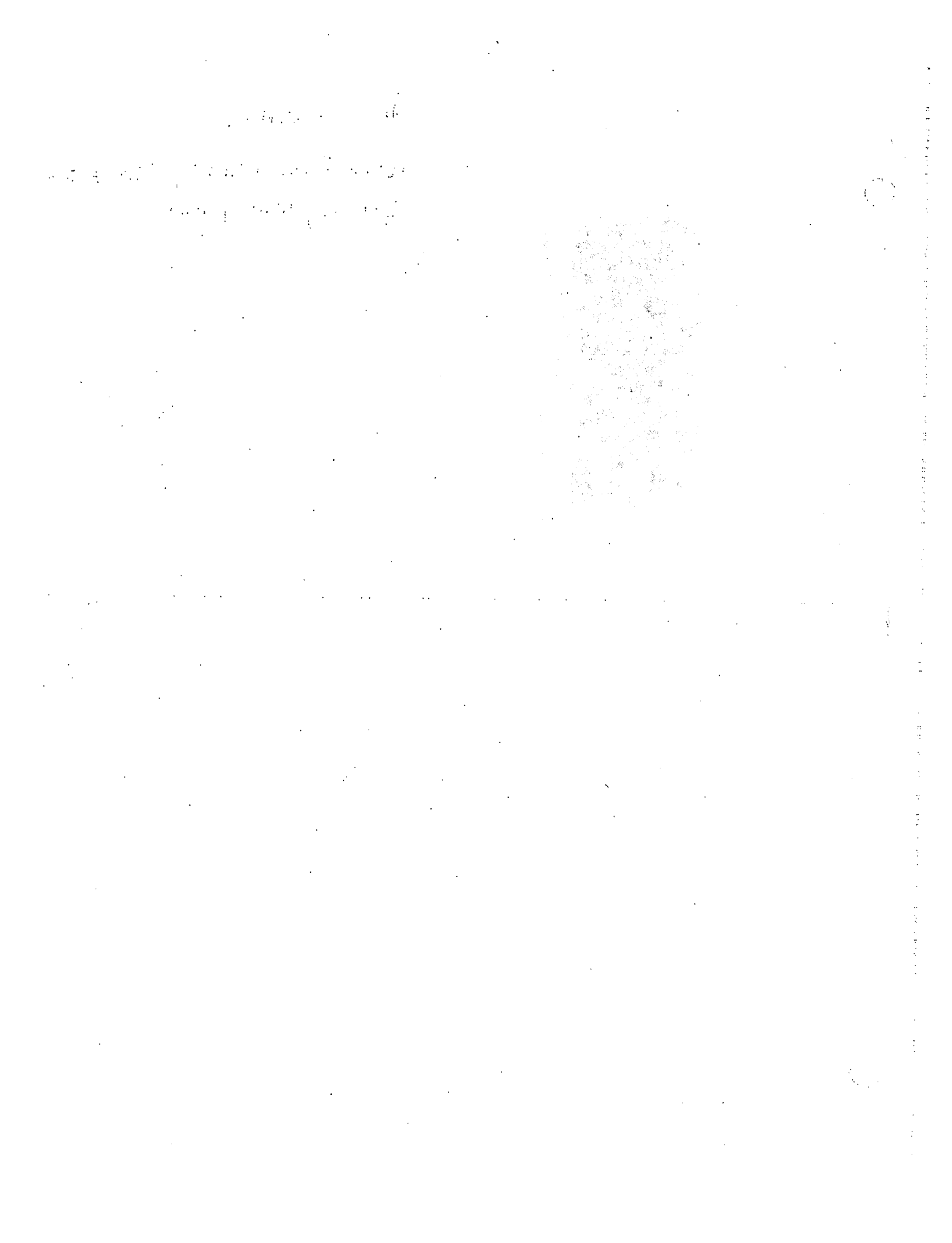
How Is Productivity Achieved?

Major Drivers of Productivity Gains



Effect on Productivity



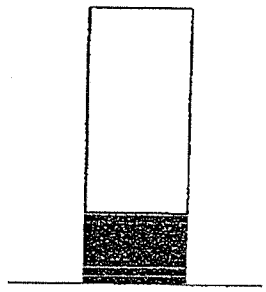


Following are the results of the analysis used to support the projected productivity numbers we used in our proposal. These numbers are based on simulations with data from actual MV sites and show the productivity projections used in our proposal *are conservative* compared to the gains achieved applying these techniques to similar large systems MV operates.

Trapeze Scheduling over Current System

The EmTrack product was specifically written to manage Medicaid brokerage systems – which are different from paratransit systems in not only operating environment, but clientele and trip type. These systems provide a significantly lower percentage of shared rides than most paratransit operations. The migration from custom Medicaid brokerage software to a true and versatile paratransit scheduling system alone will significantly affect productivity. However, this effect cannot be proven at this time, as the EmTrack software is only in place at Logisticare operations, making data unavailable to test in the Trapeze system. Therefore, this factor is *not used* in supporting any of our numbers. Gains in productivity through the sheer transition of software will be in addition to what is quoted in our numbers.

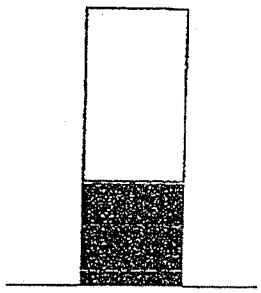
Effect of Reoptimization Process (2% gain)



Our original proposal submittal and subsequent discussions with the evaluation committee addressed how the reoptimization process increases productivity. The precise reoptimization procedures are discussed in detail in the documents submitted by MV at our July 21st interview. In general, however, MV's methodology includes reoptimization at various points throughout the life of all trips. For example, reoptimizing 4 days out, 2 days out and then the night before service.

To determine the affect of effective reoptimization, MV ran simulations on two current MV operations. In both cases, we "re-ran" a service day not utilizing proper reoptimization techniques. In both cases, we found a 2% drop in productivity as a result of this exercise. Therefore, using the logic in reverse, one can expect about a 2% increase in productivity through reoptimization.

Effect of Flex Scheduling (Trimming) (5% gain)



In many of MV's larger paratransit operations, we utilize a process called Supply/Demand Scheduling. This is a scheduling method that matches the supply of vehicles we put on the road to the actual demand for that day. In our experience, demand can fluctuate quite a bit from day to day. The trend is more prevalent for our larger sites than in our smaller ones.

The challenge in this process is that most scheduling systems optimize the schedule based on the hours that are presented to it. To remedy this, MV has developed a set of tools and reports that interface with the Trapeze data and allow us to *alter the hours that should be put on the road on a daily basis.* These tools allow us to do two things:

- Perform seasonal run cuts that match the need for the upcoming season based on historical information.
- Perform daily alterations very quickly

The combination of these two actions is essential; seasonal run cuts minimize the daily changes so that drivers' schedules are not extensively altered.

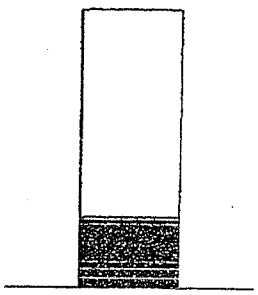
To effectively communicate these daily alterations, we have additionally developed a "Driver Start Time Line" for drivers to call and confirm their start time for the next day. Start times are based on the demand analysis described above. This unique process allows us to accommodate the needs of our drivers; for example the most senior group of drivers does not experience varying start times.

Following are the results of the analysis used to support the projected productivity numbers we used in our proposal. These numbers are based on simulations with data from actual MV sites and show the productivity projections used in our proposal *are conservative* compared to the gains achieved applying these techniques to similar large systems MV operates.

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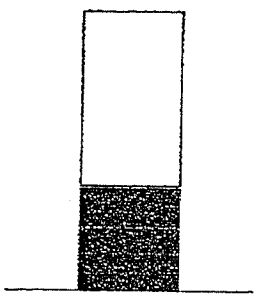
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To determine the affect of effective reoptimization, MV ran simulations on two current MV operations. In both cases, we "re-ran" a service day not utilizing proper reoptimization techniques. In both cases, we found a 2% drop in productivity as a result of this exercise. Therefore, using the logic in reverse, one can expect about a 2% increase in productivity through reoptimization.

Effect of Flex Scheduling (Trimming) (5% gain)



In many of MV's larger paratransit operations, we utilize a process called Supply/Demand Scheduling. This is a scheduling method that matches the supply of vehicles we put on the road to the actual demand for that day. In our experience, demand can fluctuate quite a bit from day to day. The trend is more prevalent for our larger sites than in our smaller ones.

The challenge in this process is that most scheduling systems optimize the schedule based on the hours that are presented to it. To remedy this, MV has developed a set of tools and reports that interface with the Trapeze data and allow us to *alter the hours that should be put on the road on a daily basis.* These tools allow us to do two things:

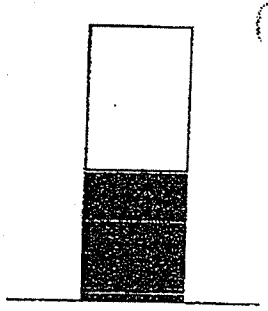
- Perform seasonal run cuts that match the need for the upcoming season based on historical information.
- Perform daily alterations very quickly

The combination of these two actions is essential; seasonal run cuts minimize the daily changes so that drivers' schedules are not extensively altered.

To effectively communicate these daily alterations, we have additionally developed a "Driver Start Time Line" for drivers to call and confirm their start time for the next day. Start times are based on the demand analysis described above. This unique process allows us to accommodate the needs of our drivers; for example the most senior group of drivers does not experience varying start times.

The 5% gain presented here is based on actual current MV sites that use and do not use this feature on a daily basis. We anticipate an additional gain based on performing seasonal run cuts; however, this increase is not reflected in these numbers as we could not effectively simulate this action.

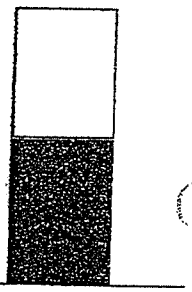
Trapeze's New "Bumping" Feature (4% gain)



Trapeze has recently added a new "bumping" feature that MV will implement in the MetroAccess program. This feature can determine if a trip is better served on a route, even if that route is at full capacity. Trapeze will recommend the route as the best solution, and if the recommendation is accepted, the software automatically "bumps" a less productive trip from that route to accommodate the new trip request and reschedules the bumped trip automatically.

For example, a client requests a 9:30 a.m. trip from a nursing home to a nutrition site scheduled. Route A is at full capacity, but has a trip scheduled at 9:00 a.m. on the same day, from the same nursing home to the same nutrition site for another client. Route A also has a 9:15 a.m. trip leaving a nursing home going to the mall. Since the most productive route for the client booking the 9:30 a.m. trip is Route A, even though Route A is at full capacity, the Trapeze system will still recommend Route A as the best solution to the reservationist based on "bumping" the 9:15 a.m. trip to another route. If the client accepts the 9:00 a.m. trip, Trapeze automatically "bumps" the 9:15 a.m. trip to the mall and schedules it to another route.

Effect of Use of Monitors (3% gain)



MV is proposing the use of our custom monitoring tools to track on-time performance and slack time on a real-time basis. The addition of these tools is especially effective when there is an MDT/AVL system implemented.

Sites that utilize MDT/AVL technology move more trips to maximize productivity than those without. Our monitors further enhance this, as they allow us to quickly find trouble spots and unproductive time caused by cancellations and capitalize on this excess time faster than any other process. These monitors assist in productivity enhancement because they can be used to effectively close down routes early when cancellations have caused slack towards the end of the route. They also improve on-time performance by quickly finding the routes that are running late and solving the problems faster.

Reharvesting Taxi Service (1% gain)

MV uses a Cancellation Matrix at many of our sites – this matrix helps us "save" unscheduled trips to use to fill in the cancellation slots on the actual day of service.

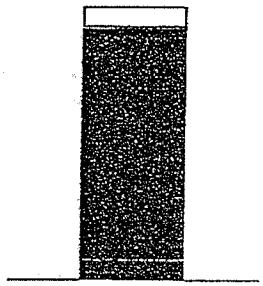


While our original proposal submittal discussed the utilization of the Cancellation Matrix in the MetroAccess service, we felt the evaluation panel had some concerns about this process. We are proposing an alternative method to achieve a similar increase in productivity without the use of the Cancellation Matrix. This process is referred to Reharvesting.

We have budgeted to have 5% cab utilization. With the trips that would normally have been saved as unscheduled trip will be assigned as taxi trips; then we can "reharvest" them as they fit into regular service.

Effect of Job Agent Feature (2% gain)

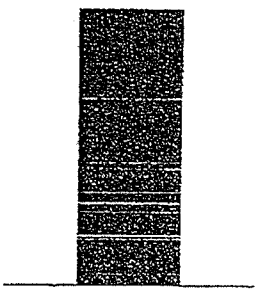
The new "Job Agent" is a unique Trapeze feature that we are proposing to fully utilize by the middle of Year 2. This tool allows us to schedule reoptimization to occur automatically and periodically throughout the day. This feature also allows us to customize the reoptimization for different trip sets. Although we were unable to simulate the effect of this feature, we know of positive results of Trapeze clients who use Job Agent.



We believe it is features like this and the new "bumping" feature that set Trapeze above the competition. Over the past 12 years, Trapeze has continually enhanced the algorithm with new features and theories producing continual productivity gains.

Effect of Growth (2% average gain per year)

Our final analysis involved simulating the effect on productivity based on WMATA's ridership growth projections.



The analysis was performed using a day's worth of trips (2,606 trips) from MV's Orlando operation as our sample data. Our Orlando operation provides paratransit services across a large, three county service area in Florida. The operation also utilizes a mixed fleet similar to what we have proposed for WMATA.

The proposal projects year over year growth of 14% during the term of the contract. For purposes of simulation, we assumed final ridership would be the 2,606 trips included in the simulation day. We then worked backward reducing ridership by 14% per year to arrive at simulated ridership figures for the entire period. Trips were then randomly removed from the data set to reach the 1,041 trips project for Year 1.

The trip data was then batched in the Trapeze system. The most unproductive routes were removed and assigned to taxi services, until the 5% maximum was reached.

For each subsequent year, trips were randomly added back to the trip pool until the yearly ridership count was achieved. The same batching process was then followed for each year.

The results are shown in a table below. You will see that from Y1 to Y8, passenger per hour productivity increases from 1.62 to 1.91; trips per hour productivity increases from 1.48 to 1.77 – this productivity increase is a result of system growth only.

	Projected Trips	Estimated Dedicated Vehicle Trips	Estimated Taxicab Trips	Passenger per Rev Hr Productivity	Trips Rev Hr Productivity	% Change
Y1	1,041	989	52	1.62	1.48	
Y2	1,187	1,128	59	1.63	1.50	+1%
Y3	1,353	1,285	68	1.73	1.59	+6%
Y4	1,543	1,466	77	1.73	1.59	+0%
Y5	1,759	1,671	88	1.81	1.66	+4%
Y6	2,005	1,905	100	1.81	1.66	+1%
Y7	2,286	2,172	114	1.89	1.74	+5%
Y8	2,606	2,476	130	1.91	1.77	+2%



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August 31, 2005
~~September 1, 2004~~

Mr. William C. Ellerman
Contracting Officer
Washington Metropolitan Area Transit Authority
600 Fifth Street, NW
Washington, DC 20001

Subject: Proposal Revision Clarification – RFP CO5108/CR, Paratransit Services

Dear Mr. Ellerman:

Thank you for the opportunity to meet with you and your selection committee on August 31, 2005. Pursuant to your request, please find enclosed with this letter the following requested additional information.

1. Attachment I: Issues/Concerns Pertaining to Proposed Resources and/or Process Methods
2. Attachment II: Questions Pertaining to Non-Vehicle Fixed Costs
3. Attachment III: Other Cost Related Questions
4. Attachment IV: Technical Questions

We hope that you have found MV to be a professional organization with a true desire to provide the community with the high quality service that both WMATA and your passengers expect. Thank you again for your consideration of our firm and I look forward to working with you through the remainder of this procurement process.

Sincerely,

Keith Whalen
Executive Vice President

ATTACHMENT I

ISSUES/CONCERNS PERTAINING TO PROPOSED RESOURCES AND/OR PROCESS METHODS

In reviewing the cost information, we cannot identify where you have included reconciliation agents and QA specialists in the staffing matrix. Please provide information and documentation on where these functions are included and the costs associated with them.

In the "Management" line item of the Non-Vehicle Fixed Cost spreadsheet, we have included the cost of the Customer Relations Manager who is responsible for the overall QA program. The personnel included in the "Management" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Management" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

The Customer Relations Manager has a team of road supervisors (8 FT MV persons and a team of provider personnel) who will assist in the quality control program of on-road operations. The cost of the road supervisor team is included in the "Administrative" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Administrative" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

The use of the MDT system integrated with Trapeze will significantly reduce the amount of time necessary to perform reconciliation duties. The reconciliation agent duties are to be handled by the Accounting Manager, Auditor and Reports Clerk. These efforts will be enhanced by the efforts of the accounting personnel located at our service providers. The costs associated with these personnel are "Management" and "Administrative" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Management" and "Administrative" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

As part of the program, we will require that Jon Monson be on site for at least 60 days after service cutover, not 30-60 days. What, if any, are the implications of this request?

There are no implications of this request. We recognize the importance of this service transition to the community and to WMATA and it is MV's goal to do whatever it takes to make this as smooth as possible. Mr. Jon Monson will be on site for at least 60 days in addition to being on site prior to the service start after award of the contract. In addition, MV will be opening a regional support office for its East Coast operations in the WMATA service area for ongoing corporate support.

If WMATA does not agree to adopt a 60-minute negotiation window, what is the impact, if any, on productivity and attendant cost? What are the costs if WMATA adopts a 30 minute window instead?

Removing trip negotiation will have a negative impact on our projected productivity. Given the primary goal of improving service and restoring confidence in the system, we understand WMATA's potential desire to not introduce trip negotiation at this time.

However, our original productivity model projected that we will achieve productivity levels above those identified by our Alternate proposal. The removal of negotiation will reduce actual performance, but

will not create a situation where our projected performance is below the numbers used in our Alternate price proposal. Therefore, there is no to adjust the productivity goals outlined in our Alternate proposal; and in turn there are no cost implications.

As you can see in Table I (below), no negotiation will still allow us to meet the productivity goals. Table II reflects the reduction of negotiation to only 30 minutes. Table III reflects another scenario; we negotiate at 15 minutes initially and expand to 30 minutes later.

TABLE I – NO NEGOTIATION

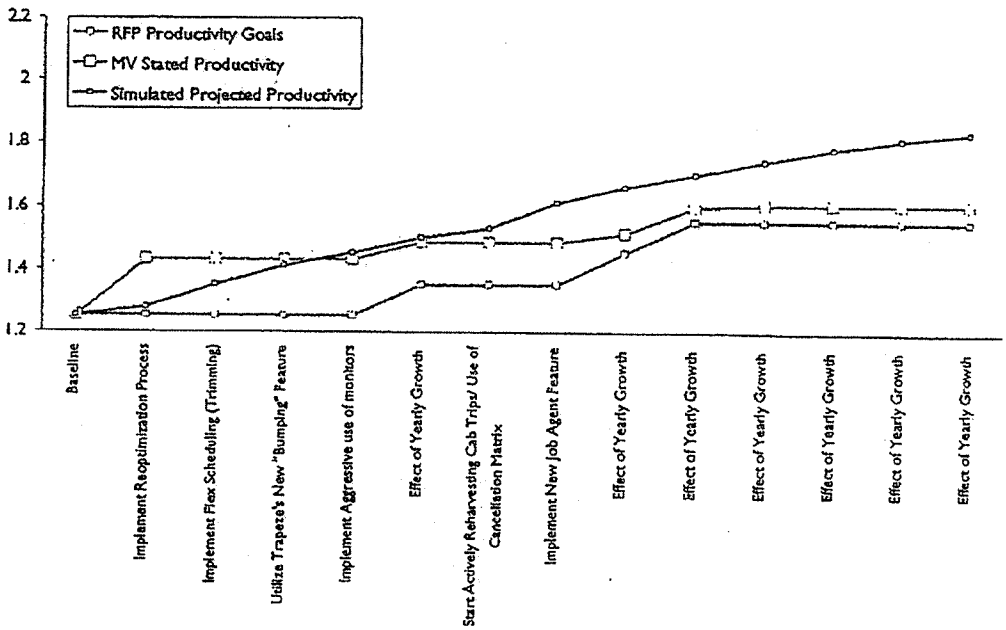


TABLE II – 30 MINUTE NEGOTIATION

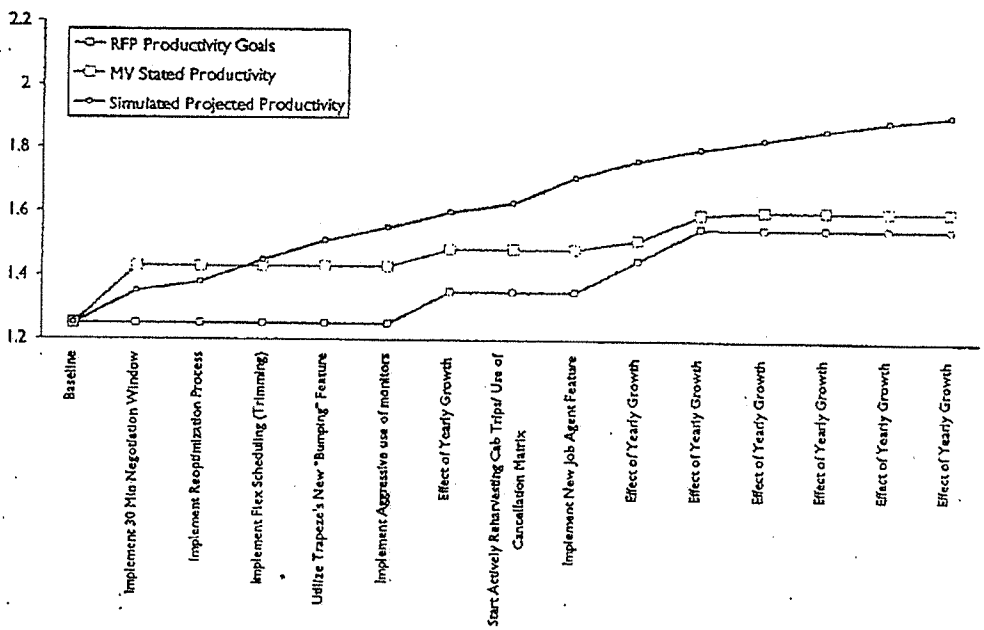
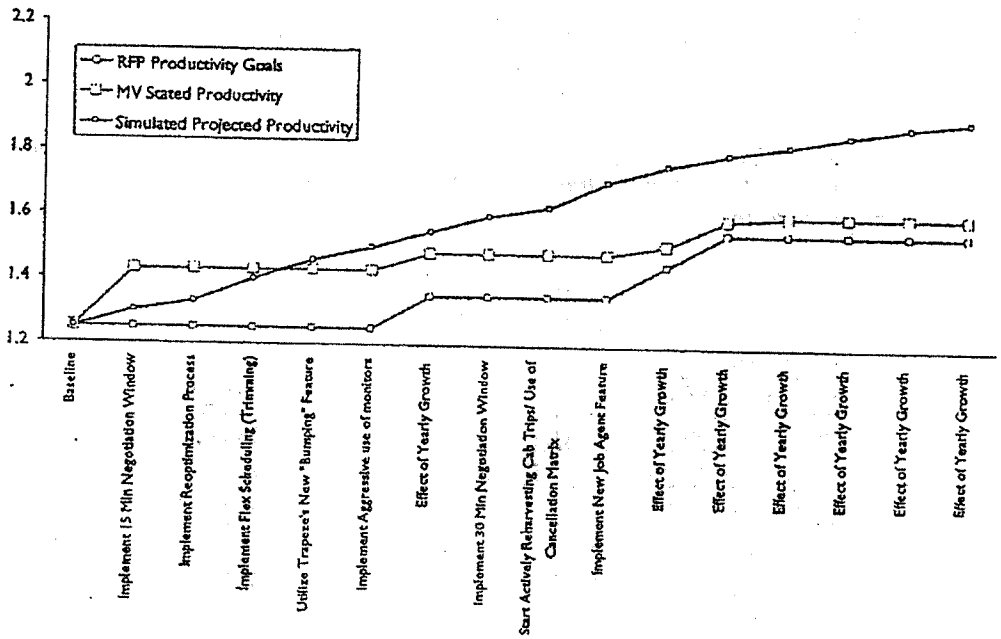


TABLE II – 15 MINUTE, THEN 30 MINUTE NEGOTIATION



You have included DriveCam installation on the vehicles as part of your proposal. What is the cost of that and where is it located in your cost proposal?

The cost of installing DriveCam on the MV operated vehicles is included in the MV Transportation, Inc. operating budget (last page of the price proposal document) in the "Depreciation" line. The capital cost of this program is approximately $98,800, which has been depreciated on a 48-month cycle.

Pursuant to the request of WMATA staff, we included in the Price Schedule Narrative (page 5) an approximate cost of $1,300 per unit for the DriveCam System. Consistent with our commitment in that document, should WMATA desire to install these units on all subcontractor dedicated and non-dedicated vehicles, MV will facilitate this at cost per unit.

In regards to "Progress Payments (Section 8)", what is included as fixed monthly costs, when would "variable" costs be invoiced, and approximately how much savings in interest costs if progress payment proposal was accepted?

The discount we proposed in our BAFO is relative to the Fixed Monthly and Vehicle Cost portions of our billings only. We anticipated these costs to be consistent with all of the costs identified on the Non-Vehicle Fixed Cost schedule. This would result in a .5% reduction in our invoices, which would result in a Year 1 savings to WMATA in the amount of approximately $34,500 in annual savings.

Since most of the variable payments received will be passed on to other providers, we are not able to offer similar discounts on those monies. Variable costs would be invoiced as required by the RFP.

ATTACHMENT II

QUESTIONS PERTAINING TO NON-VEHICLE FIXED COSTS

Provide a list of costs, including salaries and benefits (including hourly labor rate) of all personnel, including dispatchers, that are included in non-vehicle fixed price. Make sure that you include all positions.

Estimated Wage Rate or Average Hourly Rate

Project Manager	$150,000
Operations Manager	$90,000
Safety & Training Manager	$65,000
Information Technology (IT) Manager	$65,000
Drug & Alcohol Manager	$80,000
Customer Relations Manager	$80,000
Accounting Manager	$60,000
Road Supervisors	$13.00
Dispatchers	$14.50
Taxi Dispatchers	$14.50
Lead Scheduler	$17.00
Schedulers	$16.00
Reservationists	$11.00
No Show/Cancellation Clerks	$13.00
Accounting Clerks(Billing Clerks)	$13.00
Reports Clerk	$11.00
Auditor	$11.00
Maintenance Auditor	$22.00
BTW Refresher Trainer	$14.00

Benefits

- ***Vacation Pay:*** Employees accrue 40 hours after 1 year, with the amount increasing as seniority is gained to 80 hours after 5 years and 120 hours after 10 years.
- ***Holiday Pay:*** Six paid holidays will be offered for full time employees after completion of probation. Employees hired from the existing contractor will receive this benefit from day one.
- ***Health & Dental Insurance:*** MV will provide medical and dental insurance to full time employees. Each plan has dependant coverage available. Current employees with medical insurance will have no waiting period to avoid disruption in coverage.
- ***Life Insurance:*** All employees are covered by $5,000 life insurance.
- ***401 (k):*** All employees are eligible to participate in MV's 401(k) retirement program. MV will offer to match each employee's contribution up to $400 per year per employee.

In the Non-Vehicle Fixed Cost and MV Operating Cost Detail section of our Price Proposal, we have provided a table that describes the elements that make up the fringes number shown in the Non-

Vehicle Fixed Cost budget. It is important to note that we include the cost of holiday and vacation pay in the regular wages section of our cost proposal.

In reviewing your non-vehicle fixed costs, it appears that some of the costs may be low. Review the costs and provide us the complete detail and rationale for your costs ensuring that you have sufficient resources to comply with all of the contract requirements. Reaffirm that you have included resources to cover all requirements. In particular, provide additional costing and rationale for the following:

MV understands the critical nature of these services and the importance of improving reliability to the passenger. Our proposal has been carefully designed to ensure that we are properly prepared to honor our commitments to our passengers, WMATA staff, the community and our employees. We have made commitments to you that we will provide service that is of high quality and consistent throughout the service area; we stand by those commitments.

We believe that we have established staffing plans that will accommodate achievement of our goals. However, should WMATA staff feel that additional resources are necessary, we are open to these discussions. The responses below are to provide you the rationale behind our proposed staffing for discussion purposes.

i. Management Requirements

MV is highly experienced in the management of large paratransit systems; no other firm has the experience of MV in the operation of paratransit services while managing a call center and subcontractor operators. We have carefully assessed these services and understand the management requirements of it. We view there to be four primary areas of management:

1. Overall System Management
   - Quality Control & Auditing
2. Call Center Management
   - Trip Reservations, Scheduling & Dispatch
3. Subcontractor Operations Management
   - Operations Management of Individual Providers
4. MV Direct Operations Management
   - Service Provision Provided Directly by MV

management structure changed 9/16

Overall System Management

MV has proposed a comprehensive approach to success in all of these areas. Our management team is includes a team of 7 managers and 8 support personnel. The management team for this component includes (please see organization chart in Section 3.C.2 just prior to page 123 of our original Technical Proposal):

- Inez Evans, Project Manager
- Esther Avalos, Drug & Alcohol Program Manager
- Golam Mushed, Customer Service Manager
- David Collins, Director of Maintenance
- Charles Wilson, Information Technology Manager
- Yohannas Awoke, Safety & Training Manager

- Accounting Manager

The support personnel will conduct much of the field work to audit our subcontractors and ensure they are performing the service in a consistent manner.

Call Center Management

MV has proposed a team of 4 management personnel and 48 support personnel (dispatchers, schedulers and reservationists). The number of support personnel increases dramtically over the course of the contract. Please see the Non-Vehicle Fixed Cost and MV Operating Cost Detail tab of our Price Proposal for detailed information regarding the number of dispatcher, scheduler and reservationist positions for each year.

The management team for this component includes (please see organization chart in Section 3.C.2 just prior to page 123 of our original Technical Proposal):

- Nancy Santiago, Operations Manager - Call Center
- Lead Dispatcher
- Lead Scheduler
- Lead Reservationist

Subcontractor Operations Management

MV has proposed a comprehensive team of service providers. These quality operators are already in service in this region and will greatly reduce risk at transition. Between the team of 7 (8 including MV) firms, they have proposed a total of 21 management personnel. Please see the Staff Table on page 23 of our Revised (BAFO) Technical proposal for details on the number of management staff and support personnel for each subcontractor. Please also review the organization charts included on pages 33-35 of our Revised [BAFO] Technical Proposal for a more visual picture of the commitment made by these operators.

Based upon the operations experience these folks have in this region, we are confident they have the personnel in place to perform service at the levels we will require. We have clearly articulated our expectations to them and they have indicated their support of the consistent service quality approach. MV has identified in our Revised Technical Proposal a number of services that we will provide to the subcontractors. Following is a summary list of these items and the personnel on MV's team who will be responsible for these tasks:

- Initial Uniform Purchase: MV Transition team, Cost in Start-Up budget (Miscellaneous line item)
- Weekly Payment: Accounting Manager and Billing Clreks
- D&A Program Management: Esther Avalos, Drug & Alcohol Program Manager
- Centralized Dispatch, Reservations and Scheduling: Nancy Santiago, Operations Manager – Call Center and the entire Call Center staff described above.
- Classroom and Annual Refresher Training – Yohannas Awoke, Safety & Training Manager and the personnel listed in the Training Section of this response.
- Access to Assigned Trips Through Trapeze: Charles Wilson, Information Technology Manager and MV IT Support Team

- Computer Monitor for Providers' Window Dispatcher: Charles Wilson, Information Technology Manager and MV IT Support Team
- Fleet Focus: David Collins, Director of Maintenance and MV Transition Team
- Radios, Vehicles, MDTs: MV Maintenance Support Team and MV Transition Team
- Fuel Escalator, Incentives/Disincentives Payments: Inez Evans, Project Manager and Accounting Manager
- Payroll Edit Links to Trapeze: Charles Wilson, Information Technology Manager, MV Transition Team and MV IT Support Team

MV Direct Operations Management

We have proposed a team of 5 management personnel and 5 supervisors. The management team for this component includes (please see organization chart on page 49 of our original Technical Proposal):

- Quinto Rapacioli, Director of Operations
- Operations Manager
- Training Manager
- David Collins, Director of Maintenance (also performs overall system management functions)
- Shop Foreman

ii Training

In the Non-Vehicle Fixed Costs, the Training line item encompasses the cost of training materials only. Much of the costs associated with training are labor related and are included in the wages and salaries sections of our budget. We have contemplated training in two primary areas:

1. New Driver Training
   - Classroom Training
   - Initial Behind-The-Wheel (BTW) Training
   - Annual BTW Training
   - Driver Certification (Records Verification)
2. Call Center Staff Training
   - New Hire Training for Call Center Staff
   - Trapeze Training

The costs of training for New Driver Training is primarily labor. The labor costs are reflected in the Safety & Training Manager and the BTW Trainers (2 FT). The cost of the Safety & Training Manager is included in the "Management" line item of the Non-Vehicle Fixed Cost spreadsheet. The personnel included in the "Management" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document. The cost of the BTW Trainers are included in the "Administrative" line item of the Non-Vehicle Fixed Cost spreadsheet. The

personnel included in the "Administrative" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

The Safety & Training Manager will lead the certification efforts. Driver training records will be verified during the annual BTW training session.

Call Center Staff Training is mostly labor related and will be provided by MV's IT personnel and Trapeze staff The cost associated with this training is included in MV's overhead line item and in the cost of the Trapeze system located in Year 1 and the annual maintenance fees.

Training for MV's directly operated portion of the service will be handled by a fully dedicated Training Manager at that individual operation. Additional driver training and BTW training will be handled by the other service providers which have a total of 9 persons responsible for these duties (please see the table located on page 23 of our Revised (BAFO) Technical Proposal for more detailed information.

iii. Drug and alcohol program

There are two primary areas of concern relative to this issue:

1. Oversight & Administration
2. Auditing & Confirmation

MV has fully evaluated these areas of responsibility and is confident that our staffing presents ample support for proper completion of these duties. These efforts will be led by Esther Avalos, Drug & Alcohol Program Manager. Currently MV has two persons handling administration and oversight of this program on a national basis for 8,000 employees. We are confident that the program management will be competently handled by Ms. Avalos.

Actual drug testing procedures will be administered locally by the service providers and their safety team.

iv. Insurance

In our Non-Vehicle Fixed Costs, we have encompassed the cost of general liability insurance for our overall system management only. Auto liability insurance for MV's operations component is included in our operating budget. Subcontractors are responsible for there own auto and general liability.

MV is confident that we have properly covered the cost of insurance in our proposal.

Provide a detail breakdown of costs/items included in Other

Included in the Non-Vehicle Fixed Cost and MV Operating Cost Detail is a line item detail of the costs included in the Other line item.

Provide detail information, rationale and costs related to the drug and alcohol program including the following:

i. Where are the costs for the testing program included and how much is included

The cost of the oversight of the testing program is included in our budget. This task is managed by the Drug & Alcohol Manager. The cost of the Drug & Alcohol Manager is included in the "Management" line item of the Non-Vehicle Fixed Cost spreadsheet. The personnel included in the "Management" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

The cost of the management software is included in our overhead line item. We own this software and the number of users does not drive additional costs, thus we are able to offer use of this program at no additional costs.

ii. Where are the costs for MV's employees' testing?

The costs of testing for safety sensitive employees at the call center is reflected in the Drug and Alcohol Program Expense line item on the Non-Vehicle Fixed Cost detail. The costs associated with the program for MV's operating personnel is included in the Operating Expenses line item of MV's operating cost detail (last page of the price proposal information).

iii. Where are the costs for dedicated and non-dedicated providers' employees' tests

The costs associated with drug & alcohol testing for other dedicated and non-dedicated employees is included in the operating cost (hourly rate) provided by the subcontractors.

iv. Is there provision for a third party administrator and if so where are the costs included and how much?

There is not a third party administrator; MV will administer the program for all service providers as we do for our 8,000 current employees. We do, however, utilize a third party MRO to ensure compliance with FTA regulations.

You have provided a 9.25% fringe rate. What specifically is included, type of cost and amount for each. Explain what fringes you provide and where the cost is located in the proposal.

The percentage identified is based upon line item totals provided in the budget. However, these costs do not reflect the costs associated with vacation and holiday pay. The table below is more accurate of the benefits offered and the value of the benefits. This table is based upon a wage of $11.00 per hour and represents a value of 17.82%. The cost of these benefits is included in on the Fringe Benefits line item shown on the Non-Vehicle Fixed Cost Detail.

Vacation Pay*	$	0.32
Holiday Pay*	$	0.25
Health & Dental Insurance	$	1.15
Life Insurance	$	0.05
401(k)	$	0.19
TOTAL	$	1.96

Benefits

- ***Vacation Pay:*** Employees receive 40 hours after 1 year, with the amount increasing as seniority is gained to 80 hours after 5 years and 120 hours after 10 years.
- ***Holiday Pay:*** Six paid holidays will be offered for full time employees. Employees hired from the existing contractor will receive this benefit from day one.
- ***Health & Dental Insurance:*** MV will provide medical and dental insurance to full time employees. Each plan has dependant coverage available. Current employees with medical insurance will have no waiting period to avoid disruption in coverage.
- ***Life Insurance:*** All employees are covered by $5,000 life insurance.
- ***401 (k):*** All employees are eligible to participate in MV's 401(k) retirement program. MV will offer to match each employee's contribution up to $400 per year per employee.

Provide explanation and more detailed breakdown of what and where corporate overhead represents

Included in Section 6 of our Technical proposal is a detailed breakdown of what corporate overhead represents. The cost of corporate overhead is included in two location of our proposal, the Administrative line of our Operating Budget and the Other line of our Non-Vehicle Fixed Cost detail.

Provide detailed explanation of where profit is included in each area of the price proposal

Profit is included in two locations of our proposal, the Profit line of our Operating Budget and the Profit line of our Non-Vehicle Fixed Cost detail. There is also an administrative fee associated with the cost of the vehicles, this could be considered profit.

OTHER COST RELATED QUESTIONS

You included a 50% refund guarantee for missed productivity in your proposal. Is this amount in addition to the incentive/disincentive schedule included in the RFP or submitted as a replacement for the productivity portion of those incentives? Please explain how the 50% refund guarantee for missed productivity would be computed.

To clarify and confirm, this refund guarantee is in addition to the incentive/disincentive schedule. A detailed explanation of how this program will work is included in our Cost Proposal Narrative of our Revised Cost Proposal. We have included this information below as well.

Alternative Proposal Performance Guarantee

MV Transportation is confident of its ability to improve the productivity of the MetroAccess paratransit program. Our alternative proposal outlines the confidence we have in achieving, at a minimum, the productivity we have stated in our alternative proposal for the dedicated vehicles.

Therefore, our Alternative Proposal ties MV's compensation to the achievement of the productivity we have stated. MV offers to provide a credit to WMATA in the event we do not achieve the minimum productivity we have stated. This credit, if any, will be reflected on our monthly invoice to you for dedicated service and has been calculated to about 50% of the cost difference between the minimum productivity established by WMATA and the higher productivity targets contained in our Alternative Proposal. This credit would begin in month 7 of the contract.

$0.11 per revenue hour will be credited to WMATA for each 0.01 passenger per revenue hour that the actual productivity is less than the MV projected productivity in the Alternative Proposal down to the WMATA listed productivity goal.

For example, in year 1 of the contract, the MV goal is 1.43 passengers per revenue hour and the WMATA goal is 1.25 per revenue hour. In the event MV's productivity was 1.40 per revenue hour, then MV would credit WMATA for $0.33 per revenue hour for all revenue hours in the month. Using an assumption of approximately 80,000 revenue hours per month, this would result in a credit of $26,400. If MV only achieved the WMATA goal of 1.25 passengers per revenue hour, MV would credit WMATA $1.98 per revenue hour, or $158,400. This will start in contract month 6.

We are serious about our ability to improve productivity.

In your revised Technical proposal, you stated "If we fail to achieve the stated productivity levels, MV will still pay our service providers for the hours it takes to provide all the trips, while we will only be reimbursed by WMATA on a per-trip basis." Please explain, this is a per revenue hour reimbursable contract.

We apologize for any confusion this statement has caused. This sentence refers to only when we use our service providers for non-dedicated service. Non-dedicated service will be reimbursed to our service providers on an hourly basis, even though MV will be reimbursed by WMATA on a per-trip basis.

Provide a list of hourly wage rates for all MV employees including drivers

Project Manager	$150,000
Operations Manager	$90,000
Safety & Training Manager	$65,000
Information Technology (IT) Manager	$65,000
Drug & Alcohol Manager	$80,000
Customer Relations Manager	$80,000
Accounting Manager	$60,000
Road Supervisors	$13.00
Dispatchers	$14.50
Taxi Dispatchers	$14.50
Lead Scheduler	$17.00
Schedulers	$16.00
Reservationists	$11.00
No Show/Cancellation Clerks	$13.00
Accounting Clerk (Billing Clerks)	$13.00
Reports Clerk	$11.00
Auditor	$11.00
Maintenance Auditor	$22.00
BTW Refresher Trainer	$14.00
Driver (Starting Wage)	$11.75

** All employees receive annual increases of approximately 3% per year.*

Provide a list of hourly wage rates for all dedicated and non-dedicated drivers working for each of the proposed subcontractors

Firm	Starting Driver's Wage
Battles Transportation, Inc.	$11.00
Alterna Trans, Inc.	$12.40
Diamond Transportation, Inc.	$11.50
Challenger Transportation, Inc.	$11.00
METRO Health Tech Services, Inc.	$13.00
Wheelchair Mobile, Inc.	$11.50
Answers, Inc.	$12.50

NOTE: Table also found on page 30 of our technical proposal.

Provide cost of medical insurance provided to drivers by MV. By each of the subcontractors

Due to the timing of this request, we do not have detailed information of the cost of the medical insurance provided by our subcontractors. Should you require more detail than provided below, we will request this and provide this information to you as soon as possible.

Firm	Health Insurance
MV Transportation, Inc.	$200 per month, or approximately 85%, of the cost of the medical insurance premiums for the employee.
Battles Transportation, Inc.	25% of the cost of the medical insurance premiums for the employee.
Alterna Trans, Inc.	15% of the cost of the medical insurance premiums for the employee.
Diamond Transportation, Inc.	50% of the cost of the medical insurance premiums for the employee, 25% difference family/single.
Challenger Transportation, Inc.	15% of the cost of the medical insurance premiums for the employee.
METRO Health Tech Services, Inc.	15% of the cost of the medical insurance premiums for the employee.
Wheelchair Mobile, Inc.	50% of the cost of the medical insurance premiums for the employee.
Answers, Inc.	50% of the cost of the medical insurance premiums for the employee.

What is the percentage of medical insurance provided by MV to its employees? How much do the employees pay?

MV covers $200 per month, or approximately 85%, of the cost of the medical insurance premiums for the employee. Based upon the costs of health insurance at this time, this will result in approximately $30 per month of the premium to be covered by the employee.

The blended hourly rate shows information pertaining to MV and each of its subcontractors. Provide more detailed cost information of what is included in the rate and the computation. Is there any MV cost added to the subcontractor rate and if so how much for each subcontractor?

The rates shown for our subcontractors have been provided to us directly from our subcontractors. MV has added no additional costs on top of those hourly rates. These rates cover the cost of all operations for service including management, driver labor, maintenance, fuel and insurance.

Where are the costs of uniforms, training, drive cams etc. pertaining to the subcontractors included? Is this a cost included in the subcontractor's rate or provided as a cost separately?

The cost of the initial set of uniforms to be provided by MV is included in the Miscellaneous Line of our start-up costs. The start-up costs are detailed in the final page of our cost detail shown in the Non-Vehicle Fixed Cost and MV Operating Cost Detail tab. After the start-up, the subcontractors will purchase all uniforms from our national provider.

Training provided by MV for the subcontractors is described in our

Explain rationale for difference in rate for trip vs hour.

The worksheets included in the Blended Hourly Rate and Blended Per Trip Rate Worksheet tabs of our Price Proposal provide a detailed analysis of how these rates were developed. We are prepared to discuss this methodology more in depth during our discussions.

Where do you include costs of vehicles for the non-dedicated providers? How much is it? Provide detailed explanation.

In our price proposal, we have included cost detail in a tab labeled Blended Hourly Rate and Blended Per Trip Rate Worksheets. For each year, these worksheets have a table in the bottom right hand corner those worksheets clearly identify the number and cost of the non-dedicated vehicles. The cost of these vehicles is then added into the operating cost of the Non-Dedicated trips in the tables shown at the bottom left of each sheet (these costs are supported by a vehicle cost schedule that is included in the Vehicle Cost Detail tab). This table also identifies the cost of the MDC units for the non-dedicated vehicles.

Essentially, we utilized the revenue hours per vehicle numbers established for the dedicated vehicles and applied that to the number of hours necessary to provide the non-dedicated service to establish the number of vehicles necessary.

Provide detail explanation for all costs included for vans and sedans, including any profit.

The costs included in the cost of the vans and sedans are reflected in the detail provided in the Vehicle Cost Detail of our Price Proposal. This section includes a spreadsheet that identifies the cost per vehicle and the number of vehicles of each type to be purchased. Also in this section is the amortization scheduled that identifies the items included in the cost of the vehicles:

- Vehicle Purchase Cost
- Interest
- Administrative Fee (this cost of handling the lease and payments)

ATTACHMENT IV

TECHNICAL QUESTIONS

1. *When will MV place an order for the revenue vehicles, and when will they take delivery?*

   MV will place the order for revenue vehicles as soon as the contract is awarded and the notice to proceed is issued, or the contract is signed. MV has placed a preliminary order to reserve the chassis so that production will be without delay. Our vendor stands ready to process the final order and to deliver the vehicles. We anticipate vehicles to be delivered starting in mid-December with all vehicles being delivered by January 3rd. We will have 10 vans and 10 sedans on-site by October 10th to support training efforts through the transition period.

2. *It appears that MV's alternate proposal involves more vehicles than the base proposal, though you propose higher productivity in the alternate. Why? Please explain in detail your rationale.*

   For all vehicle calculations for each year, we utilized the revenue hours per vehicle ratios provided by WMATA. In Year 1 and Year 2, the number of vehicles proposed for the alternate bid is actually less than that of the base proposal. This is a result of the higher productivity which lowered the number of revenue hours and in turn the number of vehicles. In the

3. *Reconciliation agents and QA specialists are not included in the staffing matrix. Why not? If they are, how many of each?*

   In the "Management" line item of the Non-Vehicle Fixed Cost spreadsheet, we have included the cost of the Customer Relations Manager who is responsible for the overall QA program. The personnel included in the "Management" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Management" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

   The Customer Relations Manager has a team of road supervisors (12 FT persons) who will assist in the quality control program of on-road operations. The cost of the road supervisor team is included in the "Administrative" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Administrative" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

   The use of the MDT system integrated with Trapeze will significantly reduce the amount of time necessary to perform reconciliation duties. The reconciliation agent duties are to be handled by the Accounting Manager, Auditor and Reports Clerk. These efforts will be enhanced by the efforts of the accounting personnel located at our service providers. The costs associated with these personnel are "Management" and "Administrative" line item of the Non-Vehicle Fixed Cost budget. The personnel included in the "Management" and "Administrative" line item are detailed in the Cost Detail section of our cost proposal, which is the last tab of that document.

4. *We want Jon Monson on site for 60 days after service cut over, not 30-60 days.*

We recognize the importance of this service transition to the community and to WMATA and it is MV's goal to do whatever it takes to make this as smooth as possible. Mr. Jon Monson will be on site for at least 60 days.

5. *If WMATA does not agree to adopt the 30 or 60-minute negotiation window, what is the impact on productivity and attendant cost?*

Please see our response to this issue in Attachment I.

6. *Is the 50% refund guarantee for missed productivity in addition to the incentive/disincentive schedule proposed by WMATA, or a replacement for the productivity portion of those incentives?*

Please see our response to this issue in Attachment III.

7. *What type of technical support, if any, do you expect to need and receive from WMATA?*

MV is fully prepared to handle this transition and the technical implementation through our technical team and that of Trapeze. We do not anticipate any specific support from WMATA, with the exception of facilitating the electronic transfer of rider files from the current software package.

8. *Please detail how complaints will be handled.*

The Customer Service Manager will be the point person responsible for handling complaints. This person will work with our road supervisor and service provider staff to research these complaints and prepare proper responses to the customer.

9. *In the event of an IT failure, what is MV's dispatch plan?*

Manifests will be downloaded from the system data and stored electronically on an individual computer with a connected printer. This computer will have a dedicated UPS system, so in the event of a failure data can be retrieved from this machine. Dispatching would then be handled manually until such time as the problem could be corrected.

During the implementation phase, drivers will get both printed manifests and electronic manifests. In the event of individual unit failure or a system wide failure, drivers will be instructed to "fall back" to their paper manifest.

In addition, customized disaster recover and contingency planning are part of the initial installation and detailed plans will be developed with input from all parties during the system configuration process.

10. List of all personnel, including dispatchers, that are included in the Non-Vehicle price.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Management								
Project Manager	1	1	1	1	1	1	1	1
Operations Manager - Call Center	1	1	1	1	1	1	1	1
Safety & Training Manager	1	1	1	1	1	1	1	1
Drug & Alcohol Manager	1	1	1	1	1	1	1	1
IT Manager	1	1	1	1	1	1	1	1
Customer Relations Manager	1	1	1	1	1	1	1	1
Accounting Manager	1	1	1	1	1	1	1	1
Director of Maintenance	1	1	1	1	1	1	1	1
Reservations								
Reservationists	27	31	36	41	46	50	54	58
Lead Reservationist	1	1	1	1	1	1	1	1
Scheduling								
Schedulers	5	6	7	8	9	10	11	12
Lead Scheduler	1	1	1	1	1	1	1	1
Dispatch								
Dispatchers	17	18	20	23	26	29	31	33
Lead Dispatcher	1	1	1	1	1	1	1	1
Administrative								
BTW Trainers	2	2	2	2	2	2	2	2
Road Supervisors	8	8	8	8	8	8	8	8
Reports Clerk	1	1	1	1	1	1	1	1
Auditor	1	1	1	1	1	1	1	1
Billing Clerks	2	2	2	2	2	2	2	2
No-Show/Late/ Cancellation								
No-Show/Cancellation Clerks	2	2	2	2	2	2	2	2
	76	82	90	99	108	116	123	130

Notes: 1) 2 of the Dispatchers are dedicated to taxi provider oversight.
2) 4 FT Road Supervisors identified in our Organization Chart are provided by the Subcontractors, but will be under our control.

11. Please explain how you are going to reconcile 5% of the trips (taxis) that do not use MDCs without a Reconciliation staff? Also, explain how the Quality Assurance/Customer Service function will work with four FTEs located at the Providers' locations and no QA/Customer Service staff located at the MV Broker location?

We have dedicated two dispatchers to handling taxi service trips. These personnel will handle the trip assignment, follow-up and reconciliation.

Please see our response to the Quality Assurance issue in Attachment I.

12. Does the vehicle backup plan with Creative Bus Sales and Enterprise address wheelchair vans, as well as, sedans?

Yes, Creative Bus Sales has the ability to provide wheelchair vans as well as sedans. Enterprise will only be in a position to provide sedans.

13. *Is it reasonable that all providers, as well as, MV as a direct provider will experience identical productivity levels throughout the contract?*

We do not necessarily anticipate that every provider will experience identical productivity levels. The productivity assessment has been conducted looking at the system as a whole. We are confident that the system will achieve these productivity levels.

14. *Page 23, Personnel and staffing, some of the total on the row and/or column is incorrect. The correction of the error is needed if the figure is used in the cost proposal.*

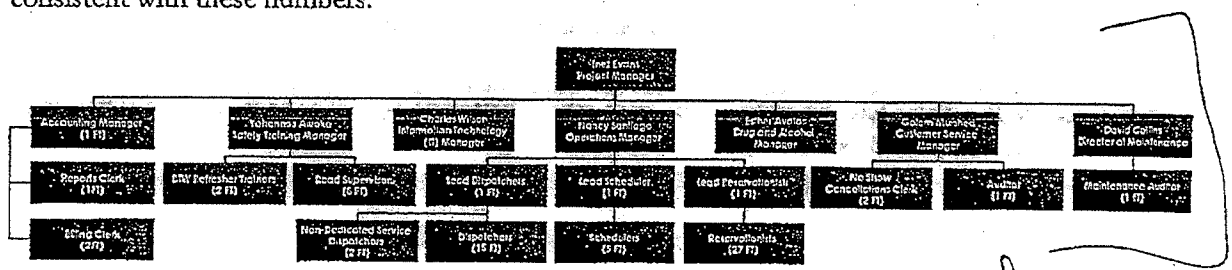
The table on page 23 included a description of MV personnel that is not completely consistent with the display of personnel shown in our organization chart and the response to question #10. We have adjusted the table below to show only the subcontractors and have verified the totals are correct. There is no change to our cost proposal as a result of this revision to the table.

	Battle's Transportation	METRO Health-Tech Services	Wheelchair Mobile Transport	Diamond Transportation Services	Answers	Challenger Transportation	Alterna Trans	Total
Management	3 FT	2 FT	4 FT	2 FT	2 FT	4 FT	4 FT	21 FT
Dispatch	4 FT	3	4 FT & 2 PT	3	3 FT & 2 PT	12 FT	5 FT	34FT & 4 PT
QA/ Customer Service	1 FT	1 FT	1 FT	0	0	0	1 FT	4 FT
Information Technology	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT	1 PT (outside consultant)	7 PT
Accounting/Billing	1 FT	1 FT	3 FT	1 FT	1 FT	1 FT	1 FT	9 FT
Maintenance	4 FT	3 FT	5 FT	10 FT	4 FT	6 FT	4 FT & 2 PT	36 FT & 2 PT
Safety/Training	1 FT	2 FT	1 FT	1 FT & 1 PT	1 FT	1 FT	1 FT	8 FT & 1 PT
Street Supervisors	2 FT	0	0	1 PT	0	3 FT	0	5 FT & 1 PT
Dedicated Drivers (FTE)	110	36	107	31	158	71	36	549 FTE
Administrative	2 FT	1 FT	1 FT	1 FT	1 FT	3 FT	1 FT & 1 PT	10 FT & 1 PT
Total	18 FT & 1 PT; 110 FTE Drivers	10 FT & 1 PT; 36 FTE Drivers	19 FT & 3 PT; 107 FTE Drivers	18 FT & 3 PT; 31 FTE Drivers	12 FT & 3 PT; 158 FTE Drivers	30 FT & 1 PT; 71 FTE Drivers	17 FT & 4 PT; 36 FTE Drivers	127 FT & 16 PT; 549 FTE Drivers

Included

15. *Some head count (FT/PT) on the organization chart (page 33 - 35) does not match the number on the personnel & staffing chart (page 23).*

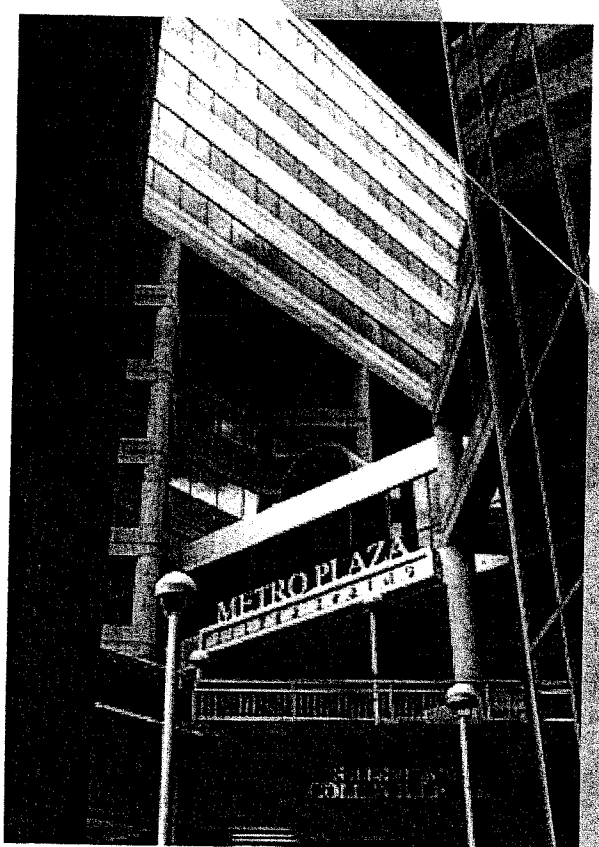
This issue has been resolved with the chart revision above and the clarification of MV staffing in the table located in our response to Question #10. Below is a revised organization chart for MV that is consistent with these numbers.



Revised 9/6

Proposal to

Washington Metropolitan Area Transit Authority (WMATA)



MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C.

RFP NO. C05108/CR

August 19, 2005

Volume 2 REVISED Technical Proposal

Submitted by
MV Transportation, Inc.

REVISED PROPOSAL TO PROVIDE:

MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C. - RFP NO. C05108/CR

VOLUME 2: Technical Proposal

PREPARED FOR:

Washington Metropolitan Area Transit Authority

Dated: August 19, 2005

SUBMITTED TO:

Washington Metropolitan Area Transit Authority (WMATA)
Office Of Procurement And Materials
600 Fifth Street, N.W. Room 3C-02
Washington, DC 20001-2651

SUBMITTED BY:

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August 19, 2005

Mr. William Ellerman, Contracting Officer
Office of Procurement
600 Fifth Street, NW, Room 3C-02
Washington, DC 20001-2651

Subject: Best and Final Offer Under Solicitation No. C05108/CR

Dear Mr. Ellerman:

Thank you for the opportunities to meet with you and your selection committee on July 21st and July 25th to further discuss MV's ability to serve as your partner in the provision of the MetroAccess Program, Paratransit Services for Maryland, Virginia, and Washington D.C. Based upon those discussions I am confident that MV and WMATA will make an excellent team to improve the quality and cost effectiveness of the MetroAccess program. Further, I appreciate the open and constructive manner in which this procurement process has been managed, as it is indicative of the relationship that we will form with WMATA over the years to come.

Pursuant to Amendment Number 6, dated August 12, 2005 and the subsequent correspondence, enclosed with this submittal package are the following items for your review:

1. This letter that provides an introduction to our BAFO document
2. Revised Proposal based on Amendment 6, which is comprised of the following elements
    a. Executive Summary
    b. Supplemental Proposal
    c. Responses to WMATA Questions
    d. Cost Narrative and Justification
3. MV Transportation's Best and Final Offer (Price Proposal) Under Solicitation No. C05108/CR

MV confirms that our pricing is all inclusive and in accordance with the original RFP and subsequent changes made. Consistent with our desire to offer to WMATA the most cost effective solution available, we have conducted an overall review of our proposed costs and have reduced some cost assumptions; all other elements of our original proposals remain unchanged. This Best and Final Offer includes all of the items discussed in our original proposals and interviews as well as an overall review of the pricing methodology.

I am proud that MV is the leader in the provision of paratransit services and that we have made the investment to truly understand how to properly integrate proven technology into our operations. It is clear that WMATA desires a relationship that is built on trust, honesty and dedication. It is also apparent that WMATA desires a partner that offers the ability to enhance the quality of the MetroAccess

service; offering a smooth and quick transition with efficient implementation of technology to meet the system's commitments to the community. You have my personal commitment that MV will bring the resources and knowledge to be that partner.

In closing, I would like to restate the commitment I made to you and the selection committee during our meeting – I will personally oversee MV's MetroAccess implementation. I will be on-site for the implementation, and at minimum 30-60 days after the first day of service. I hope that this commitment appropriately reflects the importance that MV places on this project; and our commitment throughout the life of this contract.

Thank you for your ongoing consideration of our firm. Should you require additional information, please contact Mr. Keith Whalen or me at your earliest convenience. We remain hopeful that you will select MV as your partner for the provision of the MetroAccess Program, Paratransit Services for Maryland, Virginia, and Washington D.C.

Sincerely,



Jon Monson
Chief Executive Officer

Overview of this Document

The Washington Metropolitan Area Transit Authority (WMATA) has issued a revised Scope of Work in reference to the RFP for the MetroAccess Program, providing Paratransit Services for Maryland, Virginia, and Washington DC. While this document is designed to concisely supplement our original submittal, please note that it only addresses WMATA's changes to the Scope of Work. MV's overall approach outlined in our original technical proposal remains unchanged.

This document includes the following information:

- **Executive Summary** – Overall review of MV's approach to operating the MetroAccess Program
- **Supplemental Proposal** – Supplemental/clarifying information addressing the revised scope of work
- **Responses to WMATA Questions** – MV's written responses to questions asked by WMATA on August 4, 2005
- **Cost Narrative and Justification** – Written narrative to support MV's Cost Proposal

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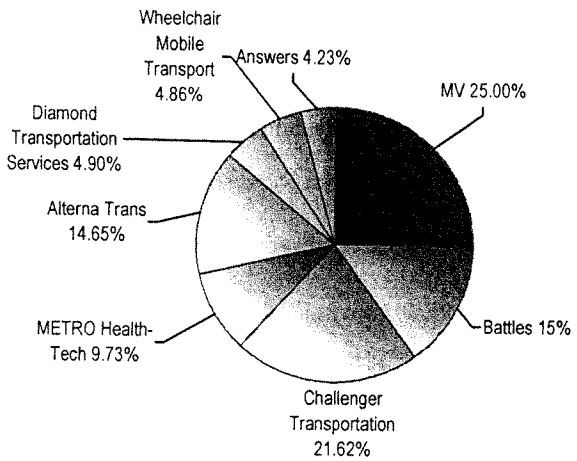
Executive Summary

Overview of Approach

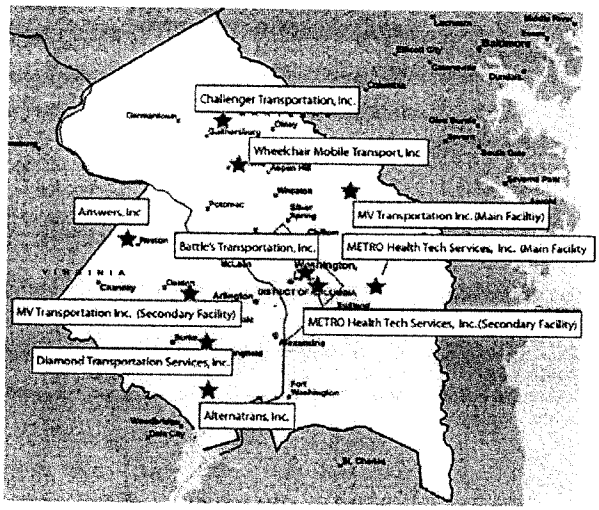
MV Transportation offers WMATA the most experienced proven solution in the nation today. We will use this expertise and proven technology to provide high quality paratransit service to all passengers. Our comprehensive oversight and auditing plan will ensure consistent and professional service delivery that is on-time and highly productive through the entire service area.

MV Transportation is proposing to operate the MetroAccess service in partnership with a small group of local service providers, and operate a portion of this service directly. The vast experience MV brings will be used to mentor our service providers and improve their delivery of service. The graphics below show the percentages of service by company and the geographic distribution of our proposed network of service providers.

Distribution of Trips by Service Provider



Regional Distribution of Service Providers



This service approach is the most cost-effective and service oriented configuration and results in consistent, high quality service to all passengers while promoting a number of operational efficiencies:

- Reduced deadhead mileage resulting in less labor hours, minimal fuel costs, and minimal wear and tear on the vehicles
- Faster response time to road calls, accidents and/or incidents
- Overall improved on-time performance from regional providers
- Reduced operational costs for service providers who are able to leverage service from existing and fully operational facilities
- Reduced transition costs (only MV's 25% of service will be a "new transition")
- Benefits to service areas' local economy and employment opportunities

MV's original proposal stated that our network of dedicated service providers would also provide non-dedicated service. This submittal is designed to clarify and confirm this approach; MV will eliminate for all practical service delivery purposes the provision of service through non-dedicated vehicles. In the best interests of our passengers, MV will provide all but 5% of the service through dedicated vehicles operated by our comprehensive network of eight service providers (including

MV). This service will be delivered by certified drivers trained in a consistent professional manner and in a clean uniform.

To ensure consistency, MV will provide the vehicles (with the exception of the 64 vehicles provided by WMATA) for the entire 95% of the service and all vehicles will be equipped with AVL/MDC technology. MV operated vehicles will be installed with the DriveCam system and we have provided cost estimates to equip the remainder of the fleet.

The remaining 5% of the service will be handled by taxi providers. Our experience is that this is the approximate correct volume of taxi service to ensure proper overflow protection.

To be clear, we understand that WMATA may reimburse MV on a per-trip basis for 20% of the service provided. We will, however, reimburse our service providers on an hourly rate basis for all service they provide, as this service will be utilizing all dedicated vehicles. Through this and the productivity guarantee for our alternate bid (discussed in detail in Section 8) MV will share in the risk of achieving high levels of productivity. If we fail to achieve the stated productivity levels, MV will still pay our service providers for the hours it takes to provide all the trips, while we will only be reimbursed by WMATA on a per-trip basis.

We are confident in this approach due to our ability to maintain steady and consistently high productivity levels. The benefits of this approach are significant:

- Requires MV to remain diligent and accountable for productivity performance, resulting in a win-win situation for all parties involved;
- Eliminates billing confusion and billing discrepancies;
- Ensures service providers' focus on quality service rather than to "get in as many trips as possible as quickly as possible;"
- Fosters a cohesive team built on consistency and fairness.

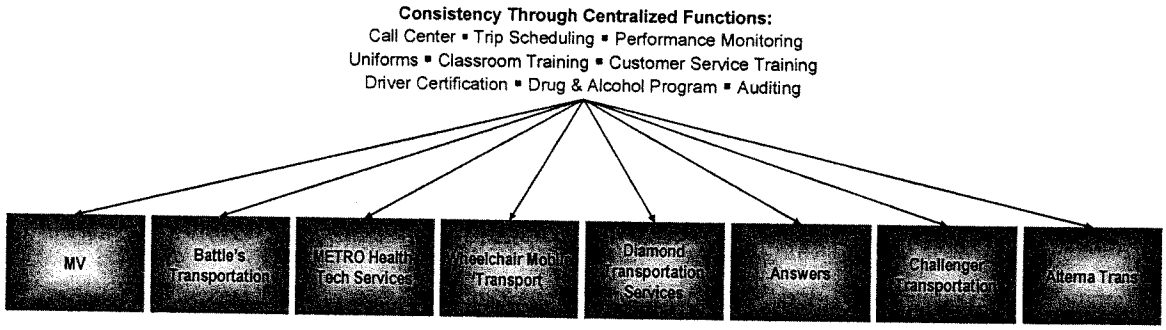
Our plan focuses on partnership; integrating local service provider knowledge to minimize cost to WMATA while improving service quality. We have had extensive communications with our service provider team and each has demonstrated success in providing transportation services in the WMATA service area. Each member of our service provider network has committed to an even greater focus on high quality service, and is strategically located throughout the service area.

Our comprehensive auditing system will ensure that all members perform at a high level and that service is consistent throughout the service area. All drivers will be in the same uniform (MV will supply the first set to all providers) and trained in a professional manner. All vehicles will be dedicated and new and will be provided by MV.

In discussions with our seven selected service providers, they were informed that MV will be providing a portion of this service. We have been open and honest in negotiations with these providers. Each understands MV's approach to the MetroAccess Service; one that is based on consistent service delivery to every passenger, regardless of which provider serves the passenger. They understand all drivers must be certified, in the approved uniform and in a certified vehicle of a color scheme consistent with the rest of the fleet. The pricing we have received from these companies is reflected in our price proposal, and we have received signed letters of intent from each of these companies, detailing this pricing.

Based upon our discussions with our service provider team, we believe MV is the only firm to build a foundation of clear expectations and partnership with these firms. We have made commitments to them in writing, which will allow MV and our network of providers to immediately focus on implementation after contract award.

One of the strongest elements of the design of MV's approach is the amount of control we offer. While our service providers bring the benefit of MetroAccess experience, existing facilities, minimized deadhead, and local employment opportunities, MV will centralize critical components of the service under our control. In addition to our call center functions, MV will handle functions such as classroom training, drug and alcohol testing and program management, driver certification, records/operations auditing, and performance monitoring.



The final element that guarantees WMATA superior service is MV's involvement in service operations. By serving as a service provider ourselves, MV sets an example and serves as a mentor for our other service providers. Our unmatched experience and strong reputation in the paratransit industry gives us a level of credibility and realism in what we expect from our service providers. By performing as a service provider ourselves, we can show our service providers what is a reasonable expectation; if they are struggling, we will share our operating methodology with them so that they can achieve new standards of excellence. MV will make every effort to ensure that the service received by the MetroAccess passengers is at the same high standard that WMATA and MV expect, regardless of the firm that is providing the trip.

Why MV?

Based on our field research of this operation, review of the RFP, our discussions with WMATA staff to date, and our review of WMATA revisions to these project specifications, we strongly believe that MV offers WMATA the best solution for the management and operation of the MetroAccess Program. Now, more than ever, it is clear that MV is the right choice going forward for the following reasons:

MV Knows Paratransit



- MV is the largest provider of ADA paratransit services, and we operate in the largest metropolitan areas in the nation – no other firm comes close to us in this experience.
- MV has more experience than any other firm in the use of the Trapeze System and management of Paratransit services.
- MV is the only firm that can confidently offer customized performance tools that are tailored to enhance paratransit services.

MV Ensures Success

- MV is the most experienced and the most successful firm in the provision of paratransit services.
- MV has more COTS Software experience than any other firm.
- MV has more operating and software support personnel than any other firm.
- MV's proposed management team has 143 years combined experience.

The MV – Trapeze – Mentor Solution is Proven

- More than any other Service Provider / COTS Software team, MV and Trapeze have a track record of success. MV and Trapeze partner in more locations than any other combination of transportation and software firms.
- Our proposed Trapeze/Mentor solution is based on MV's experience and success with this technology. We are 100% confident that this software selection will meet the operating needs of MetroAccess in the most efficient and effective manner.
- MV's support team has more experience in MDT/Software implementation and integration than any other firm.

MV Will Improve Productivity – Lowering WMATA's Costs

MV has submitted an alternate price proposal that contemplates higher productivity than stated by WMATA in the revised scope of work. We are confident in our ability to achieve this; a strategy that is discussed in detail in this submittal.

We have included with this proposal a Guarantee that puts much of the financial risk of achieving these productivity levels on MV. This is discussed in Section 8, but reinforces the fact that we are serious about productivity and saving WMATA money.

- MV is proposing the use of customized applications that interface with this software to maximize productivity.
- Based on preliminary data analysis performed by Mr. Christopher Bryan, we believe that an increase in productivity will be achieved; even if only through system growth. This concept is further discussed in Section 1.

MV Knows How to Manage Subcontractors

- MV's operating plan is based on partnership, ethics and honesty.
- While MV will operate a portion of the service, we believe it is important to retain the local experience and familiarity that our local service providers bring to the MetroAccess service.
- We have selected a small number of local subcontractors who have a history of providing superior service.
- MV will provide our subcontracted partners with the tools and resources to present a united and consistent service. This includes consistent and thorough classroom training, customer service training and driver uniforms.
- We will serve as a mentor to our subcontracted service providers, leading by example in our own operation.
- MV successfully oversees the performance of service subcontractors in many locations using this approach.

1 Automated Reservations and Scheduling System

Is Trapeze the Right Software for WMATA?

Trapeze is the leader in Commercial Off-The-Shelf demand response scheduling and dispatch solutions. No other product has the proven track record or longevity of success that is delivered by Trapeze in the paratransit market. The firm's dedication to ongoing development of this solution assures WMATA that this software is the right investment today and into the future.

WMATA will reap the benefits of a package that has been employed in more large metropolitan environments than any other system, ensuring the proven technology works. WMATA will also reap the benefits of ongoing improvements to the system that are developed from ideas of thousands of users from hundreds of systems.

Trapeze is utilized by the majority of large (and medium) size agencies providing ADA paratransit and other demand response services in North America. The table below represents some of Trapeze's largest clients, and the volume of service provided. No other software company can claim this type of experience and success.

Client Name	City	Peak Trips Per Day	Average Trips Per Hour	Average Passenger Per Hour
Metro-Dade Transit Agency	Miami	8,500	*N/A*	1.6
Southeastern Pennsylvania Transportation Authority	Philadelphia	5,500	1.74	1.87
King County Metro	Seattle	5,200	1.85	*N/A*
Translink/Coast Mountain	Vancouver	5,000	2.49	*N/A*
Orange County Transportation Authority	Orange	4,500	1.96	*N/A*
Wheels of Wellness	Houston	4,500	*N/A*	2.32
Metropolitan Transit Authority of Harris County	Houston	3,800	*N/A*	1.95
VIA Metropolitan Transit	San Antonio	3,800	2.3	*N/A*
Ottawa Carelton	Ottawa	3,000	2.02	N/A
AVERAGE		***4,866***	***2.06***	***1.94***

MV Transportation has worked with almost every other software package available. MV is the largest provider of paratransit services in the United States and we carefully examined all potential solutions. We are absolutely confident that Trapeze exceeds the requirements of the MetroAccess system. Our experience tells us that the MetroAccess system requires a dynamic, proven solution that:

- is proven, not in just a few places, but in hundreds of environments over long periods of time;
- is currently functioning in an MDC environment to ensure implementation is rapid and successful;
- will handle the trip volume and the multiple service provider network of the MetroAccess system;
- is a dominant and successful paratransit solution (Trapeze has the largest installed base in the world for paratransit systems, by a factor of 10);
- has the level of understanding and experience in paratransit services to match MV;

- has the entire team – call center manger (MV)/service provider (MV)/software (Trapeze)/MDC (Mentor) – successfully implemented in other locations (our experience in paratransit services combined with Trapeze's experience in paratransit scheduling was designed to offer WMATA the highest caliber tools to provide the best quality of service);
- MV can customize to meet the specific needs of the MetroAccess Service; such customization includes MV's monitoring tools
- MV will implement without relying completely on the software vendor (of added value is the number of Trapeze personnel MV has on staff who will be dedicated to this implementation. This assures WMATA that the software implementation occurs within the prescribed timelines and is fully controlled by MV staff. This also results in a significant cost savings to WMATA).

Software Ownership

This document confirms that WMATA will own the proposed Trapeze system, including:

- All software components purchased for the project, such as the
  - Operating system
  - Utilities
  - Tools
  - Database
- All licenses and usage of the application system, including but not limited to
  - The scheduling and dispatch application system,
  - Any third party software, and
  - Any custom made and/or proprietary software developed for WMATA

MV will apply all patches, changes and updates to the software application system as part of the operation process, system maintenance and system upgrade. All patches, changes and updates will remain WMATA property at the end of the contract term.

Confirmation of Software

As described in our original technical proposal submittal, the Trapeze system is fully able to support WMATA's paratransit operation, in terms of the response time required for batch scheduling, real-time re-optimization and accessing the IVR/Web Application. The storage capability of this system is more than adequate to store the data requirements for the projected trip growth, for at least the base contract term.

Escrow Account

MV will maintain an "offsite" escrow account for the software licenses, patches, changes and updates required of this system.

Automated Courtesy Calls

As a confirmation, MV would like to restate that our proposed IVR solution is capable of automated calls to customers whose rides will be late. MV manually sets a time limit for the automated call, for example 5 minutes. Any passengers whose trip will be 5 or more minutes late will receive a courtesy call informing them of the delay, and an updated anticipated arrival time. Similarly, our proposed IVR solution allows us to program automated calls to passengers once the vehicle is a certain distance from the pickup site. For example, if a vehicle is 1 mile away, the system can be set to automatically call the passenger and tell them that the vehicle will arrive in 4 minutes.

1.A. Productivity Assumptions

	RFP Stated Productivity	MV Anticipated Productivity
FY 2006	1.25	1.430
FY 2007	1.35	1.485
FY 2008	1.45	1.512
FY 2009	1.55	1.595
FY 2010	1.55	1.605
FY 2011	1.55	1.609
FY 2012	1.55	1.609
FY 2013	1.55	1.609

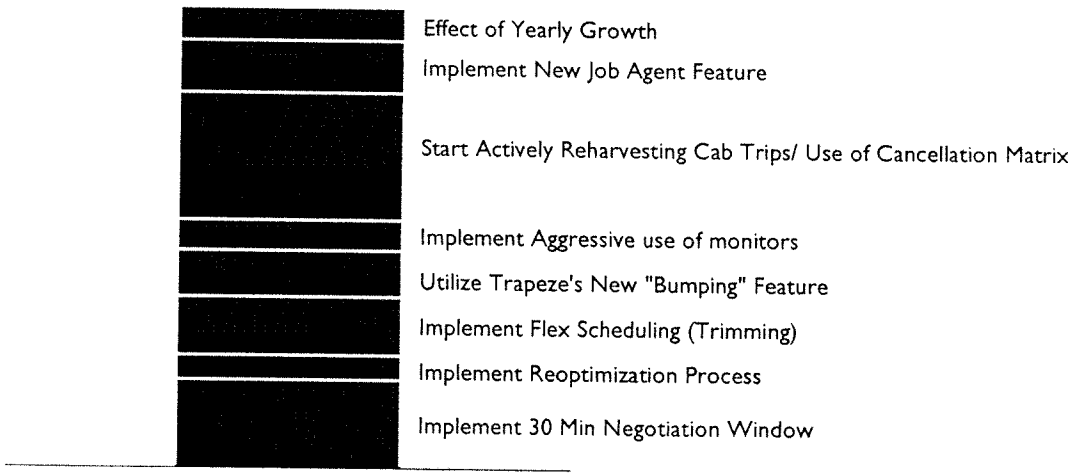
Assumptions Behind the Quoted Productivity Numbers

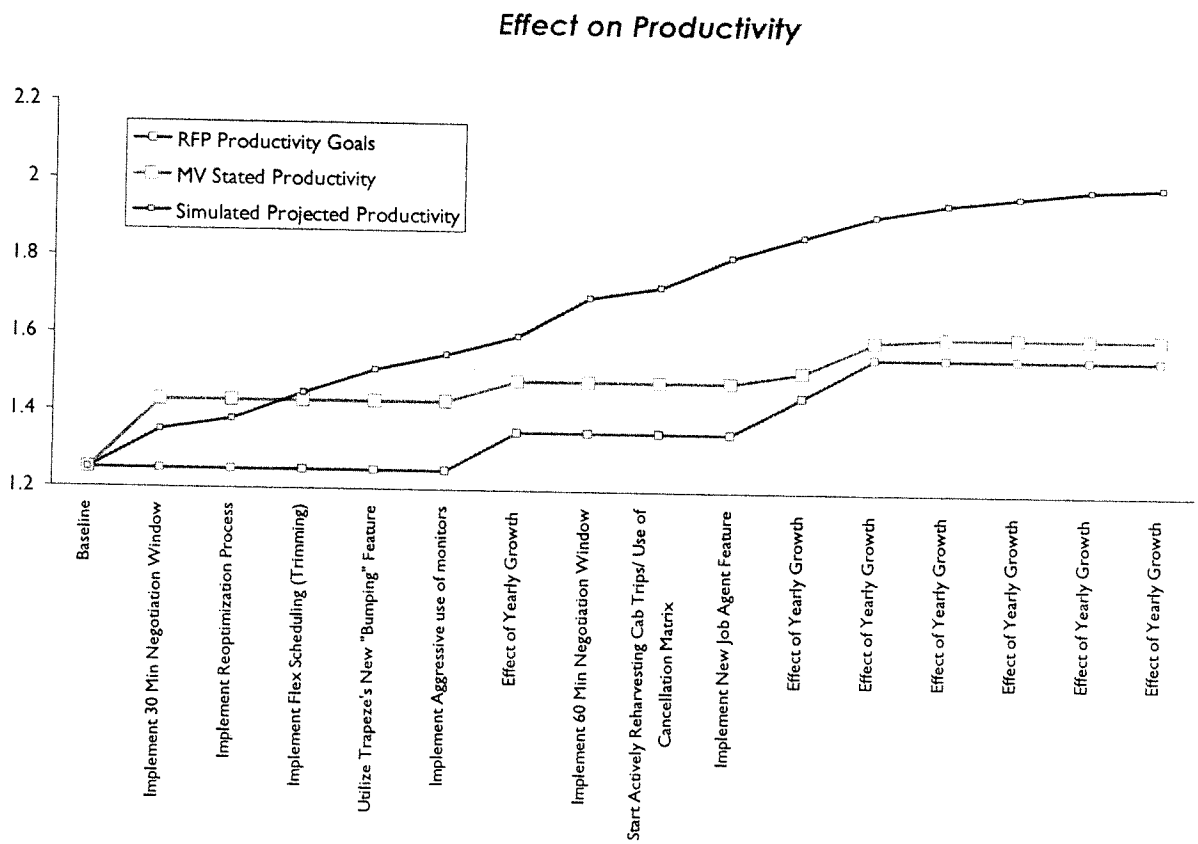
The table above reflects the productivity numbers used in MV's alternate bid. We are confident in our ability to obtain these improvements through our innovative use of the Trapeze Software System, as well as the use of Trapeze itself.

We are so confident in our ability to meet these goals, we have included with this submittal a Guarantee that places the risk of achieving these productivity levels on MV. Please see Section 6, Cost Narrative.

How Is Productivity Achieved?

Major Drivers of Productivity Gains





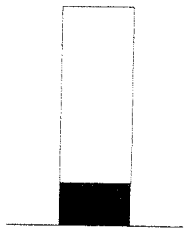
Following are the results of the analysis used to support the projected productivity numbers we used in our proposal. These numbers are based on simulations with data from actual MV sites and show the productivity projections used in our proposal *are conservative* compared to the gains achieved applying these techniques to similar large systems MV operates.

Trapeze Scheduling over Current System

The EmTrack product was specifically written to manage Medicaid brokerage systems – which are different from paratransit systems in not only operating environment, but clientele and trip type. These systems provide a significantly lower percentage of shared rides than most paratransit operations. The migration from custom Medicaid brokerage software to a true and versatile paratransit scheduling system alone will significantly affect productivity. However, this effect cannot be proven at this time, as the EmTrack software is only in place at Logisticare operations, making data unavailable to test in the Trapeze system. Therefore, this factor is *not used* in supporting any of our numbers. Gains in productivity through the sheer transition of software will be in addition to what is quoted in our numbers.

Effect of Negotiation Window (8% gain-30 min. / 6% gain-60 min.)

The Americans with Disabilities Act allows entities to negotiate pickup times with passengers. Most authorities negotiate the pickup time for trips to begin within one hour before or after the individual's desired departure time. This is an important factor in paratransit scheduling as it helps increase productivity and maximizes service capacity.



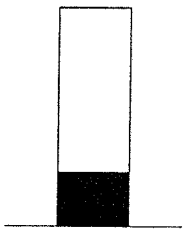
The negotiation window has consistently increased productivity in sites where have implemented this. However, we recommend a "phased in" negotiation process, where we implement a 30 minute negotiation window in Year 1, then increase the window to 60 minutes in Year 2. Incrementally phasing in this process has been effective in other locations where negotiation was not prevalent prior to implementation; it allows us to "ease" the clients into the negotiation process.

Trapeze differs from other scheduling systems in its ability to aid in the negotiation process:

- Since the Trapeze software has the ability to "set" the negotiation window, Trapeze becomes an added tool in the phasing in of the negotiation process.
- Trapeze has the ability to set the level of importance regarding requested trip times vs. productivity factors (such as minimizing distance and run time). This helps our call center to know when it is beneficial to negotiate (saving 20 miles) and when it is not as important (saving 1/8 mile).
- Other scheduling systems do not take into account productivity gains through negotiation – they will recommend the requested time first if available, even if it means adding 20 miles to the daily mileage

We understand that the art of negotiating doesn't come easy for everyone, so we have developed scripts and training tools for the reservationists to assist them in this skill set.

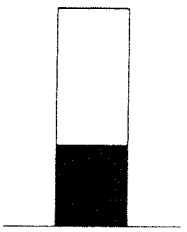
Effect of Reoptimization Process (2% gain)



Our original proposal submittal and subsequent discussions with the evaluation committee addressed how the reoptimization process increases productivity. The precise reoptimization procedures are discussed in detail in the documents submitted by MV at our July 21st interview. In general, however, MV's methodology includes reoptimization at various points throughout the life of all trips. For example, reoptimizing 4 days out, 2 days out and then the night before service.

To determine the affect of effective reoptimization, MV ran simulations on two current MV operations. In both cases, we "re-ran" a service day not utilizing proper reoptimization techniques. In both cases, we found a 2% drop in productivity as a result of this exercise. Therefore, using the logic in reverse, one can expect about a 2% increase in productivity through reoptimization.

Effect of Flex Scheduling (Trimming) (5% gain)



In many of MV's larger paratransit operations, we utilize a process called Supply/Demand Scheduling. This is a scheduling method that matches the supply of vehicles we put on the road to the actual demand for that day. In our experience, demand can fluctuate quite a bit from day to day. The trend is more prevalent for our larger sites than in our smaller ones.

The challenge in this process is that most scheduling systems optimize the schedule based on the hours that are presented to it. To remedy this, MV has developed a set of tools and reports that interface with the Trapeze data and allow us to *alter the hours that should be put on the road on a daily basis.* These tools allow us to do two things:

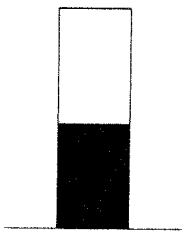
- Perform seasonal run cuts that match the need for the upcoming season based on historical information.
- Perform daily alterations very quickly

The combination of these two actions is essential; seasonal run cuts minimize the daily changes so that drivers' schedules are not extensively altered.

To effectively communicate these daily alterations, we have additionally developed a "Driver Start Time Line" for drivers to call and confirm their start time for the next day. Start times are based on the demand analysis described above. This unique process allows us to accommodate the needs of our drivers; for example the most senior group of drivers does not experience varying start times.

The 5% gain presented here is based on actual current MV sites that use and do not use this feature on a daily basis. We anticipate an additional gain based on performing seasonal run cuts; however, this increase is not reflected in these numbers as we could not effectively simulate this action.

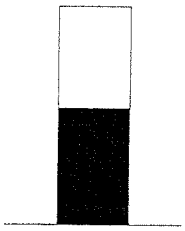
Trapeze's New "Bumping" Feature (4% gain)



Trapeze has recently added a new "bumping" feature that MV will implement in the MetroAccess program. This feature can determine if a trip is better served on a route, even if that route is at full capacity. Trapeze will recommend the route as the best solution, and if the recommendation is accepted, the software automatically "bumps" a less productive trip from that route to accommodate the new trip request and reschedules the bumped trip automatically.

For example, a client requests a 9:30 a.m. trip from a nursing home to a nutrition site scheduled. Route A is at full capacity, but has a trip scheduled at 9:00 a.m. on the same day, from the same nursing home to the same nutrition site for another client. Route A also has a 9:15 a.m. trip leaving a nursing home going to the mall. Since the most productive route for the client booking the 9:30 a.m. trip is Route A, even though Route A is at full capacity, the Trapeze system will still recommend Route A as the best solution to the reservationist based on "bumping" the 9:15 a.m. trip to another route. If the client accepts the 9:00 a.m. trip, Trapeze automatically "bumps" the 9:15 a.m. trip to the mall and schedules it to another route.

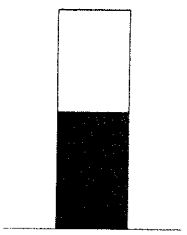
Effect of Use of Monitors (3% gain)



MV is proposing the use of our custom monitoring tools to track on-time performance and slack time on a real-time basis. The addition of these tools is especially effective when there is an MDT/AVL system implemented.

Sites that utilize MDT/AVL technology move more trips to maximize productivity than those without. Our monitors further enhance this, as they allow us to quickly find trouble spots and unproductive time caused by cancellations and capitalize on this excess time faster than any other process. These monitors assist in productivity enhancement because they can be used to effectively close down routes early when cancellations have caused slack towards the end of the route. They also improve on-time performance by quickly finding the routes that are running late and solving the problems faster.

Reharvesting Taxi Service (1% gain)

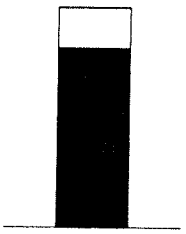


MV uses a Cancellation Matrix at many of our sites – this matrix helps us "save" unscheduled trips to use to fill in the cancellation slots on the actual day of service.

While our original proposal submittal discussed the utilization of the Cancellation Matrix in the MetroAccess service, we felt the evaluation panel had some concerns about this process. We are proposing an alternative method to achieve a similar increase in productivity without the use of the Cancellation Matrix. This process is referred to Reharvesting.

We have budgeted to have 5% cab utilization. With the trips that would normally have been saved as unscheduled trip will be assigned as taxi trips; then we can "reharvest" them as they fit into regular service.

Effect of Job Agent Feature (2% gain)



The new "Job Agent" is a unique Trapeze feature that we are proposing to fully utilize by the middle of Year 2. This tool allows us to schedule reoptimization to occur automatically and periodically throughout the day. This feature also allows us to customize the reoptimization for different trip sets. Although we were unable to simulate the effect of this feature, we know of positive results of Trapeze clients who use Job Agent.

We believe it is features like this and the new "bumping" feature that set Trapeze above the competition. Over the past 12 years, Trapeze has continually enhanced the algorithm with new features and theories producing continual productivity gains.

Effect of Growth (2% average gain per year)



Our final analysis involved simulating the effect on productivity based on WMATA's ridership growth projections.

The analysis was performed using a day's worth of trips (2,606 trips) from MV's Orlando operation as our sample data. Our Orlando operation provides paratransit services across a large, three county service area in Florida. The operation also utilizes a mixed fleet similar to what we have proposed for WMATA.

The proposal projects year over year growth of 14% during the term of the contract. For purposes of simulation, we assumed final ridership would be the 2,606 trips included in the simulation day. We then worked backward reducing ridership by 14% per year to arrive at simulated ridership figures for the entire period. Trips were then randomly removed from the data set to reach the 1,041 trips project for Year 1.

The trip data was then batched in the Trapeze system. The most unproductive routes were removed and assigned to taxi services, until the 5% maximum was reached.

For each subsequent year, trips were randomly added back to the trip pool until the yearly ridership count was achieved. The same batching process was then followed for each year.

The results are shown in a table below. You will see that from Y1 to Y8, passenger per hour productivity increases from 1.62 to 1.91; trips per hour productivity increases from 1.48 to 1.77 – this productivity increase is a result of system growth only.

	Projected Trips	Estimated Dedicated Vehicle Trips	Estimated Taxicab Trips	Passenger per Rev Hr Productivity	Trips Rev Hr Productivity	% Change
Y1	1,041	989	52	1.62	1.48	
Y2	1,187	1,128	59	1.63	1.50	+1%
Y3	1,353	1,285	68	1.73	1.59	+6%
Y4	1,543	1,466	77	1.73	1.59	+0%
Y5	1,759	1,671	88	1.81	1.66	+4%
Y6	2,005	1,905	100	1.81	1.66	+1%
Y7	2,286	2,172	114	1.89	1.74	+5%
Y8	2,606	2,476	130	1.91	1.77	+2%

Productivity Study:

Southwest Ohio Regional Transportation Authority (SORTA)

MV began operation of the SORTA paratransit system in early 2002. We currently operate 53 paratransit vehicles, with 93 drivers. We average 950 trips per week day and 300 trips per day on the weekend. Upon our start of operations, we established the following goals:

- Be Sensitive to Customer Service
- Achieve Productivity
- Procure Reliable Vehicles
- Build a True Partnership with SORTA

Since that time, MV has continually focused on these goals in our performance for the system; resulting in superior service quality and verifiable improvement.

When MV took over this operation, on-time performance rarely reached 92 percent and productivity averaged between 1.8 to 1.85 passengers per hour, under the previous contractor. Today, our on-time performance averages between 94-95 percent, with productivity averaging about 2.2 passengers per hour.

Below is a table that reflects the cost savings associated with our increased productivity. As this contract is billed by revenue hour, increasing the number of passengers per hour has had a dramatic effect, decreasing the number of hours billed to our client.

SORTA COSTS SAVINGS AS A RESULT OF PRODUCTIVITY INCREASES

	Passengers Per Hour	Annual Passengers*	Hours	Hourly Rate	Annual Cost	Savings
Before MV	1.8	265,202	147,334	$23.34	$3,438,785.93	
With MV	2.2	265,202	120,546	$23.34	$2,813,552.13	$625,233.81

** 2005 projected*

Productivity Study:

Central Florida Regional Transportation Authority (LYNX)

MV also began operation of the LYNX paratransit system in early 2002. We currently operate 137 paratransit vehicles, with 192 drivers. We average 2,100 trips per week day, 880 trips per day on Saturdays, and 525 trips per day on Sundays. We operate this service directly, as well as providing a Call Center and coordination of subcontractors. Prior to our arrival, this service was being operated by multiple providers, under multiple contracts, and passenger satisfaction was very low. Upon our start of operations, we established the following goals:

- Design Uniform System With High Performance Standards
- Increase Productivity and On-time Performance
- Procure Reliable Vehicles
- Enhance Customer Service and Sensitivity toward Passengers

MV was asked to begin transition prior to the projected contract start date. We deployed resources immediately, and began to directly operate service with a temporary fleet until the new fleet arrived. We also assisted the Agency through a transition to Trapeze.

When MV took over this operation, on-time performance was 67 percent and productivity averaged 0.66 passengers per hour, under the previous contractors. Today, on-time performance averages 93 percent, with productivity averaging about 1.3 passengers per hour. Call hold-time had traditionally been in excess of 3 minutes, and MV decreased this amount to less than 2 minutes, despite a reduction in personnel.

Until this past year, our client was billed hourly. Below is a table that reflects the cost savings associated with our increased productivity. We have since transitioned this contract to a per-trip reimbursement, and now the risk of maintaining productivity rests squarely on our shoulders.

LYNX Cost Savings as a Result of Productivity Increases

	Passengers Per Hour	Annual Passengers*	Hours	Hourly Rate	Annual Cost	Savings
Before MV	0.66	512,012	775,758	$26.60	$20,635,152	
With MV	1.3	512,012	393,846	$26.60	$10,476,308	$10,158,844

2 Operating Plan

Taxi and Non-Dedicated Provider Management



MV is proposing to provide 95% of the MetroAccess service through dedicated service providers. With the new requirement for MDCs in all non-dedicated vehicles, MV's proposal eliminates the non-dedicated requirements from this operation, with exception of the <5% taxi service.

Any taxi service provider MV works with will be required to have a telephone line that is dedicated to communication with MV.

All trip data will be faxed (receipt confirmed by telephone) to taxi providers the evening before service; trip change information will be sent on the same day of service. MV will receive date/time stamped trip tickets and receipts, and a completed trip transfer confirmation log from taxi providers. All trips will be reconciled in the Trapeze system by MV's accounting staff.

MV has extensive experience working with taxi providers in our operations; we will use proven management procedures to manage this small, yet important part of our operating plan. It is our goal to ensure a seamless and consistent service, no matter who is the providing service, even with vehicles that we do not have direct control over.

Missed and Excessively Late Trips

MV has zero tolerance for excessively late or missed trips. Throughout our original technical proposal submittal we discussed methods and technologies that will monitor and ensure MetroAccess service is of the highest quality.

Telephone Response Times

MV is proposing a total of twenty-eight (28) reservationists for the MetroAccess Call Center. This team will ensure proper coverage of phones at all times. Below is a table which reflects our anticipated call volume based on the service data for the months of January, February and March.

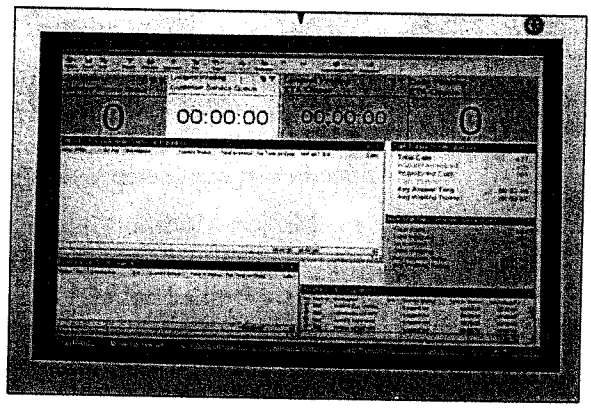
This table reflects an average call length of 2.5 minutes, 35% subscription trip rate, and a 1 to 2 ratio of "other information calls" to trip scheduling calls.

Should call volumes become unbalanced, we will revise the staffing schedule to increase the number of reservationists on duty during peak periods.

	Trips Per Month	Calls Per Month	Minutes (@ 2.5 Minute Per Call)	Hours of Calls	# Shifts Per Month	Shifts Per Week	# of Personnel Needed
January	94,610	92,245	230,613	3,844	481	120	24
February	97,363	94,929	237,323	3,955	494	124	25
March	119,354	116,370	290,925	4,849	606	152	30

Monitoring Call Hold Times

MV will use our custom monitoring tools to monitor average hold times. Pictured to the right is a MV-written computer program that integrates with ACD phone systems to clearly display real time statistics such as total number of inbound calls, number of abandoned calls, average wait time, number of calls waiting, longest call waiting, and total number of calls. This monitor will be prominently featured throughout our call center so that our supervisors can see what is happening on the phone in real time.



3 Program Management

3.A. Transition Between Current and New Systems

MV understands the level of focus and the attention to detail that is required for any large scale service transition. MV is the most experienced firm in large transit implementations, and commits to WMATA the dedication of our most senior staff to oversee the MetroAccess implementation. Specifically, our MetroAccess transition will be led by the following senior level executives:

- Mr. Jon Monson, Chief Executive Officer
- Mr. Keith Whalen, Executive Vice President
- Ms. Marsha Madrid, Executive Vice President
- Mr. Christopher Bryan, Director (IT)
- Mr. Mark Foster, Chief Operating Officer
- Mr. Gary Richardson, Chief Financial Officer
- Mr. Tom Greufe, Sr. Vice President of Safety & Training
- Mr. Gregg Harrington, VP Facilities & Maintenance
- Mr. Sean Kimble, Executive Vice President

Mr. Jon Monson, CEO, has committed in person as well as in the cover letter of this document to personally oversee MV's WMATA implementation. Jon will be on-site for the transition and at minimum for 30-60 days after the first day of service. As one of the foremost paratransit experts in the nation, this value added service offered by MV can not be matched. This level of support is indicative of the importance we place on this project, and a reflection of our commitment throughout the life of this contract.

Timelines and Milestones

As discussed in our original proposal submittal, MV's transition methodology applies critical path scheduling for task assignments throughout the transition. It is our experience that focusing on every detail of the transition is the only way to ensure complete success.

During our interview, MV submitted revised startup schedules for each of the three components of service (broker, technology and operations).

We have reviewed our plan and have provided a revised schedule for the IVR and WEB interface implementations. We have typically rolled out one supplemental technology at a time, thus our reasoning for implementing IVR and WEB *after* the MDC rollout. However, given the importance of this technology to this project, and WMATA's desire to have everything go live for the first day of service, we are proposing to commence the IVR and WEB rollouts *parallel* to the MDC rollout. These technologies affect a different group of people, the passengers, and have a minimal effect on the drivers. Thus we suggest implementation of these technologies starting November 15th.

Based on our discussions in the interview, requirements in the revised scope of work, and a review of our originally proposed timeline, we have adjusted these items to reflect the following changes:

1. Inclusion of non-revenue vehicle transition into the Operations Implementation Schedule
2. Addition of project milestone report
3. WMATA and third party-responsible activities highlighted and footnoted in the plan
4. WEB/IVR interface implementation moved up to occur parallel with the MDC implementation

We have included these documents in the appendix of this proposal as well, for your review.

Implementation Reporting and Use of Microsoft Project

The implementation schedules included in this document will serve as a baseline for project implementation; the information in these schedules will be updated and/or rescheduled weekly to reflect true dates, task duration and task completion. This timeline will be submitted to WMATA with a Summary report, Detail report, Critical Path Report and a Narrative report. Four sets of these reports will be included with each submission, including an electronic copy of the schedule data. This will allow MV and WMATA to closely monitor and manage the transition process.

MV will utilize Microsoft Project for these reporting requirements. To ensure that WMATA receives the most comprehensive reporting and scheduling data, and to ensure that MV maximizes the tracking and reporting benefits provided by this software, MV will ensure that all startup team leaders are properly trained in the best use of Microsoft Project by a certified Microsoft trainer.

Proven Ability to Transition Quickly and Effectively

MV has the ability to transition the MetroAccess Services prior to the anticipated start date. Since MV is proposing to operate only 25% of the service directly, we will be able to support a successful transition in a much tighter timeframe. Our proposed operating plan for the MetroAccess service is extremely conducive to an accelerated transition for several reasons:

- We will be able to rely on our network of service providers (five of which are currently providers in the MetroAccess system) to assist with the bulk of the direct service implementation.
- Instead of focusing on recruiting a large volume of drivers, and establishing multiple operating facilities, MV will be able to spend a greater amount of time on establishing the new Call Center, implementing the new technology, and mentoring our service providers to achieve the higher service levels we expect.
- MV has completed more successful transitions over the past four years than any other firm. We have listed many of these transitions in our original proposal submission in Section 3.A *The Transition Between the Current and New Service/Operation.* Several of these startups have been in extremely tight timeframes, a few of which are highlighted below. All of these operations are mid to large scale operations, which include significant paratransit services.

South Eastern Pennsylvania Transit Authority (SEPTA)

On June 10, 2005 at 9:00am, SEPTA was notified that two of their subcontractors were closing their doors at the end of the next service day. SEPTA contacted MV Transportation, and we immediately took action to transition these services. Our local division management, with corporate support, worked through the weekend to ensure a smooth pullout on Monday morning.

We added 34 routes, 42 vehicles, 53 drivers and 19 additional staff in 48 hours. Besides hiring the new personnel, MV personnel inspected and serviced the required vehicles to ensure they were ready for service, and up to SEPTA and MV standards. Our efforts resulted in full service being provided on Monday, June 13 with no missed service.

MV has been a partner to SEPTA since March of 2004, and now operates 97 routes and 121 vehicles throughout Philadelphia. Please see the commendation letter from Mr. James Foley, Chief Operating Officer from SEPTA included with this BAFO.

SAN MATEO COUNTY TRANSIT DISTRICT (SAMTRANS)

MV Transportation, Inc. began operation of the Redi-Wheels ADA paratransit service for San Mateo County Transit District (SamTrans) on August 10, 2000, less than one day after being awarded the four year, $20.8 million contract. MV replaced the incumbent immediately after SamTrans ended their contract prior to the scheduled termination date. In July 2004, MV was successful in renewing this contract, through a competitive re-bid process.

MV's overnight assumption of the service was possible due to a proactive relationship formed between SamTrans, MV, and the Amalgamated Transit Union (ATU), which represents the Redi-Wheels drivers. The service utilizes 73 vehicles to provide 164,800 annual service hours through the efforts of 135 employees. MV is responsible for all operations including the call center, which utilizes the Trapeze PASS computerized dispatch system. Some of the performance factors that we are most proud of include:

- Zero (0) Denials since December 2001
- 58.1% Increase in Ridership with No Additional Vehicles through 2003
- Managed Call Wait Time to remain under 65 Seconds, even with growth in call volume

The following excerpt from a letter from Bill Welch, Manager of Accessible Services at SamTrans, illustrates our success and the customer satisfaction with the smooth transition.

"...The paratransit industry rarely sees a transition that went as well as this one.
- The full-service team that you brought in to attend to every facet of the operation, including computers, vehicles, radios, maintenance liaison and personnel;
- The well-rehearsed team actions: you started work as soon as the gavel dropped at the Board of Directors meeting to signal the start of the contract; you accomplished an office changeover with extraordinary efficiency; and you kept samTrans staff updated at frequent intervals;
- Working through the night to setup computers and other administrative support functions to be able to greet drivers at 5a.m. before the start of their shifts and provide assurance and leadership;
- Efficient signups of all drivers during the first three days of operation, and
- Expeditious completion of pre-employment drug screening.

I want to especially credit your overall leadership...."

Sincerely,

Bill Welch
Manager, Accessible Transit Services

Gainesville Metropolitan Transportation Planning Organization

MV was selected as the CTC in Alachua County on August 4, 2003. We manage this system as a coordinator-operator in which we replaced ATC-Paratransit and four subcontracted local carriers.

Three days after our approval by the CTD, we received an emergency call from the North Central Florida Regional Planning Council that one of the major carriers in the system was going to shut its doors because it had failed to renew its workers compensation insurance. In response, the MV team brought in 18 paratransit vehicles from our Orlando operation, hired the carrier's drivers, and established a dispatching and communications system over a single weekend. Although we were initially dispatching from an Extended Stay hotel room, we quickly established the operation in time to ensure that the system's customers were able to get to their appointments the following Monday morning. This was despite the fact that our contract was not scheduled to begin until October 1st.

During the remainder of the transition, we installed software and converted client data, leased and set up a maintenance and operations facility, recruited and trained staff members, brought in additional vehicles, negotiated the various agency MOAs, and handled the multitude of additional tasks that go into any transition. On October 1st we began functioning as the CTC and primary carrier, although we also have continued to subcontract some of the trips to one of the incumbent carriers.

MV now serves an annual ridership of 150,000 within the Alachua County system's 1000 square mile service area, 24 hours a day, 365 days a year.

Antelope Valley Transit Authority (AVTA)

MV provides management, operations, and maintenance for AVTA's transit services in the Lancaster/Palmdale, California area. This contract includes the management and operation of a highly used local fixed route system and an extremely successful commuter service. The high speeds of the Antelope Valley roads on which the fixed route system operates and the highways on which the commuter service runs, require our safety and training program to be second to none.

In 2001, the AVTA Board of Directors voted to terminate the operations/management contract of its existing contractor, Laidlaw. AVTA knew they needed a firm that could successfully step in and keep service on the road, while moving immediately toward service improvements. AVTA's decision on a replacement was made easy by MV's reputation for aggressive, highly positive action.

The noted improvements were made possible by MV's comprehensive maintenance program to improve fleet reliability and cleanliness. We also developed a proactive, positive relationship with the ATU, which represents the drivers, resulting in improved morale.

MV marshaled numerous resources to orchestrate an overnight transition that was "painless" for passengers and employees. Many people concerned with public transit in the Antelope Valley credited MV's quick and confident leadership in rebuilding AVTA's services.

This operation provides 166,000 revenue vehicle hours and travels 3.5 million miles. MV's 165 employees operate and support a fleet of 90 vehicles. System performance has steadily improved under MV, increasing on-time performance to 95% (from 89%), reducing road calls by 80%, reducing accidents by 35%, and improving customer satisfaction by 65%.

Antelope Valley Transit Authority

"It is with great pleasure that I write to express our gratitude for the service that MV Transportation has provided over the past year. MV Transportation has done an admirable job of overcoming many challenges that faced us during the transition from the prior contractor. Staffing challenges also created an environment of uncertainty that tested our ability to work as a team and bring about positive change. MV Transportation has risen to this challenge.

MV Transportation has committed the necessary resources, attention and personnel to ensure that the solution that makes AVTA successful has been instituted and maintained. The management team that has come together through this effort has proven itself to AVTA. We are grateful for this team of dedicated professionals."

Sincerely,

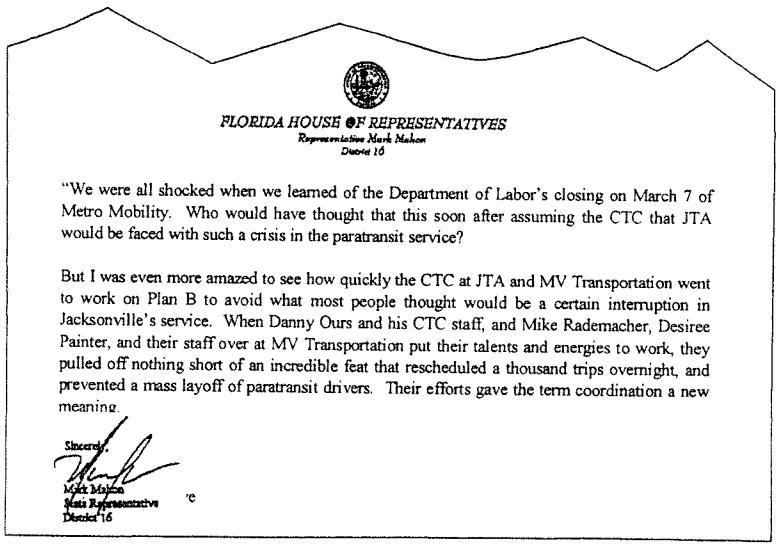
Randy Floyd
Planning Manager

Jacksonville Transit Authority (Jacksonville, Florida)

MV has been managing paratransit services throughout Jacksonville and Duval County, Florida under contract to the JTA since late 2001. In this role, MV operates a paratransit call center using Trapeze software to accept reservations and perform scheduling. In addition, MV provides centralized dispatching for the various subcontractors that MV utilizes to provide the service. MV assumed the service from ATC, who had operated the program for several years as the Community Transportation Coordinator for the county.

While this operation started initially as a management contract only, MV took over operating service as a carrier in an emergency situation when one of the subcontract carriers was removed from the program by the Florida DOT. In just three days, MV took over direct provision of 40% of the service, **without any service disruption to the passengers.**

The following is an excerpt from a letter of commendation received from the local State Representative discussing our response to this situation.



FLORIDA HOUSE OF REPRESENTATIVES
Representative Mark Mahon
District 16

"We were all shocked when we learned of the Department of Labor's closing on March 7 of Metro Mobility. Who would have thought that this soon after assuming the CTC that JTA would be faced with such a crisis in the paratransit service?

But I was even more amazed to see how quickly the CTC at JTA and MV Transportation went to work on Plan B to avoid what most people thought would be a certain interruption in Jacksonville's service. When Danny Ours and his CTC staff, and Mike Rademacher, Desiree Painter, and their staff over at MV Transportation put their talents and energies to work, they pulled off nothing short of an incredible feat that rescheduled a thousand trips overnight, and prevented a mass layoff of paratransit drivers. Their efforts gave the term coordination a new meaning.

Sincerely,

Mark Mahon
State Representative
District 16

Central Florida RTA, d.b.a. LYNX (Orange, Osceola & Seminole Counties)

We began operating the ACCESS-LYNX service in the spring of 2002. This contract requires MV to provide vehicles, and we have brought in over 200 vehicles of different sizes including sedans, vans, minibuses and stretcher vans to provide this service. We leased and set up a large operations and maintenance facility. We have also hired and trained over 300 professional staff members to serve our customers in the Tri-County service area surrounding Orlando.

This system is a great example of MV going "above and beyond" to support a client organization. A serious crisis occurred shortly after MV began the first phase of the LYNX services. Legislation was nearly passed that would have significantly fragmented the service delivery system and caused serious confusion and misunderstanding for the system's customers. MV worked closely with LYNX to prevent this legislation from being passed and to keep the service quality on track and performing reliably for the passengers during this trying time.

In 2003, in response to a budget crisis, MV agreed to take over the Call Center and assumed responsibility for all reservations, scheduling, dispatching and reporting functions using the Trapeze® software. Performance results have continued to improve under MV's management.

1234 Market Street
Philadelphia, PA 19107-3780

Southeastern Pennsylvania Transportation Authority
Safety • Service • Continuous Improvement

June 13, 2005

Mr. Jon M. Monson
Chief Executive Officer
MV Transportation, Inc.
360 Campus Lane, Suite 201
Fairfield, CA 94534

Dear Mr. Monson:

On Friday, June 10, 2005, at approximately 9:00 A.M., SEPTA was notified that due to adverse financial obligations, two contractors who provided paratransit services for SEPTA were being dissolved as corporations effective immediately. These contractors operated paratransit service for SEPTA in Bucks County and parts of Philadelphia. SEPTA was informed that the contractors would continue to provide service throughout the day on Friday and into Saturday night, but that after Saturday, they would no longer be able to meet their contractual obligations.

Upon learning of this situation, SEPTA contacted Brian Hastings, project manager for MV Transportation to determine the feasibility of transferring the contract of one of the affected service providers to MV. Ultimately through the efforts of the MV staff, SEPTA was able to effect the transfer of the contract in such a timely and efficient manner that as of today, Monday, June 13, full service was provided with no missed trips.

I would like to take this opportunity to thank all MV personnel associated with this effort, especially Brian Hastings and his staff. They worked extremely hard throughout the recent weekend to insure a smooth transition of the service. In addition, the MV corporate staff is to be commended for their quick and efficient response to SEPTA's request.

Sincerely,

James J. Foley
Chief Operating Officer, CCT

cc: B. Hastings
F. Moore
P. Nowakowski

3.B. Personnel and Staffing

Itemized Headcount of Project Staff

Below we have included an itemized headcount of proposed project staff, including the staff of our subcontractors. MV will submit this information on a monthly basis including a list of job duties/responsibilities by job function, for each position, similar to that included in our original proposal submittal.

	MV Broker	MV (Operations)	Battle's Transportation	METRO Health-Tech Services	Wheelchair Mobile Transport	Diamond Transportation Services	Answers	Challenger Transportation	Alterna Trans	Total
Management	7 FT	2 FT	3 FT	2 FT	4 FT	2 FT	2 FT	4 FT	4 FT	**30 FT**
Reservations	28 FT	0	0	0	0	0	0	0	0	**28 FT**
Scheduling	6 FT	0	0	0	0	0	0	0	0	**6 FT**
Dispatch	18 FT	4 FT & 1 PT	4 FT	3	4 FT & 2 PT	3	3 FT & 2 PT	12 FT	5 FT	**56 FT & 5 PT**
QA/ Customer Service	0	0	1 FT	1 FT	1 FT	0	0	0	1 FT	**4 FT**
Information Technology	1 FT	0	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT (outside consultant)	1 PT	1 PT (outside consultant)	**1 FT & 7 PT**
Accounting/Billing	1 FT	0	1 FT	1 FT	3 FT	1 FT	1 FT	1 FT	1 FT	**10 FT**
Maintenance	1 FT	12 FT	4 FT	3 FT	5 FT	10 FT	4 FT	6 FT	4 FT & 2 PT	**48 FT & 2 PT**
Safety/Training	3 FT	2 FT	1 FT	2 FT	1 FT	1 FT & 1 PT	1 FT	1 FT	1 FT	**12 FT & 1 PT**
Street Supervisors	8 FT	0	2 FT	0	0	1 PT	0	3 FT	0	**13 FT & 1 PT**
Dedicated Drivers (FTE)	0	183	110	36	107	31	158	71	36	**730 FTE**
Auditing Staff	1 FT	0	0	0	0	0	0	0	0	**2 FT**
Administrative	3 FT	1 FT	2 FT	1 FT	1 FT	1 FT	1 FT	3 FT	1 FT & 1 PT	**14 FT & 1 PT**
Total	**81 FT**	**20 FT & 1 PT; 186 FTE Drivers**	**18 FT & 1 PT; 110 FTE Drivers**	**13 FT & 1 PT; 36 FTE Drivers**	**19 FT & 3 PT; 107 FTE Drivers**	**18 FT & 3 PT; 31 FTE Drivers**	**12 FT & 3 PT; 158 FTE Drivers**	**31 FT & 1 PT; 71 FTE Drivers**	**17 FT & 4 PT; 36 FTE Drivers**	**228 FT & 17 PT; 730 FTE Drivers**

* Maintenance includes maintenance manager and vehicle service worker

3.C. Prescreening, Background Checks and Driving Records

MV will require that all Service Providers provide the following prescreening, background checks and driving records reviews for all applicants and current employees. As MV will certify each driver within the MetroAccess system, we will ensure that these procedures are in place, and we ensure that terminated employees do not "resurface" within the system working for a different subcontractor.

MV will establish specific safety requirements with which all service providers must comply, that exceed the minimum standards set forth in the RFP. Such requirements include:

Criminal Background Checks: Employees must report any charges of a felony offense or serious traffic violation. Failure to do so is grounds for immediate termination. MV understands that these background checks must remain current over the entire employee's career at MetroAccess; we will update them annually. We will ensure that the WMATA-provided consent forms remain current and on file.

Licensing: Each employee who operates a vehicle under this contract will have and maintain a valid driver's license issued by Virginia, Maryland or the District of Columbia. They must be able to communicate in English in an effective manner, both orally and written. MV will also ensure that the operators have a statement from a licensed physician that they are medically fit to drive. These items will be confirmed at least every six months.

Drug Testing: As described in Section 3.G: *Alcohol and Drug Testing*, MV will require all service providers to perform periodic mandatory drug testing. MV will provide access to our National Account for Drug and Alcohol testing to our subcontracted service providers, to help defray this necessary cost. Additionally, MV will manage the random pool testing for ALL dedicated safety-sensitive employees under the MetroAccess contract.

Annual Refresher Training: Annually, all drivers will be required to attend 8 hours mandatory refresher training and a one hour test, provided by MV. MV will ensure that every driver in the system is recertified annually.

MV understands that upon WMATA's requirement and notification, we shall remove from employment at any MetroAccess facility any employee(s) that WMATA determines: (1) cannot effectively speak or write English, (2) are careless or fraudulent with report forms and/or receipts, (3) are not well groomed or in full uniform, (4) are careless with or cause harm to WMATA equipment or facilities, (5) are not polite and courteous to MetroAccess patrons or WMATA employees, or (6) who violate any WMATA policies including the acceptance of gratuities.

Additionally, in the case of non-dedicated overflow work that is subcontracted to taxi providers (where we are unable to influence who they hire), MV will work with those providers to ensure that any driver who has been pulled from service for bad behavior or poor performance does not work under this contract.

Uniforms: All drivers must be in a uniform consisting of a white blouse or shirt with pocket and dark blue slacks/trousers while in service. Each service provider will ensure that each driver is in proper uniform during driver check-in. Uniform inspection will be performed during random pullout checks performed by MV's road supervisors. All Service Providers will be given access to our National DBE Uniform Vendor Account, which offers a significant savings for uniform costs.

To ensure a professional standard of appearance from the first day of service, MV will provide the first set of uniforms to ALL dedicated drivers in the system at the start of the contract.

Auditing

MV Safety Training Manager will visit each provider's facility to perform a monthly audit, to ensure all safety elements are in place and performing as designed. During this review, all employee training files are reviewed against the spreadsheet described below, to ensure compliance.

This audit will provide continued evaluation of safety-related programs, issues, awareness and reporting while determining the location's compliance with safety policies, rules, regulations, standards, codes, procedures and assigned safety activities and requirements.

MV will provide each subcontractor with a spreadsheet template which tracks the information listed below for each driver. Each subcontracted provider will be required to submit this spreadsheet to MV monthly.

- Date of Hire
- Date of 45-Day Ride Check
- Date of 6-Month Ride Check
- License Number
- License Expiration Date
- Days to License Expiration
- Medical Certificate Expiration Date
- Days to Medical Certificate Expiration
- Date of Last Pull Notice
- Days Until Next Pull Notice
- Ride Check Due
- Days Until Next Ride Check
- Date of Last Preventable Accident
- Date of Retraining
- Days Accident Free

This spreadsheet contains conditional formatting to alert our Safety Department when pertinent timelines are approaching. This information also includes Safety data so that our management team can ensure that each of our drivers have licenses and certifications that are current and up to date.

4 Fleet Management

Vehicle Fleet Preparation

Seventy percent (70%) of the fleet will be 2006 Ford Sentinel Paratransit Vans. The vans will be equipped with fully automatic ADA compliant wheelchair lifts and transit-style interiors featuring a full transit entry door, step well, ribbed rubber flooring, along with a combination of fixed and flip-up transit seats with appropriate hand rails and stanchions throughout.

The remaining thirty percent (30%) of the fleet will be full-sized 2006 Ford Crown Victoria sedans, equipped with heavy-duty electrical and braking systems suitable for commercial use. These sedans are capable of seating 4 adults in addition to the driver and have a large trunk to hold collapsible wheelchairs for transferring passengers along with the equipment outlined below.

Our proposed fleet mix of 70% vans, 30% sedans is based upon our experience in other major metropolitan systems that encompass a large service area, such as our Orlando, Florida based operation that serves a 2,500 square mile service area comprised of Orange, Osceola and Seminole Counties.

Given WMATA's estimated contract award date of September 22, MV will purchase the initial supply of vehicles (off the lot) so as to obtain training vehicles immediately. The remainder of the fleet will be delivered as manufacture is completed.

Vehicle Transition

MV is well versed in the needs and requirements for transitioning vehicles during start-up. MV is experienced in conducting acceptance inspections and transitioning fleets. We will work with WMATA and the previous provider to make this a smooth transition. Our vehicle transition team leader, David Collins, Director of Maintenance, will be assigned to personally handle and complete this task. Mr. Collins has direct experience with large vehicle transitions, having successfully coordinated the delivery, inspection, repair and preparation for service of a 187 vehicle fleet in a three-month period for Lynx.

MV will strive to ensure that communication between MV, WMATA and the current provider will create a team approach to the transition. The overall goal of this approach is to minimize potential challenges and eliminate problems before they begin.

An example of a recent successful transition is our Santa Maria, California operation, where we assumed the contract from a provider that had been providing diminishing quality of service while asking for cost increases. MV has since saved the City money while increasing the quality of service for the passengers.

> "I want to commend the entire MV public transportation team for their collaborative efforts that culminated in a successful transition at SMAT during this summer. During the procurement process, MV was very responsible to the desires of the City to obtain cost-competitive transit operations while retaining our incumbent contractor's workforce.
>
> After the contract award, the MV Transition Team highlighted the depth of corporate support that MV brings to the table. The City of Santa Maria was very pleased with how MV's Transition Team handled our unique situation of having the new SMAT Maintenance & Operations Center facility undergoing final construction during the key weeks prior to contract changeover."
>
> *Joseph Rye*
> *Transit Services Manager, City of Santa Maria, California*

Vehicle Backup Plan

MV has an excellent working relationship with our vehicle vendors, and we anticipate no issues associated with the delivery of our proposed fleet. We have strong and frequent communication with our proposed vendor, and in the event that there is some delay in vehicle readiness, MV will know well ahead of time, in order to proactively address the issue.

In the event that MV's selected vehicle provider is unable to provide all or just a portion the fleet on time, MV has alternative options available to WMATA to remedy the situation. MV has identified an alternate vendor, Creative Bus Sales, from whom we can purchase these vehicles, as well as lease vehicles appropriate to this service on a short-term basis.

MV also has a national account with Enterprise from whom we can rent vehicles with very short notice. MV has successfully worked with Enterprise in this capacity in two of our Florida operations when we needed addition of vehicles with little notice: Jacksonville (rented a fleet for 45 days) and Orlando (rented a fleet for 6 months).

4.A. Review of Maintenance Procedures

Service Providers will follow a 6,000 mile Preventive Maintenance schedule. Prior to our original proposal submission, we met with each of our proposed service providers and explained our expectations with regards to fleet maintenance. Each will comply with WMATA and MV's standards under the new contract, and understands that failure to consistently do so will result in suspension from the program.

During a PM inspection, the technician shall document all defects found and will have all defects listed on a repair order and corrected prior to returning the vehicle to service. MV will provide each service provider with a PM Checklist which will be kept in the vehicle maintenance file. A copy of this checklist is included in our original proposal submittal. Our Director of Maintenance and Maintenance Auditor will regularly review our subcontractor's completion of these documents and vehicle files; as well as monitor the completion of the required data entry in the FleetFocus maintenance software.

Each day, odometer readings from the driver's daily pre-trip inspection form shall be entered into FleetFocus for rigid monitoring of PM schedules. To confirm these mileages, during regular audits, MV staff will take odometer readings for 100% of the fleet. No vehicle with a past due PM will be allowed to operate until the PM is completed. Continued failures in the critical area of timely preventive maintenance will not be tolerated, and will result in termination from the program as a provider.

Reporting: MV and our dedicated service subcontractors will use the FleetFocus software to manage maintenance procedures, track monthly tire, oil and battery usage and facilitate electronic repair order storage. We will measure technicians' productivity, control inventory and evaluate individual vehicle maintenance costs. Weekly reports will be generated to detail technician productivity, repairs and services performed.

Maintenance Audits

MV will ensure proper maintenance procedures through the use of regular monthly auditing. Maintenance Operations and Facilities will be audited at minimum once per month. This audit begins with a follow-up on outstanding deficiencies noted on previous maintenance audits. The review includes a look at the overall ability of the department to support operations.

Shop – This review includes on-site vehicle inspections. This is composed of a fleet inspection, a review of the facility for OSHA compliance, environmental compliance, tools and equipment, office administration, records, and maintenance safety and training.

Fleet Maintenance – Review of maintenance activities, including staffing, review of how tasks are assigned, basic processes. Also includes an overview of goals and objectives guiding maintenance. Review of the use of FleetFocus system to properly update fleet maintenance data for WMATA and MV. Review of all vehicle files, inspection documentation, and repair tracking.

Maintenance Staffing, Training, and Facilities – Review of the level of staffing and the adequacy to support the operation. Evaluation of maintenance management personnel and the adequacy of the facility used to house the operations. Also includes review of maintenance personnel files to ensure adequate training and required certifications have been updated. Review of labor distribution to ensure adequate coverage of service hours, and ability to respond to road calls or maintenance challenges at peak hours.

Vehicle Cleanliness – Spot check of vehicle cleanliness and review of cleaning logs.

Contracted Maintenance Services – *(if applicable)* Assessment of local agreements and the relationships between vendors and the operations staff is conducted. Ensure compliance with RFP and contract standards. Ensure personnel meet MV, WMATA and FTA mandated qualifications and requirements to perform maintenance functions on MetroAccess fleet. Review timely response to maintenance concerns, and vehicle turnaround time periods.

After the Audit, we review the results and develop an action plan. The action plan includes dates and responsible parties for completion to ensure deficiencies are corrected. A copy of the completed audit will be distributed to WMATA, the subcontractor's Maintenance Manager and Project Manager, Mr. David Collins, Director of Maintenance and Ms. Inez Evans, MV's Project Manager.

Deficiencies are taken seriously, and MV will work with any service provider that has challenges in any area covered by the audit. Mr. Collins will review the action plan weekly with each service provider to ensure that deadlines and progress dates are being met. After proper training, mentoring and support, if the service provider continues to be deficient in our audit findings, they will be removed from the system as a provider.

4.B. Maintenance Software

MV will monitor fleet maintenance through our web-based Maintenance Management software, FleetFocus. Through a web interface, service providers will enter daily mileage information as well as information relating to preventive maintenance inspections.

All FleetFocus applications provide a large selection of standard reports; allowing MV and WMATA to define sort, select, include, exclude and adjust range of criteria for the data. Reports can be configured to run at regular intervals or specific times. FleetFocus also gives us the ability to create custom reports utilizing Crystal Reports™. We have included some sample FleetFocus reports in the appendix of our original proposal submittal, under the tab labeled "Sample Reporting."

MV staff will create exception reports to immediately identify any MetroAccess fleet vehicle outside the acceptable standard established by MV. By utilizing this web-based system, WMATA staff with appropriate passwords can access the data regarding your assets at any time, anywhere with internet connectivity.

5 Service Providers

Negotiations with Service Providers: Methodology

In order to arrive at the prices that our subcontractors have committed to, we followed the following process:

1. MV researched which subcontractors were already working in the service area. Specifically we identified Service providers who had
   - a good reputation, with goals and management style aligned with MV's core values;
   - experience with the MetroAccess services;
   - the ability to handle the volume we wanted; and
   - appropriate geographical position within their region.
2. Each service provider was asked to provide references and a list of current contracts being operated
3. An MV representative met with each potential service provider to explain our basic operating plan, and how they fit in the plan. Discussions included each provider's comfort level regarding volume of service, their view of how service could be improved, their track record while performing under WMATA, their commitment to the new standards outlined in the RFP, their current vehicle and manpower capacity and their willingness to expand
4. MV gave each service provider a spreadsheet to fill regarding their projected pricing on a per trip basis (non-dedicated) and a per hour basis (dedicated) for service under this contract. We instructed them to consider the following factors in determining their pricing:
   - At beginning of contract, MV will purchase the first set of uniforms for all dedicated service providers' MetroAccess drivers
   - MV will pay weekly to assist with cash flow concerns
   - MV will assume responsibility for managing D&A program, including random pool; MV will pass along discounted rates (through national accounts) for drug and BAT testing
   - MV will provide centralized dispatch, reservations, and scheduling
   - MV will provide all classroom and annual refresher training
   - MV will provide "read only" access to their assigned trips (through Trapeze) to assist in stronger communication of day's service
   - MV will provide a computer monitor for their window dispatcher to view the abovementioned trips
   - MV will provide the Fleet Focus software at no charge
   - MV will provide all radios and associated costs, including monthly fees
   - MV will provide Vehicles, MDTs, etc. at no cost
   - Fuel Escalator will be passed along to service providers should MV collect an adjustment
   - All Incentives/Disincentives payments are shared with the service providers who earned them
   - MV will provide to all subcontractors our proprietary Payroll Edit system, which links directly to the Trapeze database (Read Only) to assist with calculation of payroll hours and trips assigned, reducing labor costs and redundant data entry
5. MV built our own costing model in order to decide what service should cost under this contract; this model served as a comparison to pricing offered by our service providers, so that we could conduct honest, fair and appropriate negotiations

6. Once we received final pricing, we again met with each service provider, to go over how they arrived at their pricing. Discussions included
   - current wages/benefits
   - direct and indirect cost assumptions
   - maintenance and fuel assumptions
   - re-assertion of commitment to high standards of WMATA and MV

   MV and the service providers reviewed the assumed budgets for this contract, and MV shared some cost savings ideas. During these discussions, each provider agreed to pay their drivers on a per hour basis in order to refocus their team on service quality and safety.

7. Once we had agreed upon the price for each (we attempted to get them all as close as possible), we received a written commitment from each service provider. We, in turn, gave each subcontractor written commitment to the items that we had negotiated. These documents will serve as basis for our contracts with these service providers, should we be awarded the MetroAccess contract.

   These agreements will allow MV and our service providers to immediately focus on the successful implementation of service under the new contract; instead of spending valuable time negotiating terms and dealing with uncertainty. This method has created a foundation of trust and fair expectations with these providers, upon which we can build a successful service for WMATA and the MetroAccess passengers.

Driver Starting Wages

Firm	Starting Driver's Wage	Benefits Offered
MV Transportation, Inc.	$11.75	Paid Vacation; Health Benefits; Dental Insurance; Life Insurance; Paid Holidays
Battles Transportation, Inc.	$11.00	Paid vacation (1 week up to 3 years; 2 weeks after 3 years); Health Benefits with 25% contribution towards individual
Alterna Trans, Inc.	$12.40	Health Benefits with 15% contribution towards individual
Diamond Transportation, Inc.	$11.50	Paid vacation (1 week up to 3 years; 2 weeks after 5 years); Health Benefits with 50% contribution towards individual, 25% difference family/single; 3 days bereavement, discounted dental insurance
Challenger Transportation, Inc.	$11.00	Health Benefits with 15% contribution towards individual
METRO Health Tech Services, Inc.	$13.00	Health Benefits with 15% contribution towards individual; paid safety and productivity performance incentives
Wheelchair Mobile, Inc.	$11.50	Health Benefits with 50% contribution towards individual, 100% Life Insurance
Answers, Inc.	$12.50	Paid vacation (1 week up to 3 years; 2 weeks after 3 years); Health Benefits with 50% contribution towards individual, 401K

Service Provider Vehicle Fleet

As mentioned above, seventy percent (70%) of the fleet will be 2006 Ford Sentinel Paratransit vans and the remaining thirty percent (30%) of the fleet will be full-sized 2006 Ford Crown Victoria sedans.

The distribution of these vehicles as detailed in our Base Bid is below:

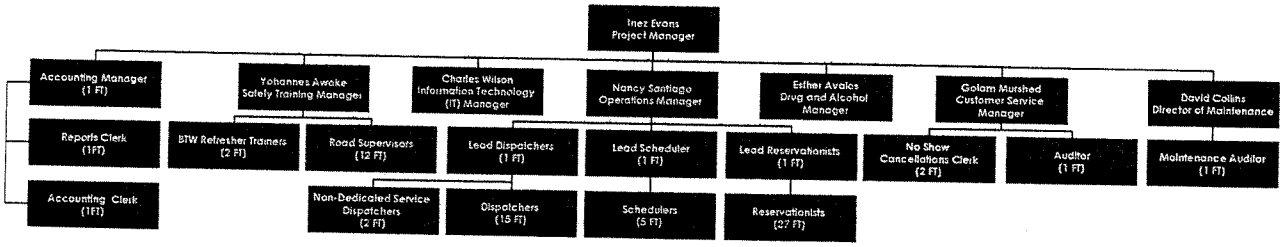
BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2006																			
Dedicated	18	43	11	26	4	8	11	25	3	7	16	37	7	17	4	8	74	171	245
Non-Dedicated	3	4	1	3	0	1	1	3	0	1	2	4	1	2	0	1	8	19	27
TOTAL	21	47	12	29	4	9	12	28	3	8	18	41	8	19	4	9	82	190	272
FY2007																			
Dedicated	21	49	12	27	4	8	12	27	3	7	16	37	7	17	4	8	79	180	259
Non-Dedicated	4	5	1	3	0	1	1	3	0	1	2	4	1	2	0	1	9	20	29
TOTAL	25	54	13	30	4	9	13	30	3	8	18	41	8	19	4	9	88	200	288
FY2008																			
Dedicated	25	58	12	29	4	8	12	28	3	7	16	37	7	17	4	8	83	192	275
Non-Dedicated	5	8	1	3	0	1	1	3	0	1	2	4	1	2	0	1	10	23	33
TOTAL	30	66	13	32	4	9	13	31	3	8	18	41	8	19	4	9	93	215	308
FY2009																			
Dedicated	28	66	13	31	4	8	13	31	3	7	16	37	7	17	4	8	88	205	293
Non-Dedicated	2	7	2	4	1	1	2	4	0	1	2	5	1	2	1	1	11	25	36
TOTAL	30	73	15	35	5	9	15	35	3	8	18	42	8	19	5	9	99	230	329
FY2010																			
Dedicated	37	87	15	35	4	8	15	34	3	7	16	37	7	17	4	8	101	233	334
Non-Dedicated	5	11	2	4	0	1	2	4	0	1	2	4	1	2	0	1	12	28	40
TOTAL	42	98	17	39	4	9	17	38	3	8	18	41	8	19	4	9	113	261	374
FY2011																			
Dedicated	47	110	17	40	4	8	17	39	3	7	16	37	7	17	4	8	115	266	381
Non-Dedicated	7	13	2	5	0	1	2	5	0	1	2	4	1	2	0	1	14	32	46
TOTAL	54	123	19	45	4	9	19	44	3	8	18	41	8	19	4	9	129	298	427
FY2012																			
Dedicated	57	134	20	45	4	8	20	47	3	7	16	37	7	17	4	8	131	303	434
Non-Dedicated	9	16	2	5	0	1	2	6	0	1	2	4	1	2	0	1	16	36	52
TOTAL	66	150	22	50	4	9	22	53	3	8	18	41	8	19	4	9	147	339	486
FY2013																			
Dedicated	67	156	22	52	4	8	26	61	3	7	16	37	7	17	4	8	149	346	495
Non-Dedicated	9	20	3	6	0	1	3	7	0	1	2	4	1	2	0	1	18	42	60
TOTAL	76	176	25	58	4	9	29	68	3	8	18	41	8	19	4	9	167	388	555

The distribution of the fleet as detailed in our Alternate Bid is as follows:

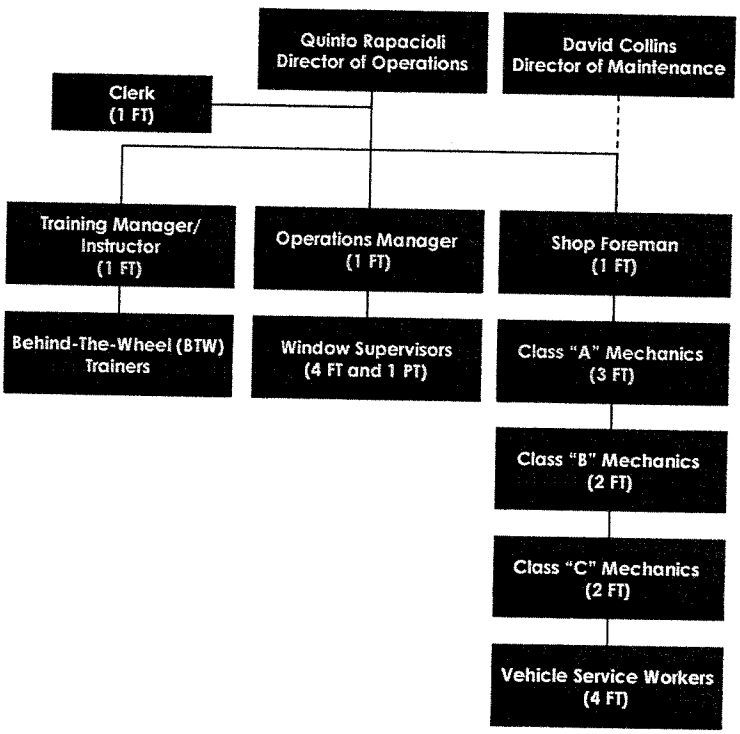
ALTERNATE BID	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2006																			
Dedicated	19	45	11	27	4	8	13	29	3	7	16	37	7	17	4	8	77	178	255
Non-Dedicated																			
TOTAL	19	45	11	27	4	8	13	29	3	7	16	37	7	17	4	8	77	178	255
FY2007																			
Dedicated	23	54	13	29	4	8	15	36	3	7	16	37	7	17	4	8	85	196	281
Non-Dedicated																			
TOTAL	23	54	13	29	4	8	15	36	3	7	16	37	7	17	4	8	85	196	281
FY2008																			
Dedicated	29	67	14	33	4	8	18	43	3	7	16	37	7	17	4	8	95	220	315
Non-Dedicated																			
TOTAL	29	67	14	33	4	8	18	43	3	7	16	37	7	17	4	8	95	220	315
FY2009																			
Dedicated	33	76	15	36	4	8	20	48	3	7	16	37	7	17	4	8	102	237	339
Non-Dedicated																			
TOTAL	33	76	15	36	4	8	20	48	3	7	16	37	7	17	4	8	102	237	339
FY2010																			
Dedicated	43	100	17	40	4	8	22	51	3	7	16	37	7	17	4	8	116	268	384
Non-Dedicated																			
TOTAL	43	100	17	40	4	8	22	51	3	7	16	37	7	17	4	8	116	268	384
FY2011																			
Dedicated	54	126	20	45	4	8	24	57	3	7	16	37	7	17	4	8	132	305	437
Non-Dedicated																			
TOTAL	54	126	20	45	4	8	24	57	3	7	16	37	7	17	4	8	132	305	437
FY2012																			
Dedicated	66	154	22	52	4	8	28	64	3	7	16	37	7	17	4	8	150	347	497
Non-Dedicated																			
TOTAL	66	154	22	52	4	8	28	64	3	7	16	37	7	17	4	8	150	347	497
FY2013																			
Dedicated	77	180	26	59	4	8	35	80	3	7	16	37	7	17	4	8	172	396	568
Non-Dedicated																			
TOTAL	77	180	26	59	4	8	35	80	3	7	16	37	7	17	4	8	172	396	568

Staffing Plan by Provider

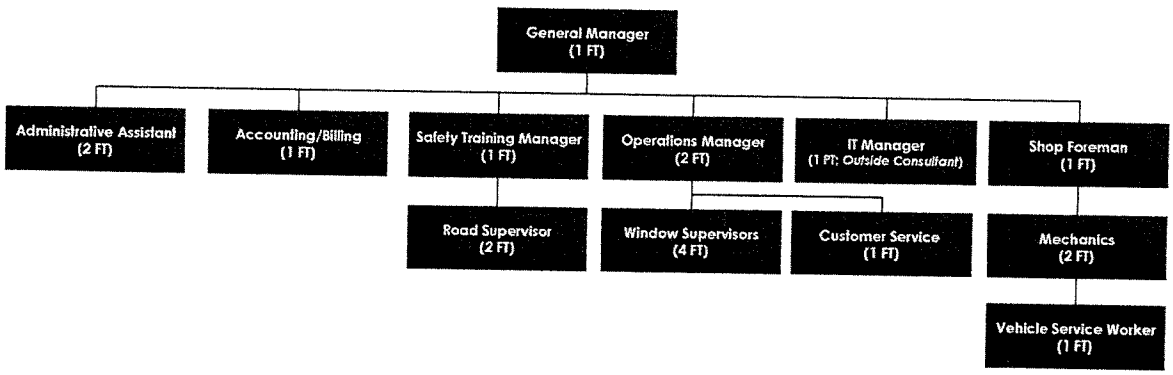
Broker: MV Transportation, Inc.



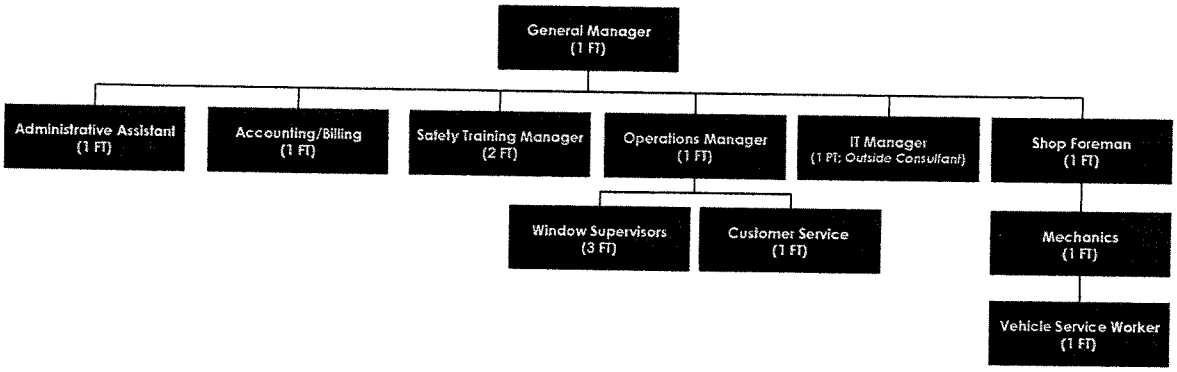
Service Provider 1: MV Transportation Inc.



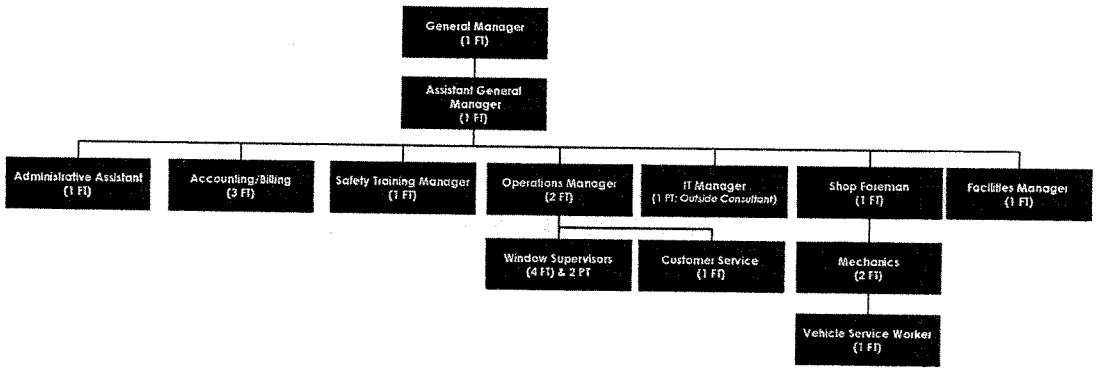
Service Provider 2: Battle's Transportation



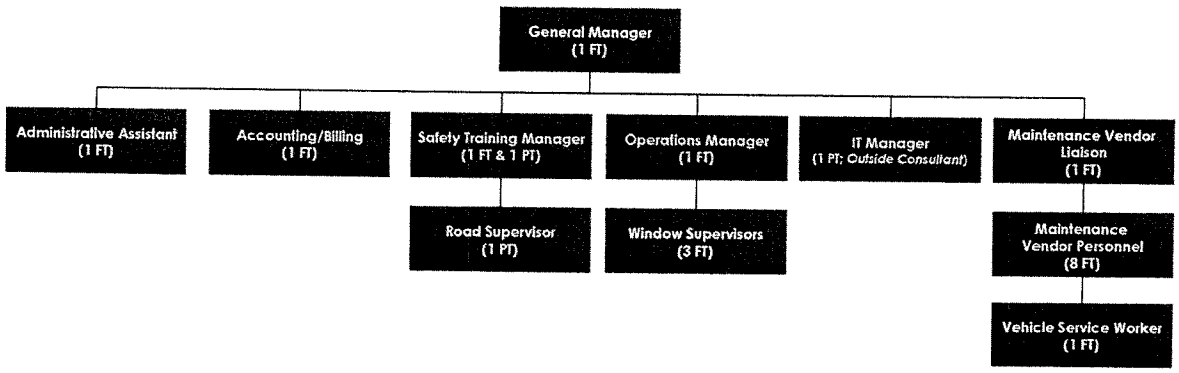
Service Provider 3: METRO Health-Tech Services



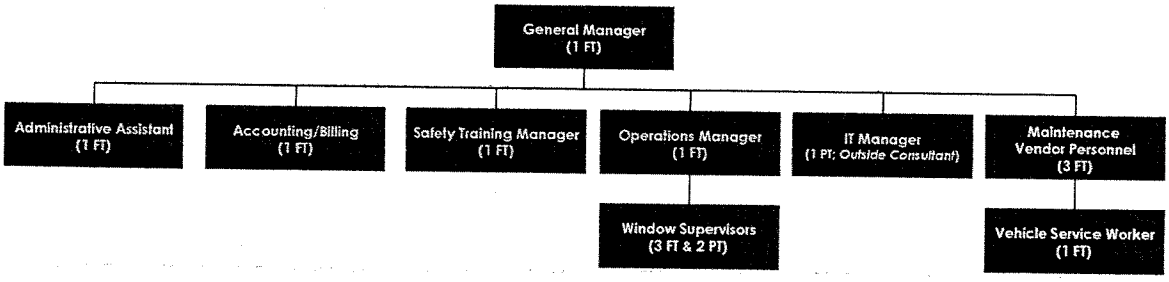
Service Provider 4: Wheelchair Mobile Transport, Inc.



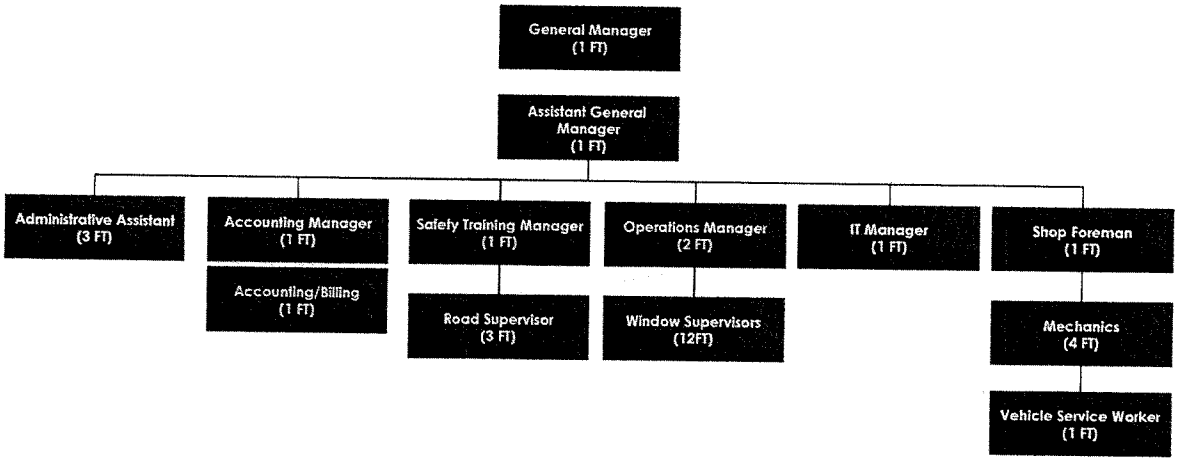
Service Provider 5: Diamond Transportation Services



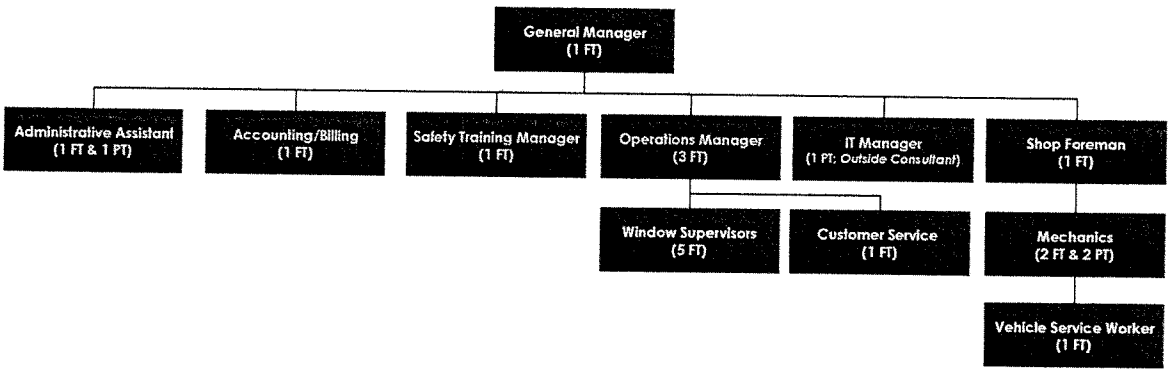
Service Provider 6: Answers, Inc.



Service Provider 7: Challenger Transportation



Service Provider 8: Alterna Trans



PROVIDER TRIP HOUR AND MILE MATRIX

BASE BID

FY2006

	MV Transportation		Battles Transportation		Diamond Transportation		Altema Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
Dedicated	18	43	11	26	4	8	11	25	3	7	16	37	7	17	4	8	74	171	245
Non-Dedicated	3	4	1	3	0	1	1	3	0	1	2	4	1	2	0	1	8	19	27
TOTAL	21	47	12	29	4	9	12	28	3	8	18	41	8	19	4	9	82	190	272
Estimated Revenue Hours	68,238	163,012	41,250	97,500	15,117	30,233	41,418	94,132	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	279,380	645,620	925,000
Estimated Dedicated Trips	85,541	203,765	51,563	121,875	18,896	37,791	51,773	117,665	14,663	34,213	75,471	174,529	32,813	79,688	18,750	37,500	349,470	807,026	1,156,496
Estimated Non-Dedicated Trips	16,064	21,417	5,354	16,062	0	5,354	5,354	16,062	0	5,354	10,708	21,417	5,354	10,708	0	5,354	42,834	101,728	144,562
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	144,562	0	144,562
Projected Productivity	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	1,250,961	2,772,441	700,762	1,698,280	232,648	531,201	703,348	1,646,447	180,531	487,149	1,061,036	2,412,487	469,912	1,112,956	230,850	527,618	4,830,048	11,188,579	16,018,627

BASE BID

FY2007

	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
Dedicated	21	49	12	27	4	8	12	27	3	7	16	37	7	17	4	8	79	180	259
Non-Dedicated	4	5	1	3	0	1	1	3	0	1	2	4	1	2	0	1	9	20	29
TOTAL	25	54	13	30	4	9	13	30	3	8	18	41	8	19	4	9	88	200	288
Estimated Revenue Hours	78,975	184,275	45,000	101,250	15,117	30,233	44,938	101,112	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	297,387	677,613	975,000
Estimated Dedicated Trips	108,769	248,771	60,750	136,688	20,408	40,815	60,666	136,501	15,836	36,950	81,509	188,491	35,438	86,063	20,250	40,500	403,626	914,779	1,318,405
Estimated Non-Dedicated Trips	22,730	28,414	5,683	17,048	0	5,683	5,683	17,048	0	5,683	11,366	22,731	5,683	11,366	0	5,683	51,145	113,656	164,801
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	164,801	0	164,801
Projected Productivity	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	1,619,016	3,412,702	817,923	1,892,798	251,263	572,483	816,889	1,890,495	194,973	524,897	1,143,477	2,600,565	506,282	1,199,546	249,318	568,605	5,599,141	12,662,091	18,261,232

BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2008																			
Dedicated	25	58	12	29	4	8	12	28	3	7	16	37	7	17	4	8	83	192	275
Non-Dedicated	5	8	1	3	0	1	1	3	0	1	2	4	1	2	0	1	10	23	33
TOTAL	30	66	13	32	4	9	13	31	3	8	18	41	8	19	4	9	93	215	308
Estimated Revenue Hours	93,524	216,976	45,439	109,811	15,117	30,233	44,940	104,860	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	312,377	722,623	1,035,000
Estimated Dedicated Trips	137,839	314,615	65,887	159,226	21,920	43,838	65,163	152,047	17,009	39,687	87,547	202,453	38,063	92,438	21,750	43,500	455,178	1,047,804	1,502,982
Estimated Non-Dedicated Trips	28,468	45,545	5,693	17,079	0	5,693	5,693	17,079	0	5,693	11,386	22,772	5,693	11,386	0	5,693	56,933	130,940	187,873
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	187,873	0	187,873
Projected Productivity	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	2,047,572	4,434,290	881,293	2,170,667	269,879	609,826	872,379	2,082,279	209,415	558,719	1,218,063	2,772,970	538,724	1,278,281	267,786	605,664	6,305,111	14,512,696	20,817,807

BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Altema Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2009																			
Dedicated	28	66	13	31	4	8	13	31	3	7	16	37	7	17	4	8	88	205	293
Non-Dedicated	2	7	2	4	1	1	2	4	0	1	2	5	1	2	1	1	11	25	36
TOTAL	30	73	15	35	5	9	15	35	3	8	18	42	8	19	5	9	99	230	329
Estimated Revenue Hours	105,328	248,272	48,972	116,778	15,117	30,233	49,105	117,095	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	331,879	773,121	1,105,000
Estimated Dedicated Trips	163,906	384,822	75,907	181,006	23,431	46,861	76,113	181,497	18,182	42,424	93,584	216,416	40,688	98,813	23,250	46,500	515,061	1,198,339	1,713,400
Estimated Non-Dedicated Trips	11,899	41,645	11,899	23,797	5,949	5,949	11,899	23,797	0	5,949	11,899	29,747	5,949	11,899	5,949	5,949	65,443	148,732	214,175
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	214,175	0	214,175
Projected Productivity	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	2,164,511	5,250,662	1,081,067	2,521,535	361,727	650,197	1,083,604	2,527,580	223,857	595,568	1,298,707	3,030,759	574,195	1,363,086	359,498	645,752	7,147,166	16,585,139	23,732,305

BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Altema Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2010																			
Dedicated	37	87	15	35	4	8	15	34	3	7	16	37	7	17	4	8	101	233	334
Non-Dedicated	5	11	2	4	0	1	2	4	0	1	2	4	1	2	0	1	12	28	40
TOTAL	42	98	17	39	4	9	17	38	3	8	18	41	8	19	4	9	113	261	374
Estimated Revenue Hours	139,108	327,092	56,700	132,300	15,117	30,233	56,740	128,610	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	381,022	878,978	1,260,000
Estimated Dedicated Trips	215,891	506,993	87,885	205,065	23,431	46,861	87,947	199,346	18,182	42,424	93,584	216,416	40,688	98,813	23,250	46,500	590,858	1,362,418	1,953,276
Estimated Non-Dedicated Trips	30,519	67,144	12,208	24,416	0	6,104	12,208	24,416	0	6,104	12,208	24,416	6,104	12,208	0	6,104	73,247	170,912	244,159
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	244,159	0	244,159
Projected Productivity	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	3,033,800	7,068,775	1,232,345	2,825,370	288,482	652,105	1,233,108	2,754,958	223,857	597,477	1,302,511	2,965,124	576,103	1,366,891	286,254	647,660	8,176,460	18,878,360	27,054,820

BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2011																			
Dedicated	47	110	17	40	4	8	17	39	3	7	16	37	7	17	4	8	115	266	381
Non-Dedicated	7	13	2	5	0	1	2	5	0	1	2	4	1	2	0	1	14	32	46
TOTAL	54	123	19	45	4	9	19	44	3	8	18	41	8	19	4	9	129	298	427
Estimated Revenue Hours	176,130	412,220	64,197	151,053	15,117	30,233	64,342	147,608	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	433,143	1,001,857	1,435,000
Estimated Dedicated Trips	275,485	638,941	99,505	234,132	23,431	46,861	99,730	228,792	18,182	42,424	93,584	216,416	40,688	98,813	23,250	46,500	673,855	1,552,879	2,226,734
Estimated Non-Dedicated Trips	42,354	78,662	12,102	30,255	0	6,051	12,102	30,255	0	6,051	12,102	24,204	6,051	12,102	0	6,051	84,711	193,631	278,342
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	278,342	0	278,342
Projected Productivity	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	3,913,234	8,835,128	1,374,105	3,255,133	288,482	651,453	1,376,876	3,189,387	223,857	596,824	1,301,206	2,962,513	575,451	1,365,585	286,254	647,008	9,339,465	21,503,031	30,842,496

BASE BID

FY2012

	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
Dedicated	57	134	20	45	4	8	20	47	3	7	16	37	7	17	4	8	131	303	434
Non-Dedicated	9	16	2	5	0	1	2	6	0	1	2	4	1	2	0	1	16	36	52
TOTAL	66	150	22	50	4	9	22	53	3	8	18	41	8	19	4	9	147	339	486
Estimated Revenue Hours	215,347	506,253	75,692	170,308	15,117	30,233	75,507	177,443	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	495,020	1,144,980	1,640,000
Estimated Dedicated Trips	330,263	784,692	117,323	263,977	23,431	46,861	117,036	275,037	18,182	42,424	93,584	216,416	40,688	98,813	23,250	46,500	763,757	1,774,720	2,538,477
Estimated Non-Dedicated Trips	54,920	97,634	12,204	30,511	0	6,102	12,204	36,613	0	6,102	12,204	24,408	6,102	12,204	0	6,102	97,634	219,676	317,310
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	317,310	0	317,310
Projected Productivity	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	4,742,373	10,863,198	1,594,736	3,625,736	288,482	652,080	1,591,203	3,837,035	223,857	597,452	1,302,462	2,965,025	576,078	1,366,841	286,254	647,636	10,605,445	24,555,003	35,160,448

BASE BID	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2013																			
Dedicated	67	156	22	52	4	8	26	61	3	7	16	37	7	17	4	8	149	346	495
Non-Dedicated	9	20	3	6	0	1	3	7	0	1	2	4	1	2	0	1	18	42	60
TOTAL	76	176	25	58	4	9	29	68	3	8	18	41	8	19	4	9	167	388	555
Estimated Revenue Hours	252,151	587,099	83,169	196,581	15,117	30,233	97,590	228,960	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	561,384	1,303,616	1,865,000
Estimated Dedicated Trips	393,946	910,003	128,912	304,701	23,431	46,861	151,265	354,888	18,182	42,424	93,584	216,416	40,688	98,813	23,250	46,500	873,258	2,020,606	2,893,864
Estimated Non-Dedicated Trips	54,258	120,578	18,087	36,173	0	6,029	18,087	42,202	0	6,029	12,058	24,116	6,029	12,058	0	6,029	108,519	253,214	361,733
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	361,733	0	361,733
Projected Productivity	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	5,518,288	12,688,513	1,809,852	4,196,841	288,482	651,182	2,085,062	4,888,972	223,857	596,553	1,300,664	2,961,430	575,180	1,365,044	286,254	646,737	12,087,639	27,995,272	40,082,911

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2006																			
Dedicated	19	45	11	27	4	8	13	29	3	7	16	37	7	17	4	8	77	178	255
Non-Dedicated																			
TOTAL	19	45	11	27	4	8	13	29	3	7	16	37	7	17	4	8	77	178	255
Estimated Revenue Hours	71,278	168,816	41,701	102,356	15,117	30,233	48,526	108,250	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	289,979	670,398	960,377
Estimated Dedicated Trips	101,927	241,407	59,632	146,369	21,617	43,233	69,392	154,798	16,774	39,139	86,339	199,661	37,538	91,163	21,450	42,900	414,669	958,670	1,373,339
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	72,281	0	72,281
Projected Productivity	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	1.430	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	1,254,925	2,972,203	734,189	1,802,095	266,149	532,285	854,354	1,905,873	206,521	481,879	1,063,006	2,458,226	462,168	1,122,399	264,092	528,185	5,105,404	11,803,145	16,908,549

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Altema Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2007																			
Dedicated	23	54	13	29	4	8	15	36	3	7	16	37	7	17	4	8	85	196	281
Non-Dedicated																			
TOTAL	23	54	13	29	4	8	15	36	3	7	16	37	7	17	4	8	85	196	281
Estimated Revenue Hours	85,027	199,629	48,949	109,193	15,117	30,233	56,481	135,553	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	318,931	735,351	1,054,282
Estimated Dedicated Trips	126,264	296,449	72,689	162,152	22,449	44,896	83,874	201,296	17,419	40,644	89,660	207,340	38,981	94,669	22,275	44,550	473,611	1,091,996	1,565,607
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	82,400	0	82,400
Projected Productivity	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	1.485	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	1,554,562	3,649,880	894,947	1,996,415	276,392	552,760	1,032,657	2,478,356	214,463	500,409	1,103,894	2,552,770	479,934	1,165,565	274,250	548,500	5,831,099	13,444,655	19,275,754

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2008																			
Dedicated	29	67	14	33	4	8	18	43	3	7	16	37	7	17	4	8	95	220	315
Non-Dedicated																			
TOTAL	29	67	14	33	4	8	18	43	3	7	16	37	7	17	4	8	95	220	315
Estimated Revenue Hours	106,975	247,150	52,742	124,321	15,117	30,233	67,804	161,976	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	355,995	824,423	1,180,418
Estimated Dedicated Trips	161,746	373,691	79,746	187,973	22,857	45,712	102,520	244,908	17,736	41,383	91,290	211,110	39,690	96,390	22,680	45,360	538,265	1,246,527	1,784,792
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	93,936	0	93,936
Projected Productivity	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	1.512	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	1,991,417	4,600,884	981,833	2,314,324	281,415	562,806	1,262,226	3,015,307	218,366	509,507	1,123,962	2,599,186	488,663	1,186,754	279,236	558,472	6,627,118	15,347,240	21,974,358

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2009																			
Dedicated	33	76	15	36	4	8	20	48	3	7	16	37	7	17	4	8	102	237	339
Non-Dedicated																			
TOTAL	33	76	15	36	4	8	20	48	3	7	16	37	7	17	4	8	102	237	339
Estimated Revenue Hours	123,586	284,622	56,279	135,069	15,117	30,233	75,484	181,160	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	383,823	891,827	1,275,650
Estimated Dedicated Trips	197,120	453,972	89,765	215,435	24,112	48,222	120,397	288,950	18,709	43,655	96,301	222,699	41,869	101,681	23,925	47,850	612,198	1,422,464	2,034,662
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	107,088	0	107,088
Projected Productivity	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	1.595	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	2,426,941	5,589,303	1,105,187	2,652,436	296,867	593,709	1,482,328	3,557,552	230,345	537,480	1,185,658	2,741,870	515,491	1,251,896	294,565	589,129	7,537,382	17,513,375	25,050,757

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2010																			
Dedicated	43	100	17	40	4	8	22	51	3	7	16	37	7	17	4	8	116	268	384
Non-Dedicated																			
TOTAL	43	100	17	40	4	8	22	51	3	7	16	37	7	17	4	8	116	268	384
Estimated Revenue Hours	160,789	373,928	64,653	152,124	15,117	30,233	82,647	191,590	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	436,563	1,008,618	1,445,181
Estimated Dedicated Trips	258,066	600,154	103,768	244,159	24,263	48,524	132,648	307,502	18,827	43,929	96,905	224,095	42,131	102,319	24,075	48,150	700,683	1,618,832	2,319,515
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	122,079	0	122,079
Projected Productivity	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	1.605	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	3,177,309	7,389,096	1,277,592	3,006,086	298,726	597,427	1,633,162	3,785,965	231,798	540,854	1,193,094	2,759,058	518,717	1,259,752	296,411	592,823	8,626,809	19,931,061	28,557,870

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Altema Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2011																			
Dedicated	54	126	20	45	4	8	24	57	3	7	16	37	7	17	4	8	132	305	437
Non-Dedicated																			
TOTAL	54	126	20	45	4	8	24	57	3	7	16	37	7	17	4	8	132	305	437
Estimated Revenue Hours	202,139	471,659	75,850	170,662	15,117	30,233	89,970	213,680	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	496,433	1,146,977	1,643,410
Estimated Dedicated Trips	325,242	758,899	122,043	274,595	24,323	48,645	144,762	343,811	18,874	44,038	97,147	224,653	42,236	102,574	24,135	48,270	798,762	1,845,485	2,644,247
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	139,171	0	139,171
Projected Productivity	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	4,004,380	9,343,564	1,502,593	3,380,814	299,465	598,917	1,782,310	4,233,001	232,377	542,196	1,196,074	2,765,928	520,010	1,262,891	297,150	594,300	9,834,359	22,721,611	32,555,970

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2012																			
Dedicated	66	154	22	52	4	8	28	64	3	7	16	37	7	17	4	8	150	347	497
Non-Dedicated																			
TOTAL	66	154	22	52	4	8	28	64	3	7	16	37	7	17	4	8	150	347	497
Estimated Revenue Hours	247,301	577,034	83,547	197,476	15,117	30,233	106,120	242,560	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	565,442	1,308,046	1,873,488
Estimated Dedicated Trips	397,907	928,448	134,427	317,739	24,323	48,645	170,747	390,279	18,874	44,038	97,147	224,653	42,236	102,574	24,135	48,270	909,796	2,104,646	3,014,442
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	158,655	0	158,655
Projected Productivity	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	4,899,031	11,431,052	1,655,065	3,912,003	299,465	598,917	2,102,237	4,805,115	232,377	542,196	1,196,074	2,765,928	520,010	1,262,891	297,150	594,300	11,201,409	25,912,402	37,113,811

ALTERNATE	MV Transportation		Battles Transportation		Diamond Transportation		Alterna Trans		Answers Inc.		Challenger		Metro Health		Wheelchair Mobile		ALL PROVIDERS		
	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	Sedans	Vans	TOTAL
FY2013																			
Dedicated	77	180	26	59	4	8	35	80	3	7	16	37	7	17	4	8	172	396	568
Non-Dedicated																			
TOTAL	77	180	26	59	4	8	35	80	3	7	16	37	7	17	4	8	172	396	568
Estimated Revenue Hours	287,956	673,143	97,994	222,372	15,117	30,233	132,349	302,512	11,730	27,370	60,377	139,623	26,250	63,750	15,000	30,000	646,773	1,489,003	2,135,776
Estimated Dedicated Trips	463,320	1,083,087	157,672	357,797	24,323	48,645	212,950	486,742	18,874	44,038	97,147	224,653	42,236	102,574	24,135	48,270	1,040,657	2,395,806	3,436,463
Estimated Non-Dedicated Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estimated Taxi Trips	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	180,867	0	180,867
Projected Productivity	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	1.609	n/a	n/a	n/a
Estimated Dedicated Fllet Mileage	5,704,396	13,334,967	1,941,258	4,405,197	299,465	598,917	2,621,840	5,992,768	232,377	542,196	1,196,074	2,765,928	520,010	1,262,891	297,150	594,300	12,812,570	29,497,164	42,309,734

LETTERS OF SUPPORT FROM SUBCONTRACTORS

DIAMOND TRANSPORTATION SERVICES

PARATRANSIT SERVICES • SHUTTLE SERVICES
TRANSPORTATION MANAGEMENT

MAILING ADDRESS:
7311-B HIGHLAND ST
SPRINGFIELD, VIRGINIA 22150
703-912-7606 (DISPATCH)
703-912-7608 (FAX)

3035 MOUNT VERNON AVENUE
ALEXANDRIA, VIRGINIA 22305
703-684-8992 (FAX)
703-548-8500 (OFFICE)

August 16, 2005

Mr. W.C. Pihl, Director of Business Development
MV Transportation, Inc.
360 Campus Lane, Suite 201
Fairfield, CA 94534

Dear Mr. Pihl:

I understand that MV Transportation, Inc. (MV) has successfully continued to the next stage of the procurement process for the WMATA Metro Access RFP. I again would like to take this opportunity to reiterate my firm's commitment to work with MV should they be selected to provide the Metro Access service.

I remain hopeful that if MV is selected as the provider for the Metro Access Services; then Diamond Transportation Services (DTS) will have the opportunity to work with you on this important contract. Our firms have very similar core values, and I am convinced by your actions, your firm's reputation, and our discussions throughout this process; that MV and DTS will be successful partners in bringing improvements to the Metro Access program to benefit our passengers in the region.

I am confident that MV's operating plan and experience, paired with the local knowledge and proven ability of DTS will be the solution the WMATA is looking for.

I look forward to further updates on the process, and wish you luck in this procurement.

Sincerely,

Robert Werth, President
Diamond Transportation Services, Inc.

To: W.C. Pihle
MV Transportation
360 Campus Lane
Suite 201
Fairfield, CA 94534

From: Matthew Mohebbi
Challenger Transportation Inc.
8210 Beechcraft Ave.
Gaithersburg, MD. 20879

08/18/05

Dear W.C.

I am writing to you in response to your request from us to indicate Challenger Transportation's support for your proposal for WMATA RFP. Once more, I would like to re-iterate my appreciation for your initiative and request that Challenger Transportation joins your future network of operators/service providers in Washington Metropolitan area.

My experience of serving in the transportation industry in Washington Metropolitan area indicate that the best method and most efficient method to provide a good service to the public and to ADA customers is to utilize the local providers. Your cooperative work with regional providers, and your visits and review of our current work processes has been encouraging. You observed the dedication of Challenger staff, and their commitment to providing a great transportation services to our area and our customer base. You also observed the extensive infrastructure and investment that we have in place to make this service possible.

At Challenger Transportation we continue to strive and expand both in terms of quality of service and the size of our business. Challenger is now serving approximately 30% of the load of WMATA services in the entire Washington Metro area. Most often our performance exceeds our contractual requirement and always we have been ranked as the best provider in the region. We like and will do everything possible to continue improving our work processes and we have every hope that we will wind up to be one of your best and largest service provider in the region.

Please do not hesitate to contact us, should you need any further information.

Matthew Mohebbi

Challenger Transportation Inc.
Chief Executive and President

Aug-18-05 02:23pm From-HUGHES NETWORK SYSTEMS 301-428-7088 T-172 P.002/002 F-402

From: Nesgibbs@aol.com
Sent: Tuesday, August 16, 2005 10:25 AM
To: wc pihl
Subject: Battle's Transportation

Mr. Pihl,

This letter is to reemphasize my interest in doing business with MV Transit if awarded the contract to provide Metro Access services to the Washington, DC Metropolitan area.

I have a strong belief that MV's goals and commitment to providing a stellar service to clients coincides with the goals of Battle's Transportation. Your professionalism and knowledge of the transportation industry is well respected by our company and we look forward to forming a business relationship that will enhance the quality of transportation services for the Metro Access program.

Sincerely,

McKinley Battle, Owner

Battle's Transportation

METRO
HEALTH TECH-SERVICES, INC

Mr. W.C. Pihl
MV Transportation
360 Campus Lane, Suite 201
Fairfield, CA 94534

August 15, 2005

Dear W.C.,

I am writing this letter to restate my support of MV Transportation in their bid to become the new contractor for the WMATA Metro Access Services. Should MV be selected, I look forward to our companies having a long term, successful partnership; as we work together to improve the program.

It is clear to me that you and your organization have spent significant time diagnosing the current problems that the program has, including time in the field doing research and observing the system as it currently exists. I appreciate the approach you have taken in building a professional relationship with my company, prior to submitting your bid. I believe this is indicative of the initiative MV will take in managing the Metro Access services to a high degree of success.

Based on our conversations, I believe MV is presenting a solid management and operations plan to WMATA. This plan appears to contain viable solutions to the challenges that currently face the Metro Access services.

As a firm, Metro Health Tech-Services has taken the time to identify problems inherent in the Metro Access service as it currently exists. We have implemented policy and procedure to eliminate such issues. We have continually exceeded the standards established for the Drug and Alcohol Prevention program for WMATA; and in fact have successfully passed our last two audits with zero negative findings.

We are completely committed to the high standards that WMATA and MV have established for the new contract term, and look forward to a successful partnership in the future.

Sincerely,

Jude Nyambi
President
Metro Health Tech-Services, Inc.

ALTERNA TRANS, INC.

8823 Telegraph Road
Lorton, VA 22079
Phone: (703) 339-6733
Fax: (703) 541-2830
Email: ALTERNATRANS@YAHOO.COM

To Whom It May Concern:

Alterna Trans Inc., would like to express its support for MV transportation, in their efforts to be the successful bidder on the RFP CO5108/CR contract.

As a current Metro Access provider, the largest in the Northern Virginia area, we have found that MV transportation has the leadership and vision to successfully make the Metro Access a viable and credible program. One that can fulfill the original concept of providing quality on time service for the ever growing challenged community.

We are impressed with the thoroughness and follow up that MV transportation has shown in understanding the current difficulties that Metro Access is undergoing. From the administrative responsibilities to the programmatic coordination of clients and service providers to the logistical needs of the service providers.

We have also found MV transportation to be receptive to the needs of the small business enterprise working within the Metro Access system. To provide quality service the provider's material needs must be realized to sustain their operation and their workforce.

Alterna Trans is the largest paratransit company in the Northern Virginia area, being the only company in the region working 365 days a year, providing interzonal trips to Prince George Co., Montgomery Co. Maryland and the District of Columbia. Having provided transportation services over the last 5 years, Alterna Trans through the daily interaction with the challenged and elderly communities knows the clients needs and are sensitive and responsible to those needs. It is this personal interaction that success of the program, from the client's perspective, is based. The knowledge of the clients, the traffic patterns, the service areas and the ability of the driver on the road, are all crucial factors towards making this a successful program The small business component of the Metro Access program, the service provider, can be the program's strongest asset.

The Metro Access program is more than just a pick up and drop off service, ie... a taxi service, but one that cares for the client and is concerned for their transportation needs. MV transportation shares this philosophy and are capable of making this a reality.

ALTERNA TRANS, INC.

8823 Telegraph Road
Lorton, VA 22079
Phone: (703) 339-6733
Fax: (703) 541-2830
Email: ALTERNATRANS@YAHOO.COM

We have confidence in MV transportation and feel they are up to the task of handling the new contract. We hope the new contract will include the small business service providers as an integral part of building the Metro Access success. MV transportation understands the sensitivity and complexity that this service requires. The use of local small businesses will assure the success of Metro Access and the seamless transition into the new program.

If you have any questions, please call Mark at 240-793-5117
Sincerely,

C.E.O.
Mark Mohebi

Wheelchair Mobile Transport, Inc.

Stretcher Shuttle ◆ Non-Emergency Transportation

Mailing & Billing Address:
P. O. Box 12100
Silver Spring, MD 20908-0100

Virginia:
6911 Richmond Highway, Suite 205
Alexandria, VA 22306-1803
Bus: (703) 660-2300 Fax: (703) 660-8730

Montgomery County:
1119-M Taft Street
Rockville, MD 20850-1311
Bus: (301) 294-0600 Fax: (301) 294-0642

Prince Georges County:
6201 Riverdale Road, Suite 104
Riverdale, MD 20737-2150
Bus: (301) 699-0327 Fax: (301) 699-0329

August 15, 2005

Mr. W.C. Pihl
Director, Business Development
MV Public Transportation
360 Campus Lane, Suite 201
Fairfield, CA 94534

RE: WMATA Bid

Dear W.C.:

Many thanks for including **Wheelchair Mobile Transport, Inc. (WMT)** in your due diligence on the Metro Access program throughout the Washington metropolitan area. My staff and I have been impressed by your enthusiasm for becoming the management arm for the WMATA program.

Your three visits to our offices, several EMAILS and numerous telephone calls asking pertinent questions concerning our involvement in paratransit transportation. show sincere commitment. We have negotiated an agreed-upon service tariff for our participation which I believe is straight-forward and fair. The attention you have shown to the details of the project will inevitably produce improvements and successes, if given the opportunity.

Best of luck to you and MV in your pursuit of this contract.

Sincerely,

Lawrence A. Lee
C.E.O.

ANSWERS TRANSIT
TRANSPORTATION SERVICES

"Service With a Personal Touch"

LETTER OF INTENT

August 17, 2005

Mr. W. C.Pihl
Director, Business Development
MV Transportation
360 Campus Lane Suite 201
Fairfield, CA 94534

Dear Mr. Pihl,

We are very excited about the opportunity to serve as a subcontractor to MV Transportation if you are awarded the WMATA ADA Transportation Contract. Through our numerous meetings and phone discussions we have developed a healthy level of respect and confidence in MV Transportation. We are confident we will be compensated a fair rate for the service requested.

As we understand that service requirement, Answers Transit will be one of two providers in Northern Virginia providing dedicated and, possibly non-dedicated service.

Again, we have utmost confidence in MV and look forward to working on this and other projects.

Sincerely,

Cynthia H. Chambliss _____ Date 8/17/05
CEO

Spencer T. Chambliss Jr _____ Date 8/17/05
President

201 Elden St., Suite 203 • Herndon, Virginia 20170
703-326-0333 • 888-432-7105 • Fax: 703-326-0335 • Email: Cchambl524@aol.com
web: answersinc.org

6 General & Overhead

What is Included in Corporate Overhead?

MV Transportation makes a significant investment in corporate support for each of our operations. The corporate support manifests itself in many ways including direct support of WMATA and our local management team, processing all payroll issues, processing accounts payable/receivables, handling legal issues resulting from the activities at an operating division, MIS support, safety implementation, human resources, etc.

Currently there are approximately 120 persons in corporate support roles. As a firm, we do not calculate overhead specifically as dollars per person-hour or as a percentage of direct salaries. To be consistent, our Chief Financial Officer, Mr. Gary Richardson, has determined that overhead allocated to each operating Division will be 6.6% of total revenue.

Covered under overhead are the corporate support salaries (and associated benefits, payroll taxes, etc.) of all personnel in the following departments:

- **Operations** – Includes wages for Mr. Wilkie, Mr. Tieskoetter, Mr. Monson and all personnel supporting our operating division including floating trainers (who assist in training at a specific location if that location has a specific need), floating managers (to assist in the training and support of local management personnel) and regional managers.
- **Maintenance** – Includes wages for Mr. Demaranville, Mr. Harrington, and all personnel supporting our operating divisions including floating mechanics (who fill in if a specific location is in need of additional assistance) and national account managers.
- **Accounting** – Includes wages for all personnel handling payroll, accounts payable, accounts receivables, capital financing and reporting. Much of the accounting and payroll function is handled in the corporate office to allow the local team to focus on the employees and service quality.
- **Human Resources** – Includes wages for all personnel handling benefits administration and employee-related issues.
- **Safety** – Includes wages for Mr. Tom Greufe, Sr. VP Safety and Training, and all personnel who support the local management team in establishing an outstanding safety record and training program.
- **Legal** – Includes wages for Mr. John Biard, General Counsel, and all personnel who support the local management team in managing claims resulting from accidents and work-related injuries. These persons manage our insurance program and handle any legal matters associated with the Company and our operation of this contract.
- **Information Technologies** – Includes wages for Ms. Marsha Madrid, Mr. Christopher Bryan, Mr. Rex Clark, Ms. Mary West, Ms. Jane Flory, Mr. Dean Rowatt, and all personnel who will support our local team in setting up, maintaining and repairing the computer system. This team also creates customized reports programs to improve the accuracy and efficiency of preparing operations reports for the WMATA staff.

In addition to the costs associated with the personnel identified above, Corporate Support covers the cost of running the corporate office, travel and miscellaneous expenses that are all necessary to support our MetroAccess operation.

WMATA Specific Support

MV's proposal offers a significant level of corporate support to the MetroAccess Service. No other firm will commit as much time and resources as MV; to ensure that the MetroAccess program is consistently well-run. While detailed biographical information about this team is included in our original technical proposal submittal, below we have included a table that reflects the areas of support and the time commitment of these personnel.

Corporate Support Personnel	Role in MetroAccess Operation	Significant Accomplishments
Mr. Jon Monson, Chief Executive Officer	▪ **Will personally lead startup activities and will be on site for at least 30-60 days after the first day of service** ▪ Ensures that MV meets all commitments made in this proposal and that MV meets and exceeds the standards of the Authority and the MetroAccess passengers	▪ 28 years of transit management experience ▪ Unmatched paratransit experience ▪ Has personally led over 100 contract start-ups and implementations.
Mr. Mark Foster, Chief Operating Officer	▪ Will be WMATA's point of contact regarding any performance-related issues. ▪ Will work with MV's MetroAccess management team to ensure that all operational standards are achieved. ▪ Will also meet with WMATA regularly to obtain feedback and to ensure that this information is used to improve the operation. ▪ Will directly oversee MV's proposed Project Manager, Ms. Inez Evans	▪ Former President/COO of Forsythe & Associates, Inc. ▪ Over 25 years of transportation management experience ▪ Superior fiscal management
Ms. Marsha Madrid, Executive Vice President of Information Technology	▪ Provides technology consulting services for one week of each contract year, at no cost to WMATA ▪ Oversees our Software Implementation team is overseen ▪ Ongoing support resource for the Trapeze solution	▪ Is the original developer of the PASS software system ▪ 17 years of experience in the development of Transportation Management Software ▪ Has directly impacted the improved productivity and on-time performance of more than 100 paratransit locations

Mr. Christopher Bryan, Director of Information Technology	▪ IT Software Implementation Team Leader ▪ Ongoing support resource for the Trapeze solution	▪ 100 successful implementations of the Trapeze line of products. ▪ Had direct oversight in the development of each of the proposed technological components of our Trapeze solution, to include: PASS, PASS MON, PASS IVR, PASS WEB, and PASS CERT.
Mr. Kirk Wilkie, President	▪ Will support MV's MetroAccess management team to ensure that they have the tools needed to find success. ▪ Will directly oversee MV's service operation	▪ 14 years experience in the transportation industry ▪ Has worked with student and public transportation districts in 25 states and with operations as large as 500 buses. ▪ Served as Senior Vice President of Mayflower Contract Services and District Director of Operations for Laidlaw Education Services.
Mr. Russ Tieskoetter, Regional Vice President	▪ Will assist Mr. Wilkie with oversight of the WMATA operation. ▪ Primary focus will be the success of the MetroAccess operation.	▪ 10 years of transit and paratransit industry experience ▪ Served as District Manager, overseeing operations in the Carolinas, Virginia, & Georgia ▪ Directly involved in the significant improvement of paratransit operations in a Trapeze environment in several locations including: Orlando, Tulsa, Hampton Roads and Durham. ▪ Adept in the use of the Trapeze scheduling software, and training and development of call center personnel. ▪ Experience at successful implementation of Trapeze in FleetFocus software in several large paratransit locations.

Mr. Dwight Sayer, Consumer Advocate	▪ Coordinates and establishes consumer and passenger groups ▪ Establishes a Paratransit Transition Committee ▪ Identifies local community organizations and advocacy groups to assist in sensitivity training ▪ Ensures accommodations for any disabled visitors and/or employees ▪ Works with local consumer advocates gathering long term feedback about our services from our passengers.	▪ 20 years of experience in the business world ▪ President of the National Federation of the Blind, Greater Orlando Chapter ▪ Life member of the Blinded Veterans Association.
Mr. Gregg Harrington, Vice President of Maintenance & Facilities	▪ Leads the vehicle inspection and transition ▪ Provides ongoing support to Mr. Collins and our maintenance team ▪ Oversees MV's maintenance programs for MV's eastern U.S. locations ▪ Establishes consistency in preventive maintenance and reporting for all service providers under MetroAccess contract ▪ Oversees installation and proper training of the Fleet Focus Maintenance Software	▪ 20 years of transit and maintenance experience ▪ Has managed more than 5,000 vehicles and 50 operations
Mr. Gary Richardson, Chief Financial Officer	▪ Oversees all financial activities of the company. ▪ Oversees all WMATA invoicing and service provider payment ▪ Ensures financial processes and procedures function smoothly and with adequate internal controls ▪ Ensures proper auditing procedures regarding invoicing and reporting of service providers and Call Center	▪ 19 years of accounting and finance experience ▪ Extensive experience with GAAP accounting procedures and regulations

Mr. Sean Kimble, Executive Vice President of Human Resources	▪ Obtains the necessary human resources for our local team in all aspects of human relations. ▪ Assists in recruiting, staffing, benefits, safety, and all employment matters.	▪ Former Vice President of Human Resources for Charles Schwab Corporation
Ms. Nikki Frenney, Director of Government and Media Relations	▪ Establishes and maintains relationships with government officials and entities, the news media, and the public to ensure that the proper message is conveyed regarding the services we provide. ▪ Provides oversight of the establishment of local passenger and consumer groups, and all community outreach efforts for MV.	▪ Former Manager of Media Relations and special assistant to the Director of Government Affairs and Communications for the Central Florida Regional Transportation Authority (LYNX)

7 Responses to WMATA Questions

1. There should be a sufficient number of service vehicles (i.e. - more than one) to respond to breakdowns or service interruptions... one service truck in a service area this large will not be enough.

It is important to note that part of MV's subcontractor selection process included the geographic location of their facility in relation to the service area. (Please refer to the Executive Summary of this document for a graphical representation of this coverage).

We have also received commitment from each service provider regarding their ability to respond to vehicle break downs or road calls in their area. Each operating division has an established system of Support vehicles and internal maintenance personnel, or contracted roadside assistance services. Additionally, by having multiple operating facilities, a spare vehicle can quickly respond to the road call, and expedite getting the affected route back on schedule. Details for each service provider are described in the table below:

Distribution of Service Vehicles, Support Services

Firm	# of Dedicated Service Trucks	Maintenance Facility Address(s)	Internal Maintenance Technicians	Contract with Towing Company?
MV Transportation	1	6500 Ammendale Road, Beltsville, MD	Yes- 9	yes
Battles Transportation	1	1360 Okie Street NE, Washington DC	Yes- 3	yes
METRO Health-Tech Services	1	99 Commerce Place, Largo MD; 6007-6009 Dix Street, Washington DC	Yes- 3	yes
Wheelchair Mobile Services	0 (use two tow companies)	1119 Taft Street, Rockville, MD; 6201 Rockville Road, Riverdale, MD; 6911 Richmond Highway, Alexandria, VA	Yes- 3	yes
Diamond Transportation Services	0 (use two tow companies)	7311-B Highland Street, Springfield, VA	Contracted maintenance- 8	yes
Answers, Inc.	0 (use one tow company)	201 Elden Street, Herndon, VA	Contracted maintenance- 3	yes
Challenger Transportation	1	8210 Beechcraft Avenue, Gaithersburg, MD	Yes- 5	yes
Alterna Trans	1	8823 Telegraph Road, Lorton, VA	Yes- 4	yes

2. Maintenance records and facilities must be inspected on a regular basis with intervals not exceeding 30 days - likewise, fleets should be held to a regular interval set in stone for mileage intervals for PMIs - Stipulations for corrective maintenance should be spelled out by the prime, including what hours fleet maintenance will take place.

Please refer to Section 5.A *Review of Maintenance Procedures* above for MV's plan to inspect maintenance records and facilities on a regular basis.

3. An automated vehicle maintenance reporting system should be in place with records that can be accessed by WMATA through the contractor as Jack indicated in his response.

Please refer to Section 5.B *Maintenance Software* for details on how MV's proposed solution of utilizing the FleetFocus software will meet these requirements.

4. The ratio of actual mechanics (wrench turners) should be spelled out and be sufficient to accomplish both preventive and corrective maintenance according to specified schedules.

The ratio of actual mechanics as applied to this contract will be 1 mechanics for 7 vehicles. Given the fact that this fleet will be 100% brand new, MV is confident that this is the right ratio to ensure that preventive and corrective maintenance are performed in a timely manner. The number of mechanics will increase each year, as the fleet continues to age.

We have confirmed with each service provider that the number listed reflects "wrench turning" mechanics. Each of the service provider maintenance supervisors are working technicians that will physically perform maintenance. For specific details regarding each service provider's staffing levels, please refer to Section 6 *Service Providers* above.

5. With respect to cleaning intervals for interior and exterior of vehicles, exteriors should be cleaned nightly if possible and interiors should have a mandatory thorough cleaning cycle in addition to their regular nightly or daily cleaning.....the thorough cleaning cycle should encompass everything, including dashes, lights, mirrors, windows, seats, etc....

Any worn, broken, cut, torn or vandalized components that are visible or accessible by the public must be brought to the attention of the shop manager who shall schedule the repair. All vandalism and graffiti must be cleaned and/or repaired immediately to eliminate hazards, minimize discomfort, and maintain the fleet's appearance. A Supervisor shall inspect interior cleanliness during daily pull out inspections.

Servicing Schedule for MetroAccess Fleet

Daily
✓ Fuel Vehicles
✓ Check And Record Engine Oil, Transmission Fluid And Coolant Levels
✓ Read/Record/Hub Odometers
✓ Remove Graffiti (as needed)
✓ Dust Interior Surfaces, Including Handrails
✓ Clean Passenger, Driver and Farebox Areas, Including Dashboard
✓ Clean Debris, Seats, Seatbelts, Passenger Restraint Devices & Attendant Fittings
✓ Empty The Trash/Remove Litter
✓ Ensure Vehicle Is Free From Insects And Odor
✓ Repair Damaged Seats
✓ Inspect Exterior, Wash if Needed
Bi-Weekly
✓ Wash Bus Exterior & Wheels (twice per week minimum), more often if it rains/snows
✓ Remove Grease, Grime, Handprints, Etc. From Interior Window Surfaces
✓ Clean Interior Fixtures, Windows, Seats, Floor, Driver's Area, Dash
✓ Clean/Mop Bus Floor
Monthly
✓ Detail-Clean the Vehicle Interior to Include: Clean Ceiling, Sidewalls, Seats, Windows and Dash, Clean Interior Light Lenses; Treat Interior Vinyl Surfaces with Protectant; Clean Gum any other Foreign Material
✓ Clean radio, MDT
✓ Clean and Treat with Preservative, all Rubber or Vinyl Exterior Components

6. Is Random Drug & Alcohol testing accomplished utilizing a dedicated computer system and database? Are all employees required to submit to a drug/alcohol test as a condition of employment?

MV will administer the random drug and alcohol testing program for MV's employees, as well as for Dedicated Service Providers for whom MV will provide Drug and Alcohol Testing and Random Pool Management services. We will utilize the *Assistant-Pro* software program, a scientifically valid, tamper-proof, computer-generated selection process program that randomly selects individuals for testing without showing discrimination.

Assistant-Pro selects schedules and tracks all test information on safety-sensitive personnel for all types of drug and alcohol testing; all test information is safely maintained in the database. The program uses a special algorithm, which helps to avoid potential concerns that employees may have concerning selections.

MV will house the *Assistant-Pro* software on a dedicated computer system and use a database dedicated to the WMATA MetroAccess service. It is MV's policy to perform drug/alcohol testing for all employees; all offers of employment are contingent on successful completion of a pre-employment drug/alcohol screen. Any employee who has not successfully passed the pre-employment drug screen will not be certified as a MetroAccess safety sensitive employee.

7. Apart from formalized classroom training, how much actual "seat time" (behind the wheel) is provided to new drivers by both the prime and all sub-contractors?

As required, MV will provide the first 8 hours of Behind the Wheel Training to new drivers, and our service subcontractors have committed to providing the remaining 32 hours of Behind the Wheel Training, as well as the 24 hours of cadetting.

Behind the Wheel Refresher Training

Annually, each driver will be required to attend MV's 8 hour of Behind the Wheel Refresher Training, and one hour test. This training includes a review of the Smith System Defensive Driving in practice on the road, adhering to schedules, proper use of MDCs/Radios, and customer service skills. This training will occur in the service area in which the driver typically operates. The driver receives his/her final road and training evaluation from MV's dedicated Refresher BTW Trainers.

MV takes the high standards established by WMATA with this RFP very seriously. Any MetroAccess driver who fails to complete the mandatory eight hour refresher, and/or does not pass the annual one hour test; will not be recertified as a MetroAccess driver, and will be removed from the system until such time proper retraining can be administered. Individuals who do not demonstrate continued expected performance levels will be removed from the system entirely.

8. Is there a known or projected attrition rate for drivers, either prime or subs?

Based upon our research of driver recruiting and retention in the region, and conversations with our service provider partners, we have projected an average turnover rate in the region of 40%. However, we believe that we will reduce that number under the new MetroAccess contract, based on our experience in doing so in Baltimore and Fairfax, after we began service in those areas.

In working with our service providers to establish pricing for the new contract term, each of them considered their current turnover rate, as well as what the competitive wage rate in the region will be. These factors were considered when MV and our subcontractors established their starting rate

of pay under the new MetroAccess contract. Please see Section 6 *Service Providers* for these wage and benefit levels.

MV's philosophy of promoting from within and developing the skills of our employees provides opportunities for career advancement and encourages employee loyalty.

MV has an impressive retention rate for our key management personnel at our divisions across the nation. We have developed extensive management training programs, as well as providing a high level of support to our teams in the field, making MV an attractive company to work for. Our turnover for key management positions over the last five years is as follows:

- General Manager: 7%
- Operations Manager: 8%
- Safety Training Manager: 6%
- Maintenance Manager: 10%

As a companywide standard, MV maintains an average employee turnover for all positions of 29.3%. By implementing our incentive programs, and increasing employee input into the management of our operations, we have seen an impressive reduction in turnover at the operations we have assumed from other contractors. For example:

- Cincinnati, OH: 30% reduction in turnover
- Phoenix, AZ: 18% reduction in turnover
- Seattle, WA: 17% reduction in turnover
- Fairfax, VA: 55% reduction in turnover
- Indianapolis, IN: 22% reduction in turnover
- Grand Rapids, MI: 41% reduction in turnover.

9. Regarding Jack's question on a Maintenance Manager, is there one person who is responsible overall for preventive/corrective maintenance for all prime and sub-contractor vehicles?

MV's proposed management team includes Mr. David Collins as our Director of Maintenance for the WMATA MetroAccess contract. It is the primary function of Mr. Collins to ensure the proper preventive and corrective maintenance is performed in a timely manner for all vehicles in the MetroAccess fleet; for all prime and subcontractor vehicles.

Mr. Collins will lead the initial fleet inspection/transition and inventory evaluation processes, assist in implementing our FleetFocus Software, and evaluate each Service Provider's existing maintenance program. He will provide ongoing maintenance training and support, and will conduct regular shop audits and safety inspections for MV and our Service Providers' maintenance shops throughout the contract.

Mr. Collins has over 11 years of maintenance experience including experience managing several large 24/7 transit shops. He is ASE certified in Heavy Duty Electrical, Brake and Auto Electronics and has had Fleet training from Ford, Chrysler and many other vendors in the transit field. David holds an AA degree in Business Administration from Northwestern Business College.

Prior to his promotion, Mr. Collins served as our Maintenance Manager in Orlando, Florida where he was responsible for a 17 person maintenance team and a fleet exceeding 200 vehicles. David raised the bar on Quality Assurance testing within the maintenance shop leading to dramatic improvements in service reliability, miles between road-calls, fleet availability, shop safety and other maintenance performance indicators.

David has direct experience providing guidance and oversight to subcontracted service providers. He currently has oversight for 17 division maintenance shops, and a fleet of 939 vehicles.

10. How many vehicles will be maintained and operated by the prime and how many subs will maintain vehicles? The fewer involved the better.

The table below reflects the vehicle distribution across al service providers. Each service provider will be responsible for the maintenance of their fleet. All maintenance procedures, vehicle files, inspections and reporting will be audited monthly by MV's Director of Maintenance, Mr. David Collins, and our dedicated Maintenance Auditor.

Firm	Assigned # of Dedicated Vehicles
MV Transportation	61
Battles Transportation	37
METRO Health-Tech Services	24
Wheelchair Mobile Services	12
Diamond Transportation Services	12
Answers, Inc.	10
Challenger Transportation	53
Alterna Trans	36

11. Is there an overall maintenance manager and maintenance program that all vehicle suppliers will be required to maintain under? How frequent will a manager inspect fleets, facilities and records?

Please refer to the answers to Question 9; also Section 5.B *Maintenance Software*; as well as Section 5.A *Review of Maintenance Procedures.*

12. Is there a reporting system, automated, that will be used and will WMATA have access to those records?

Please refer to Section 5.B *Maintenance Software* regarding FleetFocus, our proposed maintenance management software. This system is automated, and WMATA will have full access to these records.

13. How many mechanical personnel, not cleaners, will be assigned to maintain the vehicles? Suggest firm name, number of vehicles and number of mechanics.

Service Provider Mechanic Levels (not vehicle cleaners)

Firm	# Mechanics	Assigned # of Dedicated Vehicles
MV Transportation	9	61
Battles Transportation	3	37
METRO Health-Tech Services	3	24
Wheelchair Mobile Services	3	12
Diamond Transportation Services	Contracted maintenance- 8	12
Answers, Inc.	Contracted maintenance- 3	10
Challenger Transportation	5	53
Alterna Trans	4	36

14. Confirm interior and exterior cleaning frequencies?

Please refer to the answer to Question 5, above.

8 Cost Narrative and Justification

Base Proposal

The Base Price Proposal is completed as required with extensive documentation. Please note that MV will operate the Dedicated and Non-Dedicated service the same, through a comprehensive network of local dedicated service providers and MV. Additionally, it is our intention to limit taxi service to 5%.

The use of our service provider team is critical to the success of the service as this will limit deadhead, improve response time and make the transition much easier. Based upon our cost analysis, MV will be able to assume more service should a service provider not meet the consistent high quality service delivery standards that we will audit.

To accommodate the required price forms however, we have configured this operating plan to be consistent with the required volumes in each area, dedicated, non-dedicated and taxi trips.

Please note that since MV assumes all risk associated with productivity on the per-trip portion of the price schedules, we have assumed the higher productivity levels in this section. Since we are reimbursed on a per-trip basis, there is no risk of this assumption to WMATA. Additionally, despite the per-trip reimbursement, MV will pay our service provider team members on an hourly basis to protect them in the event the productivity numbers are not achieved.

a. Vehicle Cost Detail

Consistent with WMATA's requirements, we have considered the following:

- All vehicles are amortized over the required 4-year period.
- The vehicles may be bought out at any time, which is why MV has included detailed amortization schedules that will reflect the exact buy-out cost of each vehicle at any time during the life of the vehicle; and
- WMATA will retain ownership of the vehicles after 4 years. Therefore, all vehicles are depreciated to $0 at the end of 4 years.

b. Trapeze Cost Detail – Amortization Schedule

The cost detail summary provided clearly identifies how the annual cost for each year was established. The amortization schedules included also reflect exactly how the per-unit costs were established.

c. MDC (Mentor) Cost Detail – Amortization Schedules

The cost detail summary provided clearly identifies how the annual cost for each year was established. The amortization schedules included also reflect exactly how the per-unit costs were established.

d. Blended Hourly Rate & Blended Per-Trip Rate Worksheets

These worksheets indicate exactly how the hourly and per-trip rates were established. This cost detail clearly shows each service provider, their allocated revenue hours, hourly rate and vehicle allotment. The schedules also indicate how the per-trip rates were established.

Please note that with the exception of the taxi service, all service, including the non-dedicated service will be operated by dedicated service providers.

e. Non-Vehicle Fixed Cost & MV Operating Cost Detail

The non-vehicle fixed cost schedules indicate exactly how the line items for the fixed cost schedule were determined.

The operating cost detail clearly shows the line item costs for the portion of the service that will be managed and operated directly by MV. Through our continuing negotiations with our service provider team members, we established this budget as the baseline. All other vendors were reviewed compared to this budget and we are satisfied that their numbers are consistent and justifiable.

Price Schedule Forms – Alternate Proposal

The price schedule forms completed reflect 95% of the service operating as dedicated service. While the base proposal operating plan and the alternate proposal operating plan are the same, this schedule offers a more consistent picture of this plan from a costing standpoint. Additionally, it is our intention to limit taxi service to 5%.

The use of our service provider team is critical to the success of the service as this will limit deadhead, improve response time and make the transition much easier. Based upon our cost analysis, MV will be able to assume more service should a service provider not meet the consistent high quality service delivery standards that we will audit.

The Alternate Proposal also contains a higher projected productivity than that of the base proposal. Our technical submittal discusses in length how this additional productivity will be achieved.

	RFP Stated Productivity	MV Anticipated Productivity
FY 2006	1.25	1.430
FY 2007	1.35	1.485
FY 2008	1.45	1.512
FY 2009	1.55	1.595
FY 2010	1.55	1.605
FY 2011	1.55	1.609
FY 2012	1.55	1.609
FY 2013	1.55	1.609

To ensure that MV shares in the risk associated with our productivity projections, we offer WMATA the following Guarantee.

Alternative Proposal Performance Guarantee

MV Transportation is confident of its ability to improve the productivity of the MetroAccess paratransit program. Our alternative proposal outlines the confidence we have in achieving, at a minimum, the productivity we have stated in our alternative proposal for the dedicated vehicles.

Therefore, our Alternative Proposal ties MV's compensation to the achievement of the productivity we have stated. MV offers to provide a credit to WMATA in the event we do not achieve the minimum productivity we have stated. This credit, if any, will be reflected on our monthly invoice to you for dedicated service and has been calculated to about 50% of the cost difference between the minimum productivity established by WMATA and the higher productivity targets contained in our Alternative Proposal. This credit would begin in month 7 of the contract.

The specific cost benefits of the guarantee are identified in the narrative section of our Price Proposal documents.

We are serious about our ability to improve productivity.

Our Price Proposal narrative also includes a table that indicates cost savings that WMATA will enjoy when MV achieves the productivity gains identified in our proposal.

Other documents included with our alternate price proposal include:

a. **Vehicle Cost Detail**

95% of the fleet is shown as dedicated. The cost of all of these vehicles are reflected in the Price Proposal, vehicles section. Consistent with WMATA's requirements, we have considered the following:

- All vehicles are amortized over the required 4-year period.
- The vehicles may be bought out at any time, which is why MV has included detailed amortization schedules that will reflect the exact buy-out cost of each vehicle at any time during the life of the vehicle; and
- WMATA will retain ownership of the vehicles after 4 years. Therefore, all vehicles are depreciated to $0 at the end of 4 years.

b. **Trapeze Cost Detail – Amortization Schedule**

The cost detail summary provided clearly identifies how the annual cost for each year was established. The amortization schedules included also reflect exactly how the per-unit costs were established.

c. **MDC (Mentor) Cost Detail – Amortization Schedules**

The cost detail summary provided clearly identifies how the annual cost for each year was established. The amortization schedules included also reflect exactly how the per-unit costs were established.

d. **Blended Hourly Rate & Blended Per-Trip Rate Worksheets**

These worksheets indicate exactly how the hourly and per-trip rates were established. This cost detail clearly shows each service provider, their allocated revenue hours, hourly rate and vehicle allotment. The schedules also indicate how the per-trip rates were established.

Please note that with the exception of the taxi service, all service, including the non-dedicated service will be operated by dedicated service providers.

e. **Non-Vehicle Fixed Cost & MV Operating Cost Detail**

The non-vehicle fixed cost schedules indicate exactly how the line items for the fixed cost schedule were determined.

The operating cost detail clearly shows the line item costs for the portion of the service that will be managed and operated directly by MV. Through our continuing negotiations with our service provider team members, we established this budget as the baseline. All other vendors were reviewed compared to this budget and we are satisfied that their numbers are consistent and justifiable.

Additional Information

During our meetings with WMATA staff, we were asked to further identify additional information with this submittal. This information is provided below:

- The hourly rate equivalent of our benefits program is estimated below. Please note that actual value will vary slightly depending upon the employee's system seniority and hourly rate.

Vacation Pay*	$	0.32
Holiday Pay*	$	0.25
Health & Dental Insurance	$	1.15
Life Insurance	$	0.05
401(k)	$	0.19
TOTAL	$	1.96

- The DriveCam system costs are identified in our cost proposal narrative included with our Price Proposal. Should WMATA want to place these on all vehicles, MV will facilitate this at cost, with no profit or overhead added on.

MV has again taken considerable time to consider all elements of the required cost proposal. The price pages have been completed in compliance with the best understanding of RFP, the revised Scope of Work and associated amendments. We have conducted detailed negotiations with our subcontractors and have included all operations costs as required. MV is open to making revisions to the pricing proposal and considers our price proposal to you to be negotiable.

MV understands that controlling costs is of importance, without negatively impacting service quality. For this reason, our price proposal reflects the cost savings associated with improved productivity, which we will attain using our proprietary management techniques and tools.

Further, MV wants to be a partner in reducing costs and is, therefore, also offering an alternate price proposal that eliminates interest costs from our budget; resulting in real savings to WMATA without affecting service to the passenger. Interest represents the cost of MV borrowing money to cover the costs of doing business until we receive payment from WMATA. If WMATA pays MV through a progress payment structure (described below), we are able to eliminate interest costs from our budget (please note that the discount applies to the fixed monthly costs only).

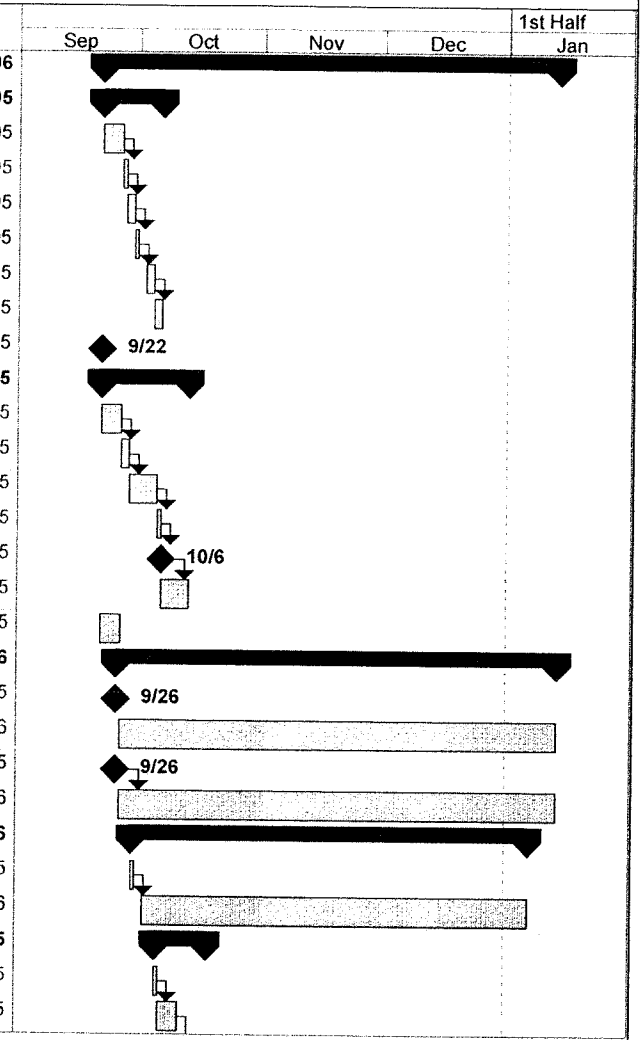
- **Progress Payments:** Essentially, MV would invoice WMATA for 50% of the Fixed Monthly Costs (the only portion of our price proposal to which this discount applies) on the 1st and 15th of each month. Each invoice would be for 50% of the total fixed monthly billings. These two invoices would be due and payable on the 15th and the last day of the month, respectively. This payment structure is currently in place with 15 other MV customers including SamTrans (San Mateo County, CA), SORTA (Cincinnati, OH), Corpus Christi, LYNX (Orlando, FL) and LAVTA (Livermore, CA)

Our price proposal is another reflection of our effort to be a true partner and provide full disclosure and information to WMATA.

PROJECT IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Project Management Contract

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
2	**Transition Plan**	**11 days**	**Thu 9/22/05**	**Thu 10/6/05**
3	Develop Transition Plan	3 days	Thu 9/22/05	Mon 9/26/05
4	Discuss Transition Plan with WMATA	1 day	Tue 9/27/05	Tue 9/27/05
5	Revise Transition Plan	2 days	Wed 9/28/05	Thu 9/29/05
6	Assign Team Captains	1 day	Fri 9/30/05	Fri 9/30/05
7	Discuss Transitional Offices/Equipment	2 days	Mon 10/3/05	Tue 10/4/05
8	Transition Office Available	2 days	Wed 10/5/05	Thu 10/6/05
9	Locate Hotel for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
10	**Contract**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
11	WMATA to provide Draft Contract	3 days	Thu 9/22/05	Mon 9/26/05
12	Negotiate Terms	2 days	Tue 9/27/05	Wed 9/28/05
13	Present Final Draft	5 days	Thu 9/29/05	Wed 10/5/05
14	Confirm Penalties/Bonuses	1 day	Thu 10/6/05	Thu 10/6/05
15	Sign Final Draft	0 days	Thu 10/6/05	Thu 10/6/05
16	Obtain Countersigned Contracts	5 days	Fri 10/7/05	Thu 10/13/05
17	Obtain & Provide Insurance Certificates	3 days	Thu 9/22/05	Mon 9/26/05
18	**Transition Meetings**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
19	Establish Weekly Meetings with WMATA	0 days	Mon 9/26/05	Mon 9/26/05
20	Hold Weekly Meetings with WMATA - TBD	79 days	Tue 9/27/05	Fri 1/13/06
21	Set-Up Internal Weekly Meetings - TBD	0 days	Mon 9/26/05	Mon 9/26/05
22	Hold Internal Weekly Status Meetings - TBD	79 days	Tue 9/27/05	Fri 1/13/06
23	**Meetings**	**71 days**	**Fri 9/30/05**	**Fri 1/6/06**
24	Obtain List of Public Meetings Required to Attend	1 day	Fri 9/30/05	Fri 9/30/05
25	Service Quality Coordination Group Meetings	70 days	Mon 10/3/05	Fri 1/6/06
26	**Passenger Notification**	**9 days**	**Thu 10/6/05**	**Tue 10/18/05**
27	Discuss Client Notification Protocol	1 day	Thu 10/6/05	Thu 10/6/05
28	MV/WMATA to Produce Hand-Out	3 days	Fri 10/7/05	Tue 10/11/05



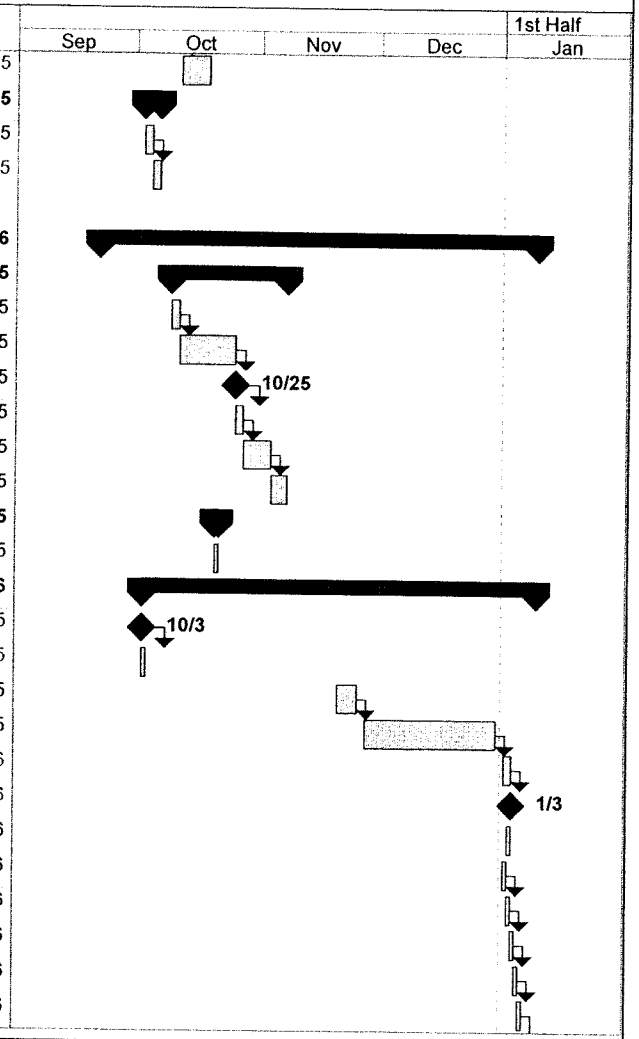
Project: WMATA Start Up Broker
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
29	MV/WMATA to Produce Mailer	5 days	Wed 10/12/05	Tue 10/18/05
30	**Contact Protocols**	**4 days**	**Mon 10/3/05**	**Thu 10/6/05**
31	Develop MV Staff Contact Protocol	2 days	Mon 10/3/05	Tue 10/4/05
32	Develop WMATA Contact Protocol	2 days	Wed 10/5/05	Thu 10/6/05
33				
34	**Equipment & Facilities**	**78 days**	**Thu 9/22/05**	**Mon 1/9/06**
35	**Procure Road Supervisor Vehicles**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
36	Spec. Road Supervisor Vehicles	2 days	Mon 10/10/05	Tue 10/11/05
37	Procure Road Supervisor Vehicles	10 days	Wed 10/12/05	Tue 10/25/05
38	Take Delivery of Supervisory Vehicles	0 days	Tue 10/25/05	Tue 10/25/05
39	Road test Supervisory Vehicles	2 days	Wed 10/26/05	Thu 10/27/05
40	Order Decals for Road Supervisor Vehicles	5 days	Fri 10/28/05	Thu 11/3/05
41	Install Decals	2 days	Fri 11/4/05	Mon 11/7/05
42	**Review Back-Up Communications Needs**	**1 day**	**Fri 10/21/05**	**Fri 10/21/05**
43	Obtain Handheld for Supervisors	1 day	Fri 10/21/05	Fri 10/21/05
44	**Revenue Vehicle Fueling & Maintenance**	**71 days**	**Mon 10/3/05**	**Mon 1/9/06**
45	Schedule WMATA Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
46	Develop Vehicle Transition Schedule	1 day	Mon 10/3/05	Mon 10/3/05
47	Preliminary Inventory Evaluation	5 days	Mon 11/21/05	Fri 11/25/05
48	Current provider Repairs	25 days	Mon 11/28/05	Fri 12/30/05
49	Final Inventory Evaluation	2 days	Mon 1/2/06	Tue 1/3/06
50	Sign-Off on Inventory	0 days	Tue 1/3/06	Tue 1/3/06
51	Ensure new VIN's Provided to John Biard	1 day	Tue 1/3/06	Tue 1/3/06
52	Order Spare Fire Extinguishers	1 day	Mon 1/2/06	Mon 1/2/06
53	Confirm Vehicles stocked with First Aid Kits	1 day	Tue 1/3/06	Tue 1/3/06
54	Stock Vehicles with Securements	1 day	Wed 1/4/06	Wed 1/4/06
55	Order Extra Securements for Vehicles	1 day	Thu 1/5/06	Thu 1/5/06
56	Order Lap Belts	1 day	Fri 1/6/06	Fri 1/6/06



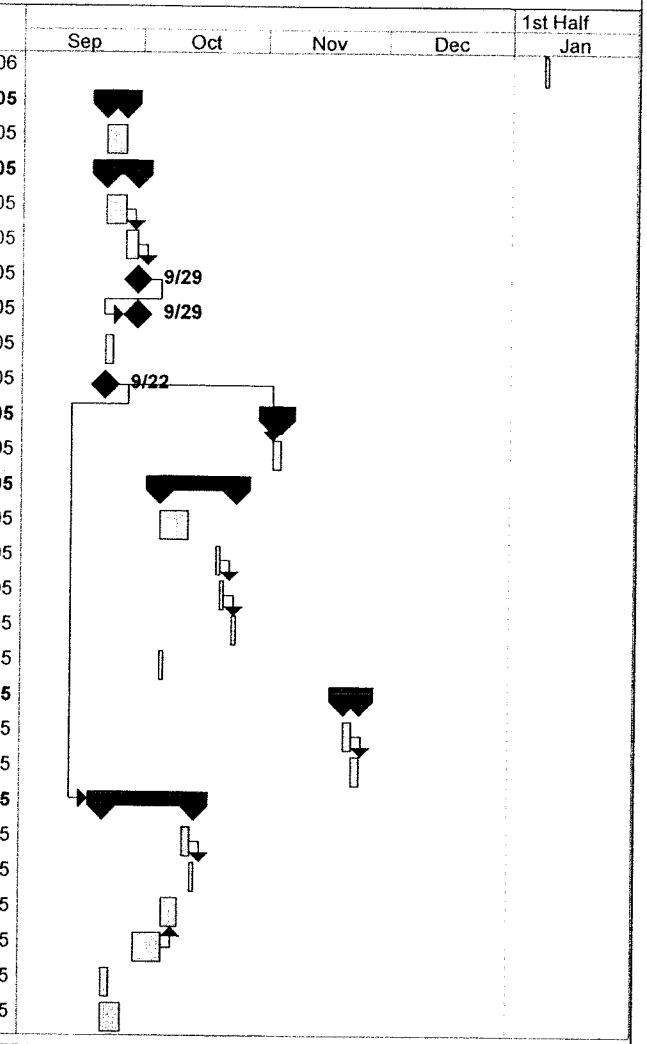
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
57	Confirm Vehicle Deployment Plan	1 day	Mon 1/9/06	Mon 1/9/06
58	**Design Cleaning Schedule**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
59	Confirm Cleaning Crew Staffing Plan	3 days	Thu 9/22/05	Mon 9/26/05
60	**Facility**	**6 days**	**Thu 9/22/05**	**Thu 9/29/05**
61	Confirm Call Center Space & Availability	3 days	Thu 9/22/05	Mon 9/26/05
62	Sign Agreement with WMATA re: Facility	3 days	Tue 9/27/05	Thu 9/29/05
63	Confirm Training Complete	0 days	Thu 9/29/05	Thu 9/29/05
64	Develop and Distribute Facilities Schedule	0 days	Thu 9/29/05	Thu 9/29/05
65	Confirm Staffing Recruitment	2 days	Thu 9/22/05	Fri 9/23/05
66	Move Into New Facility	0 days	Thu 9/22/05	Thu 9/22/05
67	**Review Office Furniture Needs**	**2 days**	**Thu 11/3/05**	**Fri 11/4/05**
68	Procure any neccessary Office Furniture not provided	2 days	Thu 11/3/05	Fri 11/4/05
69	**Review Communications System Needs**	**13 days**	**Thu 10/6/05**	**Mon 10/24/05**
70	Procure Radio Equipment Radio Equipment Delivered	5 days	Thu 10/6/05	Wed 10/12/05
71	Radio Equipment Installed	1 day	Thu 10/20/05	Thu 10/20/05
72	Radio Equipment Tested	1 day	Fri 10/21/05	Fri 10/21/05
73	Confirm Equipment Contingency Plan	1 day	Mon 10/24/05	Mon 10/24/05
74	Confirm Road Call Protocol	1 day	Thu 10/6/05	Thu 10/6/05
75	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Mon 11/21/05**	**Thu 11/24/05**
76	Enter Mileage Data for Fleet	2 days	Mon 11/21/05	Tue 11/22/05
77	Plan 1st Month PM Schedule to share with service providers	2 days	Wed 11/23/05	Thu 11/24/05
78	**Arrange & Deliver Training Vehicles**	**17 days**	**Thu 9/22/05**	**Fri 10/14/05**
79	Confirm Training Vehicle Delivery	2 days	Wed 10/12/05	Thu 10/13/05
80	Training Vehicles On-Site	1 day	Fri 10/14/05	Fri 10/14/05
81	Purchase Office Equipment	2 days	Fri 10/7/05	Mon 10/10/05
82	Develop Local Employee Handbook	5 days	Fri 9/30/05	Thu 10/6/05
83	Develop Road Call Procedures	2 days	Thu 9/22/05	Fri 9/23/05
84	Develop Running Repair Audit Protocol	3 days	Thu 9/22/05	Mon 9/26/05



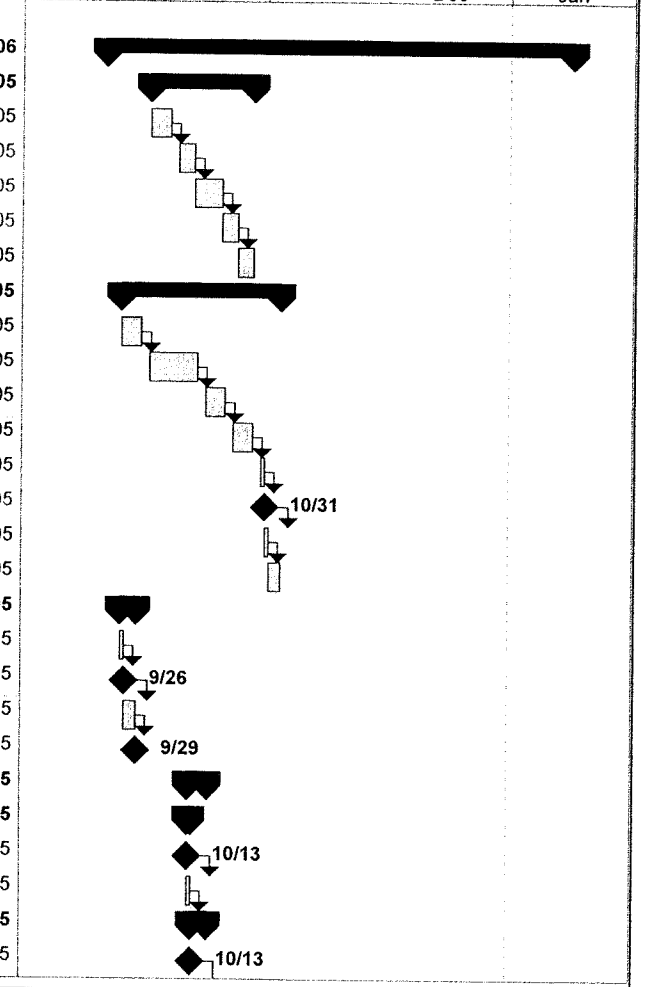
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85				
86	**Information Systems and Technology Systems**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
87	**Phone**	**20 days**	**Mon 10/3/05**	**Fri 10/28/05**
88	Order and Set-Up Temporary Phone Lines	5 days	Mon 10/3/05	Fri 10/7/05
89	Confirm Specifications on Phone System	4 days	Mon 10/10/05	Thu 10/13/05
90	Review WMATA Phone System	5 days	Fri 10/14/05	Thu 10/20/05
91	Confirm Set Up of WMATA Phone System	2 days	Fri 10/21/05	Mon 10/24/05
92	Train Staff	4 days	Tue 10/25/05	Fri 10/28/05
93	**Computer Equipment**	**30 days**	**Mon 9/26/05**	**Fri 11/4/05**
94	Confirm Specifications on Hardware	5 days	Mon 9/26/05	Fri 9/30/05
95	Procure Hardware	10 days	Mon 10/3/05	Fri 10/14/05
96	Install and Set Up Hardware in Temp Office Space	5 days	Mon 10/17/05	Fri 10/21/05
97	Train Staff	5 days	Mon 10/24/05	Fri 10/28/05
98	Install E-Mail System	1 day	Mon 10/31/05	Mon 10/31/05
99	Meet with WMATA MIS Staff	0 days	Mon 10/31/05	Mon 10/31/05
100	Confirm Communications Methods	1 day	Tue 11/1/05	Tue 11/1/05
101	Procure Any Additional Equipment Needed	3 days	Wed 11/2/05	Fri 11/4/05
102	**Pagers & Cell Phones**	**4 days**	**Mon 9/26/05**	**Thu 9/29/05**
103	Develop List of Required Pagers & Cell Phones	1 day	Mon 9/26/05	Mon 9/26/05
104	Distribute Pager/Cell Phone Policy	0 days	Mon 9/26/05	Mon 9/26/05
105	Obtain Pagers & Cell Phones from Stephanie	3 days	Tue 9/27/05	Thu 9/29/05
106	Distribute Pagers & Cell Phones	0 days	Thu 9/29/05	Thu 9/29/05
107	**Software Systems**	**3 days**	**Thu 10/13/05**	**Mon 10/17/05**
108	**Customer Service Software**	**1 day**	**Thu 10/13/05**	**Thu 10/13/05**
109	Identify CS Protocols	0 days	Thu 10/13/05	Thu 10/13/05
110	Define Reporting Requirements	1 day	Thu 10/13/05	Thu 10/13/05
111	**Office Management Software**	**2 days**	**Thu 10/13/05**	**Mon 10/17/05**
112	Obtain List of MS Office Licenses	0 days	Thu 10/13/05	Thu 10/13/05



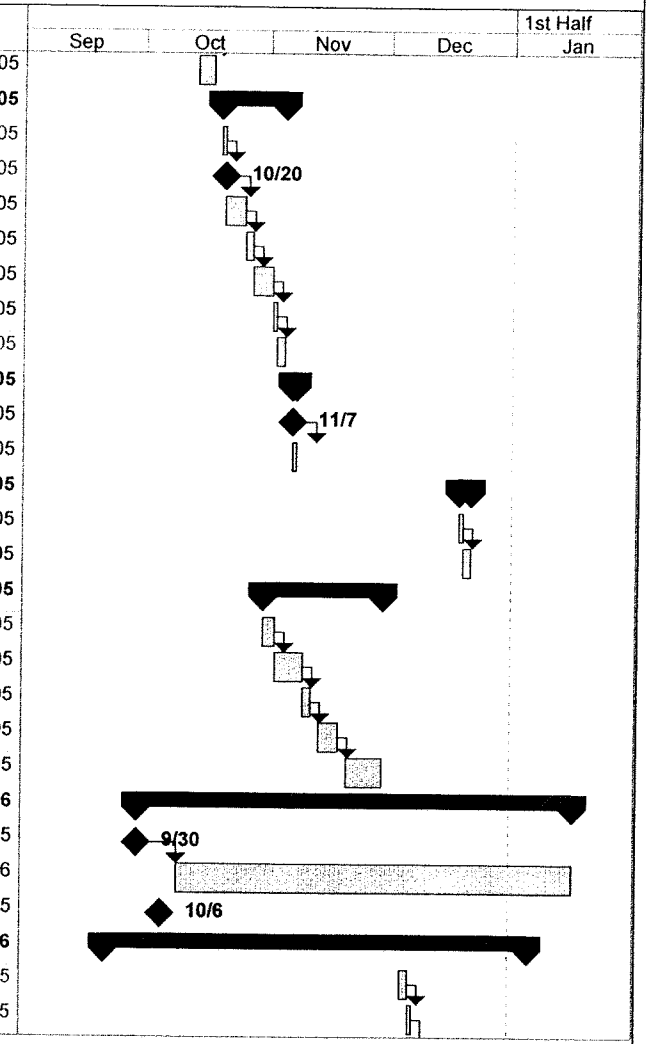
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
113	Procure Additional Software as Needed	2 days	Fri 10/14/05	Mon 10/17/05
114	**Reporting Requirements**	**12 days**	**Thu 10/20/05**	**Fri 11/4/05**
115	Clarify NTD Reporting Needs	1 day	Thu 10/20/05	Thu 10/20/05
116	Define Monthly Report Requirements	0 days	Thu 10/20/05	Thu 10/20/05
117	Develop Training procedure for Manifests	3 days	Fri 10/21/05	Tue 10/25/05
118	Review On-Time Reporting Calculations	2 days	Wed 10/26/05	Thu 10/27/05
119	Develop No-Fare Reporting Requirements	3 days	Fri 10/28/05	Tue 11/1/05
120	Review Report Due Dates	1 day	Wed 11/2/05	Wed 11/2/05
121	Establish Daily/Monthly Invoice Systems	2 days	Thu 11/3/05	Fri 11/4/05
122	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
123	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
124	Establish On-Street Reporting System	1 day	Mon 11/7/05	Mon 11/7/05
125	**Back-Up Processes**	**3 days**	**Mon 12/19/05**	**Wed 12/21/05**
126	Ensure Standard Back-Up Protocols In Place	1 day	Mon 12/19/05	Mon 12/19/05
127	Test Back-Up Procedures	2 days	Tue 12/20/05	Wed 12/21/05
128	**Trip Sheet Review (More Specific in Tech. Trans. Plan)**	**22 days**	**Mon 10/31/05**	**Tue 11/29/05**
129	Obtain Current WMATA Tripsheets/Manifests	3 days	Mon 10/31/05	Wed 11/2/05
130	Review for Complete Data Content	5 days	Thu 11/3/05	Wed 11/9/05
131	Review Need for Changes	2 days	Thu 11/10/05	Fri 11/11/05
132	Identify Potential Service Route	5 days	Mon 11/14/05	Fri 11/18/05
133	Identify Productivity Maximization	7 days	Mon 11/21/05	Tue 11/29/05
134	**Administration**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**
135	Add Location & Manager to MV Phone Directory	0 days	Fri 9/30/05	Fri 9/30/05
136	Local Management On-Site	71 days	Mon 10/10/05	Mon 1/16/06
137	Order Business Cards/Letterhead	0 days	Thu 10/6/05	Thu 10/6/05
138	**Uniforms & ID Badges**	**76 days**	**Thu 9/22/05**	**Thu 1/5/06**
139	Confirm Requirements of MetroAccess ID Badges	2 days	Mon 12/5/05	Tue 12/6/05
140	Confirm Uniform Requirements	1 day	Wed 12/7/05	Wed 12/7/05



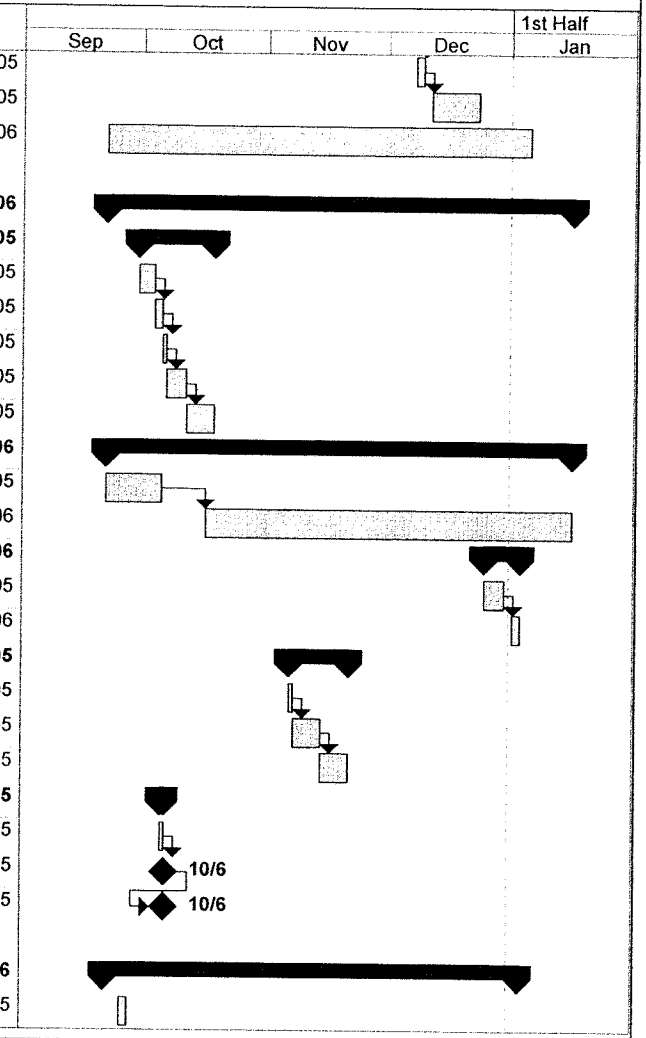
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ID	Task Name	Duration	Start	Finish
141	Establish Uniform Standards	2 days	Thu 12/8/05	Fri 12/9/05
142	Order New Uniforms	10 days	Mon 12/12/05	Fri 12/23/05
143	Produce and Issue ID Badges	76 days	Thu 9/22/05	Thu 1/5/06
144				
145	**Logistics and Routing**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
146	**Logistics and Operations**	**13 days**	**Fri 9/30/05**	**Tue 10/18/05**
147	Develop Procedures for Notifying Contractors of Schedules	2 days	Fri 9/30/05	Mon 10/3/05
148	Develop Extra Board (Office Staff) Procedures	2 days	Tue 10/4/05	Wed 10/5/05
149	Develop Log for Dispatch (Coincide w/MDC & Radio sign in)	1 day	Thu 10/6/05	Thu 10/6/05
150	Implement Attendance Tracking System	3 days	Fri 10/7/05	Tue 10/11/05
151	Obtain Map Books for Call Center (Backup)	5 days	Wed 10/12/05	Tue 10/18/05
152	**MVT Support Trainers (MVT X'ers)**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
153	Recruit Out-Of-Town MV Trainers	10 days	Thu 9/22/05	Wed 10/5/05
154	MVT X'ers On-Site	66 days	Mon 10/17/05	Mon 1/16/06
155	**Staff Scheduling**	**7 days**	**Mon 12/26/05**	**Tue 1/3/06**
156	Draft Staffing Requirements/Schedule	5 days	Mon 12/26/05	Fri 12/30/05
157	Finalize Scheduler/Dispatch/Reservations Schedule	2 days	Mon 1/2/06	Tue 1/3/06
158	**Customer Service**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
159	Designate Customer Service Coordinator (Mr. Murshed)	1 day	Mon 11/7/05	Mon 11/7/05
160	Establish Complaint Investigation Procedure (PASS-COM)	5 days	Tue 11/8/05	Mon 11/14/05
161	Establish Contract Compliance Audit Systems	5 days	Tue 11/15/05	Mon 11/21/05
162	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
163	Develop Road Supervisor Job Description	1 day	Thu 10/6/05	Thu 10/6/05
164	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
165	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
166				
167	**Human Resources and Training**	**74 days**	**Thu 9/22/05**	**Tue 1/3/06**
168	Develop Presentation Package for Existing Employees	2 days	Mon 9/26/05	Tue 9/27/05



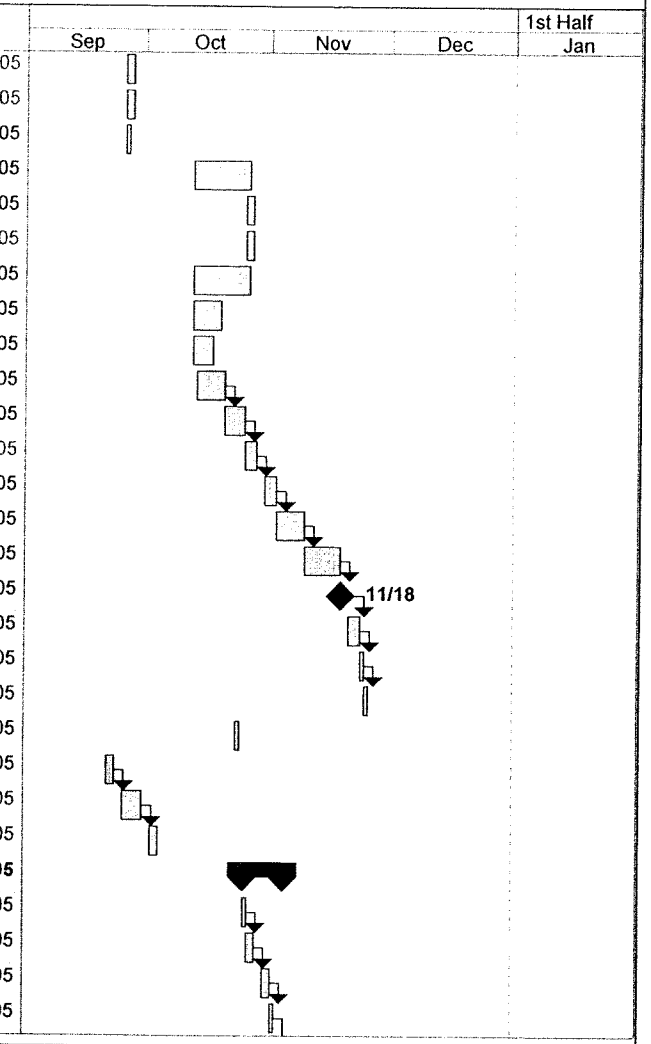
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ID	Task Name	Duration	Start	Finish
169	Obtain List of Employee Mailing Addresses	2 days	Mon 9/26/05	Tue 9/27/05
170	Obtain Seniority List(s)	2 days	Mon 9/26/05	Tue 9/27/05
171	Obtain Collection Site for Drug Testing	1 day	Mon 9/26/05	Mon 9/26/05
172	Obtain Applications from Existing Personnel	10 days	Thu 10/13/05	Wed 10/26/05
173	Develop Employee Roster to Track Job Offers	2 days	Wed 10/26/05	Thu 10/27/05
174	Obtain WMATA Reference Checks	2 days	Wed 10/26/05	Thu 10/27/05
175	Order Criminal Record Checks for Current Employees	10 days	Thu 10/13/05	Wed 10/26/05
176	Obtain MVR's for Current Employees	5 days	Thu 10/13/05	Wed 10/19/05
177	Perform Supervisory D&A Testing	3 days	Thu 10/13/05	Mon 10/17/05
178	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Fri 10/14/05	Thu 10/20/05
179	Interview for New Employees & Staff	3 days	Fri 10/21/05	Tue 10/25/05
180	Obtain Training Docs from Existing Employer	3 days	Wed 10/26/05	Fri 10/28/05
181	Make Offer to All Existing Employees Meeting Min. Req.	3 days	Mon 10/31/05	Wed 11/2/05
182	Recruit Remaining Staff	5 days	Thu 11/3/05	Wed 11/9/05
183	Hire Non-Existing Staff	7 days	Thu 11/10/05	Fri 11/18/05
184	Trainers On-Site	0 days	Fri 11/18/05	Fri 11/18/05
185	Resolve BTW Training/Vehicle Availability	3 days	Mon 11/21/05	Wed 11/23/05
186	Review Workers Comp Process	1 day	Thu 11/24/05	Thu 11/24/05
187	Establish Job Descriptions	1 day	Fri 11/25/05	Fri 11/25/05
188	Place Recruitment Ads	1 day	Mon 10/24/05	Mon 10/24/05
189	Establish Minimum Hiring Criteria	2 days	Thu 9/22/05	Fri 9/23/05
190	Establish Group Medical Insurance	5 days	Mon 9/26/05	Fri 9/30/05
191	Establish Benefits Roll-Over for Existing Personnel	2 days	Mon 10/3/05	Tue 10/4/05
192	**Handbook**	**8 days**	**Wed 10/26/05**	**Fri 11/4/05**
193	Develop Confidentiality Procedures	1 day	Wed 10/26/05	Wed 10/26/05
194	Review Accident Procedures	2 days	Thu 10/27/05	Fri 10/28/05
195	Publish MV / MetroAccess Employee Manual	2 days	Mon 10/31/05	Tue 11/1/05
196	Train All Employees on Manual	1 day	Wed 11/2/05	Wed 11/2/05



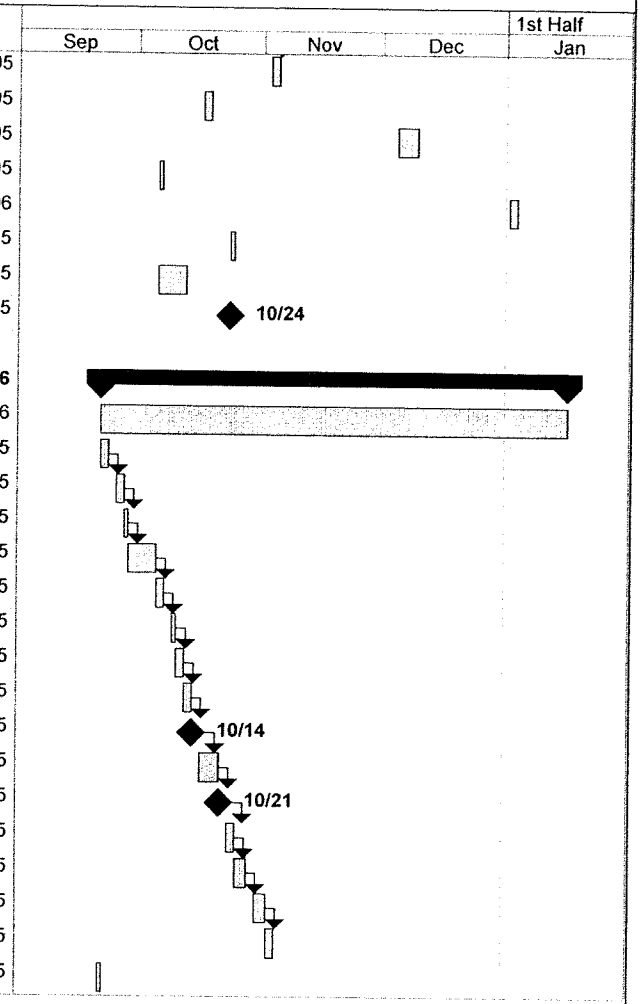
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Preliminary Implementation Schedule
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197	Develop Securement Guidelines for Manual	2 days	Thu 11/3/05	Fri 11/4/05
198	Obtain Estimated Daily Work Schedule	2 days	Mon 10/17/05	Tue 10/18/05
199	Sign-Up Employees for 401 (k)	5 days	Mon 12/5/05	Fri 12/9/05
200	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
201	Conduct Final Dry Run Meetings	2 days	Mon 1/2/06	Tue 1/3/06
202	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
203	Schedule Call Center Staff Training Classes	5 days	Thu 10/6/05	Wed 10/12/05
204	Publish Staff Training Schedule	0 days	Mon 10/24/05	Mon 10/24/05
205				
206	**Budgeting and Finance**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
207	Review and Monitor Start-Up Budget	83 days	Thu 9/22/05	Mon 1/16/06
208	Verify State Taxes	2 days	Thu 9/22/05	Fri 9/23/05
209	Identify Local DBEs	2 days	Mon 9/26/05	Tue 9/27/05
210	Establish Courier Services	1 day	Wed 9/28/05	Wed 9/28/05
211	Review Billing Issues	5 days	Thu 9/29/05	Wed 10/5/05
212	Establish Vacation Accrual System	2 days	Thu 10/6/05	Fri 10/7/05
213	Establish TripEdit Payroll Link	1 day	Mon 10/10/05	Mon 10/10/05
214	Test All Accounting System Programs	2 days	Tue 10/11/05	Wed 10/12/05
215	Establish Payroll Protocols/Systems	2 days	Thu 10/13/05	Fri 10/14/05
216	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
217	Prepare and Review Budget	5 days	Mon 10/17/05	Fri 10/21/05
218	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05
219	Confirm Insurance Certificates	2 days	Mon 10/24/05	Tue 10/25/05
220	Establish Workers Comp Program	3 days	Wed 10/26/05	Fri 10/28/05
221	Confirm Claims Protocols	3 days	Mon 10/31/05	Wed 11/2/05
222	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/3/05	Fri 11/4/05
223	Order Petty Cash	1 day	Thu 9/22/05	Thu 9/22/05



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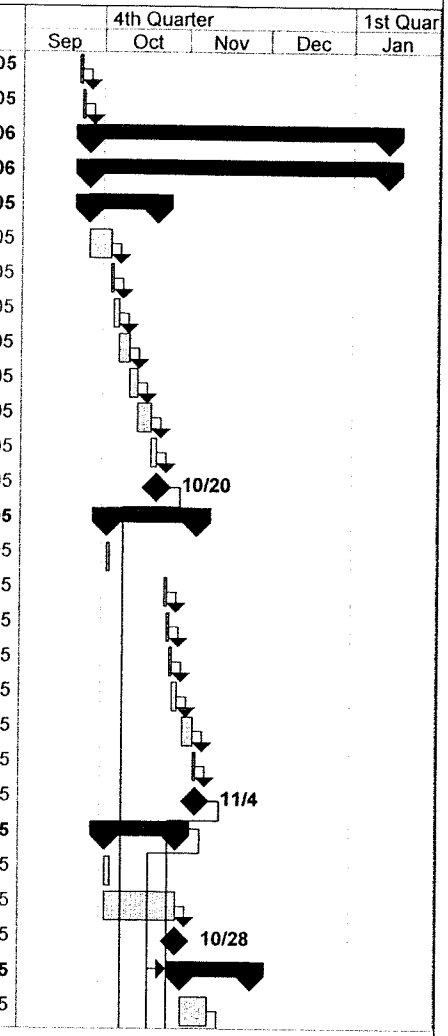
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SOFTWARE IMPLEMENTATION SCHEDULE

Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
1	**Contract Award**	**1 day**	**Thu 9/22/05**	**Thu 9/22/05**
2	**Contract Signed/Notice to Proceed**	**1 day**	**Fri 9/23/05**	**Fri 9/23/05**
3	**Phase I - PASS-CT & PASS MON w/ AVL**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
4	**Implementation Schedule for PASS-CT**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
5	**Operational Review for PASS-CT, CERT & PASS-MON**	**19 days**	**Mon 9/26/05**	**Thu 10/20/05**
6	On-site Operational Review Meeting	6 days	Mon 9/26/05	Mon 10/3/05
7	Certification Process Review	1 day	Tue 10/4/05	Tue 10/4/05
8	Identify Client Specific Customizations	2 days	Wed 10/5/05	Thu 10/6/05
9	Prepare Technical Specifications	2 days	Fri 10/7/05	Mon 10/10/05
10	Review Technical Specifications	3 days	Tue 10/11/05	Thu 10/13/05
11	Update Implementation Plans and Specifications	3 days	Fri 10/14/05	Tue 10/18/05
12	Client Review of Implementation Plan and Specifications	2 days	Wed 10/19/05	Thu 10/20/05
13	*Milestone - Approval by Client of Implementation Plan and Specifications*	0 days	Thu 10/20/05	Thu 10/20/05
14	**Hardware and Software Installation**	**25 days**	**Mon 10/3/05**	**Fri 11/4/05**
15	Order hardware	1 day	Mon 10/3/05	Mon 10/3/05
16	Install Operating System and prerequisite software	1 day	Mon 10/24/05	Mon 10/24/05
17	Detail test of hardware	1 day	Tue 10/25/05	Tue 10/25/05
18	Install database	1 day	Wed 10/26/05	Wed 10/26/05
19	Initial test of configuration	2 days	Thu 10/27/05	Fri 10/28/05
20	Install & Test Base System	4 days	Mon 10/31/05	Thu 11/3/05
21	Training: System Administrative Training	1 day	Fri 11/4/05	Fri 11/4/05
22	*Milestone - Hardware, Trapeze Software and Admin Training complete*	0 days	Fri 11/4/05	Fri 11/4/05
23	**Data Load and Conversion**	**20 days**	**Mon 10/3/05**	**Fri 10/28/05**
24	Load Map Data (Base Map, Route Layers, Bus Stops etc.)	2 days	Mon 10/3/05	Tue 10/4/05
25	Load Static Data from Logisticaire system (clients, locations, subscriptions)	20 days	Mon 10/3/05	Fri 10/28/05
26	*Mileston - Data & Map Converted*	0 days	Fri 10/28/05	Fri 10/28/05
27	**Customizations Development (if applicable)**	**20 days**	**Mon 10/31/05**	**Fri 11/25/05**
28	Develop Custom Reports as per RFP	8 days	Mon 10/31/05	Wed 11/9/05



Project: WMATA PASS Suite
Date: Fri 8/19/05

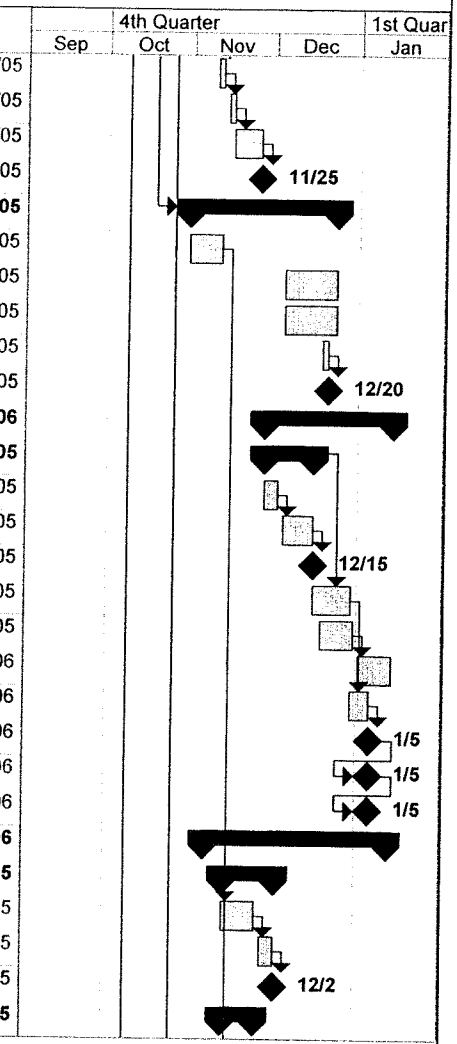
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
29	Test & Approve Customizations	2 days	Thu 11/10/05	Fri 11/11/05
30	Develop Cutom Reports	2 days	Mon 11/14/05	Tue 11/15/05
31	Test & Approve Custom Reports	8 days	Wed 11/16/05	Fri 11/25/05
32	*Milestone - Customizations complete (PASS-CT)*	0 days	Fri 11/25/05	Fri 11/25/05
33	**Trapeze PASS-CT Training**	**40 days**	**Mon 10/31/05**	**Fri 12/23/05**
34	User Training - Static	10 days	Mon 10/31/05	Fri 11/11/05
35	User Training - Operations (Reservations)	15 days	Mon 12/5/05	Fri 12/23/05
36	User Training - Operations (Dispatch)	15 days	Mon 12/5/05	Fri 12/23/05
37	Training - Report Writer	2 days	Mon 12/19/05	Tue 12/20/05
38	*Milestone Training Complete*	0 days	Tue 12/20/05	Tue 12/20/05
39	**Testing & Go-Live**	**35 days**	**Mon 11/28/05**	**Fri 1/13/06**
40	**Acceptance Testing**	**14 days**	**Mon 11/28/05**	**Thu 12/15/05**
41	Update Test Plan based upon previous Testing	5 days	Mon 11/28/05	Fri 12/2/05
42	Acceptance Testing	9 days	Mon 12/5/05	Thu 12/15/05
43	*Milestone - Acceptance Testing Complete*	0 days	Thu 12/15/05	Thu 12/15/05
44	Go-Live Reservations	10 days	Fri 12/16/05	Thu 12/29/05
45	Reservations On-site support	10 days	Mon 12/19/05	Fri 12/30/05
46	Go-Live Dispatch	10 days	Mon 1/2/06	Fri 1/13/06
47	Dispatch Go-live Support	5 days	Fri 12/30/05	Thu 1/5/06
48	*Milestone - Go-Live support provided*	0 days	Thu 1/5/06	Thu 1/5/06
49	*Milestone - Client Accepts Product Functionality*	0 days	Thu 1/5/06	Thu 1/5/06
50	Transition to Trapeze Customer Care	0 days	Thu 1/5/06	Thu 1/5/06
51	**Implementation Schedule for PASS-MON w/ AVL**	**49 days**	**Mon 11/7/05**	**Thu 1/12/06**
52	**Customizations Development (if applicable)**	**15 days**	**Mon 11/14/05**	**Fri 12/2/05**
53	Develop Customizations	10 days	Mon 11/14/05	Fri 11/25/05
54	Test & Approve Customizations	5 days	Mon 11/28/05	Fri 12/2/05
55	Milestone - Customizations complete (PASS-MON)	0 days	Fri 12/2/05	Fri 12/2/05
56	**Integration Testing**	**10 days**	**Mon 11/14/05**	**Fri 11/25/05**



Project: WMATA PASS Suite
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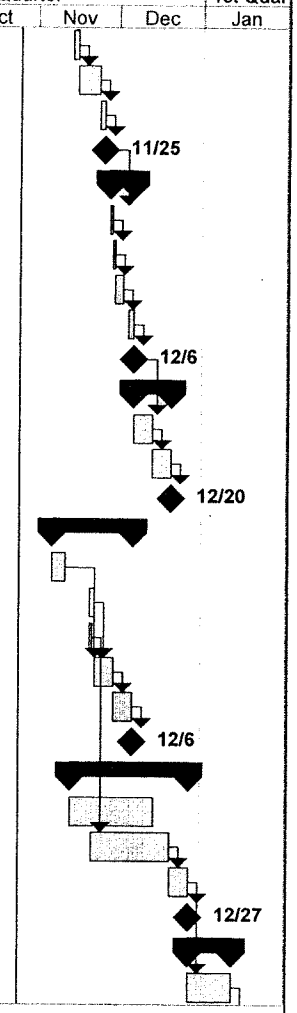
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
57	Modify test plan for site	2 days	Mon 11/14/05	Tue 11/15/05
58	Conduct integration test at Trapeze office	6 days	Wed 11/16/05	Wed 11/23/05
59	Prepare and deliver results of integration testing	2 days	Thu 11/24/05	Fri 11/25/05
60	Milestone - Integration Testing Complete	0 days	Fri 11/25/05	Fri 11/25/05
61	**Installation**	**7 days**	**Mon 11/28/05**	**Tue 12/6/05**
62	Install Trapeze Software and Test with Computer Hardware	1 day	Mon 11/28/05	Mon 11/28/05
63	Setup Parameters for scheduling with mobile computers	1 day	Tue 11/29/05	Tue 11/29/05
64	On-site Functional Test with Pilot Unit(s)	3 days	Wed 11/30/05	Fri 12/2/05
65	Training: System Administrative Training	2 days	Mon 12/5/05	Tue 12/6/05
66	Milestone - Hardware, Trapeze Software and Admin Training complete	0 days	Tue 12/6/05	Tue 12/6/05
67	**Functional Acceptance Testing**	**10 days**	**Wed 12/7/05**	**Tue 12/20/05**
68	Update Test Plan based upon previous Testing	5 days	Wed 12/7/05	Tue 12/13/05
69	Functional Acceptance Testing	5 days	Wed 12/14/05	Tue 12/20/05
70	Milestone - Acceptance Testing Complete	0 days	Tue 12/20/05	Tue 12/20/05
71	**Pilot Test**	**22 days**	**Mon 11/7/05**	**Tue 12/6/05**
72	Installation of 5 vehicles	5 days	Mon 11/7/05	Fri 11/11/05
73	Pilot Dispatch Training	2 days	Mon 11/21/05	Tue 11/22/05
74	Pilot Driver Training - Train the trainers	1 day	Mon 11/21/05	Mon 11/21/05
75	Pilot Test with 5 vehicle (mirror production)	5 days	Wed 11/23/05	Tue 11/29/05
76	Pilot Evaluation Period	5 days	Wed 11/30/05	Tue 12/6/05
77	Milestone - Pilot Acceptance	0 days	Tue 12/6/05	Tue 12/6/05
78	**Rollout**	**32 days**	**Mon 11/14/05**	**Tue 12/27/05**
79	Installation of In-vehicle Hardware	23 days	Mon 11/14/05	Wed 12/14/05
80	Driver Training	21 days	Tue 11/22/05	Tue 12/20/05
81	Go-Live support - Trapeze/Mentor Onsite	5 days	Wed 12/21/05	Tue 12/27/05
82	Milestone - Rollout complete	0 days	Tue 12/27/05	Tue 12/27/05
83	**Acceptance Period**	**12 days**	**Wed 12/28/05**	**Thu 1/12/06**
84	15 day acceptance period	12 days	Wed 12/28/05	Thu 1/12/06



Project: WMATA PASS Suite
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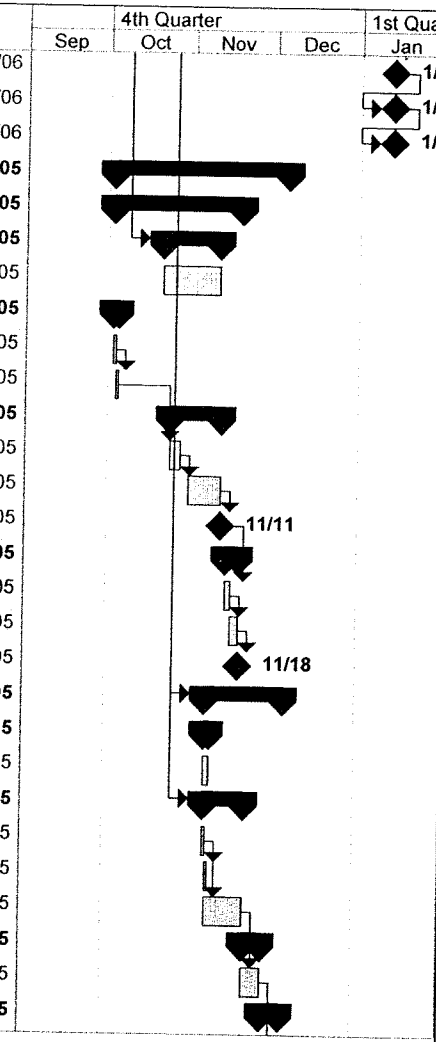
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
85	Milestone - Client Accepts Product Functionality	0 days	Thu 1/12/06	Thu 1/12/06
86	Transition to Customer Care	0 days	Thu 1/12/06	Thu 1/12/06
87	Milestone - Phase I Complete	0 days	Thu 1/12/06	Thu 1/12/06
88	**Phase II - PASS CERT & COM**	**46 days**	**Mon 10/3/05**	**Mon 12/5/05**
89	**Implementation Schedule for PASS CERT**	**35 days**	**Mon 10/3/05**	**Fri 11/18/05**
90	**Data Development**	**15 days**	**Fri 10/21/05**	**Thu 11/10/05**
91	Report & Letter Generation	15 days	Fri 10/21/05	Thu 11/10/05
92	**Software Installation**	**2 days**	**Mon 10/3/05**	**Tue 10/4/05**
93	CERT Software Install	1 day	Mon 10/3/05	Mon 10/3/05
94	System Admin Training (CERT)	1 day	Tue 10/4/05	Tue 10/4/05
95	**CERT Training**	**15 days**	**Mon 10/24/05**	**Fri 11/11/05**
96	CERT Static Training (Initial Parameter Setup, Client Registration)	4 days	Mon 10/24/05	Thu 10/27/05
97	CERT User Training	10 days	Mon 10/31/05	Fri 11/11/05
98	*Milestone - Static Training complete*	0 days	Fri 11/11/05	Fri 11/11/05
99	**System Functional**	**5 days**	**Mon 11/14/05**	**Fri 11/18/05**
100	System Test	2 days	Mon 11/14/05	Tue 11/15/05
101	Go-Live Support	3 days	Wed 11/16/05	Fri 11/18/05
102	*Milestone - Go-Live support provided*	0 days	Fri 11/18/05	Fri 11/18/05
103	**Implementation Schedule for PASS COM**	**21 days**	**Mon 11/7/05**	**Mon 12/5/05**
104	**PASS COM Operational Review**	**2 days**	**Mon 11/7/05**	**Tue 11/8/05**
105	Communications Process review	2 days	Mon 11/7/05	Tue 11/8/05
106	**COM Software Installation**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
107	COM Software Install	1 day	Mon 11/7/05	Mon 11/7/05
108	System Admin Training (COM)	1 day	Tue 11/8/05	Tue 11/8/05
109	Initial Data Load and Development	10 days	Tue 11/8/05	Mon 11/21/05
110	**COM Training**	**5 days**	**Tue 11/22/05**	**Mon 11/28/05**
111	Training: COM - Ops Training	5 days	Tue 11/22/05	Mon 11/28/05
112	**System Functional**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**



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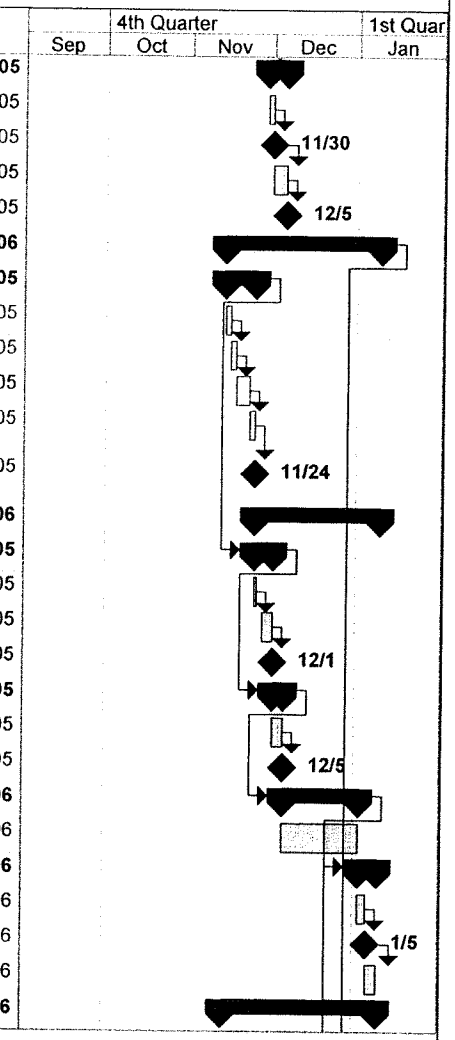
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
113	**COM - Go-Live**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**
114	System Test	2 days	Tue 11/29/05	Wed 11/30/05
115	*Milestone - Client Acceptance of System Test and Project Closeout*	0 days	Wed 11/30/05	Wed 11/30/05
116	COM - Go Live Support	3 days	Thu 12/1/05	Mon 12/5/05
117	*Milestone - Go-Live support provided*	0 days	Mon 12/5/05	Mon 12/5/05
118	**Phase III - PASS-IVR, WEB**	**41 days**	**Mon 11/14/05**	**Mon 1/9/06**
119	**Operational Review for PASS - Web, IVR**	**9 days**	**Mon 11/14/05**	**Thu 11/24/05**
120	Operational Review Meetings with Client	2 days	Mon 11/14/05	Tue 11/15/05
121	Review System and Current Operation	2 days	Wed 11/16/05	Thu 11/17/05
122	Update Implementation Plans and Operational Review	3 days	Fri 11/18/05	Tue 11/22/05
123	Client Review of Final Operational Review, Implementation Plan and Project Plan Documents	2 days	Wed 11/23/05	Thu 11/24/05
124	*Milestone - Acceptance of Implementation Plan, Operational Review and Project Plan Documents*	0 days	Thu 11/24/05	Thu 11/24/05
125	**Implementation Schedule for PASS-WEB**	**32 days**	**Fri 11/25/05**	**Mon 1/9/06**
126	**Software Installation**	**5 days**	**Fri 11/25/05**	**Thu 12/1/05**
127	Software Installation	1 day	Fri 11/25/05	Fri 11/25/05
128	Configuration and Unit Testing	4 days	Mon 11/28/05	Thu 12/1/05
129	*Milestone - Installation of Trapeze Software*	0 days	Thu 12/1/05	Thu 12/1/05
130	**Training & Data Development**	**2 days**	**Fri 12/2/05**	**Mon 12/5/05**
131	Training: Web Editing and Web Administration Training	2 days	Fri 12/2/05	Mon 12/5/05
132	*Milestone - System Administrator Training Complete*	0 days	Mon 12/5/05	Mon 12/5/05
133	**Consulting Services**	**20 days**	**Tue 12/6/05**	**Mon 1/2/06**
134	User Interface	20 days	Tue 12/6/05	Mon 1/2/06
135	**System Functional**	**5 days**	**Tue 1/3/06**	**Mon 1/9/06**
136	Parallel Operations - System Test	3 days	Tue 1/3/06	Thu 1/5/06
137	*Milestone - Client Acceptance of PASS -WEB*	0 days	Thu 1/5/06	Thu 1/5/06
138	Go Live Support	2 days	Fri 1/6/06	Mon 1/9/06
139	**Implementation Schedule for PASS - IVR**	**41 days**	**Mon 11/14/05**	**Mon 1/9/06**



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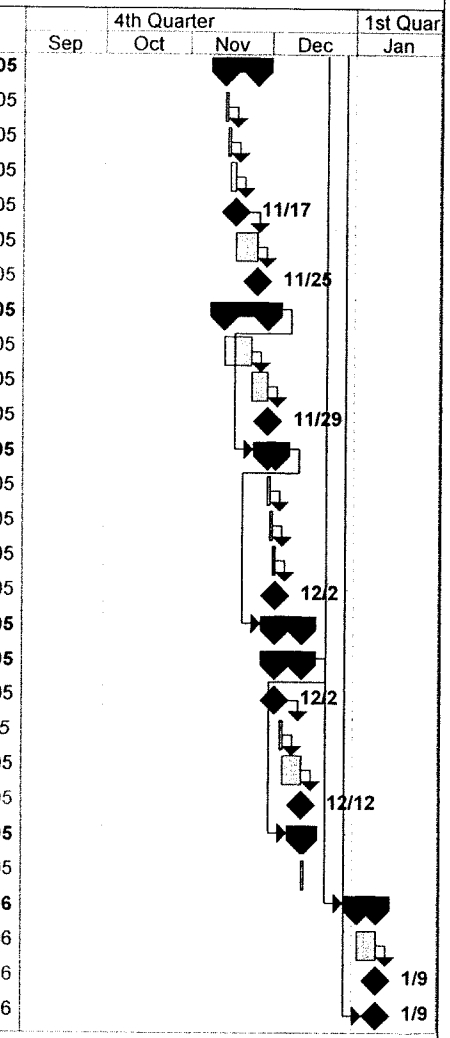
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
140	**IVR Installation Services**	**10 days**	**Mon 11/14/05**	**Fri 11/25/05**
141	Setup hardware & 3rd Party Software	1 day	Mon 11/14/05	Mon 11/14/05
142	Setup Application Software	1 day	Tue 11/15/05	Tue 11/15/05
143	Initial Database Configuration	2 days	Wed 11/16/05	Thu 11/17/05
144	*Milestone - Remote access to IVR System in place*	0 days	Thu 11/17/05	Thu 11/17/05
145	Factory Acceptance Testing	6 days	Fri 11/18/05	Fri 11/25/05
146	*Milestone - Client Verification of IVR Environment Creation*	0 days	Fri 11/25/05	Fri 11/25/05
147	**Script Development**	**12 days**	**Mon 11/14/05**	**Tue 11/29/05**
148	As per Operational Review and/or Contract	8 days	Mon 11/14/05	Wed 11/23/05
149	TTS Text	4 days	Thu 11/24/05	Tue 11/29/05
150	*Milestone - Script Development Complete*	0 days	Tue 11/29/05	Tue 11/29/05
151	**Phase 1 - Telephony System In-service**	**3 days**	**Wed 11/30/05**	**Fri 12/2/05**
152	System preparation for cut over	1 day	Wed 11/30/05	Wed 11/30/05
153	Cut-over telephone service	1 day	Thu 12/1/05	Thu 12/1/05
154	Acceptance testing IVR (including customizations) Phase 1	1 day	Fri 12/2/05	Fri 12/2/05
155	*Milestone - Client Approval of IVR Telephony System*	0 days	Fri 12/2/05	Fri 12/2/05
156	**Phase 2 - PASS-Server Implementation**	**6 days**	**Fri 12/2/05**	**Mon 12/12/05**
157	**Trapeze PASS-Server Installation**	**6 days**	**Fri 12/2/05**	**Mon 12/12/05**
158	*Milestone - PASS-IVR System Installation Complete*	0 days	Fri 12/2/05	Fri 12/2/05
159	Training: PASS-IVR System Administrator	1 day	*Mon 12/5/05*	*Mon 12/5/05*
160	General Acceptance Testing	5 days	Tue 12/6/05	Mon 12/12/05
161	*Milestone - Client Approval of PASS-IVR System*	0 days	Mon 12/12/05	Mon 12/12/05
162	**Training**	**1 day**	**Tue 12/13/05**	**Tue 12/13/05**
163	Training: System Administrator	1 day	Tue 12/13/05	Tue 12/13/05
164	**System Functional**	**5 days**	**Tue 1/3/06**	**Mon 1/9/06**
165	Parallel Operations - System Test	5 days	Tue 1/3/06	Mon 1/9/06
166	Milestone - Client Acceptance of PASS-IVR	0 days	Mon 1/9/06	Mon 1/9/06
167	Milestone - Project Closeout	0 days	Mon 1/9/06	Mon 1/9/06



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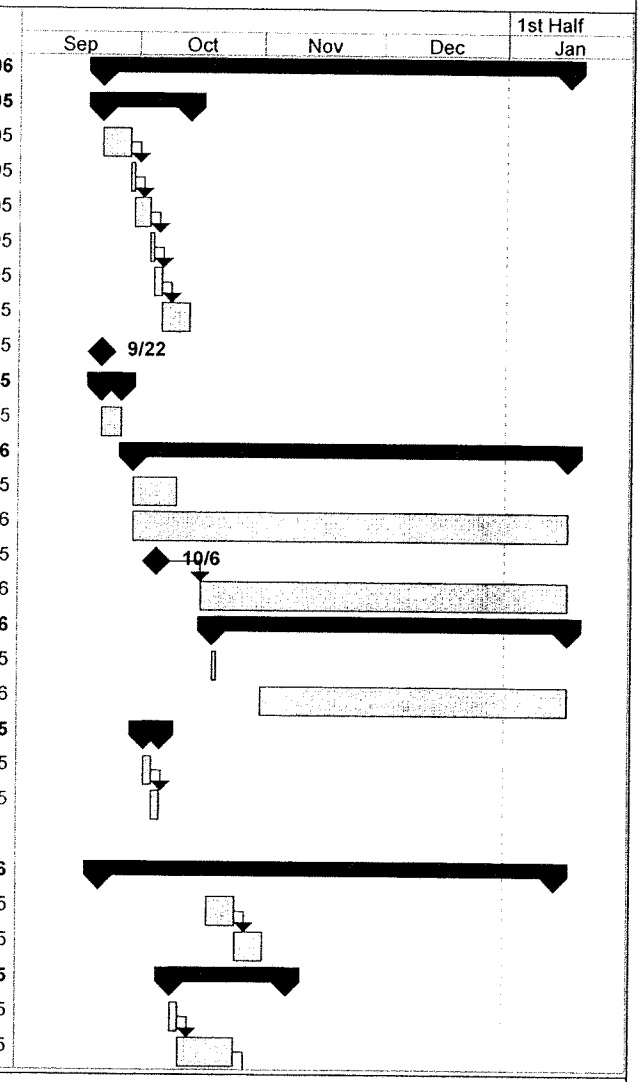
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SERVICE PROVIDER IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
2	**Transition Plan**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
3	Develop Transition Plan	5 days	Thu 9/22/05	Wed 9/28/05
4	Discuss Transition Plan with MV Broker Staff	1 day	Thu 9/29/05	Thu 9/29/05
5	Revise Transition Plan	2 days	Fri 9/30/05	Mon 10/3/05
6	Assign Team Captains	1 day	Tue 10/4/05	Tue 10/4/05
7	Discuss Transitional Offices/Equipment	2 days	Wed 10/5/05	Thu 10/6/05
8	Transition Office Available	5 days	Fri 10/7/05	Thu 10/13/05
9	Locate Hotel in MD for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
10	**Insurance**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
11	Obtain & Provide Insurance Certificates	3 days	Thu 9/22/05	Mon 9/26/05
12	**Transition Meetings**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**
13	Establish Weekly Meetings with MV Broker Staff	7 days	Fri 9/30/05	Mon 10/10/05
14	Hold Weekly Meetings with MV Broker Staff - TBD	77 days	Fri 9/30/05	Mon 1/16/06
15	Set-Up Internal Division Meetings - TBD	0 days	Thu 10/6/05	Thu 10/6/05
16	Hold Internal Weekly Status Meetings - TBD	66 days	Mon 10/17/05	Mon 1/16/06
17	**Meetings**	**63 days**	**Thu 10/20/05**	**Mon 1/16/06**
18	Obtain List of Public Meetings Required to Attend	1 day	Thu 10/20/05	Thu 10/20/05
19	Service Quality Coordination Group Meetings	55 days	Tue 11/1/05	Mon 1/16/06
20	**Contact Protocols**	**4 days**	**Mon 10/3/05**	**Thu 10/6/05**
21	Develop MV Staff Contact Protocol	2 days	Mon 10/3/05	Tue 10/4/05
22	Develop WMATA Contact Protocol	2 days	Wed 10/5/05	Thu 10/6/05
23				
24	**Equipment & Facilities**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
25	Contact Incumbent's Venders for Facility Maintenance	5 days	Wed 10/19/05	Tue 10/25/05
26	Research & Request Bids for Facility Maintenance Functions, if Nee	5 days	Wed 10/26/05	Tue 11/1/05
27	**Procure Road Supervisor Vehicles & Shop Trucks**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
28	Spec. Road Supervisor Vehicles & Shop Trucks	2 days	Mon 10/10/05	Tue 10/11/05
29	Procure Road Supervisor Vehicles & Shop Trucks	10 days	Wed 10/12/05	Tue 10/25/05



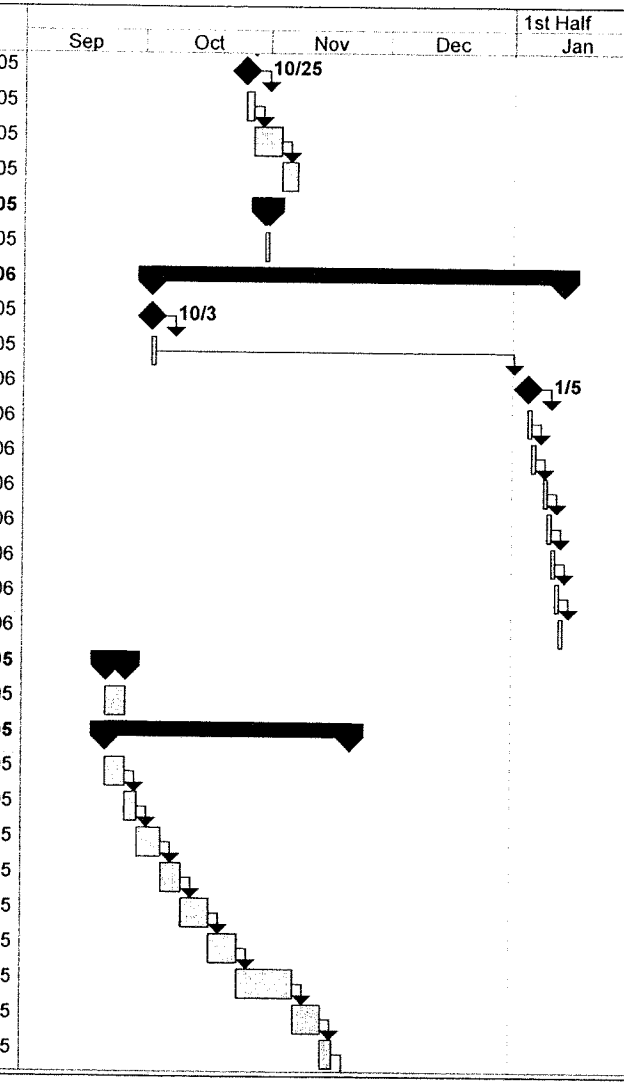
Project: Start Up MV Beltsville Operati
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Blue: Indicates task that requires third-party participation

Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
30	Take Delivery of Supervisory Vehicles & Shop Trucks	0 days	Tue 10/25/05	Tue 10/25/05
31	Road test Supervisory Vehicles & Shop Trucks	2 days	Wed 10/26/05	Thu 10/27/05
32	Order Decals for Road Supervisor Vehicles & Shop Trucks	5 days	Fri 10/28/05	Thu 11/3/05
33	Install Decals	2 days	Fri 11/4/05	Mon 11/7/05
34	**Review Back-Up Communications Needs**	**1 day**	**Mon 10/31/05**	**Mon 10/31/05**
35	Obtain Handheld for Supervisors	1 day	Mon 10/31/05	Mon 10/31/05
36	**Revenue Vehicle Fueling & Maintenance**	**75 days**	**Mon 10/3/05**	**Fri 1/13/06**
37	Schedule New Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
38	Develop Vehicle Acceptance Schedule	1 day	Mon 10/3/05	Mon 10/3/05
39	Sign-Off on Inventory	0 days	Thu 1/5/06	Thu 1/5/06
40	Ensure new VIN's Provided to John Biard	1 day	Thu 1/5/06	Thu 1/5/06
41	Order Spare Fire Extinguishers	1 day	Fri 1/6/06	Fri 1/6/06
42	Confirm Vehicles stocked with First Aid Kits	1 day	Mon 1/9/06	Mon 1/9/06
43	Stock Vehicles with Securements	1 day	Tue 1/10/06	Tue 1/10/06
44	Order Extra Securements for Vehicles	1 day	Wed 1/11/06	Wed 1/11/06
45	Order Lap Belts	1 day	Thu 1/12/06	Thu 1/12/06
46	Confirm Vehicle Deployment Plan	1 day	Fri 1/13/06	Fri 1/13/06
47	**Design Cleaning Schedule**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
48	Confirm Cleaning Crew Staffing Plan	3 days	Thu 9/22/05	Mon 9/26/05
49	**Facility**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
50	Confirm Facility Space & Availability	3 days	Thu 9/22/05	Mon 9/26/05
51	Sign Lease on New Operations Facility	3 days	Tue 9/27/05	Thu 9/29/05
52	Utilities Hooked Up	4 days	Fri 9/30/05	Wed 10/5/05
53	Develop Equipment Purchase List for Shop	3 days	Thu 10/6/05	Mon 10/10/05
54	Order Maintenance Equipment	5 days	Tue 10/11/05	Mon 10/17/05
55	Order Parts Inventory	5 days	Tue 10/18/05	Mon 10/24/05
56	Maintenance Equipment Delivered to Facility	10 days	Tue 10/25/05	Mon 11/7/05
57	Maintenance Equipment Installed	5 days	Tue 11/8/05	Mon 11/14/05
58	Maintenance Equipment tested	3 days	Tue 11/15/05	Thu 11/17/05



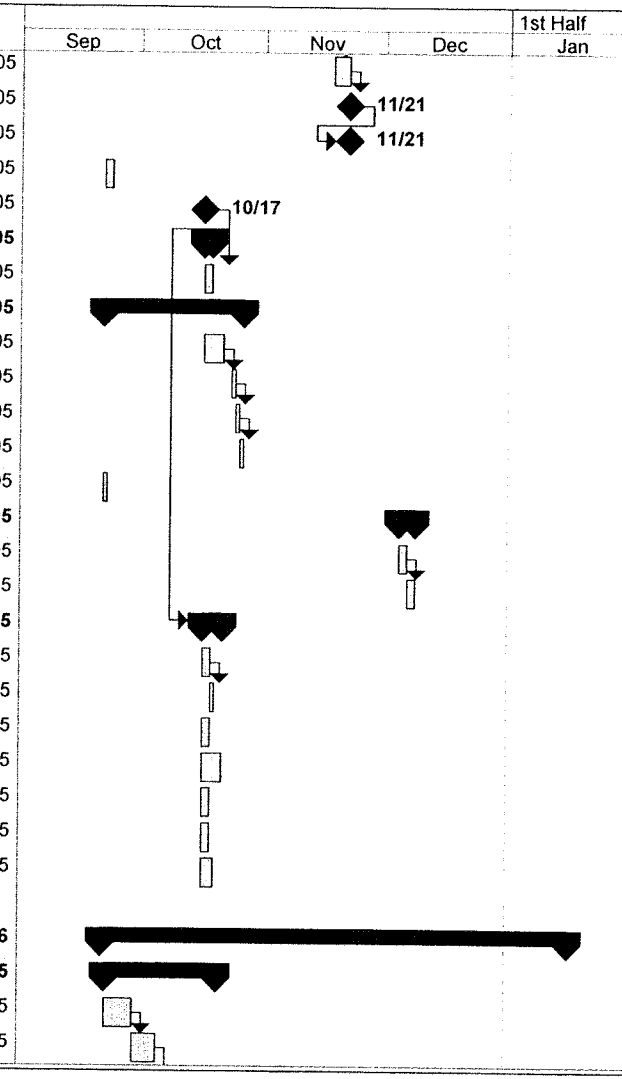
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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
59	Maintenance Equipment Training	2 days	Fri 11/18/05	Mon 11/21/05
60	Confirm Training Complete	0 days	Mon 11/21/05	Mon 11/21/05
61	Develop and Distribute Facilities Schedule	0 days	Mon 11/21/05	Mon 11/21/05
62	Confirm Staffing Recruitment	2 days	Thu 9/22/05	Fri 9/23/05
63	Move Into New Facility	0 days	Mon 10/17/05	Mon 10/17/05
64	**Review Office Furniture Needs**	**2 days**	**Mon 10/17/05**	**Tue 10/18/05**
65	Procure Office Furniture	2 days	Mon 10/17/05	Tue 10/18/05
66	**Review Communications System Needs**	**25 days**	**Thu 9/22/05**	**Wed 10/26/05**
67	Procure Radio Equipment Radio Equipment Delivered	5 days	Mon 10/17/05	Fri 10/21/05
68	Radio Equipment Installed	1 day	Mon 10/24/05	Mon 10/24/05
69	Radio Equipment Tested	1 day	Tue 10/25/05	Tue 10/25/05
70	Confirm Equipment Contingency Plan	1 day	Wed 10/26/05	Wed 10/26/05
71	Confirm Road Call Protocol	1 day	Thu 9/22/05	Thu 9/22/05
72	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Mon 12/5/05**	**Thu 12/8/05**
73	Enter Mileage Data for Fleet	2 days	Mon 12/5/05	Tue 12/6/05
74	Plan 1st Month PM Schedule	2 days	Wed 12/7/05	Thu 12/8/05
75	**Arrange & Deliver Training Vehicles**	**5 days**	**Mon 10/17/05**	**Fri 10/21/05**
76	Confirm Training Vehicle Delivery	2 days	Mon 10/17/05	Tue 10/18/05
77	Training Vehicles On-Site	1 day	Wed 10/19/05	Wed 10/19/05
78	Purchase Office Equipment	2 days	Mon 10/17/05	Tue 10/18/05
79	Develop Local Employee Handbook	5 days	Mon 10/17/05	Fri 10/21/05
80	Develop Road Call Procedures	2 days	Mon 10/17/05	Tue 10/18/05
81	Establish Tow Company Relationship	2 days	Mon 10/17/05	Tue 10/18/05
82	Develop Running Repair Protocol	3 days	Mon 10/17/05	Wed 10/19/05
83				
84	**Information Systems and Technology Systems**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
85	**Phone**	**20 days**	**Fri 9/23/05**	**Thu 10/20/05**
86	Order and Set-Up Temporary Phone Lines	5 days	Fri 9/23/05	Thu 9/29/05
87	Confirm Specifications on Phone System	4 days	Fri 9/30/05	Wed 10/5/05



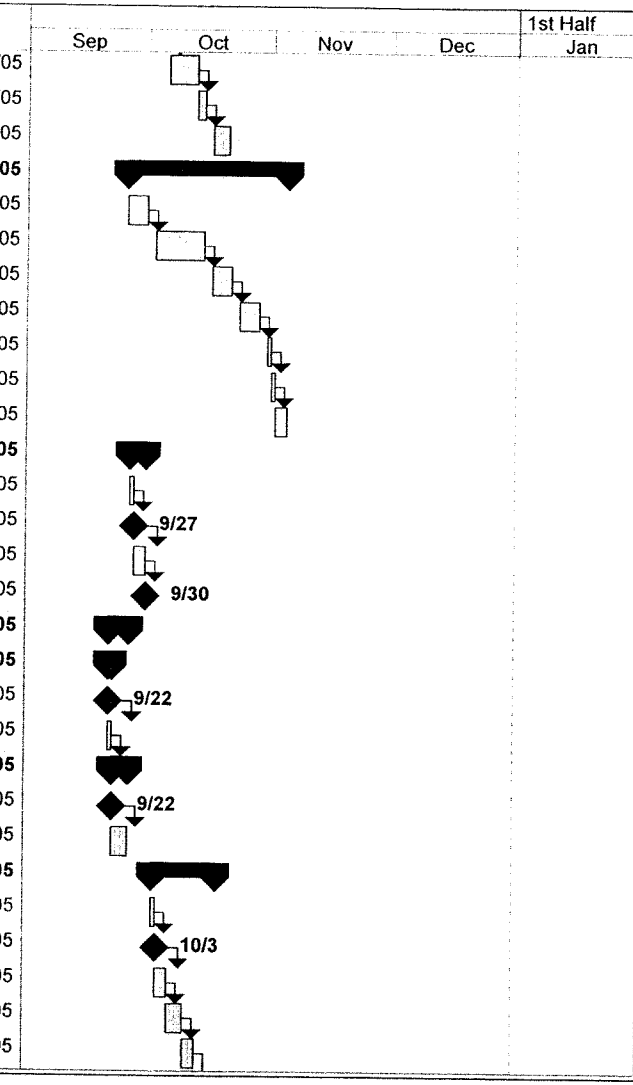
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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
88	Procure Phone System	5 days	Thu 10/6/05	Wed 10/12/05
89	Install and Set Up Phone System	2 days	Thu 10/13/05	Fri 10/14/05
90	Train Staff	4 days	Mon 10/17/05	Thu 10/20/05
91	**Computer Equipment**	**30 days**	**Mon 9/26/05**	**Fri 11/4/05**
92	Confirm Specifications on Hardware	5 days	Mon 9/26/05	Fri 9/30/05
93	Procure Hardware	10 days	Mon 10/3/05	Fri 10/14/05
94	Install and Set Up Hardware	5 days	Mon 10/17/05	Fri 10/21/05
95	Train Staff	5 days	Mon 10/24/05	Fri 10/28/05
96	Install E-Mail System	1 day	Mon 10/31/05	Mon 10/31/05
97	Confirm Communications Methods	1 day	Tue 11/1/05	Tue 11/1/05
98	Procure Any Additional Equipment Needed	3 days	Wed 11/2/05	Fri 11/4/05
99	**Pagers & Cell Phones**	**4 days**	**Tue 9/27/05**	**Fri 9/30/05**
100	Develop List of Required Pagers & Cell Phones	1 day	Tue 9/27/05	Tue 9/27/05
101	Distribute Pager/Cell Phone Policy	0 days	Tue 9/27/05	Tue 9/27/05
102	Obtain Pagers & Cell Phones from Stephanie	3 days	Wed 9/28/05	Fri 9/30/05
103	Distribute Pagers & Cell Phones	0 days	Fri 9/30/05	Fri 9/30/05
104	**Software Systems**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
105	**Customer Service Software**	**1 day**	**Thu 9/22/05**	**Thu 9/22/05**
106	Identify CS Protocols (PASS-COM)	0 days	Thu 9/22/05	Thu 9/22/05
107	Define Reporting Requirements w/ MV Broker Staff	1 day	Thu 9/22/05	Thu 9/22/05
108	**Office Management Software**	**2 days**	**Thu 9/22/05**	**Mon 9/26/05**
109	Obtain List of MS Office Licenses	0 days	Thu 9/22/05	Thu 9/22/05
110	Procure Additional Software as Needed	2 days	Fri 9/23/05	Mon 9/26/05
111	**Reporting Requirements**	**12 days**	**Mon 10/3/05**	**Tue 10/18/05**
112	Clarify NTD Reporting Needs	1 day	Mon 10/3/05	Mon 10/3/05
113	Define Monthly Report Requirements	0 days	Mon 10/3/05	Mon 10/3/05
114	Develop Training procedure for Manifests	3 days	Tue 10/4/05	Thu 10/6/05
115	Review On-Time Reporting Calculations	2 days	Fri 10/7/05	Mon 10/10/05
116	Develop No-Fare Reporting Requirements	3 days	Tue 10/11/05	Thu 10/13/05



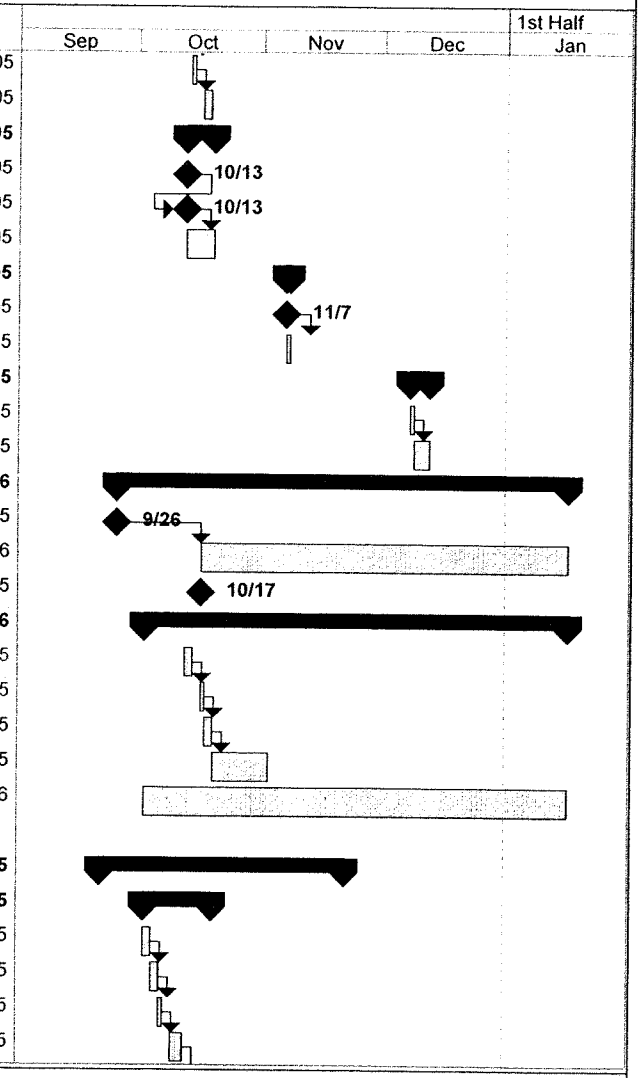
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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
117	Review Report Due Dates	1 day	Fri 10/14/05	Fri 10/14/05
118	Establish Daily/Monthly Invoice Systems	2 days	Mon 10/17/05	Tue 10/18/05
119	**Data Verification/Audit**	**5 days**	**Thu 10/13/05**	**Wed 10/19/05**
120	Establish Daily Record Keeping Protocol	0 days	Thu 10/13/05	Thu 10/13/05
121	Establish Fare Box Reconciliation System	0 days	Thu 10/13/05	Thu 10/13/05
122	Execute Data Verification Analysis	5 days	Thu 10/13/05	Wed 10/19/05
123	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
124	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
125	Establish On-Street Reporting System	1 day	Mon 11/7/05	Mon 11/7/05
126	**Back-Up Processes**	**3 days**	**Thu 12/8/05**	**Mon 12/12/05**
127	Ensure Standard Back-Up Protocols In Place	1 day	Thu 12/8/05	Thu 12/8/05
128	Test Back-Up Procedures	2 days	Fri 12/9/05	Mon 12/12/05
129	**Administration**	**81 days**	**Mon 9/26/05**	**Mon 1/16/06**
130	Add Location & Manager to MV Phone Directory	0 days	Mon 9/26/05	Mon 9/26/05
131	Local Management On-Site	66 days	Mon 10/17/05	Mon 1/16/06
132	Order Business Cards/Letterhead	0 days	Mon 10/17/05	Mon 10/17/05
133	**Uniforms & ID Badges**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
134	Confirm Requirements of MetroAccess ID Badges	2 days	Thu 10/13/05	Fri 10/14/05
135	Confirm Uniform Requirements	1 day	Mon 10/17/05	Mon 10/17/05
136	Establish Uniform Standards	2 days	Tue 10/18/05	Wed 10/19/05
137	Order New Uniforms	10 days	Thu 10/20/05	Wed 11/2/05
138	Produce and Issue ID Badges	76 days	Mon 10/3/05	Mon 1/16/06
139				
140	**Logistics and Routing**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
141	**Logistics and Operations**	**13 days**	**Mon 10/3/05**	**Wed 10/19/05**
142	Develop Procedures for Notifying Driver of Schedule	2 days	Mon 10/3/05	Tue 10/4/05
143	Develop Extra Board Procedures	2 days	Wed 10/5/05	Thu 10/6/05
144	Develop Sign-On Log for Dispatch	1 day	Fri 10/7/05	Fri 10/7/05
145	Implement Attendance Tracking System	3 days	Mon 10/10/05	Wed 10/12/05



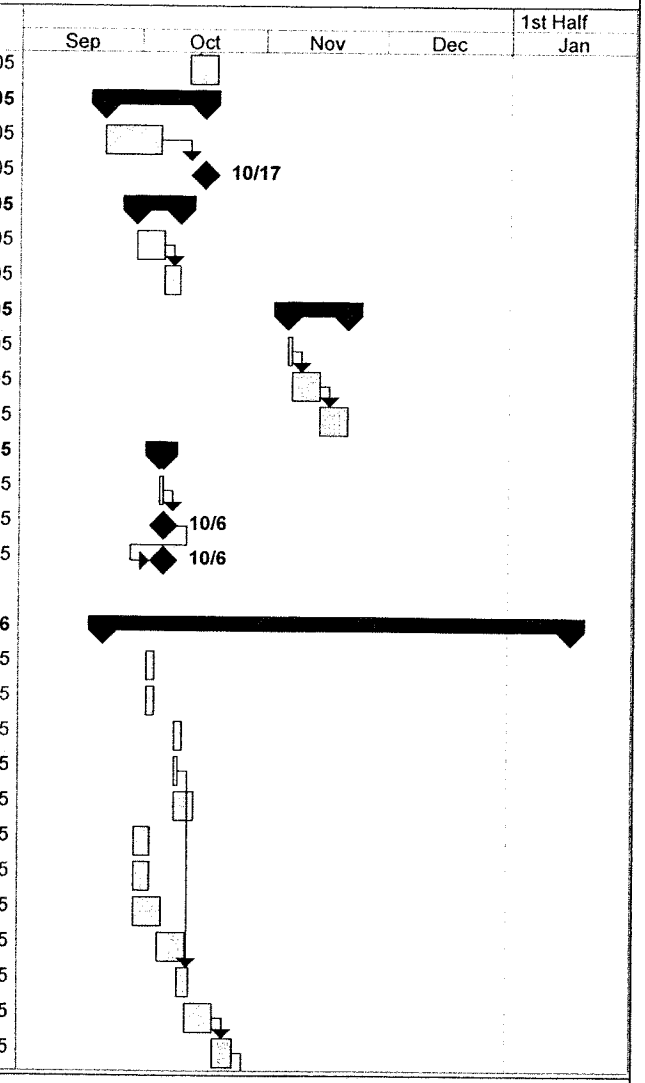
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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
146	Obtain Map Books for Drivers	5 days	Thu 10/13/05	Wed 10/19/05
147	**MVT Support Trainers (MVT X'ers)**	**17 days**	**Thu 9/22/05**	**Mon 10/17/05**
148	Recruit Out-Of-Town MV Trainers	10 days	Thu 9/22/05	Wed 10/5/05
149	MVT X'ers On-Site	0 days	Mon 10/17/05	Mon 10/17/05
150	**Staff Scheduling**	**7 days**	**Fri 9/30/05**	**Mon 10/10/05**
151	Draft Staffing Requirements/Schedule	5 days	Fri 9/30/05	Thu 10/6/05
152	Finalize Driver/Dispatch/Reservations Schedule	2 days	Fri 10/7/05	Mon 10/10/05
153	**Customer Service**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
154	Designate Cust. Svc. Coordinator (Beltsville Ops)	1 day	Mon 11/7/05	Mon 11/7/05
155	Establish Complaint Investigation Procedure	5 days	Tue 11/8/05	Mon 11/14/05
156	Establish Contract Compliance Audit Systems	5 days	Tue 11/15/05	Mon 11/21/05
157	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
158	Develop Road Supervisor Job Description	1 day	Thu 10/6/05	Thu 10/6/05
159	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
160	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
161				
162	**Human Resources and Training**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
163	Develop Presentation for Existing Local Employees	2 days	Mon 10/3/05	Tue 10/4/05
164	Obtain List of Employee Mailing Addresses	2 days	Mon 10/3/05	Tue 10/4/05
165	Obtain Seniority List	2 days	Mon 10/10/05	Tue 10/11/05
166	Obtain Collection Site for Drug Testing	1 day	Mon 10/10/05	Mon 10/10/05
167	Obtain Applications from Existing Personnel	5 days	Mon 10/10/05	Fri 10/14/05
168	Develop Employee Roster to Track Job Offers	2 days	Fri 9/30/05	Mon 10/3/05
169	Obtain WMATA Reference Checks	2 days	Fri 9/30/05	Mon 10/3/05
170	Order Criminal Record Checks for Current Employees	5 days	Fri 9/30/05	Thu 10/6/05
171	Obtain MVR's for Current Local Employees	5 days	Thu 10/6/05	Wed 10/12/05
172	Perform Supervisory D&A Testing	3 days	Tue 10/11/05	Thu 10/13/05
173	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Thu 10/13/05	Wed 10/19/05
174	Interview for New Employees & Staff	3 days	Thu 10/20/05	Mon 10/24/05



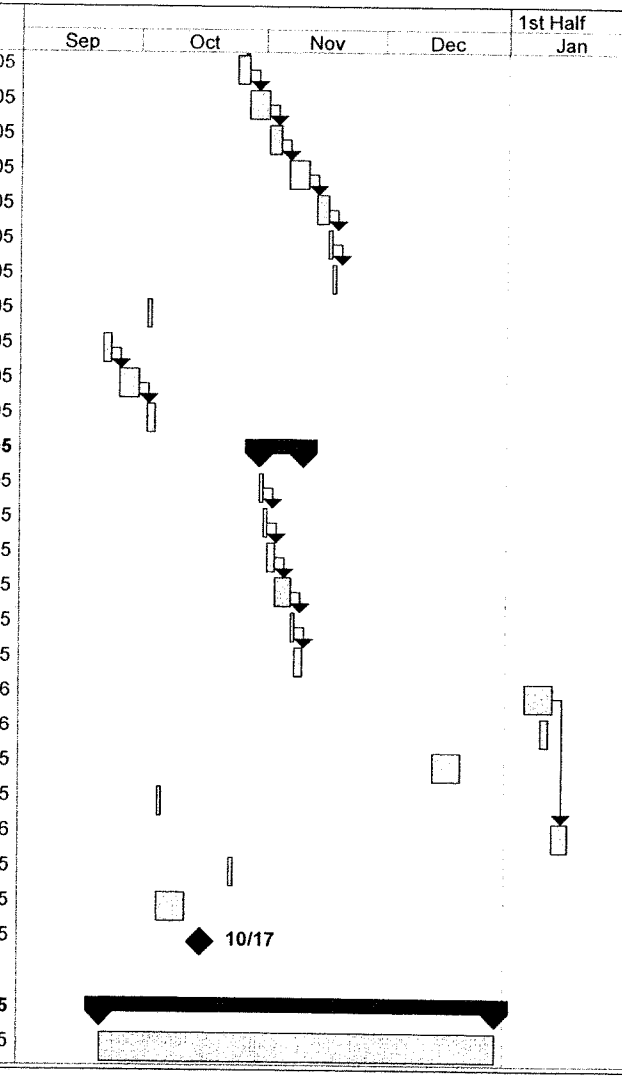
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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
175	Obtain Training Docs from Existing Employer	3 days	Tue 10/25/05	Thu 10/27/05
176	Make Offer to All Existing Employees Meeting Mins.	3 days	Fri 10/28/05	Tue 11/1/05
177	Recruit Remaining Staff	3 days	Wed 11/2/05	Fri 11/4/05
178	Hire Non-Existing Staff	5 days	Mon 11/7/05	Fri 11/11/05
179	Resolve BTW Training/Vehicle Availability	3 days	Mon 11/14/05	Wed 11/16/05
180	Review Workers Comp Process	1 day	Thu 11/17/05	Thu 11/17/05
181	Establish Job Descriptions	1 day	Fri 11/18/05	Fri 11/18/05
182	Place Recruitment Ads	1 day	Mon 10/3/05	Mon 10/3/05
183	Establish Minimum Hiring Criteria	2 days	Thu 9/22/05	Fri 9/23/05
184	Establish Group Medical Insurance	5 days	Mon 9/26/05	Fri 9/30/05
185	Establish Benefits Roll-Over for Existing Personnel	2 days	Mon 10/3/05	Tue 10/4/05
186	**Handbook**	**9 days**	**Mon 10/31/05**	**Thu 11/10/05**
187	Develop Confidentiality Procedures	1 day	Mon 10/31/05	Mon 10/31/05
188	Develop Passenger Assistance Standards	1 day	Tue 11/1/05	Tue 11/1/05
189	Review Accident Procedures	2 days	Wed 11/2/05	Thu 11/3/05
190	Publish MV / WMATA Employee Manual	2 days	Fri 11/4/05	Mon 11/7/05
191	Train All Employees on Manual	1 day	Tue 11/8/05	Tue 11/8/05
192	Develop Securement Guidelines for Manual	2 days	Wed 11/9/05	Thu 11/10/05
193	Conduct Driver Shift Bid	5 days	Fri 1/6/06	Thu 1/12/06
194	Obtain Estimated Daily Work Schedule	2 days	Tue 1/10/06	Wed 1/11/06
195	Sign-Up Employees for 401 (k)	5 days	Wed 12/14/05	Tue 12/20/05
196	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
197	Conduct Final Dry Run Meetings	2 days	Fri 1/13/06	Mon 1/16/06
198	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
199	Schedule Driver Training Classes	5 days	Thu 10/6/05	Wed 10/12/05
200	Publish Driver Training Schedule	0 days	Mon 10/17/05	Mon 10/17/05
201				
202	**Budgeting and Finance**	**71 days**	**Thu 9/22/05**	**Thu 12/29/05**
203	Review and Monitor Start-Up Budget	71 days	Thu 9/22/05	Thu 12/29/05



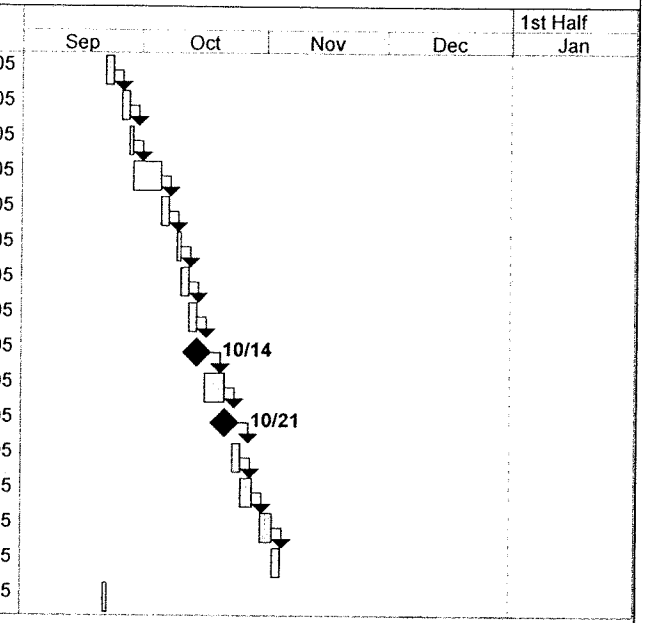
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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
204	Verify State Taxes	2 days	Thu 9/22/05	Fri 9/23/05
205	Identify Local DBEs	2 days	Mon 9/26/05	Tue 9/27/05
206	Establish Courier Services	1 day	Wed 9/28/05	Wed 9/28/05
207	Review Billing Issues	5 days	Thu 9/29/05	Wed 10/5/05
208	Establish Vacation Accrual System	2 days	Thu 10/6/05	Fri 10/7/05
209	Establish TripEdit Payroll Link	1 day	Mon 10/10/05	Mon 10/10/05
210	Test All Accounting System Programs	2 days	Tue 10/11/05	Wed 10/12/05
211	Establish Payroll Protocols/Systems	2 days	Thu 10/13/05	Fri 10/14/05
212	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
213	Prepare and Review Budget	5 days	Mon 10/17/05	Fri 10/21/05
214	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05
215	Confirm Insurance Certificates	2 days	Mon 10/24/05	Tue 10/25/05
216	Establish Workers Comp Program	3 days	Wed 10/26/05	Fri 10/28/05
217	Confirm Claims Protocols	3 days	Mon 10/31/05	Wed 11/2/05
218	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/3/05	Fri 11/4/05
219	Order Petty Cash	1 day	Thu 9/22/05	Thu 9/22/05



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MAJOR IMPLEMENTATION MILESTONES REPORT

Milestones as of Thu 8/18/05
all

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
2	**Transition Plan**	**11 days**	**Thu 9/22/05**	**Thu 10/6/05**
9	Locate Hotel for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
10	**Contract**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
34	**Equipment & Facilities**	**78 days**	**Thu 9/22/05**	**Mon 1/9/06**
60	**Facility**	**6 days**	**Thu 9/22/05**	**Thu 9/29/05**
66	Move Into New Facility	0 days	Thu 9/22/05	Thu 9/22/05
86	**Information Systems and Technology Systems**	**83 days?**	**Thu 9/22/05**	**Mon 1/16/06**
145	**Logistics and Routing**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
167	**Human Resources and Training**	**74 days?**	**Thu 9/22/05**	**Tue 1/3/06**
206	**Budgeting and Finance**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
227	**Service Quality & Contract Liaison**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
228	**Transition Plan**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
235	Locate Hotel in MD for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
249	**Equipment & Facilities**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
274	**Facility**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
308	**Information Systems and Technology Systems**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
328	**Software Systems**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
329	**Customer Service Software**	**1 day**	**Thu 9/22/05**	**Thu 9/22/05**
330	Identify CS Protocols (PASS-COM)	0 days	Thu 9/22/05	Thu 9/22/05
364	**Logistics and Routing**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
371	**MVT Support Trainers (MVT X'ers)**	**17 days**	**Thu 9/22/05**	**Mon 10/17/05**
385	**Human Resources and Training**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
424	**Budgeting and Finance**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
332	**Office Management Software**	**2 days**	**Thu 9/22/05**	**Mon 9/26/05**
333	Obtain List of MS Office Licenses	0 days	Thu 9/22/05	Thu 9/22/05
18	**Transition Meetings**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
19	Establish Weekly Meetings with WMATA	0 days	Mon 9/26/05	Mon 9/26/05
21	Set-Up Internal Weekly Meetings - TBD	0 days	Mon 9/26/05	Mon 9/26/05
93	**Computer Equipment**	**30 days**	**Mon 9/26/05**	**Fri 11/4/05**
102	**Pagers & Cell Phones**	**4 days**	**Mon 9/26/05**	**Thu 9/29/05**
353	**Administration**	**81 days**	**Mon 9/26/05**	**Mon 1/16/06**
354	Add Location & Manager to MV Phone Directory	0 days	Mon 9/26/05	Mon 9/26/05
447	**Phase I - PASS-CT & PASS MON w/ AVL**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
448	**Implementation Schedule for PASS-CT**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
449	**Operational Review for PASS-CT, CERT & PASS-MON**	**19 days**	**Mon 9/26/05**	**Thu 10/20/05**
104	Distribute Pager/Cell Phone Policy	0 days	Mon 9/26/05	Mon 9/26/05
323	**Pagers & Cell Phones**	**4 days**	**Tue 9/27/05**	**Fri 9/30/05**
325	Distribute Pager/Cell Phone Policy	0 days	Tue 9/27/05	Tue 9/27/05
63	Confirm Training Complete	0 days	Thu 9/29/05	Thu 9/29/05
64	Develop and Distribute Facilities Schedule	0 days	Thu 9/29/05	Thu 9/29/05
106	Distribute Pagers & Cell Phones	0 days	Thu 9/29/05	Thu 9/29/05
134	**Administration**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**

ID	Task Name	Duration	Start	Finish
135	Add Location & Manager to MV Phone Directory	0 days	Fri 9/30/05	Fri 9/30/05
238	**Transition Meetings**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**
327	Distribute Pagers & Cell Phones	0 days	Fri 9/30/05	Fri 9/30/05
44	**Revenue Vehicle Fueling & Maintenance**	**71 days**	**Mon 10/3/05**	**Mon 1/9/06**
45	Schedule WMATA Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
261	**Revenue Vehicle Fueling & Maintenance**	**75 days**	**Mon 10/3/05**	**Fri 1/13/06**
262	Schedule New Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
335	**Reporting Requirements**	**12 days**	**Mon 10/3/05**	**Tue 10/18/05**
458	**Hardware and Software Installation**	**25 days**	**Mon 10/3/05**	**Fri 11/4/05**
467	**Data Load and Conversion**	**20 days**	**Mon 10/3/05**	**Fri 10/28/05**
532	**Phase II - PASS CERT & COM**	**46 days**	**Mon 10/3/05**	**Mon 12/5/05**
533	**Implementation Schedule for PASS CERT**	**35 days**	**Mon 10/3/05**	**Fri 11/18/05**
337	Define Monthly Report Requirements	0 days	Mon 10/3/05	Mon 10/3/05
137	Order Business Cards/Letterhead	0 days	Thu 10/6/05	Thu 10/6/05
162	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
241	Set-Up Internal Division Meetings - TBD	0 days	Thu 10/6/05	Thu 10/6/05
381	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
15	Sign Final Draft	0 days	Thu 10/6/05	Thu 10/6/05
164	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
165	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
383	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
384	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
35	**Procure Road Supervisor Vehicles**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
252	**Procure Road Supervisor Vehicles & Shop Trucks**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
107	**Software Systems**	**3 days**	**Thu 10/13/05**	**Mon 10/17/05**
108	**Customer Service Software**	**1 day**	**Thu 10/13/05**	**Thu 10/13/05**
109	Identify CS Protocols	0 days	Thu 10/13/05	Thu 10/13/05
343	**Data Verification/Audit**	**5 days**	**Thu 10/13/05**	**Wed 10/19/05**
344	Establish Daily Record Keeping Protocol	0 days	Thu 10/13/05	Thu 10/13/05
345	Establish Fare Box Reconciliation System	0 days	Thu 10/13/05	Thu 10/13/05
111	**Office Management Software**	**2 days**	**Thu 10/13/05**	**Mon 10/17/05**
112	Obtain List of MS Office Licenses	0 days	Thu 10/13/05	Thu 10/13/05
216	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
434	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
288	Move Into New Facility	0 days	Mon 10/17/05	Mon 10/17/05
357	Order Business Cards/Letterhead	0 days	Mon 10/17/05	Mon 10/17/05
373	MVT X'ers On-Site	0 days	Mon 10/17/05	Mon 10/17/05
423	Publish Driver Training Schedule	0 days	Mon 10/17/05	Mon 10/17/05
114	**Reporting Requirements**	**12 days**	**Thu 10/20/05**	**Fri 11/4/05**
116	Define Monthly Report Requirements	0 days	Thu 10/20/05	Thu 10/20/05
457	Milestone - Approval by Client of Implementation Plan and Specifications	0 days	Thu 10/20/05	Thu 10/20/05
218	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05
436	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05

Milestones as of Thu 8/18/05
all

ID	Task Name	Duration	Start	Finish
204	Publish Staff Training Schedule	0 days	Mon 10/24/05	Mon 10/24/05
539	**CERT Training**	**15 days**	**Mon 10/24/05**	**Fri 11/11/05**
38	Take Delivery of Supervisory Vehicles	0 days	Tue 10/25/05	Tue 10/25/05
255	Take Delivery of Supervisory Vehicles & Shop Trucks	0 days	Tue 10/25/05	Tue 10/25/05
470	Mileston - Data & Map Converted	0 days	Fri 10/28/05	Fri 10/28/05
471	**Customizations Development (if applicable)**	**20 days**	**Mon 10/31/05**	**Fri 11/25/05**
477	**Trapeze PASS-CT Training**	**40 days**	**Mon 10/31/05**	**Fri 12/23/05**
99	Meet with WMATA MIS Staff	0 days	Mon 10/31/05	Mon 10/31/05
466	Milestone - Hardware, Trapeze Software and Admin Training complete	0 days	Fri 11/4/05	Fri 11/4/05
122	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
123	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
347	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
348	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
495	**Implementation Schedule for PASS-MON w/ AVL**	**49 days**	**Mon 11/7/05**	**Thu 1/12/06**
515	**Pilot Test**	**22 days**	**Mon 11/7/05**	**Tue 12/6/05**
547	**Implementation Schedule for PASS COM**	**21 days**	**Mon 11/7/05**	**Mon 12/5/05**
542	Milestone - Static Training complete	0 days	Fri 11/11/05	Fri 11/11/05
496	**Customizations Development (if applicable)**	**15 days**	**Mon 11/14/05**	**Fri 12/2/05**
500	**Integration Testing**	**10 days**	**Mon 11/14/05**	**Fri 11/25/05**
522	**Rollout**	**32 days**	**Mon 11/14/05**	**Tue 12/27/05**
543	**System Functional**	**5 days**	**Mon 11/14/05**	**Fri 11/18/05**
562	**Phase III - PASS-IVR, WEB**	**41 days**	**Mon 11/14/05**	**Mon 1/9/06**
563	**Operational Review for PASS - Web, IVR**	**9 days**	**Mon 11/14/05**	**Thu 11/24/05**
583	**Implementation Schedule for PASS - IVR**	**41 days**	**Mon 11/14/05**	**Mon 1/9/06**
584	**IVR Installation Services**	**10 days**	**Mon 11/14/05**	**Fri 11/25/05**
591	**Script Development**	**12 days**	**Mon 11/14/05**	**Tue 11/29/05**
588	Milestone - Remote access to IVR System in place	0 days	Thu 11/17/05	Thu 11/17/05
184	Trainers On-Site	0 days	Fri 11/18/05	Fri 11/18/05
546	Milestone - Go-Live support provided	0 days	Fri 11/18/05	Fri 11/18/05
285	Confirm Training Complete	0 days	Mon 11/21/05	Mon 11/21/05
286	Develop and Distribute Facilities Schedule	0 days	Mon 11/21/05	Mon 11/21/05
568	Milestone - Acceptance of Implementation Plan, Operational Review and Project Pl	0 days	Thu 11/24/05	Thu 11/24/05
569	**Implementation Schedule for PASS-WEB**	**32 days**	**Fri 11/25/05**	**Mon 1/9/06**
570	**Software Installation**	**5 days**	**Fri 11/25/05**	**Thu 12/1/05**
476	Milestone - Customizations complete (PASS-CT)	0 days	Fri 11/25/05	Fri 11/25/05
504	Milestone - Integration Testing Complete	0 days	Fri 11/25/05	Fri 11/25/05
590	Milestone - Client Verification of IVR Environment Creation	0 days	Fri 11/25/05	Fri 11/25/05
483	**Testing & Go-Live**	**35 days**	**Mon 11/28/05**	**Fri 1/13/06**
484	**Acceptance Testing**	**14 days**	**Mon 11/28/05**	**Thu 12/15/05**
505	**Installation**	**7 days**	**Mon 11/28/05**	**Tue 12/6/05**
556	**System Functional**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**
557	**COM - Go-Live**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**
594	Milestone - Script Development Complete	0 days	Tue 11/29/05	Tue 11/29/05

Milestones as of Thu 8/18/05
all

ID	Task Name	Duration	Start	Finish
595	**Phase 1 - Telephony System In-service**	**3 days**	**Wed 11/30/05**	**Fri 12/2/05**
559	Milestone - Client Acceptance of System Test and Project Closeout	0 days	Wed 11/30/05	Wed 11/30/05
573	Milestone - Installation of Trapeze Software	0 days	Thu 12/1/05	Thu 12/1/05
574	**Training & Data Development**	**2 days**	**Fri 12/2/05**	**Mon 12/5/05**
499	Milestone - Customizations complete (PASS-MON)	0 days	Fri 12/2/05	Fri 12/2/05
599	Milestone - Client Approval of IVR Telephony System	0 days	Fri 12/2/05	Fri 12/2/05
600	**Phase 2 - PASS-Server Implementation**	**6 days**	**Fri 12/2/05**	**Mon 12/12/05**
601	**Trapeze PASS-Server Installation**	**6 days**	**Fri 12/2/05**	**Mon 12/12/05**
602	Milestone - PASS-IVR System Installation Complete	0 days	Fri 12/2/05	Fri 12/2/05
561	Milestone - Go-Live support provided	0 days	Mon 12/5/05	Mon 12/5/05
576	Milestone - System Administrator Training Complete	0 days	Mon 12/5/05	Mon 12/5/05
510	Milestone - Hardware, Trapeze Software and Admin Training complete	0 days	Tue 12/6/05	Tue 12/6/05
521	Milestone - Pilot Acceptance	0 days	Tue 12/6/05	Tue 12/6/05
511	**Functional Acceptance Testing**	**10 days**	**Wed 12/7/05**	**Tue 12/20/05**
605	Milestone - Client Approval of PASS-IVR System	0 days	Mon 12/12/05	Mon 12/12/05
487	Milestone - Acceptance Testing Complete	0 days	Thu 12/15/05	Thu 12/15/05
482	Milestone Training Complete	0 days	Tue 12/20/05	Tue 12/20/05
514	Milestone - Acceptance Testing Complete	0 days	Tue 12/20/05	Tue 12/20/05
526	Milestone - Rollout complete	0 days	Tue 12/27/05	Tue 12/27/05
527	**Acceptance Period**	**12 days**	**Wed 12/28/05**	**Thu 1/12/06**
579	**System Functional**	**5 days**	**Tue 1/3/06**	**Mon 1/9/06**
608	**System Functional**	**5 days**	**Tue 1/3/06**	**Mon 1/9/06**
50	Sign-Off on Inventory	0 days	Tue 1/3/06	Tue 1/3/06
264	Sign-Off on Inventory	0 days	Thu 1/5/06	Thu 1/5/06
492	Milestone - Go-Live support provided	0 days	Thu 1/5/06	Thu 1/5/06
493	Milestone - Client Accepts Product Functionality	0 days	Thu 1/5/06	Thu 1/5/06
494	Transition to Trapeze Customer Care	0 days	Thu 1/5/06	Thu 1/5/06
581	Milestone - Client Acceptance of PASS -WEB	0 days	Thu 1/5/06	Thu 1/5/06
610	Milestone - Client Acceptance of PASS-IVR	0 days	Mon 1/9/06	Mon 1/9/06
611	Milestone - Project Closeout	0 days	Mon 1/9/06	Mon 1/9/06
529	Milestone - Client Accepts Product Functionality	0 days	Thu 1/12/06	Thu 1/12/06
530	Transition to Customer Care	0 days	Thu 1/12/06	Thu 1/12/06
531	Milestone - Phase I Complete	0 days	Thu 1/12/06	Thu 1/12/06

360 Campus Lane, Suite 201
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July 20, 2005

Mr. William C. Ellerman
Contracting Officer
Washington Metropolitan Area Transit Authority
600 Fifth Street, NW
Washington, DC 20001

Subject: Proposal Clarification – RFP CO5108/CR, Paratransit Services

Dear Mr. Ellerman:

Thank you for the opportunity to meet with you and your selection committee on July 21, 2005. Pursuant to your request, please find enclosed with this letter the following requested additional information.

1. Attachment I: DISCUSSION TOPICS and ISSUES MV TRANSPORTATION
2. Attachment II: DISCUSSION TOPICS and ISSUES
3. Revised Start-Up Schedules

We hope that you have found MV to be a professional organization with a true desire to provide the community with the high quality service that both WMATA and your passengers expect. Thank you again for your consideration of our firm and I look forward to working with you through the remainder of this procurement process.

Sincerely,

Keith Whalen
Executive Vice President

METRO
HEALTH TECH-SERVICES, INC

Mr. W.C. Pihl
MV Transportation
360 Campus Lane, Suite 201
Fairfield, CA 94534

July 19, 2005

Dear W.C.,

I am writing this letter to restate my support of MV Transportation in their bid to become the new contractor for the WMATA MetroAccess Program. Should MV be selected, I look forward to our companies having a long term, successful partnership; as we work together to improve the program.

It is clear to me that you and your organization have spent significant time diagnosing the current problems that the program has, including time in the field doing research and observing the system as it currently exists.

Based on our conversations, I believe MV is presenting a solid management and operations plan to WMATA. This plan appears to contain viable solutions to the challenges that currently face the MetroAccess Program.

I appreciate the approach you have taken in building a professional relationship with my company, prior to submitting your bid. I believe this is indicative of the initiative MV will take in managing the MetroAccess Program to a high degree of success.

Sincerely,

Jude Nyambi
President
Metro Health Tech-Services, Inc.

DIAMOND TRANSPORTATION SERVICES

PARATRANSIT SERVICES • SHUTTLE SERVICES
TRANSPORTATION MANAGEMENT

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703-912-7608 (FAX)

3035 MOUNT VERNON AVENUE
ALEXANDRIA, VIRGINIA 22305
703-684-8992 (FAX)
703-548-6500 (OFFICE)

July 20, 2005

Mr. W.C. Pihl, Director of Business Development
MV Transportation, Inc.
360 Campus Lane, Suite 201
Fairfield, CA 94534

Dear Mr. Pihl:

I understand that MV Transportation, Inc. (MV) has been selected to continue to the next stage of the procurement process for the WMATA Metro Access RFP. The purpose of this letter is to reiterate my firm's commitment to work with MV should they be selected to provide the Metro Access service.

I remain hopeful that if MV is selected as the provider for the Metro Access Services; then Diamond Transportation Services (DTS) will have the opportunity to work with you on this important contract. Our firms have very similar core values, and I am convinced by your actions, your firm's reputation, and our meetings so far through this process; that MV and DTS will be successful partners in bringing improvements to the Metro Access program to benefit our passengers in the region.

I am confident that MV's operating plan and experience, paired with the local knowledge and proven ability of DTS will be the solution the WMATA is looking for.

I look forward to further updates on the process, and wish you luck in this procurement.

Sincerely,

Robert Werth, President
Diamond Transportation Services, Inc.

From: Nesgibbs@aol.com [mailto:Nesgibbs@aol.com]
Sent: Tuesday, July 19, 2005 10:15 AM
To: wc pihl
Subject: Battle's Transportation

Mr. Pihl,
This letter is to reemphasize my interest in doing business with MV Transit if awarded the contract to provide Metro Access services to the Washington, DC Metropolitan area.
I have a strong belief that your goals and commitment to providing a stellar service to clients coincides with the goals of Battle's Transportation. Your professionalism and knowledge of the transportation industry is well respected by our company and we look forward to forming a business relationship that will enhance the quality of transportation services for the Metro Access program.

Sincerely,
McKinley Battle, Owner
Battle's Transportation

DISCUSSION TOPICS and ISSUES MV TRANSPORTATION

1. ***In the transmittal letter, MV makes the commitment to provide a free ride coupon to any passenger that is served outside of the pickup window. Is this a cost that will be passed onto WMATA? If so, has it been included in the pricing for your cost proposal? Also, it is noted that this commitment is not contained in your technical proposal? Please clarify.***

   To clarify and confirm, MV guarantees to issue passengers a "free-ride" coupon in the event that MV arrives late for a pick-up. The costs associated with this program will not be passed on to WMATA; funding for this program will be paid out of our profit. We believe this is an important part of our commitment to our passengers to improve service quality and bring a greater level of accountability to the provision of service.

2. ***Will WMATA staff have access to the proprietary monitoring tools layered over Trapeze?***

   Yes, MV will provide WMATA staff access to the proprietary monitoring tools. We are able to provide this access through a secure web page, or we can install actual monitors in WMATA's offices. This offer is part of MV's open door approach to our partnership with WMATA.

3. ***When are schedules optimized (p. 14)?***

   Schedules are optimized several times during the reservations process and definitely the night before service. We have found that this incremental process can provide an increase in productivity. In order to recommend the appropriate schedule for optimization, we will need to see the volumes and times of trip requests that come in during the reservations process. For example if reservations are taken 14 days in advance and very few trips or cancels come in over the first 7 days of the process, then we recommend that optimization starts 7 days before the day of service.

   A typical optimization schedule might be:

   1. Optimize the night of 7 days before service.
   2. Optimize the night of 4 days before service.
   3. Optimize the night of 2 days before service
   4. Optimize the night before service.

   The purpose of optimization is to "tighten" the schedules based on the current picture of trips that we now have. For example, if, when we first booked a trip, Tom and Mary were going from the same neighborhood to downtown at 8:00 a.m., then the system would have naturally put them together. If Mary then cancels there is probably a better route to place Tom's trip, rather than riding alone.

   To optimize, we basically:

   1. Unroute all demand response trips
   2. Rebatch demand trips
   3. Run a series of reoptimization batches with varying parameter sets.

   The optimization process for the night before service is more comprehensive. We perform a process that we call Supply/Demand analysis utilizing some tools MV has developed to work in conjunction with Trapeze. This process basically matches the supply we put on the street (vehicle hours by time of day) to the demand for that particular day. Through this process we will trim hours from some routes and add hours to others based on the trip demand.

An additional tool provided by MV is the Automated Driver Start-Time Line. This is a toll-free number that our drivers across the nation can call each night to determine their start-time for the next day's service. This tool will be offered to each of our dedicated subcontractors to assist in flex scheduling.

Subcontractors will send MV each route's driver assignments, and we will determine the appropriate start-time for each route based on geography and time of day, and will upload this information into a database. The drivers can call in, enter their specific ID number or route number, and the system will verify their name and give them their start-time for the next day.

This tool allows our subcontractors to dedicate labor resources to other tasks instead of making numerous phone calls, and prevents frustrating drivers with busy phone-line, or not getting the correct information.

4. ***Who will do system backups (p. 20)?***

Mr. Charles Wilson, IT Manager, will ensure that system backups are completed nightly and that the data is properly stored to ensure minimal downtime due to any unforeseen circumstances. In addition to the local back up procedures, MV will backup systems in our offices in Elk Horn Iowa, and if desired, at the WMATA offices. By backing up data in multiple locations, we ensure proper disaster recovery of all MetroAccess information.

5. ***Please clarify and elaborate on the statement "...will terminate a provider for any number of service violations" (p. 44).***

One of our primary goals in the provision of these services is to provide consistent service delivery; which is why, for example, MV will supply the first set of uniforms for all drivers and expect service providers to maintain this uniform policy into the future. To ensure that the quality of service provided to all passengers, regardless of geographic location, is at the same high level, we must clearly identify service performance standards by which all service providers must abide. All contractual agreements with service providers will allow for contract termination if a service provider consistently fails to operate service within these guidelines. Examples of violations include a failure to operate schedules as assigned, deviation from proper WMATA procedures or inadequate customer service or safety performance. Furthermore, contracts will state that reimbursement may not be made for trips that result from unauthorized schedule modifications, subject to WMATA staff review and approval of said action.

6. ***The proposal states that MV will reduce "Where's My Ride" calls through proactive monitoring tools. How does this differ from what Trapeze scheduling optimization already offers (p. 44)?***

While the scheduling optimization provided by the Trapeze software will ensure proper and realistic scheduling, MV's monitoring tools bring potentially late service to the immediate attention of our dispatch team, in real time through data transmitted by the MDC.

While this data is available through Trapeze, potentially late trips are not immediately displayed, requiring a dispatcher to manually sort through each route to monitor on-time performance. MV's tools operate from a program that identifies all late trips and potentially late trips, and sorts the data by "worst case" so a trip in the greatest danger of being late is listed at the top of the screen.

In addition to these tools, MV's proposed IVR solution is capable of automated calls to customers whose rides will be late. MV manually sets a time limit for the automated call, for example 5 minutes. Any passengers whose trip will be 5 or more minutes late will receive a courtesy call informing them of the delay, and an updated anticipated arrival time. Similarly, our proposed IVR solution allows us to program automated calls to passengers once the vehicle has entered a certain distance from the pickup site. For example, if a vehicle is 1 mile away, the system can be set to automatically call the passenger and tell them that the vehicle will arrive in 4 minutes.

7. ***Have you located persons for the Operations Manager and Training Manager positions (p. 50)? Be prepared to discuss and fully elaborate.***

In an effort to retain as much of the system knowledge and service area familiarity as possible, we prefer to recruit for these operating positions from the current system and/or the local area. Upon award of contract, MV will work with WMATA to identify the candidates from the current service who are best suited to fill these positions. If the candidates do not meet WMATA and MV standards, then we are prepared to recruit from the surrounding area and other MV operations to fill these positions.

8. ***Why was Answers let go from MetroAccess service (p. 58)?***

Please see the attached written statement from Cynthia Chambliss (Exhibit 1), President of Answers, Inc; with regards to this situation.

9. ***Who do you propose to use for the supplemental service (p. 61)?***

MV will contract with a comprehensive network of service providers, as identified in our proposal. This network offers strategically located operating bases throughout the service area. It is MV's intention to provide most of the non-dedicated service through our proposed dedicated providers. Each of these companies has vehicles available for this purpose, and by utilizing them we can ensure that the same high standards that are applied to the dedicated services, are applied to as much of the non-dedicated services as possible.

We also intend to establish working relationships with several taxi companies throughout the service area for emergency, or supplemental, overflow services. While the amount of service dispatched to taxi firms will be minimal, approximately 5%, we intend to utilize firms that have a good reputation in the area. MV intends to initiate agreements with Regency Cab, Barwood and Red Top at the start of the contract, unless WMATA prefers different firms.

10. ***Is MV a "Zero Tolerance" firm (not just rudeness, but also Drug&Alcohol)?***

Yes, MV is a Zero Tolerance firm. If an employee fails a drug and/or alcohol test, that person's employment is immediately terminated, and this person will not be eligible for employment in the MetroAccess system.

Upon review of our proposal, we discovered two typographical errors in our discussion regarding drug and alcohol testing. We apologize for this error and any confusion it may have caused. Below we have revised this language consistent with our Zero Tolerance Drug and Alcohol policy.

Page 75

MV will require all subcontractors to provide a list of drivers who have been reinstated after satisfactorily completing the required treatment program, after ~~a positive test result~~ **voluntarily admitting a substance abuse problem, prior to a positive test result.** As the employee is subject to 6 random follow-up tests in a 12-month period, follow up testing will be compared to the driver data provided, to ensure authenticity.

Page 143

After **voluntarily admitting a substance abuse problem, prior to a positive test result** ~~a positive test result~~ and the satisfactory completion of the required treatment program, if employment is re-instated, the employee is subject to 6 random follow-up tests in a 12-month period. Random tests may continue for the next 5 years, if deemed necessary by the company's substance abuse counsel.

11. What reports indicate that disabled persons are more likely to use the Internet than the general population (p. 83)?

This statement is based on a study conducted by the Stanford Center For The Quantitative Study Of Society entitled *"Ten Years After The Birth Of The Internet, How Do Americans Use The Internet I Their Daily Lives?".*

12. Please elaborate and provide more information on how the Web reservations system would work (pp. 83-4).

Users would sign in to a secure page on the WMATA site (or a separate site if WMATA desires). They would be brought to a home page, which lists their current trip requests in chronological order. On this page they would have the option to book a trip, view past trips, cancel trips, etc.

When users select book trip, they will be brought to a blank form, where they can fill in their trip request details. When the form is complete, they click on "submit request."

The next screen would be a confirmation page that lists the details of the trip request. This page will give the user an option to edit the request, or to continue on to process it. After the passenger verifies the data as correct, they will click on "process request." The trip request is then sent via the internet into the Trapeze system, just as a trip would be entered by an agent. The next user-end screen would be a "Trip Complete/ Confirmation Page" with a confirmation number.

13. Is the DriveCam video system specifically identified and included in your cost proposal?

The DriveCam system is included in the capital expenses of our Cost proposal. Specifically this is included in the hourly rate portion of the price proposal, in the operating budget for MV's service provision. The DriveCam system is an integral part to MV's safety program as it allows us to proactively modify driver behavior before an accident occurs.

14. How will you attract qualified operator candidates (p. 103)? What is your hiring and retention HR policy and practice?

MV will immediately engage in a search of the local area to identify proper candidates. MV will be looking for people who are capable of fulfilling the job descriptions outlined in this proposal. We will advertise in local newspapers as well as stage job fairs in the area.

Upon award of contract, MV will set up a temporary location so that we can start recruiting immediately. In order to encourage our employees to assist in building MV's work force, and attracting quality individuals to apply to be part of our team, MV will implement the our highly successful employee referral bonus program from our nearby Paratransit Operations (Fairfax, VA and Baltimore, MD)

We also believe that we are proposing higher wage and benefit levels than the current contractor, and many of the local transportation firms. This will result in the attraction of a higher caliber operator, and the retention of their experience within the system.

MV's Fairfax County (Fastran) operation is an excellent example of MV's ability to attract qualified operator candidates in this region. Prior to MV's involvement, this contract had historically been understaffed due to the previous contractor's inability to recruit and retain qualified staff drivers. When MV was awarded the contract, the incumbent was unable to cover about 17 runs on a daily basis. Immediately upon contract award, MV embarked on an aggressive recruiting campaign and began hiring and training drivers. As these new drivers were fully trained, the County allowed us to put them into service immediately, thereby relieving the understaffing of the prior contractor. When the phased-in start-up was completed, the system was fully staffed for the first time in man years; since that time, MV has reduced turnover by 55%.

15. ***Why does the Trapeze implementation assume a start date at the beginning of August while all other transition activities do not begin until October bearing in mind that the contract will not be awarded prior to September 22, 2005?***

Initially, we intended to provide as much time as possible for the implementation of Trapeze and the associated technology. Enclosed with this document, please find a revised transition schedule with start-up activities commencing on the appropriate date. Please note that MV advises that we should transition the service and the technology in phases.

16. ***They also re-optimize the night before service (p. 105) AND on the day of service. Please explain.***

Schedule optimization occurs the night before service as described in our response to Question #6. Same day optimization has several aspects:

1. MV monitors late pickups and appointment times and actively reschedules these to maximize OTP.
2. We monitor runs for slack time at the end of their shift to eliminate excess service hours created by cancellations and no shows.
3. The cancellation matrix is used during the schedule optimization process to leave a predetermined number of trips unscheduled during each hour for dispatchers to use to fill slack created during runs by cancellations and no shows.

17. ***What percentage of trips do you set aside to take advantage of the "Cancel Matrix" (p. 105)?***

MV monitors cancellation patterns on a regular basis to determine how many trips should be left unscheduled by hour of day and day of week. This process analyses historical data to conservatively determine the number of trips that should be "saved" for the day of the service. As we monitor what can be absorbed we gradually increase the percentage of trips in each hour until we reach maximize saturation without negatively impacting service. The frequency of this analysis is based on the volatility of the service and can vary during the year (i.e., winter conditions versus summer).

18. ***Reservations will be accepted between one hour and 14 days in advance of the scheduled pickup time (p. 104). Please explain.***

We apologize for this typographical error. This sentence should read: "We will accept reservations 1 to 14 days in advance of the requested trip date. Trips will be scheduled within one hour of their requested pickup time in accordance with the ADA."

19. ***Please explain how manual intervention by lead schedulers will interface with/enhance the schedule optimization done by Trapeze (p. 106)?***

One of our primary goals is to improve system efficiencies to save WMATA money. Schedule optimization is an important part of this effort. Real-time online system scheduling provides optimal productivity by allowing the reservation agents to negotiate trip times. When accepting 14 day advance reservations, however, there is inevitable scheduling degradation due to cancellations and subscription changes.

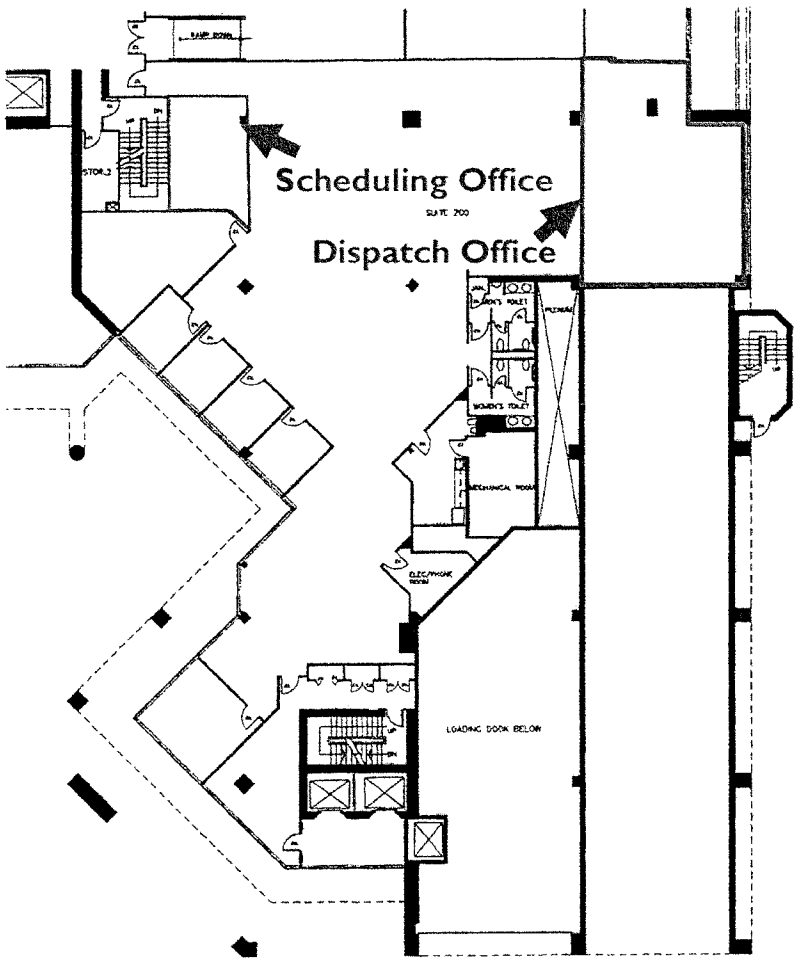
MV has adopted a process of rescheduling demand response trips to re-optimize scheduling starting 4 days prior to the scheduled date. This process is then employed each day up to the day before scheduling to maximize the benefits of the automated scheduling algorithm. While this process is described as "manual", it actually employs the use of the batch scheduling and other optimization reports available in PASS.

20. Where will the schedulers be located (p. 107)?

Schedulers will be located in the Silver Springs Metro Plaza offices that will house all Call Center activities. As discussed in our proposal, it is our desire to create a more professional setting from which our employees can provide better service to our passenger.

To assist in achieving this MV will, with approval of WMATA staff, engage in the following activities:

- Provide headsets to all reservationists and dispatchers to reduce noise.
- Instill professional work rules and enhance training to improve performance.
- Build out offices specifically to house our scheduling, reservations and dispatch team. The costs associated with this are included in overhead expense. We have found that by separating these departments that performance will improve and customer satisfaction is enhanced. Please see a "sample" layout below that can be modified to meet the specific space needs and requests, if any, of WMATA staff.



21. ***Is the expectation that WMATA will pay for the sound barrier (p. 108)? If so, has the pricing information for sound barrier been specifically identified and provided in your cost proposal?***

No, WMATA will not be expected to pay for the sound barrier. The costs associated with a sound barrier are included in our proposed budget.

22. ***What is the cost of the proprietary tools, and what support and maintenance will MV provide if WMATA is interested in these proprietary tools after termination of the contract? Are these associated costs identified and reflected in your cost proposal?***

MV's proprietary tools are provided and no charge and WMATA. Should WMATA desire to retain these tools after the term of the contract, MV will negotiate a license and support agreement and cost for the continued use of the tools.

23. ***What is the database used by Trapeze?***

The Trapeze database is ODBC compliant and can be deployed in SQL Server or Oracle environments.

24. ***What tool is provided for WMATA to create the ad-hoc reports or query the data from the Trapeze database?***

Trapeze PASS contains a utility called the Report Wizard that can be used to create ad-hoc reports. In addition, a third party product such as Crystal Reports could be purchased to produce more advanced reports.

25. ***In the proposal, MV states the on-time performance is increased, for example, in Orlando, from 67% before MV to 93% with MV. What was the customer satisfaction rate?***

As the nations leading provider of paratransit service, we have a long history of assuming responsibility for troubled systems and achieving dramatic improvements in customer satisfaction. If selected, WMATA is assured that they are getting a firm that is committed to the satisfaction of their passengers, the community and WMATA staff.

Orlando offers an excellent example of such efforts. When MV assumed responsibility for the system, it was a fragmented system where service quality was at a very low level. Today, complaints have dramatically reduced and the client is extremely satisfied with our performance. Please see a copy of a recent letter regarding our performance in Orlando. (Exhibit 2)

26. ***What is the hardware requirement for the Trapeze reservation, scheduling and dispatch software?***

File Server (1 Required)

- Zeon 2GHz or higher, Supports up to 2 CPUs
- 2 GB RAM or greater
- (3) 36GB SCSI Hard Drives (RAID-5)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 100BaseT 32/64 bit PCI/PCI-X Network Card
- Diskette Drive (1.44MB)
- CD ROM
- Microsoft Windows 2003 Server

Database Server (1 Required)

- Zeon 2GHz or higher, Supports up to 2 CPUs
- 1GB RAM or greater
- (4) 36GB Ultra 2/3 SCSI Hard Drives (RAID-5)
- 64 bit PCI Array Controller
- SVGA Color Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 100BaseT 32/64 bit PCI/PCI-X Network Card
- Diskette Drive (1.44 MB)
- CD ROM
- Microsoft Windows 2003 Server

Citrix Server (1 Required) - Supports 10-15 Remote Users

- Dual (2) Zeon 2GHz or higher
- 1 GB RAM Base Memory plus 64MB per user
- LAN/WAN Bandwidth Requirements:
- 32Kbps per concurrent Citrix user
- (2) 36GB SCSI Hard Drives (RAID 1)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 100BaseT 32/64 bit PCI/PCI-X Network Card
- Diskette Drive (1.44MB)
- CD ROM
- Microsoft Windows 2003 Server
- Citrix MetaFrame XP (XPa, or XPe)

PASS Scheduling Server (1 Required)

- Quad (4) Zeon 2GHz or higher
- 1GB RAM or greater
- (2) 36 GB SCSI Hard Drives (RAID 1)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 1000BaseT 64 bit PCI-X Network Card
- Diskette Drive (1.44MB)
- CD ROM
- Microsoft Windows 2003 Server

Web Application Server (1 Required)

- Dual (2) Zeon 2GHz or higher
- 1GB RAM or greater
- (2) 36GB SCSI Hard Drives (RAID 1)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- Dual 100BaseT 32/64 bit PCI/PCI-X Network Cards

- Diskette Drive (1.44MB)
- CD ROM
- Microsoft Windows 2003 Server

IVR Application Server (1 Required)

- Dual (2) Zeon 2GHz or higher
- 1GB RAM or greater
- (2) 36GB SCSI Hard Drives (RAID 1)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 100BaseT 32/64 bit PCI/PCI-X Network Card
- Diskette Drive (1.44MB)
- CD ROM
- Dialogic Voice Controller Card(s)
- Microsoft Windows 2003 Server

IVR Gateway (1 Required)

- Dual (2) Zeon 2GHz processors
- 100BaseT 32 bit PCI Network Card
- 1 GB RAM or greater
- (2) 36GB SCSI Hard Drives
- 32 or 64 bit PCI Hard Disk Controller
- SVGA Monitor (15" or larger)
- Diskette Drive (1.44MB)
- CD ROM
- Two (2) Dialogic cards (D480JCT-1T1-U)
- Linux Red Hat 8

MDT Application Server (1 Required)

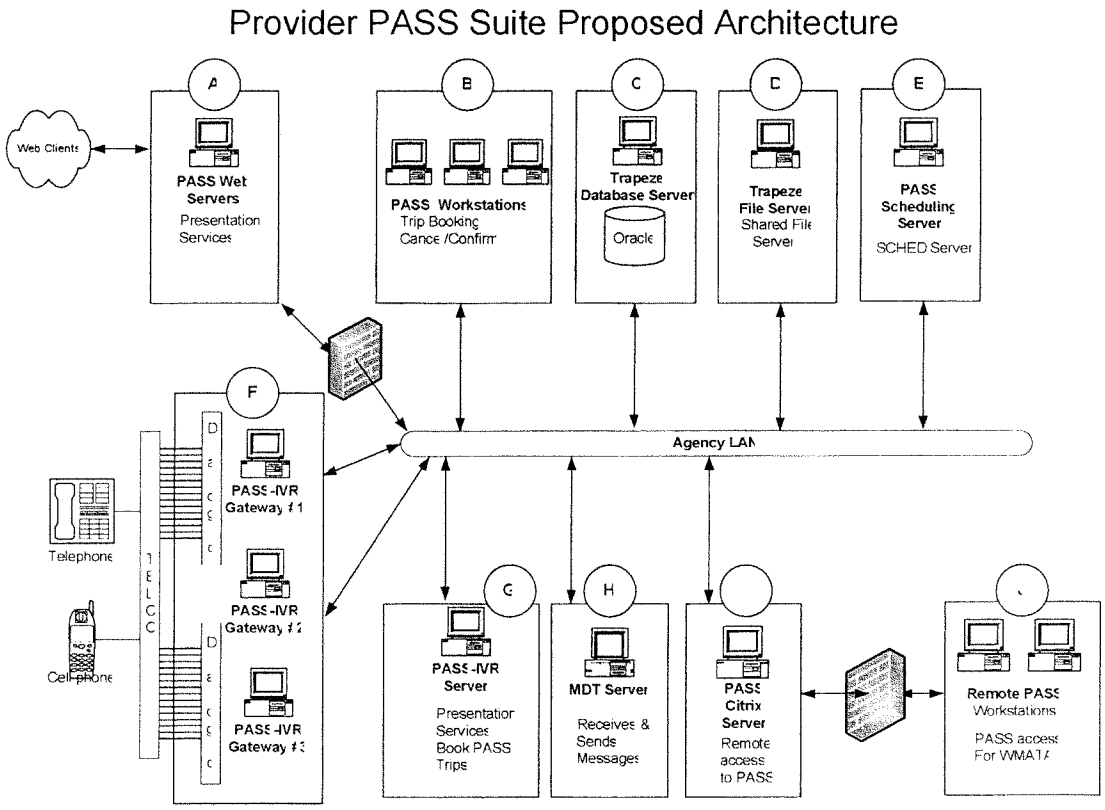
- Dual (2) Zeon 2GHz or higher
- 1GB RAM or greater
- (2) 36GB SCSI Hard Drives (RAID 1)
- 64 bit PCI Array Controller
- SVGA Monitor (15" or larger)
- 32 bit SVGA Graphics Card
- 100BaseT 32/64 bit PCI/PCI-X Network Card
- Diskette Drive (1.44MB)
- CD ROM
- Microsoft Windows 2003 Server

Recommended Workstation Configuration: Workstations operating the dispatch functionality of the Trapeze applications require the following characteristics:

- Pentium 4 1.8GHz or higher
- 512 MB RAM or greater
- 32 bit PCI Hard Disk Controller
- Hard Disk (20GB or greater)

- SVGA Color Monitor (17" or larger)
- 32 bit SVGA Graphics Card w/32MB
- 100BaseT 32 bit PCI Network Card
- Diskette Drive (1.44 MB)
- CD ROM
- Multi-Outlet AC Surge Strip
- Windows XP Professional
- Backup Security: The following characteristics are recommended for backup security:
- Uninterruptible power supply
- Monitoring software
- Tape backup unit (DAT or DLT) and associated backup software (e.g. Arcserve)
- Backup tapes (DAT or DLT format)

Proposed Architecture



27. Will the customized software, such as the interface between Trapeze and Mentor Ranger, custom performance monitoring tools, etc., belong to WMATA?

MV is committed to an open relationship with WMATA. As such, MV will transfer the software license to WMATA which includes all interfaces at the end of the contract or at such time as the items are paid for. WMATA would be responsible for any fees associated with transfer.

28. Does WMATA pay the cost of the Fleet Focus software? Are these costs identified and reflected in your cost proposal?

MV currently utilizes the Fleet Focus software in each of our maintenance shops and the costs associated with this softwar

will be provided to all of the service providers and they will be expected to properly maintain information in this software. We have found Fleet Focus to be an outstanding tool with which to monitor the performance of vehicle maintenance. Consistent with our commitment for full disclosure, MV will allow full access to the web-based data offered by this program to designated WMATA staff. This enables WMATA and MV to easily ensure maintenance is being performed timely on all service vehicles.

29. How does the agent handle the "Where's My Ride" call if the service provider is non-dedicated?

Our service plan to operate all but 5% (5% of the service will be provided by taxi service) of the service through our designated subcontractors lends great advantage to MV in handling these calls. When MV receives a "Where's my Ride" call for a non-dedicated service provider, MV will contact the service provider dispatcher for an update on the vehicle status. The service provider will contact their driver via radio while on the phone with MV dispatch to provide a real time update.

Our overall system management approach to improve on-time performance and call passengers back if a trip appears to be late will also assist in reducing these calls.

If WMATA agrees to the portable HP iPaq based Mobile Data Terminal system option, the costs of which have not been included in our current proposed budget, or increases the MDC numbers to include non-dedicated vehicles, our call center personnel will have an instant update with regards to the status of the non-dedicated vehicle.

30. Who pays for the cost of the customer service incentive plan?

MV is responsible for costs of the customer service incentive plan as outlined in our proposal. The costs of this program have been built into our budget.

31. As stated in the proposal, MV will provide WMATA access to MV PASS-COM software to enter all complaints and/or recommendations received. Can MV provide an interface to load this data automatically from WMATA customer service software in order to prevent the human error in re-typing the data?

Yes, an interface can be developed to import data from a 3rd party system. A significant advantage to MV and our proposal is the extensive IT support provided to WMATA and our local operation. Since we have 14 former Trapeze programmers and installers, there is no concern that we will not be able to support the system and make such changes.

It is likely that the costs associated with this will be minimal and the service will be provided at no additional cost. However, should the structure of the data provided and level of automation required after data import is more involved, there may be a small cost associated with this project. For instance, the COM module has the ability to email all parties tied to a complaint when it is entered. If this was also desired after the import, a process would need to be integrated into the import to maintain this functionality.

32. In the proposal, MV stated that "Optional portable units for participating non-dedicated providers. Please clarify what is intended by "participating".

"Participating" refers to non-dedicated providers that have been approved by WMATA, and have a written agreement with MV. Again, it is important to note that MV intends to schedule the majority of non-dedicated work to our dedicated providers; thus we will have better control over the portable units that are deployed; and in ensuring that the established standards for the program are met. Please note that the cost associated with these units is not included in our price proposal.

33. *In the proposal, MV stated that "Random spot checks of MDC v. AVL data would be performed when possible." Please clarify what is intended by "when possible"?*

This statement refers specifically to the situation where a vehicle pulls out late from the yard. It may not always be feasible for a dispatcher to check the pull out time against AVL in real-tim when a run starts late at the beginning of its shift. The goal, however, will be to perform the check to promote immediate corrective action with the driver and update the data in Trapeze. It is also possible to write a report to compare AVL data against the pull out time for all routes and compare it against the entered pull out time. Follow-up would then be completed after the fact with the driver.

34. *What is the number and cost of additional full-time staff to "audit" various components? Are these costs identified and reflected in your cost proposal?*

	Area of Oversight to	Number of Employees	Cost
Drug & Alcohol Manager	Drug & Alcohol Testing Compliance	1	$104,000
Customer Relations Manager	Passenger Complaints & Service Quality	1	$104,000
Accounting Manager	Management Reports & Service Provider Invoices	1	$78,000
Auditor	Trip Records & Billing	1	$27,040
Maintenance Auditor	Maintenance Performance and OEM Compliance	1	$59,488
No Show/Cancel Clerks	Cancellations and No Shows	2	$35,152
Safety & Training Manager	Safety and Training Programs	1	$84,500
BTW Refresher Trainers	BTW Training & Driver Training Files	2	$37,856

ANSWERS TRANSIT
TRANSPORTATION SERVICES

"Service With a Personal Touch"

Answers Inc.
201 Elden Street Ste. 203
Herndon, VA 20170

July 20, 2005

Mr. W. C. Pihl
Director, Business Development
MV Transportation

Re: Letter of Explanation for Contract Cancellation

Dear Mr. Pihl:

We originally contracted with Logisticare to provide twelve routes for the Metro Access program in Northern Virginia in January, 2000. After seven months of service and an excellent performance record, our services were expanded to 28 routes. Soon after the expanded contract, Logisticare reduced the rates in the original contract not once but several times.

After months of failed attempts to negotiate rates that would allow us to continue with the project, we learned our pricing information had been given to Logisticare by Answers Inc. managers on the Metro Access program. Answers Inc. personnel involved were promised significant job and salary opportunities in exchange for the information.

By October, 2001, it was clear that if we continued, our company would be out of business. We were forced to withdraw so Logisticare could then come in and run our portion of the business. This was devastating blow to our company which took years from which to recover.

We would only consider participating as a subcontractor on the Metro Access Program because of the credibility and integrity we have come to appreciate through our dealings with MV Transportation.

Sincerely,

Cynthia H. Chambliss
CEO

OSCEOLA BOARD OF COUNTY COMMISSIONERS

ATLEE MERCER

County Commissioner, District 2

February 11, 2004

Palm Tran
3201 Electronics Way
West Palm Beach, FL 33407

Subject: Letter of Recommendation for MV Transportation, Inc.

Palm Tran Board of Directors:

As Vice-Chairman of the LYNX Board of Directors, I have had the opportunity to work closely with MV Transportation, monitoring their performance as it relates to ACCESS LYNX, our paratransit service.

LYNX awarded its paratransit contract to MV in 2002. Since then, MV has continually proven that they are a professional organization committed to providing a premium level of service to our paratransit customers.

Prior to MV, the LYNX paratransit program was in disarray. On-time performance suffered - never exceeding 67 percent, call hold times were well over 5 minutes and because of this and other factors, complaints skyrocketed. As a result, the Florida Legislature threatened to strip LYNX of its designation as the Community Transportation Coordinator for Orange, Osceola and Seminole counties.

It was clear to us that a piecemeal group of providers and our in-house scheduling system were not going to fix our problems. So LYNX partnered with MV, and promised our customers (and critics) that together we would drastically improve the program, giving our funding partners and the community the quality service it deserved.

Exhibit 2

I am proud to say that with MV at our side, we have done just that. Since MV replaced the four van companies formally responsible for ACCESS LYNX, on-time performance regularly exceeds 90 percent, call hold times are under 2 minutes and we are averaging less than 1 complaint per 1,000 trips.

In March 2003 during this transition, ACCESS LYNX was experiencing losses of about $600,000 a month because the vans were carrying far fewer people per hour than LYNX had anticipated. At that time LYNX was still responsible for the scheduling and dispatch functions. In an attempt to stop the financial bleeding, LYNX staff approached MV about renegotiating its contract – something MV was not technically obligated to do.

Under our proposal, LYNX would turn over all dispatching and scheduling functions to MV, and would begin to compensate the company on a per-trip rather than a per-hour basis. MV amicably agreed, saying they could better control their costs and service levels in this manner.

This is a perfect example of an outstanding and highly successful public/private partnership. As far as I am concerned, and I am not overstating this, MV Transportation has been a hero to LYNX.

In my opinion (and that of the vast majority of our paratransit customers) MV Transportation has proved to be a reputable company that came highly recommended to LYNX, and one that we would highly recommend to any other transit agency, as well.

Sincerely,

Atlee E. Mercer

Atlee E. Mercer, County Commissioner
Osceola Board of County Commissioners
Vice-Chairman, LYNX Board of Directors

DISCUSSION TOPICS and ISSUES

1. *The goal is to receive the final monthly report earlier than the 25th of each month? Can you provide the report by this date?*

   Yes, MV can provide monthly reports at any time of the month, as specified by WMATA.

2. *Attached is the projected acquisition schedule for award of this procurement. Award of the successor contract is contemplated to be made by September 22, 2005. The first day of successor operations is January 15, 2006. Please provide a comprehensive discussion of your transition plan for start up given a contract award and notice to proceed date of September 22, 2005 particularly with regard to being fully prepared to commence operations of services by the January 15, 2006.*

   MV has successfully completed more transitions than any other firm. We recognize that WMATA is looking for a firm with the experience not only in operations, but also in transitions, to ensure that the system begins properly. Enclosed with this letter is a comprehensive start up plan for the four primary areas of the transition:

   - Technology
   - Call Center
   - Vehicle Delivery & Acceptance
   - Operations

   MV is confident that our experience will allow us to meet these transition timelines. MV has a comprehensive team of managers that will be assigned full time to manage the implementation. This is a significant advantage to our proposal and will ensure that service quality improves immediately. Please see the attached document for MV's revised startup schedules for this project reflecting these dates.

3. *The No-Show Policy requires a 10 minute wait-time, but not before the scheduled pick-up time. Please provide assurance of your plan and intent to adhere to this policy.*

   In order to record a no-show, drivers must request no-show status from a dispatcher. The dispatcher will know the scheduled pickup time, and the arrival time of the vehicle based on the data from the MDT. If the arrival time is before the scheduled pickup time, the driver will be instructed to wait for a full 10 minutes after the scheduled pickup time.

   To prevent trips from being performed early, MV's proposed MDC units are equipped with an auto arrive feature that is automatically triggered when the driver enters a predetermined radius of the assigned stop. This allows MV's dispatchers to monitor whether or not a driver is entering the pickup area too early; in which case the dispatcher instruct the driver to wait before making the pickup.

   MV's operations plan also has two dedicated no show/cancellation clerks to audit system data. This will allow us to identify any discrepancies in data and any trends in the system (i.e. a driver consistently does not wait the required 10 minutes.)

4. *What is the Web server for hosting the Web Client Module?*

   The Web Client Module Microsoft is hosted on a Windows 2003 Server.

5. *Specifically state how the proposed scheduling system will actually (not theoretically) handle ¾ mile service/temporal limitation and impose surcharge fares if ¾ mile service/temporal limitation is exceeded.*

   When a trip's origin and/or destination falls outside of the weekday, peak, regular ¾ mile AD boundary, the system will use a fare for all clients and companions associated with the trip which calculates based on the distance from the weekday, peak, regular ¾ mile ADA boundary. The user will be able to define...

   - The base fare for the trip. This is currently $2.50.
   - The supplemental fare to be added based on distance ranges from the ADA boundary. Distance will be calculated by drawing a straight line from the point outside of the ADA boundary to the closest ADA boundary to determine the latitude and longitude of the point at which the trip intersects the closest boundary. The distance from the two points will then be calculated using triangulation or street routing, based on how the system is set to calculate. In the case where both the origin and destination are outside of the boundary, only the point with the greatest distance from the boundary will be used. The current supplemental fare is $1 for every 3 miles outside of the boundary.
   - The maximum supplemental fare that can be calculated. This is currently $4.

6. *Provide fleet plan by year, total number of dedicated vehicles, supplemental vehicles with type (lift van/sedan etc) for each year. Cross tab to pay revenue hours.*

   Please find the table below that includes the information requested.

66%	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Dedicated Vehicles								
Sedans	63	63	73	78	88	101	116	132
Vans	148	151	171	180	207	235	267	305
Subtotal	211	214	244	258	295	336	383	437
Supplemental Vehicles								
Sedans	33	33	38	40	45	52	59	68
Vans	76	77	88	93	107	121	137	158
Subtotal	109	110	126	133	152	173	196	226
TOTAL	**320**	**324**	**370**	**391**	**447**	**509**	**579**	**663**

NOTE: Does not include taxi vehicles that are relatively unlimited.

Estimated Pay Hours/Vehicle	**3,425**	**3,674**	**3,640**	**3,720**	**3,676**	**3,646**	**3,614**	**3,579**

80%	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Dedicated Vehicles								
Sedans	74	78	89	94	107	122	139	159
Vans	171	181	206	219	250	285	325	370
Subtotal	245	259	295	313	357	407	464	529
Supplemental Vehicles								
Sedans	23	23	23	23	27	31	34	40
Vans	52	52	52	55	63	71	81	94
Subtotal	75	75	75	78	90	102	115	134
TOTAL	**320**	**334**	**370**	**391**	**447**	**509**	**579**	**663**

NOTE: Does not include taxi vehicles that are relatively unlimited.

Estimated Pay Hours/Vehicle	**3,425**	**3,674**	**3,640**	**3,720**	**3,676**	**3,646**	**3,614**	**3,579**

7. *Specifically state how many vehicles each year will not be part of the integrated COTS AVL/MDC system.*

Pursuant to the directions of the RFP, non-dedicated vehicles were not projected to have AVL/MDC units on them. Taxi service provided vehicles will also not have these units. We do believe, however, that WMATA should consider increasing the percentage of dedicated vehicles to 95% and requiring these units on all of these vehicles.

66%	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Supplemental Vehicles								
Sedans	33	33	38	40	45	52	59	68
Vans	76	77	88	93	107	121	137	158
TOTAL	**109**	**110**	**126**	**133**	**152**	**173**	**196**	**226**

80%	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Supplemental Vehicles								
Sedans	23	23	23	23	27	31	34	40
Vans	52	52	52	55	63	71	81	94
Subtotal	75	75	75	78	90	102	115	134

8. *Provide assurances of vehicle delivery for the first day of delivery, January 15, 2006.*

MV is confident that we will have the vehicles necessary on the first day of service. We have received assurances from our vehicle vendor that the vehicles will be available as required. MV is very experienced at managing vehicle delivery schedules and have provided similar volumes of vehicles in less time. Please see a sample of the vehicle delivery spreadsheet below.

For example, in Jacksonville, FL on a Friday afternoon one of our primary service providers ceased operations due to a loss of their worker's compensation insurance. As a result, MV had to provide assume responsibility for the service on 3-days notice. By Monday morning, we identified 60 vehicles and began service without any negative impact on our passengers.

Palm Beach County						If awarded by 12/21/04							
#	Vendor	Year	Make	Model / Type	VIN #	Build Start Date Week Of	Projected Delivery Week Of	date loaded on truck	Date Received	Vehicle Cost	Rebate	Monthly Lease	Depreciation
1													
2													
3													
4													
5													
6													

Type	#	%			RFP Requirement
Minivan	6	100%			10%
6/2 Cutaway	0	0%			80%
12/2 Cutaway	0	0%			8%
Wide Lift		0%			2%
TOTAL	6	100%			100%

* Per Calame, "a large % of the new cutaways will have wide lifts" (e-mail, 12/20/04)

9. *Provide specific responses on how service quality is controlled for taxis.*

In our proposal we have identified 3 taxi providers with which we will initially partner. We will meet with these providers and provide them a comprehensive outline of our service quality expectations. We will audit their performance through the following methods.

- Spot Checks: MV's customer service manager will randomly call passengers that receive service from our taxi providers to determine the quality of their ride.
- On-Road Checks: MV's road supervisors will monitor when taxi provider drivers are transporting ADA passengers and will conduct unobserved ride checks on these operators.

We will advise our taxi vendors of our findings should deficiencies be noted; identifiying corrective action. Should performance not improve, MV may transfer volume to other vendors so as to maintain quality.

10. *Provide a short and comprehensive summary of your HR plan and company policy for attracting and retaining drivers for dedicated carriers.*

It is our belief that the hiring and retention of the best drivers is critical to our long term success. Our operating plan is advantageous as will utilize existing service providers for much of the provision of service. These vendors understand this market and have prepared to retain their workforces.

Through MV's work in Fairfax County and Baltimore, as well as similar Metropolitan areas around the nation, MV understands this market as well. MV will immediately engage in a search of the local area to identify proper candidates. MV will be looking for people who are capable of fulfilling the job descriptions outlined in this proposal. We will advertise in local newspapers as well as stage job fairs in the area.

Upon award of contract, MV will set up a temporary location so that we can start recruiting immediately. In order to encourage our employees to assist in building MV's work force, and attracting quality individuals to apply to be part of our team, MV will implement the our highly successful employee referral bonus program from our nearby Paratransit Operations (Fairfax, VA and Baltimore, MD)

We also believe that we are proposing higher wage and benefit levels than the current contractor, and many of the local transportation firms. This will result in the attraction of a higher caliber operator, and the retention of their experience within the system.

MV's Fairfax County (Fastran) operation is an excellent example of MV's ability to attract qualified operator candidates in this region. Prior to MV's involvement, this contract had historically been understaffed due to the previous contractor's inability to recruit and retain qualified staff drivers. When MV was awarded the contract, the incumbent was unable to cover about 17 runs on a daily basis. Immediately upon contract award, MV embarked on an aggressive recruiting campaign and began hiring and training drivers. As these new drivers were fully trained, the County allowed us to put them into service immediately, thereby relieving the understaffing of the prior contractor. When the phased-in start-up was completed, the system was fully staffed for the first time in many years; since that time, MV has reduced turnover by 55%.

11. *Provide a short and comprehensive summary of training that supplemental drivers will receive.*

MV will conduct train-the-trainer courses for taxi provider personnel and provide to them suggested training programs. These programs will reflect classroom training hours as described below.

Subject	Hr	Subject	Hr
Company Orientation & Safety Policy	2.0	Map Reading	2.0
Regulations	1.5	Defensive Driving	8.0
Workplace Safety	1.0	Passenger Loading/Unloading	4.0
Substance Abuse Program	1.5	Accidents	0.5
Sensitivity	4.0	Emergencies	1.0
Transporting Passengers-Special Needs	4.0	Driving Skills	1.0
Passenger Relations & Assistance	3.5	Operating Procedures	6.0
		TOTAL CLASSROOM TRAINING	**40**
		BEHIND THE WHEEL REFRESHER (ANNUAL HOURS)	**8**

12. *Provide estimated deadhead ratios. Include specific projection of the number of hours estimated for non-revenue platform time.*

In negotiating our rate structures with our subcontractors, we did not specifically request this information. Therefore, we will respond to this question relative to the assumptions MV made in preparing our operations cost budget.

MV projected deadhead at approximately 14%. Platform time includes pre-trip and post-trip inspections. The estimated, or projected, hours for MV's operations is listed below.

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Revenue Hours	231,299	244,149	278,330	295,414	336,772	380,492	451,418	535,608
Deadhead Hours	32,382	34,181	38,966	41,358	47,148	53,269	63,199	74,985
Platform Hours	10,501	11,084	12,636	13,412	15,289	17,274	20,494	24,317

13. *Provide a wage rate summary by job classification for all proposed staff. Also, include the portion of health benefits that are the responsibility of the employee.*

Bsaed upon our experience in Fairfax County, we have established the staff wages identified in the table. Please note that these wages may be adjusted based upon the experience.

	Estimated Wage Rate or Average Hourly Rate	Health Benefits – Employee Obligation
Project Manager	Confidential	Confidential
Operations Manager	Confidential	Confidential
Safety Training Manager	$65,000	Approximately 19%
Information Technology (IT) Manager	$65,000	Approximately 19%
Drug and Alcohol Manager	$80,000	Approximately 19%
Customer Relations Manager	$80,000	Approximately 19%
Accounting Manager	$60,000	Approximately 19%
Road Supervisors	$13.00	Approximately 19%
Dispatchers	$14.50	Approximately 19%
Non-Dedicated Service Dispatchers	$14.50	Approximately 19%
Lead Scheduler	$17.00	Approximately 19%
Schedulers	$16.00	Approximately 19%
Reservationists	$11.00	Approximately 19%
No Show/ Cancel Clerks	$13.00	Approximately 19%
Accounting Clerk (Billing Clerk)	$13.00	Approximately 19%
Reports Clerk	$9.00	Approximately 19%
Auditor	$10.00	Approximately 19%
Maintenance Auditor	$22.00	Approximately 19%
BTW Refresher Trainer	$14.00	Approximately 19%

14. *What is the ratio of "standby; i.e., extra board" to regular drivers?*

We project that there will be 1 standby driver for every 25 pull outs. Additionally, we will utilize 1 extra board driver for every 35 drivers.

15. *What is your attendance policy for all employees and your "return-to work" policy for worker's compensation individuals?*

Following, please find MV's Attendance Policy and Return To Work Policy as stated in our employee handbook:

Attendance Policy

All MV Transportation employees are required to report to work on time every day they are scheduled to work. Absenteeism and tardiness disrupt the services our clients depend upon, and put our business at risk. Because missing work can be such a serious problem, the following guidelines apply to all employees. This policy is based on a floating twelve (12) month time period.

Excused Absences. The only excused absences are pre-arranged requests for medical, personal, maternity or family leave of absence, jury and or witness duty, military leave or pre-arranged vacation days.

Pre-arranged absences will be excused only if;

1. An MVT "Request for Time Off" form is competed and
2. Approved by either the Operations Manager, General Manager or VP of Operations and
3. These steps are completed per the divisions advance notice policy. A typical policy requires employees to submit their request by noon a week prior to the date sought for time-off. (Example: A written request shall be submitted by noon Monday to be approved for time off on the following Monday.)

Without a completed "Request for Time Off" form, the absence will be defined as "unexcused."

Absenteeism. Absenteeism is defined as; failing to show up for a scheduled workday or an agreed upon workday. Absenteeism is measured in "occurrences", rather than individual days. For instance, when an employee misses work, it is one (1) occurrence regardless if it is for 1 day or 10 days, as long as they are consecutive and proper notice has been given. The employee is required to call for each day of work they will miss unless an approved, written request for a Leave of Absence is granted. For occurrences greater than five (5) days, the employee will be required to supply a doctor's note for the absence. An absence is equal to one (1) occurrence. Reporting to work more than 15 minutes late and up to one (1) hour after schedule reporting time will be counted as an absence.

Tardiness. Tardiness is defined as arriving for work after your scheduled reporting time either for shift start or returning from rest or meal breaks. A tardy equals one-half (1/2) an occurrence. If an employee has five (5) tardies within a 90-day period an additional occurrence will be charged. If an employee is tardy for their shift, the shift may be re-assigned and the employee sent home for the day without pay. If an employee arrives more than 15 minutes late for their assigned shift, they will be issued an Absence.

Failure To Complete Entire Shift. The continued operation of the service for our clients is important. Based on this need, a Failure to Complete the work shift assigned will result in an Absence. It is not beneficial for the system to have an employee come to work sick and have to leave a couple hours later. It is much easier to cover a work shift at the start of the day than in the middle of a work shift. A Failure to Complete Entire Shift equals one (1) occurrence. If an employee works more than one-half of their scheduled shift, but can not complete the shift, then the Failure to Complete will equal one-half (1/2) an occurrence. If this continues into the next day then the failure to complete will be considered a single (1) occurrence.

No Call/No Show. A No call/No show is when an employee does not notify their supervisor of their absence at least one hour prior to their report time. No call/No show's are extremely detrimental to our operations and undermine the obligations we have made to our customers. Failure to notify your manager or division staff of an absence will result in a No call/No show. If an employee is more than sixty (60) minutes late for their shift whether they call or not, they will be issued a No Call/No show. A No call/No show equals four (4) occurrences.

Notification. All employees who will be absent are required to notify their direct supervisor at least one (1) hour prior to the start of their shift. Drivers should contact the Dispatch office for all tardies, absences, etc. Failure to give proper notification will result in a No Call/No Show. All employees will be issued an Attendance Notification form documenting each occurrence which will need to be signed with a copy returned to the supervisor.

Any employee who fails to report for duty without giving proper notification on two (2) or more consecutive scheduled working days will be considered to have voluntarily resigned his/her employment with the company.

Disciplinary Guideline for Attendance

Employees are allowed a maximum of 7 "occurrences" within a floating 12-month period before a written warning is issued and disciplinary action begins. The 12-month period begins with the first "occurrence." Each occurrence is removed from the employee's record one year (12 months) afte the occurrence. To understand a "floating" 12-month period, you take today as your occurrence date and then look at all occurrences that occurred during the previous twelve months only.

Tardiness, absences, failure to complete shifts and No call/No shows will be used in determining an employee's total attendance record.

Schedule of Points

Tardy	½ occurrence
Failure to complete entire shift	½ occurrence
Failure to complete at least ½ shift	1 occurrence
Absence	1 occurrence
5 Tardies within 90 days	1 occurrence
No Call/No Show	4 occurrences
Ten (10) Occurrences	Termination within a Floating 12-Month period

Points will not be issued for any absence from work due to approved leave of absence, approved funeral/bereavement leave, previously scheduled time off, or approved schedule changes. Requests for schedule changes must be made in advance and in accordance with the advance notice requirements established by MV Transportation.

Worker's Compensation Policy

MV Transportation provides a comprehensive worker's compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, worker's compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Any employee who sustains a work related injury or illness should inform his or her supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage and be treated as quickly as possible. Failure to immediately report a work related injury may be grounds for termination. If an employee is placed off-duty by a medical doctor for work related injuries, the employee is required to call the General Manager weekly to check in and give a status report on the injury and how the employee is progressing. It is unacceptable for an employee to be placed off work due to a work related injury and be inaccessible by phone by the manager.

Neither MV Transportation nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social or athletic activity even if sponsored by the company.

A post-injury drug and alcohol test will be required for all employees who sustain a work-related injury.

Modified Duty. In the case of an employee injury, MV Transportation will attempt to provide "modified duty" or "light duty" work to any and all employees who are released to "modified duty" by the treating doctor. It is MV Transportation policy to return employees to active duty as soon as

they are able. In most cases where a workers compensation claim has been filed, this will require a release to return to work from the doctor.

Note: Failure to comply with company policies, such as the attendance policy, while on modified duty may result in disciplinary actions up to and including termination.

ESTIMATED DEDICATED REVENUE HOURS AND NON-DEDICATED TRIP VOLUMES

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Projected Productivity	1.430	1.485	1.512	1.595	1.610	1.624	1.639	1.653
Estimated Trip Volume	1,445,620	1,648,007	1,878,728	2,141,750	2,441,595	2,783,418	3,173,096	3,617,330
Taxi Trips @ 5% of Volume	72,281	82,400	93,936	107,088	122,080	139,171	158,655	180,867
Dedicated & Non-Dedicated Trips	1,373,339	1,565,607	1,784,792	2,034,662	2,319,515	2,644,247	3,014,441	3,436,463
Total Projected Revenue Hours	960,377	1,054,281	1,180,418	1,275,650	1,441,140	1,628,231	1,839,756	2,078,925

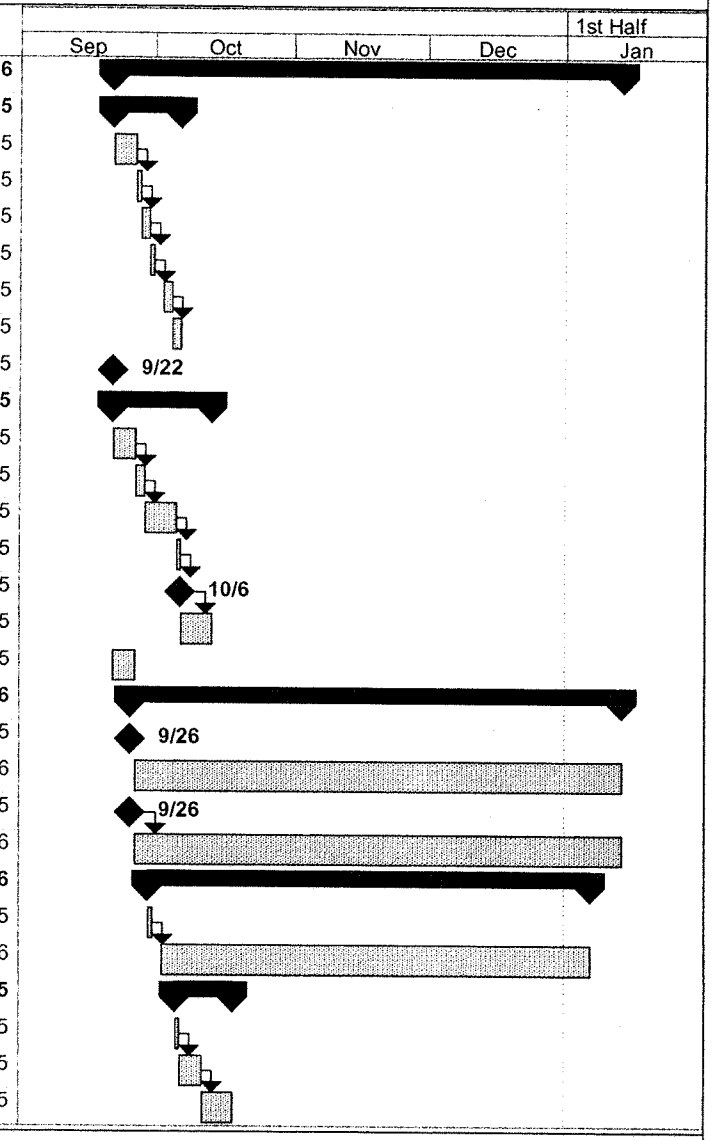
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
Dedicated Revenue Hours @ 66%	**633,848**	**695,826**	**779,076**	**841,929**	**951,154**	**1,074,633**	**1,214,239**	**1,372,091**
Non-Dedicated Trips (inc. taxi) @ 66%	**539,217**	**614,706**	**700,765**	**798,873**	**910,712**	**1,038,214**	**1,183,565**	**1,349,264**

Dedicated Revenue Hours @ 80%	**768,301**	**843,426**	**944,334**	**1,020,520**	**1,152,913**	**1,302,585**	**1,471,804**	**1,663,140**
Non-Dedicated Trips (inc. taxi) @ 80%	**346,950**	**395,520**	**450,895**	**514,022**	**585,981**	**668,020**	**761,544**	**868,160**

PROJECT IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Project Management
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ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
2	**Transition Plan**	**11 days**	**Thu 9/22/05**	**Thu 10/6/05**
3	Develop Transition Plan	3 days	Thu 9/22/05	Mon 9/26/05
4	Discuss Transition Plan with WMATA	1 day	Tue 9/27/05	Tue 9/27/05
5	Revise Transition Plan	2 days	Wed 9/28/05	Thu 9/29/05
6	Assign Team Captains	1 day	Fri 9/30/05	Fri 9/30/05
7	Discuss Transitional Offices/Equipment	2 days	Mon 10/3/05	Tue 10/4/05
8	Transition Office Available	2 days	Wed 10/5/05	Thu 10/6/05
9	Locate Hotel for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
10	**Contract**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
11	WMATA to provide Draft Contract	3 days	Thu 9/22/05	Mon 9/26/05
12	Negotiate Terms	2 days	Tue 9/27/05	Wed 9/28/05
13	Present Final Draft	5 days	Thu 9/29/05	Wed 10/5/05
14	Confirm Penalties/Bonuses	1 day	Thu 10/6/05	Thu 10/6/05
15	Sign Final Draft	0 days	Thu 10/6/05	Thu 10/6/05
16	Obtain Countersigned Contracts	5 days	Fri 10/7/05	Thu 10/13/05
17	Obtain & Provide Insurance Certificates	3 days	Thu 9/22/05	Mon 9/26/05
18	**Transition Meetings**	**80 days**	**Mon 9/26/05**	**Fri 1/13/06**
19	Establish Weekly Meetings with WMATA	0 days	Mon 9/26/05	Mon 9/26/05
20	Hold Weekly Meetings with WMATA - TBD	79 days	Tue 9/27/05	Fri 1/13/06
21	Set-Up Internal Weekly Meetings - TBD	0 days	Mon 9/26/05	Mon 9/26/05
22	Hold Internal Weekly Status Meetings - TBD	79 days	Tue 9/27/05	Fri 1/13/06
23	**Meetings**	**71 days**	**Fri 9/30/05**	**Fri 1/6/06**
24	Obtain List of Public Meetings Required to Attend	1 day	Fri 9/30/05	Fri 9/30/05
25	Service Quality Coordination Group Meetings	70 days	Mon 10/3/05	Fri 1/6/06
26	**Passenger Notification**	**9 days**	**Thu 10/6/05**	**Tue 10/18/05**
27	Discuss Client Notification Protocol	1 day	Thu 10/6/05	Thu 10/6/05
28	MV/WMATA to Produce Hand-Out	3 days	Fri 10/7/05	Tue 10/11/05
29	MV/WMATA to Produce Mailer	5 days	Wed 10/12/05	Tue 10/18/05

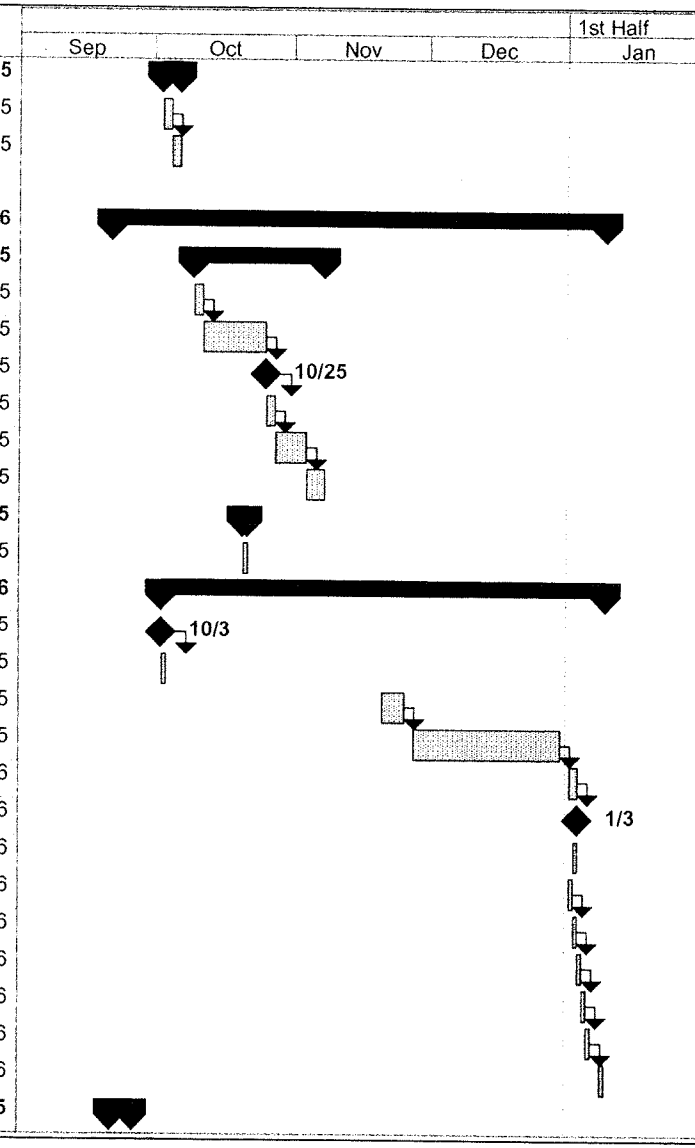


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ID	Task Name	Duration	Start	Finish
30	**Contact Protocols**	**4 days**	**Mon 10/3/05**	**Thu 10/6/05**
31	Develop MV Staff Contact Protocol	2 days	Mon 10/3/05	Tue 10/4/05
32	Develop Council Contact Protocol	2 days	Wed 10/5/05	Thu 10/6/05
33				
34	**Equipment & Facilities**	**78 days**	**Thu 9/22/05**	**Mon 1/9/06**
35	**Procure Road Supervisor Vehicles**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
36	Spec. Road Supervisor Vehicles	2 days	Mon 10/10/05	Tue 10/11/05
37	Procure Road Supervisor Vehicles	10 days	Wed 10/12/05	Tue 10/25/05
38	Take Delivery of Supervisory Vehicles	0 days	Tue 10/25/05	Tue 10/25/05
39	Road test Supervisory Vehicles	2 days	Wed 10/26/05	Thu 10/27/05
40	Order Decals for Road Supervisor Vehicles	5 days	Fri 10/28/05	Thu 11/3/05
41	Install Decals	2 days	Fri 11/4/05	Mon 11/7/05
42	**Review Back-Up Communications Needs**	**1 day**	**Fri 10/21/05**	**Fri 10/21/05**
43	Obtain Handheld for Supervisors	1 day	Fri 10/21/05	Fri 10/21/05
44	**Revenue Vehicle Fueling & Maintenance**	**71 days**	**Mon 10/3/05**	**Mon 1/9/06**
45	Schedule WMATA Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
46	Develop Vehicle Transition Schedule	1 day	Mon 10/3/05	Mon 10/3/05
47	Preliminary Inventory Evaluation	5 days	Mon 11/21/05	Fri 11/25/05
48	Current provider Repairs	25 days	Mon 11/28/05	Fri 12/30/05
49	Final Inventory Evaluation	2 days	Mon 1/2/06	Tue 1/3/06
50	Sign-Off on Inventory	0 days	Tue 1/3/06	Tue 1/3/06
51	Ensure new VIN's Provided to John Biard	1 day	Tue 1/3/06	Tue 1/3/06
52	Order Spare Fire Extinguishers	1 day	Mon 1/2/06	Mon 1/2/06
53	Confirm Vehicles stocked with First Aid Kits	1 day	Tue 1/3/06	Tue 1/3/06
54	Stock Vehicles with Securements	1 day	Wed 1/4/06	Wed 1/4/06
55	Order Extra Securements for Vehicles	1 day	Thu 1/5/06	Thu 1/5/06
56	Order Lap Belts	1 day	Fri 1/6/06	Fri 1/6/06
57	Confirm Vehicle Deployment Plan	1 day	Mon 1/9/06	Mon 1/9/06
58	**Design Cleaning Schedule**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**

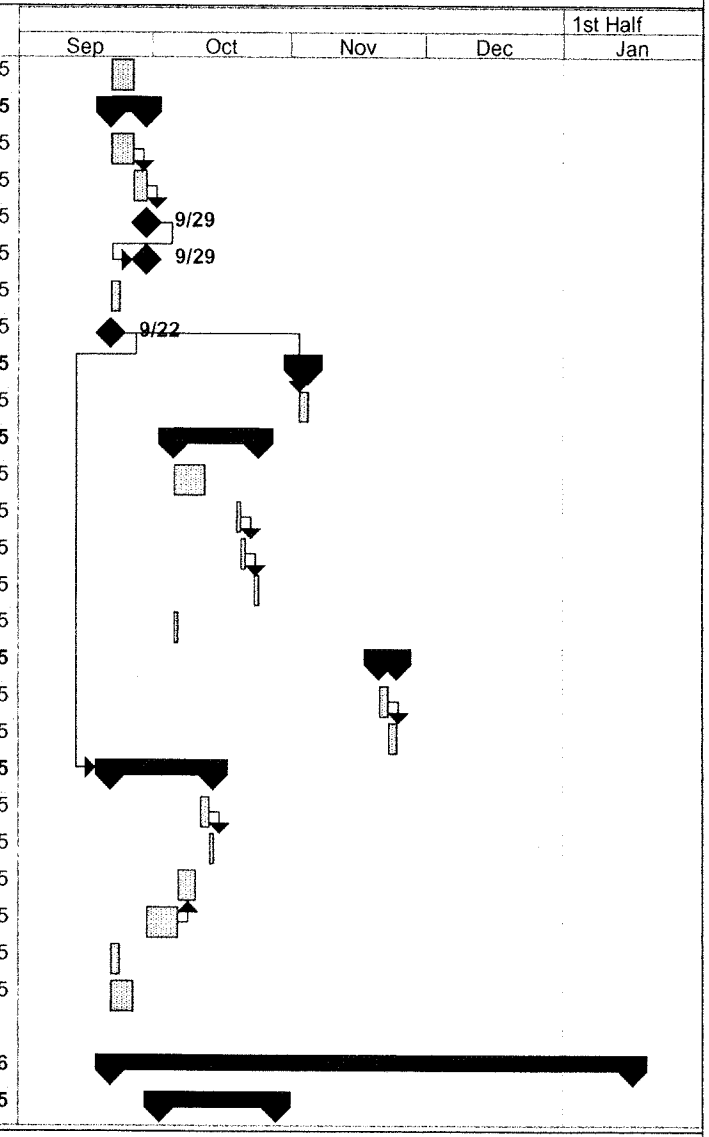


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59	Confirm Cleaning Crew Staffing Plan	3 days	Thu 9/22/05	Mon 9/26/05
60	**Facility**	**6 days**	**Thu 9/22/05**	**Thu 9/29/05**
61	Confirm Call Center Space & Availability	3 days	Thu 9/22/05	Mon 9/26/05
62	Sign Agreement with WMATA re: Facility	3 days	Tue 9/27/05	Thu 9/29/05
63	Confirm Training Complete	0 days	Thu 9/29/05	Thu 9/29/05
64	Develop and Distribute Facilities Schedule	0 days	Thu 9/29/05	Thu 9/29/05
65	Confirm Staffing Recruitment	2 days	Thu 9/22/05	Fri 9/23/05
66	Move Into New Facility	0 days	Thu 9/22/05	Thu 9/22/05
67	**Review Office Furniture Needs**	**2 days**	**Thu 11/3/05**	**Fri 11/4/05**
68	Procure any neccessary Office Furniture not provided	2 days	Thu 11/3/05	Fri 11/4/05
69	**Review Communications System Needs**	**13 days**	**Thu 10/6/05**	**Mon 10/24/05**
70	Procure Radio Equipment Radio Equipment Delivered	5 days	Thu 10/6/05	Wed 10/12/05
71	Radio Equipment Installed	1 day	Thu 10/20/05	Thu 10/20/05
72	Radio Equipment Tested	1 day	Fri 10/21/05	Fri 10/21/05
73	Confirm Equipment Contingency Plan	1 day	Mon 10/24/05	Mon 10/24/05
74	Confirm Road Call Protocol	1 day	Thu 10/6/05	Thu 10/6/05
75	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Mon 11/21/05**	**Thu 11/24/05**
76	Enter Mileage Data for Fleet	2 days	Mon 11/21/05	Tue 11/22/05
77	Plan 1st Month PM Schedule to share with service providers	2 days	Wed 11/23/05	Thu 11/24/05
78	**Arrange & Deliver Training Vehicles**	**17 days**	**Thu 9/22/05**	**Fri 10/14/05**
79	Confirm Training Vehicle Delivery	2 days	Wed 10/12/05	Thu 10/13/05
80	Training Vehicles On-Site	1 day	Fri 10/14/05	Fri 10/14/05
81	Purchase Office Equipment	2 days	Fri 10/7/05	Mon 10/10/05
82	Develop Local Employee Handbook	5 days	Fri 9/30/05	Thu 10/6/05
83	Develop Road Call Procedures	2 days	Thu 9/22/05	Fri 9/23/05
84	Develop Running Repair Audit Protocol	3 days	Thu 9/22/05	Mon 9/26/05
85				
86	**Information Systems and Technology Systems**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
87	**Phone**	**20 days**	**Mon 10/3/05**	**Fri 10/28/05**

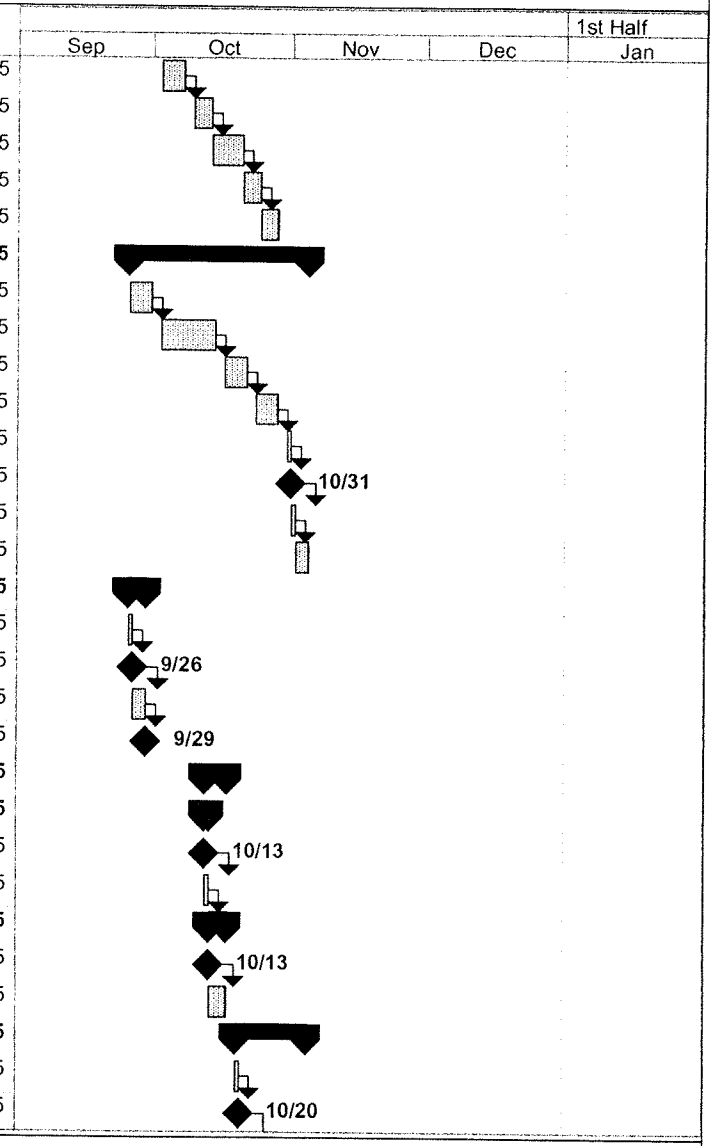


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88	Order and Set-Up Temporary Phone Lines	5 days	Mon 10/3/05	Fri 10/7/05
89	Confirm Specifications on Phone System	4 days	Mon 10/10/05	Thu 10/13/05
90	Review WMATA Phone System	5 days	Fri 10/14/05	Thu 10/20/05
91	Confirm Set Up of WMATA Phone System	2 days	Fri 10/21/05	Mon 10/24/05
92	Train Staff	4 days	Tue 10/25/05	Fri 10/28/05
93	**Computer Equipment**	**30 days**	**Mon 9/26/05**	**Fri 11/4/05**
94	Confirm Specifications on Hardware	5 days	Mon 9/26/05	Fri 9/30/05
95	Procure Hardware	10 days	Mon 10/3/05	Fri 10/14/05
96	Install and Set Up Hardware in Temp Office Space	5 days	Mon 10/17/05	Fri 10/21/05
97	Train Staff	5 days	Mon 10/24/05	Fri 10/28/05
98	Install E-Mail System	1 day	Mon 10/31/05	Mon 10/31/05
99	Meet with WMATA MIS Staff	0 days	Mon 10/31/05	Mon 10/31/05
100	Confirm Communications Methods	1 day	Tue 11/1/05	Tue 11/1/05
101	Procure Any Additional Equipment Needed	3 days	Wed 11/2/05	Fri 11/4/05
102	**Pagers & Cell Phones**	**4 days**	**Mon 9/26/05**	**Thu 9/29/05**
103	Develop List of Required Pagers & Cell Phones	1 day	Mon 9/26/05	Mon 9/26/05
104	Distribute Pager/Cell Phone Policy	0 days	Mon 9/26/05	Mon 9/26/05
105	Obtain Pagers & Cell Phones from Stephanie	3 days	Tue 9/27/05	Thu 9/29/05
106	Distribute Pagers & Cell Phones	0 days	Thu 9/29/05	Thu 9/29/05
107	**Software Systems**	**3 days**	**Thu 10/13/05**	**Mon 10/17/05**
108	**Customer Service Software**	**1 day**	**Thu 10/13/05**	**Thu 10/13/05**
109	Identify CS Protocols	0 days	Thu 10/13/05	Thu 10/13/05
110	Define Reporting Requirements	1 day	Thu 10/13/05	Thu 10/13/05
111	**Office Management Software**	**2 days**	**Thu 10/13/05**	**Mon 10/17/05**
112	Obtain List of MS Office Licenses	0 days	Thu 10/13/05	Thu 10/13/05
113	Procure Additional Software as Needed	2 days	Fri 10/14/05	Mon 10/17/05
114	**Reporting Requirements**	**12 days**	**Thu 10/20/05**	**Fri 11/4/05**
115	Clarify NTD Reporting Needs	1 day	Thu 10/20/05	Thu 10/20/05
116	Define Monthly Report Requirements	0 days	Thu 10/20/05	Thu 10/20/05

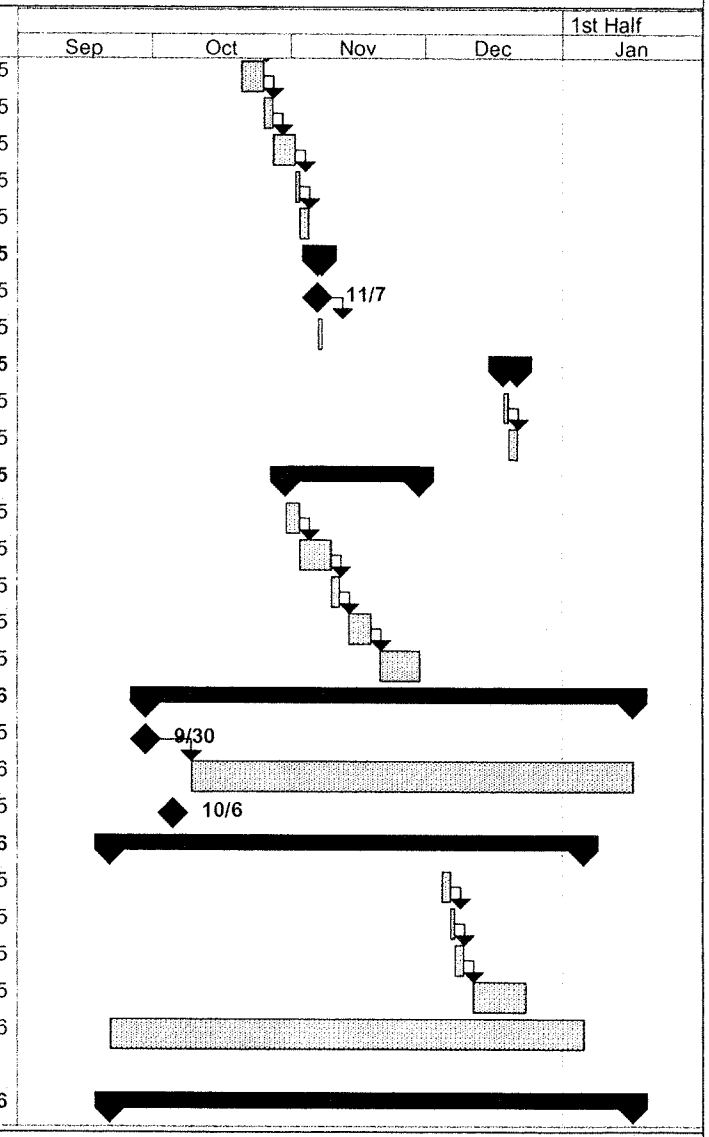


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117	Develop Training procedure for Manifests	3 days	Fri 10/21/05	Tue 10/25/05
118	Review On-Time Reporting Calculations	2 days	Wed 10/26/05	Thu 10/27/05
119	Develop No-Fare Reporting Requirements	3 days	Fri 10/28/05	Tue 11/1/05
120	Review Report Due Dates	1 day	Wed 11/2/05	Wed 11/2/05
121	Establish Daily/Monthly Invoice Systems	2 days	Thu 11/3/05	Fri 11/4/05
122	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
123	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
124	Establish On-Street Reporting System	1 day	Mon 11/7/05	Mon 11/7/05
125	**Back-Up Processes**	**3 days**	**Mon 12/19/05**	**Wed 12/21/05**
126	Ensure Standard Back-Up Protocols In Place	1 day	Mon 12/19/05	Mon 12/19/05
127	Test Back-Up Procedures	2 days	Tue 12/20/05	Wed 12/21/05
128	**Trip Sheet Review (More Specific in Tech. Trans. Plan)**	**22 days**	**Mon 10/31/05**	**Tue 11/29/05**
129	Obtain Current WMATA Tripsheets/Manifests	3 days	Mon 10/31/05	Wed 11/2/05
130	Review for Complete Data Content	5 days	Thu 11/3/05	Wed 11/9/05
131	Review Need for Changes	2 days	Thu 11/10/05	Fri 11/11/05
132	Identify Potential Service Route	5 days	Mon 11/14/05	Fri 11/18/05
133	Identify Productivity Maximization	7 days	Mon 11/21/05	Tue 11/29/05
134	**Administration**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**
135	Add Location & Manager to MV Phone Directory	0 days	Fri 9/30/05	Fri 9/30/05
136	Local Management On-Site	71 days	Mon 10/10/05	Mon 1/16/06
137	Order Business Cards/Letterhead	0 days	Thu 10/6/05	Thu 10/6/05
138	**Uniforms & ID Badges**	**76 days**	**Thu 9/22/05**	**Thu 1/5/06**
139	Confirm Requirements of MetroAccess ID Badges	2 days	Mon 12/5/05	Tue 12/6/05
140	Confirm Uniform Requirements	1 day	Wed 12/7/05	Wed 12/7/05
141	Establish Uniform Standards	2 days	Thu 12/8/05	Fri 12/9/05
142	Order New Uniforms	10 days	Mon 12/12/05	Fri 12/23/05
143	Produce and Issue ID Badges	76 days	Thu 9/22/05	Thu 1/5/06
144				
145	**Logistics and Routing**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**

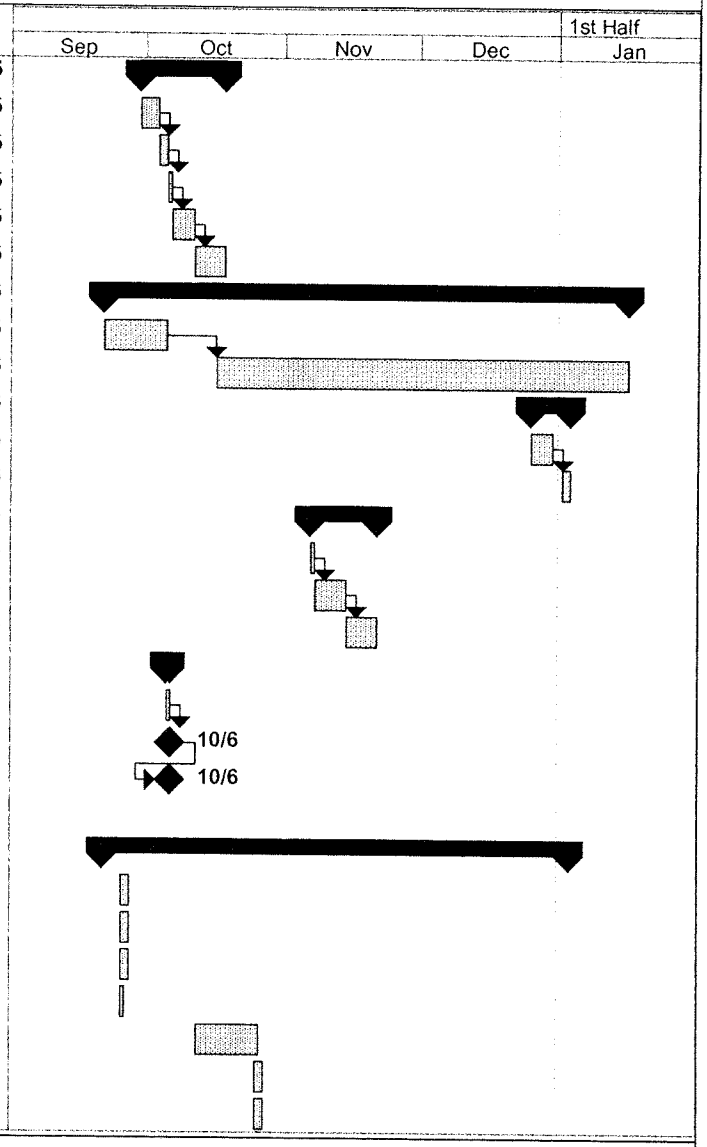


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ID	Task Name	Duration	Start	Finish
146	**Logistics and Operations**	**13 days**	**Fri 9/30/05**	**Tue 10/18/05**
147	Develop Procedures for Notifying Contractors of Schedules	2 days	Fri 9/30/05	Mon 10/3/05
148	Develop Extra Board (Office Staff) Procedures	2 days	Tue 10/4/05	Wed 10/5/05
149	Develop Log for Dispatch (Coincide w/MDC & Radio sign in)	1 day	Thu 10/6/05	Thu 10/6/05
150	Implement Attendance Tracking System	3 days	Fri 10/7/05	Tue 10/11/05
151	Obtain Map Books for Call Center (Backup)	5 days	Wed 10/12/05	Tue 10/18/05
152	**MVT Support Trainers (MVT X'ers)**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
153	Recruit Out-Of-Town MV Trainers	10 days	Thu 9/22/05	Wed 10/5/05
154	MVT X'ers On-Site	66 days	Mon 10/17/05	Mon 1/16/06
155	**Staff Scheduling**	**7 days**	**Mon 12/26/05**	**Tue 1/3/06**
156	Draft Staffing Requirements/Schedule	5 days	Mon 12/26/05	Fri 12/30/05
157	Finalize Scheduler/Dispatch/Reservations Schedule	2 days	Mon 1/2/06	Tue 1/3/06
158	**Customer Service**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
159	Designate Customer Service Coordinator (Mr. Murshed)	1 day	Mon 11/7/05	Mon 11/7/05
160	Establish Complaint Investigation Procedure (PASS-COM)	5 days	Tue 11/8/05	Mon 11/14/05
161	Establish Contract Compliance Audit Systems	5 days	Tue 11/15/05	Mon 11/21/05
162	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
163	Develop Road Supervisor Job Description	1 day	Thu 10/6/05	Thu 10/6/05
164	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
165	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
166				
167	**Human Resources and Training**	**74 days**	**Thu 9/22/05**	**Tue 1/3/06**
168	Develop Presentation Package for Existing Employees	2 days	Mon 9/26/05	Tue 9/27/05
169	Obtain List of Employee Mailing Addresses	2 days	Mon 9/26/05	Tue 9/27/05
170	Obtain Seniority List(s)	2 days	Mon 9/26/05	Tue 9/27/05
171	Obtain Collection Site for Drug Testing	1 day	Mon 9/26/05	Mon 9/26/05
172	Obtain Applications from Existing Personnel	10 days	Thu 10/13/05	Wed 10/26/05
173	Develop Employee Roster to Track Job Offers	2 days	Wed 10/26/05	Thu 10/27/05
174	Obtain WMATA Reference Checks	2 days	Wed 10/26/05	Thu 10/27/05

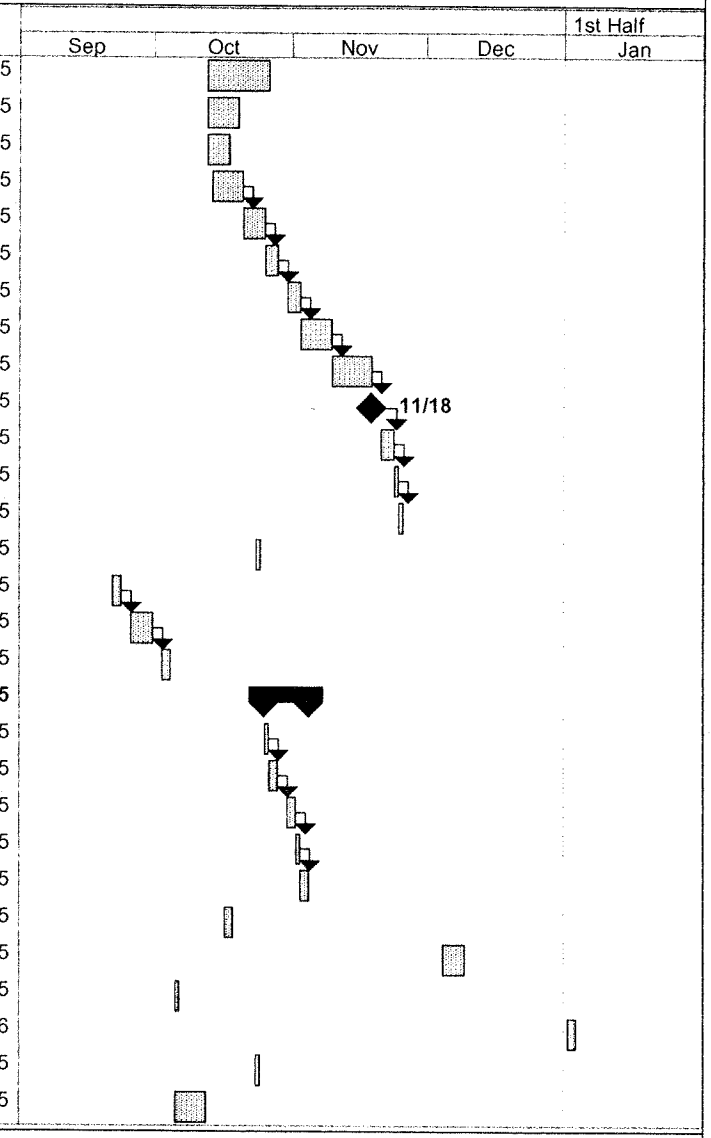


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Preliminary Implementation Schedule
MV Project Management
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ID	Task Name	Duration	Start	Finish
175	Order Criminal Record Checks for Current Employees	10 days	Thu 10/13/05	Wed 10/26/05
176	Obtain MVR's for Current Employees	5 days	Thu 10/13/05	Wed 10/19/05
177	Perform Supervisory D&A Testing	3 days	Thu 10/13/05	Mon 10/17/05
178	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Fri 10/14/05	Thu 10/20/05
179	Interview for New Employees & Staff	3 days	Fri 10/21/05	Tue 10/25/05
180	Obtain Training Docs from Existing Employer	3 days	Wed 10/26/05	Fri 10/28/05
181	Make Offer to All Existing Employees Meeting Min. Req.	3 days	Mon 10/31/05	Wed 11/2/05
182	Recruit Remaining Staff	5 days	Thu 11/3/05	Wed 11/9/05
183	Hire Non-Existing Staff	7 days	Thu 11/10/05	Fri 11/18/05
184	Trainers On-Site	0 days	Fri 11/18/05	Fri 11/18/05
185	Resolve BTW Training/Vehicle Availability	3 days	Mon 11/21/05	Wed 11/23/05
186	Review Workers Comp Process	1 day	Thu 11/24/05	Thu 11/24/05
187	Establish Job Descriptions	1 day	Fri 11/25/05	Fri 11/25/05
188	Place Recruitment Ads	1 day	Mon 10/24/05	Mon 10/24/05
189	Establish Minimum Hiring Criteria	2 days	Thu 9/22/05	Fri 9/23/05
190	Establish Group Medical Insurance	5 days	Mon 9/26/05	Fri 9/30/05
191	Establish Benefits Roll-Over for Existing Personnel	2 days	Mon 10/3/05	Tue 10/4/05
192	**Handbook**	**8 days**	**Wed 10/26/05**	**Fri 11/4/05**
193	Develop Confidentiality Procedures	1 day	Wed 10/26/05	Wed 10/26/05
194	Review Accident Procedures	2 days	Thu 10/27/05	Fri 10/28/05
195	Publish MV / MetroAccess Employee Manual	2 days	Mon 10/31/05	Tue 11/1/05
196	Train All Employees on Manual	1 day	Wed 11/2/05	Wed 11/2/05
197	Develop Securement Guidelines for Manual	2 days	Thu 11/3/05	Fri 11/4/05
198	Obtain Estimated Daily Work Schedule	2 days	Mon 10/17/05	Tue 10/18/05
199	Sign-Up Employees for 401 (k)	5 days	Mon 12/5/05	Fri 12/9/05
200	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
201	Conduct Final Dry Run Meetings	2 days	Mon 1/2/06	Tue 1/3/06
202	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
203	Schedule Call Center Staff Training Classes	5 days	Thu 10/6/05	Wed 10/12/05

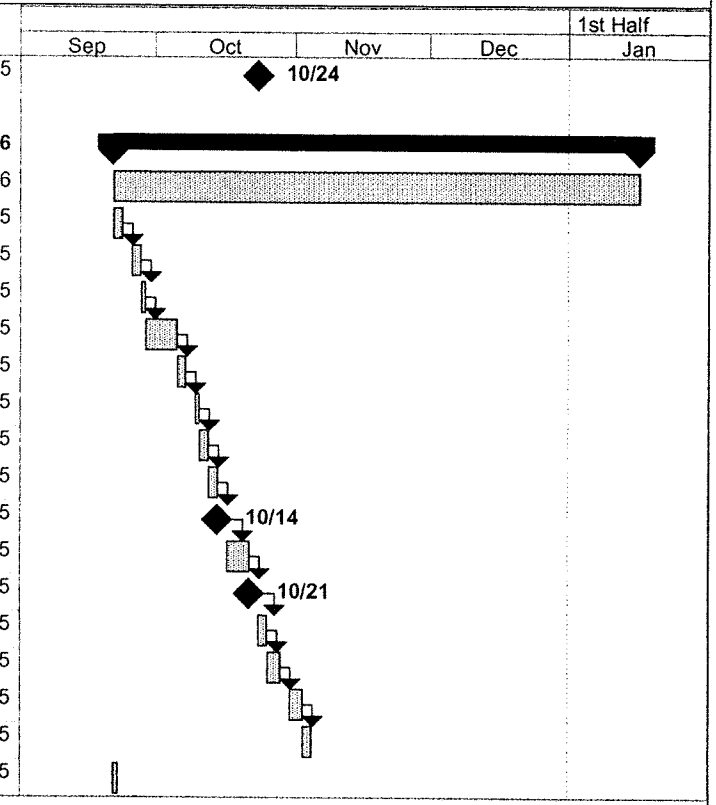


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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
204	Publish Staff Training Schedule	0 days	Mon 10/24/05	Mon 10/24/05
205				
206	**Budgeting and Finance**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
207	Review and Monitor Start-Up Budget	83 days	Thu 9/22/05	Mon 1/16/06
208	Verify State Taxes	2 days	Thu 9/22/05	Fri 9/23/05
209	Identify Local DBEs	2 days	Mon 9/26/05	Tue 9/27/05
210	Establish Courier Services	1 day	Wed 9/28/05	Wed 9/28/05
211	Review Billing Issues	5 days	Thu 9/29/05	Wed 10/5/05
212	Establish Vacation Accrual System	2 days	Thu 10/6/05	Fri 10/7/05
213	Establish TripEdit Payroll Link	1 day	Mon 10/10/05	Mon 10/10/05
214	Test All Accounting System Programs	2 days	Tue 10/11/05	Wed 10/12/05
215	Establish Payroll Protocols/Systems	2 days	Thu 10/13/05	Fri 10/14/05
216	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
217	Prepare and Review Budget	5 days	Mon 10/17/05	Fri 10/21/05
218	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05
219	Confirm Insurance Certificates	2 days	Mon 10/24/05	Tue 10/25/05
220	Establish Workers Comp Program	3 days	Wed 10/26/05	Fri 10/28/05
221	Confirm Claims Protocols	3 days	Mon 10/31/05	Wed 11/2/05
222	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/3/05	Fri 11/4/05
223	Order Petty Cash	1 day	Thu 9/22/05	Thu 9/22/05



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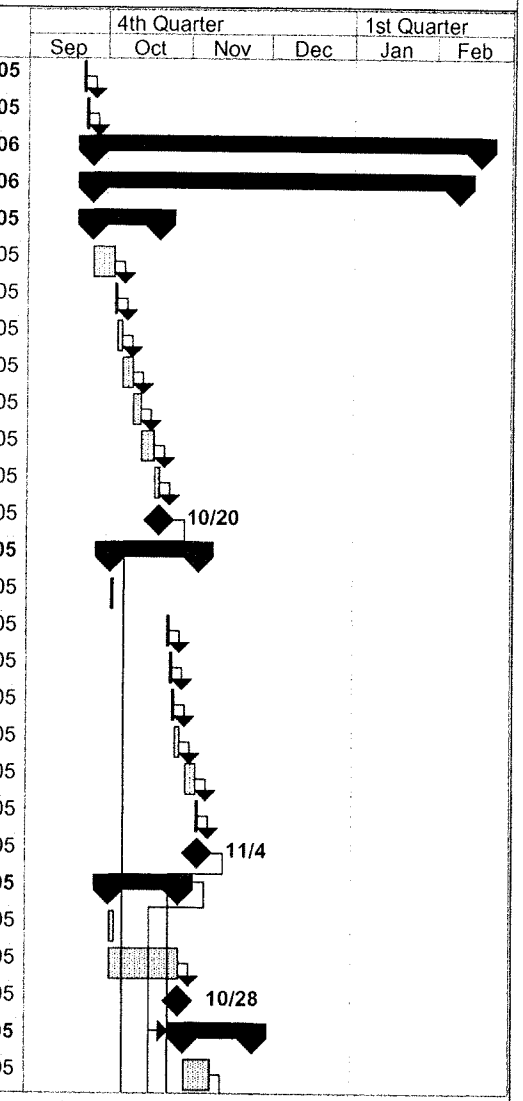
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SOFTWARE IMPLEMENTATION SCHEDULE

Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
1	**Contract Award**	**1 day**	**Thu 9/22/05**	**Thu 9/22/05**
2	**Contract Signed/Notice to Proceed**	**1 day**	**Fri 9/23/05**	**Fri 9/23/05**
3	**Phase I - PASS-CT & PASS MON w/ AVL**	**105 days**	**Mon 9/26/05**	**Fri 2/17/06**
4	**Implementation Schedule for PASS-CT**	**99 days**	**Mon 9/26/05**	**Fri 2/10/06**
5	**Operational Review for PASS-CT, CERT & PASS-MON**	**19 days**	**Mon 9/26/05**	**Thu 10/20/05**
6	On-site Operational Review Meeting	6 days	Mon 9/26/05	Mon 10/3/05
7	Certification Process Review	1 day	Tue 10/4/05	Tue 10/4/05
8	Identify Client Specific Customizations	2 days	Wed 10/5/05	Thu 10/6/05
9	Prepare Technical Specifications	2 days	Fri 10/7/05	Mon 10/10/05
10	Review Technical Specifications	3 days	Tue 10/11/05	Thu 10/13/05
11	Update Implementation Plans and Specifications	3 days	Fri 10/14/05	Tue 10/18/05
12	Client Review of Implementation Plan and Specifications	2 days	Wed 10/19/05	Thu 10/20/05
13	*Milestone - Approval by Client of Implementation Plan and Specifications*	0 days	Thu 10/20/05	Thu 10/20/05
14	**Hardware and Software Installation**	**25 days**	**Mon 10/3/05**	**Fri 11/4/05**
15	Order hardware	1 day	Mon 10/3/05	Mon 10/3/05
16	Install Operating System and prerequisite software	1 day	Mon 10/24/05	Mon 10/24/05
17	Detail test of hardware	1 day	Tue 10/25/05	Tue 10/25/05
18	Install database	1 day	Wed 10/26/05	Wed 10/26/05
19	Initial test of configuration	2 days	Thu 10/27/05	Fri 10/28/05
20	Install & Test Base System	4 days	Mon 10/31/05	Thu 11/3/05
21	Training: System Administrative Training	1 day	Fri 11/4/05	Fri 11/4/05
22	*Milestone - Hardware, Trapeze Software and Admin Training complete*	0 days	Fri 11/4/05	Fri 11/4/05
23	**Data Load and Conversion**	**20 days**	**Mon 10/3/05**	**Fri 10/28/05**
24	Load Map Data (Base Map, Route Layers, Bus Stops etc.)	2 days	Mon 10/3/05	Tue 10/4/05
25	Load Static Data from Logisticaire system (clients, locations, subscriptions	20 days	Mon 10/3/05	Fri 10/28/05
26	*Mileston - Data & Map Converted*	0 days	Fri 10/28/05	Fri 10/28/05
27	**Customizations Development (if applicable)**	**20 days**	**Mon 10/31/05**	**Fri 11/25/05**
28	Develop Custom Reports as per RFP	8 days	Mon 10/31/05	Wed 11/9/05



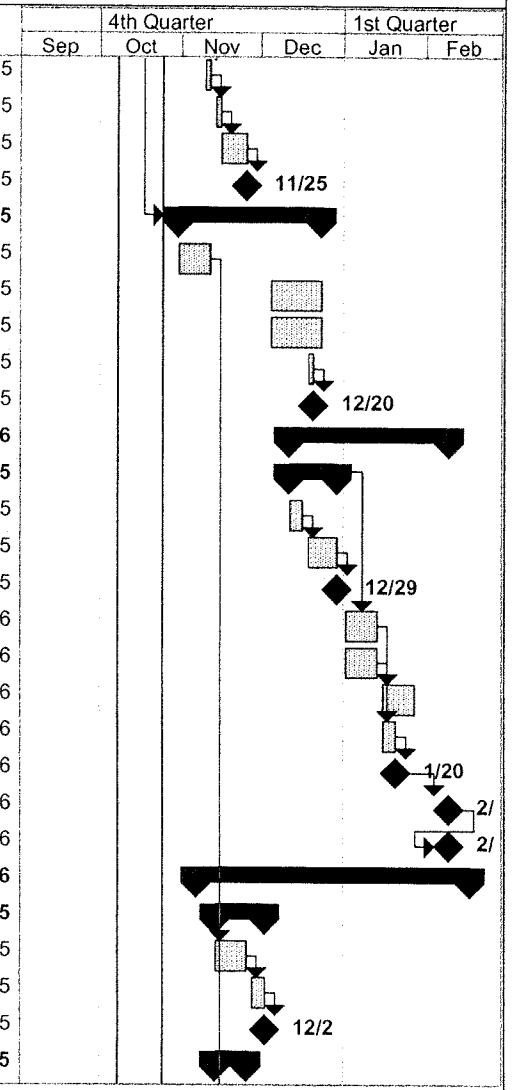
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
29	Test & Approve Customizations	2 days	Thu 11/10/05	Fri 11/11/05
30	Develop Cutom Reports	2 days	Mon 11/14/05	Tue 11/15/05
31	Test & Approve Custom Reports	8 days	Wed 11/16/05	Fri 11/25/05
32	*Milestone - Customizations complete (PASS-CT)*	0 days	Fri 11/25/05	Fri 11/25/05
33	**Trapeze PASS-CT Training**	**40 days**	**Mon 10/31/05**	**Fri 12/23/05**
34	User Training - Static	10 days	Mon 10/31/05	Fri 11/11/05
35	User Training - Operations (Reservations)	15 days	Mon 12/5/05	Fri 12/23/05
36	User Training - Operations (Dispatch)	15 days	Mon 12/5/05	Fri 12/23/05
37	Training - Report Writer	2 days	Mon 12/19/05	Tue 12/20/05
38	*Milestone Training Complete*	0 days	Tue 12/20/05	Tue 12/20/05
39	**Testing & Go-Live**	**44 days**	**Mon 12/12/05**	**Fri 2/10/06**
40	**Acceptance Testing**	**14 days**	**Mon 12/12/05**	**Thu 12/29/05**
41	Update Test Plan based upon previous Testing	5 days	Mon 12/12/05	Fri 12/16/05
42	Acceptance Testing	9 days	Mon 12/19/05	Thu 12/29/05
43	*Milestone - Acceptance Testing Complete*	0 days	Thu 12/29/05	Thu 12/29/05
44	Go-Live Reservations	10 days	Mon 1/2/06	Fri 1/13/06
45	Reservations On-site support	10 days	Mon 1/2/06	Fri 1/13/06
46	Go-Live Dispatch	10 days	Mon 1/16/06	Fri 1/27/06
47	Dispatch Go-live Support	5 days	Mon 1/16/06	Fri 1/20/06
48	*Milestone - Go-Live support provided*	0 days	Fri 1/20/06	Fri 1/20/06
49	*Milestone - Client Accepts Product Functionality*	0 days	Fri 2/10/06	Fri 2/10/06
50	Transition to Trapeze Customer Care	0 days	Fri 2/10/06	Fri 2/10/06
51	**Implementation Schedule for PASS-MON w/ AVL**	**75 days**	**Mon 11/7/05**	**Fri 2/17/06**
52	**Customizations Development (if applicable)**	**15 days**	**Mon 11/14/05**	**Fri 12/2/05**
53	Develop Customizations	10 days	Mon 11/14/05	Fri 11/25/05
54	Test & Approve Customizations	5 days	Mon 11/28/05	Fri 12/2/05
55	Milestone - Customizations complete (PASS-MON)	0 days	Fri 12/2/05	Fri 12/2/05
56	**Integration Testing**	**10 days**	**Mon 11/14/05**	**Fri 11/25/05**

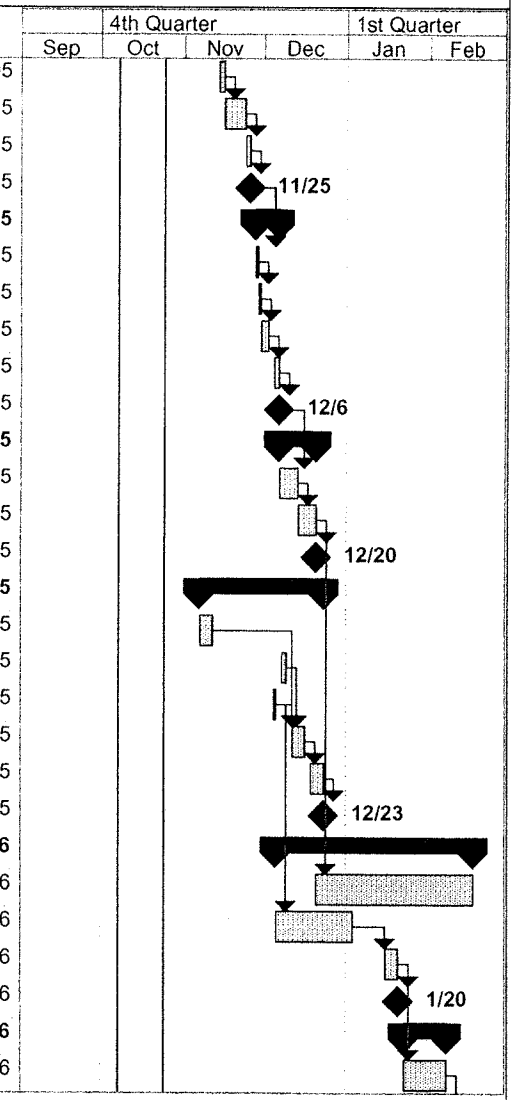


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Preliminary Project Plan for Trapeze Paratransit Suite

ID	Task Name	Duration	Start	Finish
57	Modify test plan for site	2 days	Mon 11/14/05	Tue 11/15/05
58	Conduct integration test at Trapeze office	6 days	Wed 11/16/05	Wed 11/23/05
59	Prepare and deliver results of integration testing	2 days	Thu 11/24/05	Fri 11/25/05
60	Milestone - Integration Testing Complete	0 days	Fri 11/25/05	Fri 11/25/05
61	**Installation**	**7 days**	**Mon 11/28/05**	**Tue 12/6/05**
62	Install Trapeze Software and Test with Computer Hardware	1 day	Mon 11/28/05	Mon 11/28/05
63	Setup Parameters for scheduling with mobile computers	1 day	Tue 11/29/05	Tue 11/29/05
64	On-site Functional Test with Pilot Unit(s)	3 days	Wed 11/30/05	Fri 12/2/05
65	Training: System Administrative Training	2 days	Mon 12/5/05	Tue 12/6/05
66	Milestone - Hardware, Trapeze Software and Admin Training complete	0 days	Tue 12/6/05	Tue 12/6/05
67	**Functional Acceptance Testing**	**10 days**	**Wed 12/7/05**	**Tue 12/20/05**
68	Update Test Plan based upon previous Testing	5 days	Wed 12/7/05	Tue 12/13/05
69	Functional Acceptance Testing	5 days	Wed 12/14/05	Tue 12/20/05
70	Milestone - Acceptance Testing Complete	0 days	Tue 12/20/05	Tue 12/20/05
71	**Pilot Test**	**35 days**	**Mon 11/7/05**	**Fri 12/23/05**
72	Installation of 5 vehicles	5 days	Mon 11/7/05	Fri 11/11/05
73	Pilot Dispatch Training	2 days	Thu 12/8/05	Fri 12/9/05
74	Pilot Driver Training - Train the trainers	1 day	Mon 12/5/05	Mon 12/5/05
75	Pilot Test with 5 vehicle (mirror production)	5 days	Mon 12/12/05	Fri 12/16/05
76	Pilot Evaluation Period	5 days	Mon 12/19/05	Fri 12/23/05
77	Milestone - Pilot Acceptance	0 days	Fri 12/23/05	Fri 12/23/05
78	**Rollout**	**54 days**	**Tue 12/6/05**	**Fri 2/17/06**
79	Installation of In-vehicle Hardware (Assumes 5-7 vehicles/day)	43 days	Wed 12/21/05	Fri 2/17/06
80	Driver Training	21 days	Tue 12/6/05	Tue 1/3/06
81	Go-Live support - Trapeze/Mentor Onsite	5 days	Mon 1/16/06	Fri 1/20/06
82	Milestone - Rollout complete	0 days	Fri 1/20/06	Fri 1/20/06
83	**Acceptance Period**	**12 days**	**Mon 1/23/06**	**Tue 2/7/06**
84	15 day acceptance period	12 days	Mon 1/23/06	Tue 2/7/06



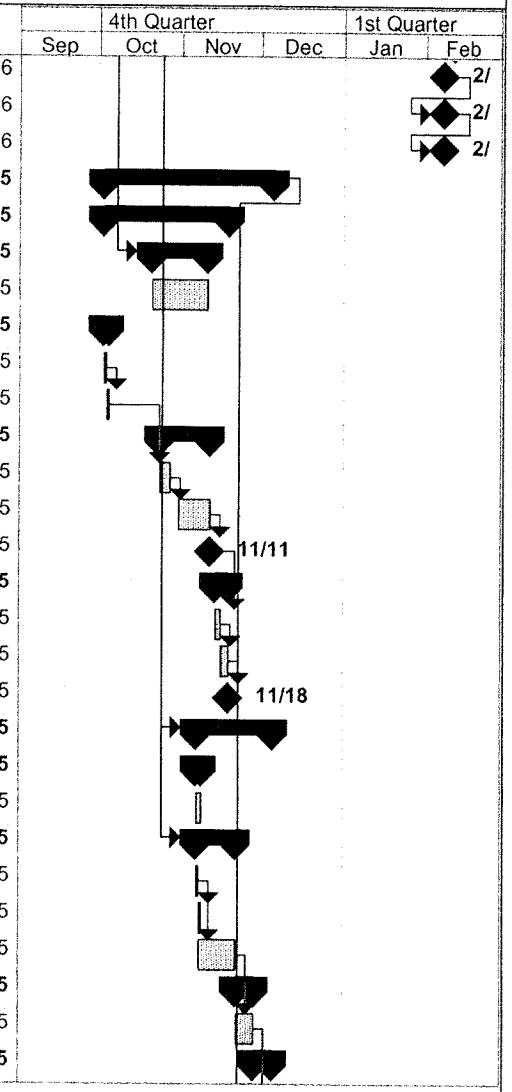
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
85	Milestone - Client Accepts Product Functionality	0 days	Tue 2/7/06	Tue 2/7/06
86	Transition to Customer Care	0 days	Tue 2/7/06	Tue 2/7/06
87	Milestone - Phase I Complete	0 days	Tue 2/7/06	Tue 2/7/06
88	**Phase II - PASS CERT & COM**	**46 days**	**Mon 10/3/05**	**Mon 12/5/05**
89	**Implementation Schedule for PASS CERT**	**35 days**	**Mon 10/3/05**	**Fri 11/18/05**
90	**Data Development**	**15 days**	**Fri 10/21/05**	**Thu 11/10/05**
91	Report & Letter Generation	15 days	Fri 10/21/05	Thu 11/10/05
92	**Software Installation**	**2 days**	**Mon 10/3/05**	**Tue 10/4/05**
93	CERT Software Install	1 day	Mon 10/3/05	Mon 10/3/05
94	System Admin Training (CERT)	1 day	Tue 10/4/05	Tue 10/4/05
95	**CERT Training**	**15 days**	**Mon 10/24/05**	**Fri 11/11/05**
96	CERT Static Training (Initial Parameter Setup, Client Registration)	4 days	Mon 10/24/05	Thu 10/27/05
97	CERT User Training	10 days	Mon 10/31/05	Fri 11/11/05
98	*Milestone - Static Training complete*	0 days	Fri 11/11/05	Fri 11/11/05
99	**System Functional**	**5 days**	**Mon 11/14/05**	**Fri 11/18/05**
100	System Test	2 days	Mon 11/14/05	Tue 11/15/05
101	Go-Live Support	3 days	Wed 11/16/05	Fri 11/18/05
102	*Milestone - Go-Live support provided*	0 days	Fri 11/18/05	Fri 11/18/05
103	**Implementation Schedule for PASS COM**	**21 days**	**Mon 11/7/05**	**Mon 12/5/05**
104	**PASS COM Operational Review**	**2 days**	**Mon 11/7/05**	**Tue 11/8/05**
105	Communications Process review	2 days	Mon 11/7/05	Tue 11/8/05
106	**COM Software Installation**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
107	COM Software Install	1 day	Mon 11/7/05	Mon 11/7/05
108	System Admin Training (COM)	1 day	Tue 11/8/05	Tue 11/8/05
109	Initial Data Load and Development	10 days	Tue 11/8/05	Mon 11/21/05
110	**COM Training**	**5 days**	**Tue 11/22/05**	**Mon 11/28/05**
111	Training: COM - Ops Training	5 days	Tue 11/22/05	Mon 11/28/05
112	**System Functional**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**

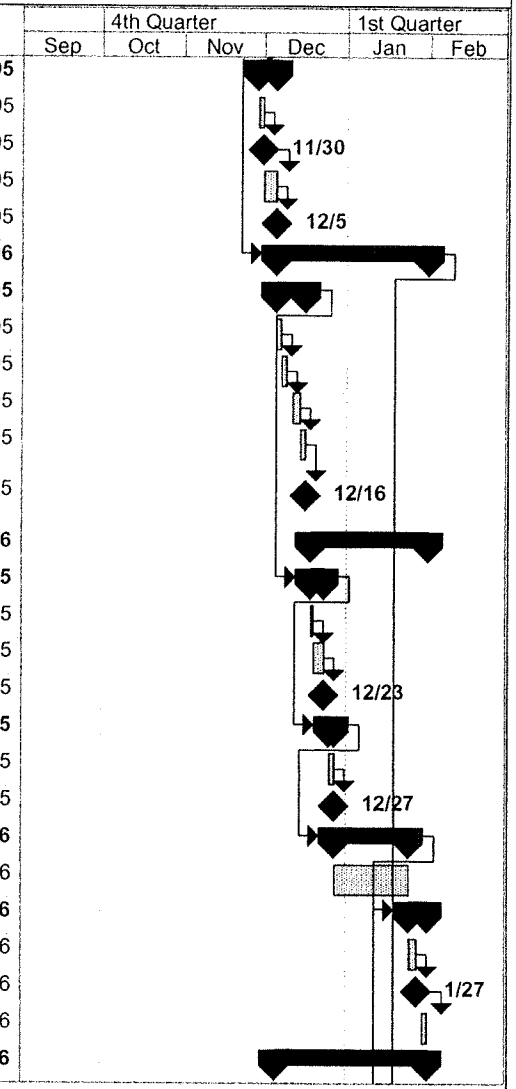


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Preliminary Project Plan for Trapeze Paratransit Suite

ID	Task Name	Duration	Start	Finish
113	**COM - Go-Live**	**5 days**	**Tue 11/29/05**	**Mon 12/5/05**
114	System Test	2 days	Tue 11/29/05	Wed 11/30/05
115	*Milestone - Client Acceptance of System Test and Project Closeout*	0 days	Wed 11/30/05	Wed 11/30/05
116	COM - Go Live Support	3 days	Thu 12/1/05	Mon 12/5/05
117	*Milestone - Go-Live support provided*	0 days	Mon 12/5/05	Mon 12/5/05
118	**Phase III - PASS-IVR, WEB**	**41 days**	**Tue 12/6/05**	**Tue 1/31/06**
119	**Operational Review for PASS - Web, IVR**	**9 days**	**Tue 12/6/05**	**Fri 12/16/05**
120	Operational Review Meetings with Client	2 days	Tue 12/6/05	Wed 12/7/05
121	Review System and Current Operation	2 days	Thu 12/8/05	Fri 12/9/05
122	Update Implementation Plans and Operational Review	3 days	Mon 12/12/05	Wed 12/14/05
123	Client Review of Final Operational Review, Implementation Plan and Project Plan Documents	2 days	Thu 12/15/05	Fri 12/16/05
124	*Milestone - Acceptance of Implementation Plan, Operational Review and Project Plan Documents*	0 days	Fri 12/16/05	Fri 12/16/05
125	**Implementation Schedule for PASS-WEB**	**32 days**	**Mon 12/19/05**	**Tue 1/31/06**
126	**Software Installation**	**5 days**	**Mon 12/19/05**	**Fri 12/23/05**
127	Software Installation	1 day	Mon 12/19/05	Mon 12/19/05
128	Configuration and Unit Testing	4 days	Tue 12/20/05	Fri 12/23/05
129	*Milestone - Installation of Trapeze Software*	0 days	Fri 12/23/05	Fri 12/23/05
130	**Training & Data Development**	**2 days**	**Mon 12/26/05**	**Tue 12/27/05**
131	Training: Web Editing and Web Administration Training	2 days	Mon 12/26/05	Tue 12/27/05
132	*Milestone - System Administrator Training Complete*	0 days	Tue 12/27/05	Tue 12/27/05
133	**Consulting Services**	**20 days**	**Wed 12/28/05**	**Tue 1/24/06**
134	User Interface	20 days	Wed 12/28/05	Tue 1/24/06
135	**System Functional**	**5 days**	**Wed 1/25/06**	**Tue 1/31/06**
136	Parallel Operations - System Test	3 days	Wed 1/25/06	Fri 1/27/06
137	*Milestone - Client Acceptance of PASS -WEB*	0 days	Fri 1/27/06	Fri 1/27/06
138	Go Live Support	2 days	Mon 1/30/06	Tue 1/31/06
139	**Implementation Schedule for PASS - IVR**	**41 days**	**Tue 12/6/05**	**Tue 1/31/06**



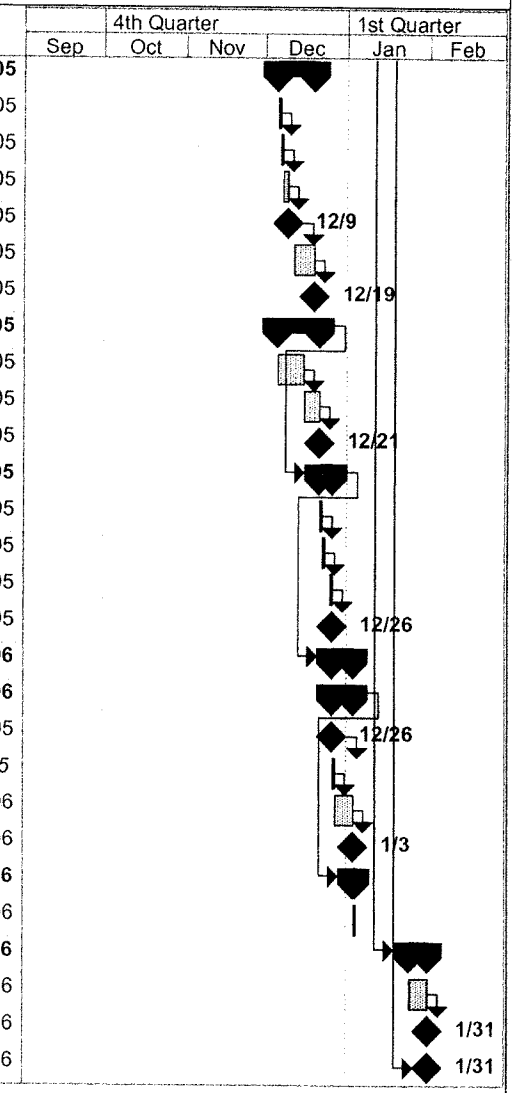
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Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
140	**IVR Installation Services**	**10 days**	**Tue 12/6/05**	**Mon 12/19/05**
141	Setup hardware & 3rd Party Software	1 day	Tue 12/6/05	Tue 12/6/05
142	Setup Application Software	1 day	Wed 12/7/05	Wed 12/7/05
143	Initial Database Configuration	2 days	Thu 12/8/05	Fri 12/9/05
144	*Milestone - Remote access to IVR System in place*	0 days	Fri 12/9/05	Fri 12/9/05
145	Factory Acceptance Testing	6 days	Mon 12/12/05	Mon 12/19/05
146	*Milestone - Client Verification of IVR Environment Creation*	0 days	Mon 12/19/05	Mon 12/19/05
147	**Script Development**	**12 days**	**Tue 12/6/05**	**Wed 12/21/05**
148	As per Operational Review and/or Contract	8 days	Tue 12/6/05	Thu 12/15/05
149	TTS Text	4 days	Fri 12/16/05	Wed 12/21/05
150	*Milestone - Script Development Complete*	0 days	Wed 12/21/05	Wed 12/21/05
151	**Phase 1 - Telephony System In-service**	**3 days**	**Thu 12/22/05**	**Mon 12/26/05**
152	System preparation for cut over	1 day	Thu 12/22/05	Thu 12/22/05
153	Cut-over telephone service	1 day	Fri 12/23/05	Fri 12/23/05
154	Acceptance testing IVR (including customizations) Phase 1	1 day	Mon 12/26/05	Mon 12/26/05
155	*Milestone - Client Approval of IVR Telephony System*	0 days	Mon 12/26/05	Mon 12/26/05
156	**Phase 2 - PASS-Server Implementation**	**6 days**	**Mon 12/26/05**	**Tue 1/3/06**
157	**Trapeze PASS-Server Installation**	**6 days**	**Mon 12/26/05**	**Tue 1/3/06**
158	*Milestone - PASS-IVR System Installation Complete*	0 days	Mon 12/26/05	Mon 12/26/05
159	Training: PASS-IVR System Administrator	1 day	*Tue 12/27/05*	*Tue 12/27/05*
160	General Acceptance Testing	5 days	Wed 12/28/05	Tue 1/3/06
161	*Milestone - Client Approval of PASS-IVR System*	0 days	Tue 1/3/06	Tue 1/3/06
162	**Training**	**1 day**	**Wed 1/4/06**	**Wed 1/4/06**
163	Training: System Administrator	1 day	Wed 1/4/06	Wed 1/4/06
164	**System Functional**	**5 days**	**Wed 1/25/06**	**Tue 1/31/06**
165	Parallel Operations - System Test	5 days	Wed 1/25/06	Tue 1/31/06
166	Milestone - Client Acceptance of PASS-IVR	0 days	Tue 1/31/06	Tue 1/31/06
167	Milestone - Project Closeout	0 days	Tue 1/31/06	Tue 1/31/06



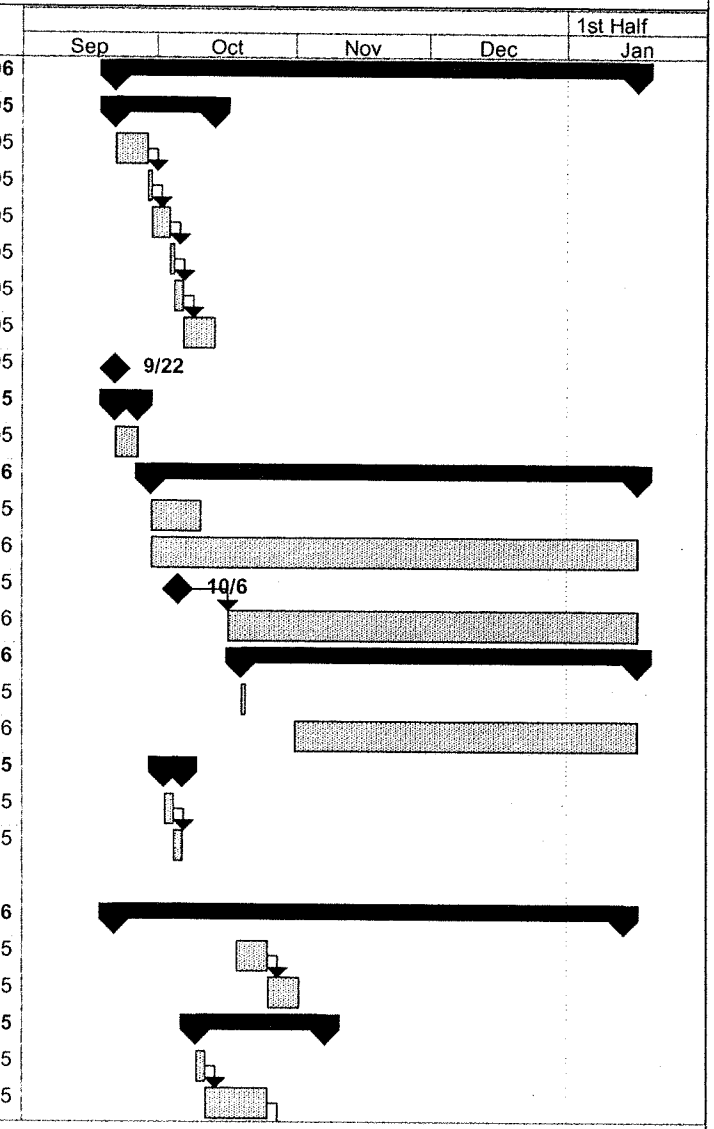
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SERVICE PROVIDER IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
2	**Transition Plan**	**16 days**	**Thu 9/22/05**	**Thu 10/13/05**
3	Develop Transition Plan	5 days	Thu 9/22/05	Wed 9/28/05
4	Discuss Transition Plan with MV Broker Staff	1 day	Thu 9/29/05	Thu 9/29/05
5	Revise Transition Plan	2 days	Fri 9/30/05	Mon 10/3/05
6	Assign Team Captains	1 day	Tue 10/4/05	Tue 10/4/05
7	Discuss Transitional Offices/Equipment	2 days	Wed 10/5/05	Thu 10/6/05
8	Transition Office Available	5 days	Fri 10/7/05	Thu 10/13/05
9	Locate Hotel in MD for Start-up Staff	0 days	Thu 9/22/05	Thu 9/22/05
10	**Insurance**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
11	Obtain & Provide Insurance Certificates	3 days	Thu 9/22/05	Mon 9/26/05
12	**Transition Meetings**	**77 days**	**Fri 9/30/05**	**Mon 1/16/06**
13	Establish Weekly Meetings with MV Broker Staff	7 days	Fri 9/30/05	Mon 10/10/05
14	Hold Weekly Meetings with MV Broker Staff - TBD	77 days	Fri 9/30/05	Mon 1/16/06
15	Set-Up Internal Division Meetings - TBD	0 days	Thu 10/6/05	Thu 10/6/05
16	Hold Internal Weekly Status Meetings - TBD	66 days	Mon 10/17/05	Mon 1/16/06
17	**Meetings**	**63 days**	**Thu 10/20/05**	**Mon 1/16/06**
18	Obtain List of Public Meetings Required to Attend	1 day	Thu 10/20/05	Thu 10/20/05
19	Service Quality Coordination Group Meetings	55 days	Tue 11/1/05	Mon 1/16/06
20	**Contact Protocols**	**4 days**	**Mon 10/3/05**	**Thu 10/6/05**
21	Develop MV Staff Contact Protocol	2 days	Mon 10/3/05	Tue 10/4/05
22	Develop WMATA Contact Protocol	2 days	Wed 10/5/05	Thu 10/6/05
23				
24	**Equipment & Facilities**	**82 days**	**Thu 9/22/05**	**Fri 1/13/06**
25	Contact Incumbent's Venders for Facility Maintenance	5 days	Wed 10/19/05	Tue 10/25/05
26	Research & Request Bids for Facility Maintenance Functions, if N	5 days	Wed 10/26/05	Tue 11/1/05
27	**Procure Road Supervisor Vehicles**	**21 days**	**Mon 10/10/05**	**Mon 11/7/05**
28	Spec. Road Supervisor Vehicles	2 days	Mon 10/10/05	Tue 10/11/05
29	Procure Road Supervisor Vehicles	10 days	Wed 10/12/05	Tue 10/25/05

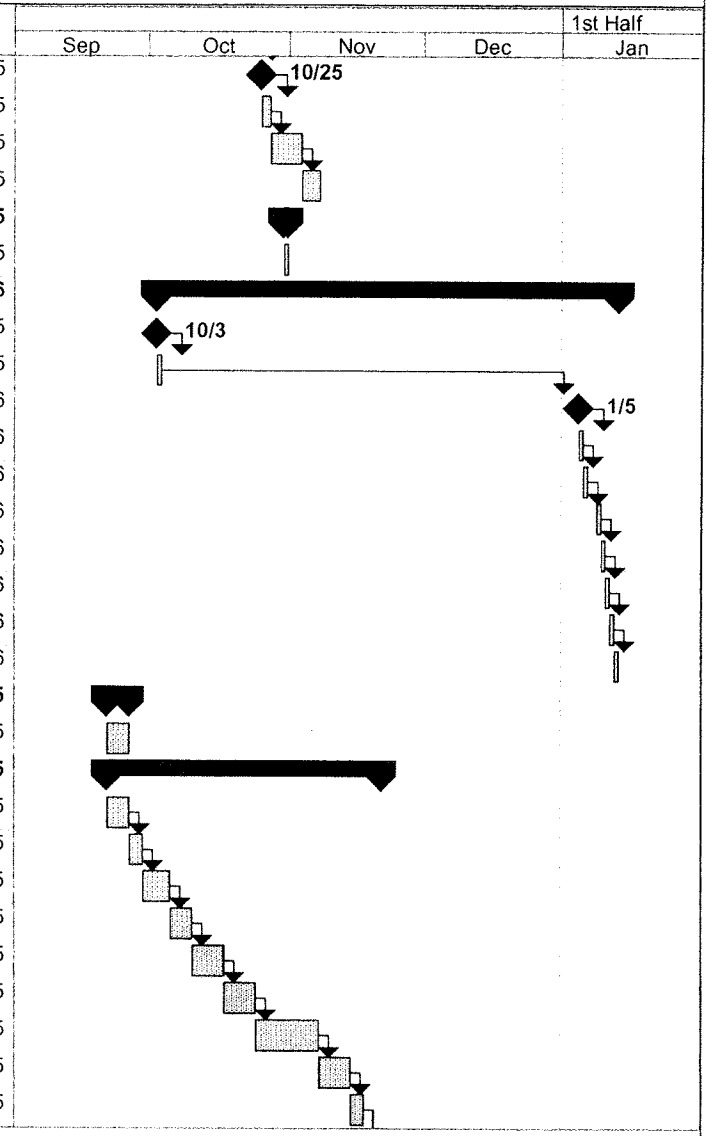


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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
30	Take Delivery of Supervisory Vehicles	0 days	Tue 10/25/05	Tue 10/25/05
31	Road test Supervisory Vehicles	2 days	Wed 10/26/05	Thu 10/27/05
32	Order Decals for Road Supervisor Vehicles	5 days	Fri 10/28/05	Thu 11/3/05
33	Install Decals	2 days	Fri 11/4/05	Mon 11/7/05
34	**Review Back-Up Communications Needs**	**1 day**	**Mon 10/31/05**	**Mon 10/31/05**
35	Obtain Handheld for Supervisors	1 day	Mon 10/31/05	Mon 10/31/05
36	**Revenue Vehicle Fueling & Maintenance**	**75 days**	**Mon 10/3/05**	**Fri 1/13/06**
37	Schedule New Vehicle & Equipment Inventory	0 days	Mon 10/3/05	Mon 10/3/05
38	Develop Vehicle Acceptance Schedule	1 day	Mon 10/3/05	Mon 10/3/05
39	Sign-Off on Inventory	0 days	Thu 1/5/06	Thu 1/5/06
40	Ensure new VIN's Provided to John Biard	1 day	Thu 1/5/06	Thu 1/5/06
41	Order Spare Fire Extinguishers	1 day	Fri 1/6/06	Fri 1/6/06
42	Confirm Vehicles stocked with First Aid Kits	1 day	Mon 1/9/06	Mon 1/9/06
43	Stock Vehicles with Securements	1 day	Tue 1/10/06	Tue 1/10/06
44	Order Extra Securements for Vehicles	1 day	Wed 1/11/06	Wed 1/11/06
45	Order Lap Belts	1 day	Thu 1/12/06	Thu 1/12/06
46	Confirm Vehicle Deployment Plan	1 day	Fri 1/13/06	Fri 1/13/06
47	**Design Cleaning Schedule**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
48	Confirm Cleaning Crew Staffing Plan	3 days	Thu 9/22/05	Mon 9/26/05
49	**Facility**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
50	Confirm Facility Space & Availability	3 days	Thu 9/22/05	Mon 9/26/05
51	Sign Lease on New Operations Facility	3 days	Tue 9/27/05	Thu 9/29/05
52	Utilities Hooked Up	4 days	Fri 9/30/05	Wed 10/5/05
53	Develop Equipment Purchase List for Shop	3 days	Thu 10/6/05	Mon 10/10/05
54	Order Maintenance Equipment	5 days	Tue 10/11/05	Mon 10/17/05
55	Order Parts Inventory	5 days	Tue 10/18/05	Mon 10/24/05
56	Maintenance Equipment Delivered to Facility	10 days	Tue 10/25/05	Mon 11/7/05
57	Maintenance Equipment Installed	5 days	Tue 11/8/05	Mon 11/14/05
58	Maintenance Equipment tested	3 days	Tue 11/15/05	Thu 11/17/05

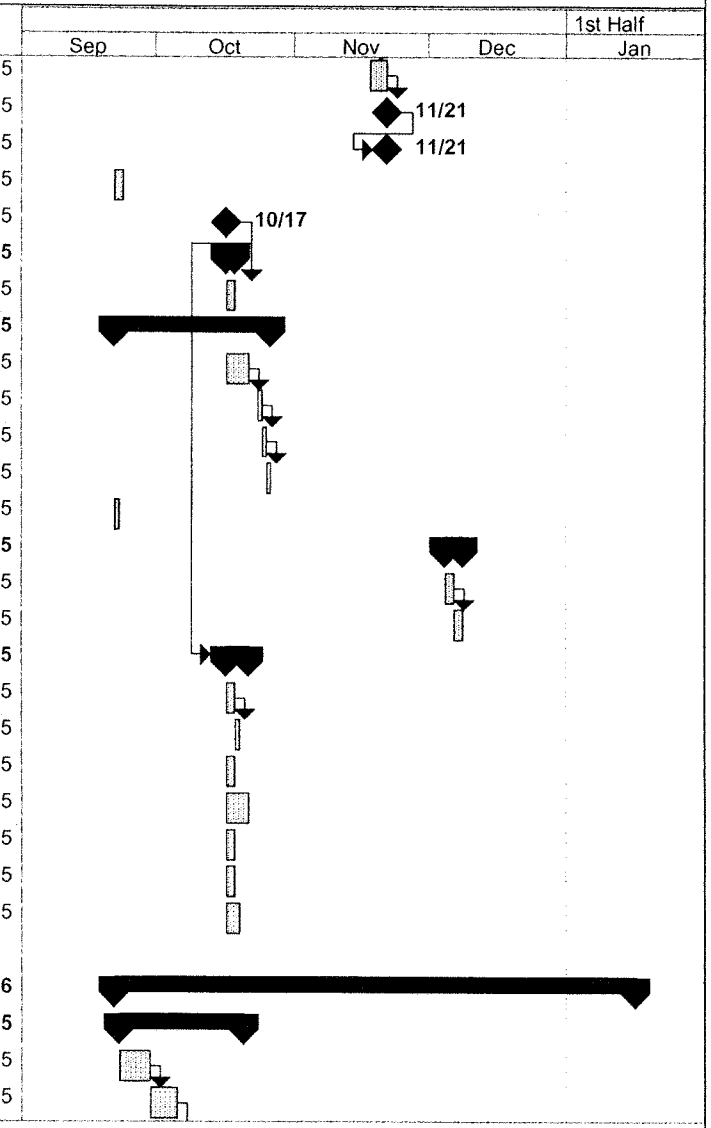


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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
59	Maintenance Equipment Training	2 days	Fri 11/18/05	Mon 11/21/05
60	Confirm Training Complete	0 days	Mon 11/21/05	Mon 11/21/05
61	Develop and Distribute Facilities Schedule	0 days	Mon 11/21/05	Mon 11/21/05
62	Confirm Staffing Recruitment	2 days	Thu 9/22/05	Fri 9/23/05
63	Move Into New Facility	0 days	Mon 10/17/05	Mon 10/17/05
64	**Review Office Furniture Needs**	**2 days**	**Mon 10/17/05**	**Tue 10/18/05**
65	Procure Office Furniture	2 days	Mon 10/17/05	Tue 10/18/05
66	**Review Communications System Needs**	**25 days**	**Thu 9/22/05**	**Wed 10/26/05**
67	Procure Radio Equipment Radio Equipment Delivered	5 days	Mon 10/17/05	Fri 10/21/05
68	Radio Equipment Installed	1 day	Mon 10/24/05	Mon 10/24/05
69	Radio Equipment Tested	1 day	Tue 10/25/05	Tue 10/25/05
70	Confirm Equipment Contingency Plan	1 day	Wed 10/26/05	Wed 10/26/05
71	Confirm Road Call Protocol	1 day	Thu 9/22/05	Thu 9/22/05
72	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Mon 12/5/05**	**Thu 12/8/05**
73	Enter Mileage Data for Fleet	2 days	Mon 12/5/05	Tue 12/6/05
74	Plan 1st Month PM Schedule	2 days	Wed 12/7/05	Thu 12/8/05
75	**Arrange & Deliver Training Vehicles**	**5 days**	**Mon 10/17/05**	**Fri 10/21/05**
76	Confirm Training Vehicle Delivery	2 days	Mon 10/17/05	Tue 10/18/05
77	Training Vehicles On-Site	1 day	Wed 10/19/05	Wed 10/19/05
78	Purchase Office Equipment	2 days	Mon 10/17/05	Tue 10/18/05
79	Develop Local Employee Handbook	5 days	Mon 10/17/05	Fri 10/21/05
80	Develop Road Call Procedures	2 days	Mon 10/17/05	Tue 10/18/05
81	Establish Tow Company Relationship	2 days	Mon 10/17/05	Tue 10/18/05
82	Develop Running Repair Protocol	3 days	Mon 10/17/05	Wed 10/19/05
83				
84	**Information Systems and Technology Systems**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
85	**Phone**	**20 days**	**Fri 9/23/05**	**Thu 10/20/05**
86	Order and Set-Up Temporary Phone Lines	5 days	Fri 9/23/05	Thu 9/29/05
87	Confirm Specifications on Phone System	4 days	Fri 9/30/05	Wed 10/5/05

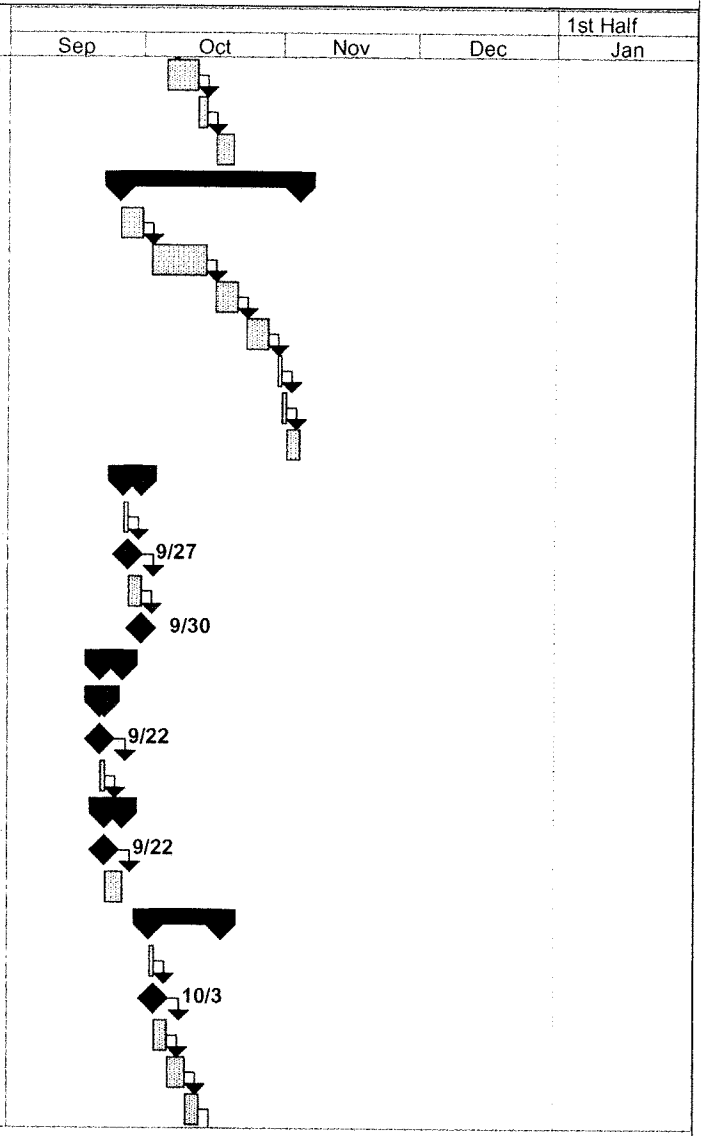


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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
88	Procure Phone System	5 days	Thu 10/6/05	Wed 10/12/05
89	Install and Set Up Phone System	2 days	Thu 10/13/05	Fri 10/14/05
90	Train Staff	4 days	Mon 10/17/05	Thu 10/20/05
91	**Computer Equipment**	**30 days**	**Mon 9/26/05**	**Fri 11/4/05**
92	Confirm Specifications on Hardware	5 days	Mon 9/26/05	Fri 9/30/05
93	Procure Hardware	10 days	Mon 10/3/05	Fri 10/14/05
94	Install and Set Up Hardware	5 days	Mon 10/17/05	Fri 10/21/05
95	Train Staff	5 days	Mon 10/24/05	Fri 10/28/05
96	Install E-Mail System	1 day	Mon 10/31/05	Mon 10/31/05
97	Confirm Communications Methods	1 day	Tue 11/1/05	Tue 11/1/05
98	Procure Any Additional Equipment Needed	3 days	Wed 11/2/05	Fri 11/4/05
99	**Pagers & Cell Phones**	**4 days**	**Tue 9/27/05**	**Fri 9/30/05**
100	Develop List of Required Pagers & Cell Phones	1 day	Tue 9/27/05	Tue 9/27/05
101	Distribute Pager/Cell Phone Policy	0 days	Tue 9/27/05	Tue 9/27/05
102	Obtain Pagers & Cell Phones from Steve	3 days	Wed 9/28/05	Fri 9/30/05
103	Distribute Pagers & Cell Phones	0 days	Fri 9/30/05	Fri 9/30/05
104	**Software Systems**	**3 days**	**Thu 9/22/05**	**Mon 9/26/05**
105	**Customer Service Software**	**1 day**	**Thu 9/22/05**	**Thu 9/22/05**
106	Identify CS Protocols (PASS-COM)	0 days	Thu 9/22/05	Thu 9/22/05
107	Define Reporting Requirements w/ MV Broker Staff	1 day	Thu 9/22/05	Thu 9/22/05
108	**Office Management Software**	**2 days**	**Thu 9/22/05**	**Mon 9/26/05**
109	Obtain List of MS Office Licenses	0 days	Thu 9/22/05	Thu 9/22/05
110	Procure Additional Software as Needed	2 days	Fri 9/23/05	Mon 9/26/05
111	**Reporting Requirements**	**12 days**	**Mon 10/3/05**	**Tue 10/18/05**
112	Clarify NTD Reporting Needs	1 day	Mon 10/3/05	Mon 10/3/05
113	Define Monthly Report Requirements	0 days	Mon 10/3/05	Mon 10/3/05
114	Develop Training procedure for Manifests	3 days	Tue 10/4/05	Thu 10/6/05
115	Review On-Time Reporting Calculations	2 days	Fri 10/7/05	Mon 10/10/05
116	Develop No-Fare Reporting Requirements	3 days	Tue 10/11/05	Thu 10/13/05

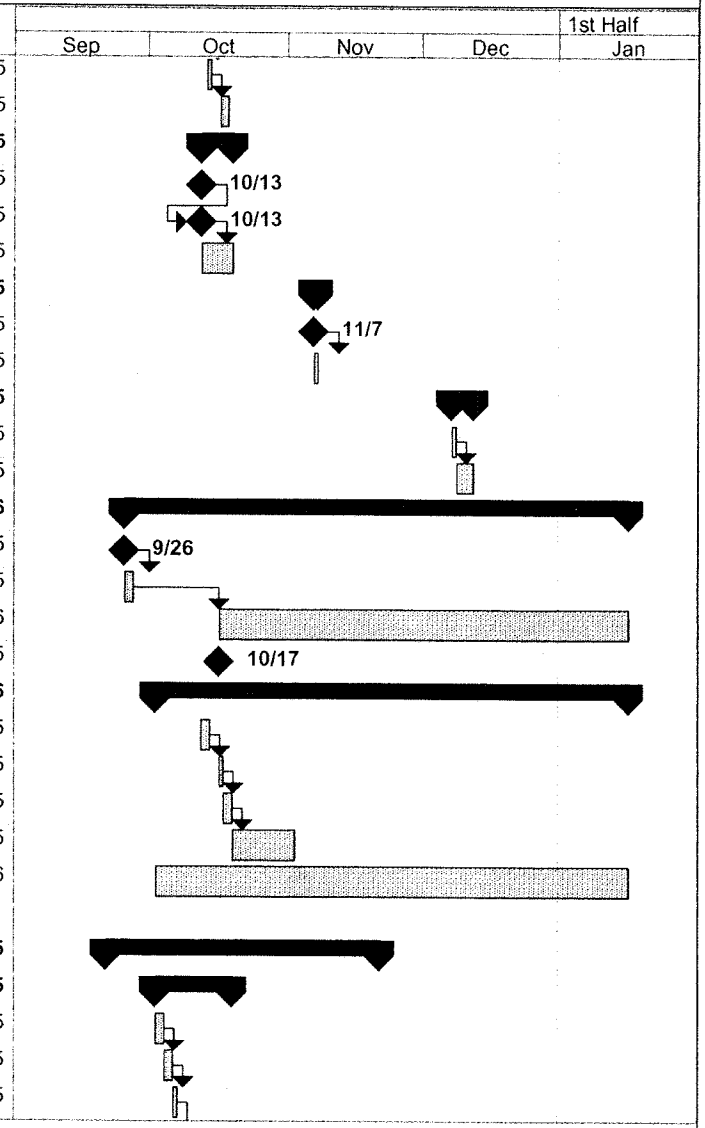


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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
117	Review Report Due Dates	1 day	Fri 10/14/05	Fri 10/14/05
118	Establish Daily/Monthly Invoice Systems	2 days	Mon 10/17/05	Tue 10/18/05
119	**Data Verification/Audit**	**5 days**	**Thu 10/13/05**	**Wed 10/19/05**
120	Establish Daily Record Keeping Protocol	0 days	Thu 10/13/05	Thu 10/13/05
121	Establish Fare Box Reconciliation System	0 days	Thu 10/13/05	Thu 10/13/05
122	Execute Data Verification Analysis	5 days	Thu 10/13/05	Wed 10/19/05
123	**Establish Dispatch/Reservations Communication**	**1 day**	**Mon 11/7/05**	**Mon 11/7/05**
124	Develop Communication Protocol Between Departments	0 days	Mon 11/7/05	Mon 11/7/05
125	Establish On-Street Reporting System	1 day	Mon 11/7/05	Mon 11/7/05
126	**Back-Up Processes**	**3 days**	**Thu 12/8/05**	**Mon 12/12/05**
127	Ensure Standard Back-Up Protocols In Place	1 day	Thu 12/8/05	Thu 12/8/05
128	Test Back-Up Procedures	2 days	Fri 12/9/05	Mon 12/12/05
129	**Administration**	**81 days**	**Mon 9/26/05**	**Mon 1/16/06**
130	Add Location & Manager to MV Phone Directory	0 days	Mon 9/26/05	Mon 9/26/05
131	Identify Local Hotel for Start-Up Team	2 days	Mon 9/26/05	Tue 9/27/05
132	Local Management On-Site	66 days	Mon 10/17/05	Mon 1/16/06
133	Order Business Cards/Letterhead	0 days	Mon 10/17/05	Mon 10/17/05
134	**Uniforms & ID Badges**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
135	Confirm Requirements of MetroAccess ID Badges	2 days	Thu 10/13/05	Fri 10/14/05
136	Confirm Uniform Requirements	1 day	Mon 10/17/05	Mon 10/17/05
137	Establish Uniform Standards	2 days	Tue 10/18/05	Wed 10/19/05
138	Order New Uniforms	10 days	Thu 10/20/05	Wed 11/2/05
139	Produce and Issue ID Badges	76 days	Mon 10/3/05	Mon 1/16/06
140				
141	**Logistics and Routing**	**43 days**	**Thu 9/22/05**	**Mon 11/21/05**
142	**Logistics and Operations**	**13 days**	**Mon 10/3/05**	**Wed 10/19/05**
143	Develop Procedures for Notifying Driver of Schedule	2 days	Mon 10/3/05	Tue 10/4/05
144	Develop Extra Board Procedures	2 days	Wed 10/5/05	Thu 10/6/05
145	Develop Sign-On Log for Dispatch	1 day	Fri 10/7/05	Fri 10/7/05

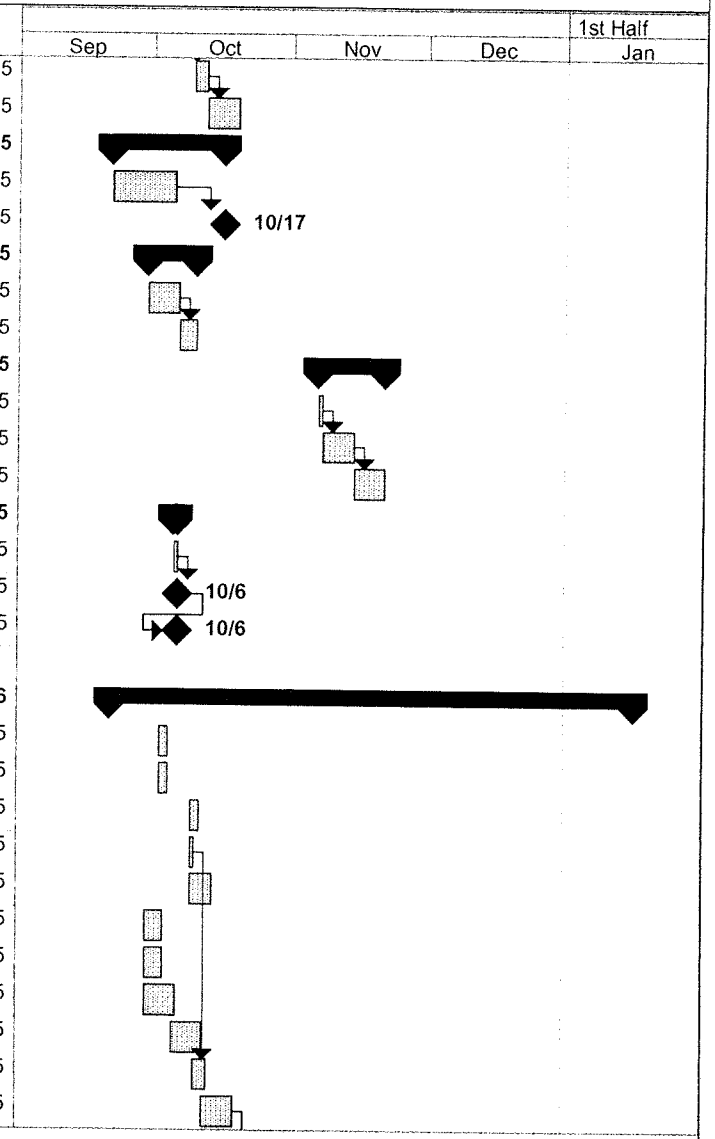


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ID	Task Name	Duration	Start	Finish
146	Implement Attendance Tracking System	3 days	Mon 10/10/05	Wed 10/12/05
147	Obtain Map Books for Drivers	5 days	Thu 10/13/05	Wed 10/19/05
148	**MVT Support Trainers (MVT X'ers)**	**17 days**	**Thu 9/22/05**	**Mon 10/17/05**
149	Recruit Out-Of-Town MV Trainers	10 days	Thu 9/22/05	Wed 10/5/05
150	MVT X'ers On-Site	0 days	Mon 10/17/05	Mon 10/17/05
151	**Staff Scheduling**	**7 days**	**Fri 9/30/05**	**Mon 10/10/05**
152	Draft Staffing Requirements/Schedule	5 days	Fri 9/30/05	Thu 10/6/05
153	Finalize Driver/Dispatch/Reservations Schedule	2 days	Fri 10/7/05	Mon 10/10/05
154	**Customer Service**	**11 days**	**Mon 11/7/05**	**Mon 11/21/05**
155	Designate Cust. Svc. Coordinator (Beltsville Ops)	1 day	Mon 11/7/05	Mon 11/7/05
156	Establish Complaint Investigation Procedure	5 days	Tue 11/8/05	Mon 11/14/05
157	Establish Contract Compliance Audit Systems	5 days	Tue 11/15/05	Mon 11/21/05
158	**Road Supervision**	**1 day**	**Thu 10/6/05**	**Thu 10/6/05**
159	Develop Road Supervisor Job Description	1 day	Thu 10/6/05	Thu 10/6/05
160	Develop Pull-Out Inspection Log	0 days	Thu 10/6/05	Thu 10/6/05
161	Develop Road-Check Form	0 days	Thu 10/6/05	Thu 10/6/05
162				
163	**Human Resources and Training**	**83 days**	**Thu 9/22/05**	**Mon 1/16/06**
164	Develop Presentation for Existing Local Employees	2 days	Mon 10/3/05	Tue 10/4/05
165	Obtain List of Employee Mailing Addresses	2 days	Mon 10/3/05	Tue 10/4/05
166	Obtain Seniority List	2 days	Mon 10/10/05	Tue 10/11/05
167	Obtain Collection Site for Drug Testing	1 day	Mon 10/10/05	Mon 10/10/05
168	Obtain Applications from Existing Personnel	5 days	Mon 10/10/05	Fri 10/14/05
169	Develop Employee Roster to Track Job Offers	2 days	Fri 9/30/05	Mon 10/3/05
170	Obtain WMATA Reference Checks	2 days	Fri 9/30/05	Mon 10/3/05
171	Order Criminal Record Checks for Current Employees	5 days	Fri 9/30/05	Thu 10/6/05
172	Obtain MVR's for Current Local Employees	5 days	Thu 10/6/05	Wed 10/12/05
173	Perform Supervisory D&A Testing	3 days	Tue 10/11/05	Thu 10/13/05
174	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Thu 10/13/05	Wed 10/19/05

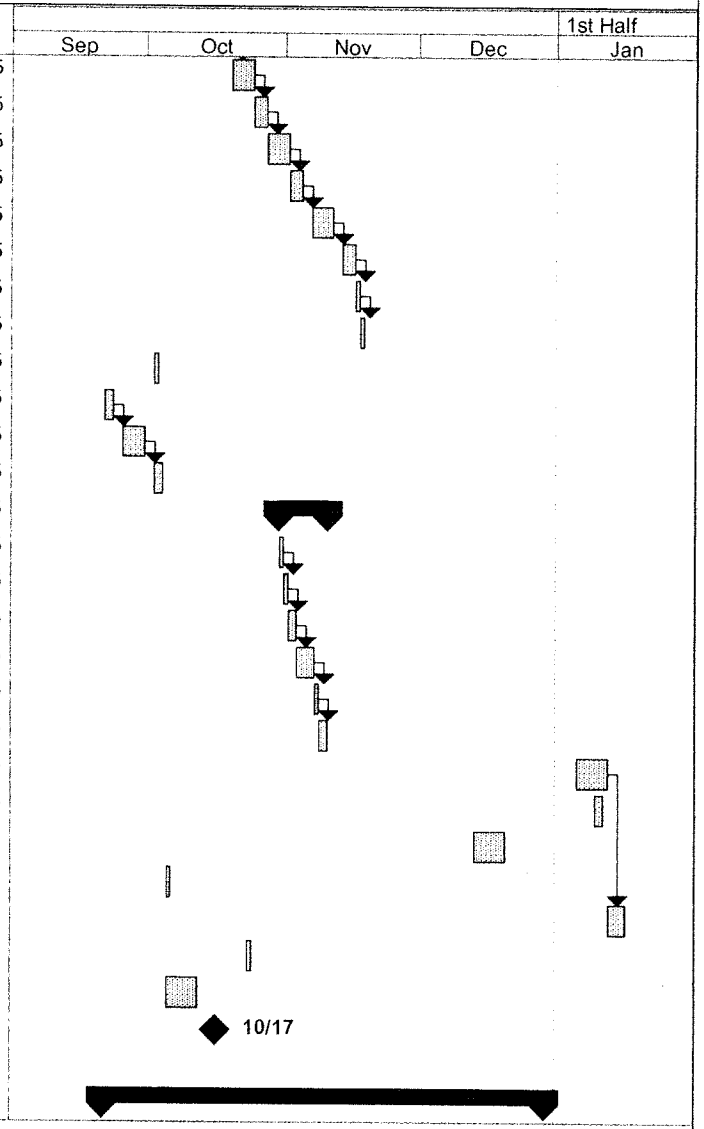


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ID	Task Name	Duration	Start	Finish
175	Interview for New Employees & Staff	3 days	Thu 10/20/05	Mon 10/24/05
176	Obtain Training Docs from Existing Employer	3 days	Tue 10/25/05	Thu 10/27/05
177	Make Offer to All Existing Employees Meeting Mins.	3 days	Fri 10/28/05	Tue 11/1/05
178	Recruit Remaining Staff	3 days	Wed 11/2/05	Fri 11/4/05
179	Hire Non-Existing Staff	5 days	Mon 11/7/05	Fri 11/11/05
180	Resolve BTW Training/Vehicle Availability	3 days	Mon 11/14/05	Wed 11/16/05
181	Review Workers Comp Process	1 day	Thu 11/17/05	Thu 11/17/05
182	Establish Job Descriptions	1 day	Fri 11/18/05	Fri 11/18/05
183	Place Recruitment Ads	1 day	Mon 10/3/05	Mon 10/3/05
184	Establish Minimum Hiring Criteria	2 days	Thu 9/22/05	Fri 9/23/05
185	Establish Group Medical Insurance	5 days	Mon 9/26/05	Fri 9/30/05
186	Establish Benefits Roll-Over for Existing Personnel	2 days	Mon 10/3/05	Tue 10/4/05
187	**Handbook**	**9 days**	**Mon 10/31/05**	**Thu 11/10/05**
188	Develop Confidentiality Procedures	1 day	Mon 10/31/05	Mon 10/31/05
189	Develop Passenger Assistance Standards	1 day	Tue 11/1/05	Tue 11/1/05
190	Review Accident Procedures	2 days	Wed 11/2/05	Thu 11/3/05
191	Publish MV / WMATA Employee Manual	2 days	Fri 11/4/05	Mon 11/7/05
192	Train All Employees on Manual	1 day	Tue 11/8/05	Tue 11/8/05
193	Develop Securement Guidelines for Manual	2 days	Wed 11/9/05	Thu 11/10/05
194	Conduct Driver Shift Bid	5 days	Fri 1/6/06	Thu 1/12/06
195	Obtain Estimated Daily Work Schedule	2 days	Tue 1/10/06	Wed 1/11/06
196	Sign-Up Employees for 401 (k)	5 days	Wed 12/14/05	Tue 12/20/05
197	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
198	Conduct Final Dry Run Meetings	2 days	Fri 1/13/06	Mon 1/16/06
199	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
200	Schedule Driver Training Classes	5 days	Thu 10/6/05	Wed 10/12/05
201	Publish Driver Training Schedule	0 days	Mon 10/17/05	Mon 10/17/05
202				
203	**Budgeting and Finance**	**71 days**	**Thu 9/22/05**	**Thu 12/29/05**

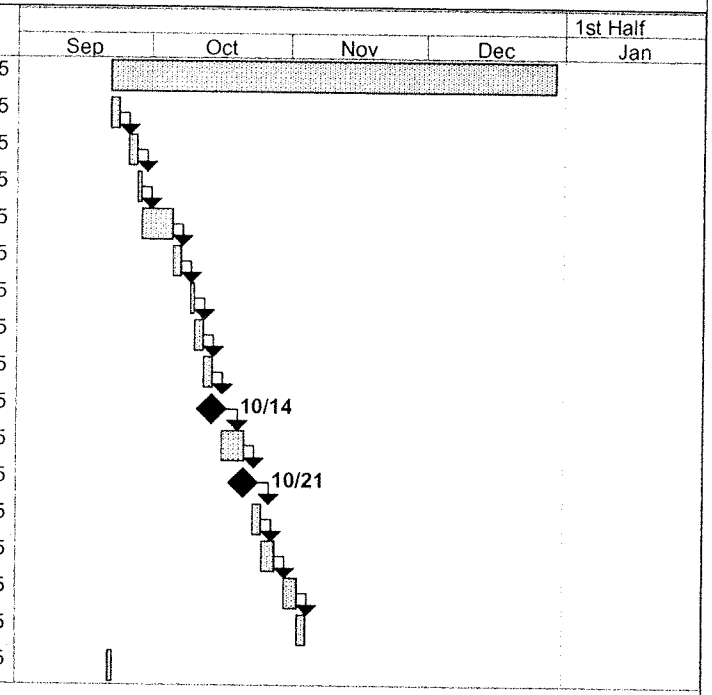


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ID	Task Name	Duration	Start	Finish
204	Review and Monitor Start-Up Budget	71 days	Thu 9/22/05	Thu 12/29/05
205	Verify State Taxes	2 days	Thu 9/22/05	Fri 9/23/05
206	Identify Local DBEs	2 days	Mon 9/26/05	Tue 9/27/05
207	Establish Courier Services	1 day	Wed 9/28/05	Wed 9/28/05
208	Review Billing Issues	5 days	Thu 9/29/05	Wed 10/5/05
209	Establish Vacation Accrual System	2 days	Thu 10/6/05	Fri 10/7/05
210	Establish TripEdit Payroll Link	1 day	Mon 10/10/05	Mon 10/10/05
211	Test All Accounting System Programs	2 days	Tue 10/11/05	Wed 10/12/05
212	Establish Payroll Protocols/Systems	2 days	Thu 10/13/05	Fri 10/14/05
213	Test Payroll Link to TripEdit	0 days	Fri 10/14/05	Fri 10/14/05
214	Prepare and Review Budget	5 days	Mon 10/17/05	Fri 10/21/05
215	Cash Box/Safe/Bank Deposit	0 days	Fri 10/21/05	Fri 10/21/05
216	Confirm Insurance Certificates	2 days	Mon 10/24/05	Tue 10/25/05
217	Establish Workers Comp Program	3 days	Wed 10/26/05	Fri 10/28/05
218	Confirm Claims Protocols	3 days	Mon 10/31/05	Wed 11/2/05
219	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/3/05	Fri 11/4/05
220	Order Petty Cash	1 day	Thu 9/22/05	Thu 9/22/05



Project: Start Up MV Beltsville Operati
Date: Wed 7/20/05

Task
Split
Progress
Milestone
Summary
Project Summary
External Tasks
External Milestone
Deadline

Original Proposal

360 Campus Lane, Suite 201
Fairfield, California 94534
707 • 863 • 8980
(facsimile) 707 • 863 • 8793
www.mvtransit.com

June 28, 2005

Ms. Cathy Rooths, Contract Administrator
Office of Procurement
600 Fifth Street, NW, Room 3C-02
Washington, DC 20001-2651

Subject: Letter of Transmittal, Offer under Solicitation No. C05108/CR

Dear Ms. Rooths:

Enclosed please find MV Transportation, Inc.'s proposal in response to the Washington Metropolitan Area Transit Authority (WMATA) Solicitation No. C05108/CR for the MetroAccess Program, Paratransit Services for Maryland, Virginia, and Washington D.C.

WMATA has taken considerable time to distribute a comprehensive RFP that will lead to improved service quality. It is clear that WMATA desires to partner with a firm of extensive experience. MV is that firm in that we manage more paratransit trips each day than any other contractor in the world. This experience combined with our unique ability to manage and support our proposed Commercial Off The Shelf Reservations/Scheduling/Dispatch Software, Trapeze PASS®, is unequalled.

In addition to the experience MV offers, our local management team combines for 143 years of transportation experience. These industry leaders possess a history of operational improvement and long-term success that lends significant value to WMATA and its passengers.

Our work plan is focused on utilizing the expertise of MV and our local management team to improve the MetroAccess services in these critical areas:

1. **Passenger Confidence**

   The MetroAccess passengers expect the best; we must reduce complaints and improve system reliability. Our service management plan is based on partnership with WMATA and our local Service Providers. We have provided a comprehensive plan to improve on-time performance using our proprietary Trapeze management tools. We are so confident in our ability to operate on time; our proposal includes our commitment to provide a free ride coupon to any passenger that is served outside of the pick-up window. This late trip reimbursement for our MetroAccess passengers is provided at no cost to WMATA.

2. **Customer Service through Quality Service**

   MV will raise the standard of customer service at all levels. While our proposal discusses several methods of improving Customer Service, highlights of our approach include:

   - ***Call Center Activities:*** MV's call center plan includes a design to enhance professionalism and customer service. We will instill new office procedures to maintain a professional environment that is consistent with increased compensation for call center staff to attract higher quality personnel. MV will properly train our reservationists in telephone techniques to improve the

passenger experience from the very beginning. Our observation of the current call center is that the room is very loud. To manage this, MV will provide headsets to all staff and add a wall (pending WMATA approval) to separate dispatch. These steps will reduce noise and make it easier for our passengers to hear our personnel and vice versa.

- ***Consistency and Professionalism on the Front Line:*** We have selected seven local Service Providers with which to partner. Each firm has a strong reputation in the area and will, along with MV, provide a consistent, professional and quality paratransit service. MV will provide all classroom training and eight hours of Behind-the-Wheel Training to ensure quality service from each MetroAccess Driver. This course includes strong customer service training provided in partnership with several local advocacy groups.

  Additionally, each MetroAccess Driver will be certified by MV before entering service and will be required to wear the standard, approved uniform. To ensure all drivers are properly attired from day one, MV will provide each driver an initial uniform set at the start of the contract.

- ***Improved Productivity and On-Time Performance:*** The impact of increased productivity is significant; a more productive system efficiently uses its resources to provide on-time and reliable service. At the same time, costs are dramatically reduced when productivity increases. Our analysis indicates that even small gains in productivity will have a dramatic effect on reducing the costs of the MetroAccess program.

  MV's ability to achieve these goals is superior, as our experience managing large ADA paratransit systems with the Trapeze® software package in an MDT environment is unequalled. MV has a Trapeze support team that is second to none. The team is comprised of programmers and implementation/training specialists who were formerly employed directly by the Trapeze Software Group, including Mr. Christopher Bryan (Director of IT), who will lead our software implementation.

  This team has developed proprietary Trapeze management tools that will be installed in our call center; they will also "tune" the Trapeze system to ensure maximum efficiency. Given our experience with Trapeze, we have comprehensive training programs to enhance the skills of the operating personnel and efficiently achieve better performance.

  We are also offering the annual consulting services of Executive Vice President, Ms. Marsha Madrid (original author of PASS DOS, which has become the Trapeze system), at no additional cost. Marsha will analyze and evaluate the current operations and help improve productivity and overall service quality.

- ***Creation of a Paratransit Transition Committee:*** Led by Mr. Dwight Sayer, MV's Consumer Advocate, MV will establish a Paratransit Transition Committee. This group will be made up of current passengers, local advocacy members, WMATA staff, and MV team members and subcontractors. This committee will meet biweekly throughout the transition period to remedy any concerns and generate "buy in" from everyone involved. After the start of the contract, this committee will meet monthly on an ongoing basis.

3. **System Integrity and PM Accountability**

MV provides an open door, all access approach to these services; we will provide WMATA designated staff access to any and all service data as requested. Our plan includes full access for WMATA staff to the Trapeze system (complete with automated email alerts notifying WMATA if and when service falls below standards), FleetFocus Maintenance Software and all records.

Additionally, MV's staffing plan includes several personnel dedicated to auditing processes, and our proposal includes several real life examples of how these will be performed. These efforts will ensure the integrity of the billing process for WMATA and MV. Additionally, our staffing plan

includes twelve full time Road Supervisors who will monitor on-road service and support our operation as needed.

Finally, our operating plan is designed to minimize the use of taxi services. In fact, many of our dedicated service providers will be providing non-dedicated service as well. This assures both MV and WMATA that non-dedicated services are consistent with the standards of MetroAccess.

MV Transportation's vision, simply stated, is to partner with WMATA to offer MetroAccess services that are *The Standard of Excellence.* Through a dynamic management approach we will improve communication within our workforce to create personal growth among all employees. We know that the result of our approach for the Authority will be a positively motivated team with low turnover and outstanding performance for our clients.

Pursuant to page 42 of the RFP, we acknowledge receipt of all RFP addenda, Addenda Nos. 1 through 5, and certify that our proposal is valid for a period of 180 days from the date of submittal. I am your contact for MV, authorized to make representations for our Company; my contact information is as follows:

Keith Whalen, Executive Vice President
360 Campus Lane, Suite 201
Fairfield, California 94534
Phone & Fax: 707-863-8735
Email Address: kwhalen@mvtransit.com

Responsive, ethical and honest management with the highest integrity and a true desire to build a partnership is critical to the success of your system. MV recognizes the importance of this concept and will honor our word in work and deed. I encourage you to select MV Transportation as your partner for the provision of the MetroAccess Program.

Sincerely,

Keith Whalen
Executive Vice President

Unconditional Satisfaction Guaranteed Warranty

MV Transportation, Inc.

MV Transportation, Inc. is pleased to provide the following unconditional warranty to the Washington Metropolitan Area Transit Authority (WMATA). In the event MV is selected to provide services pursuant to the WMATA, Request for Proposal No. C05108/CR, due June 22, 2005, in addition to any contractual warranties and remedies that WMATA is entitled to under the contract; MV will warrant its service as follows:

1. MV Transportation, Inc. guarantees to provide the Washington Metropolitan Area Transit Authority (WMATA) all access at any and all times to MV's MetroAccess System Data. We will not deny any designated WMATA staff access to our systems to ensure data accuracy and integrity.

2. MV Transportation, Inc. guarantees our service to our passengers in the following manner: In the event that MV fails to arrive at a pick-up location within the window, the driver will issue the passenger a "free-ride" coupon. The passenger would then use the coupon on their next ride. When the coupon shows up in the farebox, MV will document this and deduct the cost of the fare from our invoice to WMATA.

3. MV Transportation, Inc. guarantees that in the event WMATA is dissatisfied with MV's service *for any reason* during the term of the contract, WMATA may terminate the contract. In the event the contract is so terminated, MV will refund to WMATA any and all profits made by MV during the final 12 months during the period prior to the termination.

4. MV Transportation, Inc. guarantees that we will not sell a majority of the outstanding common shares of the corporation during the term of any contract resulting from WMATA's RFP, or during any extension thereof.

Keith Whalen
Executive Vice President

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Executive Summary







Executive Summary

The Washington Metropolitan Area Transit Authority (WMATA) has issued an RFP for the MetroAccess Program, providing Paratransit Services for Maryland, Virginia, and Washington DC. In the selection of a Paratransit Manager (PM), WMATA is flexible in terms of how the contractor will manage the service; providing the option to either fully broker or provide turnkey service. It is clear that no matter how the service is to be managed, WMATA's desire is that service to the passengers is of the highest quality.

For the selection of the Paratransit Manager, WMATA is requiring that proposals include design for the following key elements:

- Implementation of a Commercial Off-The-Shelf (COTS) reservations and scheduling software with capabilities that include:
  - Web and IVR reservations, cancellations, and "Where's My Ride" information
  - Mapping Interface AVL systems
  - Full compliance with WMATA's reporting requirements
- Installation of Mobile Data Computers in 100% of the dedicated vehicle fleet
- Creative solutions to ensure compliance with WMATA's performance standards
- Strict controls and auditing processes to eliminate loss factors such as changing schedules and fraudulent reporting within a subcontracted service provider environment
- Ideas on how to increase productivity within the system to improve cost efficiency
- Complaint minimization

MV's proposal provides WMATA with a unique approach to handle the elements above, and all other requirements of the MetroAccess RFP. MV has expended considerable resources to fully understand the WMATA services. We have spent hundreds of personnel hours reviewing service statistics, meeting with the current service providers, meeting with advocacy groups and preparing our proposal. This detailed approach, combined with the experience of MV, our software providers and our management team, makes us confident that we offer WMATA and your passengers the best partner to improve service quality, enhance productivity and raise on-time performance. Below is a brief overview of our operations plan for the MetroAccess system.

Overall Approach

MV will utilize our 30 years of national paratransit experience in coordination with a small network of local transportation service providers who have a history of high service quality and passenger satisfaction. No other firm has the amount of experience that MV has in paratransit operations, or in the management of subcontracted service providers. Our approach will result in:

Higher Level of Customer Service through...

- Improved productivity and on-time performance;
- Professional appearance standard for all drivers - MV will initially purchase all driver uniforms (including service provider drivers);
- Uniform classroom training for all drivers (including service providers) with sensitivity modules that involve passenger advocacy groups from communities we serve;
- Establishment of a Paratransit Transition Committee which will be supported by Dwight Sayer, Consumer Advocate, to involve WMATA and its passengers in the transition period; and
- Improved compensation for Call Center personnel to attract quality employees

Improved Levels of Passenger Confidence in System through...

- No Missed Service (Zero Tolerance);
- Late Trip Reimbursement to Passengers at MV's expense;
- Full time Maintenance Auditor to ensure high quality fleet;
- Innovative approach to community outreach; and
- Re-vamped operating plan for call center designed to improve professionalism of staff and efficiency of the system

Increased Level of System Integrity and PM Accountability through...

- Open Door approach where WMATA has full access to all system data and records at any time
- 12 full-time road supervisors to monitor service area and support operation
- Full-time auditing team to ensure technical accuracy and integrity
- Only the approved 5% of ser vice will be performed by taxis
- Extensive Federal compliance procedures and standards



MV is proposing to serve as both the broker and one of several service providers for the MetroAccess System. We anticipate that MV will operate approximately 24% of the MetroAccess service, with the remaining 76% of the service to be subcontracted out to a carefully selected network of service providers. This approach provides the following benefits to WMATA:

- In our research to prepare this proposal, we found that most of the "non-dedicated" service currently being provided is through the use of vehicles that do nothing but MetroAccess service. Given the situation, it seems reasonable to provide vehicles for these services as well. MV will provide the required number of vehicles, but also intends to provide vehicles for non-dedicated service should our Service Providers need this to ensure consistency in the fleet.

- As the largest provider of paratransit services in the nation, MV has a unique understanding of what it takes to manage large paratransit systems. By providing service ourselves, we are able to set and control the standard for service quality. By holding our own operation to the same standards to which we hold our service providers, we will instill a sense of fairness and credibility among our subcontracted partners. We will lead by example in this system; our operation will provide our subcontractors with a model to follow in their own operations.

- MV has a reputation of being the most cost-effective provider as well. Our service plan for MetroAccess will lead to a significant cost savings for WMATA. The percent of service that MV is proposing to run – 24% – is based on the amount of service we can provide at the lowest cost.

Why MV?

Reason # 7. MV operates more paratransit service than any other firm in the Nation; saving our customers millions of dollars.

MV operates paratransit services at reduced costs through proactive system management; we manage on-time performance in such a way that greater productivity is achieved; in turn we use fewer resources to perform the same job. As described by the table below, and throughout this proposal, even a slight improvement in productivity dramatically reduces system costs. Below are some examples of MV operations where we have saved our client money through improved productivity and on-time performance.

The MV Difference: % Change In Performance
Before MV vs. After MV in Large Paratransit Contracts

Division	Improvement in On-Time Performance	Improvement in Productivity	$ Saved Client Annually
SORTA* (Cincinnati OH)	4%	22%	$277,406
LYNX (Orlando, FL)	39%	97%	$10,158,844
Redi-Wheels** (San Carlos, CA)	7%	17%	$528,827
Phoenix DAR (Phoenix, AZ)	2%	56%	$4,278,085
ASI (Van Nuys, CA)	4%	8%	$206,420

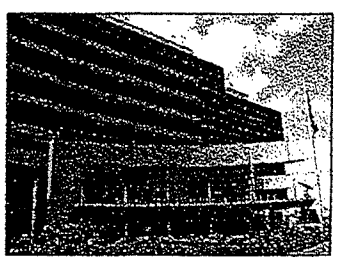
** With a 23% increase in ridership*
*** With a 58% increase in ridership*

- While our experience and reputation in the industry is unmatched, the experience and reputation of our proposed local service providers is equally important. By maintaining these current providers in the system, we maintain a level of stability and local knowledge that is essential to a smooth and cost-effective transition. MV has spent significant time researching and selecting service providers that have experience and a proven record of success in the MetroAccess Program.
- The location of our bases of operation (MV's operation and those of our subcontractors) has also been carefully considered, in order to provide comprehensive coverage of the service area. This strategy will provide WMATA with the most cost-efficient solution through minimized deadhead mileage and response time.
- In the event that a service provider falls below performance, or is no longer in compliance with MV's contract, MV can easily step in and assume that portion of the MetroAccess service until a replacement provider can be found.
- With our Fairfax County operation local to the WMATA service area, MV already has a very successful presence in this region. Using existing Maintenance and Parking facilities in Northern Virginia, we embrace efficiencies and service quality.

Breakdown of Responsibilities

MV will be responsible for the following areas of the MetroAccess Services:

- Transition from the current provider
- Execution of contracts with Service Providers
- Implementation and Management of all Reservations, Dispatch and Scheduling Software, Eligibility Software, Customer Service/Complaint Tracking Software, MDC and AVL technology (and enforcement of use)



- Mobile two-way vehicle and land line communications
- Provision of a 100% new Dedicated Fleet (in addition to the vehicles provided by WMATA), including vehicles for non-dedicated services as necessary.
- Development, implementation, and enforcement of operating procedures, including Auditing of Service Providers in the following areas:
  - Operations
  - Safety
  - Maintenance
  - BTW Training and Certification
  - Background Checks and Employee File Maintenance
  - Reporting/Invoicing
  - Drug and Alcohol Program



- Employee recruiting, selection, training, and placement (for MV employees only)
- Reservations, Dispatch and Scheduling activities
- Response to "Where's My Ride?" calls
- Comprehensive Sensitivity and Classroom Training
- Monitoring of Subcontractor Behind-the-Wheel Training and Cadetting Programs
- Final Testing and Certification of all MetroAccess Drivers
- Eight (8) hours Annual BTW Re-training, plus 1 hour testing per employee in the system
- On-street service monitoring and supervisory oversight
- Performance Monitoring, including fair distribution of performance incentives and disincentives
- Complaint Investigation and Resolution
- Daily, weekly, monthly and annual operations reporting
- Administration of the No Show/Late Cancellation Policy
- Administration of the Door Hanger Program
- Administration of the Abusive Behavior Policy
- Implementation of Management Control Systems
- Implementation of Fraud Prevention and Detection Policies and Procedures
- Development and testing of Disaster Recovery, Continuity of Operations and Emergency Backup plans for system failures and/or power outages
- Community Outreach
- Calculation of trip fare, including supplemental fare outside of the 3/4 mile service area.
- Distribution of all performance incentive payments to Service Providers who earn them
- Coordination with WMATA
- Administration of an FTA-compliant Drug and Alcohol Testing Program (including subcontracted Service Providers)
- Provision of New Uniforms to Enhance Image of MetroAccess Drivers
- Provision of FleetFocus Maintenance Management Software to the MV operation and all subcontracted Service Providers, providing greater control of fleet assets and cost management
- Weekly payment of Service Providers to enhance motivation to provide superior service
- Assurances that all service providers understand the fuel escalator; any compensation adjustments paid to MV will be passed on to them.
- Installation of proprietary system monitors for MV, WMATA and all subcontracted Service Providers, to enhance teamwork and proactive response to service issues in real time

All Service Providers will be responsible for the following areas of their own MetroAccess Operations:

- Overall Contract Compliance
- Fare Collection
- Fleet Maintenance
- Vehicle fueling, preventive maintenance and parts management
- Non-preventive minor and major vehicle repairs
- Field inspection of operating facilities and vehicles
- On-street service monitoring and street supervisory oversight
- Vehicle cleaning
- Insurance coverage in line with RFP requirements
- Employee recruiting, selection, training, and placement
- Labor Costs that include wages and benefits for employees in program
- Employee shift scheduling
- Accident and injury investigation and prevention

Overview of Technology

MV is proposing use of the Trapeze PASS Scheduling Software for the MetroAccess Services. This Commercial-Off-The-Shelf software is a fully integrated and proven product. That means all areas of the program – eligibility, reservations, IVR, and complaint tracking – are connected through one proven product. There is no third-party "connection" software that may cause glitches in the transfer of data. As an example, when WMATA approves a new applicant for eligibility, that same data is used to create a client record without reentry or exporting of data, eliminating the opportunity for human error.

Further, Trapeze is successfully used by transit agencies such as nearby Baltimore MTA and Fairfax County's Fastran, as well as other large agencies such as Orange County Transportation Authority, SEPTA, PACE Suburban Bus, and Hampton Roads Transit. MV has the ability to support this software as no other company can, a substantial benefit for WMATA. Over the years, MV's IT team has grown to include 14 former Trapeze employees, including the original programmer of the PASS software, Ms. Marsha Madrid. MV's experience and ability to manage our proposed technology make MV the ideal partner in this operation. Benefits of Trapeze include:

- Real time updates between MDC, AVL and the software, which provide up-to-the-second information of the on-time performance of current and future stops
- Proven, and easy to use Web and IVR interface
- Ability to perform both real time and batch scheduling to optimize system productivity throughout the service day
- Brokerage module to perform searches for the least-cost/most-appropriate service provider for each trip
- Ability to assign Conditional Eligibility to clients
- Identification of nearby fixed route with every reservation
- Instant confirmation of pickup time at time of reservation, eliminating the need for callbacks
- Conditional Eligibility to limit trips based on type of trip, weather, and travel training
- Customized Reporting to meet the needs of WMATA
- Enhanced Auditing and Fraud Prevention Tools to ensure integrity of the system

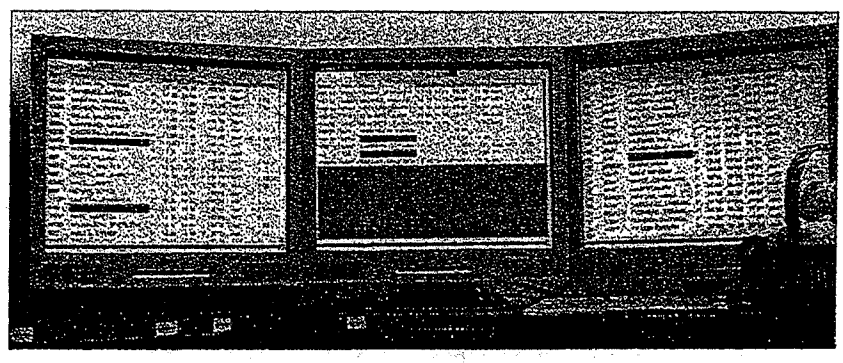
MV will install the Mentor Ranger MDC units in each dedicated vehicle. The Ranger works in conjunction with Trapeze provides up-to-the-minute status reports in regard to on-time performance, allowing Trapeze to "predict" when future stops will be late. Major benefits of the Ranger include:

- Auto arrive feature that is automatically triggered when the driver enters a predetermined radius of the assigned stop to ensure schedule compliance
- GPS and AVL capabilities to provide more control and monitoring of service on the street
- High quality graphic mapping functions to guide drivers through unfamiliar areas
- Customizable buttons for operator ease of use
- A proven paperless solution designed to be implemented smoothly, and provide instant improvements in efficiency.

Meeting Performance Standards - MV's Unique Management

Throughout MV's proposal we describe unique ways in which we will monitor service quality. WMATA has been clear that the level of productivity must be enhanced, while improving performance to higher levels. MV will work with WMATA's management team with an Open Door Approach. While we are confident that our team will make the right decisions to improve service, it is important that you see how and what we are doing to achieve this. To demonstrate our commitment to partnership with WMATA, MV will commit in writing that WMATA personnel can have access to any information, at any time with regards to the MetroAccess program.

MV will, at the discretion of WMATA, provide access to the Trapeze System for designated WMATA staff. MV has developed and successfully implemented several proprietary tools that layer on top of Trapeze to better manage the system. These tools have been developed by Ms. Marsha Madrid (EVP) and Mr. Christopher Bryan (Director of IT) and are unique to MV. As an example, a picture of the System Management Monitors is shown below. MV will provide these to WMATA personnel in addition to our management, so that you may view what is happening on the street in real time, at any given moment.



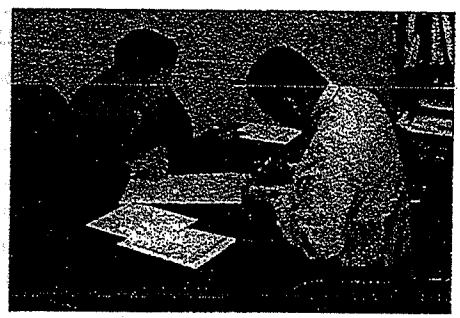
These tools alert MV and WMATA personnel ahead of time when a run is *going to be* late, when systemwide on-time performance is falling below standard, and identifies areas where productivity can be enhanced. Our dispatch team integrates these monitors into an overall management of the system that no other firm provides.

For example, if a vehicle is late on the *On-Time Performance Monitor*, our dispatcher consults the *Slack Monitor* to see what vehicles have space to receive trips (based on cancels and no-shows). They also consult the *Alert Client Status* monitor to identify which routes should not have trips shifted to them. Within a matter of seconds the dispatcher makes an educated decision based on real-time updates, and solves the problem of the route running behind schedule without affecting the rest of the system.

These tools allow proactive management of our services, to satisfy our passengers while saving our clients money – an otherwise difficult goal to achieve. We believe that these enhancements will truly make a difference in the management of these services.

It is important to note that this type of system monitoring will not only impact consumer satisfaction and system confidence, it will also generate significant cost savings to WMATA. Earlier in this section we included a table that reflects the difference that WMATA can expect from MV in our management of the MetroAccess Services. MV's ability to "raise the bar" not only improves customer satisfaction, but directly results in more efficient operations and cost savings to our clients.

Working with Service Providers



It is important to note that in a system this large, and when using multiple service providers, forming a true partnership within the service team is essential to achieving success. MV has a history of great partnerships with subcontractors. Our methodology is simple – we treat our partners ethically and with respect. We clearly lay out our expectations from the start, to eliminate confusion about how to be in compliance with our standards.

Throughout the procurement process, MV has established great partnerships with our proposed Service Providers. We have spent significant time in the MetroAccess service area, meeting with service providers to develop our approach, analyzing the current system, and designing our solution around current service issues. Evidence of this is reflected in the letters of support we have received from Diamond Transportation Services, Answers Inc., Challenger Transportation Services, Battles Transportation, Metro Health-Tech Services, Wheelchair Mobile, and Alterna Trans, as well as in the fair and honest pricing we have received from these companies.

It is MV's intention to pass on all performance incentives and disincentives to our service providers in a way that is fair and honest. MV's plan to accomplish this is as follows:

1. MV receives a performance incentive: Any Service Provider whose performance resulted in earning this incentive will receive an equal portion of the incentive payments
2. MV receives a performance disincentive: Any Service Provider whose performance resulted in earning this disincentive will be required to pay an equal portion of disincentive payment
3. MV receives a performance incentive AND disincentive, but the net amount is a negative number: Any Service Provider whose performance resulted in earning this disincentive will be required to pay an equal portion of disincentive payment; the incentive payment will then be distributed evenly among those who earned the incentive
4. MV receives a performance incentive AND disincentive, and the net amount is a positive number: Any Service Provider whose performance resulted in earning this disincentive will be required to pay an equal portion of disincentive payment; the incentive payment will then be distributed evenly among those who earned the incentive

Experienced Management Team

MV's proposed local management team brings 143 years of paratransit management experience to WMATA. We have carefully assembled this group of industry leaders, based on their expertise, proven record of success in paratransit management, and improving performance in their respective job functions. In fact, many members of this team have been working with MV for several years.

We are confident that they are an excellent fit for the MetroAccess contract and will establish a long-term partnership with WMATA staff. They are knowledgeable of MV's policies and procedures as well as the culture we strive to create at each of our locations, which will further contribute to our success in this operation. Below is a brief overview of our team's qualifications.

Ms. Inez Evans, Project Manager: 11 years experience in the transportation industry; Regional Vice President Level Management Experience; currently oversees operations that encompass 240 vehicles and 300 employees; Direct experience with the MetroAccess Service as Operations Manager with Dave Transportation; History of improving productivity and on-time performance through enhanced scheduling procedures and use of the Trapeze system; Transit and Paratransit Management Certificate from Pepperdine University; Certificates in FTA Drug and Alcohol Program Compliance, Reasonable Suspicion for Supervisors, Customer Service, Sexual Harassment in the Workplace, Leadership and Supervision, and Train the Trainer; Extensive professional training in the areas of Labor Relations, Contract Management, Customer Relations, and Operations Management.

Ms. Nancy Santiago, Operations Manager (Call Center Manager): 7 years in Paratransit and Call Center Management; Demonstrated success in managing eight (8) subcontracted service providers in Jacksonville, FL; Maintained hold times of less than two minutes for last two years; Expert in efficient use of Trapeze; Increased productivity at Tulsa Transit as Call Center Manager from 2.0 to 3.0; Decreased hold time in Tulsa from 10 minutes to less than 1 minute; Decreased passenger complaints by 53%; Certified in FTA Drug and Alcohol Training, RTAP Train the Trainer, Customer Service Training, Accident Investigation, Trapeze Training for Supervisors; Bi-lingual.

Mr. Charles Wilson, IT Manager: 35 years experience with Information Technology and transportation operations; Former Departmental Technology Manager for Detroit Department of Transportation; Extensive experience with proposed technology including: AVL and MDC support and implementation; Trapeze application software experience including Trapeze PASS, IVR, FLEX, CI, FX, and PLAN; Managed D-DOT website and digital surveillance for entire department; also created, implemented and supported D-DOT Senior Pass Cards and D-DOT Disabled Pass Cards.

Mr. Golam Murshed, Customer Relations Manager: 22 years experience in the transportation industry, including contract compliance and passenger care, maintenance, planning and operations management; Masters Degree in Transportation Planning and Management; Currently Manager of Paratransit for Interurban Transit Partnership – *The Rapid*; Public Outreach Coordinator and staff support to ITP's Consumer Advisory Committee and Specialized Services Coordination Committee; Graduate of National Transit Institute's *Effective Transit Supervision.*

Mr. Yohannes Awoke, Safety and Training Manager: 10 years experience in the transportation industry; 7 years DOT Certified Instructor; Transportation Safety Institute (TSI) Certified Train the Trainer; Regional Safety Manager with multiple project oversight since 2002; Certified in: Empathy and Sensitivity Training, Passenger Assistance Training, Accident Prevention, Road Supervision, FTA Mandated Drug & Alcohol Program and Prevention, OSHA Regulations, ADA Law, Advanced Communication Systems and Accident Investigation; Successful preparation and passing of all CHP, DOT, FTA and DMV inspections to which he has been subject.

Mr. David Collins, Director of Maintenance: 14 years experience in Transportation Maintenance; Current responsibility for 17 properties and 939 vehicles; Certified in Ford and Chrysler Fleet Training, as well as RICON and Braun lift Repair; ASE Certified in Heavy Duty Electrical, Brakes, Auto Electronics; Extensive use of FleetFocus Maintenance Management Software; Associate Degree in Business Administration; History of reduction in roadcalls through improved maintenance training and personnel accountability; Extensive experience with oversight of contract compliance with subcontracted operators.

Ms. Esther Avalos, Drug and Alcohol Program Manager: 8 years in Drug and Alcohol Program Management; Experience with oversight of pools of up to 8,800 safety sensitive employees; Managed control of Drug and Alcohol Programs numbering as high as 1,000 individual programs; Liaison to U.S. Department of Transportation as well as California Highway Patrol and Public Utilities Commission; Represents all divisions for FTA Drug and Alcohol Compliance Audits; Extensive experience with MIS reporting and statistical analysis; Degrees in Computer Information Systems, Paralegal and Business Management; Published *New Standard Guidelines on Specimen Collections* in 2001.

Mr. Quinto Rapacioli, Operations Manager (Director of Operations, MV Operation): 36 years experience in transportation management; Worked for New York MTA starting as bus operator and working way up to Chief Transportation Officer, Department of Buses; Managed delivery of service for 1.4 million customers daily requiring 3200 peak buses, operating 43 thousand daily revenue trips; Managed workforce of 450 as General Superintendent of Transportation for New York MTA; Served as Assistant Location Chief for East New York Depot, with over 750 employees; Certified in FTA Drug and Alcohol Compliance, Labor Relations, Government and Community Relations; General Manager for MV's New York Division as largest paratransit provider division under MTA, improving on-time performance from 87% to 96%.; APTA Training sponsored by Northeastern University; New York MTA Hall of Fame; Developed Command Center Database for Accidents, National Safety Council Certificate 1993, 1994.

Closing



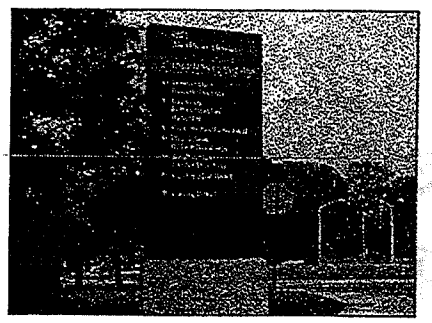
MV has carefully reviewed this RFP, and has performed extensive research in the field. We have conducted analysis of the current MetroAccess system, attended all published events concerning this procurement, and contacted the current service providers and passenger advocacy groups. Through these efforts, we have established a management plan designed to meet the needs of the communities served by the MetroAccess Paratransit Services.

MV was excited to learn of the complex technological solutions required of this procurement. Many transportation firms shy away from technology as a solution for successful paratransit management; it is our experience that this is because they do not understand how to effectively use the technology. In contrast, MV embraces technology as a solution that complements our teams' experience in a way that nothing else can.

By partnering, and employing some of the most skilled transportation technology professionals, MV has a true understanding of how to improve paratransit services through the use of these innovative solutions. Today, MV uses the required technologies in more locations than any other firm, and we have the largest and most comprehensive in-house IT support team for these

technologies. This capability makes MV the firm most suited to partner with WMATA in the management and operation of the MetroAccess System.

As the nation's fifth largest bus network, WMATA serves the third most congested traffic area in the nation. It is critical that WMATA selects a contractor that has a clear understanding what it takes to manage and operate paratransit services in similar challenging operating environments. MV has this understanding, as we have successfully operated large paratransit services in similar environments, including Los Angeles and San Francisco, the top two most congested traffic areas in the nation.



We understand that WMATA needs a partner that is passenger focused, takes excellent care of their employees, works in partnership with service providers to ensure that they remain focused on safety and customer service, and is flexible to meet the ever-changing needs of the community. Throughout MV's proposal, you will read about how we are the most qualified firm to meet these needs.

WMATA must have a partner that will restore confidence in the system. Our fraud prevention strategies, national experience and open door approach ensure open relations.

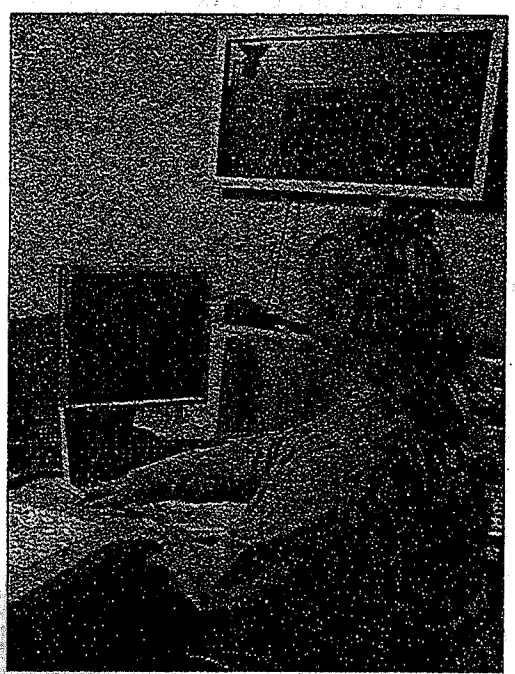
Through innovative passenger outreach and customer advocacy, MV works with our passengers to understand where we need to improve. Our Open Door policy promotes fair and honest communication, and by using incentive programs designed to reward employees for strong performance, MV has established superior employee relations. Approaching our relationships ethically and honestly, MV successfully works in partnership with subcontracted service providers throughout the country.

We understand that the Mission of WMATA is "committed to being an integral part of the Washington Metropolitan Area by ensuring the best in safe, reliable, cost-effective and responsive transit services, by promoting regional mobility and by contributing toward the social, economic and environmental well-being of our community." We also understand that the Authority takes its organizational values very seriously and reinforces this through action. Similar in scope, MV's mission "...is to be The Standard of Excellence in the provision of passenger transportation services...We will accomplish this mission in a safe, efficient and cost effective manner while treating our employees as part of our family and our customers as our most important asset."

MV looks forward to the opportunity to operate the MetroAccess Program. Our approach to this contract will be one that combines unmatched experience, technological innovation and fiscal responsibility. We will work in partnership with WMATA and our service providers to resolve current system challenges, doing whatever it takes to achieve WMATA's goals for the MetroAccess system. As you review our proposal, you will see that MV offers several value-added concepts. These aspects of our management plan will enhance the integrity of the system, and improve how the system is perceived by the most important component of this service: the passengers we will serve.

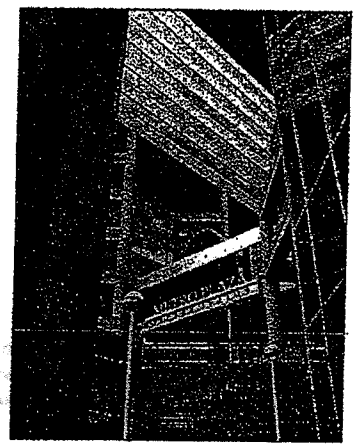


1 Central Reservation, Scheduling and Transmission of Trips





1 Central Reservations, Scheduling, Dispatching and Transmission of Trips



MV, in conjunction with Trapeze Software Group and Mentor Engineering, is pleased to present a full service Automated Reservation and Scheduling system to meet the needs of the MetroAccess Service. MV has the strongest teams in the country to implement COTS systems, as well as utilize them to the highest capabilities. Our processes and implementation procedures will ensure data integrity to restore passenger confidence in the system. The Trapeze System provides one fully integrated solution for WMATA, eliminating third party interfaces.

To realize WMATA's goal to streamline operations and simplify recordkeeping, essentially becoming a paperless operation, the Trapeze solution provides a single source end-to-end solution. This comprehensive solution will automate certification, provide more accurate and customer friendly scheduling, provide dynamic real-time dispatch, produce electronic manifests for all providers, create systematic complaint resolution procedures, and improve the flow of customer information.

We understand WMATA's desire to improve customer service. The MV solution offers WMATA the best suite of tools to clearly track quality indicators.

Our solution offers full access to WMATA personnel for performance monitoring; including email updates regarding daily on-time performance (detailed in section 2.E.3: *Best Practices to Ensure Appropriate Services to Disabled Passengers.*) This will allow WMATA to monitor our operation to whatever level of detail desired. The proposed system exceeds all of the goals outlined in the RFP.

WMATA Goal	System Capability
Streamline Operation and Simplify Record Keeping And Trip Documentation.	▪ Centralized database streamlines information storage and retrieval. This system is easy to use, and MV's support personnel have the ability to provide extensive training in the proper use of this system. ▪ MDC/AVL system automates data collection and allows for "paperless" driver information. Many Trapeze/Mentor sites have moved to paperless operations successfully. Seattle and Spokane, WA; Sacramento CA; and Dallas TX are examples of success with this type of paperless system. The proposed solution will create a closed loop system that will improve data integrity, and allow WMATA staff to review trip information directly within the system; versus relying of an array of reports that need to be exported. ▪ Ability to automate passenger certification with the PASS-CERT application, allowing passengers to be certified and scheduled within the same integrated software solution. This eliminates the need for cumbersome interfaces or switching between multiple programs. Additionally, the MV IT Support team actually wrote the software code for the Certification program and will provide invaluable support as the system is implemented. ▪ The in-depth database architecture allows for ease of auditing by WMATA, and Trapeze has built-in security to protect the integrity of the data.
Improve Efficiency Both in the Office and in the Vehicle.	▪ MV will implement proven real time dispatch tools, used in all of our Trapeze locations. These tools are further enhanced by our own proprietary call center monitors to improve performance levels.

WMATA Goal	System Capability
Improve Efficiency Both in the Office and in the Vehicle.	▪ MV has a proven track record of exceeding productivity and service standards while utilizing the Trapeze software solution, which we speak to later in this proposal. Additionally, Trapeze has implemented paratransit software at more transit systems worldwide than all of the other Paratransit Software companies combined. Efficiencies have increased dramatically at each of these locations. ▪ Our proposed solution is the only integrated solution that provides a one-system approach to scheduling software in one package. The combined experience of MV and Trapeze will allow us to continuously identify and implement service efficiencies. ▪ MV will increase productivity by implementing unique scheduling procedures and performing supply demand analyses which will match demand trips with vehicle resources on the road, so that we can expand and reduce routes as necessary. ▪ MV's IT team has developed specialized run-cutting tools to use in conjunction with Trapeze, which allow us to periodically adjust the deployment of vehicle resources. This process allows us to address supply and demand on a seasonal basis. ▪ We have developed a unique way of negotiating trip times within the ADA window, and confirming trip time while the passenger is on the phone. This eliminates the need for call backs and reduces the need for dramatic schedule changes at the end of the day. ▪ Our proposed MDCs have in-vehicle mapping and instructions to assist drivers in locating pickup and drop off locations. This results in less frustration for drivers and improved focus on safety and on-time performance. ▪ Our solution includes centralized data collection to reduce overhead tasks such as trip editing, and payroll entry. As all of the trip data is centralized, MV or WMATA staff can also review a specific driver's manifest through the playback feature of Trapeze, aiding in complaint or scheduling investigation. ▪ Proven self-service WEB and IVR interfaces that maintain security and accountability within the system. This will also allow MV to provide WMATA unfettered access to any aspect of the system at any time.
Increase Customer Reliability	▪ MV has a history of successfully increasing on-time performance, productivity and other performance standards. For example, in Orlando where we utilize Trapeze, we increased on-time performance from 67% before MV to 93% with MV. We have also improved productivity with our proprietary real-time monitors from 0.66- 1.3 passengers per hour. ▪ The use of WEB based and IVR systems will increase scheduling options for the MetroAccess passengers. These additional points of access to the program will improve customer satisfaction. ▪ Our fully integrated technology solution will provide for increased data collection and accuracy from our closed loop system. The software will allow for better information tracking to identify trends and create analyses that can be applied to improve the service consistently.
Increase Customer Service Flexibility	▪ WEB and IVR systems allow customers to book, cancel, and confirm trips 24 hours a day, 7 days a week. We are confident that the implementation of this system will result in improved perception of the MetroAccess program. ▪ MV's dedicated IT support personnel are expert at implementing processes within Trapeze to maximize trip negotiation. This will reduce the number of vehicles servicing common locations and maximize shared ride service opportunities. As a result, more vehicles will be freed up to serve more passengers within the system.

WMATA Goal	System Capability
Increase Customer Service Flexibility	▪ Our proposed solution has the ability to offer "feeder to fixed route" service and implement alternative service models such as zonal routes and flex routes. Our team features industry experts who have been recognized nationally for the work they have done in this area. We will analyze the data within the system when implementation is complete, and determine where these alternative service delivery models can be deployed.
Improve Communications	▪ The Mentor MDC/AVL system will keep our dispatch and operations staff up-to-date with service on the street, in real-time format. The Mentor system has been implemented successfully at paratransit systems nationwide, and consistently results in improved data communication between drivers and dispatch. ▪ MV has developed numerous dispatch tools to supplement Trapeze that identify late trips, large gaps in manifests, MDC errors, drivers who have not reported for duty, etc. These tools have effectively improved service on the street in the locations where they have been deployed. ▪ The proposed WEB and IVR systems will allow MetroAccess passengers to access and monitor their service, including checking on rides and viewing service alerts.
Provide Better Management Tools	▪ Our solution includes built in management tools designed to help manage large paratransit organizations. These tools allow MV staff to be more proactive in resolving service issues before they become a problem. As an example, MV's Late Monitor sorts by "worst case first" allowing our dispatchers to focus their attention immediately on routes that need assistance rather than having to search through the entire route list. ▪ The proposed PASS-CT module is designed for a multiple provider environment allowing customizable parameters to be applied to each provider. For example, in areas of the Beltway where traffic is extremely slow during certain times of day, we can set provider parameters to reflect those traffic conditions. Each provider will also have a unique vehicle configuration to ensure proper scheduling into specific vehicle capacities. ▪ Data from the MDC and AVL technology can be used to compare estimated performance against actual performance. This closed loop system will protect the integrity of the data that is produced. ▪ Our proposed system has the ability to monitor passengers who no-show frequently, and provide them with warnings to help correct these issues before they become problematic. The system also provides a progressive tracking measure, which can suspend passengers from service under WMATA's established guidelines. ▪ The system has the ability to benchmark driver performance to ensure optimum performance, in concert with PASS-CT. We can then track compliment and complaint trends for individual drivers or specific service providers, so that we can provide them corrective guidance and support.
Improve Reporting With More Reliable Data	▪ Our proposed MDC/AVL system has encoded "geo-fenced" vehicle arrival/departure events at customer points that can be compared with driver data as a cross check, preventing driver from "performing" trips before even entering the vicinity of the pickup/drop-off location. In other words, if the driver has not really arrived at a passenger's location, they cannot fool the system into thinking they have performed the trip. ▪ Our solution provides reliable *automated* data reporting, removing the "human element" wherever possible. This creates an environment where fewer errors can be made, and data integrity is protected. ▪ MV's Open Door approach will allow WMATA access to any system or data at any time. This is the type of partnership WMATA can expect through the entire contract term.

WMATA Goal	System Capability
Enable Use Paratransit Service as "Feeder Service" to Fixed-Route	▪ MV offers WMATA substantial cost savings in our ability to offer fixed route alternatives for complete trips or as feeder service to fixed route stops when scheduling a trip with Trapeze PASS. This system provides full integration with the ATIS RideGuide that WMATA already has in place for the fixed route service. ▪ MV currently manages many operations where the coordination of service between paratransit and fixed routes is critical. The Trapeze software, combined with our experience in managing trips between services, will provide MetroAccess passengers with new trip scheduling opportunities, and the ability to maximize the potential of the METRO system. ▪ MV's proposed technological solution is a proven system already in use in transit agencies worldwide. ▪ Trapeze is compatible with WMATA fixed route data (ATIS), eliminating the need for complicated and time-consuming data transfers.

Why Trapeze?

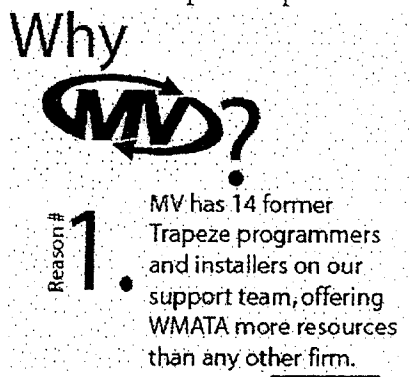
After careful review all of the COTS software on the market, we have determined that Trapeze is the best choice to meet the needs of WMATA. MV has extensive experience working with the Trapeze computerized dispatch and scheduling software system, and we fully understand its capabilities. We have hired a number of programmers and implementation/training specialists who were formerly employed at Trapeze, and are able to provide our own support for this software to supplement that provided by the manufacturer.

A key to the successful use of automated software is to have a solid understanding of the policies and procedures of the transit system prior to setting up the software. By applying this knowledge to the system settings, we provide the most effective operating environment for the software. Likewise, as policies change, it is important to update the appropriate system parameters.

Trapeze is the leading software provider in developing, deploying, and supporting customer information solutions for paratransit services throughout the nation. Trapeze operates in over twenty-five (25) web-based trip planning systems, many of which are intermodal utilizing both fixed route, bus and rail systems. Their ability to offer a combined Web/IVR customer information system provides WMATA with the most advanced customer information solution available. For examples of Trapeze at work, please see the case studies included in the Appendix of this proposal, under the tab labeled "References and Case Studies".

Trapeze provides MV and WMATA with the ability to create parameters within the system as they are needed. For example, if the Memorial Bridge is going to be condensed to two lanes for construction for several weeks, we can enter this information to slow down the expected speed for any service vehicle entering this area. This will provide reliable Estimated Time of Arrivals (ETAs) on both the manifest and dispatch screens, allowing us to better manage the system.

Equally as important as knowing what settings can be used to assist in implementing policy is knowing what limitations the software has with regards to policy. This allows us to establish manual protocols to ensure policy compliance. Our team has a great deal of experience in setting up and effectively utilizing automated scheduling systems, Trapeze® in particular.



Based on our success in managing paratransit systems utilizing Trapeze, as well as our ability to support this system better than any firm, MV's management approach to the MetroAccess system is the best solution for WMATA. MV has hired many former Trapeze implementation specialists, trainers and programmers to include: Marsha Madrid, Christopher Bryan, Ryan Larsen, Janet Davis, Rex Clark, Dawn Rasmussen, Dean Rowatt, Mary West, Mike Kopaczewski, Michael Grice, Denise Ware, Valerie Maldonado, Donna Harper and Victor Scintillan. These individuals provide a strong support base for our proposed Trapeze software solution; and they have a proven history of improving paratransit systems for the communities that we serve.



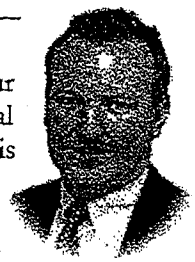
Ms. Marsha Madrid, Executive Vice President of Information Technology

MV's team includes Ms. Marsha Madrid, the founder and former President of On-Line Data, Inc. – the company responsible for the development of the original PASS scheduling system.

Ms. Madrid has provided extensive consulting and implementation services to help state and local governments analyze and evaluate their paratransit operations and improve service to people with disabilities. Please see the table below that summarizes the projects worked on in the United States by Ms. Madrid. and other members of MV's team, providing implementation services and consulting to analyze the service to improve productivity.

If selected as the successful contractor, MV proposes to offer the consulting services of Ms. Marsha Madrid to WMATA for one week each contract year at no additional cost.

Mr. Christopher Bryan, Director of Information Technology



Mr. Christopher Bryan provides consultation and problem-solving skills to our paratransit customers who use Trapeze. Mr. Bryan is skilled at analyzing operational needs and designing programs to improve efficiency at all operational levels. His experience in the paratransit industry and with Trapeze technology affords MV effective solutions to transit-related operational issues. Prior to joining the MV Team, Christopher served as Director of Paratransit for the Trapeze Software Group for nine years, where he oversaw development of the PASS product.

Additionally, Mr. Bryan had direct oversight in the development of each of the proposed technological components of our Trapeze solution, to include: PASS, PASS MON, PASS IVR, PASS WEB, and PASS CERT. He has also been involved in more than 100 successful implementations of the Trapeze line of products. These attributes further strengthen MV's position as the strongest firm in the implementation of the technology for the MetroAccess Services contract. Below is a list of locations where our IT experts have implemented and analyzed paratransit systems utilizing Trapeze:

Senior Management Installations and Service Analysis	City	State	Product	Management Assigned
Access Services	Los Angeles	CA	PASS DOS	Madrid/Davis
Anchorage Public Transit	Anchorage	AK	PASS DOS	Madrid/Davis
Ann Arbor Transportation Authority	Ann Arbor	MI	PASS	Madrid/Larsen
Anoka County Transit	Anoka	MN	PASS	Madrid
Antelope Valley Transit Authority	Lancaster	CA	PASS DOS	Madrid
Ben Franklin Transit	Richland	WA	PASS DOS	Madrid
Ben Franklin Transit	Richland	WA	PASS DOS MDC	Madrid/Davis
Bi State Development Agency	St Louis	MO	PASS DOS	Madrid/Davis
Calgary Handi-Bus	Calgary	AB	PASS	Madrid
Central Contra Costa Transit Authority	Concord	CA	PASS DOS	Madrid

Senior Management Installations and Service Analysis	City	State	Product	Management Assigned
City & County of Honolulu	Honolulu	HI	PASS	Madrid/Davis
City Of Albuquerque	Albuquerque	NM	PASS DOS	Madrid
City Of Albuquerque	Albuquerque	NM	PASS MDC	Madrid
City of Charlotte	Charlotte	NC	PASS DOS MDC	Madrid/Bryan
City of Charlotte N.C	Charlotte	NC	PASS DOS	Madrid/Bryan
City Of Everett (Everett Transit)	Everett	WA	PASS	Madrid
City of Modesto	Modesto	CA	PASS	Madrid/Harper
City of Peoria	Peoria	AZ	PASS DOS	Madrid
City of Phoenix	Phoenix	AZ	PASS	Davis/Madrid
City of San Antonio Community Initiatives & Disabled Service	San Antonio	TX	PASS DOS	Bryan/Madrid
Community Transit / Snohomish Sr. Services	Everett	WA	PASS DOS	Madrid/Larsen
C-Tran	Vancouver	WA	PASS DOS	Davis/Madrid
Dallas Area Rapid Transit	Dallas	TX	PASS	Madrid/Davis/Bryan
Dallas Area Rapid Transit	Dallas	TX	PASS MON	Madrid/Davis/Bryan
Durham Area Transit	Durham	NC	PASS W	Madrid
Eastern Contra Costa	Antioch	CA	PASS	Madrid/Davis
Fresno Area Express	Fresno	CA	PASS	Madrid/Davis
Glendale Transit	Glendale	AZ	PASS	Madrid/Davis
Glendale Transit	Glendale	AZ	PASS MDC	Madrid/Davis
Golden Gate Bridge	San Rafael	CA	PASS	Madrid
Greater Lafayette Public Transportation Corporation	Lafayette	IN	PASS DOS	Davis/Bryan
Hope Network	Grand Rapids	MI	PASS CT	Bryan/Madrid/Davis
Indianapolis Public Transportation System	Indianapolis	IN	PASS DOS	Madrid/Davis
Intercity Transit	Olympia	WA	PASS DOS	Madrid/Davis/Bryan
Jefferson Transit Authority	Port Townsend	WA	PASS	Davis/Bryan
King County (Laidlaw)	Seattle	WA	PASS	Bryan/Madrid/Davis
Kitsap Transit	Bremerton	WA	PASS DOS	Madrid/Davis/Larsen
Laidlaw - Thousand Oaks (SunLine)	Thousand	CA	PASS DOS	Madrid/Larsen
Laketran	Painsville	OH	PASS DOS	Madrid/Davis
Lifeline Community Services	Vista	CA	PASS DOS	Madrid/Davis
Link Transit	Wenatchee	WA	PASS DOS	Madrid/Davis
Metropolitan Transit Authority of Black Hawk	Waterloo	IA	PASS	Larsen/Madrid
Metropolitan Transit Authority Of Harris County	Houston	TX	PASS DOS	Davis/Madrid/Bryan
New Jersey Transit Corporation	Newark	NJ	ATIS WEB	Madrid/Davis
North Bakersfield Recreation & Park District	Bakersfield	CA	PASS	Davis/Madrid
Paratransit Inc	Sacramento	CA	PASS DOS	Davis/Madrid
Paratransit Inc	Sacramento	CA	PASS DOS MDC	Davis/Madrid
Pierce Transit	Tacoma	WA	PASS DOS	Madrid/Davis
Regional Transportation Commission of Clark County	Las Vegas	NV	PASS	Davis/Madrid/Larsen
RPTA	Phoenix	AZ	PASS	Madrid/Larsen
San Joaquin Regional Transit District	Stockton	CA	PASS	Madrid/Davis
San Mateo County Transit District	San Carlos	CA	PASS DOS	Madrid/Davis
Santa Clarita City Transit	Santa Clarita	CA	PASS DOS	Madrid/Davis/Harper
Scott County Human Services	Shakoppee	MN	PASS-DOS	Madrid/Davis
Skagit Transit	Burlington	WA	PASS	Bryan/Davis/Harper
Southeastern Pennsylvania Transportation Authority	Philadelphia	PA	PASS DOS	Madrid /Davis
Southeastern Pennsylvania Transportation Authority	Philadelphia	PA	PASS DOS MDC	Madrid/Davis
Space Coast Area Transit	Cocoa	FL	PASS DOS	Madrid/Davis
Spokane Transit Authority	Spokane	WA	PASS	Bryan/Madrid/Davis
Spokane Transit Authority	Spokane	WA	PASS MDC	Bryan/Madrid/Davis
Connex TCT LLC	Charleston	SC	PASS DOS	Madrid/Davis
Tri-County Transportation District of Oregon	Portland	OR	PASS DOS	Madrid/Bryan
Tri-County Transportation District of Oregon	Portland	OR	PASS DOS MDC	Madrid/Bryan
Washington County Transportation Authority	Stillwater	MN	PASS DOS	Davis/Bryan
Western Contra Costa	Pinole	CA	PASS W	Madrid/Bryan

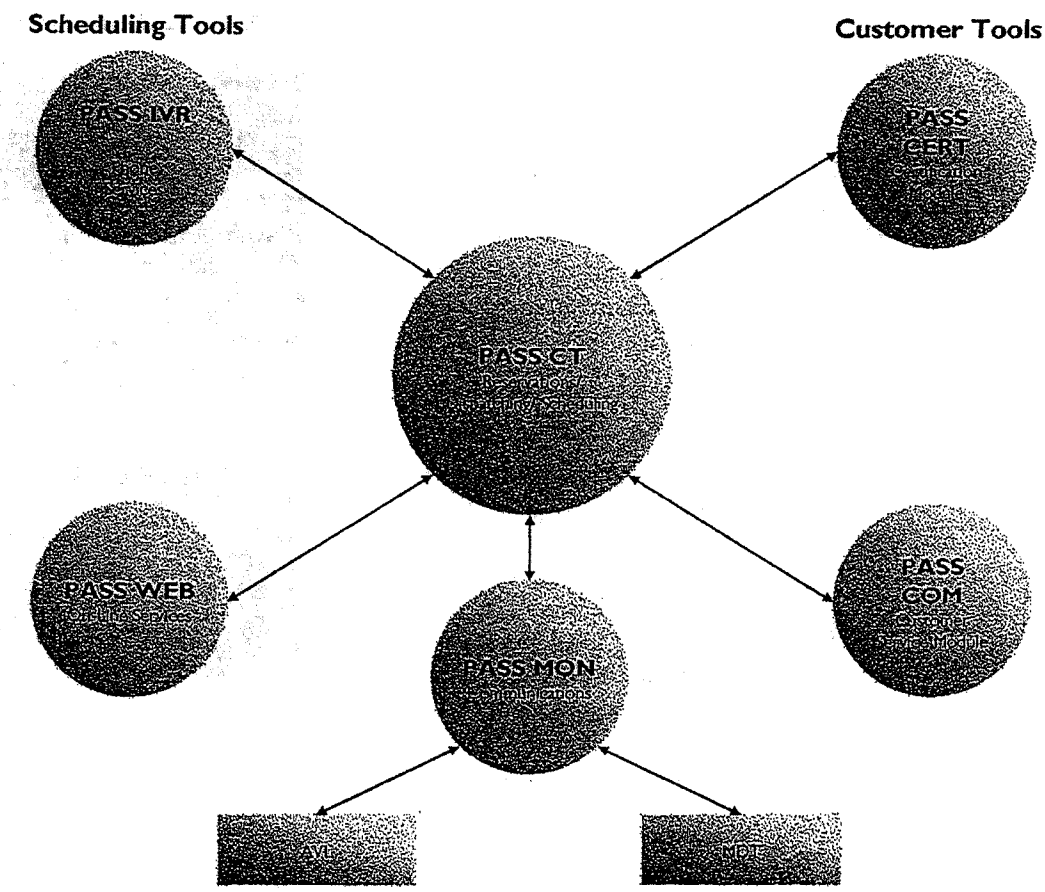
Senior Management Installations and Service Analysis	City	State	Product	Management Assigned
Wheels Medical Transportation	Philadelphia	PA	PASS	Bryan/Madrid/Davis
Wheels Medical Transportation	Philadelphia	PA	PASS-MDC	Bryan/Madrid/Davis
Wheels/Livermore	Livermore	CA	PASS DOS	Madrid/Davis
Yellow Transportation	Baltimore	MD	PASS	Davis/Bryan/Madrid

Overview of Proposed Automated Reservation and Scheduling System

The tools described below work in concert to provide our reservations and dispatch team with the most up-to-date information in real time. All components of this system are Trapeze products, which provides the following advantages

- Interfaces were built to work together, maximizing efficiency in communications
- Elimination of "glitches" experienced when a third party product is introduced
- Integration with the Ride Guide to allow for conditional eligibility and provide fixed route alternatives
- Proven history of success
- One point of contact regarding service issues

Proposed Trapeze Solution

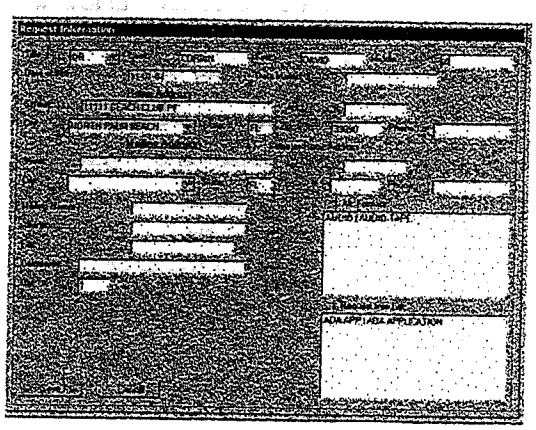


Eligibility Module - Trapeze PASS-CERT

Trapeze PASS-CERT enables WMATA to manage the passenger certification process easily and efficiently. This software tracks certification processes from the initial request for an application and/or information to final approval or denial of service, including appeal processes.

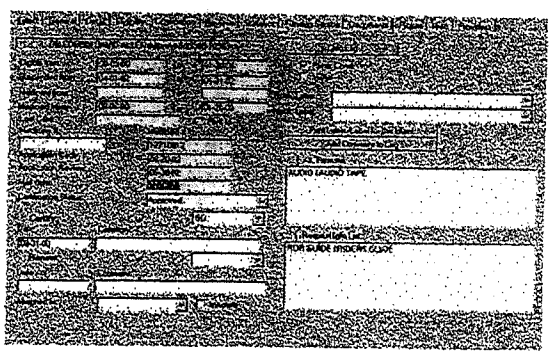
Features

- **Request for Information:** Create new records of requests for information, and edit or delete them as additional information is supplied. Request records are easily converted into passenger certification records to minimize data entry and streamline the certification process. This tool includes a search feature to find possible matches in the existing database of requests and passengers to minimize duplication of records. Data from requests can be tracked to understand how many requests are being received and how many responses are occurring.

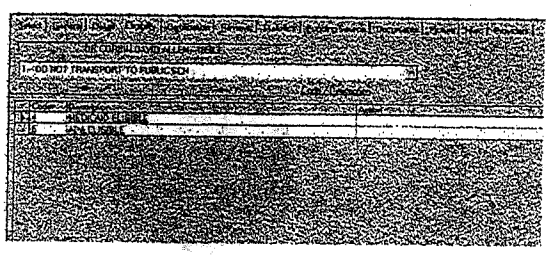


PASS-CERT Request Information Tab

- **Passenger Certification:** Provides full and detailed profile of each passenger. This allows the assignment of one or more funding sources to passengers based on ancillary data entered during system setup. WMATA can define and monitor a passenger's eligibility status and level of service, using pre-defined parameters. All activities related to certification renewals/eligibility reviews, can be recorded and legal/operational deadlines monitored. The system allows for maintenance of an extensive log of all activities related to an individual passenger, including total number of trips, no-shows, and cancellations. Passenger documentation can be stored in the system, eliminating the need for a paper-based system. WMATA will have the ability to set varying levels of security access by individual users to the field level of data.



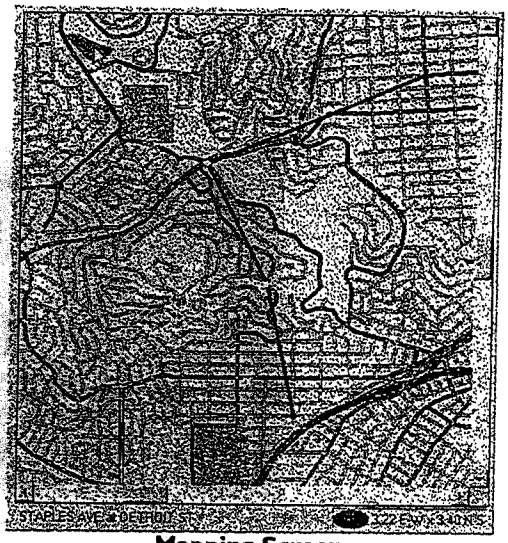
PASS-CERT Client Certification Tab



PASS-CERT Eligibility Tab

- **Letters and Labels:** This module allows WMATA to automatically generate and print notification letters, ID cards, and labels from passenger records, as well as automatically generate and log renewal notices.
- **Reports:** Detailed reports can be customized for the unique requirements of WMATA, detailing service statistics and passenger information. This system easily exports reports into Microsoft Word documents or spreadsheet formats.

- **GIS Map Features:** The Systems' Map Features allow agents to geocode locations specified by passengers into the system map data, using a simple interface. This information can then be used to compare passenger addresses to a predefined area to determine eligibility and search for fixed route bus stops within a predefined radius of the address to identify alternatives to demand response services.
- **Conditional Eligibility:** provides the option to implement conditional eligibility rules for ADA riders. PASS-CERT allows you to set up eligibility conditions, apply them to individual riders, and define specific tests for each condition. For example: Anyone who uses a wheelchair going to or from a site with no accessible bus stops near them is eligible for a paratransit ride; however, someone who has been travel trained between home and work is not eligible for paratransit service for these trips.



Mapping Screen

Reservation, Scheduling, & Dispatch Modules - Trapeze PASS-CT

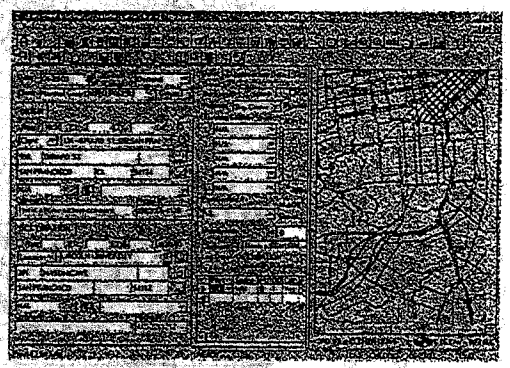


Trapeze PASS-CT is an advanced scheduling and dispatching application developed to support the coordinated transportation efforts of demand response transit services. PASS-CT delivers a comprehensive solution for passenger registration, trip booking, real-time scheduling, and dispatching.

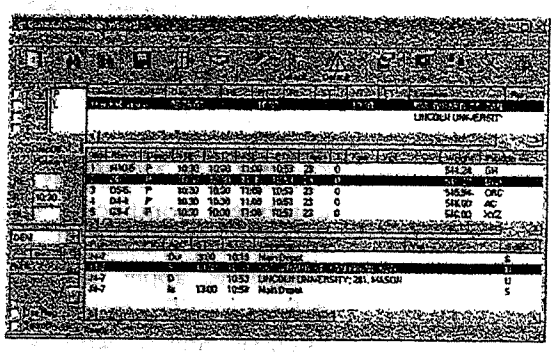
The Trapeze PASS scheduling algorithm has been proven successful in Paratransit services throughout the world. Since its creation, constant innovation has lead to steady improvements in the scheduling capabilities of the system. For example, in the last year alone, a few of the algorithmic improvements that have been developed include:

- Enhanced Street Routing with definable speeds by class of street, direction, segment, time of day, date, and day of week. No other scheduling system offers as powerful street routing that will facilitate On Time Performance objectives.
- Turning Penalties and Restrictions minimizes unforeseen delays from prohibited left turns.
- Bad Trip Locator looks for trips that are not optimized. Trips are re-batched for optimization.
- Trip Bumping - Will automatically optimize a schedule by removing a trip and rescheduling it.
- Real Time Break Management
- Duration of Stay Management that optimizes round trip journeys versus single trips.
- Intermittent Subscriptions can easily be set up to create, automatically minimizing reservationist overhead. For example, a trip such as "Every third Tuesday for 3 months" can be entered as an intermittent subscription.
- Ability to pre-define a schedule of batch runs that will launch automatically throughout the day, each with its own scheduling options and set of parameters;
- Rules that allow MV to automatically open up runs to more of the service area as the day of service approaches.
- Conditional Eligibility can be used to limit trips based on type of trip, weather, and travel training. Conditional eligibility can also be tested during calls to phase passengers into revised WMATA policies if Conditional Eligibility is implemented.

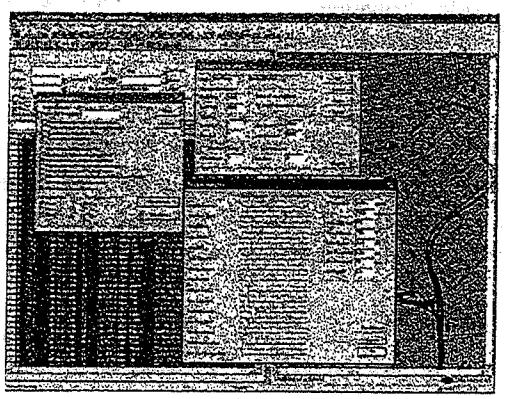
Individually, each of these innovations provides specific tools that MV can leverage to enhance the performance of the service. Collectively, these enhancements offer a new generation of scheduling capabilities and demonstrate Trapeze's ongoing commitment to continual improvement, in one of the most important aspects of managing service efficiency and quality of service.



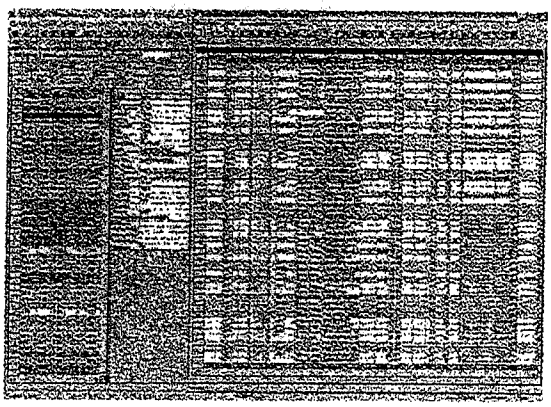
PASS Trip Booking Screen



PASS Schedule Booking Wizard



PASS Batch Scheduling System

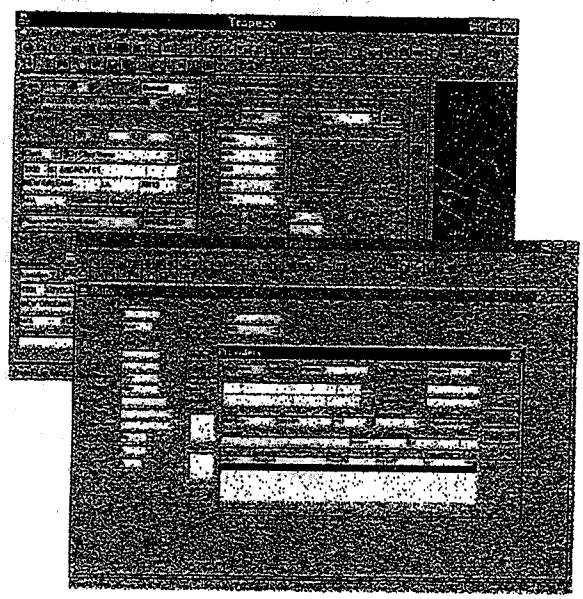


PASS Dispatch Screen

Features

- **Trip Booking:** Streamline booking by saving trip histories for quick booking; allows multiple trips to be booked at the same time without reentering the trip information. Automatically assigns Service Providers by service area, and gives the agent the choice to save the trip for batch scheduling, or to schedule in real time. Provides automated alerts regarding passenger eligibility and tracks employee who created or modified the reservation.
- **Real Time 'Interactive' Scheduling:** Finds the most efficient and cost effective way to perform each trip. Allows same day trip changes/additions, with constant re-optimization of vehicle scheduling throughout the day. Reservationist can view run itineraries for each vehicle and track progress through the service day. Scheduling automatically displays fixed route alternatives when interfaced with the ATIS based RideGuide.
- **Match/Batch Scheduling:** Provides cost effective batching and service optimization. Scheduler can selectively choose trips to use in performing batch scheduling; and "freeze" trips that should not be moved. Adjustable scheduling parameters can be saved to test different configurations. Use of "violations" to identify trips that do not meet customer service objectives. Additionally, MV has developed a dual approach to scheduling that combines real-time scheduling with batching, giving us the best possible schedules based upon demand.

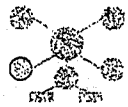
- **Dispatching:** By providing up to the minute updates of service on the street, this system allows dispatchers to respond to on-road issues in real time. Dispatchers can view itineraries and make adjustments to vehicle runs to maintain productivity and on time performance. MV's innovative Real Time Monitors further enhance this by allowing our dispatch team to view routes sorted by latest route first. Dispatchers can immediately direct their attention to any routes that need assistance without sorting through the entire series of routes in a system as large as WMATA.
- **Coordinated Transportation Management (Trip Brokerage):** The system includes customizable parameters for participating service providers to better manage trip distribution. Passengers may be assigned specific service providers based on service area. Also allows for lowest cost provider option based on location of trip. This will help for example with the ARC in Prince George's County, where the same passengers go the same days and times each week. MV can assign these routes to specific providers on a regular basis to increase the consistency of service for these passengers.
- **Contract Management:** Allows MV to design Service Provider costing models. Also defines Service Provider's service area based geography, day of week and time of day.



PASS Brokerage Module

- **Service Coordination:** Maximizes efficiencies by coordinating service between other local paratransit providers, as well as other service such as fixed route to paratransit, and flex route to paratransit. This feature also assists in the proper scheduling of trips between the different service provider's service areas.
- **Security:** Secured data allows each dispatcher to only view and dispatch their runs. The system can also provide read-only access to trip data for subcontracted providers. MV will provide a monitor for each of our service subcontractors so they can view their assigned routes and work proactively in response to any service issues.
- **Mapping:** Mapping features allow custom views of the system to better assist in dispatch and scheduling functions. Allows for the creation of polygons to show service standards and specific service areas. Custom territories based on counties, postal codes, street names, ADA corridors, etc. are definable. This feature allows dispatch and schedulers to view itineraries and runs on the system map. Schedulers and supervisors can also view routes in their entirety, before or after they are run, to see if the routing makes sense and if the driver performed their manifest correctly.
- **Reports:** In addition to prewritten operational reports, the Trapeze system provides ad hoc report creation, compatible with Crystal Reports. Trend analysis, performance reports, and vehicle reports are easily produced; and we will share these reports with WMATA and our service contractors on a regular basis. For example, MV can track on-time performance per individual driver for each subcontractor to illustrate which drivers are strong and which need assistance. We utilize this data to create incentive programs to enhance the overall performance of the drivers in the system.

WEB Integration Module - Trapeze PASS-WEB



Trapeze PASS-WEB extends the capabilities of Trapeze PASS scheduling software to Web-enabled devices. With PASS-Web, passengers can use the Internet to request, confirm and cancel bookings and to access and edit their information. Trapeze also has the ability to integrate GIS maps to view detailed maps of service areas including street grids, addresses, landmarks and routes.

Features

- **Account Information:** Passengers can view and edit their account in case they move, change contact numbers; and additionally view past service providers, funding sources and payment histories.
- **Trip Administration:** Passengers are able to view, edit, update or cancel trips. Data can be sorted and view trips by week, month, past or future; details include date, time, purpose, provider, origin/destination addresses, map, status of trip (scheduled, unscheduled, no-show, canceled).
- **Trip Booking:** Passengers can request trips, specifying dates, times, pick-up and drop-off locations, reasons for travel, additional passengers and special comments or instructions. Bookings can be cancelled, or confirmed online. New requests can be quickly generated based on previous bookings. The system notifies user (with confirmation number) when request has been booked, scheduled, or has been refused or has failed. Failed requests will retain the information entered and can be accessed by a reservationist via the confirmation number.

Interactive Voice Response Module - Trapeze PASS-IVR



Trapeze PASS-IVR uses interactive voice response (IVR) technology to enable paratransit passengers, caregivers and service providers to request, book, confirm or cancel trips. This 24 hour access to transit information can automate responses to common passenger queries, enabling live reservationists to be more effective in assisting passengers with special needs or inquiries. The system has the ability to respond to multiple requests simultaneously, reducing the volume of calls to a live reservationist as well as call wait times and busy signals. The PASS IVR module offers passenger information services in multiple languages as well.

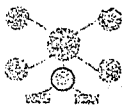
The PASS IVR solution is comprised the following three components:

- **Voice Gateway:** The front-end component of the Trapeze solution that the public interacts with directly through touch-tone or spoken input is the Voice Gateway. The Gateway sends requests to the Trapeze Presentation Services and interprets VoiceXML messages in response.
- **Presentation Services:** The Presentation Services component interprets and translates requests from the Voice Gateway and translates responses from Trapeze applications. Information served includes static VoiceXML pages, such as greeting messages; as well as dynamic information, such as next bus information.
- **Database Server:** The database server, or Malteze database, stores all of the transit and non-transit data elements required by the IVR application.

Features

- **Trip Confirmation and Cancellation:** Passengers can review trip bookings through the computerized voice system to confirm accuracy, or cancel scheduled and unscheduled trips without having to speak with a reservationist. The system includes custom parameters to allow cancellations for a specified number of days in advance. Cancelled trips will produce automated notification of the cancel and a cancellation number. Access to trip information can be accessed by touchtone keypad or speech recognition technology.
- **Trip Booking:** This system allows passengers to book trips to and from locations that have been previously registered in the system. Information is repeated back to callers and prompts them to confirm it. The system notifies the caller the trip has been successfully booked, providing a booking ID. Failed requests will retain the information entered and can be accessed by a reservationist via a confirmation number provided to the passenger.
- **Call Back Module:** The IVR system provides passengers with automatic reminders for upcoming scheduled trips. Passengers can also receive notices of changes to pickup times. This module can be integrated with the AVL data, for instance calling the passenger five minutes before the vehicle arrives at their pickup location.
- **Reporting:** This system can generate ad hoc reports and standard reports, and is compatible with many third-party reporting software packages.

Mobile Data Computers/Automated Vehicle Locators - Trapeze PASS-MON & Mentor Communications

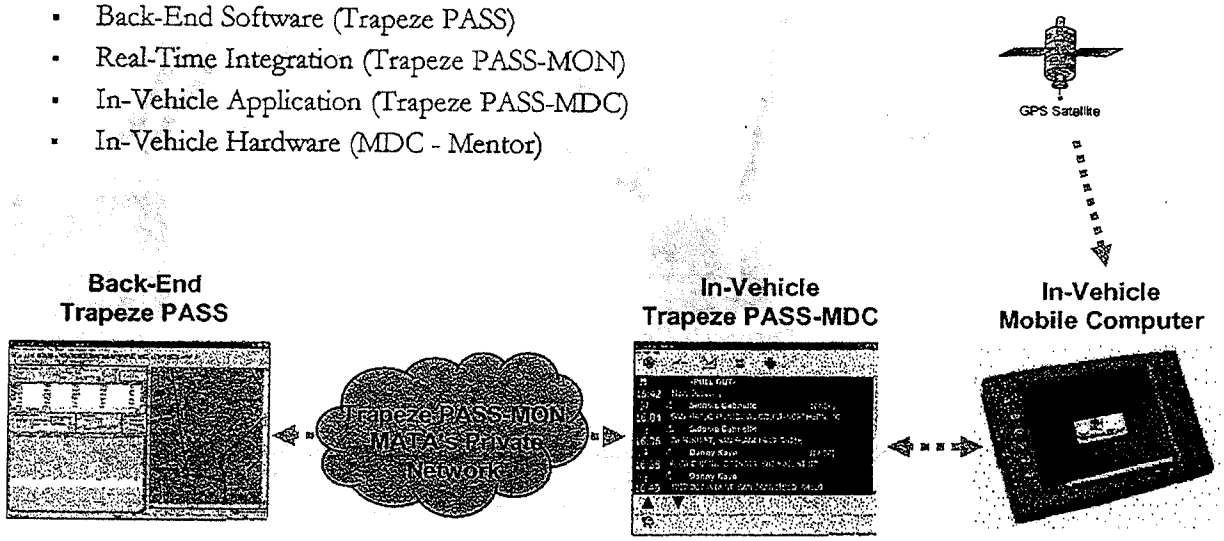


MV's proposed technology solution uses real-time information from reservationists, dispatchers, and drivers in the field to continuously update the system. This flow of real time information allows us to understand where their ride is and allows the operations group to refine schedules for maximum performance.

Mobile Architecture

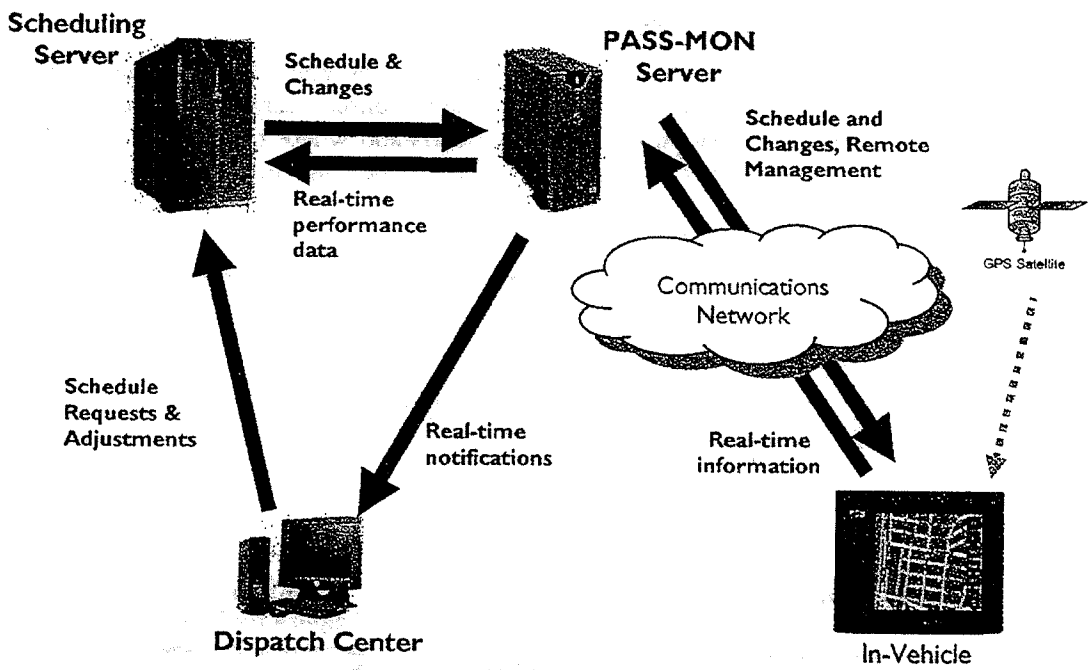
The Trapeze solution for Mobile Computing includes Four (4) Key Components:

- Back-End Software (Trapeze PASS)
- Real-Time Integration (Trapeze PASS-MON)
- In-Vehicle Application (Trapeze PASS-MDC)
- In-Vehicle Hardware (MDC - Mentor)



Trapeze Mobile Architecture is a fully integrated extension to the back office software. Some key points to consider with the Mobile Architecture are as follows:

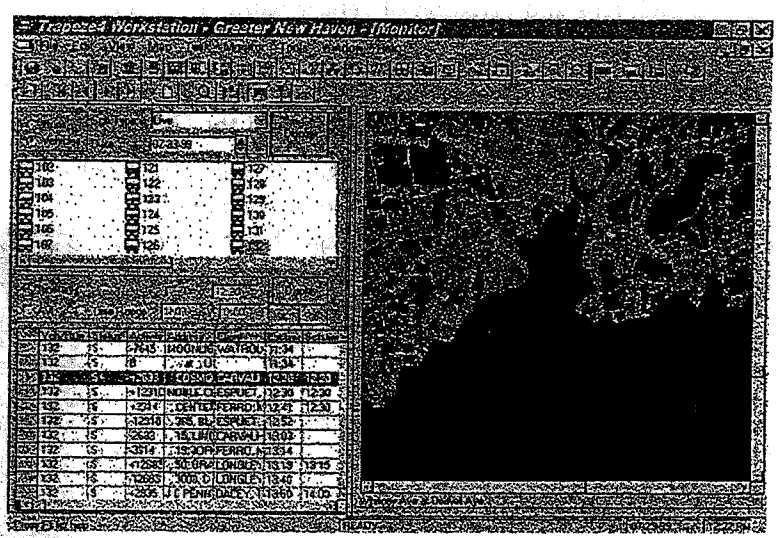
- Integrated end-to-end software solution with other Trapeze products
  - MDC app an extension of Trapeze ("extending network")
  - MDC using proven next generation technology
  - No 3rd party middleware
  - Easier integration; easier upgrades; easier customization
- Standardize on Windows-CE O/S on device Windows-CE offers:
  - Flexibility in hardware solutions (MDC, handheld, etc.)
  - Ability to easily integrate with other standard 3rd party S/W applications.
- Support both Public Network communication systems (e.g., GPRS and 1x) and Private Network communication systems through RF Gateways
- Seamless XML interface between Trapeze PASS (backoffice) and Mentor MDC (mobile platform)
- Seamless implementation
- Separates in-vehicle hardware from software
- Easier to support over long-term
- "Over the Air" software upgrades
- Single software vendor support



Trapeze PASS-MON is the tool that provides persistent, real-time data communication between vehicles and the paratransit scheduling and dispatching system. PASS-MON is actually comprised a Mobile Data Terminal server (PASS-MDC) and an Automatic Vehicle Location server (PASS-AVL)

Features

- **PASS-MDC:** This tool configures the PASS scheduling software so that it can communicate with the proposed Mentor Ranger units installed on dedicated vehicles. In addition, the system can support optional Windows Mobile based devices for non-dedicated vehicles. System parameters can be configured to suit WMATA's requirements for mobile data communication. This allows drivers to view passenger, trip, or run itinerary information. This tool interfaces with PASS to automatically dispatch trip itineraries and trip updates to drivers, and visually notifies the dispatcher when the vehicle arrives at predefined destinations. As a communications device, this enables real-time exchange of predefined or free text messages between dispatchers and drivers, without the use of voice communications, and allows for the automated collection of field data (i.e. odometers, times, etc.).
- **PASS-AVL:** This tool supports the interaction of the AVL system with PASS to supply operational information to dispatchers and drivers. The location of any vehicle operating in the system can be viewed on a system map, in real time. This will allow our dispatch team to check the status of a vehicle in relation to future trips, and view the itinerary of a run based on a user defined time span. Dispatchers can monitor the schedule adherence of a vehicle/run, and/or multiple vehicles in the system at the same time. AVL data is stored for review of past days/events.



Trapeze PASS-AVL Screen

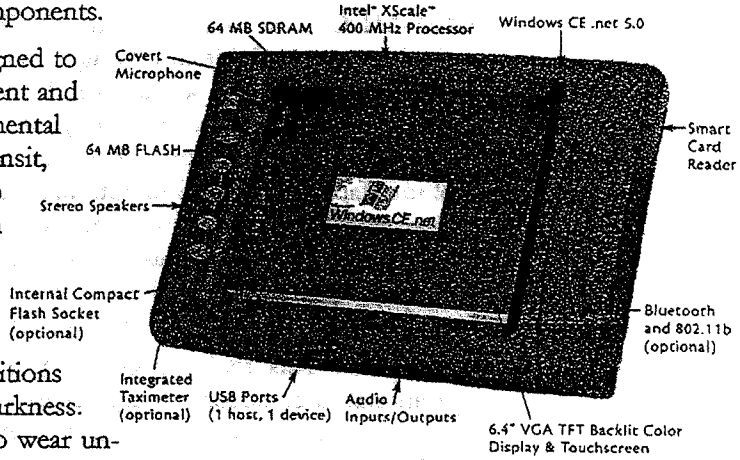
Dedicated Fleet Solution- MDCs

MV is pleased to propose the Mentor Ranger Mobile Data Computer to be installed in 100% of the MetroAccess dedicated fleet.

The Mentor MDC/AVL system is a proven solution in paratransit systems, as these units are currently deployed in 55 locations nationwide.

This is a two-part solution that includes a separate user interface that is Microsoft Windows CE based with a 6.4" color touch screen. This interface works in conjunction with the Mentor BBX logic unit that includes GPS, communication, and interface capability.

The Mentor Ranger CE Terminal provides a user interface for the vehicle drivers as well as monitors other potential in-vehicle components.

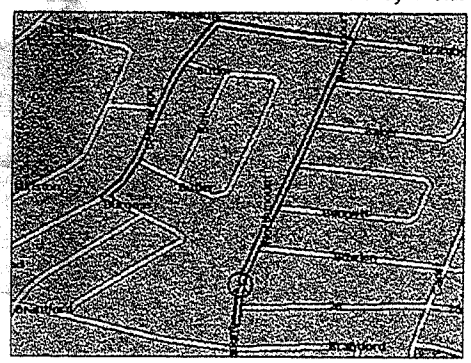


The Ranger has been specifically designed to operate in the transit mobile environment and perform under the harsh environmental conditions associated with public transit, including built in display heaters to ensure the display is readable even in freezing temperatures.

The Ranger unit provides a touch screen display designed to be readily readable by the drivers in lighting conditions ranging from bright sunlight to total darkness. This is especially useful for drivers who wear un-polarized, "blue-block" and other conventional types of sunglasses. The display unit is designed to minimize reflective glare, and controls for brightness and contrast can be programmed for easy access through the function keys. The Ranger is provided with a rigid support bracket that can be fitted to each type and variation of vehicle within the fleet.

The Ranger display characters will be at least ¼" in height. Larger MDC display characters will be utilized as necessary to meet accepted human factors design criteria for personnel with 20/20 vision, depending on the distance and angle of the Driver's seating.

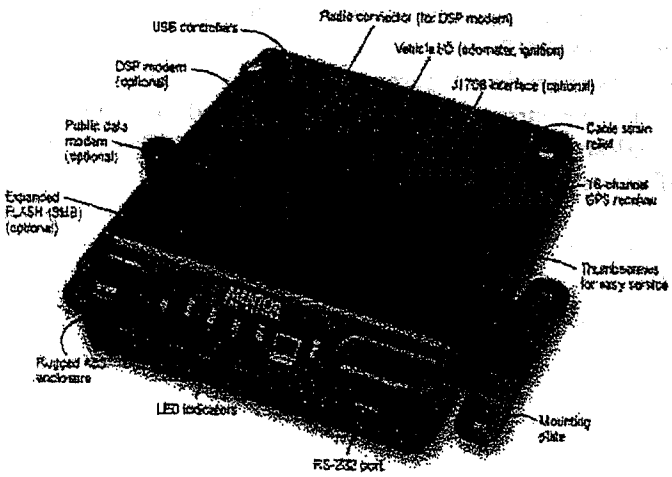
The Ranger has 5-backlit function key buttons for control functions. The function keys are software controllable functions commonly required by the drivers. The buttons are durable, wear-resistant, well spaced and large enough for convenient selection. The backlighting of the buttons and display are also adjustable. The functions to be assigned to the buttons will be confirmed as part of the design review process.



The Mobile Application will provide for color interactive mapping to assist the driver in completing the trip efficiently and without confusion. The mapping function will also present the direction in audible instructions to allow the driver to focus on the road.

An Emergency switch is provided in the Ranger and can be mounted in a covert location. The Emergency switch, when triggered, will alert dispatch to the emergency and allow dispatch to respond quickly to support the driver and the passengers. The Ranger will increase the polling rates to allow dispatch to pinpoint the location and track the vehicle more closely. If the emergency switch is activated only the dispatch center/authorized persons can reset the Ranger remotely once the incident is resolved.

The Ranger works in conjunction with a separate communications box called the BBX, which controls the in-vehicle components, the radio modem and GPS receiver. The BBX uses a unique two piece mounting system that provides for easy installation and quick removal in the event of product failure. The BBX is typically mounted covertly against the firewall of the vehicle to eliminate tampering and maintain a clean, non-intrusive installation.



The Mentor BBX is an I/O logic unit that includes GPS, communication, and interface capability. The BBX will be provided with an internal 16-channel GPS receiver and direct mount GPS antenna for providing vehicle location data. The GPS receiver is embedded within the BBX. The BBX will report GPS location based on configurable time, distance, events, and can be polled from the dispatch system.

The Ranger provides normal operations in the absence of radio coverage with store and forward capabilities to guarantee the delivery of messages, vehicle status changes, etc when the vehicle is out of radio coverage.

Mobile Communications

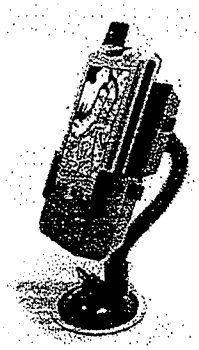
Trapeze and Mentor support both private mobile radio and public data networks for communication with mobile vehicles. Based upon our research with local communications companies, as well as in speaking with the current service providers and their experience with the service, MV has determined that there is difficulty obtaining sufficient radio coverage in the MetroAccess service area. As such, we recommend the use of a Public Data Network. There are several established vendors which will provide this service as we implement the MDC/AVL system.

MDC / AVL Implementation

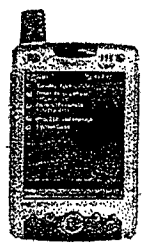
MV has a wide range of experience managing MDC/AVL sites. For the first three months of operation, both manifests and the MDC units will be utilized on all routes. Audits will be performed to ensure that all data is being collected correctly via the MDC unit.

After the three month dual operation period, manifests will be phased out for all providers with a goal of being paperless within four months. In the event a unit fails, the driver will be switched to voice communications until the unit can be replaced. MV maintenance staff will be trained in the installation and maintenance of the MDC units and will quickly switch any failed unit with a spare.

Please see Section 1.B *Strategies to Accomplish a Smooth Transition*, for more detailed information regarding our planned MDC/AVL implementation plan.



Supplemental Fleet Option - HP iPaq

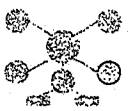


MV recognizes WMATA's desire to also equip supplemental vehicles with a compatible AVL/MDC technology. The flexibility of the Trapeze systems make this possible by supporting multiple Windows Mobile based devices.

For non-dedicated vehicles, MV proposes the option of a portable HP iPaq based Mobile Data Terminal system. The portable iPaq uses the same Trapeze MDC software application as a permanent mount Mobile Data Terminal. The reduced size screen and touch screen limits some of the fully featured functions on a full size MDC but the unit meets WMATA's requirement to provide real-time tracking of taxis and other non-dedicated vehicles. An operational concern with these units is the potential loss of the portable MDC, so participating non-dedicated service providers will need to agree to financial responsibility in case of loss. Key features of the HP iPaq system are as follows:

- DC power supplied either from the cigarette lighter socket or the unit can be hard-wired directly into the car electrical system (12V-24V)
- 360 degree swivel adaptor ensures maximum driver/passenger readability and viewing
- Mounting solutions include both a super strong suction windshield pedestal and a slide and lock air vent pedestal. With the pedestals included, users can mount their iPaq in a variety of ways based on their personal preference or vehicle interior.
- Texas Instruments™ processor
- Microsoft Windows Mobile 2003 software for Pocket PC—Phone Edition
- 64MB SDRAM, 64MB Flash ROM
- Bluetooth® wireless technology for integration with AVL devices
- IrDA
- WLAN 802.11b
- Quad-band GSM/GPRS
- USB
- 3.5" transflective TFT screen with LED backlight
- SD slot for future expansion
- 1800 mAh battery

Customer Feedback Module - Trapeze PASS-COM



Trapeze PASS-COM enables WMATA to coordinate complaint data with MV through one system. MV will be able to receive, investigate and follow up on complaints, commendations, and customer requests as entered by WMATA staff. Complaint information is easily tracked to identify trends in complaints. This solution provides a well-documented complaint investigation process, and efficiently integrates trip data into this documentation. The integrity of the data entered by WMATA staff is protected through several security options that PASS-COM offers.

Features

- **Reporting:** Complete records of correspondence pertaining to warnings and suspensions can be maintained. Letters that are produced are editable Crystal Report files. Reporting can be customized to analyze trends in no-shows, late cancellations, missed trips, etc.
- **Investigation Tracking:** PASS-COM provides a clear information path to follow when receiving and investigating complaints. The system tracks which user entered the information, and how long the investigation and response from the PM took. This will give WMATA the ability to track MV's performance with regards to complaint standards.

1.A. About Trapeze Software Group

Trapeze was founded in Toronto in 1990 by three partners. Since then, they have grown to more than 200 people and have offices in the United States, Canada, Denmark, the United Kingdom, Netherlands, and Germany. The company has assembled an impressive team of transportation experts, software developers, systems architects, consultants, project managers, trainers and implementation specialists.

Trapeze's record of experience is impressive. To date, Trapeze has installed over 1,600 transport software systems. Their systems help to run some of the largest transit authorities in North America, but they have also helped many smaller organizations provide accessible, flexible, and comprehensive transportation services to their communities. Please see the tab labeled "References and Case Studies" in the Appendix of this proposal for some Trapeze's case studies.

Trapeze is a financially stable technology company that continues to grow by recruiting and retaining experts and apprentices in the fields of software and hardware technology as well as transportation operations.

Proven Expertise

Why MV?

Reason # 8. MV offers the services of Ms. Marsha Madrid, the original writer of the PASS software system, to help improve system quality and productivity.

Information Technology for transportation markets is highly specialized and requires dedicated industry experts to develop and deploy best-practice and best-value technologies. Trapeze has experts in the various fields of passenger transportation technology, many of whom have more than a decade of experience in developing and implementing transportation scheduling and operations systems. The expertise and dedication of these individuals are the main reason why Trapeze is the leading provider of passenger transportation software. This experience combined with that of MV Transportation's IT support personnel, provides WMATA with the best possible combination of technology and paratransit experts for the MetroAccess system.

Trapeze is committed to providing solutions that are proven to work; their commitment is reflected in their comprehensive implementation services, long-term customer care programs, on-site training and regular user workshops that they offer. Of particular interest is that Trapeze also continually re-invests in ongoing research and development to ensure that the agencies utilizing the product have the most up to date solutions possible.

Experience and References

Trapeze has the most extensive experience in the deployment of paratransit scheduling and operations. Examples applicable to the WMATA RFP to support this claim are:

- The Trapeze PASS paratransit software is installed in over 80% of the top 100 Transit Agencies in North America
- North America alone has over 200 transit sites that rely on Trapeze PASS to manage daily paratransit operations
- 15% of Trapeze's largest clients have IVR systems integrated with Trapeze PASS
- 5% of Trapeze's largest clients have installed PASS-WEB technology that allows real-time interaction with the PASS database; resulting in reduced call volume and improved information management
- 28% of Trapeze's largest clients utilize MDC units interfaced with the PASS software. This has given Trapeze more experience with integration of MDCs into paratransit operations than anyone else in the industry

Following is a partial list of 50 of Trapeze's larger accounts in North America providing more than 1,000 trips daily.

	North American Transit Agency	City	State	Trips/Day
1	Metro-Dade Transit Agency	Miami	FL	8,500
2	Southeastern Pennsylvania Transportation Authority	Philadelphia	PA	5,500
3	King County Metro	Seattle	WA	5,200
4	Translink/Coast Mountain	Vancouver	BC	5,000
5	Wheels Medical	Philadelphia	PA	5,000
6	Orange County Transportation Authority	Orange	CA	4,500
7	Metropolitan Transit Authority of Harris County	Houston	TX	3,800
8	VIA Metropolitan Transit	San Antonio	TX	3,800
9	Metro Transit	Minneapolis	MN	3,000

	North American Transit Agency	City	State	Trips/Day
10	Ottawa Carelton	Ottawa	ON	3,000
11	Regional Transportation District	Denver	CO	3,000
12	Transnet	Blue Bell	PA	3,000
13	GoodWill Industries of SE Wisconsin	Milwaukee	WI	2,800
14	Santa Clara County Transp Agency & Outreach	San Jose	CA	2,800
15	Milwaukee County Transit System	Milwaukee	WI	2,750
16	Phoenix Transit & Reserve-a-Ride	Phoenix	AZ	2,700
17	Pace Suburban Bus	Arlington Heights	IL	2,600
18	Tri-County Metropolitan Transportation	Portland	OR	2,600
19	Calgary Transit	Calgary	AB	2,500
20	Dallas Area Rapid Transit	Dallas	TX	2,500
21	Delaware Transit Corporation	Wilmington	DE	2,500
22	Jacksonville Transportation Authority	Jacksonville	FL	2,500
23	Mass Transit Administration	Baltimore	MD	2,500
24	City & County of Honolulu Depart. of Transportation	Honolulu	HI	2,400
25	Yellow Transportation	Baltimore	MD	2,200
26	Hamilton Street Railway	Hamilton	ON	2,100
27	Capital Metropolitan Transportation Authority	Austin	TX	2,000
28	Fastran/Fairfax Connector	Fairfax	VA	2,000
29	Mass Transportation Authority	Flint	MI	1,900
30	Monmouth County Division of Transportation	Freehold	NJ	1,800
31	Omnitrans	San Bernardino	CA	1,800
32	San Diego Transit Corporation	San Diego	CA	1,800
33	Spokane Transit Authority	Spokane	WA	1,800
34	Suburban Mobility Authority for Regional Transportation	Detroit	MI	1,800
35	Lynx: Central Florida Regional Transit Authority	Orlando	FL	1,700
36	Capital Area Transportation Authority	Lansing	MI	1,600
37	Jaunt	Charlottesville	VA	1,600
38	Hillsborough Area Regional Transit Authority	Tampa	FL	1,500
39	New Jersey Transit Corp.	Newark	NJ	1,500
40	Palm Beach County Transportation Authority	West Palm Beach	FL	1,500
41	Sacramento Regional Transit District & Paratransit Inc.	Sacramento	CA	1,500
42	East Volusia Transportation Authority	South Daytona	FL	1,400
43	Regional Transportation Commission of Clark County	Las Vegas	NV	1,400
44	Fort Worth Transportation Authority	Fort Worth	TX	1,200
45	Greater Cleveland Regional Transit Authority	Cleveland	OH	1,200
46	Hampton Roads	Norfolk	VA	1,200
47	Hope Network/Grand Rapids	Grand Rapids	MI	1,200
48	Utah Transit Authority	Salt Lake City	UT	1,189
49	Transit Authority of River City	Louisville	KY	1,100
50	Birmingham Jefferson County Transit Authority	Birmingham	AL	1,000

Indicates Service operated by MV

Additionally, Trapeze has several large accounts in Europe. Below is a sample of these accounts. Trapeze strives to integrate best practices from global accounts into their core products.

	European Transit Agency	City	Country	Trips/Day
1	Transport for London	London	UK	8,500
2	Rotterdame	Rotterdam	Netherlands	3,000
3	Amsterdam	Amsterdam	Netherlands	2,000
4	Copenhagen	Copenhagen	Denmark	1,500
5	Strathclyde PTE	Strathclyde	UK	1,200
6	NEXUS PTE	Newcastle/Tyne	UK	1,200
7	Skane	Skane	Sweeden	500

Trapeze has built a reputation of being able to adapt their software to a wide range of customer requirements. By leveraging experience from such an extensive installed base, they have been able to integrate best practices from North America to Europe into the most advanced Paratransit/Demand Response management technology in the business. No other software company can come close to matching the experience and expertise of Trapeze. We hope you will contact some of Trapeze's references below to verify these claims.

King County Department of Transportation - Seattle, WA

Contact Information:

Michael Glauner, Transit Planner III
(206) 684-1239
Michael.glauner@metrokc.gov

Operational Characteristics:

- Number of demand response trips/day: 4,000
- Number of peak demand response vehicles: 275
- Number of service providers: four (4)

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-MON with Greyhawk MDC's (MDC/AVL Interface)
- PASS-CERT (Passenger Eligibility)
- PASS-PLAN (Demand Response Specific Planning Tool)
- IVR (Confirm/Cancel, Callbacks, Trip Booking)
- ATIS

King County manages the provision of ADA and Medicaid transportation for the Seattle area. The service model has one (1) of the service providers managing the call center, taking bookings, scheduling trips and dispatching trips to the other three (3) providers. King County oversees the operations along with the certification of passengers using the Trapeze PASS-CERT module. Once certified, passenger information is then stored in the Trapeze PASS-CT database and accessed by the call center. King County has integrated the Trapeze PASS system with 300 Greyhawk MDC's to enable real-time scheduling and communication. In addition, they are currently in the process of leveraging 'real time' information with their IVR system. In addition to the IVR system, King County is also in the process of implementing the Trapeze PASS-WEB and ATIS-PASS interface increase their quality of service even further.

Orange County Transportation Authority - Orange, CA

Contact Information:

Patrick Sampson, Sr. Contract Transportation Analyst
(714) 560-5425
psampson@octa.net

Operational Characteristics:

- Number of demand response trips/day: 4,500
- Number of peak demand response vehicles: 220
- Number of service providers: one (1)

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-MDC with DDS iPilot 8000 MDC's (Mobile Data Solution)
- PASS-IVR (Real Time Confirm/Cancel & Callbacks, Trip Booking)
- MapMaker (Trapeze Map Import tool)

The Orange County Transportation Authority (OCTA) provides demand response transportation to Orange County, California. Currently, OCTA contracts with one (1) provider to operate their service. The service provider is responsible for booking, scheduling and dispatching the requested trips. OCTA's service is growing at an annual rate of over 10%. To deal with this increased growth OCTA began looking at ways of improving efficiencies without impacting its existing high levels of service quality. In 2004 OCTA contracted with Trapeze to provide a fully integrated mobile data communications system and interactive voice response (IVR) solution. Although the project is in its initial phases, OCTA believes that the combination of these technologies (IVR and MDC/AVL) which fully integrate with the Trapeze 'backoffice' scheduling system will be a key component in meeting their productivity objectives.

Maryland Transit Administration - Baltimore, MD

Contact Information:

John Smolenski, Director, Mobility Services
(410) 454-7272

Operational Characteristics:

- Number of demand response trips/day: 2,600
- Number of peak demand response vehicles: 175
- Number of service providers: two (2) plus the MTA

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-MON with Mentor MDC data terminals (MDC/AVL Interface)
- PASS-WEB (Web-based Confirm/Cancel & Trip booking)

The MTA operates Mobility, a shared ride, demand response service that provides ADA paratransit transport to eligible seniors and people with disabilities. The MTA has been a long time user of the Trapeze PASS system, migrating from the DOS to the Windows version in 2001. Since taking over control of the entire service in early 2004, the MTA has installed MDC's on 100% of the paratransit vehicles and used the Trapeze PASS-MON applications for more efficient dispatching and vehicle routing. The MTA is currently in the process of implementing the Trapeze PASS-WEB system.

Translink - Vancouver, BC

Contact Information:

Jim Dawe, Contract Administrator
(604) 453-4541
Jim_Dawe@translink.bc.ca

Operational Characteristics:

- Number of demand response trips/day: 3,500
- Number of peak demand response vehicles: 200
- Number of service providers: five (5)

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- FX (Fixed Route Scheduling)
- Blockbuster
- INFO-AGENT
- INFO-IVR
- INFO-WEB
- INFO-COM

Translink manages the demand response and medical transportation for the greater Vancouver area. Through the use of the Trapeze CT module (Coordinated Transportation), Translink is able to manage five separate service providers operating out of a total eight (8) remote sites. Translink has chosen to implement a decentralized model for the provision of the service whereby each of the providers is responsible for booking, scheduling and dispatching their respective trips. Translink then uses Citrix to access and report on information contained in each of the systems. Since putting PASS-CT into production in the summer of 2004 the agency has seen a significant rise in productivity. Translink currently deploys a number of Trapeze modules for their fixed route service and is also in the process of expanding their demand response technology.

Miami-Dade Transit Agency - Miami, FL

Contact Information:

Boon-Choo Tan, Systems Analyst
(305) 375-2603
bctan@miamidade.gov

Operational Characteristics:

- Number of demand response trips/day: 8,500
- Number of peak demand response vehicles: 360
- Number of service providers: 8

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-CERT (Passenger Eligibility)
- PASS-COM (Commendations & Complaints)
- PASS-IVR (Confirm/Cancel)
- FX (Fixed Route Scheduling)
- Trapeze Regional Trip Planner
- MapMaker (Trapeze Map Import tool)

The Miami-Dade Transit Agency (Miami-Dade) is responsible for providing both ADA and Medicaid service to the greater Miami area. Miami-Dade's Special Transportation Service (STS) provides ADA service and is managed through a brokerage, which currently employs six (6) contractors providing approximately 7,000 weekday trips using 250 dedicated vehicles. The broker is responsible for booking and scheduling trips, while dispatch duties are shared between the broker and provider. Miami-Dade uses the Trapeze PASS-CERT and PASS-COM modules to centrally manage passenger eligibility, commendations and complaints.

The Medicaid services are also provided through a brokered system, with one contractor currently managing approximately three providers providing approximately 2,000 trips per day through 100 vehicles. For the Medicaid services, Miami-Dade registers/certifies passengers and books the trips. Booked trips are scheduled by the broker and dispatched by the providers.

PACE Suburban Bus - Chicago, IL

Contact Information:

Randy Heinemann, Supervisor of Contract Management
(847) 228-2479
Randy.Heinemann@pacebus.com

Operational Characteristics:

- Number of demand response trips/day: 2,800
- Number of peak demand response vehicles: 275
- Number of service providers: five (5)

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-MON with Mentor Ranger MDC's (MDC/AVL Interface)
- PASS-PLAN (Demand Response Specific Planning Tool)

PACE Suburban Bus (PACE) is one of the major providers of demand response and additional alternative transportation in the Chicago area. Using a centralized database PACE is able to monitor and report on the operations of each of its five (5) service providers. Through the use of a Citrix solution, PACE staff have the ability to connect to the main database and view information for any of the service providers in 'real-time'. Currently PACE is in the process of implementing the Mentor Ranger MDCs for automatic vehicle location and data messaging to further boost productivity. They are also implementing the PLAN solution to identify the impact of fixed route service changes and identify potential demand response users outside of the ADA boundary. Also, it was recently announced that PACE will be taking over the provision of service for the entire Chicago area, bringing their total number of trips to approximately 10,000 per day using 800 vehicles.

Wheels of Wellness - Philadelphia, PA

Contact Information:

Greg Ficchi, Information Systems Manager
(215) 563-2000 ext. 252
gficchi@wheelsinc.org

Operational Characteristics:

- Number of demand response trips/day: 5,000+
- Number of peak demand response vehicles: 160
- Number of service providers: eight (8)

Trapeze Technologies Employed:

- PASS-CT (Coordinated Transportation)
- PASS-MON with Mentor MDC's (MDC/AVL Interface)
- PASS-SUS (Suspensions)
- PASS-COM (Commendations & Complaints)
- IVR (Confirm/Cancel)

WHEELS is a private non-profit agency which provides Medicaid transportation to the greater Philadelphia area. The total fleet of 230 accessible vehicles is equipped with Mentor MDCs which include GPS and swipe card readers. WHEELS uses Trapeze PASS to manage the registration, booking, scheduling and dispatching of its fleet. The agency also uses the PASS coordinated transportation module to manage services from multiple providers and the suspensions module to track passengers who may no longer use the service.

1.B. Strategies to Achieve a Smooth Transition

MV will develop a Software Transition Team comprised of MV, Trapeze and Mentor staff. Our Transition Team Manager for this operation will be Mr. Christopher Bryan, Director of Information Technology. Christopher will report to Ms. Marsha Madrid, Executive Vice President of Information Technology, and will work with Ms. Evans (our proposed Project Manager) and Ms. Santiago (our proposed Operations Manager) to maintain direct oversight of all elements of the software transition.

We know the components of a software implementation such as this, and we will assign our team to various disciplines. Each team leader will be an MV employee with extensive Trapeze software experience, having worked directly for Trapeze and led several software transitions. These assignments include:

Transition Duties	Responsible Team Leader
IT Software Implementation Team Leader	Mr. Christopher Bryan, Director of Information Technology
Hardware Acquisition and Installation	Mr. Rex Clark, Director of Information Technologies
Data Gathering and Initial Setup	Ms. Mary West, IT Special Projects Manager
Paging System/Web Interface	Ms. Marsha Madrid, Executive Vice President
MDC/AVL Interface	Mr. Christopher Bryan, Director of Information Technology
Real-time and Advanced Reservations Handling	Mr. Christopher Bryan, Director of Information Technology
User Training	Ms. Mary West, IT Special Projects Manager
Simulation/Practice Sessions	Ms. Mary West, IT Special Projects Manager
Monitoring Tools	Ms. Jane Flory, IT Special Projects Manager
Specialized Reporting Requirements	Mr. Dean Rowatt, IT Special Projects Manager
Standardized Report Training	Mr. Dean Rowatt, IT Special Projects Manager

Our Software Implementation team is overseen by Ms. Marsha Madrid, who has 17 years of experience in the development of Transportation Management Software, and is the original developer of the PASS software system.

Trapeze will also assign a Project Manager to ensure project requirements and milestones are met. The Trapeze Project Manager for the MetroAccess implementation will be Mr. Kumar Kandasamy.

Mr. Kandasamy offers WMATA a combination of project management expertise and in-depth knowledge of the transportation and logistics industries. Kumar has contributed to the success of many complex implementation projects, including:

- Dallas Area Rapid Transit: Blockbuster
- MTA Baltimore: PASS-Web
- Miami Dade Transit Agency: PASS-Web, PASS-IVR, PASS-MON
- Calgary Transit: PASS-CT, PASS-SUS, INFO-Agent, INFO-IVR, INFO-Web
- Translink (Vancouver): PASS-CT
- VIA Metropolitan Transit (San Antonio): PLAN

Mr. Kandasamy will provide the following key services:

- **Scope Management.** Kumar is the link between WMATA's requirements, the contract, the product specifications and the MetroAccess project's scope of work. Mr. Kandasamy will be critical to defining and documenting the tasks and deliverables from Trapeze necessary to complete the project. Mr. Kandasamy will ensure that the project's resources remain focused on the project objectives.

- **Integration Management.** While subject experts may be brought onto the project for specific purposes, Kumar understands the MetroAccess project as a whole and will ensure that project deliverables are achieved in the right sequence and at the right time.
- **Communication Management.** Mr. Kandasamy will be essential to the effective flow of information throughout the project. As the accumulator, archiver and librarian of the project records, Kumar will also be responsible for ensuring that information is distributed to WMATA and MV management in a timely manner. Issue lists, progress reporting, scheduled teleconferences, custom report specifications and contract administration are all examples of communication management.
- **Resource Management.** Mr. Kandasamy will ensure that the most appropriate Trapeze resources are allocated to the MetroAccess project at the correct time. Kumar will also specify what kinds of project resources are required from MV and WMATA and when they are needed. Moreover, Mr. Kandasamy will act as a channel to the development groups whenever the MetroAccess project requires customized reports, interfaces or product modifications.

Preliminary Design Review (PDR)

One of the initial steps of our implementation is to confirm a thorough on-site review all of WMATA's business rules, system architecture, and day-to-day processes. The team will then create a design document to serve as the implementation strategy. The design review and documentation will focus on information that can be classified as either operational or technical. In addition, this study will also serve as a GAP analysis to understand any essential data preparations that are required to the software but were not determined in the RFP.

Operational: Our experts will integrate MetroAccess' operating rules; customizing as necessary.

Technical: Our experts will integrate Trapeze with the current IT infrastructure at WMATA. This will include server installation, interface design, data conversions, data development, and test plans.

At the conclusion of the PDR phase, we will present a design document for sign-off, with the following information:

- Identification and documentation of software customizations required for the project
- Final recommended hardware and system software document for the entire proposed Trapeze/Mentor system
- Develop Interface Control Documents (ICD) for project interfaces and report specifications
- Customized training plan
- Migration and data development plan (Logisticare EmTrak to Trapeze)
- System testing plan
- Final project implementation plan

Technology Implementation

MV will deliver a software solution on-time, as proposed, for the following reasons:

- The Trapeze and Mentor systems are highly integrated, allowing on-time implementation;
- The Trapeze integrated solution greatly reduces the risks commonly associated with interfacing with other vendors' products.
- The Trapeze/Mentor MDC/AVL interface has been fully tested, and is proven in many locations.
- Trapeze and MV have vast implementation experience; mitigating many of the risks associated with implementations of this size and scope.
- MV and Trapeze's proven implementation methodology will ensure that adequate data is both in place and accurate as "down stream" systems are implemented and brought into production.

The project will be implemented in three (3) phases, with pre-defined delivery dates as follows:

Phase 1

The integration and installation begins with the core component: Trapeze PASS; the demand response scheduling system. Our technical specialists will meet with WMATA staff for an in depth operational review. Once completed, we will begin importing data from the existing Logisticare system to the Trapeze database. Both Trapeze and MV have extensive experience in data transfer from foreign systems. By eliminating redundant tasks for loading data and installing a new system, we ensure that WMATA receives the greatest cost savings possible; while achieving a timely transition.

During this time, installation of the MDC/AVL in-vehicle hardware will begin. A fully functioning pilot program of 5 vehicles will be completed to demonstrate the features and operations of the system. During the pilot program, the 5 vehicles will be deployed in each of the service areas (to include Northern Virginia, Washington D.C., Montgomery County and Prince George's County) and will "shadow" an actual route on the road during the test day. As part of the pilot, there will also be a "shadow" dispatch center that will simulate dispatching for the pilot routes.

As indicated in the Technology Implementation preliminary project plan, all tasks required for start-up will be completed by the January 16, 2006 anticipated start date. Parallel reservations and scheduling will begin on January 2, 2006 for all reservation requests on or after January 16, 2006.

Phase 1 will be completed at such a time when all the testing and training is complete and both the scheduling system and in-vehicle technologies are in production.

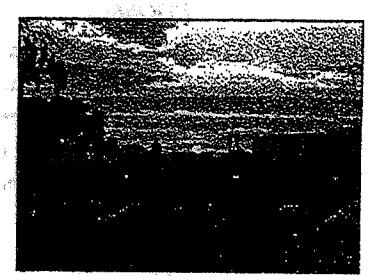
Phase 2

Phase 2 consists of implementation of complementary applications to the core scheduling system. 'Add-on' modules require many of the data elements used by the PASS-CT system. While the current implementation plan shows Phase 2 implementation concurrent with Phase I implementation, the actual start of Phase 2 will be based on who WMATA identifies as the primary users of the proposed applications. For example, if a separate group is responsible for the eligibility certification of passengers, training and installation of the CERT module can parallel the implementation and training of the PASS-CT module. If this is not the case, the implementation of the additional modules can begin once training is complete on the PASS-CT module. We believe this flexibility will ensure WMATA's implementation goals are met.

Phase 3

Phase 3 is devoted to the implementation of those 'media based' technologies that allow WMATA passengers to access the paratransit scheduling system without the assistance of MV reservationists. We propose that these technologies be implemented in the final phase to ensure adequate time has been given to deal with data integrity issues. Successful implementation of both Web based and IVR technologies **requires** data contained in the system to be accurate and available. This system allows WMATA passengers to access schedule information in 'Real Time' using a fully integrated demand response solution, resulting in better service to WMATA passengers.

1.C. Best Practices to Ensure a Smooth and Timely Transition



WMATA has an aggressive implementation timeline. MV has successfully managed more large-scale paratransit start-ups, several in extremely tight time frames, than any other firm in the nation. Trapeze also has over 15 years experience deploying comparable projects using this same software. This vast and diverse experience makes MV, Trapeze and Mentor an unbeatable team to successfully deliver the system on-time and most importantly of the highest quality. Our proposal meets 100% of WMATA's requirements; our off-the-shelf applications are available for implementation immediately, eliminating the need for time consuming customizations. This is especially important as there will be no time to go through rigorous development and acceptance process.

For your reference, we have included a preliminary project plan based on the information provided in the RFP, immediately following this section. The project plan contains of the calendar days required for tasks involved in the implementation. This project plan will be finalized with WMATA staff during the Preliminary Design Review described above.

Software Configuration, Customization and Interface Development

Generic Software Configuration

The Trapeze system utilizes soft parameter settings in order to configure the generic software to meet the business rules of WMATA. Using the information collected in the PDR, MV and Trapeze will configure the initial system parameters, and during training sessions we will teach the importance and meaning of the applicable parameters. By having WMATA staff involved in the development and verification of the parameter settings, we will ensure: a) the business rules are set up per WMATA's procedures, and b) the system can be maintained for the long-term. It is important to note that all of the parameters that require configuration are user-definable parameters that require no hard coding.

Interface Development

The Trapeze Systems Integration team will be responsible for interfacing the Trapeze database with the designated MDT/AVL, WEB, and IVR vendors. As discussed, we will document through Interface Control Documents (ICD's) how the interfaces between these systems will take place. Trapeze supports all interfaces as part of their long-term Customer Care program and will update the interface if any of the applicable database fields are changed.

Testing

Trapeze conducts testing of its software as part of its development, quality assurance, and operations functions. Trapeze's rigorous testing practices are as follows:

Unit Testing

Each Trapeze developer performs unit testing on his/her code in order to ensure that the code behaves as the requirement specifies and the developer intends. Visual Studio and C++ language compilers are used for Unit Testing.

System Testing

Trapeze software modules are integrated into a cohesive whole and a series of tests are conducted in order to find errors that were not detected during unit testing. The primary goal of system testing is to ensure that the software will function when it is put into operation.

Trapeze system testing also validates that the overall system provides the functions specified in the requirements, and particularly that the dynamic characteristics of the system match the requirements. The Trapeze Project Manager and the QA staff verify that the functions specified in the requirements have been met.

Integration Testing

Through the integration testing process, Trapeze evaluates the interaction between Trapeze software and hardware components to identify incompatibilities. Before Trapeze recommends hardware components, the software is run on the components to ensure that the hardware supports the software components and databases.

Scalability is another prime consideration when performing integration testing.

Regression Testing

Trapeze employs a regression testing program that uses automated testing scripts to verify that the core functionality is working as designed after any alteration to the software. Regression testing also verifies that new features and fixes work as designed. A series of regression testing reports are available:

- Test Plan Detail Report: outlines the functions in the application that have been verified (referred to as Verification Points or VP's).
- Detailed account of each Test Case: outlines each step the automated script undertakes to arrive at each verification point.
- Test Case Results: lists each test case and respective status (pass/fail).

These reports will be made available for WMATA and MV team members who will be involved in the QA process through regular team meetings.

Acceptance Testing

Acceptance testing is the final component of the Trapeze testing process. It must be completed before the system is put into operational use. The main purpose of these tests is to ensure that the software is operating correctly for production rollout.

Acceptance testing is designed as a final verification that there are no errors or omissions in the system requirements definition and to identify and resolve data entry errors. Operations staff will integrate the software into a production baseline with data supplied by a particular client rather than the standard data sets used in previous phases of the testing process.

Training

MV has partnered with Trapeze and Mentor on numerous transit implementations. We have a staff of system experts who will be responsible for staff training in conjunction with Trapeze and Mentor. This approach ensures continuity in training and allows MV to tailor user training to include WMATA's policies and procedures.

System Administration Training

System Administrators are responsible for maintaining and configuring the Trapeze environment. Trapeze will provide MV staff (Mr. Charles Wilson) with the training needed to independently maintain all systems. Users will be trained to create user accounts, maintain and adjust system parameters and configure workstations for optimal use. Mr. Wilson already has extensive experience in System Administration in a Trapeze environment, which is a significant advantage to MV's proposal in this area.



Many of the complementary technologies to the core scheduling system (MDC/AVL, IVR and WEB) require that the majority be given to those persons responsible for the administration of the technology. WMATA IT staff can also participate in the training for maintaining these proposed systems.

Data Administration Training

Data Administrators are responsible for maintaining ancillary data required by the various systems. Data administrators are trained to use the tools included in the Trapeze applications to effectively maintain the transit data. Such individuals will be trained to administer the database such that they are proficient with the database structure and can maintain and validate data in the system.

User Training

MV leads the passenger transportation industry in "Best Use" practices of the Trapeze Software, while applying practical operational experience to enhance the software system. Our team is unique in that we have our own Trapeze Training Curriculum. This training has been highly effective, allowing us to reduce staffing in our call center operations.

In fact, it has been MV's experience that when our client agencies transition from other COTS paratransit scheduling systems to Trapeze, the cost of the service has gone down on each occasion. For example, in Orlando when LYNX switched to Trapeze, MV implemented our proven training and management programs. A savings in labor costs was realized when we successfully reduced Call Center staff from 23 to 14, while still achieving increased on-time performance and productivity, as well as a reduction in call hold time from five minutes to less than two minutes.

MV will provide this training to our dispatchers, reservationists, schedulers, and management staff members to ensure they have a complete understanding of the Trapeze system. Please refer to Section 3.C.5 *Training* for a detailed listing of each training module.

PASS-WEB, IVR

As stated earlier, training for the proposed WEB and IVR applications will consist mainly of training in the maintenance of the systems. Trapeze will train MV and WMATA staff responsible for maintaining the web site, and the editing and maintenance of the front end web page. The maintenance of the data will continue to be a responsibility of data administrators. Training on the IVR system will be focused primarily on the maintenance of the system.

1.D. Maximizing Availability of MDC/AVL Technology

MV's proposal for MDC units is based upon the volume requested by the price pages, which includes spares. Additionally, MV has proposed the IPAQ option for "non-dedicated" vehicles; this unit is a smaller, portable MDC/AVL until that can be used by supplemental providers.

However, as it is MV's intention to provide a portion of additional vehicles for "non-dedicated" service, we suggest WMATA consider requiring Mentor MDCs in all non-taxi vehicles, and limit the IPAQ solution for taxi service only. As many of our dedicated service providers will also provide "non-dedicated" service for MetroAccess, installing the same MDC unit would be the most efficient option, as drivers will only need to learn one system for tracking trips, and data will be sent to the Trapeze system from the same type of MDC.

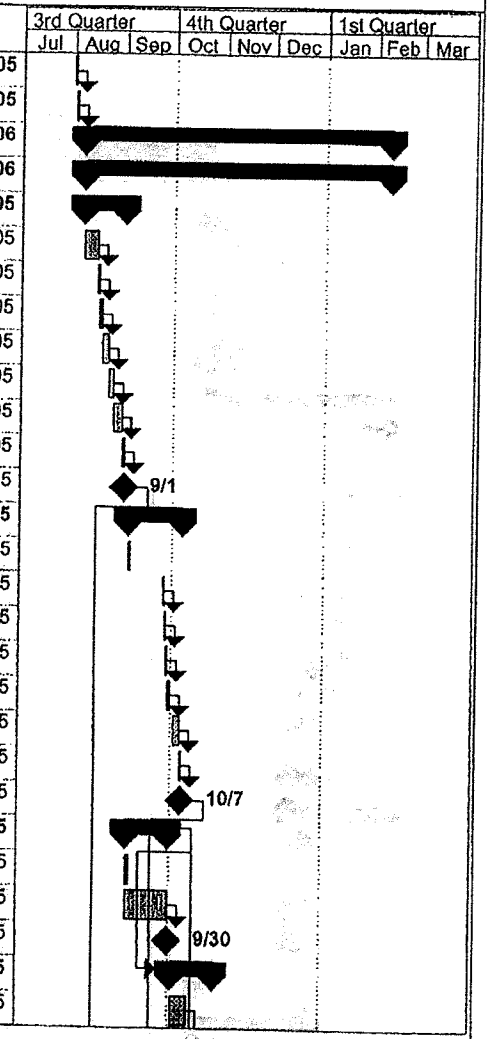
We will ensure 100% of the dedicated vehicles have the MDC units installed, and will work with WMATA regarding the best option for non-dedicated vehicles as described above. If a unit fails, the call center dispatcher will dispatch trips by radio to the driver, until a vehicle switch can be made with a vehicle that has a functioning MDC. MV will have spare units in stock, so the failed unit can be immediately replaced and sent for repair.

SOFTWARE IMPLEMENTATION SCHEDULE

Preliminary Project Plan for Trapeze Paratransit Suite

TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
1	Contract Award	1 day	Mon 8/1/05	Mon 8/1/05
2	Contract Signed/Notice to Proceed	1 day	Tue 8/2/05	Tue 8/2/05
3	**Phase I - PASS-CT & PASS MON w/ AVL**	134 days	Mon 8/8/05	Fri 2/10/06
4	**Implementation Schedule for PASS-CT**	134 days	Mon 8/8/05	Fri 2/10/06
5	**Operational Review for PASS-CT, CERT & PASS-MON**	19 days	Mon 8/8/05	Thu 9/1/05
6	On-site Operational Review Meeting	6 days	Mon 8/8/05	Mon 8/15/05
7	Certification Process Review	1 day	Tue 8/16/05	Tue 8/16/05
8	Identify Client Specific Customizations	2 days	Wed 8/17/05	Thu 8/18/05
9	Prepare Technical Specifications	2 days	Fri 8/19/05	Mon 8/22/05
10	Review Technical Specifications	3 days	Tue 8/23/05	Thu 8/25/05
11	Update Implementation Plans and Specifications	3 days	Fri 8/26/05	Tue 8/30/05
12	Client Review of Implementation Plan and Specifications	2 days	Wed 8/31/05	Thu 9/1/05
13	*Milestone - Approval by Client of Implementation Plan and Specifications*	0 days	Thu 9/1/05	Thu 9/1/05
14	**Hardware and Software Installation**	25 days	Mon 9/5/05	Fri 10/7/05
15	Order hardware	1 day	Mon 9/5/05	Mon 9/5/05
16	Install Operating System and prerequisite software	1 day	Mon 9/26/05	Mon 9/26/05
17	Detail test of hardware	1 day	Tue 9/27/05	Tue 9/27/05
18	Install database	1 day	Wed 9/28/05	Wed 9/28/05
19	Initial test of configuration	2 days	Thu 9/29/05	Fri 9/30/05
20	Install & Test Base System	4 days	Mon 10/3/05	Thu 10/6/05
21	Training: System Administrative Training	1 day	Fri 10/7/05	Fri 10/7/05
22	*Milestone - Hardware, Trapeze Software and Admin Training complete*	0 days	Fri 10/7/05	Fri 10/7/05
23	**Data Load and Conversion**	20 days	Mon 9/5/05	Fri 9/30/05
24	Load Map Data (Base Map, Route Layers, Bus Stops etc.)	2 days	Mon 9/5/05	Tue 9/6/05
25	Load Static Data from Logisticaire system (clients, locations, subscriptions	20 days	Mon 9/5/05	Fri 9/30/05
26	*Mileston - Data & Map Converted*	0 days	Fri 9/30/05	Fri 9/30/05
27	**Customizations Development (If applicable)**	20 days	Mon 10/3/05	Fri 10/28/05
28	Develop Custom Reports as per RFP	8 days	Mon 10/3/05	Wed 10/12/05



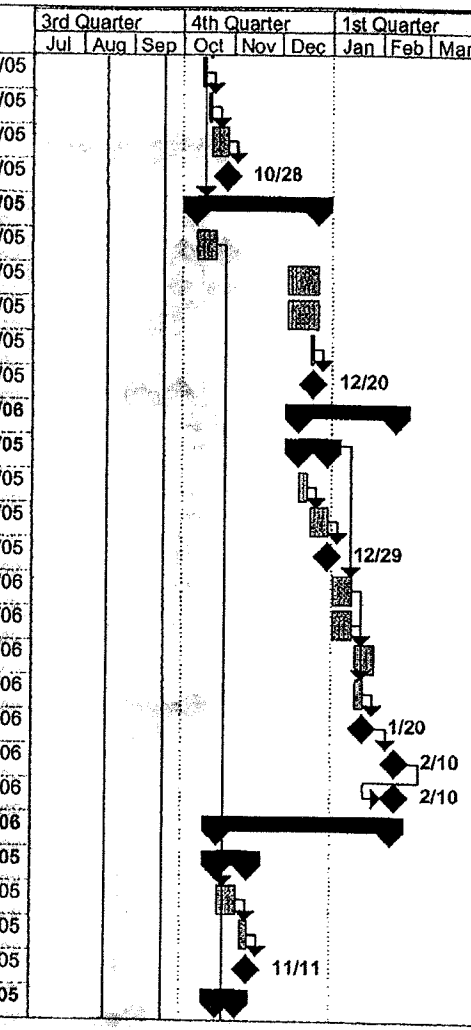
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TRAPEZE GROUP

ID	Task Name	Duration	Start	Finish
29	Test & Approve Customizations	2 days	Thu 10/13/05	Fri 10/14/05
30	Develop Cutom Reports	2 days	Mon 10/17/05	Tue 10/18/05
31	Test & Approve Custom Reports	8 days	Wed 10/19/05	Fri 10/28/05
32	*Milestone - Customizations complete (PASS-CT)*	0 days	Fri 10/28/05	Fri 10/28/05
33	**Trapeze PASS-CT Training**	**55 days**	**Mon 10/10/05**	**Fri 12/23/05**
34	User Training - Static	10 days	Mon 10/10/05	Fri 10/21/05
35	User Training - Operations (Reservations)	15 days	Mon 12/5/05	Fri 12/23/05
36	User Training - Operations (Dispatch)	15 days	Mon 12/5/05	Fri 12/23/05
37	Training - Report Writer	2 days	Mon 12/19/05	Tue 12/20/05
38	*Milestone Training Complete*	0 days	Tue 12/20/05	Tue 12/20/05
39	**Testing & Go-Live**	**44 days**	**Mon 12/12/05**	**Fri 2/10/06**
40	**Acceptance Testing**	**14 days**	**Mon 12/12/05**	**Thu 12/29/05**
41	Update Test Plan based upon previous Testing	5 days	Mon 12/12/05	Fri 12/16/05
42	Acceptance Testing	9 days	Mon 12/19/05	Thu 12/29/05
43	*Milestone - Acceptance Testing Complete*	0 days	Thu 12/29/05	Thu 12/29/05
44	Go-Live Reservations	10 days	Mon 1/2/06	Fri 1/13/06
45	Reservations On-site support	10 days	Mon 1/2/06	Fri 1/13/06
46	Go-Live Dispatch	10 days	Mon 1/16/06	Fri 1/27/06
47	Dispatch Go-live Support	5 days	Mon 1/16/06	Fri 1/20/06
48	*Milestone - Go-Live support provided*	0 days	Fri 1/20/06	Fri 1/20/06
49	*Milestone - Client Accepts Product Functionality*	0 days	Fri 2/10/06	Fri 2/10/06
50	Transition to Trapeze Customer Care	0 days	Fri 2/10/06	Fri 2/10/06
51	**Implementation Schedule for PASS-MON w/ AVL**	**77 days**	**Mon 10/24/05**	**Tue 2/7/06**
52	**Customizations Development (if applicable)**	**15 days**	**Mon 10/24/05**	**Fri 11/11/05**
53	Develop Customizations	10 days	Mon 10/24/05	Fri 11/4/05
54	Test & Approve Customizations	5 days	Mon 11/7/05	Fri 11/11/05
55	Milestone - Customizations complete (PASS-MON)	0 days	Fri 11/11/05	Fri 11/11/05
56	**Integration Testing**	**10 days**	**Mon 10/24/05**	**Fri 11/4/05**



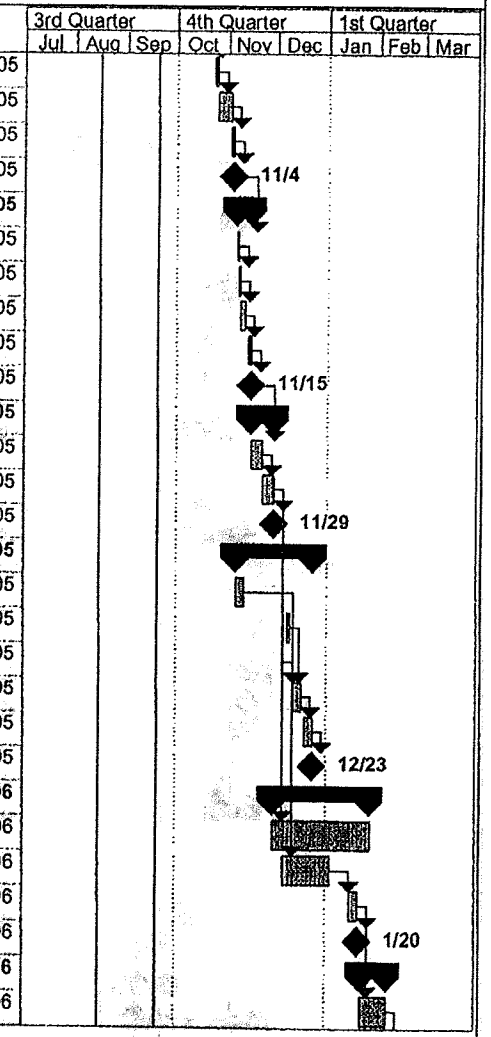
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ID	Task Name	Duration	Start	Finish
57	Modify test plan for site	2 days	Mon 10/24/05	Tue 10/25/05
58	Conduct integration test at Trapeze office	6 days	Wed 10/26/05	Wed 11/2/05
59	Prepare and deliver results of integration testing	2 days	Thu 11/3/05	Fri 11/4/05
60	Milestone - Integration Testing Complete	0 days	Fri 11/4/05	Fri 11/4/05
61	**Installation**	**7 days**	**Mon 11/7/05**	**Tue 11/15/05**
62	Install Trapeze Software and Test with Computer Hardware	1 day	Mon 11/7/05	Mon 11/7/05
63	Setup Parameters for scheduling with mobile computers	1 day	Tue 11/8/05	Tue 11/8/05
64	On-site Functional Test with Pilot Unit(s)	3 days	Wed 11/9/05	Fri 11/11/05
65	Training: System Administrative Training	2 days	Mon 11/14/05	Tue 11/15/05
66	Milestone - Hardware, Trapeze Software and Admin Training complete	0 days	Tue 11/15/05	Tue 11/15/05
67	**Functional Acceptance Testing**	**10 days**	**Wed 11/16/05**	**Tue 11/29/05**
68	Update Test Plan based upon previous Testing	5 days	Wed 11/16/05	Tue 11/22/05
69	Functional Acceptance Testing	5 days	Wed 11/23/05	Tue 11/29/05
70	Milestone - Acceptance Testing Complete	0 days	Tue 11/29/05	Tue 11/29/05
71	**Pilot Test**	**35 days**	**Mon 11/7/05**	**Fri 12/23/05**
72	Installation of 5 vehicles	5 days	Mon 11/7/05	Fri 11/11/05
73	Pilot Dispatch Training	2 days	Thu 12/8/05	Fri 12/9/05
74	Pilot Driver Training - Train the trainers	1 day	Mon 12/5/05	Mon 12/5/05
75	Pilot Test with 5 vehicle (mirror production)	5 days	Mon 12/12/05	Fri 12/16/05
76	Pilot Evaluation Period	5 days	Mon 12/19/05	Fri 12/23/05
77	Milestone - Pilot Acceptance	0 days	Fri 12/23/05	Fri 12/23/05
78	**Rollout**	**43 days**	**Wed 11/30/05**	**Fri 1/27/06**
79	Installation of In-vehicle Hardware (Assumes 5-7 vehicles/day)	43 days	Wed 11/30/05	Fri 1/27/06
80	Driver Training	21 days	Tue 12/6/05	Tue 1/3/06
81	Go-Live support - Trapeze/Mentor Onsite	5 days	Mon 1/16/06	Fri 1/20/06
82	Milestone - Rollout complete	0 days	Fri 1/20/06	Fri 1/20/06
83	**Acceptance Period**	**12 days**	**Mon 1/23/06**	**Tue 2/7/06**
84	15 day acceptance period	12 days	Mon 1/23/06	Tue 2/7/06



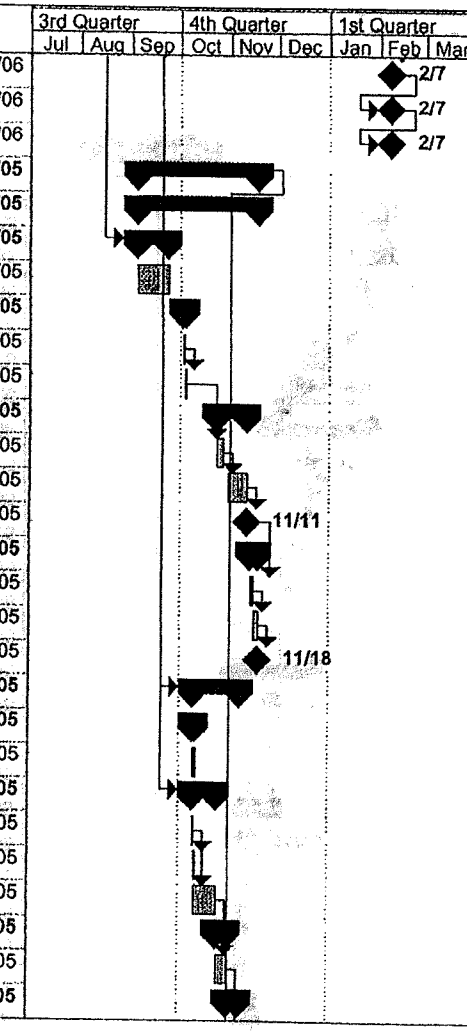
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ID	Task Name	Duration	Start	Finish
85	Milestone - Client Accepts Product Functionality	0 days	Tue 2/7/06	Tue 2/7/06
86	Transition to Customer Care	0 days	Tue 2/7/06	Tue 2/7/06
87	Milestone - Phase I Complete	0 days	Tue 2/7/06	Tue 2/7/06
88	**Phase II - PASS CERT & COM**	55 days	Mon 9/5/05	Fri 11/18/05
89	**Implementation Schedule for PASS CERT**	55 days	Mon 9/5/05	Fri 11/18/05
90	**Data Development**	15 days	Mon 9/5/05	Fri 9/23/05
91	Report & Letter Generation	15 days	Mon 9/5/05	Fri 9/23/05
92	**Software Installation**	2 days	Mon 10/3/05	Tue 10/4/05
93	CERT Software Install	1 day	Mon 10/3/05	Mon 10/3/05
94	System Admin Training (CERT)	1 day	Tue 10/4/05	Tue 10/4/05
95	**CERT Training**	15 days	Mon 10/24/05	Fri 11/11/05
96	CERT Static Training (Initial Parameter Setup, Client Registration)	4 days	Mon 10/24/05	Thu 10/27/05
97	CERT User Training	10 days	Mon 10/31/05	Fri 11/11/05
98	*Milestone - Static Training complete*	0 days	Fri 11/11/05	Fri 11/11/05
99	**System Functional**	5 days	Mon 11/14/05	Fri 11/18/05
100	System Test	2 days	Mon 11/14/05	Tue 11/15/05
101	Go-Live Support	3 days	Wed 11/16/05	Fri 11/18/05
102	*Milestone - Go-Live support provided*	0 days	Fri 11/18/05	Fri 11/18/05
103	**Implementation Schedule for PASS COM**	21 days	Mon 10/10/05	Mon 11/7/05
104	**PASS COM Operational Review**	2 days	Mon 10/10/05	Tue 10/11/05
105	Communications Process review	2 days	Mon 10/10/05	Tue 10/11/05
106	**COM Software Installation**	11 days	Mon 10/10/05	Mon 10/24/05
107	COM Software Install	1 day	Mon 10/10/05	Mon 10/10/05
108	System Admin Training (COM)	1 day	Tue 10/11/05	Tue 10/11/05
109	Initial Data Load and Development	10 days	Tue 10/11/05	Mon 10/24/05
110	**COM Training**	5 days	Tue 10/25/05	Mon 10/31/05
111	Training: COM - Ops Training	5 days	Tue 10/25/05	Mon 10/31/05
112	**System Functional**	5 days	Tue 11/1/05	Mon 11/7/05

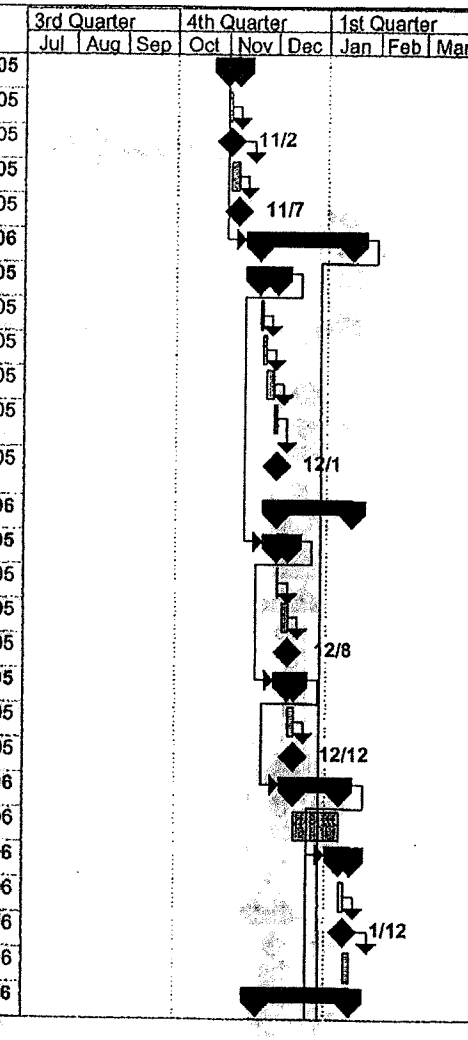


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ID	Task Name	Duration	Start	Finish
113	**COM - Go-Live**	**5 days**	**Tue 11/1/05**	**Mon 11/7/05**
114	System Test	2 days	Tue 11/1/05	Wed 11/2/05
115	*Milestone - Client Acceptance of System Test and Project Closeout*	0 days	Wed 11/2/05	Wed 11/2/05
116	COM - Go Live Support	3 days	Thu 11/3/05	Mon 11/7/05
117	*Milestone - Go-Live support provided*	0 days	Mon 11/7/05	Mon 11/7/05
118	**Phase III - PASS-IVR, WEB**	**41 days**	**Mon 11/21/05**	**Mon 1/16/06**
119	**Operational Review for PASS - Web, IVR**	**9 days**	**Mon 11/21/05**	**Thu 12/1/05**
120	Operational Review Meetings with Client	2 days	Mon 11/21/05	Tue 11/22/05
121	Review System and Current Operation	2 days	Wed 11/23/05	Thu 11/24/05
122	Update Implementation Plans and Operational Review	3 days	Fri 11/25/05	Tue 11/29/05
123	Client Review of Final Operational Review, Implementation Plan and Project Plan Documents	2 days	Wed 11/30/05	Thu 12/1/05
124	*Milestone - Acceptance of Implementation Plan, Operational Review and Project Plan Documents*	0 days	Thu 12/1/05	Thu 12/1/05
125	**Implementation Schedule for PASS-WEB**	**32 days**	**Fri 12/2/05**	**Mon 1/16/06**
126	**Software Installation**	**5 days**	**Fri 12/2/05**	**Thu 12/8/05**
127	Software Installation	1 day	Fri 12/2/05	Fri 12/2/05
128	Configuration and Unit Testing	4 days	Mon 12/5/05	Thu 12/8/05
129	*Milestone - Installation of Trapeze Software*	0 days	Thu 12/8/05	Thu 12/8/05
130	**Training & Data Development**	**2 days**	**Fri 12/9/05**	**Mon 12/12/05**
131	Training: Web Editing and Web Administration Training	2 days	Fri 12/9/05	Mon 12/12/05
132	*Milestone - System Administrator Training Complete*	0 days	Mon 12/12/05	Mon 12/12/05
133	**Consulting Services**	**20 days**	**Tue 12/13/05**	**Mon 1/9/06**
134	User Interface	20 days	Tue 12/13/05	Mon 1/9/06
135	**System Functional**	**5 days**	**Tue 1/10/06**	**Mon 1/16/06**
136	Parallel Operations - System Test	3 days	Tue 1/10/06	Thu 1/12/06
137	*Milestone - Client Acceptance of PASS -WEB*	0 days	Thu 1/12/06	Thu 1/12/06
138	Go Live Support	2 days	Fri 1/13/06	Mon 1/16/06
139	**Implementation Schedule for PASS - IVR**	**41 days**	**Mon 11/21/05**	**Mon 1/16/06**



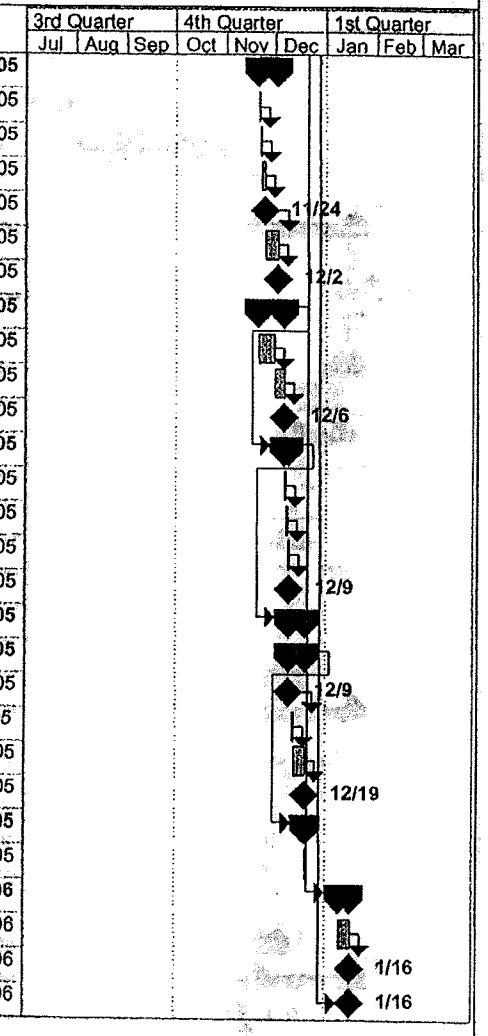
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ID	Task Name	Duration	Start	Finish
140	**IVR Installation Services**	**10 days**	**Mon 11/21/05**	**Fri 12/2/05**
141	Setup hardware & 3rd Party Software	1 day	Mon 11/21/05	Mon 11/21/05
142	Setup Application Software	1 day	Tue 11/22/05	Tue 11/22/05
143	Initial Database Configuration	2 days	Wed 11/23/05	Thu 11/24/05
144	*Milestone - Remote access to IVR System in place*	0 days	Thu 11/24/05	Thu 11/24/05
145	Factory Acceptance Testing	6 days	Fri 11/25/05	Fri 12/2/05
146	*Milestone - Client Verification of IVR Environment Creation*	0 days	Fri 12/2/05	Fri 12/2/05
147	**Script Development**	**12 days**	**Mon 11/21/05**	**Tue 12/6/05**
148	As per Operational Review and/or Contract	8 days	Mon 11/21/05	Wed 11/30/05
149	TTS Text	4 days	Thu 12/1/05	Tue 12/6/05
150	*Milestone - Script Development Complete*	0 days	Tue 12/6/05	Tue 12/6/05
151	**Phase 1 - Telephony System In-service**	**3 days**	**Wed 12/7/05**	**Fri 12/9/05**
152	System preparation for cut over	1 day	Wed 12/7/05	Wed 12/7/05
153	Cut-over telephone service	1 day	Thu 12/8/05	Thu 12/8/05
154	Acceptance testing IVR (Including customizations) Phase 1	1 day	Fri 12/9/05	Fri 12/9/05
155	*Milestone - Client Approval of IVR Telephony System*	0 days	Fri 12/9/05	Fri 12/9/05
156	**Phase 2 - PASS-Server Implementation**	**6 days**	**Fri 12/9/05**	**Mon 12/19/05**
157	**Trapeze PASS-Server Installation**	**6 days**	**Fri 12/9/05**	**Mon 12/19/05**
158	*Milestone - PASS-IVR System Installation Complete*	0 days	Fri 12/9/05	Fri 12/9/05
159	Training: PASS-IVR System Administrator	1 day	*Mon 12/12/05*	*Mon 12/12/05*
160	General Acceptance Testing	5 days	Tue 12/13/05	Mon 12/19/05
161	*Milestone - Client Approval of PASS-IVR System*	0 days	Mon 12/19/05	Mon 12/19/05
162	**Training**	**1 day**	**Tue 12/20/05**	**Tue 12/20/05**
163	Training: System Administrator	1 day	Tue 12/20/05	Tue 12/20/05
164	**System Functional**	**5 days**	**Tue 1/10/06**	**Mon 1/16/06**
165	Parallel Operations - System Test	5 days	Tue 1/10/06	Mon 1/16/06
166	Milestone - Client Acceptance of PASS-IVR	0 days	Mon 1/16/06	Mon 1/16/06
167	Milestone - Project Closeout	0 days	Mon 1/16/06	Mon 1/16/06

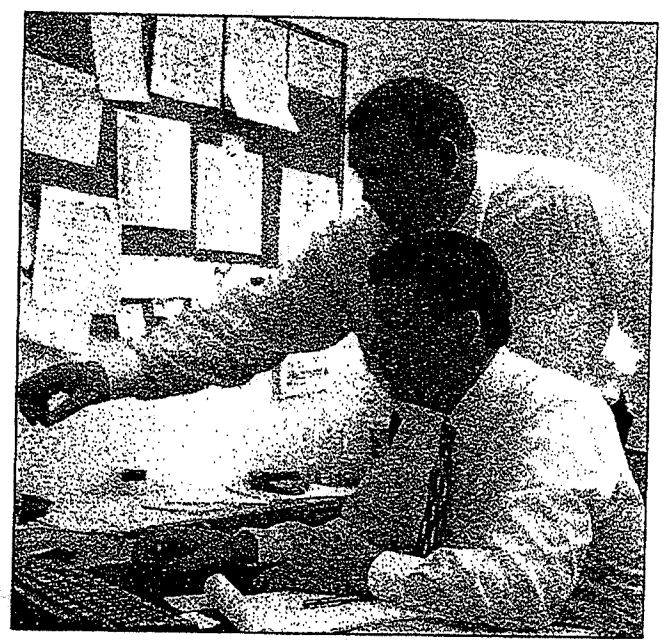


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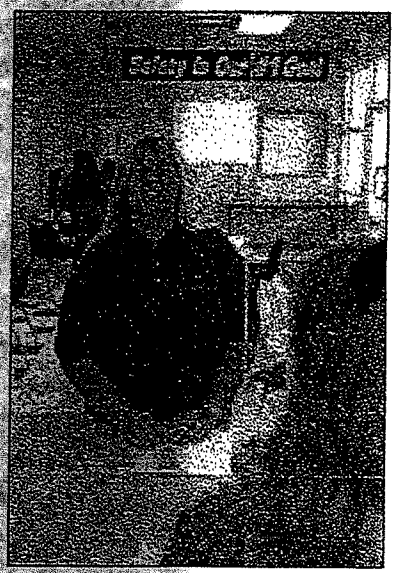
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2 Operating Plan and Procedures



2 Operating Plan and Procedures



The complexity of these services, and the established performance standards for the MetroAccess service to successfully operate, requires a contractor that has the ability to coordinate and manage service efficiently. Remaining consistent and passenger focused while maintaining a high degree of integrity is critical.

MV offers WMATA the best option for the management of the MetroAccess services. MV is unique in that we bring a proven track record in both the management of paratransit services and the management of subcontracted service providers; this experience is imperative to the successful operation of the MetroAccess service. We bring to WMATA the experience of operating 99 paratransit services across the nation. We operate paratransit services in major metropolitan areas such as Los Angeles, New York, Palm Beach, Baltimore, Philadelphia, Phoenix, Seattle, Cincinnati, San Francisco, Orlando, Jacksonville, and Portland. MV also brings a history of strong relationships with our clients, our passengers, our subcontractors and our employees.

Overall, MV's plan for the MetroAccess service is designed to maximize efficiency, improve customer confidence in the system and increase accountability. Advantages to MV's proposal include:

- A strong **Central Reservations/Schedule/Dispatch** operation that has the skill and ability to maintain full control over on-road operations at all times.
- Implementation of proven technology, Trapeze® PASS, **the leading paratransit scheduling software in the industry**. This software easily integrates with IVR, AVL and MDC technology to provide both MV and WMATA with the most accurate picture of on-road services possible.
- A number of **custom performance monitoring tools** designed to integrate with the PASS system allowing our team and WMATA to monitor on-road service in real time.
- The ability to administer to service providers a **consistent and firm Operations and Maintenance Plan** that promotes reliability and efficiency, and is based on experience.
- Uniform administration of a proven, successful driver training program that delivers a **consistently safe and customer focused service.**
- Solid auditing, monitoring and inspection procedures that will ensure **high performance and eliminate fraud on all levels** of the operation.
- Establishment of a **strong subcontracted provider network** that effectively provides service in the most efficient manner possible and is founded in partnership.
- An expert support team that is dedicated to transition activities to **minimize any negative impact** on the passenger base.

Why MV?

Reason # 5. MV integrates with the community; working with WMATA staff to involve advocacy groups and passengers into improving service quality.

2.A. Ensuring Accurate and Efficient Trip Performance

2.A.1 Maintaining Schedules, Trip Recovery and "Where's My Ride" Calls

Ensuring Providers Do Not Modify Schedules

All contractual agreements with service providers will allow for contract termination if a service provider consistently fails to operate schedules as assigned, fails to follow proper WMATA procedures, or fails to provide adequate service in any way. Furthermore, contracts will state that we may not reimburse service providers for trips that result from unauthorized schedule modifications, subject to WMATA staff review.



Service monitoring to prevent schedule modification differs between dedicated and non-dedicated service providers. For schedules assigned to dedicated service providers, all drivers must communicate trip status through MDC units. This technology provides easy monitoring that trips are performed as assigned.

MV will utilize our custom monitoring tool, the ***Unperformed Trips Monitor***, to alert our staff of any drivers that are not performing their assigned trips. This monitor shows any MDC that has not been updated to show the completion of pick-ups and drop offs for more than 10 minutes, or other designated time. This real time monitor assists our dispatch team to determine if any route has a non-functioning MDC, or a driver is not timely performing their trips on the MDC. Vehicles that appear on the unperformed route monitor will be identified on the road using AVL technology, and contacted via radio for a status update.

Through proper use of the Trapeze PASS software, MV will increase productivity and provide more opportunity for dedicated providers to operate service. Our operations plan minimizes use of non-dedicated service/taxi providers, and in turn maximizes communications using the MDC.

MV has proposed MDC volume as requested by the price proposals; however, since we will be providing vehicles for "non-dedicated" service, we suggest WMATA consider requiring MDCs in all non-taxi vehicles and reducing taxi service to 5%.

Service providers who use non-dedicated vehicles are currently not required to have MDC technology. These drivers will be required to radio in to their own dispatcher with updates, throughout the trip. At the end of the service day, non-dedicated drivers will also be required to return to MV's dispatch center a copy of their paper manifest with time/date stamp verification of pickup and drop off times. This information will be audited against MV's Trapeze PASS logs. Any discrepancies will be investigated by Ms. Santiago (Operations Manager) and the service provider.

Handling Where's My Ride Calls and Reassigning Potentially Late Trips

MV will significantly reduce "Where's My Ride" calls through proactive monitoring tools. This is described in Section 2.D.1: *Ensuring On-Time Performance*. These tools allow MV's dispatch team to monitor trips in real time, and predict if and when a trip, and/or group of trips will be late. Using the Estimated Time of Arrival (ETA) feature of the PASS system, the potentially late trip is identified before it actually happens, allowing our team to take corrective action.

As each stop is performed, either through the MDC, or manually by a dispatcher, the Trapeze PASS system re-calculates the pickup and delivery times of each subsequent stop for the remainder of the route. In the event the dispatch software determines that a future stop will be late, the trip will be highlighted on our scheduling monitor to alert dispatch of the problem. The dispatcher will

resolve the issue and alert each driver through the MDC system. If necessary, our Dispatch team will move trips to resolve potential late situations that may arise (i.e. a mechanical failure or a pickup where the passenger has requested the driver remain at the location to wait longer than originally scheduled.) Trips will be moved to nearby vehicles closest to the pickup location.

Predicting late trips before they occur is managing on-time performance; improve passenger confidence in the system, and "Where's My Ride" calls will decrease. In the event that a trip cannot be moved easily to another vehicle in the service area, we will dispatch a Road Supervisor to pick up the passenger on time. In the event that there are no available options to prevent the delay, MV's dispatcher will contact the passenger and inform them that our driver will be delayed, alleviating the frustration caused by the vehicle not arriving on time.



MV will have a dedicated telephone line specifically for "Where's My Ride" calls, which will be handled by specially trained reservationists. When receiving such a call, the reservationist will look the trip up in Trapeze PASS, which provides an estimated arrival time. If the trip has not been updated in the system and/or is with a non-dedicated vehicle without AVL, the reservationist will contact the driver directly, or work with the service provider to provide an accurate ETA to the customer.

"Where's My Ride" information will also be provided through IVR and Web access, as described in section 2.E.2: *Effectively Responding to Where's My Ride Calls.*

Handling Last Minute Trip Changes or Cancellations

If a trip change or cancellation is requested via IVR or Web, the trip will be automatically adjusted in the Trapeze PASS system. If the caller chooses to speak with a live representative, the call will be transferred to a reservationist (or dispatcher during non-reservation hours), who will take the information and enter the change in real time into the Trapeze PASS system, and record the details on the conversation in the comments field of the PASS screen for future reference.

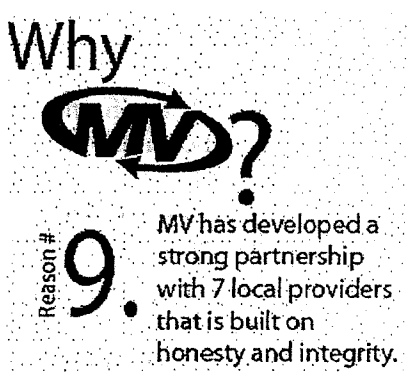
If the trip is identified as being performed by a dedicated vehicle, the route change will be updated on the assigned vehicle's MDC immediately. If the trip is identified as being performed by a non-dedicated service vehicle, an incident will be created for the dispatcher alerting them to provide the information to the appropriate service provider's driver over the radio.

2.B. Management of Subcontracted Services

2.B.1 Dedicated Service Providers

Our primary goal is to enhance customer confidence in the system. To do this, we will create a uniform appearance of the service. This includes requiring all drivers to wear the same uniforms, all vehicles to look the same, and all drivers to have the same training.

MV is pleased to propose partnering with seven highly qualified and experienced service providers for the provision of the MetroAccess Services. While we felt it was important for MV to utilize our experience and provide service directly, we recognize the importance of retaining the experience held by these local service providers.



MV spent considerable time researching the performance and reputation of several strong local transportation providers before finalizing our proposed solution.

We met multiples times with each provider over the past months and successfully negotiated the terms under which we will work. Evidence of the success of these discussions is reflected in the letters of support from these companies immediately following this section.

The local service providers identified below have demonstrated success in the WMATA program; their focus on high quality service is evident in the daily management of their operations. In conjunction with MV's proposed operating facility, these service providers' operating bases provide extensive coverage of the MetroAccess service area.

a. Service Provider 1: MV Transportation Inc.

MV will directly operate 24.08% of the Metro Access service.

Experience

MV is the most experienced firm in the nation in directly managing and providing paratransit services. Our firm manages 99 paratransit programs; serving the larger metropolitan areas in the nation such as Los Angeles, New York, Palm Beach, Baltimore, Philadelphia, Phoenix, Seattle, Cincinnati, San Francisco, Orlando, Jacksonville, and Portland. Most of our systems provide coordinated transportation services for multiple agencies, coordinating many different passenger groups from a variety of agencies to maximize the efficient use of vehicle and staff resources. Each day, MV coordinates thousands of group trips to senior congregate meal sites, adult and child day care programs, dialysis and other medical transportation, welfare-to-work programs and long-distance out-of-county trips. MV operates as both a service provider and a broker in provider/broker environments. In most services, however, MV is responsible for turnkey services where we perform reservations, scheduling, operations, maintenance, billing and reporting. In our many broker contracts, MV often utilizes local operators to provide the service.

MV also has extensive experience coordinating between demand-responsive services and fixed-route transit systems. In fact, we often operate both service components within the same community. And, we have become adept at coordinating travel training programs with our client to assist passengers from higher-cost paratransit services to lower-cost fixed-route services. We understand that WMATA has already developed a progressive travel-training program and with the increased focus of reducing the cost of the ADA system. MV's experience will position us well to support WMATA's efforts in this regard.

The following is a brief synopsis of a few of our most comparable Service Provider contracts, where MV operates under a centralized dispatch. For references regarding MV's ability to provide turnkey paratransit services, please see Section 4: *Corporate Experience and History of Past Performance.*

Metropolitan Transit Authority - New York City Transit

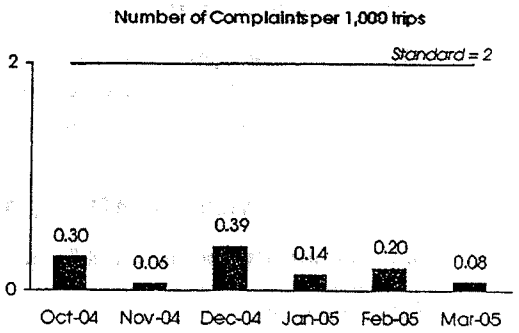
MTA New York City Transit

In August of 2001, the New York City Transit Authority awarded a five-year contract to MV Transportation, Inc. to operate 100 paratransit vehicles for the MTA. MV began service in the Access-A-Ride program in October of 2001. This contract marked our first contract on the East Coast, and became a milestone for MV; signifying that we had become a truly National company.

Since that time, our fleet has grown to 118 vehicles. Based on our excellent performance during the contract term, the MTA has also recently approved a plan to expand our fleet to 250 vehicles over the next 24 months.

As part of our start-up in 2001, MV identified, leased and set up an operations/maintenance facility in Brooklyn. We recruited, hired and trained over 200 employees and negotiated acceptable agreements with the various unions representing the drivers and mechanics in the program.

This past May, MV was honored at the annual Paratransit Carrier Awards Ceremony held by the New York City Metropolitan Transit Authority. Here, MV was awarded the Vice President's Appreciation Award. This award was given because of MV's willingness to consistently go above and beyond the call of duty; often times calling in drivers and staff on off days and holidays to assist the MTA and other carriers during crunch times. MV also received the Most Improved Provider Award and an Honorable Mention Award for reducing the number of no-shows within the system.



Tri-Met (Portland, Oregon)

In this ADA paratransit system, MV is one of two operators for the Tri-Met LIFT program in Portland, Oregon. In December 1999, MV was selected to operate the largest portion of the LIFT service due to our demonstrated ability to manage employees in a positive way, as well as our plans to increase employee compensation to reduce driver turnover.

For the provision of the service MV recognizes the Amalgamated Transit Union and has partnered with them to improve employee relations. MV and the ATU have built a more successful partnership than in place in the past and have been proactive in fostering a positive environment for all of our employees. The LIFT program operates using the Trapeze scheduling system. MV recently retained this contract through a competitive re-bid process, demonstrating our success in partnering with Tri-Met to improve local service standards.

King County Access Services, Washington

MV provides service using 125 County provided paratransit vehicles and a staff of 193, in the western portion of King County. MV is one of three service providers and a third party provides call center activities using Trapeze software.

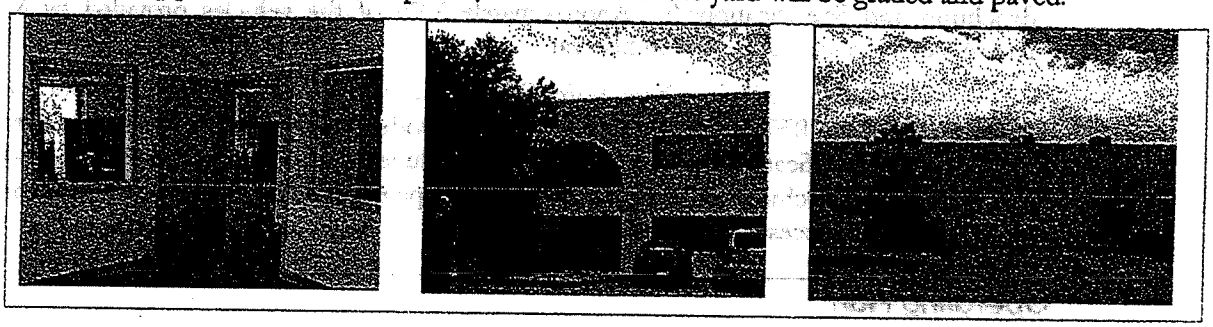
In this contract MV has worked with County Staff to install touch screen MDCs that are synchronized with Trapeze. This successful addition to the service has reduced labor costs associated with trip edit, and ensures real time updates to the system. These units also have an integrated AVL feature to map each trip for our professional driving staff. We have enjoyed a fantastic partnership with the County staff and have provided excellent service to the community.

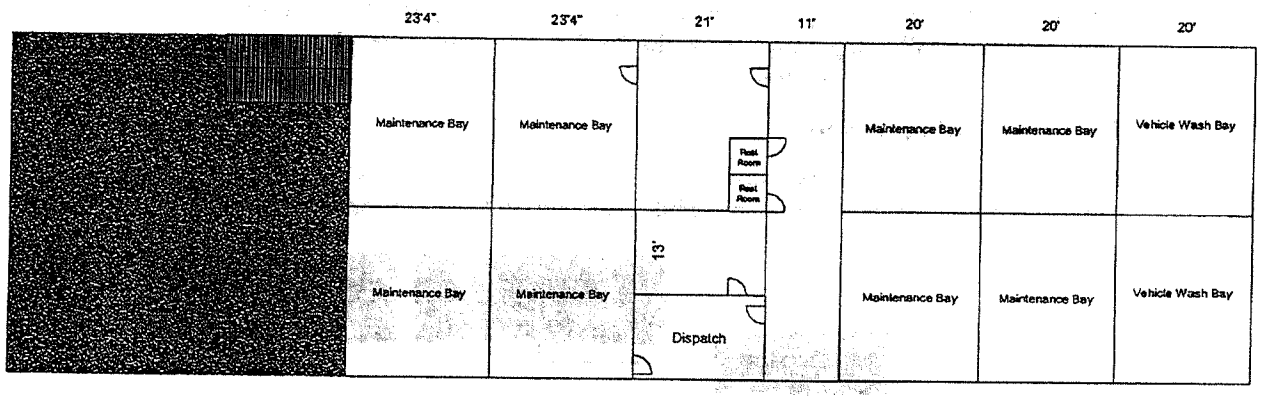
Proposed Facility

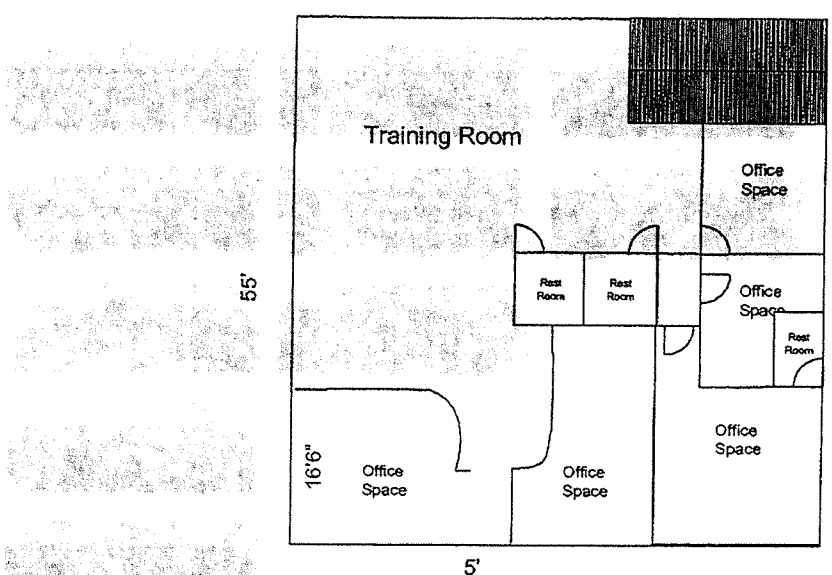
For our direct service provision, we have identified an excellent facility at 6500 Ammendale Road in Beltsville, Maryland. This property is conveniently located in Prince George's County, adjacent to all major arteries in the Metropolitan area: Capitol Beltway 495, Baltimore Washington Parkway 295 and Interstate 95. The city of Beltsville is only 30 minutes south of Baltimore, and 25 minutes north of Washington, DC. It also provides excellent coverage of the service area not covered by our selected subcontracted service providers, filling in the last piece of the MetroAccess service area.

This facility was constructed for heavy duty equipment servicing and operations, and was formerly home to a cement mixing and contracting company. The facility is well lit, fenced and secure, and has more than adequate parking space available for our employees and the assigned MetroAccess fleet.

The facility contains 6,000 square feet of office space and 10,725 square feet of enclosed shop space. There are seven maintenance bays, one of which is closed off from the rest of the shop; which is where we will install an automated vehicle wash and oil/water separator for fleet cleaning. The existing pavement will be repaired, and the rest of the yard will be graded and paved.







Proposed Vehicles

MV is proposing to utilize 75 vehicles in our direct provision of service. 100% of our proposed fleet will be comprised of brand new vehicles; it is our experience that brand new vehicles will instill pride in our drivers and system confidence in our passengers.

Wheelchair Vans: We will be utilizing 2006 Ford Sentinel Paratransit Vans, which meet the requirements of the RFP. These vans seat up to nine ambulatory passengers and two wheelchairs. Specifications for these vans are included in the appendix of this proposal (under the tab labeled "Brochures and Specifications"). Approximately 70% of the vehicles provided by MV for the MetroAccess Service will be wheelchair vans.

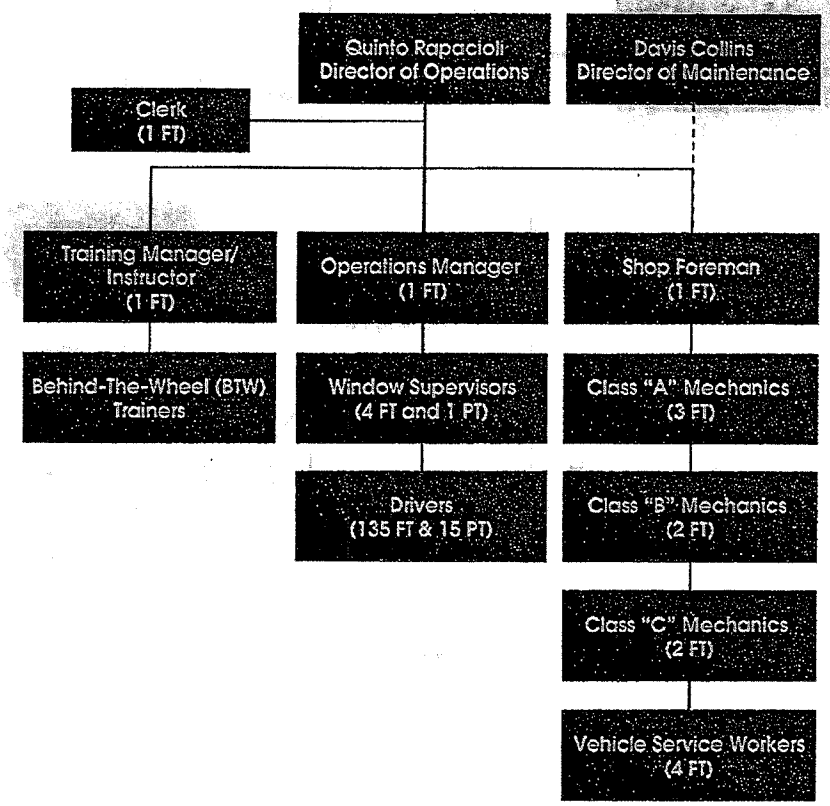
Sedans: We will be utilizing 2006 Ford Crown Victoria Sedans (or similar), which exceed the requirements of the RFP. They will be heavy-duty models, and will exceed the life expectations of this contract. Specifications for these sedans are included in the appendix of this proposal (under the tab labeled "Brochures and Specifications"). Approximately 30% of the vehicles provided by MV for the MetroAccess Service will be sedans.

Operating Plan

As the largest provider of paratransit services in the nation, MV felt that it was important to directly provide service; allowing us to "raise the bar" and lead by example as to our expectations for the subcontracted service providers.

Proposed Staffing Levels

MV has conducted extensive analysis in this area and has established an excellent staffing plan that combines ample support personnel while maintaining fiscal responsibility.



While our management team will provide expertise and professionalism, it is also critical to retain the operational experience present in the system. For that reason, MV Transportation will fill most of the positions described below from the local area. We have found that by setting clear expectations, enhancing training, providing new leadership and creating a positive environment; these personnel often exceed even their own expectations.

Professional Operators

MV's operators are collectively the most important link with the customers. MV will hire 135 full-time and 15 part-time operators in the first year for the provision of these services. It is essential that they are fully trained, and adequately licensed to professionally deliver the highest level of quality service with a "safety first" attitude. The most successful candidate for this position is a sensitive individual who has the ability to treat others with respect and dignity while in his/her care.

Quinto Rapacioli, Director of Operations

100% dedicated to the WMATA MetroAccess contract, this individual is responsible for all aspects of the Beltsville division. He has direct responsibility for the performace of the local operation, and will coordinate with Call Center staff on a daily basis in the provision of service. He is responsible for all staff and all service issues relating to MV's direct provision of service.

Operations Manager

This individual is responsible for scheduling, managing and monitoring the daily operation of the service. S/He is accountable for adequate staffing and supervision, as well as for the performance of the operations team regarding the performance standards outlined in the contract. S/He will be the primary lead on working with the Call Center Customer Relations Manager regarding complaints, and will enter all complaints into the COM system within 24 hours of receipt.



The Operations Manager will work with MV's training team to ensure that professional, high quality customer service is emphasized and reinforced in all phases of service to MetroAccess customers. In addition, this individual will serve as the Assistant Director of Operations of the division, filling in for the Director of Operations when he is not present.

Training Manager/Instructor

The Training Manager/Instructor will assist the Call Center Safety Training Manager in planning and conducting training activities for our Beltsville operation. S/He serves as the primary instructor for the field and Behind-The-Wheel (BTW) training.

Behind-The-Wheel (BTW) Trainers

MV will utilize a team of specially trained senior drivers to handle one-on-one cadet training of new vehicle operators. They will also handle overflow Behind-The-Wheel training demands. These will not be permanent assignments, due to the cyclical nature of BTW training needs.

These trainers will be educated and certified in the required techniques to ensure each new driver is fully prepared to operate the MetroAccess services. They will orient drivers to the WMATA service area. The BTW Trainer will also serve as another mentor to trainees, and will conduct follow-up ride-checks throughout new drivers' probationary periods. MV will pay BTW Trainers $1.00 per hour above the driver wage when they are training other drivers, consistent with their regular pay rates and seniority.

Window Supervisors



MV will employ four (4) full-time and one (1) part-time Window Supervisor. MV's Window Supervisors have overall responsibility for ensuring successful roll-out each day. The Window Supervisors monitor the communications system and dispatching modules of Trapeze to monitor the drivers in meeting all service obligations. They are responsible for assigning vehicles and routes, and for monitoring each assigned driver's progress through his/her manifest to make sure that service is provided on time throughout the day. They coordinate with Road Supervisors and/or back-up vehicles to respond to accidents and incidents.

Clerk

MV will employ one (1) full-time Clerk for the provision of these services. The Clerk will report directly to the Director of Operations, and will: collect all driver paperwork, validate all manifests, conduct data input and processing, count and reconcile fares, produce reports and ensure the accuracy of information reported.

Shop Foreman

MV will employ one (1) full-time Shop Foreman for the provision of these services. MV's Shop Foreman coordinates with the Director of Maintenance, and is responsible for scheduling, managing and monitoring the preventive maintenance program at our Beltsville operation and supervising all maintenance personnel. He is accountable for adequate staffing and supervision, as well as for the performance of the maintenance team regarding the performance standards outlined in the contract. This individual is also responsible for the maintenance and upkeep of the facilities for this contract. He coordinates with equipment manufacturers regarding warranty issues and specialized training needs, and manages the network of vendors/suppliers necessary to obtain outside repair work and ancillary services.

Class "A" Mechanics

MV will employ three (3) full-time Class "A" Mechanics. These are the highest-level line mechanics and will be ASE Certified Mechanics. Under general supervision, the Class "A" Mechanics will perform the most difficult repair tasks and will supervise subordinates. Tasks include performing all repairs as needed, making adjustments to all vehicle systems, and performing as a shift leader when required. These mechanics will be able to manage the shop independently.

Class "B" Mechanics

MV will employ two (2) full-time Class "B" Mechanics. Our Class "B" Mechanics, under general supervision, will perform a variety of preventive maintenance and minor repairs. Tasks include preventive maintenance, troubleshooting, diagnosis and/or repairs to a broad range of vehicle systems including engine and emissions, drive train, brakes, climate control, electrical and specialty electrical systems, electronic systems, accessibility equipment, transmission, and steering and suspension.



Class "C" Mechanics

MV will employ two (2) full-time Class "C" Mechanics. Our Class "C" Mechanics, under general supervision, perform a variety of minor repairs. Tasks include oil changes, tire changes, fluid replacement and all other minor repairs as necessary.

Vehicle Service (Utility) Workers

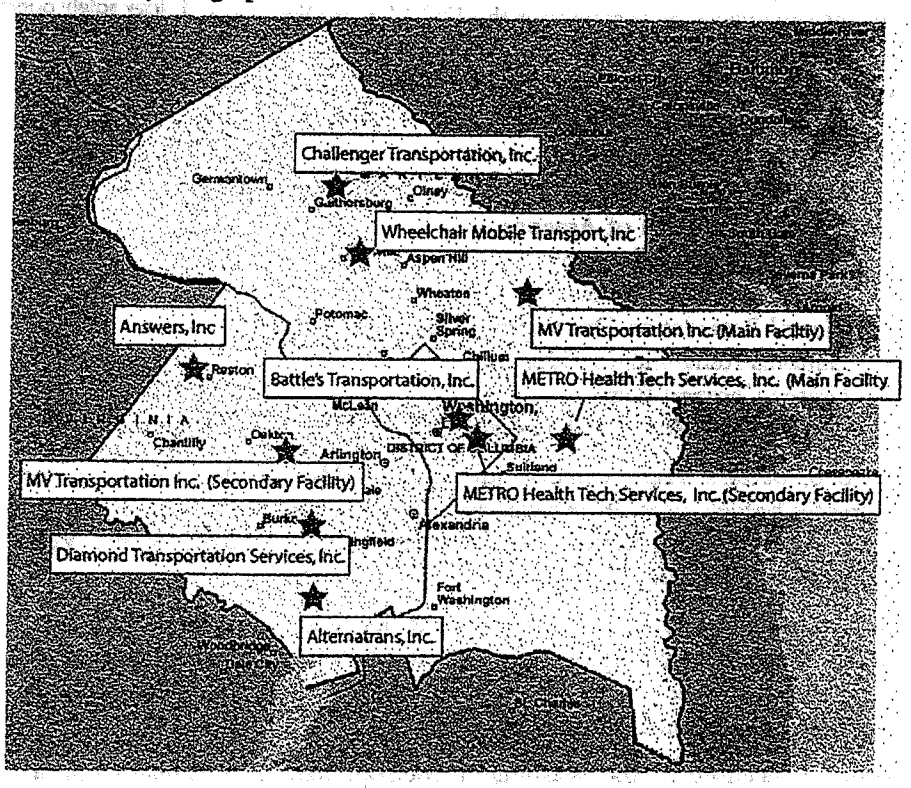
MV will employ four (4) full-time Vehicle Service Workers. Vehicle Service Workers ensure the MetroAccess fleet at our Beltsville operation is cleaned and fueled to the specifications outlined in the RFP. These persons will work primarily at night to clean, service and fuel each vehicle in assembly-line fashion as it comes in off the route.

Driver Check-In

As drivers report for work, the Window Supervisor will check off the driver on the roll-out log and hand the driver their assigned keys. If a driver does not arrive for service, this is noted on the service log, and a stand-by driver is assigned to the route. The driver will complete their pre-operational inspection on the vehicle (described below) and record the time and mileage. The driver will enter the time s/he leaves the yard on the MDT (or manifest), which will be recorded in Trapeze.

Service Area Coverage

In addition to our direct service provision noted above, MV has selected a network of subcontracted service providers. Along with our proposed facility in Beltsville, MD, these operating bases give MV's proposal extensive coverage for the entire MetroAccess service area. This is demonstrated by the graphic below:



MV Provided Fleet

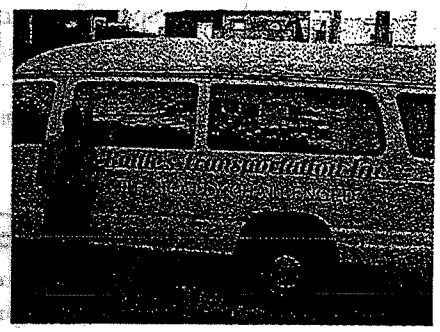
The vehicle numbers listed below reflect the assumption of 76% of the service being supplied by dedicated service providers. **In addition to** the vehicles listed, MV intends to make additional brand-new vehicles available to our service subcontractors for the provision of non-dedicated service. This will allow us to maintain a high degree of quality in the fleet, and to maintain consistency in the look of the vehicles transporting MetroAccess passengers.

b. Service Provider 2: Battle's Transportation

Battle's Transportation will operate 15% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Battle's Transportation, Inc.'s outstanding reputation for service in the Washington D.C. area drew us to speak with Mr. Battle early in the procurement process about being part of our team.



McKinley Battle founded Battle's Transportation in 1976 with one bus. Today they safely operate 38 vehicles for WMATA.

McKinley Battle founded Battle's Transportation, Inc. in 1976. Mr. Battle built his organization on the premise of providing reliable, quality transportation services for individuals with physical disabilities. McKinley began his business with only one van and an agreement with DC Medicaid to provide transportation for Medicaid recipients to and from medical facilities. Over the years, his business has grown into successful business relationships with various organizations throughout the DC Metropolitan area including:

- Paralyzed Veterans of America
- Muscular Dystrophy Association
- American Cancer Society
- Make a Wish Foundation
- Vietnam Veterans of America
- Department of Education
- DC Metropolitan Police Department
- Mental Retardation Development Disabilities Administration
- National Rehabilitation Hospital
- United Cerebral Palsy
- United States Attorney General's Office

In 2000, Battle's Transportation joined the WMATA MetroAccess program as a subcontractor. Currently Battle's uses 38 vehicles to provide service under this contract in the DC Metropolitan area. Also in 2000, Battle's was awarded a $4M contract by the Veteran's Administration of Washington DC, using 12 vehicles.

Each of these contracts is still successfully operated under the direct management of Mr. McKinley Battle. He currently employs 10 office management and support staff and 57 uniformed drivers. Battle's also provides their own in-house maintenance, a fact that McKinley is proud of, given his own high maintenance standards.

Battle's is licensed by the Washington Metropolitan Area Transit Commission, certificate number 62. They are also HubZone certified, and a registered Disadvantaged Business Enterprise (DBE) with WMATA.

Safety is a top priority for McKinley and his organization, as is demonstrated by the various safety reminders posted around his facility. He believes that the most important thing in providing transportation services is that the passenger can rely on it without fail, and views the service to be of high quality.

Proposed Facility

1360 Okie Street NE, Washington DC 20002

Battle's Transportation has operated transportation services from this facility well before their award of the WMATA contract. This facility provides two internal maintenance bays, two levels of office space to include dispatch, driver's area, administrative offices and training space. There is a secure lot across the street where all of the Battle's fleet is parked after each service day.





Proposed Vehicles

MV will provide Battle's Transportation with 37 dedicated vehicles.

c. Service Provider 3: METRO Health-Tech Services

Metro Health-Tech Services will operate 9.37% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

In researching the MetroAccess Services, Metro Health-Tech Services continued to surface as a company with high standards in safety and customer service. In fact, Mr. Nyambi has been featured in several articles regarding small business success, and was recently a guest of the President representing Small Business Owners. Please see letters of recommendation regarding Metro Health-Tech services included following this section.



Mr. Jude Nyambi's company, METRO Health-Tech Services has been operating service for the MetroAccess program since 2001

In 1999, Mr. Jude Nyambi (President) entered the WMATA MetroAccess program with one vehicle that he drove himself. His wife was the office manager and dispatcher. In 2000, Mr. Jude Nyambi started Metro Health-Tech Services Inc. to provide a variety of services to those in need. Primarily, they provide medical and non-emergency transportation to the elderly and disabled citizens within the Washington Metropolitan Area.

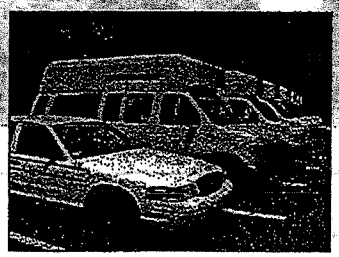
Upon founding Metro Health-Tech Services, Mr. Nyambi immediately established a high standard for recruiting and background checks. He built an employee pool that centered on proper passenger sensitivity, and establishing a reputation for high levels of customer service.

In 2001, Metro Health-Tech Services Inc. became a subcontractor under the WMATA MetroAccess program, and over the last four years, Mr. Nyambi's company has safely transported more than 100,000 passengers annually. Metro Health-Tech has successfully provided service to the following organizations:

- WMATA MetroAccess
- DC Medicaid

- National Rehabilitation Hospital
- Landover Ambulatory Surgery Center
- National Children's Center of Washington
- The ARC of Prince George's County
- Various nursing homes in the DC Metro Area

Metro Health-Tech Services Inc. is certified by the Washington Metropolitan Area Transit Commission, certificate number 589. Additionally, they are registered by WMATA as a Disadvantaged Business Enterprise, and are a member of the Better Business Bureau and the American Chamber of Commerce.



Currently Mr. Nyambi employs nine support and management staff to support his drivers in the field. Jude is a hands-on manager, who continually demonstrates his willingness to do whatever it takes to get the job done. Metro Health-Tech Services Inc. is currently the primary provider for the ARC (Association for Retarded Citizens) in Prince George's County, as well as the NCC (National Children's Center) of Greater Washington.

Regarding his choice of passenger transportation for his primary business function, Jude stated, ***"Our service makes a difference in people's lives. We derive a sense of satisfaction from doing what is right in a most professional manner."***

Proposed Facility

99 Commerce Place, Suite 150, Largo, MD 20774 (primary)



This facility provides adequate office space to include a driver's area, as well as dispatch and administrative office space. There is ample parking for the MetroAccess fleet, as well as security for the facility.

6007-6009 Dix Street NE, Washington, DC 20019 (secondary)

This satellite location provides space for drivers to check on and has supervisory office space. Metro Health-Tech uses this facility as a base of operations for work in the Washington DC area.

Proposed Vehicles

MV will provide Metro Health-Tech with 23 dedicated vehicles.

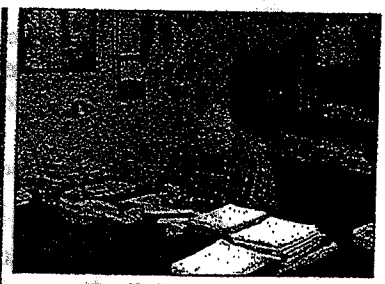
d. Service Provider 4: Wheelchair Mobile Transport, Inc.

Wheelchair Mobile Transport, Inc. will operate 4.69% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Wheelchair Mobile Transport, Inc. (WMT) began operations in May 1986 to provide transportation to elderly and disabled passengers. The company started out to provide transportation for individual passengers and Medicaid approved riders in Montgomery County and Prince George's County in Maryland, as well as in the District of Columbia. As their reputation for high quality service increased and their fleet grew in size, in 1994 Mr. Larry Lee (founder and CEO) found himself managing the largest non-ambulatory transportation firm in the Washington Metropolitan Area.

In 2000, WMT joined the MetroAccess program. Today, WMT continues to provide service to Medicaid, individual passengers, and passengers certified under WMATA. WMT is also certified under the Washington Metropolitan Area Transit Commission (certificate number 127) for transportation of non-emergency stretcher passengers, and under the State of Maryland Public Service Commission (carrier number 899). Mr. Lee's company completes more than 120,000 trips per year.



Mr. Larry Lee is the founder and CEO of Wheelchair Mobile Transport, Inc., the largest non-ambulatory transportation firm in the Washington Metropolitan Area.

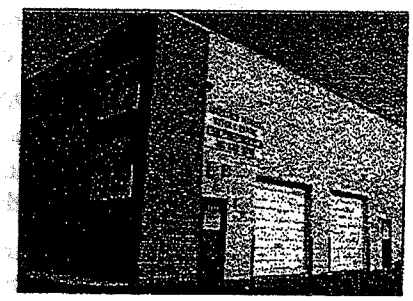
While researching the MetroAccess service, we heard of Wheelchair Mobile Transportation as one of the firms that has consistently provided quality service. They had a reputation of coming to the rescue of the program when smaller firms dropped out of the system for various reasons.

Mr. Lee prides himself on the various branches into which his business has grown. In addition to passenger transportation, WMT also provides various mobility devices and wheelchair accessible vehicles.

Proposed Facility

1119 Taft Street, Rockville, MD

This facility is the main office of WMT, and provides dispatch, driver's area, administrative offices, and internal maintenance. There is enough parking for the MetroAccess vehicles WMT operates in Montgomery County.



Mr. Lee has also established satellite operating bases at 6201 Rockville Road, Suite 104, in Riverdale, MD to serve Prince George's County; as well as at 6911 Richmond Highway, Suite 205, Alexandria, VA to serve the Northern Virginia Area.

Proposed Vehicles

MV will provide Wheelchair Mobile Transport with 11 dedicated vehicles.

e. Service Provider 5: Diamond Transportation Services

Diamond Transportation Services, Inc. will operate 4.72% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Diamond Transportation Services, Inc. (DTS) is an established local transportation provider, operating various services in the Northern Virginia Area. DTS began its operation as a regional transportation provider for the City of Alexandria Public Schools. DTS still operates this specialized transportation contract. Robert Werth, President and founder, incorporated the company in February of 1984.

Mr. Werth has a history of over 20 years in the transportation industry within the Washington Metropolitan area. DTS has significant local experience in providing transportation services for persons with disabilities as well as shuttle and transportation management services. During this period of time DTS has been awarded eight local, national and regional awards for the provision of transportation service.

DTS began its experience in paratransit when it provided wheelchair accessible transportation (paratransit) to the Independent Living Center of Northern Virginia when it opened its doors at Ballston in 1980 to provide independent living skills training to persons with disabilities. At that time there was no other wheelchair van provider in Arlington County. DTS brought clients to the center for independent living skills training.

Additionally, DTS has provided service to the following agencies:

- Alexandria City Public Schools
- Falls Church Child Development Center
- Community Services Board and the Agency on Aging
- Virginia Department of Rehabilitative Services
- Fairfax-Falls Church Community Services Board
- Arlington County Farewheels program
- City of Fairfax City Wheels program
- Arlington Access and many other public and private disability organizations.



Mr. Werth looks forward to returning as a subcontractor in the MetroAccess System.

In 1993, DTS was awarded a contract with the Washington Metropolitan Area Transit Authority (WMATA) for the Northern Virginia ADA regional paratransit service. In order to facilitate the requirements of this contract DTS opened a second office and dispatching center at 7311 Highland St., Springfield, Virginia. DTS had expanded its fleet to include 26 dedicated MetroAccess vehicles for this service. This contract was successfully completed in January of 2000.

Also in January of 2000 was awarded a contract to operate a portion of the STAR Paratransit Service. DTS has also been the Call Center Manager for the Metropolitan Washington Council of Governments' Guaranteed Ride Home Service since it began in 1997. DTS was recently awarded a new contract for another four (4) years.

MV has known of Mr. Werth and DTS' excellent reputation through professional relationships, as well as our community dealings with him through our contract with Fastran in Fairfax, VA. Given his previous experience with the MetroAccess program, and history of superior customer service, MV sought to include DTS as a Service Provider for WMATA.

Diamond Transportation Services, Inc. is certified under the Washington Metropolitan Area Transit Commission (certificate number 122.) Mr. Werth prides himself on the reputation his company has earned, and looks forward to the possibility of returning as a subcontractor to the MetroAccess program, where he can once again effect positive change on the system.

Proposed Facility

7311- B Highland Street, Springfield, VA 22150



This facility provides a base of operation for DTS' transportation contracts, and has adequate office space on the second level where he will house the MetroAccess program. There is space for drivers to take a break, dispatch, and ample administrative offices. There is a fenced and secure yard for the WMATA vehicles we will assign to DTS, with room for growth.

Proposed Vehicles

MV will provide Diamond Transportation Services with 12 dedicated vehicles.

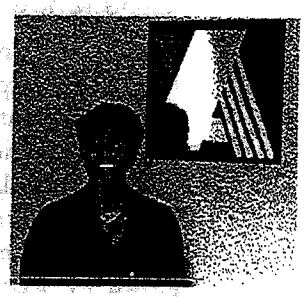
f. Service Provider 6: Answers, Inc.

Answers, Inc. will operate 4.07% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Answers Inc. is a family owned and operated business that was started ten years ago by Ms. Cynthia Chamberliss, and has since grown into a passenger transportation firm made up of 170 employees, performing more than 11,000 trips per day.

Answers Inc. is certified by State of Virginia Department of Motor Vehicles to train and certify CDL drivers in the State of Virginia, and is certified as an LDBE, DBE certified with MWAA, and SDB certified with Small Business Administration. Ms. Chamberliss is currently in the process of renewing her WMATC certification so Answers Inc. will be able to provide services under the MetroAccess Contract should we be the successful proposer.



Answers Inc. is a family owned business, founded by Ms. Cynthia Chamberliss ten years ago.

Answers Inc. has experience with the MetroAccess contract from 2000-2002, when they operated 55 vehicles for the program, and achieved very high customer satisfaction and system efficiency. As they re-enter the program, Ms. Chamberliss wishes to provide a smaller level of service so they can focus on quality and achieving the high performance levels that they have a reputation for in the area. Answers Inc. has provided service to the following agencies:

- Dulles International Airport (Dispatching 4,500 daily passengers)
- Kaiser Permanente of Northern Virginia
- Hyatt Hotels
- Dulles Airport Employee Shuttle
- Dulles Airport Parking Lot Shuttle
- Travelers Insurance
- Blue Cross/Blue Shield
- Mt. Vernon Hospital Rehabilitation Center
- Aetna
- Virginia Medicaid
- Northern Virginia Training Center
- Arlington County

MV is familiar with Answers Inc. through their excellent reputation in the region. We are confident that their existing knowledge of the MetroAccess program, and their high standards for employee recruiting will ensure excellent performance.

Proposed Facility

201 Elden Street, Suite 203, Herndon, VA 20170

Answers Inc. will operate from their current office space in Herndon, having secured an agreement with their landlord to park their vehicles in a secure lot adjacent to their office building. They will perform maintenance services less than two miles away with an outside maintenance vendor.

Proposed Vehicles

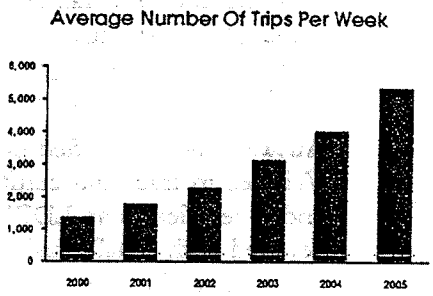
MV will provide Answers, Inc. with 10 dedicated vehicles.

g. Service Provider 7: Challenger Transportation

Challenger Transportation, Inc. will operate 20.83% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Challenger Transportation was established as a Maryland Corporation in May of 2000 to provide service to Paratransit customers in Maryland, Virginia, and the District of Columbia for the MetroAccess program. Challenger began operation on July 1, 2000 with 19 vans modified for carrying passengers with disabilities. Since its start of operation Challenger has grown to become the largest service provider in the region.



Mr. Mathew Mohebi, Owner and President, believes his company's success has been based on his willingness to invest in his employees, vehicle maintenance, communications as well as other aspects of the program, even when it was out of his own pocket. He believes that in the long run his company ends up better for it.

Challenger today operates about 40 modified vans dedicated to the MetroAccess service. The vehicles are returned to the Challenger facility every evening and parked in a secure lot.

Additionally, to respond to the growing needs of the service Challenger operates about 44 additional non-dedicated vehicles. Challenger employs over 25 office personnel, dispatchers, fleet managers and repair specialists, and manages a pool of more than 100 drivers.

In establishing our network of service subcontractors, we immediately heard of Challenger Transportation as a rapidly growing provider under the current MetroAccess contract. We were particularly impressed by Mr. Mohebi's ability to find creative solutions to service challenges. When the radios did not cover his service area, Mathew procured his own system; when the maintenance software did not meet his reporting or quality assurance needs, he created his own. Mr. Mohebi also created his own manifest reconciliation program to prevent fraud.

Challenger Transportation Inc. is certified by the Washington Metropolitan Area Transit Commission (certificate number 568) and the Public Service Commission.



Mr. Mathew Mohebi's company, Challenger Transportation provides dedicated and non-dedicated service for WMATA's MetroAccess Program.

Proposed Facility

8210 Beechcraft Avenue, Gaithersburg, MD 20879

Challenger operates from its own facilities which include over 5,500 square feet of maintenance facilities, over 4,000 square feet of office space, and about 2.5 acres of secured parking area. The shop is specially designed for modified vans and is equipped with special lifts for tall vehicles.

The property is located in the Montgomery Airpark, a municipal airport and industrial park zone in Gaithersburg, Maryland. The location is between major roads to provide easy access to areas of Maryland, Virginia, and District of Columbia.





Proposed Vehicles

MV will provide Challenger Transportation, Inc. with 51 dedicated vehicles.

h. Service Provider 8: Alterna Trans

Alterna Trans, Inc. will operate 17.24% of the dedicated Metro Access service. They are also able to provide non-dedicated service as needed.

Experience

Alterna Trans, Inc. was formed in 2003 in response to an immediate need for another dedicated service provider in the Northern Virginia region, after an existing provider had failed. Mr. Mark Mohebi, former CEO of Challenger Transportation and founder of Regency Cab, established Alterna Trans Inc.

When Mr. Mohebi was informed of the pending service issues, he quickly established Alterna Trans, Inc. Within ten days Mark recruited and hired all the drivers, performed proper drug screening and background checks, secured phone lines and the building lease, and installed a new computer system so they could operate on day one.



Mark Mohebi (left) initially founded Challenger Transportation, and then moved on to form Alterna Trans, in response to a need for more service in Northern Virginia.

Alterna Trans achieved great success in a very short time, quickly developing a reputation for improved quality of service in the region. The drivers and dispatch staff are consistently motivated by Mark, and this positive energy has brought Alterna Trans continued growth. Many of the current employees have been with the MetroAccess system for more than seven years.

As we assembled our network of subcontracted service providers, Alterna Trans was established as an excellent reference from several local providers. In fact, given current strains on the system, Alterna Trans is currently assisting the incumbent PM with daily scheduling functions. Mr. Mohebi has also been called upon by current management staff to assist other subcontracted service carriers in establishing a proper FTA Drug and Alcohol program. We were impressed by this level of commitment to the MetroAccess System, and are pleased that Alterna Trans has agreed to be part of our subcontractor network.

Currently Alterna Trans operates 34 dedicated vehicles for the MetroAccess contract. Alterna Trans is certified under the Washington Metropolitan Area Transit Commission (certificate number 810).

Proposed Facility

8823 Telegraph Road, Lorton, VA 22079

This facility provides ample space for in-house maintenance of the Alterna Trans MetroAccess fleet, with a specialized shop to accommodate the raised roof vehicles. There is extensive office space for administration, dispatch, drivers' area, and training space.



Proposed Vehicles

MV will provide Alterna Trans, Inc. with 42 dedicated vehicles.

2.B.2 Supplemental Service Providers

MV appreciates the fact that WMATA is considering the option of an 80% dedicated fleet for the MetroAccess Services. In fact, MV's original management plan has been designed around providing above the minimum 66% dedicated vehicle service. It is clear that WMATA desires improved service quality and better system controls, and increasing the level of dedicated services was one aspect of our plan to achieve this goal.

While MV intends to manage most of the MetroAccess trips through dedicated service providers, we understand that there will still be a need (based upon demand) to schedule and dispatch trips to supplemental (non-dedicated) service providers. For non-dedicated trips, MV will offer vehicles for service as needed.

With regards to non-dedicated fleet and coverage of the service area, MV will call upon our established network of dedicated service providers to provide assistance using their non-dedicated fleet. This approach will ensure that the drivers operating service will meet all of MV's qualifications, having undergone the same rigorous background checks, drug and alcohol screens, training and certifications as our dedicated fleet drivers. Further, this approach will also ensure the higher insurance standards are met. As these providers have bases of operation spread throughout the service area, we will have an excellent network of locations to determine the best provider to schedule the trip with.

We do understand that it will be necessary in our overall management of the system to have several vendors to provide overflow and emergency trips that are outside the normal MetroAccess service. During our research of the area, we have learned that Red Top, Barwood and Regency Cab all have excellent reputations in the region, experience within the MetroAccess system, and have the capacity to handle the trips as assigned.

MV's Quality Assurance and Auditing staff will ensure that each of these supplemental service providers meet or exceed the standards outlined in the RFP. This will be done through regular auditing and site visits as described throughout this proposal.

National Children's Center

NCC

Serving People With Developmental Disabilities

July 7, 2004

To whom it May Concern:

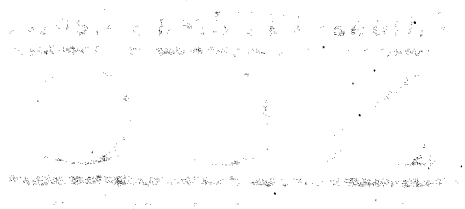
The Adult Day Services Program of the National Children's Center has been using MetroAccess for several years now to supplement our day program services. The use of MetroAccess has been vital to the success of our Community-Based programming efforts, where program participants with a variety of mental and physical challenges are placed in volunteer settings in the DC Metro Area.

MetroAccess allows us to transport our clients to a variety of locations in a safe, timely and consistent manner. In turn, this allows the maximum time in the community to learn and practice new skills.

With our use MetroAccess, our assigned provider Metro Health Tech-Services has done an outstanding job of delivering the service that we need. Metro Health Tech-Services has been courteous and very helpful. I would like to specially thank the Metro Health tech drivers for the continued efficient service.

Sincerely,

Jane S. Leshchiner
Community-Based Program Coordinator
National Children's Center



ANSWERS TRANSIT

TRANSPORTATION SERVICES

"Service With a Personal Touch"

LETTER OF INTENT

June 15, 2005

Mr. W. C.Pihl
Director, Business Development
MV Transportation
360 Campus Lane Suite 201
Fairfield, CA 94534

Dear Mr. Pihl,

We are very excited about the opportunity to serve as a subcontractor to MV Transportation if you are awarded the WMATA ADA Transportation Contract. Through our numerous meetings and phone discussions we have developed a healthy level of respect and confidence in MV Transportation. We are confident we will be compensated a fair rate for the service requested.

As we understand that service requirement, Answers Transit will be one of two providers in Northern Virginia providing dedicated and, possibly non-dedicated service.

Again, we have utmost confidence in MV and look forward to working on this and other projects.

Sincerely,

Cynthia H. Chambliss C H Chambliss Date 6/16/05
CEO

Spencer T. Chambliss Jr Spencer T. Chambliss Date 6/16/05
President

201 Elden St., Suite 203 • Herndon, Virginia 20170
703-326-0333 • 888-432-7105 • Fax: 703-326-0335 • Email: Cchambl524@aol.com
web: answersinc.org

ALTERNA TRANS, INC.

8823 Telegraph Road
Lorton, VA 22079
Phone: (703) 339-6733
Fax: (703) 541-2830

Date: 6/20/05

Letter of support

To Whom It May Concern:

This is to inform you that Alterna Trans Inc. is by far the largest paratransit operator in northern VA. Alterna Trans Inc. is the only company in the region working 365 day a year providing interzonal trips to Prince George Co. and Montgomery Co. Maryland as well as to the District of Columbia..

In the last few months we have worked closely with MV transportation in hopes that they are the successful bidder on the RFP CO5108/CR contract. Our companies have been in contact on several occasions by phone as well as site visits.

MV transportation's knowledge of the paratransit needs, as well as the sensitivity they have shown towards the elderly, are quite impressive.

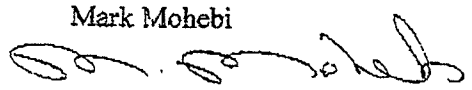
We as a paratransit company have provided such a transportation service for the last 5 years. We have confidence in MV transportation and feel they are up to the task handling the new contract.

I would also like to point out that Alterna Trans Inc., and its staff are excited about working hand in hand with MV transportation.. By continuing to bring our clientele the high quality transportation service they deserve.

If you have any questions, please call Mark at 240-793-5117.

Sincerely:

C.E.O
Mark Mohebi



BATTLE'S TRANSPORTATION, INC.
1360 OKIE STREET, NE
WASHINGTON, DC 20002-1732

June 10, 2005

W.C. Pihl
MV Transportation
360 Campus Lane, Suite 201
Fairfield, CA 94534

Dear Mr. Pihl:

It is to my understanding that your organization is planning to bid on the contract that will provide paratransit services in the Washington Metropolitan area.

In preparation for the opening of the bid for paratransit services under contract with the Washington Metropolitan Transit Authority (WMATA), I wish to express my interest in collaborating with your organization, if your organization is awarded the contract.

Based on information received on your website, as well as our in-person meetings and discussions, I am impressed with your company. There are many similarities between our organizations, and I truly believe that our collaborating would benefit all concerned parties.

Sincerely,

McKinley Battle
President/Owner

To: W.C. Pihle
MV Transportation
360 Campus Lane
Suite 201
Fairfield, CA 94534

From: Matthew Mohebbi
Challenger Transportation Inc.
8210 Beechcraft Ave.
Gaithersburg, MD. 20879

Dear W.C.

I would like to thank you for your initiative and request that Challenger Transportation joins your future network of operators/service providers in Washington Metropolitan area.

I have been impressed with your approach and detailed work in formation of a response to the Washington Metropolitan Area Transit Authority, WMATA, recent RFP. Your cooperative work with regional providers, and your visits and review of our current work processes has been encouraging. You observed the dedication of Challenger staff, and their commitment to providing a great transportation services to our area customer base. You also observed the extensive infrastructure and investment that we have in place to make this service possible.

At Challenger we are all very excited to join MV and its network in providing transportation services in our community. As you know, currently under Logisticare, we handle a share of more than 25% of the entire WMATA passenger load. We have the manpower, facilities, the infrastructure and the will to grow beyond this share as the demand grows or as your may require.

Please do not hesitate to contact us, should you need any further information.

Matthew Mohebbi

Challenger Transportation Inc.
Chief Executive and President

DIAMOND TRANSPORTATION SERVICES

PARATRANSIT SERVICES • SHUTTLE SERVICES
TRANSPORTATION MANAGEMENT

MAILING ADDRESS:
7311-B HIGHLAND ST
SPRINGFIELD, VIRGINIA 22150
703-912-7606 (DISPATCH)
703-912-7608 (FAX)

3025 MOUNT VERNON AVENUE
ALEXANDRIA, VIRGINIA 22130
703-684-8992 (FAX)
703-548-6500 (OFFICE)

June 18, 2005

Mr. W. C. Pihl
Director of Business Development
360 Campus Lane, Suite 201
Fairfield, CA 94534

Re: MetroAccess

Dear Mr. Pihl:

Please accept this letter as the intent of Diamond Transportation Services, Inc. (DTS) to be a subcontractor to MV Transportation for the MetroAccess service. MetroAccess is the paratransit contract for the Washington metropolitan area.

DTS is an established paratransit provider with our headquarters located in Springfield, Virginia. DTS also has satellite location in the City of Alexandria. DTS has over twenty (20) years of experience in the provision of specialized transportation for the elderly and disabled population of Northern Virginia currently operating thirty-eight (38) vehicles. DTS has won numerous national, regional and local awards for standards of excellence in the delivery of service.

DTS is the current provider of core services in Arlington (STAR) and Alexandria (DOT). DTS was the original provider of ADA paratransit service for MetroAccess under direct contract to the Washington Metropolitan Area Transit Authority (WMATA) from May 1994 until January of 2000. During this period DTS had an outstanding record of on time service with very few consumer complaints.

We have performed extensive research on the performance and capabilities of MV and have found them to have an excellent reputation in the field. We have had several meetings to discuss operational issues and the overall relationship between MV and DTS. Should MV be awarded the MetroAccess contract, we look forward to working with MV to establish the premier paratransit service in the country.

Thank you for working with us and using DTS in your proposal as a subcontractor.

Sincerely,

Robert M. Werth
President

METRO
HEALTH TECH SERVICES, INC

Mr. W.C. Pihl
MV Transportation, Inc.
360 Campus Lane, Suite 201
Fairfield CA, 94534

June 18, 2005

Dear W.C.,

This letter is to express my intent to partner with MV Transportation as a subcontractor, should you be the successful bidder on the current WMATA paratransit RFP.

Your organization has been very forthcoming with information to assist my company with making a responsible cost proposal to MV. Additionally, the professionalism of your organization is apparent through our many conversations and meetings. As a result of these encounters, and by educating myself about MV, I have a great deal of confidence in the capabilities and knowledge MV Transportation has regarding the management of the WMATA Metro-Access system.

You have obviously dedicated significant time to analyzing the current system in developing your management plan and approach to the Metro-Access Services.

Should MV be successful, I would crave your indulgence to include Metro Health-Tech Services as a subcontractor. If this is the case, I anticipate a successful professional relationship between our organizations.

Sincerely,

Jude Nyambi
President
Metro Health-Tech Services, Inc.

99 Commerce Place, Suite 150. Largo, MD 20774 • Tel. 301.333.1782 Fax. 301.333.1780 • www.metrohealth-tech.com

Wheelchair Mobile Transport, Inc.

Stretcher Shuttle ❖ Non-Emergency Transportation

Mailing & Billing Address:
P. O. Box 12100
Silver Spring, MD 20908-0100

Virginia:
6911 Richmond Highway, Suite 205
Alexandria, VA 22306-1803
Bus: (703) 660-2300 Fax: (703) 660-8730

Montgomery County:
1119-M Taft Street
Rockville, MD 20850-1311
Bus: (301) 294-0600 Fax: (301) 294-0642

Prince Georges County:
6201 Riverdale Road, Suite 104
Riverdale, MD 20737-2150
Bus: (301) 699-0327 Fax: (301) 699-0329

June 18, 2005

Mr. W.C. Pihl
Director Business Development
MC Public Transportation
360 Campus Lane, suite 201
Fairfield, CA 94534

RE: WMATA Bid

Dear W.C.:

Many thanks for including **Wheelchair Mobile Transport, Inc. (WMT)** in your due diligence on the Metro Access program throughout the Washington metropolitan area. My staff and I have been impressed by your enthusiasm for becoming the management arm for the WMATA program.

Your three visits to our offices, several EMAILS and numerous telephone calls asking pertinent questions concerning our involvement in paratransit transportation. show sincere commitment. We have negotiated an agreed-upon service tariff for our participation which I believe is straight-forward and fair. The attention you have shown to the details of the project will inevitably produce improvements and successes, if given the opportunity.

Best of luck to you and MV in your pursuit of this contract.

Sincerely,

Lawrence A. Lee
C.E.O.

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

No. 122

Diamond Transportation Services, Inc.
3025 Mount Vernon Avenue
Alexandria, VA 22305

By Order Nos. 3520 and 5878 of the Washington Metropolitan Area Transit Commission issued June 22, 1990; and May 11, 2000;

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the named carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle; subject, however, to such terms, conditions, and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the named carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO operations conducted according to the named carrier's applicable tariff on file with the Commission; and

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under a contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION; COMMISSIONERS ALEXANDER, LIGON, AND MILLER:

William H. McGilvery
Executive Director

Issued September 26, 2000

Commonwealth of Virginia

DEPARTMENT OF MOTOR VEHICLES

IRREGULAR ROUTE COMMON CARRIER - PASSENGER
CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY

DIAMOND TRANSPORTATION SERVICES INC
3025 MT VERNON AVE
ALEXANDRIA VA 22305

This is to certify that the above named carrier is hereby issued a certificate to operate as an irregular route common carrier - passenger service in the Commonwealth of Virginia provided such operation is in compliance with Chapter 20, Title 46.2 of the Code of Virginia, and the requirements and restrictions listed on the back of this certificate. Under this certificate, the carrier's service areas are limited to those listed on the attached appendix.

This certificate is effective January 23, 2003.

DEPARTMENT OF MOTOR VEHICLES

Number: 7

BY: A W Quillian

Asbury W. Quillian
Commissioner

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

No. 568

Challenger Transportation, Inc.
8060 Cessna Avenue
Gaithersburg, MD 20879

By Order No. 5981 of the Washington Metropolitan Area Transit Commission issued September 6, 2000;

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the named carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle; subject, however, to such terms, conditions, and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the named carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO (1) operations conducted according to the named carrier's applicable tariff on file with the Commission and (2) transportation in vehicles with a manufacturer's designed seating capacity of 15 or fewer persons, including the driver; and

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under a contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION; COMMISSIONERS ALEXANDER, LIGON, AND MILLER:

William H. McGilvery
Executive Director

Jun-10-05 03:50pm From-HUGHES NETWORK SYSTEMS 301-428-7099 T-128 P.002/002 F-285

Issued May 6, 1991

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

NO. 127

Wheelchair Mobile Transport, Inc.
Post Office Box 12100
Silver Spring, Maryland 20908

By Order Nos. 2930 and 3648 of the Washington Metropolitan Area Transit Commission issued November 10, 1986; and March 27, 1991;

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the said carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle; subject, however, to such terms conditions and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the said carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO (1) operations conducted according to the said carrier's applicable tariff on file with the Commission and (2) transportation in vehicles with a manufacturer's designed seating capacity of 15 or fewer persons, including the driver;

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under a contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

05/30/2005 15:40 3018389775 WHEELCHAIR MOBILE PAGE 02

IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities; and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION; COMMISSIONERS WORTHY, SCHIFTER, AND SHANNON:

William H. McGilvery
Executive Director

A true copy;
William H. McGilvery
April 13, 1992

ADDENDUM

COMMISSIONERS
FRANK O. HEINTZ
CHAIRMAN
LILO K. SCHIFTER
CLAUDE M. LIGON
E. MASON HENDRICKSON

STATE OF MARYLAND
PUBLIC SERVICE COMMISSION
TRANSPORTATION DIVISION
231 E. BALTIMORE STREET
BALTIMORE, MARYLAND 21202-3486
(410) 333-6060, 6063
TTY FOR DEAF: 333-6661

RICHARD P. PAGE
DIRECTOR OF TRANSPORTATION
RICHARD G. GUTRIDGE
ASSISTANT DIRECTOR OF TRANSPORTATION
WRITER'S DIRECT LINE:
333-6060

January 13, 1993

Mr. Lawrence A.M. Lee, President
Wheelchair Mobile Transport, Inc.
13975 Connecticut Avenue, Suite #307
Silver Spring, Maryland 20906

Dear Mr. Lee:

This is to advise you that the Public Service Commission has approved, by Order No. 70307, dated January 13, 1993 (copy attached), your application to operate as a Charter/Contract Passenger Carrier by motor vehicles in intrastate commerce in Maryland.

Tags for the vehicles may now be obtained from the Motor Vehicle Administration, 6601 Ritchie Highway, N.E., Glen Burnie, Maryland, 21062. Your vehicle list is attached. The white and goldenrod copies must be presented to the MVA and the pink copy is for your records.

Should you have any questions regarding licensing, it is suggested that you contact Ms. Janice Selig, Supervisor of the Vehicle Registration Division of the Motor Vehicle Administration, telephone (410) 787-2991.

Sincerely,

Richard P. Page
Director of Transportation

RPP/mag

Attachments

cc: Carrier File

PSC Carrier # 899

G:/mag/wp/whlchr.doc

I hereby certify that I have examined the attached application and recommend that the same be granted.
REMARKS:

New Applicant

Wheelchair Mobile Transport, Inc.

The applicant intends to operate as a Charter/Contract Passenger Carrier, transporting passengers to all points and places within the State of Maryland, seven days per week, service on demand. The applicant also intends to transport passengers under contract with the Maryland Department of Health and Mental Hygiene as part of its Maryland Medical Assistance Transportation Program, transporting participants to all points and places within the State of Maryland, seven days per week, service on demand.

The attached comments of the Transportation Division, correspondence regarding the application, and the applicant's original application provide further information.

The Transportation Division recommends that permits be issued to the applicant contingent upon the applicant's continued compliance with all the Commission's requirements pertaining to maintenance of liability insurance coverage, maintenance and repair of motor vehicles, safety of vehicle operations, furnishing of records and reports, and all other requirements contained in Article 78 of the Annotated Code of Maryland and the Commission's regulations.

Date _____

_____
Director of Transportation

ORDER NO. 70307

In the Matter of the Application of *
*
Wheelchair Mobile Transport, Inc. *
*
FOR PERMITS FOR THE OPERATION OF *
MOTOR VEHICLES FOR PUBLIC USE. *

BEFORE THE
PUBLIC SERVICE COMMISSION
OF MARYLAND

The above-named application and recommendation having been duly considered, it is this 13th day of January, 1993 by the Public Service Commission of Maryland,

ORDERED: That the same be granted and that the permits applied for be issued.
ORDERED: That the applicant's request for operating authority be approved and that permits be issued contingent upon the applicant's continued compliance with the Commission's requirements pertaining to maintenance of adequate liability insurance coverage, maintenance and repair of motor vehicles, safety of the vehicle operation, furnishing of records and reports, and all other requirements contained in Article 78 of the Annotated Code of Maryland and the Commission's regulations.

By Direction of the Commission,

Ronald E. Hawkins

Ronald E. Hawkins
Executive Secretary

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National Children's Center

NCC

Serving People With Developmental Disabilities

July 7, 2004

To whom it May Concern:

The Adult Day Services Program of the National Children's Center has been using MetroAccess for several years now to supplement our day program services. The use of MetroAccess has been vital to the success of our Community-Based programming efforts, where program participants with a variety of mental and physical challenges are placed in volunteer settings in the DC Metro Area.

MetroAccess allows us to transport our clients to a variety of locations in a safe, timely and consistent manner. In turn, this allows the maximum time in the community to learn and practice new skills.

With our use MetroAccess, our assigned provider Metro Health Tech-Services has done an outstanding job of delivering the service that we need. Metro Health Tech-Services has been courteous and very helpful. I would like to specially thank the Metro Health tech drivers for the continued efficient service.

Sincerely,

Jane S. Leshchiner
Community-Based Program Coordinator
National Children's Center

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

No. 589

Metro Health-Tech Services Inc.
1311 Dakota Drive
Largo, MD 20774

By Order No. 6070 of the Washington Metropolitan Area Transit Commission issued December 11, 2000:

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the named carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle, subject, however, to such terms, conditions, and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the named carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO (1) operations conducted according to the named carrier's applicable tariff on file with the Commission and (2) transportation in vehicles with a manufacturer's designed seating capacity of 15 or fewer persons, including the driver; and

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION, COMMISSIONERS ALEXANDER, LIGON, AND MILLER.

William H. McGilvery
Executive Director

Issued January 30, 2001

July 5, 2002

Jude Nyambi, President.
Metro Health Tech Services, Inc.
1311 Dakota Drive
Largo, MD 20774

RE: **DBE Certification No. 0702-6318-B**
Expiration Date: July 31, 2005

Dear Mr. Nyambi:

Your firm's Application for Certification as a Disadvantaged Business Enterprise (DBE) with the Washington Metropolitan Area Transit Authority (WMATA) has been approved. The company is eligible to participate as a DBE on WMATA's Federally-assisted transportation projects for business activity described under the following list of approved NAICS Codes:

NAICS 485991 - Special Needs Transportation

To remain certified as a DBE with WMATA, an Application for DBE Re-certification and a No Change Statement must be completed and submitted to this office within thirty (30) days prior to the above Expiration Date. If a change in the ownership, control or management of the business occurs during the certification period, you must complete and submit to this office a Notice Regarding Change within thirty (30) days of the date of the change.

If you wish to add to your list of approved NAICS Codes, you must make such a request in writing. WMATA reserves the right to terminate or cancel this certification (or any part thereof) at any time prior to the Expiration Date.

Sincerely,

Cynthia L. Myers
Director
Office of Civil Rights

Encls. Notice Regarding Change
No Change Statement

/rb

Washington
Metropolitan Area
Transit Authority

600 Fifth Street, NW
Washington, DC 20001
202/962-1234

By Metrorail:
Judiciary Square—Red Line
Gallery Place-Chinatown—
Red, Green and
Yellow Lines
By Metrobus:
Routes 5A, D3, D6, P6,
70, 71, 80, X2

A District of Columbia,
Maryland and Virginia
Transit Partnership

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

No. 810

Alterna-Trans Inc.
8210 Beechcraft Avenue
Gaithersburg, MD 20879

By Order Nos. 7245 and 7725 of the Washington Metropolitan Area Transit Commission issued June 16, 2003; and February 2, 2004; respectively;

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the named carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle; subject, however, to such terms, conditions, and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the named carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO (1) operations conducted according to the named carrier's applicable tariff on file with the Commission and (2) transportation in vehicles with a manufacturer's designed seating capacity of 15 or fewer persons, including the driver; and

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under a contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION; COMMISSIONERS YATES, MILLER, AND MCDONALD:

William H. McGlivery
Executive Director

Issued February 2, 2004

WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION

CERTIFICATE OF AUTHORITY

No. 62

Battle's Transportation, Inc.
2800-½ Sherman Avenue, NW
Washington, DC 20001

By Order Nos. 2065, 2514, 2722, and 3729 of the Washington Metropolitan Area Transit Commission issued December 5, 1979; December 23, 1983; June 20, 1985; and May 3, 1991;

WHEREAS, the above-named carrier is entitled to receive authority to transport passengers within the Washington Metropolitan Area Transit District;

THIS CERTIFICATE OF AUTHORITY is hereby issued to the named carrier as evidence of the authority to engage in the for-hire transportation of passengers by motor vehicle; subject, however, to such terms, conditions, and limitations as are now, or may hereafter be, attached to the exercise of the privilege granted to the named carrier:

IRREGULAR ROUTES, transporting passengers between points in the Washington Metropolitan Area Transit District;

RESTRICTED TO (1) operations conducted according to the named carrier's applicable tariff on file with the Commission and (2) transportation in vehicles with a manufacturer's designed seating capacity of 15 or fewer persons, including the driver; and

RESTRICTED AGAINST (1) transportation solely within the Commonwealth of Virginia and (2) any passenger transportation for hire on an individual fare paying basis in competition with any existing, scheduled, regular-route, passenger transportation service performed by, or under a contract with, the Federal Government, a signatory to the Compact, a political subdivision of a signatory, or the Washington Metropolitan Area Transit Authority.

THIS CERTIFICATE OF AUTHORITY DOES NOT AUTHORIZE ANY TRANSPORTATION BY ANY PERSON OTHER THAN THE CARRIER NAMED HEREON.

THIS CERTIFICATE OF AUTHORITY IS NOT VALID UNLESS THE CARRIER NAMED HEREON IS IN COMPLIANCE WITH THE INSURANCE REQUIREMENTS OF THE COMMISSION.

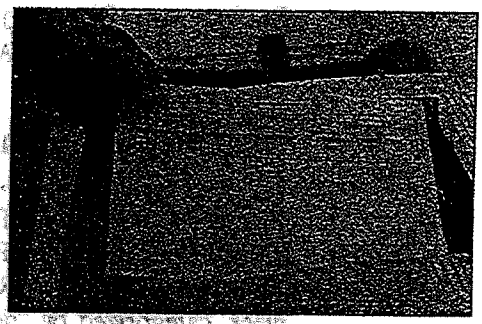
IT IS A FURTHER CONDITION of this certificate of authority that the carrier named hereon shall (a) provide safe and adequate transportation service, equipment, and facilities and (b) observe and enforce Commission regulations.

BY DIRECTION OF THE COMMISSION; COMMISSIONERS WORTHY, SCHIFTER, AND SHANNON:

William H. McGilvery
Executive Director

Duplicate Original Issued October 11, 2002

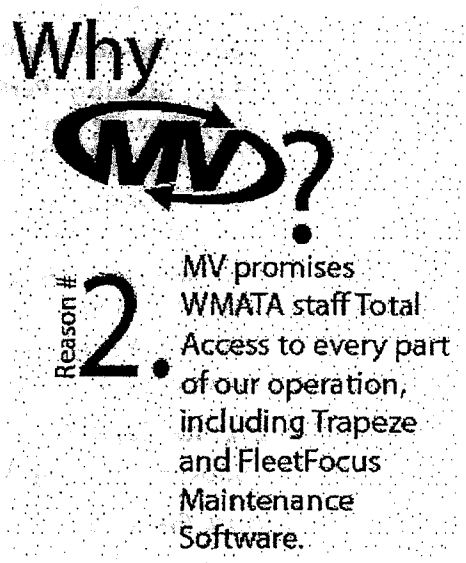
2.B.3 Reporting Procedures



MV will provide WMATA complete and accurate reports as required by the RFP. We have included samples of standard reports that can be generated using Trapeze in the Appendix of this proposal, under the tab labeled "Sample Reporting". Our experience tells us that many times these reports need to be adjusted periodically to fit our clients' needs. During service implementation, we will confirm with WMATA staff specific reporting needs. While our standard reports give our clients what they want, we regularly customize our reports to the client's desired format. We prefer this approach, since it avoids any miscommunication between MV and our clients, and it give us the flexibility to better meet your needs.

MV has developed in-house MIS systems to track data and compile reports. We developed a system that tracks revenue/non-revenue miles/hours, trips, etc. This system is designed to collect and store the data needed; allowing summary reports to be generated in reader-friendly formats. By using this system to generate our billing, payroll, and operational reporting, we greatly reduce duplication of data entry and errors. One of this product's strongest assets is that it can interface with Trapeze. Consistent with our open partnership, we will also provide access to this reporting for our service subcontractors to aid them in efficiently utilizing the service data from Trapeze to manage their payroll and billing functions.

In addition, MV Transportation utilizes Lawson Software's Enterprise Resource Planning Solution both in our corporate office and at our local divisions. The Lawson Financial Suite includes General Ledger, Accounts Receivable, and Accounts Payable. The Lawson Human Resources Suite includes Personnel Administration, Benefits Administration, Payroll, Time Management, and Employee and Manager Self-Service. Lawson software is a fully integrated, web-enabled solution, which we run on an NT platform. The web-enabled feature allows Company management to selectively determine which processes and controls should be centralized versus decentralized.



We believe in proper data backup, and off-site storage of data backups in the event of a fire or other catastrophic event. Our MIS team will set up the local computer network to ensure proper connectivity, security levels, password protection, and local technical support. We will work with the WMATA MIS staff in whatever manner necessary.

Mandatory Reporting

MV will work with WMATA to finalize the report content and format for the mandatory reports listed in the RFP. Below are descriptions of the mandatory reporting that we will provide to WMATA.

Daily Reports

- **Performance Summary:** A listing of daily major performance indicators by provider.
- **Late Trip Summary:** A listing of daily late trips by provider.

Weekly Reports

- **Weekly Performance Indicators:** Report identifying overall system performance to include: number of trips, denials, no-shows, late pickups and on-time performance. MV also produces an internal Indicator report for our local management teams, which is reviewed on a weekly basis with Regional Support personnel, including location Vice President.
- **List of all Providers:** Report displaying all subcontracted providers operating service for the week, categorized by "dedicated" vs. "non-dedicated" and in descending order by weekly trip volume.

Bi-weekly Reports

- **Top 25 Report:** We will work with WMATA to determine what performance standards are appropriate to review on this bi-weekly report. MV has the capability to create a Top 25 Report for any of the performance standards that are applicable to the MetroAccess Services contract. These could include top 25 complaints, top 25 late trips, top 25 best performers, top 25 poor performers, etc. as required.

Monthly Reports

- **Initial Monthly Performance Report:** Monthly system report (submitted on 5th business day) showing Performance Criteria such as Eligibility, Reservations, Trip Data, Completed Trips by Mode, On-time Performances, and Fare Revenue.
- **Final Monthly Performance Report:** Monthly system report (submitted on 25th business day) showing Performance Criteria such as Eligibility, Reservations, Trip Data, Completed Trips by Mode, On-time Performances, and Fare Revenue.
- **Driver Complaint List with Resolution:** Monthly listing on complaints against drivers, categorized by driver. Includes details of complaint investigation, resolution and follow-up.
- **Alcohol and Drug Testing:** Monthly report that identifies random testing results, by provider. Report includes sampling percentages of personnel, testing types, and results.
- **Vehicle Assignment and Mileage:** Monthly report that identifies assignment of dedicated vehicles (by provider), vehicle number, VIN, and mileage.

Bi-annual Reports

- **Subscription Trip Validation:** Monthly report displaying data on validated Subscription trips.

Annual Reports

- **National Transit Database:** MV will meet the FTA/NTD reporting requirements. We use the accepted FTA sampling methodology and have systems in place to collect and report this information per the guidelines of the National Transit Database Reporting Manual. We understand that we are required to provide all of the requested NTD data no later than January 30th each year; and we will maintain all of the NTD documents for a period of seven years as required.

Other Reports

- **Vehicle Maintenance:** *(As Needed)*
- **Fraud Prevention:** *(As Needed)*

2.C. Fleet Management



Each service provider will be responsible for proper maintenance and cleaning of their fleet with comprehensive oversight by MV staff. A true indicator of a maintenance program's success is audits and inspections. MV expects that each of our subcontracted service providers will meet our requirements for preventive maintenance. We will ensure this through regular auditing of our subcontractor's maintenance shops by our full-time Maintenance Auditor. This open approach is critical to ensuring that we are meeting WMATA's expectations.

MV will provide our FleetFocus software to each dedicated service provider at no expense to allow uniformity in reporting and data collection. We will assist our dedicated subcontractors in managing the maintenance component of their operation. We have included a FleetFocus brochure in the appendix of our proposal, under the tab labeled "Brochures and Specifications."

While our auditing process is further discussed in section 2.D.3 *Ensuring Accuracy of Program Components,* MV's suggested maintenance plan for all service providers is described below. Please note, as a service provider, this is the maintenance plan that MV will follow.

2.C.1 Vehicle Maintenance and Repairs

At a minimum, MV's Director of Maintenance, Mr. David Collins, along with our Maintenance Auditor, will perform detailed audits of each service provider's maintenance program. During this inspection, vehicle records, maintenance practices, maintenance staffing and shop safety are reviewed.

MV will monitor fleet maintenance through our web based Maintenance Management software, FleetFocus. Through a web interface, service providers will enter daily mileage information as well as information relating to preventive maintenance inspections.

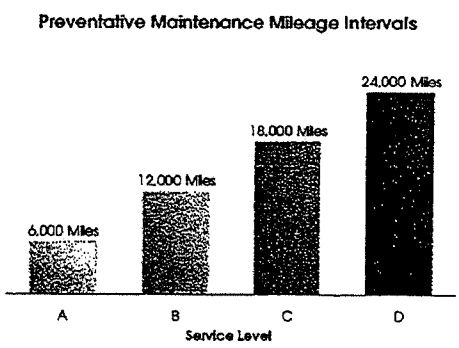
All FleetFocus applications provide a large selection of standard reports; allowing MV and WMATA to define sort, selection, inclusion, exclusion and range of criteria for the data. Reports can be configured to run at regular intervals or specific times. FleetFocus also gives us the ability to create custom reports utilizing Crystal Reports™. We have included some sample FleetFocus reports in the appendix of our proposal, under the tab labeled "Sample Reporting."

MV staff will create exception reports to immediately identify a vehicle outside the acceptable standard established by MV. By utilizing this web-based system, WMATA staff with appropriate passwords can access the data regarding your assets at any time, anywhere with internet connectivity.

Service Providers' Preventive Maintenance Program

While it is not our intention to run the shops for our subs, MV has excellent maintenance policies and procedures for paratransit operations, which are developed from the experience of maintaining more paratransit vehicles than any other firm. Given the importance of maintenance in improving customer confidence, through a reliable fleet that is clean and in good repair, MV will share our policies with our service providers. We will inspect and audit to ensure compliance and obtain the results these programs are proven to achieve.

Service Providers will follow the PM schedule noted to the right. During a PM inspection, the technician shall document all defects found and will have all defects listed on a repair order and corrected prior to returning the vehicle to service.



Preventative maintenance shall be performed on each vehicle within each 6,000 miles. After 24,000 miles, the vehicle will have a D Inspection completed at which point the schedule re-starts at the beginning. In addition to these PMI standards, full compliance with all manufacturer recommendations is required.

Each day, odometer readings from the driver's daily pre-trip inspection form shall be entered into FleetFocus for rigid monitoring of PM schedules. To confirm mileages, during audits, MV staff will take odometer readings for 100% of the fleet. No vehicle with a past due PM will be allowed to operate until the PM is completed.

Heating and Air-Conditioning: Heating and air-conditioning (A/C) systems are maintained as required to ensure the passenger compartment remains comfortable under all climate conditions. A/C equipment shall be maintained in operating condition, regardless of climate conditions.

Clean Air Standards: MV will require annual emission/opacity inspections are performed to meet all applicable clean air standards. Service Providers are required to obtain all associated permits and licenses and make sure all required charges and fees are paid.

Wheelchair Lift Maintenance: An essential element of vehicle maintenance is ensuring that the wheelchair lift is in good operating condition at all times. We are aware of the ADA-related problems that can result from lifts that malfunction or do not work at all on a consistent basis.

For that reason, it is required that part of the regular DVI and PMI process to cycle the lift and perform a preventive inspection on it. This includes the replacement of worn components, gear cleaning and adjustments in alignment as necessary.

Repairs and servicing of wheelchairs shall be recorded on our PMI forms and retained for future reference. In addition, if a lift fails in service, that vehicle is immediately pulled from service. The Director of Maintenance shall monitor repairs to ensure that the vehicle does not return to revenue service until the lift is properly functioning.

Parts Inventory: An initial inventory of parts shall be ordered at the start of the contract. This will be based on usage at other projects using similar types of vehicles. Inventory levels shall be adjusted based on a usage analysis. MV's auditors will confirm that our Service Providers are meeting a minimum inventory level of 2 weeks usage for all parts.

Needed quantities of repair parts shall be stocked to ensure that adequate supplies are on hand for mechanics to complete timely repairs. MV encourages the use of local DBE vendors where possible, but maintains several national accounts that enable our company to purchase in bulk at advantageous prices. MV will use OEM parts. MV will allow service providers to buy parts through our national accounts to lower their costs.

We recommend that the parts room be made secure and that parts issued are properly tracked on work orders, the parts room is kept locked when not attended by the maintenance clerk. Keys shall be issued to designated personnel only.

In order to monitor parts usage documentation, a spot inventory of no less than 10 part numbers shall be conducted bi-weekly by designated personnel. A count shall be made of parts on hand and compared to the documented quantity in maintenance software inventory. Any discrepancy shall be investigated.

For security purposes, MV recommends that any personnel found in violation of this procedure will be subject to disciplinary actions, as accurate accounting of parts activities is important to controlling shop expenses.

Reporting: MV and our dedicated service subcontractors will use the FleetFocus software to manage maintenance procedures, track monthly tire, oil and battery usage and facilitate electronic repair order storage. We will measure technicians' productivity, control inventory and evaluate individual vehicle maintenance costs. Weekly reports will be generated to detail technician productivity, repairs and services performed.

This software will allow MV and WMATA staff to view the repair status and schedule of your assets at any time over the internet.

2.C.2 Daily Vehicle Inspection

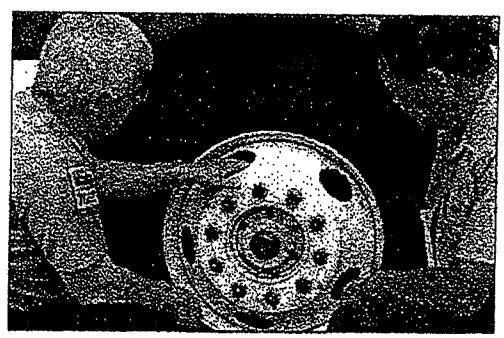
MV will provide all service providers with a recommended Daily Vehicle Inspection checklist. Any Checklist listing defects must be retained in the vehicle file, which will be reviewed during our maintenance audit.

Service Providers' Daily Vehicle Inspection

MV will require that all drivers perform a daily vehicle inspection. To ensure drivers are properly performing this essential element of our maintenance program, MV recommends that each service provider station a supervisor in the yard during peak a.m. pullout. Daily, MV's road supervisors will perform spot checks at our service providers' facilities to ensure that drivers are performing these essential inspections.

Each driver shall perform a complete pre-trip inspection prior to a vehicle going into service each day, and a post-trip inspection at the end of the service day. If the driver discovers a defect during these inspections, the driver shall report it on their pre-trip inspection form. If the defect will cause further damage or presents a safety hazard, the driver will not operate the vehicle but will document the defect on the pre-trip inspection form.

The driver will report the vehicle to dispatch and will turn in the defect report to the appropriate designated personnel, who will immediately place the vehicle out of service and will generate a repair order and will have the defect corrected.



If the defect is minor in nature, the driver will report the defect on the pre-trip inspection form. Each day, the shop manager will review each defect report and will post these defects into a log. When the vehicle is brought in for the next PM inspection, all minor defects will be listed on the repair order for correction during the PM process.

We have provided a copy of MV's Daily Vehicle Inspection form in the appendix of this proposal binder, under the tab labeled "Monitoring Forms, Maintenance Forms, Sample Security Plan".

2.C.3 Cleaning Plan



MV will ensure that our service providers understand the extreme importance of the Vehicle Cleaning Program. Each of our proposed service providers has a reputation for meeting this requirement, and take great pride in the appearance of their fleet. A clean vehicle creates pride among the driving force, and confidence with the passengers we serve.

MV will require that our service providers follow the requirements listed below, and maintain a log of cleaning activities to demonstrate compliance with these requirements.

Service Operations Cleaning Plan

Any worn, broken, cut, torn or vandalized components that are visible or accessible by the public must be brought to the attention of the shop manager who shall schedule the repair. All vandalism and graffiti must be cleaned and/or repaired immediately to eliminate hazards, minimize discomfort, and maintain the fleet's appearance. A Supervisor shall inspect interior cleanliness during daily pull out inspections.

Daily Cleaning

- Dust/Wipe Interior Surfaces
- Clean Debris, Seats, Seatbelts, Passenger Restraint Devices & Attendant Fittings
- Sweep Floor
- Empty The Trash/Remove Litter
- Ensure Vehicle Is Free From Insects And Odor
- Repair Damaged Seats

Bi-Weekly Cleaning

- Clean Floor
- Wash Bus Interior Including windows
- Wash Bus Exterior (More Frequently If It Rains/snows)

2.C.4 Storage

We have previously described the various operating facilities where MV and our subcontracted service providers will be storing the MetroAccess vehicle fleet. Each of these operating bases provides secure and well lit locations to protect the vehicle assets and provide safe locations for our drivers to perform their pre and post trip inspections.

Please refer to Section 2.B.1 *Dedicated Service Providers* for a description and location of each of these facilities.

In addition to MV's dedicated Beltsville facility and the above referenced subcontracted service provider facilities, MV will provide operations and maintenance support to our MetroAccess operation from our maintenance facility located at 8438 Lee Highway in Fairfax, Virginia. By including this shop in our overall plan, we are able to increase our ability to respond to vehicle emergencies or service situations.

2.C.5 Driver Work Rules

MV establishes a clear set of expectations for all employees and subcontracted Service Providers. These expectations will be supported by a set of employment standards that will be enforced in a fair and equitable manner to all employees. At MV, the company expects employees to:

- Be safe and careful
- Follow company rules and procedures
- Be *the standard of excellence* in service provision
- Be polite, professional and courteous to our passengers
- Follow established policy and supervisor instructions
- Be prompt and regular in attendance

MV understands that employees have expectations of their employer. Employees can expect to:

- Be treated with respect
- Receive training for the job
- Receive recognition for good work
- Receive helpful feedback on performance
- Have open and honest communications throughout the company.



MV will enforce these standards throughout the MetroAccess Service. All service providers will receive an MV Employee Handbook as a guide; this book outlines MV's expectations and work rules. We have included a copy of this Handbook in the pocket of our technical proposal binder.

Putting these in writing helps create consistency in how employees are treated throughout the organization. We will use a progressive disciplinary policy in line with WMATA standards. All steps in the disciplinary process must be documented. We will work with the service providers to ensure that our management team and theirs cooperate in partnership to reach high levels of service performance, while following fair expectations and work rules for all employees.

We will ensure that our Service Providers communicate appropriately with employees regarding poor performance, utilizing progressive discipline when necessary. As MV will certify each driver within the MetroAccess system, we will ensure that terminated employees do not "resurface" within the system working for a different subcontractor.

MV will establish specific safety requirements with which all service providers must comply, that exceed the minimum standards set forth in the RFP. Such requirements include:

Criminal Background Checks: Employees must report any charges of a felony offense or serious traffic violation. Failure to do so is grounds for immediate termination. MV understands that these background checks must remain current over the entire employee's career at MetroAccess; we will update them annually. We will ensure that the WMATA-provided consent forms remain current and on file.

Licensing: Each employee who operates a vehicle under this contract will have and maintain a valid driver's license issued by Virginia, Maryland or the District of Columbia. They must be able to communicate in English in an effective manner, both orally and written. MV will also ensure that they have a statement from a licensed physician that they are medically fit to drive. These items will be confirmed at least every six months.

Drug Testing: As described in Section 3.G: *Alcohol and Drug Testing*, MV will require all service providers to perform periodic mandatory drug testing. MV will provide access to our National Account for Drug and Alcohol testing to our subcontracted service providers, to help defray this necessary cost. Additionally, MV will manage the random pool for ALL dedicated safety-sensitive employees under the MetroAccess contract.

Annual Refresher Training: All drivers will be required to attend 8 hours mandatory annual refresher training, and a one hour test, provided by MV. MV will ensure that every driver in the system is recertified annually.

MV understands that upon WMATA's requirement and notification, we shall remove from employment at any WMATA facility any employee(s) that WMATA determines: (1) cannot effectively speak or write English, (2) are careless or fraudulent with report forms and/or receipts, (3) are not well groomed or in full uniform, (4) are careless with or cause harm to WMATA equipment or facilities,. (5) are not polite and courteous to MetroAccess patrons or WMATA employees, or (6) who violate any WMATA policies including the acceptance of gratuities.

Additionally, in the case of non-dedicated overflow work that is subcontracted to taxi providers (and thus we are unable to influence who they hire), MV will work with those providers to ensure that any driver who has been pulled from service for bad behavior or poor performance does not work under this contract.

Uniforms: All drivers must be in a uniform consisting of a white blouse or shirt with pocket and dark blue slacks/trousers while in service. Each service provider will ensure that each driver is in proper uniform during driver check-in. Uniform inspection will be performed during random pullout checks performed by MV's road supervisors. All Service Providers will be given access to our National DBE Uniform Vendor Account, which offers a significant savings for uniform costs.

To ensure a professional standard of appearance from the first day of service, MV will provide the first set of uniforms to ALL dedicated drivers in the system at the start of the contract.

2.C.6 Other Service Requirements

To create customer confidence through a professional service, MV requires that all service providers (dedicated and non-dedicated) certify their vehicles as meeting the WMATA and MV standards. Service provided by non-certified vehicles will result in a warning to the service provider and immediate removal of the vehicle from service. Repeat violations may result in non-payment of services provided in that vehicle, subject to discussion with WMATA staff if appropriate.

2.D. Service Operations

2.D.1 Ensuring On-Time Performance

On-time performance is one of the most important aspects of providing paratransit services, especially through the eyes of the passengers we serve. If their ride does not arrive on time, then they will lose confidence in the system. But in addition to what the passenger experiences, poor on-time performance also costs WMATA more money. If a route is running late, more resources must be dedicated to cover the same amount of trips, which in turn lowers the productivity of the system and increases the cost WMATA bears.

MV has developed proven solutions to ensure on-time performance. This will result in an improvement to passenger perception of the MetroAccess services; as well as increase productivity, which will save WMATA money.

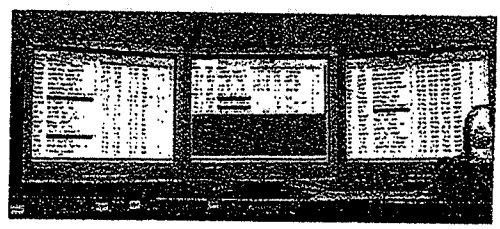
On-Time Pullout

One of the most effective ways to improve on-time performance is to ensure a timely pullout. Pulling out 10 minutes late not only delays each trip on the route by 10 minutes, but can also have the following repercussions:

- Even longer delays due to changing traffic conditions
- Delays waiting for passengers who have sought another ride home
- Greater time spent by dispatch rerouting delayed trips

To remedy this problem, MV will deploy twelve road supervisors throughout the service area at peak times to perform random pull out checks for service providers, to confirm vehicles pull out on time. When possible, MV's dispatch team will also perform random spot checks of the MDC entries against AVL data. For instance, if a driver enters in the MDC that they pulled out at 7:14 and the AVL shows the vehicle in the yard at 7:16, we know why the route was 2 minutes late for the first trip.

Real Time Monitoring



This is where the MV Difference becomes very clear. Real Time Monitoring of the service delivery management is critical to improving productivity and on-time performance. No other firm has had MV's success at achieving system improvements.

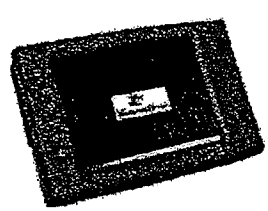
As discussed throughout this proposal, MV has developed state-of-the-art real time monitoring tools to create the most progressive and dynamic dispatch center in the industry. These tools work in conjunction with Trapeze PASS to present our team with immediate information about where our resources are at any given time. MV places these monitors in the dispatch center to allow our team to quickly respond to any service challenge. These monitors interact with the Trapeze PASS system and update automatically and continuously.

Many paratransit software packages will highlight areas of trouble (late routes turning red in color for example), but MV's performance monitors enhance the software by allowing our dispatchers to utilize that information immediately to improve service. In a matter of seconds, they are able to integrate the information provided on these monitors to make educated decisions about how to manage service challenges.

For example, knowing that Route 201 is running late based on the *Late Monitor* is helpful information. But also knowing that Route 232 and 245 have a gap between trips for the next hour based on the *Slack Monitor*, as well as the fact that Route 245 has an "Alert Client" as their next pickup based on the *Alert Client Status Monitor*, gives our dispatcher the ability to know for a fact that moving the next trip off of Route 201 to Route 232 is a good decision. This is done in a matter of seconds, instead of searching through every route to find a solution.

Dedicated Service Providers: Preventing the Lost Driver

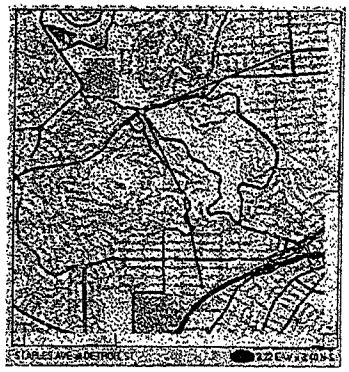
One significant challenge in paratransit service is the lost driver. There are several elements that contribute to this issue, but turnover and poor training are the largest.



The learning curve for paratransit drivers is significant; most drivers do not achieve full productivity until after 90 days of employment. During this critical period, drivers will have the maximum assistance possible, including mapbook training and re-training, as well as the use of the Mentor Ranger units, which have mapping capabilities and graphic displays.

We will install these units into 100% of our dedicated MetroAccess fleet (we recommend installation in the non-dedicated fleet as well) for our driver staff to ensure they do not get lost as they are learning how to quickly find their way around the service area. The use of these units will:

- Eliminate one of the most frustrating parts of the job for a new driver, getting lost. We have found that some drivers resign because of this frustration. Addressing this issue, we keep drivers that we might otherwise lose, reducing turnover and improving service quality as we retain their experience.
- Eliminate one of the biggest negatives in productivity, the lost driver. Lost drivers create service disruptions which can result in late trips and reduced productivity.



Trapeze PASS Mapping Screen

We understand that there will be times when drivers will need to rely on MV's dispatch team to assist them if they are lost. MV's proposed scheduling software, Trapeze PASS, has a mapping function that will allow dispatchers to assist drivers if they are misguided. All MV dispatchers will be trained in working with drivers to get them back on their assigned route as quickly and safely as possible.

2.D.2 Missing Customers and Rescheduling Pickup Times

Plans change and our passengers do not always let us know. Also, from time to time a passenger will not be able to meet their scheduled ride home, but will need to reschedule their pickup so they won't be stranded.

When the driver arrives at their stop, and the passenger does not appear, the driver is required to attempt to alert the passenger of their arrival. If the passenger still does not appear, the driver will contact the dispatcher by radio so that the passenger may be called.



Sample Door Hanger

In the event the driver cannot find the passenger within 5 minutes, the driver will request from the dispatcher to record the trip as a no show, leave a door hanger on the door of the pickup location, cancel the destination stop on the manifest and move to the next stop. This will only occur if the scheduled pick-up time has passed and the dispatcher has verified that the driver is at the correct address by consulting the AVL system. In the event the passenger does not appear and the trip is treated as a no-show, WMATA will be able to access a record of where and when the driver was at the no-show address to confirm that a vehicle was at the pickup location at the proper time and place.

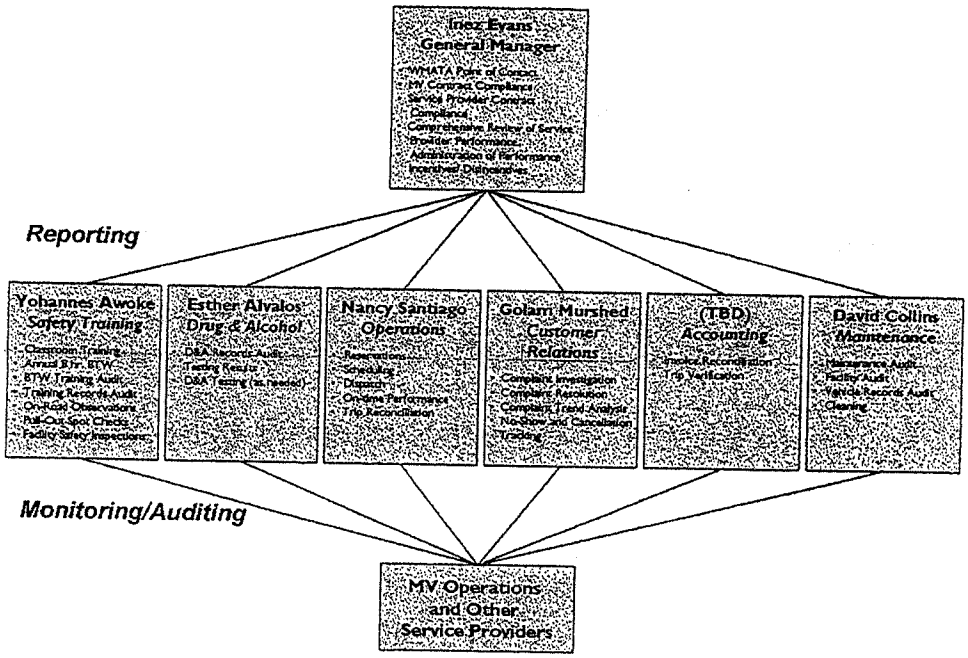
In the event of a no-show when the trip is the second leg of a round trip, MV will attempt to locate the passenger by 1) Calling alternative telephone numbers listed in passenger's file and 2) Contacting a representative at the pickup establishment (i.e. doctor's office, rehab center) to find out when the passenger will be ready.

The door hanger program has been very successful in the systems where we have utilized it. This program consistently results in a reduction in no-shows, and reduces the frequency of complaints from passengers claiming that their ride did not arrive.

Improving Productivity: **Late cancellation and no-shows are large obstacles to productivity. To improve system efficiency, MV's proprietary Slack Monitor allows dispatch to quickly fill openings left by a no-show.**

2.D.3 Ensuring Accuracy of Program Components

Overview of Program Management



a. Auditing Procedures

Ms. Feysan Lodde, Owner, demands that her employees always conduct themselves with the highest degree of integrity. WMATA can expect this from MV and we will expect this from our Service Providers. To that end, we have utilized our industry-leading expertise to establish a first class operating plan for WMATA. This plan is designed to improve customer confidence by creating a consistent "product" for our passengers. We have outlined our approach for the fleet, driver training, driver uniforms and conduct; all to promote a high quality and consistent service to our passengers.

Our experience managing subcontractors tells us we need to let them run their business, but support them through access to resources they may not currently have (Trapeze tools, FleetFocus, national accounts, etc). We also must set clear expectations. Then, we must utilize a comprehensive auditing and oversight plan to ensure the desired end result is achieved. This plan includes the addition of several full-time staff dedicated to the auditing of various components of the service, to include Auditor, Maintenance Auditor, and BTW Refresher Trainers. These individuals will work with their appropriate department manager to ensure each service provider is in compliance.

MV will perform the audits in the following areas to ensure full program compliance

- Operations (please see section below and Section 2.A *Ensuring Accurate and Efficient Trip Performance,* as well as the section below regarding schedule adherence)
- Safety, BTW Training and Certification (see the section below)
- Maintenance (see Section 2.C.1 *Maintenance and Repairs* and Section 2.F.3 *Best Practices to Ensure Safe and Reliable Equipment*)
- Vehicles (see Section 2.C.6 *Other Service Requirements*)
- Driver Performance (see Section 2.F.2 *Vehicle Performance Monitoring*)

- Background Checks and Employee File Maintenance (see Section 2.C.5 *Driver Work Rules*)
- Reporting/Invoicing (see Section 3.F *Fraud Prevention and Detection – Authenticity of Service Reports*)
- Drug and Alcohol Program (see section below and Section 3.G.2 *Records Requirements and Auditing Procedures*)

Safety Training Auditing

Mr. Yohannes Awoke (Safety Training Manager) will visit each provider's facility to perform a monthly audit, to ensure all safety elements are in place and performing as designed. During this review, all employee training files are reviewed against the spreadsheet described below, to ensure compliance.

This audit will provide continued evaluation of safety-related programs, issues, awareness and reporting while determining the location's compliance with safety policies, rules, regulations, standards, codes, procedures and assigned safety activities and requirements.

MV will provide each subcontractor with a spreadsheet template which tracks the information listed below for each driver. Each subcontracted provider will be required to submit this spreadsheet to MV monthly.

- Date of Hire
- Date of 45-Day Ride Check
- Date of 6-Month Ride Check
- License Number
- License Expiration Date
- Days to License Expiration
- Medical Certificate Expiration Date
- Days to Medical Certificate Expiration
- Date of Last Pull Notice
- Days Until Next Pull Notice
- Ride Check Due
- Days Until Next Ride Check
- Date of Last Preventable Accident
- Date of Retraining
- Days Accident Free

This spreadsheet contains conditional formatting to alert our Safety Department of when pertinent timelines are approaching. This information also includes Safety data so that our management team can ensure that each of our drivers have licenses and certifications that are current and up to date. Please see an example of this spreadsheet below:

22-Feb-05

EMPLOYEE NAME		45-DAYS	6-MONTH					NUM		NUM		NUM		ANNUAL		ACCIDENT		
	DATE HIRE	DUE RIDE CHECK	DUE RIDE CHECK	NUMBER LICENSE	EXP. LICENSE	EXP. DAYS	EXP. VIT	EXP. DAYS	EXP. MED.	EXP. DAYS	PULL DMV	PULL DAYS	RIDE LAST	DUE RIDE	NEXT UNTIL	ACC. PREV.	DATE RETRAINING	DAYS FREE
Driver #1	29-Mar-04	13-May-04	25-Sep-04	3074984	23-Jan-08	1217	23-Jan-08	1217	22-Sep-05	212	25-Aug-04	184	13-May-04	13-May-05	79			220
Driver #2	8-Apr-02	23-May-02	5-Oct-02	3806963	21-Oct-06	606	21-Oct-06	606	5-Mar-05	11	21-Jun-04	119	3-May-05	1-May-04	-297			1051
Driver #3	3-May-04	17-Jun-04	30-Oct-04	D6581089	15-Dec-06	659	15-Dec-05	294	3-May-06	435	27-Jul-04	155		30-Dec-04	-288.99			295
Driver #4	15-Aug-01	29-Sep-01	11-Feb-02	D3625599	8-Jul-06	501	8-Jul-07	866	17-Jun-05	115	14-May-04	81	11-Feb-05	11-Feb-04	354			1287
Driver #5	21-Jun-04	6-Mar-04	19-Jul-04	M0475720	8-Jun-08	1050	1-Aug-06	525	17-Oct-05	237	28-Jun-05	340		30-Dec-04	-288.99			368
Driver #6	5-Jan-05	19-Feb-05	4-Jul-05	N4101764	11-Dec-08	1358	11-Oct-08	1227	30-Oct-05	250	166	-288.99	16-Feb-05	16-Feb-06	359			48
Driver #7	10-Dec-03	24-Jan-04	7-Jun-04	M0330085	11-Dec-08	1388	11-Dec-06	1388	27-Oct-05	247	10-Dec-04	291	22-Dec-04	22-Dec-05	305			440
Driver #8	20-Jan-04	5-Mar-04	18-Jul-04	N9585519	12-Jan-09	1420	12-Jan-09	1420	21-Jan-06	337	28-Jan-05	340		30-Dec-04	-288.99			399
Driver #9	12-Jan-05	26-Feb-05	11-Jul-05	N0475761	24-May-05	36	27-Jul-10	1951	14-Jan-07	691	166							41
Driver #10	30-Sep-03	14-Nov-03	28-Mar-04	M0699737	8-Jun-08	1202	8-Jun-07	836	29-Dec-05	310	22-Dec-04	305	30-Sep-05	29-Sep-04	-144			571
Driver #11	[illegible]																	
Driver #12	1-Jul-01	15-Aug-01	28-Dec-01	S0530483	23-Jan-08	1066	24-Jan-08	1066	25-Aug-06	549	22-Oct-04	262	30-Mar-04	30-Mar-05	36			1332
Driver #13	21-Jun-04	5-Aug-04	18-Dec-04	M0145057	16-Jan-09	1434	16-Jan-09	1434	23-Jun-06	486	4-Jun-05	316	24-Sep-04	24-Sep-05	214			346
Driver #14	15-Mar-93	29-Apr-93	11-Sep-93	N6428212	23-Nov-05	272	23-Nov-05	272	29-Oct-05	269	19-Oct-04	239	6-Jul-02	6-Jul-03	-693			4362
Driver #15	14-Aug-04	28-Sep-04	10-Feb-05	D3728747	10-Feb-09	1449	10-Feb-09	1449	1-Mar-06	372	9-Mar-04	15	15-Mar-04	15-Mar-05	21			192
Driver #16	9-Dec-03	23-Jan-04	6-Jun-04	V8134280	22-Dec-07	1033	22-Dec-07	1033	17-Dec-05	343	10-Dec-04	291	19-Jun-04	18-Jun-05	-35			443
Driver #17	21-Jun-02	7-Mar-02	20-Jul-02	N6472886	12-Jan-09	1420	12-Jan-09	1420	22-Oct-06	607	26-Oct-04	246	13-Jun-04	12-Jun-05	-41			1128
Driver #18	8-Sep-04	22-Oct-04	7-Mar-05	N8512565	9-Nov-08	1356	9-Nov-08	1356	8-Sep-06	563	28-Sep-04	219	14-Feb-05	14-Feb-06	357			167
Driver #19	16-Sep-02	31-Oct-02	15-Mar-03	N0268047	15-Dec-06	661	15-Dec-07	1026	20-Aug-06	544	10-Aug-04	169	29-Nov-04	29-Nov-05	280			890
Driver #20	13-Jun-05	26-Feb-05	11-Jul-05	B4599595	19-May-10	1912	19-May-10	1912	14-Jan-07	691	166			30-Dec-04				41
Driver #21	27-Jul-04	10-Sep-04	23-Jan-05	80319203	23-Apr-09	1519	23-Apr-09	1519	26-Jul-06	519	12-Nov-04	262	20-Dec-04	20-Dec-05	301			210
Driver #22	19-Apr-04	3-Jun-04	16-Oct-04	3094705	1-May-09	1468	1-May-09	1468	23-Apr-06	423	7-May-04	74	19-May-04	19-May-05	56			309
Driver #23	24-Jun-98	8-Aug-98	21-Dec-98	C0881337	8-Apr-08	1141	18-Apr-08	1151	7-May-05	74	26-May-04	93	30-Mar-04	30-Mar-05	36	22-Aug-03	26-Aug-03	550
Driver #24	25-Jun-03	9-Aug-01	22-Dec-01	D3627734	14-Dec-09	295	14-Dec-06	660	25-Mar-05	31	28-Sep-04	214	8-Sep-04	8-Sep-05	195	5-Dec-01	7-Dec-01	1175
Driver #25	3-Jan-05	17-Feb-05	2-Jul-05	B0378156	24-Dec-09	1765	24-Dec-09	1765	15-Oct-06	600	116		16-Feb-05	16-Feb-06				50
Driver #26	16-Sep-03	31-Oct-03	14-Mar-04	D5391317	22-Jun-06	485	22-Jun-06	485	9-Sep-05	199	17-Sep-04	207	16-Sep-03	15-Sep-04	-166			525
Driver #27	20-May-03	4-Jul-03	16-Nov-03	N7514199	23-Feb-08	1096	23-Feb-08	1096	16-May-05	83	14-May-04	81	17-Nov-04	17-Nov-05	368			644
Driver #28	9-Aug-04	23-Sep-04	5-Feb-05	D4660770	6-Nov-06	622	6-Nov-06	622	22-Apr-06	424	26-Aug-04	185	21-Aug-04	21-Aug-05	180			197
Driver #29	12-Jun-05	26-Feb-05	11-Jul-05	C1659078	19-May-08	1182	19-May-08	1182	11-Mar-05	17	166	-288.99	12-Jun-05	12-Jun-06	324			41
Driver #30	12-Jun-05	26-Feb-05	11-Jul-05	C4246942	25-Mar-05	31	12-Aug-09	1672	14-Jan-07	691	166		10-Feb-05	10-Feb-06				41
Driver #31	16-Dec-02	30-Jan-03	14-Jun-03	B0693199	23-Feb-07	731	23-Feb-07	731	23-Nov-06	639	10-Nov-04	261	14-Mar-03	13-Mar-04	-316			799
Driver #32	17-Dec-04	31-Jan-05	15-Jun-05	K0898179	29-Aug-09	1649	26-Aug-09	1644	17-Dec-06	663	20-Dec-04	301		30-Dec-03	-288.99			67
Driver #33	30-Oct-03	14-Dec-03	27-Apr-04	30852026	8-Jun-08	1050	8-Jun-08	1050	19-May-05	84	3-Dec-04	284	23-Nov-04	23-Nov-05	274			481
Driver #34	30-Aug-04	14-Oct-04	26-Feb-05	N7382412	2-May-09	1530	2-May-09	1530	26-Aug-06	550	21-Sep-04	211	5-Feb-05	5-Feb-06	348			176

Behind-the-Wheel Trainer Auditing

As we mention later in Section *3.C.3 Staffing*, MV will have two full-time BTW Refresher Trainers on staff and fully dedicated to this contract. In addition to their role as the trainers that will perform the required annual 8 hours of refresher training and 1 hour test for each driver in the system, they will also assist our Safety Training Manager in auditing each provider's Behind-the-Wheel (BTW) Training and Cadetting programs.

MV's BTW Refresher Trainers will be TSI certified instructors, thus being qualified to certify the provider trainers. These audits will include a run of the approved test course to ensure compliance, as well as a skills test administered to each provider's trainer(s).

The Service Providers' BTW Trainer(s) must be certified by MV Training personnel prior to certifying trainees on the BTW and Cadet training. MV will assist service providers to establish these courses, which are designed after the actual Commercial Driver's License (CDL) test.

Our Trainers will also audit the content of the BTW and Cadetting programs, including interviewing a randomly selected driver from the most recently completed class. This will allow us to get real feedback from someone who has completed the program; to determine the strengths of the training as well as areas that may need improvement.

Schedule Adherence

MV will monitor dedicated service providers through the use of the on-vehicle MDC and AVL technology, as discussed in section 2.A.1: *Maintaining Schedules, Trip Recovery and Where's My Ride Calls.* For non-dedicated service providers, MV will employ several ways to ensure schedules are being followed properly:

- All paper manifests must be faxed to MV's dispatch center at the end of the service day. These manifests will be cross checked with the Trapeze PASS software, a log of "Where's My Ride" Calls, and our complaint database.
- Estimated trip times and volume as reported by the Trapeze PASS software will be used to verify invoices. MV will not reimburse any service provider for any trips that were performed as a result of an unauthorized schedule change.
- MV's Road Supervisors will perform spot checks on non-dedicated service providers to ensure timeliness and accuracy of service reports.

Drug and Alcohol Auditing

All subcontracted service providers will be required to follow MV's FTA Approved Drug and Alcohol policy. Service providers will be provided a copy of our policy, and MV will administer initial training during the classroom training. Ms. Esther Avalos, Drug and Alcohol Manager will administer the Random Pool for all dedicated service providers in the MetroAccess program.

Monthly, MV will audit our subcontracted partners to ensure that an appropriate amount of testing occurs in each of the required areas. Audits of each of these tests will be performed as follows:

- **Pre-Employment**: All drivers for MV's subcontracted partners will be required to attend MV's classroom training prior to performing any service. Admission to classroom training is contingent upon successful completion of a pre-employment drug test.
- **Random**: MV will manage the random testing policies and procedures for all service providers pursuant to FTA regulations.

We will do this using our *Assistant-Pro*® software, a selection process program that randomly selects individuals for testing without showing discrimination. These assignments will be given to subcontractors to perform immediate testing. Results of all testing will be submitted to MV.

- **Follow-Up:** MV will require all subcontractors to provide a list of drivers who have been reinstated after satisfactorily completing the required treatment program, after a positive test result. As the employee is subject to 6 random follow-up tests in a 12-month period, follow up testing will be compared to the driver data provided, to ensure authenticity.
- **Post-Accident:** All on-road vehicle accidents will be reported to MV dispatch, who will then inform the appropriate service provider. Records of these accidents will be cross checked with post-accident testing reports.
- **Reasonable Suspicion:** Service Providers will be required to follow MV's guide to reasonable suspicion drug testing. All reasonable suspicion tests that are performed will be reported to MV daily. In the event that an MV dispatcher expresses concern over a driver's behavior, as displayed through radio communications, or if MV receives a complaint from a passenger that provides reasonable suspicion, MV will dispatch a road supervisor, who will be trained in detecting the signs and symptoms of drug use and alcohol misuse, to make the required observations. These instances will be cross referenced with all reporting to verify the data is accurate.

Accuracy of Accident/Incident Information

MV requires all in-service drivers to communicate with MV dispatch while on the road. All accidents, incidents, breakdowns, etc. will be reported directly to MV's dispatcher who will contact the appropriate Service Provider and supervisor in the area. MV's internal records tracking accidents, incidents, roadcalls, etc. will be compared to all service provider reporting to ensure accuracy.

2.D.4 Ensuring Schedules are Properly Followed

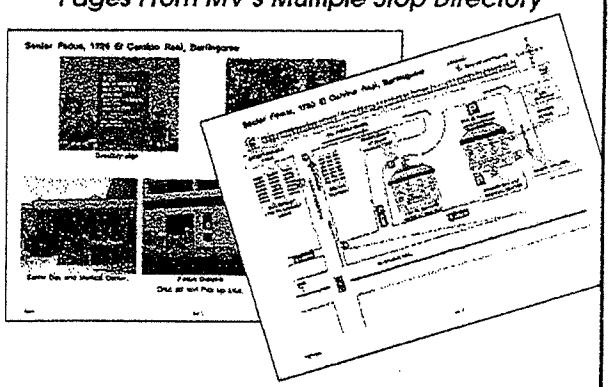
When a driver chooses not to follow a scheduled route, this action indicates one of the following scenarios:

- The driver does not understand how to read a MDC/manifest properly
- The driver is falling behind on their schedule because they are not properly trained (e.g.: driver takes too long to board a wheelchair passenger.)
- The driver is trying to "catch up" on a late route by skipping one or more trips to stay on time for the remainder of the route

MULTIPLE STOP TRAINING

Our team will utilize a tool we created for our SamTrans Redi-Wheels operation, our *Multiple Stop Directory*. This is a unique and effective way to train new drivers on the frequent routes of the WMATA service. The Multiple Stop Directory is a binder that has maps and photos of frequent stops, with diagrams of the proper pick-up and drop-off locations, as well as instructions on where not to go and why.

Pages From MV's Multiple Stop Directory



This tool will assist drivers if they are lost, or running behind schedule looking for the proper passenger pickup location. This tool serves as an additional training resource, and as a result this tool will augment schedule adherence. We have included a sample of this directory in the supplemental binder labeled "Training Materials".

- The schedule is flawed and the driver feels that s/he must adjust it to properly perform the service
- The provider has incorporated other services into the trip manifest which conflict with Metro Access trips (non-dedicated providers)

During the implementation period, MV will work with our subcontracted partners to ensure that they understand the following:

- How we schedule trips; an overview of the software and how trips are assigned to Service Providers
- Proper channels to go through when trip schedules need adjustments
- Protocols for drivers on a late performing route
- Contractual agreement regarding compensation for trip performance

Any time a driver desires to change their schedule, they must obtain approval from MV dispatch. Any schedule change requests shall be by radio. The driver must provide dispatch with sufficient time to move any trip and notify the passenger. MV will not reimburse service providers for unapproved trip changes.

Based on our conversations with Service Providers, we anticipate few problems in this area. Our team of providers, proper management of trip requests, the scheduling algorithm of the Trapeze PASS software, and MV's real time monitoring tools allow us to predict issues on the road before they occur. This will eliminate any need for the subcontractors to "fix" schedules while on the road. In addition, the MDC technology will greatly aid our ability to monitor vehicles as assigned routes are performed.

In the event that trip schedules are not followed, MV will work with the provider to understand what happened. MV's team will review the schedule and the subcontractor's schedule for the day. If it appears that the driver requires additional training, MV will work with the subcontractor to arrange this training.

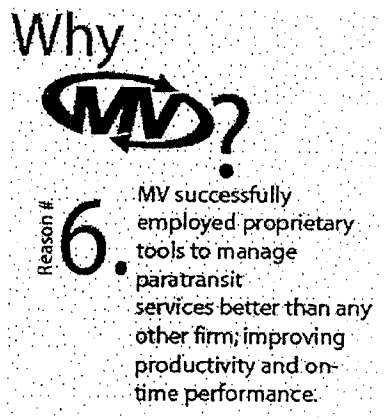
2.D.5 Best Practices to Ensure Productivity and Customer Service

a. Productivity

Approach to Productivity

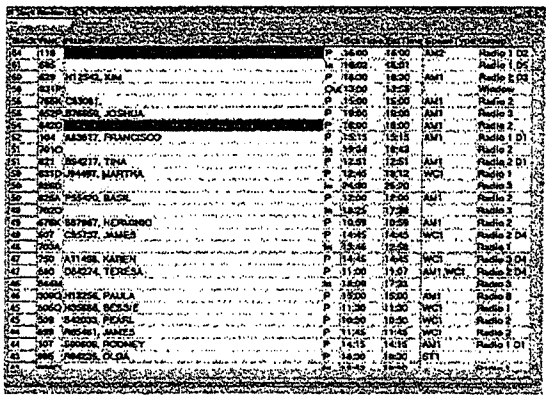
Productivity is critical to the financially stability of the MetroAccess services. No other firm is better suited from a system management and operation perspective to improve productivity than MV. Increased productivity means:

- Financial savings as an increase in trips per hour ultimately results in fewer resources needed to perform the same number of trips,
- Increased trip capacity to ensure zero denials,
- Less manpower devoted to dispatching,
- Consolidated trip reporting,
- Better overall management of service.



MV differs from our competition in our ability to back these promises up with actual experience from other large paratransit operations. This is demonstrated by the table in our Executive Summary, which reflects the difference that WMATA can expect from MV in our management of the MetroAccess Program. MV's ability to "raise the bar" not only improves customer satisfaction, but directly results in more efficient operations and cost savings to our clients.

Tools and Practices to Augment Productivity



Slack Monitor

MV will use a number of proven methods to achieve increased productivity. We will implement our ***Slack Monitor*** in our call center to assist in identifying routes that have capacity to add additional trips. This is a monitor that displays information regarding large amounts of slack time on an established route that may have been created by cancellations and the aggressive trip movement between routes that we mentioned earlier. This tool helps to increase productivity as well as adjusting driver end-times to create the most efficient service day results possible.

MV's ***Unperformed Routes Monitor*** also assists in productivity enhancement efforts. This tool alerts our team when drivers are not performing their assigned routes, or updating route progress on their MDC. This is a critical service component to monitor in order to maximize productivity – if a dispatcher does not have a real-time picture of where each of their routes are at any given moment, it is difficult to schedule additional trips during the service day (i.e. unscheduled trips, same day requests, trips moved in response to a road-call). This monitor prevents any loss in productivity associated with the inability to schedule same day requests/changes due to issues surrounding updating trips.

Finally, MV will schedule trips using ***both Real Time and Batch Scheduling*** to optimize productivity. By manually scheduling "clusters" of trips as reservations are taken in real time, and then batching these clusters at the end of the service day, we can gain between 5% and 8% in productivity improvement. This concept is discussed in further detail in section 3.B.1: *Call Center Operations.*

Optimum Scheduling Theory Simulation

MV works hard to improve performance standards in the paratransit systems that we manage; while still saving our client agency partners money. As an example of what we can do to efficiently schedule service hours, the table below is from Orlando, Florida. It was used to identify cost savings through productivity increases in their existing system; a service that operates over a 2,500 square mile area

The image following is a small excerpt of our analysis. As you can see, it shows the actual trip mileage, and the mileage to the closest dialysis center. For example in row one, the actual trip mileage is more than twice the distance than the closest center. The full analysis reflects a total of 53,032 miles to transport dialysis passengers in this month (April). Had each dialysis passenger used the closest dialysis center, the trips would have generated only 28,812 miles (these are revenue trip miles and do not include deadhead). Therefore, dialysis trips generated 24,220 excess miles (or 46%) due to the lack of a requirement to have Medicaid dialysis passengers go to the closest clinic. As you can see, this has a significant impact on efficiency and productivity.

We have used this information to work with Lynx to find better solutions in scheduling, as well as aiding them in outreach to the dialysis centers in the community to make these changes possible. Now we can schedule passengers to centers closer to their home, freeing up more resources to provide service to other passengers, and increasing the productivity of the system.

Closest Location

From:4/1/2005 To: 4/30/2005

Date	Last_Name	First_Name	Client_Address	Dialysis Address	Loc Name	Trip Miles	Closest_Location	Closest_LocName	Closest Miles
20050401	[redacted]	[redacted]	[redacted]	11796 E COLONIAL DR ORLANDO FL 32817	DIALYSIS E COLONIAL	9.7	1260 S SEMORAN BLVD ORLANDO FL 32807	DIALYSIS SEMORAN	4.56
20050401	[redacted]	[redacted]	[redacted]	203 ERNESTINE ST ORLANDO FL 32801	DIALYSIS CENTRAL FL KIDNEY DT	14.24	5600 W COLONIAL DR ORLANDO FL 32808	DIALYSIS W COLONIAL	4.64
20050401	[redacted]	[redacted]	[redacted]	203 ERNESTINE ST ORLANDO FL 32801	DIALYSIS CENTRAL FL KIDNEY DT	14.24	5600 W COLONIAL DR ORLANDO FL 32808	DIALYSIS W COLONIAL	4.64
20050401	[redacted]	[redacted]	[redacted]	11140 W COLONIAL DR OCOEE FL 34761	DIALYSIS OCOEE	6.12	741 S DILLARD ST WINTER GARDEN FL 34787	DIALYSIS WINTER GDN	1.85
20050401	[redacted]	[redacted]	[redacted]	11140 W COLONIAL DR OCOEE FL 34761	DIALYSIS OCOEE	6.12	741 S DILLARD ST WINTER GARDEN FL 34787	DIALYSIS WINTER GDN	1.85
20050401	[redacted]	[redacted]	[redacted]	750 S NORTH LAKE BV ALTAMONTE SPRINGS FL 32701	DIALYSIS ALT SPRINGS	10.25	745 SR 434 W LONGWOOD FL 32750	DIALYSIS LONGWOOD	6.41
20050401	[redacted]	[redacted]	[redacted]	750 S NORTH LAKE BV ALTAMONTE SPRINGS FL 32701	DIALYSIS ALT SPRINGS	10.25	745 SR 434 W LONGWOOD FL 32750	DIALYSIS LONGWOOD	6.41
20050401	[redacted]	[redacted]	[redacted]	11140 W COLONIAL DR OCOEE FL 34761	DIALYSIS OCOEE	9.98	5600 W COLONIAL DR ORLANDO FL 32808	DIALYSIS W COLONIAL	5.41

"Flex" Scheduling

MV will require that all Service Providers implement our dynamic flexible shift scheduling process, which allows us to better meet the needs of our employees while remaining flexible for the service. By flexing schedules, or trimming routes, we can dramatically reduce the unproductive time that often exists at the start and end of a shift. This will improve productivity.

Driver schedules are built so that drivers understand exactly the shifts on which they are bidding. This understanding includes an up-front realization of what routes may be closed first when demand is low and which shifts may expand when demand is high. Additionally, each driver is instructed and understands that their route may flex and that they must call in each night to receive their sign-on time.

This proactive approach has been implemented in our Portland, Oregon operation; addressing the needs of the drivers while meeting the flexibility needs of Tri-Met have led to the continued improvement in driver retention.

The Role of MDCs in Productivity

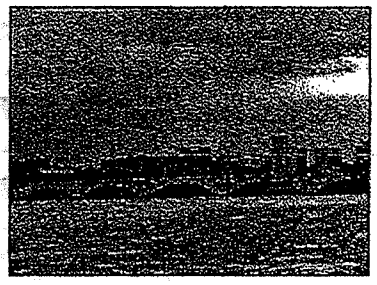
Because the MDC units interface directly with Trapeze, our dispatch team is able to instantly see what is happening on the road, and specifically where opportunity exists to improve productivity on a route. This data is then used to constantly update MV's Slack Monitor allows dispatch to quickly fill openings left by a no-show.

In addition to this real time interface, the proposed Mentor Ranger MDCs are fully equipped with mapping features, to improve on-time performance. This tool is of significant value as potential slack time is made available when drivers are not lost.

Determining the Optimal Vehicle Mix to Enhance Productivity

MV will take advantage of the vehicle mix to enhance system productivity. MV runs simulations on historical data to optimize scheduling and vehicle deployment; geographic trends assure the program vehicle resources are assigned to the proper areas and service subcontractors. We look at the distribution of ambulatory versus non-ambulatory trips; targeting sedans for long distance ambulatory trips, while reserving wheelchair vehicles for areas where non-ambulatory service is required. MV regularly utilizes these analysis tools within our existing contracts to identify changes in demographics and trends that can make the service more efficient.

b. Customer Service



Approach to Customer Service

As previously stated, our goal is to present a consistent and professional service to our passengers. Regardless of who the employee works for, the passenger will receive service that looks the same and is delivered in the same high quality manner. Employees not supporting this goal may be removed from service.

During all customer service training, we stress the importance of the employee possessing the necessary skills to work successfully with our customers. All employees are taught to view the customer as the most important part of their job, and as in any business, we must all have a sincere appreciation for the fact that the customer chooses to do business with us. We believe that our work, whether on the road or on the phone, is connected through two common threads:

- Communicating with other people; and,
- Establishing relationships.

At MV, we teach our employees that everything done while performing your job and the manner in which you conduct yourself while on the job, will contribute either favorably or unfavorably to your image and to the image of the transportation system.

Generally, customers make a quick first impression about the service based on several factors. Many times, an impression is formed even before the representative has the chance to greet them. Usually this impression leaves a lasting impact on their perception of the service you offer. Factors affecting this impression include:

On Road	On the Phone
▪ Was the bus on time or late? ▪ Is the bus clean or dirty? ▪ Is the bus damaged? ▪ Did the driver pull up to the stop safely?	▪ Was I holding for an agent for a long time? ▪ Did I have to call back to get through? ▪ Was I able to understand my menu options on the IVR system?

The first few minutes after the customer forms their initial impression either confirms their impression of us and the service, or causes them to change their minds. On-road factors that can affect this longer term impression (and which the driver has direct control over) include:

On Road	On the Phone
▪ Did the driver greet them with a hello and a smile? ▪ Is the driver's appearance clean and professional? ▪ Is the inside of the bus clean?	▪ Did the Agent greet me in a friendly manner? ▪ Was the Agent helpful when I asked questions? ▪ Did it take a long time to schedule a trip? ▪ Did I have to repeat myself multiple times while making the request?

On Road	On the Phone
▪ Was the driver helpful with those having difficulties boarding the bus? ▪ Does the driver operate the bus in a safe manner? ▪ Was it a smooth ride?	▪ Were the details of my trip request confirmed, and accurate?

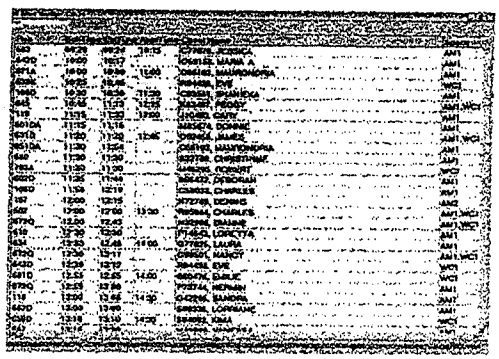
Customers sometimes make inaccurate connections that influence their impression. If they see a dirty bus, they may make the assumption that the company did not do a good job of servicing the bus' motor or brakes. If they are on hold for a long time, they may think the reservationsit was not doing his/her job. A bad first impression will quickly bring unfavorable comments that will be further distorted when repeated throughout the community. Statistically, when someone receives poor service, they will tell up to twenty people. When they receive good service, they will on average tell up to twelve people. This means that it is especially important to provide quality service and a favorable impression at all times.

We must remember that we are a interactive billboard for WMATA, advertising the type of service provided by WMATA and MV. We take this responsibility very seriously.

Tools and Practices to Augment Customer Service

MV will administer the Start Customer Service Training Program for all MetroAccess drivers. This training will develop the right customer service skills in each driver, to best represent WMATA. For more information on this program, please refer to Section 2.F.1.a *Customer Service Training.*

MV will monitor service to ensure that our customers are being served professionally, and in the best manner possible. It is our experience that all paratransit systems have passengers for whom service has been consistently below community expectations. As a result, we have created the Service Alert Client Monitor.



Service Alert Client Monitor

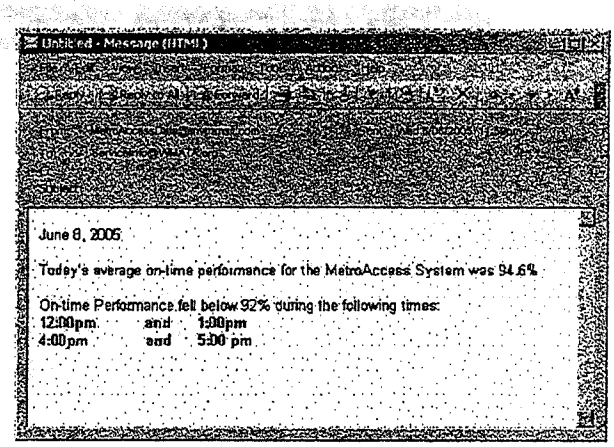
Our ***Service Alert Client Monitor*** allows for the effective monitoring of these passenger trips, so that we can better identify patterns and develop solutions in these problem areas. When we learn that a specific passenger(s) is experiencing problems, they will be assigned an "Alert" status for a period of time. The ***Service Alert Client Monitor*** will show the day's trips scheduled for "Alert" clients, and allow dispatch to monitor these trips specifically to identify challenges, trends and find solutions to these problems.

Why MV?

Reason # 3. MV efficiently manages the service through automated monitoring; offering WMATA staff access to daily performance data.

It is important to note that outside of the customer service skills of each driver, a major cause of customer service complaints are late trips. Many times service providers find out too late that on-time performance has fallen well below standards; similarly, clients find out even later. To proactively monitor system on-time performance, MV has created a ***Quality Assurance Alert System.*** Working similar to the Late Trip Tracking Monitor, this tool alerts senior management, support staff, and WMATA personnel if desired, of any service delays through a paging system.

Parameters for notification are customized in accordance with the on-time performance requirements of each operation. For example, we can configure the system so that if the division's on-time performance falls below WMATA's standard by 1.45%, specific personnel can be either paged, or emailed. This not only allows us to monitor performance at our operation, but also to focus our management team's attention on service quality, and properly mobilize extra support when the operation is in need.



Sample Daily Email Report

MV can customize this technology so that WMATA receives email notification based on these statistics. Some suggested automated emails that MV can provide include:

- Instant Email alert when OTP hits or falls below 92%
- Instant Email alert when OTP hits incentive level 95%
- End of day Email synopsis that shows:
  - Daily Average OTP (sent at end of service day)
  - Time frames when OTP was at or below 92%
  - Time frames when OTP was at or above 92%
  - Hourly Breakdown System OTP

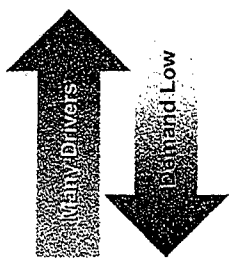
MV's ability to provide this data driven alert to WMATA further provides assurance against misrepresentation of system performance, and is data that WMATA can use to compare monthly reporting and invoices against.

Customer Service through Partnership with the Community

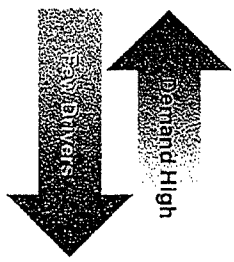
Without ongoing communication with our passenger base, we will never fully understand what the areas in our service need improvement. MV works with our passengers, advocacy groups and community groups to obtain input on our service. A great example of this is in our Los Angeles operation for ASI. Here MV's management team formed a local task force that meet regularly to discuss service quality. In fact, one member worked with our customer service training provider to customize service to our needs, from a passenger's perspective. This is the type of relationship the MetroAccess passengers can expect from MV.

c. Finding the Balance Between Productivity and On-time Performance

One of the most challenging aspects of paratransit management involves the matching of supply of vehicles and drivers with the varying demands of passengers. Whether by time of day or day of week, the measure of effectiveness of a paratransit operation is usually how well supply matches demand.



= Poor Productivity, High Cost

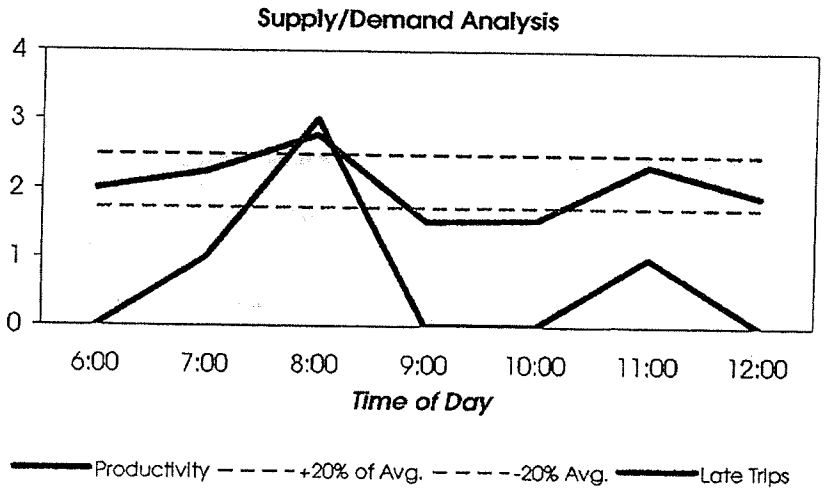


= Poor On-time Performance

As displayed by the graphic above, if there is an insufficient supply of drivers available during times of peak demand, on-time performance will diminish significantly. Conversely, if there are too many drivers on the road during non-peak hours, productivity will decline and the cost per passenger will increase.

Many paratransit operators do a poor job in managing the proper balance of supply and demand. MV, however, has learned to become extremely effective in dealing with these issues. In San Francisco, for example, MV is paid on a per passenger basis, hence the greater our productivity, the greater our revenue per service hour. This contract, however, penalizes MV for late trips by not paying for any ride that is more than 30 minutes late. Therefore, if we do not properly manage the supply/demand of this system, we fail financially.

In order to manage this problem, we routinely perform a demand analysis. We analyze the number of trips provided versus the number of revenue hours and overlay this information with on-time performance data. We attempt to better match supply with demand so that the productivity never varies more than 20% from the average for the entire day. An example of this kind of performance graph follows:



An analysis of the chart above indicates the following:

- There is a lack of drivers in the system from 08:00 to 09:00, resulting in three late rides. If this data is consistently found, the schedules will be modified to add service during this hour.
- There is a slight excess of drivers from 09:00 to 11:00. If this trend continues, a reduction in service during this time is warranted.

For the MetroAccess services, MV will routinely review ridership patterns to adjust the supply of vehicles and drivers in order to achieve proper balance of productivity throughout the service day.

2.E. Customer Service

2.E.1 Innovative Solutions to Ensure Prompt Response to Trip Request

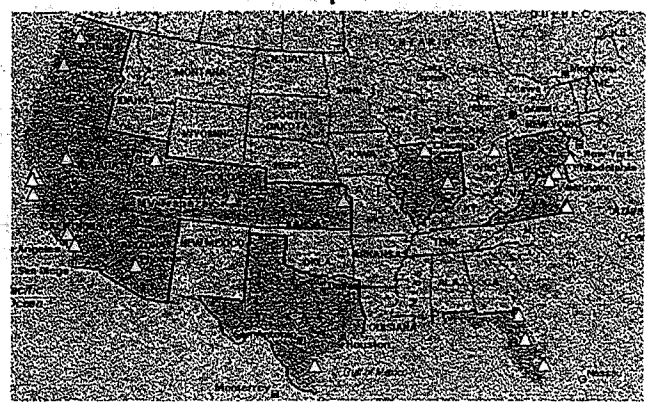
Regardless of the technology, the prompt response to Trip Requests is dependent on ***proper use*** of the technology. This is why MV is the best partner for WMATA. We understand and properly use the technology we are proposing, and our team is comprised of the people that developed the original software, programmed the system components, and implemented and refined this technology from its inception.

What does this mean in terms of customer service? MV uses technology to automate procedures, proactively identify problems and monitor on-road operations; allowing our team to manage customer relations.

MV provides several avenues on which passengers can request trips. Our Interactive Voice Response (IVR) system will offer callers the option to schedule a trip on the phone, or to speak to a live reservationist. MV will also set up a web based reservations "self serve" system (with email confirmation) that will interface directly with Trapeze PASS, without the aid of a reservationist.

Trapeze will record each trip as a web, IVR, or reservationist request. This is important as usage of automated scheduling may result in reservation staffing adjustments.

MV Trapeze Sites



MV's team has the most experience and is the leader in best use practices of the Trapeze software. We have built a strong and trusted relationship with Trapeze Software Group, and currently employ 14 former Trapeze employees, including the original programmer of the PASS software. We have worked with several clients in the implementation of Trapeze and Mentor MDC technology, and we have worked with our clients to create programs that work in conjunction with Trapeze to optimize efficiency. MV's dedication to innovation in transportation management technology is not only impressive, but it is a testament to our willingness and desire to make good transit systems great.

Aksip, IL
Arlington Heights, IL
Baltimore, MD
Batavia, IL
Cleveland, OH
Colorado Springs, CO
Corpus Christi, TX
Denver, CO
Elyria, OH
Fairfax, VA
Hampton, VA
Indianapolis, IN
Jacksonville, FL
Lancaster, CA
Lawrence, KS
Livermore, CA
*Louisville, KY**
Monterey, CA
Orlando, FL
West Palm Beach, FL
Portland, OR
Philadelphia, PA
Phoenix, AZ
Mesa, AZ
Pinole, CA
*Redmond, WA**
Reno, NV
Riverside, CA
Salt Lake City, UT
San Carlos, CA
Seattle, WA

** in implementation phase*

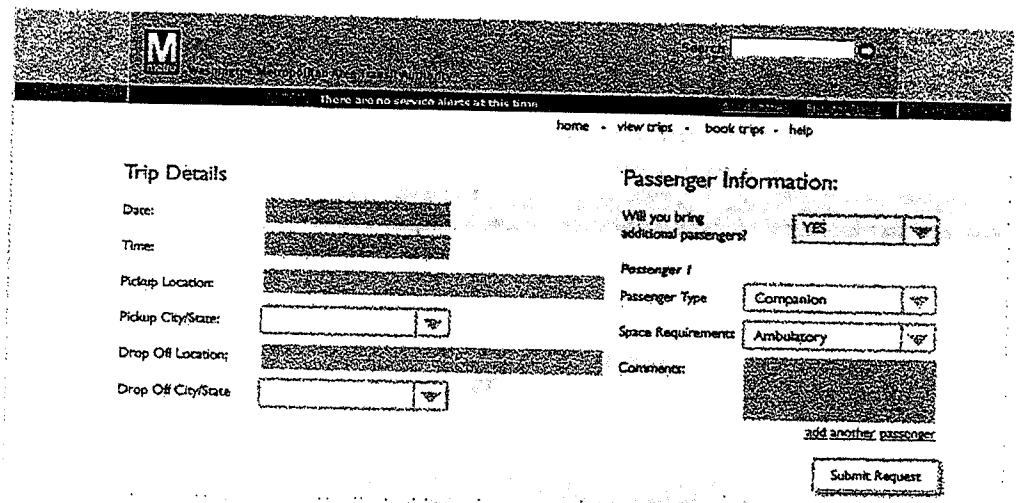
Web Based Reservations

Reports indicate that a higher percentage of persons with disabilities use the internet than the overall population. This indicates that the demand for and use of web-based reservations will increase in the coming years.

MV will establish a page on the WMATA website, pending WMATA approval, for web based reservations. We will work with WMATA staff to find an appropriate location for this form on the WMATA site; or MV can set up a separate site, if you desire.

Users can browse WMATA's website to input pertinent information that would otherwise be requested by the reservationist. Once the form is submitted, the trip data will be sent to Trapeze PASS, where the trip will be scheduled automatically. The customer will receive immediate confirmation on the screen and can request an email confirmation of the trip as well.

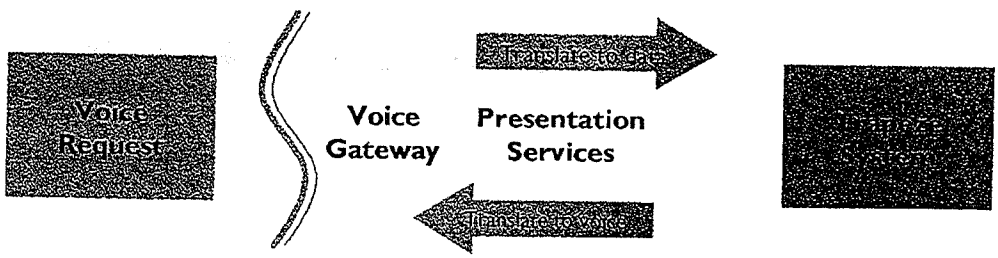
We believe that is important to keep this method of reservations as simple and clear as possible; below is a sample design of this form.



IVR Reservations

MV's IVR System will receive reservation requests and interface with Trapeze PASS for efficient scheduling. MV's IVR solution offers easy reservations through touch tone and voice communications.

The Voice Gateway component interacts with the caller to send trip requests to the Presentation Services component. Here, the request is interpreted and sent to the Trapeze System. Response from Trapeze is then sent to the presentation services, interpreted into Voice XML, and sent through the Voice Gateway, back to the caller.



Traditional Reservations

MV will provide staff for our reservations/scheduling/dispatch office with 50 agents to ensure proper coverage and efficient response time to all calls. MV's reservationist team will be trained to book trips in real time, and to confirm the trip with the caller during the time of the call. This will eliminate any need for call back confirmation.

MV will cross train our team so that our dispatchers will be able to take reservations as needed. In addition, our Call Center Leads will perform reservations and dispatch duties during peak hours, as needed. This will prevent call times and call hold times from exceeding 120 seconds.

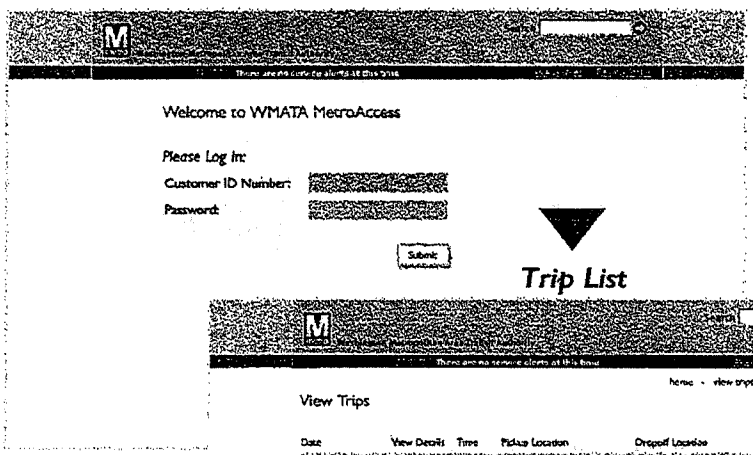
2.E.2 Effectively Responding to "Where's My Ride" Calls

MV will use a dedicated telephone line to handle "Where's My Ride" calls, and will provide "Where's My Ride" information through the Web and IVR systems.

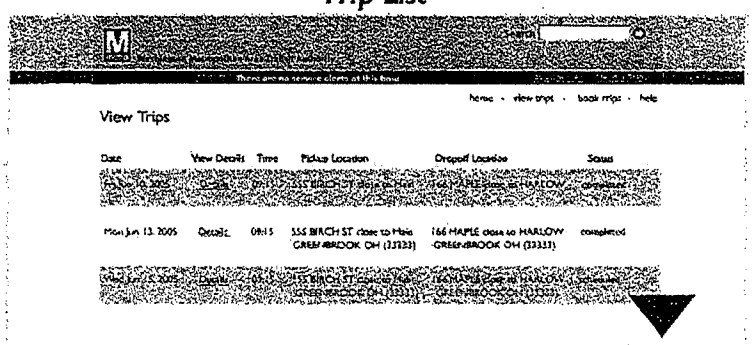
The Web Based "Where's My Ride" form requires a client to enter their customer ID number, password, and trip information; an immediate status response is then displayed over the internet.

Web Based "Where's My Ride" Query

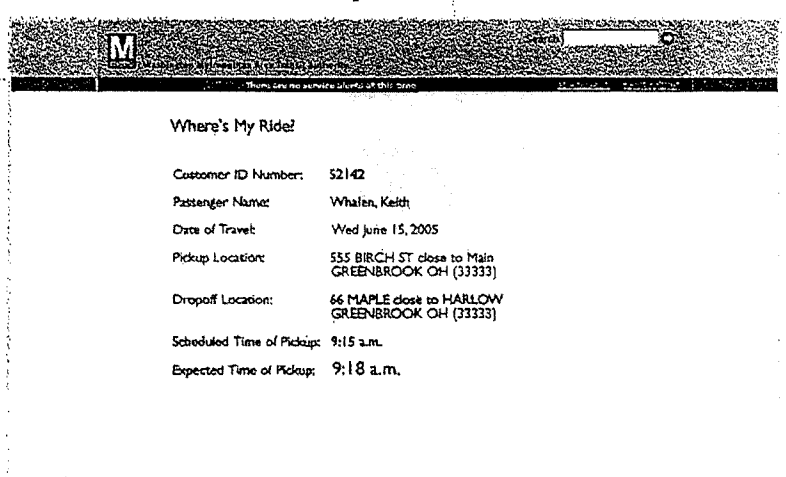
Sample Input Form



Trip List

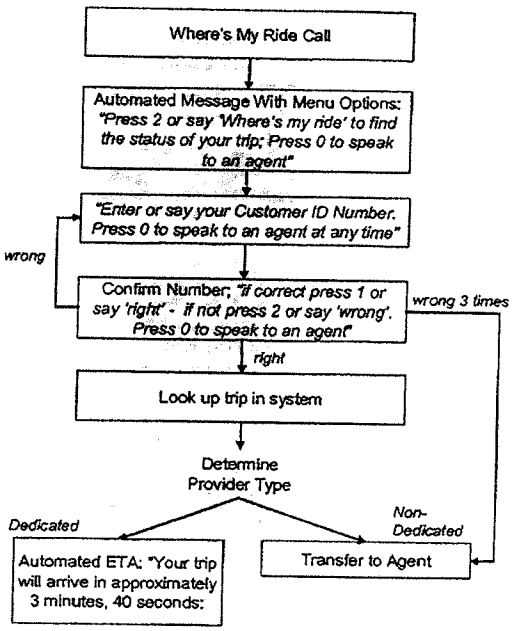


Trip Details



Responses to "Where's My Ride" calls can be processed through the IVR system or routed through to a dispatcher on duty, as described by the graphic on the right. Callers are able to exit the IVR system at any time to speak to a live agent.

In the IVR "Where's My Ride" menu, callers are asked to say or enter their customer ID number. The system will repeat back the number, and the caller will be asked to confirm. Upon confirmation, the system will find the trip. If the trip is being performed by a dedicated service provider with an AVL unit on board, an automated message will state the expected time of arrival. If the trip is performed by a non-dedicated provider without an AVL unit on board, the call will be automatically transferred to an agent.



2.E.3 Best Practices to Ensure Appropriate Services to Disabled Passengers

MV's driver sensitivity and customer service training is proven to emphasize that we are here to serve our passengers, no matter their economic or social status, disability, or reasons for riding public transit.

Sensitivity training includes passengers with disabilities and agency staff representing various segments of the customer population to build empathy among the drivers. We practice and role-play with trainees to foster an understanding of what it is like to try to navigate the system when you are visually impaired or in a mobility device. We study many different types of disabilities and mobility aids to learn how to handle each one professionally and with a dignified, yet sensitive, demeanor.

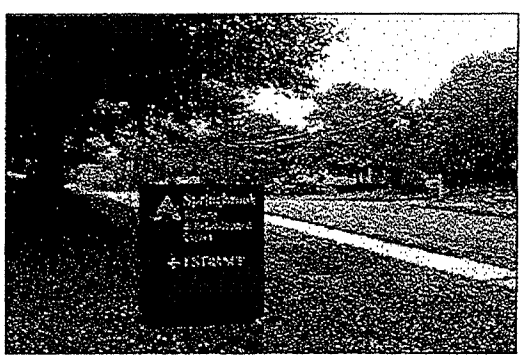
MV's consumer Advocate, Mr. Dwight Sayer has already established communications with the following agencies to assist MV in our sensitivity training:

Agency	Service Area	About
alzheimer's association	District of Columbia, suburban Maryland and Northern Virginia	The Alzheimer's Association, National Capital Area Chapter provides help and hope to over 460,000 individuals facing the daily challenges of Alzheimer's. Services include counseling, information and education for families and caregivers; support groups; Safe Return; training for professionals; community education; and government advocacy on the state and local levels. http://www.alz.org/
ACB American Council of the Blind	National	**The American Council of the Blind** is the nation's leading membership organization of blind and visually impaired people. http://www.acb.org/

Agency	Service Area	About
The Arc Prince George's County	Prince George County	The nation's largest voluntary organization committed to the welfare of children and adults with mental retardation and their families. http://www.thearcofpgc.org/
NFB National Federation of the Blind Voice of the Nation's Blind	Washington, DC	The National Federation of the Blind (NFB) is the nation's largest and most influential membership organization of blind persons. As a consumer and advocacy organization, the NFB is considered the leading force in the blindness field today http://www.nfb.org/
NSCIA The National Spinal Cord Injury Association	Washington Metropolitan Area	The Network Provides information and referral, advocacy and visitation, peer and family support groups, and attendant care referrals from our Personal Assistant Registry for persons with mobility impairing conditions. http://www.spinalcordinjury.net/

We teach employees that our customers are people first, and to listen to them. Above all, we teach the drivers to communicate with the passenger, talking them through the process and putting their minds at ease with the assistance being offered. We place particular emphasis in our training program to educate drivers about the rights of passengers and ADA law in general. We also train on the privacy regulations of the HIPAA Act, and the importance of holding confidentiality of our passengers' protected health information; remaining diligent in protecting our passengers' privacy.

Our paratransit drivers are required to offer assistance to all passengers boarding and disembarking the vehicle. In the event the passenger does not require this assistance, the driver is still required to stand at the base of the van steps, or door of the sedan, while the passenger boards or disembarks the vehicle.



MV is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this commitment, it is imperative that we properly train drivers on how to handle difficult passengers. This training will be part of the classroom training offered to all drivers through MV. We train each driver that the most important aspect of dealing with an upset or dangerous passenger is to keep your personal safety and that of your other passengers at the top of the priority list. Certainly, all policies must comply with the law. In the case where a passenger's disability places a driver or other passengers at risk, MV will work with the individual and WMATA staff to identify alternate methods of transportation for that person.

Any time a driver experiences a passenger incident; MV personnel will notify WMATA within the appropriate time frame. Based upon the severity of an incident, a Road Supervisor and/or police personnel will be requested and sent to assist the driver and speak to the passenger. Once the driver has returned to the yard, they will be required to complete an incident report. This report will be forwarded to the designated WMATA staff and MV will document it in the passenger's file.

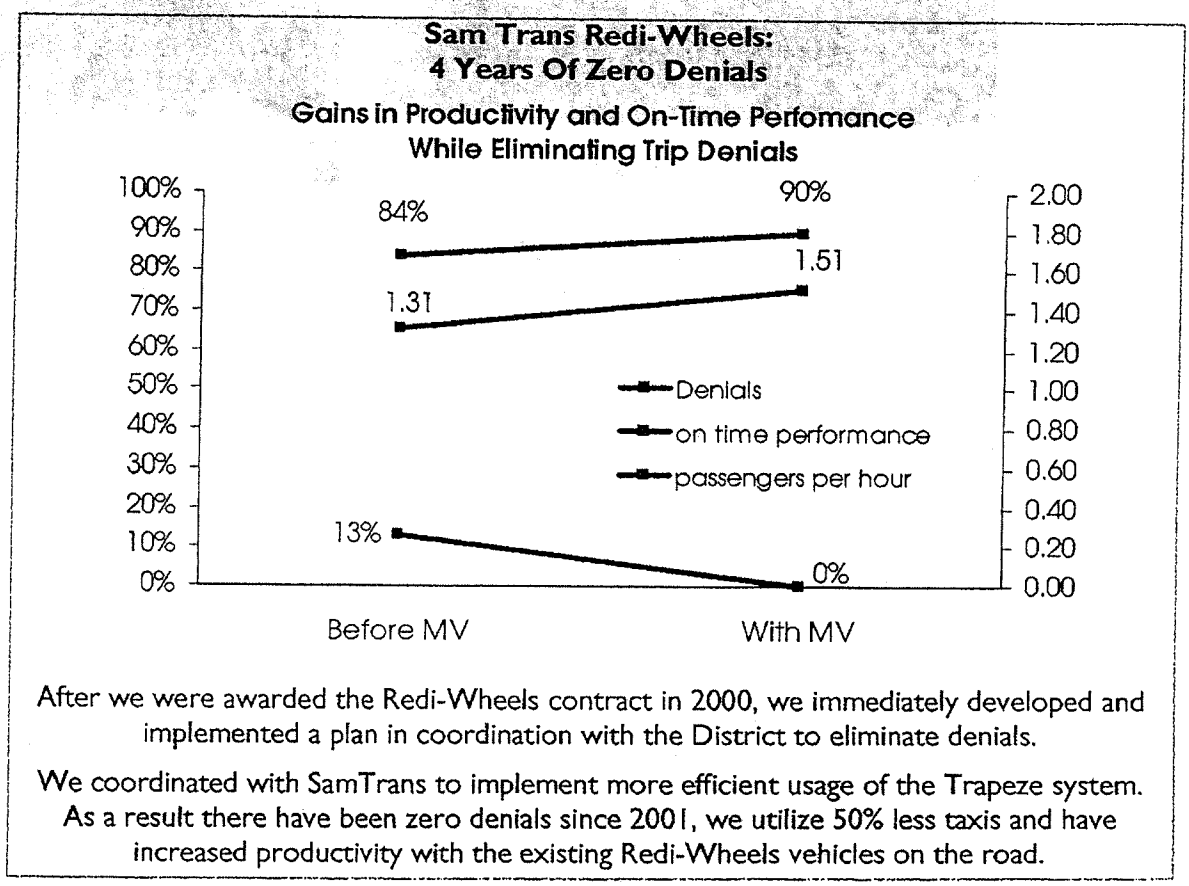
2.E.4 Ensuring Zero Denials

Throughout this proposal, MV has identified several techniques we will use to improve productivity. While tools like the ***Slack Monitor*** allow us to efficiently manage productivity while vehicles are on the road, proper use of the Trapeze PASS software allows us to manage productivity through the scheduling process.

A key to the successful use of automated software is to have a solid understanding of the policies and procedures of the transit system prior to setting up the software. By applying this knowledge to the system settings, we can provide the most effective operating environment for the software. Likewise, as policies change, it is important to update the appropriate system parameters.

Equally as important as knowing what settings can be used to assist in implementing policy, is knowing what limitations the software has with regards to policy. This allows us to establish manual protocols to ensure policy compliance. Our team has a great deal of experience in setting up and effectively utilizing automated scheduling systems, Trapeze PASS in particular.

MV will also use supplementary reporting that shows historically how many trips cancel in the 8:00 hour, the 9:00 hour, etc. We use this "**cancel matrix**" to save trips in the right hours to fill the predicted cancel slots.



After we were awarded the Redi-Wheels contract in 2000, we immediately developed and implemented a plan in coordination with the District to eliminate denials.

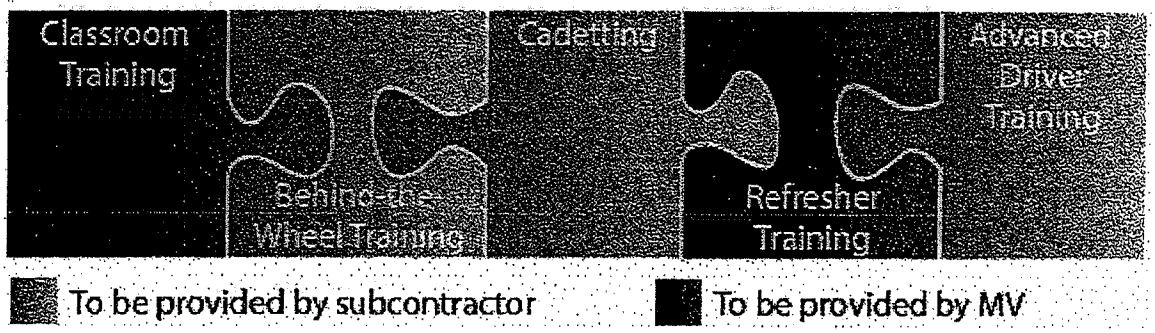
We coordinated with SamTrans to implement more efficient usage of the Trapeze system. As a result there have been zero denials since 2001, we utilize 50% less taxis and have increased productivity with the existing Redi-Wheels vehicles on the road.

2.F. Vehicles and Drivers

2.F.1 Driver Training

The hiring, training and development of a cohesive work group of drivers is dependent on our ability to provide them with the skills and training to be successful. MV has proven we can do this - we have seen an improved safety record that far exceeds the national standards, and customer compliments highlighting the courteous nature of our drivers.

To ensure professional and consistent service and restore consumer confidence, MV will provide all MetroAccess drivers with the classroom portion of our Professional Drivers Training Program. MV will require that our service providers perform all behind the wheel and cadet portion of this training after successful completion on MV's classroom training.



MV will provide a comprehensive and high quality Classroom and Refresher Training that ensures consistent delivery of all of the key components and verifies the comprehension of the information presented on an ongoing basis during the program. Our program provides a valuable source of documentation, which can be used as evidence to regulatory and contractual organizations, of the training that the company has provided.

MV will provide 40 hours of Classroom Training to new drivers; MV will also provide 8 hours (annually) of Refresher/Behind the Wheel and a one hour test to each MetroAccess Driver. Subcontracted Service Providers will be required to provide 40 hours of Behind the Wheel Training for each of their MetroAccess Drivers.

MV Provided Training

Classroom Training

The **Trainee's Manual** will be issued to each MetroAccess trainee. The manual documents all of the key information presented during each day of the classroom training, and shows an overview of the information to be presented in the behind-the-wheel training. The program is designed in modules that allow the trainees to enter the program at any stage of the classroom training. This permits applicants to start almost immediately, rather than having to wait a lengthy period of time for the next class to start. We have included a copy of this manual in the supplemental binder labeled "Training Materials". The primary components of the Professional Driver Training Program, as defined in the Trainee's Manual include:

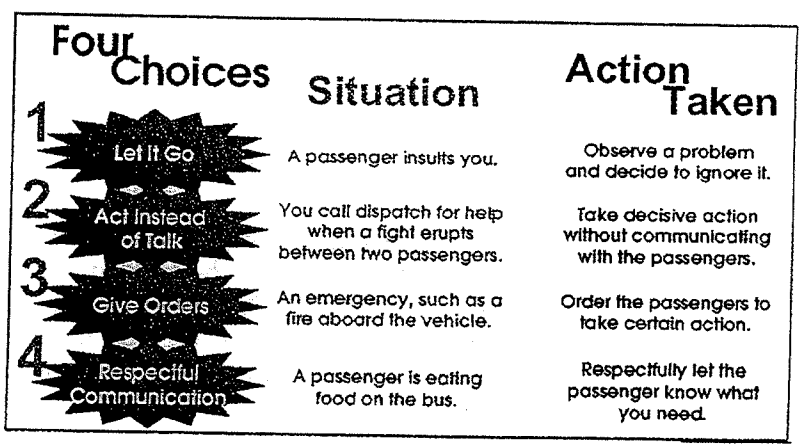
Subject	Hr	Subject	Hr
Company Orientation & Safety Policy	2.0	Map Reading	2.0
Regulations	1.5	Defensive Driving	8.0
Workplace Safety	1.0	Passenger Loading/Unloading	4.0
Substance Abuse Program	1.5	Accidents	0.5
Sensitivity	4.0	Emergencies	1.0
Transporting Passengers-Special Needs	4.0	Driving Skills	1.0
Passenger Relations & Assistance	3.5	Operating Procedures	6.0
		TOTAL CLASSROOM TRAINING	40

- **The Instructor's Manual** details all of the information presented during the classroom portion of the program and is formatted to designate a timeline, the information presented, and visual aids to be used. This manual allows Mr. Awoke to stay on course, and ensures that all information is consistently and effectively delivered.
- **The Instructional Videos** comprise the visual aspect of the training program and complement the material presented in the Trainee's Manual. Our company utilizes the nationally recognized Smith System Defensive Driving Course. We believe this technique arms our drivers with the best driving techniques to ensure the safety of our passengers. In addition to the Smith System videos "*The Critical Point*" and "*Out of Harm's Way*", the training program utilizes videos from a number of national sources such as the National Safety Council and DMV CDL series to effectively present training information on such diverse topics as: transporting passengers with disabilities, drug & alcohol awareness, and passenger relations.
- **The Knowledge Review Book** consists of a series of short, multiple-choice format quizzes. It is administered at the conclusion of each half-day of the classroom training. This verifies that our MetroAccess trainee has understood the days' instruction and the completed reviews serve as documentation. The completed booklets are retained by Mr. Awoke and are filed in the trainee's training file.

Passenger Relations - Handling Difficult Situations

Passenger relations skills are based upon the concept of providing the drivers with choices regarding how best to address the situation. In general, the drivers are taught that they have four choices in choosing how to address a given situation.

An additional example would be a situation when a passenger is caught defacing the vehicle. In this type of situation, our drivers are taught to choose respectful communications, and explain politely, yet firmly that this action is unacceptable.



7-Step Emergency Management Process

Many other possible emergencies exist including threats of violence, hijacking, and firearms discharge. Each of these situations requires a somewhat different response; however, they all involve the implementation of the 7-step emergency management process. In threatening or emergency situations, drivers are taught to implement the following 7 steps:

1. Remain Calm
2. Assess the Situation
3. Protect People Then Property
4. Obtain Help
5. Reassure/Assist Customers
6. Secure the Scene
7. Gather Information

Other common guidelines in addressing these situations are the priority for the driver to protect the passengers and him/herself. Drivers should not intervene in situations unless it is necessary and will result in resolution of the situation. For example, if a fight breaks out on the vehicle, the driver should ask the combatants to stop their fight, however, if they disregard the request, the driver should not intervene further but protect the passengers and him/herself by evacuating the vehicle.

Behind the Wheel Refresher Training

Each driver will be required to attend MV's 8 hour of Behind the Wheel Refresher Training, and one hour test. This training includes a review of the Smith System Defensive Driving in practice on the road, adhering to schedules, proper use of MDCs/Radios, and customer service skills. This training will occur in the service area in which the driver typically operates. The driver receives his/her final road and training evaluation from the Refresher BTW Trainer.

Service Operations: Behind the Wheel Training

Behind the Wheel Training will be provided by Subcontractors and audited by MV staff. MV will provide each subcontractor a checklist to be used to document the trainee's progress through BTW training, and will require that this checklist is included in each employees training file. Suggested hourly breakdown of this training is as follows:

Behind-The-Wheel	Hr	Behind-The-Wheel	Hr
Commercial Vehicle Familiarization	1.0	Passenger Loading & Unloading	1.0
Pre-trip Inspection	2.0	Smith System Defensive Driving	14.5
Driving Skills		Special Needs Passenger Transportation	1.0
- Mirror Use	1.0	Service Area Familiarization	6.5
- Turns	3.0	Map Reading Fieldwork/ MDC Operation	2.5
- Backing	2.0	Emergency Procedures	1.5
- Intersections	2.0		
- Freeway Driving	2.0		
		TOTAL BEHIND-THE-WHEEL	**40**

Wheelchair Lift Securement Procedures

Providing safe transportation to persons in mobility devices is essential to the success of MetroAccess. These passengers generally require a greater level of time and attention by the driver. This attention is critical to ensure the mobility device is properly secured so as to make sure the customer enjoys a safe ride. We take these procedures very seriously, and believe in regular monitoring and training. Because of the nature of our clientele, drivers are trained on the importance of communication through the entire process.

Cadet Training

After completion of the BTW training, each Service Provider will provide their MetroAccess trainee with a minimum of 24 hours of Cadet Training. This training is provided in service with an experienced driver. This training focuses on the Smith System Defensive Driving in actual practice on the road. Before any trainee is released for service, the trainee is closely monitored and receives his/her final road and training evaluation from their Behind-the-Wheel Trainer. Drivers will operate a vehicle, learn all of the major trip generators and, on a practical level, **interact with the passengers.**

Upon completion of the cadet training, the new driver must be assigned a training route for a period of one week. This training route will be one with lower ridership in the system to allow the new driver more time to build their skills. Our scheduling staff will create several of these routes each day for the newest drivers in the system, to allow them time to get their bearings while providing service on their own for the first time.

Driver Certification

After completion of Cadet training, each trainee will receive final certification from MV's Safety Training Manager. Certification that the driver meets all WMATA and MV requirements is issued upon a review of the trainee's entire training file and an in-person meeting with MV training personnel.

A face-to-face meeting with MV personnel ensures that all training was completed properly, and that each driver possesses the right attitude towards safety and customer service. Training files must include final training materials, BTW and Cadet training documentation completed by a certified trainer, a final written and oral exam, and a final skills course test.

All MetroAccess drivers must be re-certified annually. Recertification occurs upon completion of the mandatory annual 8 hours of retraining and one hour test. All training files will be updated to reflect completion of this retraining.

Ongoing & Refresher Driver Training

All accidents, incidents; passenger injuries or falls; or employee injuries (no matter how minor) must be reported immediately to the MV dispatcher on duty by radio or telephone. Reports are to be filed according to the Accident and Employee Injury procedures no later than the end of shift. In most cases, employees must return or be transported back to the facility after an accident or injury to complete reports and be placed on Safety Leave.

Employees involved in preventable accidents must receive re-training shortly after the time of the accident. Depending on the severity of the accident, MV will require that the employee receive this retraining prior to being placed back into revenue service.

a. Customer Service Training



MV will provide customer service training to all drivers using the START Training from Ergometrics. This is a **video-based training package** that helps drivers understand the part they play in providing and promoting public transportation. **START** Training teaches drivers:

- How and why to make customers feel welcome.
- How to communicate positively and solve problems in an outcome oriented way.
- Why policies should be followed and how to make good decisions about exceptions.

- How to manage operational realities such as time pressures.
- How and why to establish appropriate, professional boundaries with customers.
- How to avoid and curtail emotional escalation, power wars and other unsafe behavior.
- How and when to seek assistance.
- How to interact with supervisors and co-workers in a mature and positive way.

We have included a copy of this training manual in the supplemental binder labeled "Training Materials". Additionally, we have also included one copy of a sample training video for this program with our proposal submission.

2.F.2 Vehicle Driver Performance Monitoring

Mr. Awoke (Safety and Training Manager) will be the leader in on-road monitoring activities. He will supervise a team of twelve full-time Road Supervisors that is charged with the responsibility of monitoring minute-to-minute operations. Road Supervisors will report to Mr. Awoke and will have 2 or more years of experience supervising drivers, or as a driver, in a transit service..

MV's Road Supervisors perform routine fieldwork evaluating and reviewing driver performance, adherence to safety rules, on-time performance checks, mobility device securement, and service quality assurance monitoring.



At a minimum the following types of monitoring activities will be conducted. These observations will be random, and may occur because of complaints or other concerns brought to our attention.

Observed Ride Checks: On-vehicle observations are unannounced and evaluate the driver's customer service and safety skills. Observations are made on the manner in which the employee operates the vehicle, interacts with passengers and carries out the duties of the MetroAccess service. In addition, the driver's credentials are checked to ensure they are current, in their possession and appropriate for the type of service being operated.

Un-Observed Service Checks: These inspections are off-vehicle observations of a driver's safety skills. These checks are not pre-scheduled and the driver will not know that they are being evaluated. Observations are made on the manner in which the employee operates the vehicle and carries out the assigned duties of the service being performed.

Mobility Device Securement Spot Checks: These inspections are on-vehicle observations of a driver's ability to safely and properly secure a mobility device. They are conducted randomly and conducted without notice. The Road Supervisor waits until the driver has picked up a person in a mobility device and is on route to the destination. The Road Supervisor pulls in behind the vehicle and radio the driver to pull over. They then board the vehicle and closely observe the manner in which the mobility device has been secured. Corrective action is taken as necessary.

Pull Out Inspections: Periodically, Mr. Awoke and/or a Road Supervisor will visit a subcontractor's facility during pullout. Random inspections take place during the pullout, which are unannounced. The goals of inspections are (1) to interact with the drivers in the yard and in the vehicles; (2) check each driver to ensure that they are in proper uniform, have appropriate credentials and are prepared for service that day; and (3) check each vehicle to confirm that it is properly cleaned and ready for service on a typical day.

Addressing Inappropriate Behavior and Performance

When MV's road supervisor observes inappropriate behavior or poor performance during the evaluation process, MV will submit supporting documentation to the appropriate service provider. Depending on the observation, MV may require that the service provider send the driver for retraining.

STATEMENT REGARDING ZERO TOLERANCE TOWARDS INAPPROPRIATE BEHAVIOR

Given the vulnerable nature of our passengers, it is important that our employees are professional in all aspects of their duties. This includes professional and appropriate behavior at all times. MV has a zero tolerance policy when it comes to inappropriate behavior between passengers or between passengers and drivers. In our MV Employee Handbook, included with our proposal, please refer to Section 501m, Employee Conduct and Work Rules, under the listing of conduct or job performance for which an employee may be immediately terminated: "Disparaging, abusive or insulting language directed at co-workers, the client, passengers, etc. or inappropriate or unprofessional conduct while acting as a representative of the company and client."

In addition to signing the Employee Handbook Acknowledgement, each new hire must sign a series of forms and policies, including a Harassment Policy Acknowledgement form. Our company policy regarding this issue (as well as WMATA's zero tolerance policy) will be covered in our "Regulations, Policy and Procedures" section of our classroom training. Additionally, Mr. Sean Kimble (Executive Vice President) will hold an annual refresher to emphasize the importance of this policy.

Employees about which an allegation of inappropriate conduct has been made will be immediately removed from service, pending a thorough investigation. If the allegation is found to have merit, the employee will be permanently removed from service. If employees witness or are made aware of inappropriate conduct between passengers, they will report it immediately to their supervisor who will bring it to the attention of Ms. Evans. Inrez will be personally involved in any such situation to ensure that WMATA is notified and that we work in partnership to resolve the issue.

MV Service Operations: Drive Cam Video System

MV is pleased to propose the use of the DriveCam Video System for these services. MV will install the DriveCam camera in each of the dedicated MetroAccess vehicles that MV operates, and install the accompanying software at our local Beltsville division. MV will also encourage our subcontractors to install these units, and will provide access to these units at our discounted cost.

This equipment digitally records driving events from inside the vehicle, and through the use of Hindsight 20/20 management software, our managers are able to evaluate and save a record of each driver's driving performance, as well as produce reports, statistics and counseling forms. Mr. Awoke will utilize this information to assist the MV Team at improving their performance (providing commendations and discipline as warranted). MV's operating unit will present this information in presentations at the monthly Safety Meetings.

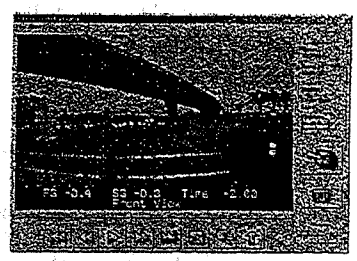
Another major benefit of DriveCam equipment is that it can provide unbiased evidence of fault in any accidents, eliminating the change of fraudulent insurance claims. Please note that this system is also endorsed by the insurance industry as an effective loss control system.

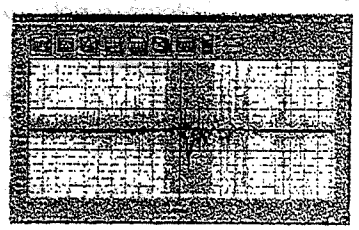
DriveCam



This palm-sized video recorder is placed behind the vehicle's rearview mirror; activated by unusual driving, DriveCam records video and audio from a driver's perspective in the 20 seconds before, during and after the "event." Events are stored in the unit's digital memory along with other data such as the level of G-forces on the vehicle, date and time.

Hindsight 20/20 Software





This software allows for simple data transfer from the DriveCam Recorder via USB cable. Once downloaded, Mr. Awoke can randomly monitor the driving techniques of our driver staff, to ensure consistently safe drive behaviors.

Additionally, this software allows us to generate reports and graphically display the change in forward G-forces, Lateral G-forces and audio.

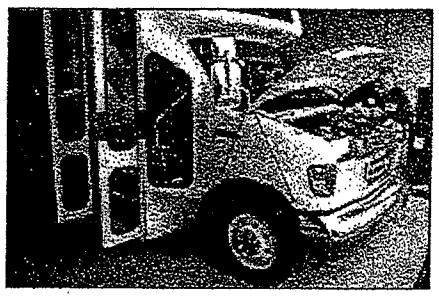
We understand that our drivers may feel like this system could be intrusive to their daily job, but we have recorded a large number of cases now to share with our drivers that proves that DriveCam is there to help them, not hinder their ability to do their job. DriveCam systems have helped MV employees refute false passenger complaints, proven non-preventability in accidents that would have otherwise come down to their word against the adverse party's, and even thwarted possibly violent situations on our buses.

We have provided a brochure for these systems in the appendix of our proposal, under the tab "Brochures and Specifications".

2.F.3 Best Practices to Ensure Safe and Reliable Equipment

MV will ensure proper maintenance procedures through the use of regular monthly auditing. This audit begins with a follow-up on outstanding deficiencies noted on previous maintenance audits. The review includes a look at the overall ability of the department to support operations.

Shop – This review includes on-site vehicle inspections. This is composed of a fleet inspection, a review of the facility, environmental compliance, tools and equipment, office administration, records, and maintenance safety and training.



Fleet Maintenance – Review of maintenance activities, including staffing, review of how tasks are assigned, basic processes. Also includes an overview of goals and objectives guiding maintenance. Review of the use of FleetFocus system to properly update fleet maintenance data for WMATA and MV.

Maintenance Staffing, Training, and Facilities – Review of the level of staffing and the adequacy to support the operation. Evaluation of maintenance management personnel and the adequacy of the facility used to house the operations. Also includes review of vehicle files and inspection forms.

Vehicle Cleanliness – Spot check of vehicle cleanliness and review of cleaning logs.

Contracted Maintenance Services – *(if applicable)* Assessment of local agreements and the relationships between vendors and the operations staff is conducted.

After the Audit, we review the results and develop an action plan. The action plan includes dates and responsible parties for completion to ensure deficiencies are corrected. A copy of the completed audit will be distributed to the subcontractor's Maintenance Manager, Project Manager, Mr. David Collins, Director of Maintenance and Ms. Inez Evans, Project Manager.

2.G. Complaint Response

2.G.1 Approach to Minimizing Customer Complaints

It is imperative the WMATA's next MetroAccess PM improves customer confidence in the system. MV is the right firm to achieve this goal. Our history of strong customer service lies solely in our ability to work with our passengers, local advocacy groups and the community.

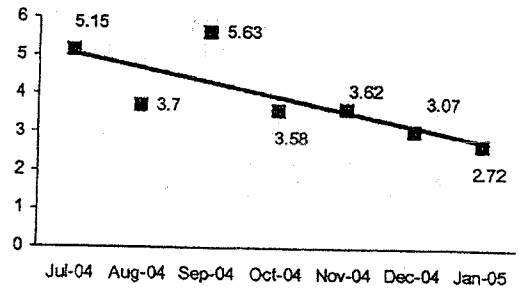
Throughout this proposal, MV has identified service enhancements to improve on-time performance, productivity, and reduce customer complaints.

While these enhancements are key to providing great service, the best way to gauge overall customer satisfaction is through constant communication with and participation of the actual service customers.

A great example of MV's involvement in the communities we serve is in Van Nuys, where MV operates the Northern Region for Access Services Incorporated. Here, MV worked with the community to create the **Valley Task Force**; a group that meets monthly with MV management to discuss service issues, to obtain passenger input on our service and continued development of training techniques.

Focus on Customer Service:

Customer Complaints



MV operates the Northern Region paratransit service for Access Services Incorporated. Here, MV's training program includes strong customer service and passenger relations modules and has implemented a highly successful customer service incentive program. In addition MV has implemented annual customer service training for our call center team that was customized with the assistance of our passengers. We believe this training has allowed MV to reach an all time low in customer complaints; currently less than 3 complaints per 1,000 passengers.

MV will work with passengers, local advocacy groups, and our service providers to form a similar committee to meet monthly. This group will work to help resolve service issues on an ongoing basis, and make recommendations in regard to customer service training.

MR. DWIGHT SAYER, CONSUMER ADVOCATE



MV Transportation is pleased to present Mr. Dwight Sayer as our Consumer Advocate. Dwight assists MV in the coordination and establishment of consumer and passenger groups within the areas that we serve. It is his purpose to help MV realize and understand honest and unfiltered feedback from our passengers with regards to service quality and standards. It is important for us to hear constructive suggestions from our passengers so that we can implement these ideas into our daily service. Being visually impaired, a member of the disabled community, and a passenger of our services, Dwight brings credibility and establishes trust with our passengers and serves as the conduit for this extremely important feedback.

Mr. Sayer will work with Ms. Evans and WMATA to establish a Paratransit Transition Committee to improve communication with and gather input from the passengers we serve during the transition period. Please see *Section 3.A: The Transition Between the Current and New Service/Operation* for more details about this committee.

Mr. Sayer will bring three levels of support to the WMATA services. First, he will help establish our role within the community and open lines of communication with local passenger and consumer groups. Second, he will help Ms. Evans (our proposed Project Manager) and Mr. Awoke (our proposed Safety Training Manager) to ensure that our sensitivity training for the WMATA services is properly established, inviting local consumer groups and centers to participate in our local training program on a regular basis. Dwight has already made contact with several passenger advocacy groups and community groups (including the ARC, Alzheimer's Association, Autism Society, Easter Seals, Project Access, United Cerebral Palsy, Independent Living Centers of Northern Virginia, Spinal Cord Injury Network, American Council for the Blind and the National Federation of the Blind) to inquire about interest in participation.

Mr. Sayer will assist MV in ensuring that we have made the correct reasonable accommodations for any disabled visitors and/or employees. Finally, Dwight will work with local consumer advocates to establish a primary contact for Ms. Evans to work with in gathering long term feedback about our services from our most important source: our passengers.

Mr. Sayer has over 20 years of experience in the business world, is the President of the National Federation of the Blind, Greater Orlando Chapter, and a life member of the Blinded Veterans Association.

Most recently Mr. Sayer was instrumental in establishing a Transportation Advisory Group in Gainesville, Florida, where the previous provider had allowed communications with passenger advocacy groups to lapse. Since Mr. Sayer's involvement, we have been able to re-establish the lines of communication with these local groups to help provide input to improve our services on a regular basis. Please see some example letters of recommendation MV has received regarding Dwight's contribution to the communities we serve immediately following this section.

Customer Service Incentives for Call Center

MV recognizes the importance of giving our employees the tools for success and rewarding their achievements. MV has developed highly successful incentive programs to encourage excellent performance; and will implement (at a minimum) those identified below at our WMATA operation.

Incentive	Description	Positions Eligible
Customer Service Bonus ***$50 per Quarter***	Each reservationist that completes a quarter without receiving a validated complaint, while achieving a 97% accuracy rate on reservations entry, will receive a $50 gift certificate	Reservationists
Performance Bonus ***$50 per Quarter***	For each quarter that our system wide average exceeds the stated performance standards for Productivity and On-Time Performance, our Dispatchers and Schedulers will receive a $50 gift certificate.	Dispatchers, Schedulers

2.G.2 Complaint Tracking and Response

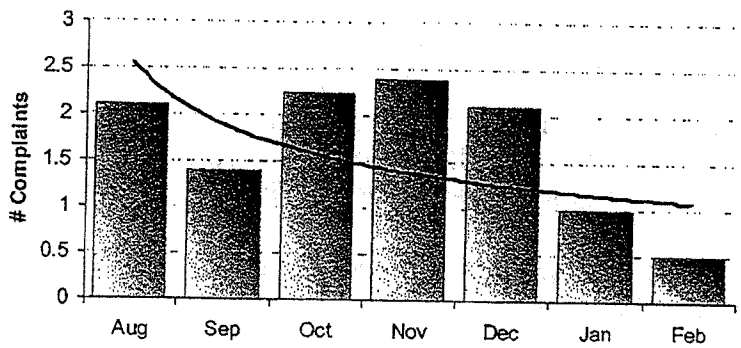
MV will provide the **Trapeze PASS-COM**, an add-on program to Trapeze PASS that will enable MV to track and follow up on complaints, commendations, and customer requests. This software package will allow MV to properly log all areas of complaint investigations, including:

- Documentation of details of client complaints or commendations
- Record actions taken to determine the validity of complaints
- Track the progress of investigations to their resolution.
- Record the investigator's recommendations and the employee's comments
- View the number of comments taken for each passenger and the status of each case

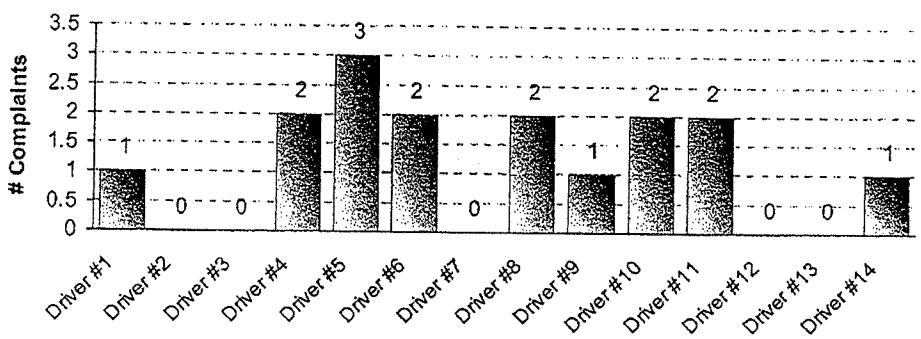
In addition to Monthly reporting provided to WMATA, MV will run reports weekly to identify trends in complaint patterns.

Sample Complaint Tracking Reports

Complaints per 1,000 trips



Complaints by Driver
August 2005



June 16,2005

Cheryl Stone
4518 Oak Forest Ct
Orlando, Fl 32804
(407) 293-7076

To Whom It May Concern:

I serve with Mr. Dwight Sayer on local transportation related boards. He has been instrumental in developing customer advocacy groups here in Orlando and elsewhere in Florida in his role as MV consumer advocate. His membership on our public transit advisory committee and the local coordinating board's transportation disadvantaged committee has provided our community with solid leadership to build a foundation of education and resource for our system users. This includes riders of fixed route and paratransit transportation.

He also participates as a regular advisor to Seminole and Orange County disability advisory boards. I am a board member of the Central Florida Center for Independent Living and a state commissioner on the Commission for the Transportation Disadvantaged, which administers TD and Medicaid services in Florida. Mr. Sayer is a frequent attendee and contributor bringing experience and insight for the transportation providers and customers alike.

If you require any additional information, please feel free to contact me.

Sincerely,

Cheryl Stone

June 16, 2005

Metropolitan Transportation Authority
Washington D.C.

Dear Madam or Sir:

To introduce myself, my name is L. Dianne Ketts and I am a Certified Orientation and Mobility Specialist. I work for Lighthouse Central Florida (LCF), a not-for-profit vision rehabilitation agency serving five counties in Central Florida. In my capacity as an O&M Specialist I have been actively involved with groups advocating for improved public transportation in California and Florida.

I currently serve with Mr. Dwight Sayer on the Central Florida Regional Transportation Authority's (LYNX) Transit Advisory Committee (TAC.) It is my honor and pleasure to recommend Mr. Sayer to you both personally and professionally. Mr. Sayer is employed as a Consumer Advocate for MV Transportation, the company hired by LYNX to provide para transit services here in Central Florida. He is well aware of the merits of community involvement in public transportation services on an advisory level. He has committed himself to advocating for the establishment of advisory bodies for public transportation in communities throughout the United States. Here in Central Florida, his work with the LYNX TAC has proven invaluable to the community of persons utilizing public transportation, many of whom are blind and/or otherwise disabled.

I share in Mr. Sayer's belief that there are innumerable benefits to having members of the community involved in the direction and improvement of public transportation systems. True, Mr. Sayer is an individual with vision impairment however it is not his disability but it is his unwavering commitment to advocacy that makes him stand out as an ideal person for this task. In the four years that I have had the pleasure of being acquainted with Mr. Sayer I have always known him to live his life in a pro-active manner. He embodies a spirit of community partnership, is committed to public service and values the opinions and concerns of the individual. He is an outstanding citizen who truly cares about the direction of public transportation.

It is my pleasure to recommend Mr. Sayer to you as a strong advocate for persons with and without disabilities using public transportation. I know that you will find working with Mr. Sayer a professional, inspirational and productive experience.

Sincerely,

L. Dianne Ketts, COMS, CLVT
Orientation & Mobility Specialist, Low Vision Specialist
Lighthouse Central Florida

Washington,DC MTA
Access Services

June 17, 2005.

TO whom it may concern.

The implementation of a passenger advisory counsel (PAC) composed primarily of riders in Gainesville by Dwight Sayers is noteworthy.

Dwight has contributed significantly to the success of the Gainesville PAC with his counsel and knowledge of resources available for the goup to consider in their advisement to the CTC on service improvements.

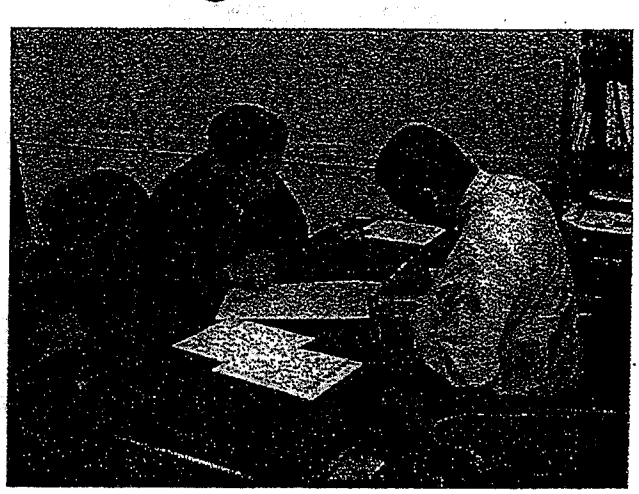
Dwight's public relations skills make him an ideal person to implement a PAC group for any community desiring such an advisory committee to be part of their CTC resources.

Yours truly,

Jack Varnon.
PAC Member and Past Chair
Gainesville, fl.



3 Program Management



3 Program Management

3.A. The Transition Between the Current and New Service/Operation

SamTrans

STARTUP SUCCESS:

One of our most challenging successes was with SamTrans (Redi-Wheels) in San Carlos, California. This seamless transition in August 2000 resulted in a thankful letter from our customer. MV demonstrated its strength and reliability by taking over a very large paratransit contract for SamTrans from Laidlaw. Laidlaw's contract was ended early and MV was asked to immediately step in. MV pooled its resources and executed the transition with tremendous success.

***"The paratransit industry rarely sees a transition that went as well as this one."* - Bill Welch, Manager, Accessible Transit Services**

MV has proven capability to implement call centers, new software, as well as on-road transportation services quickly and successfully. We have efficiently handled many large start-ups in recent years, including several in extremely tight time frames.

For example, recently in Philadelphia, our client, SEPTA, was notified on a Friday that one of their service providers would stop providing services effective that Sunday. MV was asked to step in. We Worked with SEPTA staff and began operations without missing a beat that Sunday. We have included a copy of a letter we received from SEPTA thanking us for these efforts, on the following page.

We have developed one of the most rigorous and effective start-up methodologies in the transportation industry. This includes developing a detailed implementation plan; assigning team leaders for each section of the project; and dedicating adequate resources to see that all tasks are completed on time. Mr. Kirk Wilkie, President, will directly oversee our WMATA start-up and will coordinate all resources and manpower necessary for this project. This approach has made us the most effective company in making transitions smooth and an extremely positive period for the overall good of the system.

MV's primary focus during a transition is to ensure that the passenger is affected by the transition only in a very positive way. Our detailed approach to transitions ensures that the only affect to the passenger is a simple recognition that the service is a bit friendlier, more professional and on time.

Paratransit Services Startups: 3 Year History

	Reservations	Dispatch	Maintenance
Paratransit Service			
Maryland Transit Administration: *Baltimore, MD*	✓	✓	✓
Regional Transportation Commission: *Reno, NV*	✓	✓	✓
Riverside Transit Authority: *Riverside, CA*	✓	✓	✓
Access Services Inc.: *Van Nuys, CA*	✓	✓	✓
Wake Coordinated Transportation Service (WCTS): *Raleigh, NC*			✓
Buncombe County, Mountain Mobility: *Asheville, NC*	✓	✓	✓
City of Fremont: *Fremont, CA*	✓	✓	✓
Caldwell County Area Transit System (CCATS): *Lenoir, NC*	✓	✓	✓
City of Carson City: *Carson City, NV*	✓	✓	✓
Fixed Route & Paratransit Service			
Santa Maria Area Transit: *Santa Maria, CA*	✓	✓	✓
Cerritos On Wheels: *Cerritos, CA*	✓	✓	✓
City of Tulare: *Tulare, CA*	✓	✓	✓
City of Morro Bay: *Morro Bay, CA*	✓	✓	✓
Corpus Christi Transit Authority, Corpus Christi, TX	✓	✓	✓
San Benito Council of Governments: Hollister, CA	✓	✓	✓
Kings County Area Public Transit Agency(KCAPTA): *Hanford, CA*	✓	✓	
Merced County's: "THE BUS": *Merced, CA*	✓	✓	✓
Tuolumne County Transit: *Sonora, CA*	✓	✓	✓
Calaveras County Transit: *San Andreas, CA*	✓	✓	✓
The City of Lodi: *Lodi, CA*	✓	✓	
Livermore/Amador Valley Transit Authority: *Livermore, CA*	✓	✓	✓
Cities of West Hollywood & Beverly Hills: *West Hollywood, CA*	✓	✓	✓
Lassen County (Lassen Rural Bus Service): *Susanville, CA*	✓	✓	✓
Antelope Valley Transit Authority (AVTA): *Lancaster, CA*	✓	✓	✓

3.A.1 Transition Team

MV is unique in that we have floating managers that are responsible for nothing but managing start-ups. As such, they are in a position to provide comprehensive support and they are very good at what they do.

We form several transition teams to manage each area of the implementation; a senior staff member serves as a Team Captain for each team. This team approach is an important aspect of our transition plan for WMATA, since it is our conviction that all levels of management have important contributions to make regarding an effective conversion. We ensure success by utilizing our team to play significant roles in the transition. Pooling experience and expertise translate into efficient transitions, rather than a veteran manager leading a local team without previous start up and transition experience.

MV gathers the best of our field talent to assist on our start-up teams. To be selected for a startup team has become an honor among our employees.



Transition Team Members all receive commemorative MV startup team lapel pins in recognition of their hard work

We employ a number of floating managers, trainers and start-up specialists without permanent assignments who are available to move in and work on the WMATA start-up. This includes Directors of Maintenance, who come in to inspect the fleet and facilities; Special Projects Managers in our Operations and MIS departments; and staff experts from the other disciplines who travel to the new location to train the local staff. **In Orlando, where we phased-in a transition of 200+ vehicles and 300+ drivers in paratransit service, our start-up team included as many as 18 people assigned on-site at a time.**

Reservations/Dispatch/Scheduling Transition Team

For our Reservations/Dispatch/Scheduling Center implementation, our Transition Manager for this operation will be Ms. Mary West. The Transition Manager will report directly to Mr. Wilkie, and will team with Ms. Evans to maintain direct oversight of all elements of the transition.

Our Transition Team will be comprised of managers and training instructors from our various divisions and support departments. The team is broken into the appropriate disciplines and is designed to support Ms. Evans and her staff at every turn. Team Leader assignments for the MetroAccess Service are as follows:

Call Center Transition Team	
Transition Duties	**Responsible Team Member**
Team Oversight	Ms. Mary West, Transition Team Manager
Client Liaison & Contract Compliance	Mr. Kirk Willkie, President
Information Technologies (See Section 1.C for detailed software team assignments)	Ms. Marsha Madrid, EVP Information Technology Mr. Christopher Bryan, Director Information Technology
Scheduling & Employee Assignments	Ms. Inez Evans , Project Manager
Driver Classroom Training & Recruiting	Mr. Tom Greufe, Sr. Vice President of Safety & Training Mr. Robert O'Leary, Regional Safety Manager
Human Resources	Mr. Sean Kimble, EVP Human Resources Mr. Harry Vercoe, Human Resources Manager
Service Quality & Contract Liaison	Mr. Jon Monson, CEO Mr. Kirk Wilkie, President
Fleet Transition, Maintenance & Facilities Compliance	Mr. Gregg Harrington, VP Facilities & Maintenance Mr. John Seber, Director of Maintenance
Call Center Personnel & Training	Mr. Golam Murshed, Customer Relations Manager
Budgeting & Finance	Mr. Gary Richardson, CFO

Operations Transition Team

For our on-road operations implementation, our Transition Manager for this operation will be Phil Garth. Phil will report directly to Mr. Tieskoetter, and will team with Mr. Quinto Rapacioli, our proposed Director of Operations, to maintain direct oversight of all elements of the transition. Team Leader assignments for the MetroAccess Service include:

Service Operations Transition Team	
Transition Duties	Responsible Team Member
Team Oversight	Mr. Phil Garth, Transition Team Manager
Client Liaison & Contract Compliance	Mr. Russ Tieskoetter, Regional Vice President
Scheduling & Employee Assignments	Mr. Quinto Rapacioli, Director of Operations
Behind the Wheel Training & Driver Recruiting	Mr. Robert O'Leary, Regional Safety Manager
Human Resources	Mr. Harry Vercoe, Human Resources Manager
Service Quality & Contract Liaison	Mr. Kirk Wilkie, President
Fleet Transition, Maintenance, Equipment & Facilities	Mr. John Seber Director of Maintenance Mr. David Collins, Director of Maintenance
Budgeting & Finance	Ms. Erica Noble, Controller

3.A.2 Critical Path Scheduling

Our transition methodology applies critical path scheduling for task assignments in the transition. We understand that there is a significant amount of work that needs to be accomplished from contract award to the first day of service, and MV stands ready to deploy our start-up team to meet this expectation. In our MetroAccess implementation, the key to our success will be a relentless attention to detail. We have found that in start-ups, it is not only the big picture that counts, but the attention to the smallest detail that ensures success.

To ensure that nothing falls through the cracks with the MetroAccess Services, MV has already made the written draft identifying tasks and assignments. This Start-up Schedule, including a task assignment list, will be added to, adjusted and monitored closely throughout the process of the start-up. We have included a copy of this draft startup schedule immediately following this section.

Paratransit Transition Committee

MV will create a Paratransit Transition Committee to proactively deal with the transition of services upon the award of this contract. This committee will be facilitated by Ms. Inez Evans and Mr. Dwight Sayer, our Consumer Advocate (please see *Section 2.G.1: Approach to Minimizing Customer Complaints* for more information on Mr. Sayer's qualifications), and will comprise current passengers, community passenger advocates from centers we will be serving, members of WMATA staff, and MV team members and subcontractors. This committee will meet every two weeks through the transition, and then monthly on an ongoing basis, after the transition period is over.

The primary goal of this committee is to provide input from all of the people affected by the transition of these services, in order to have clear, open and honest communication. This will solve any concerns that a voice may not be heard, and will generate "buy in" from everyone involved. It will also enable MV and WMATA staff to realize high quality service from the outset of the contract. Examples of issues that will be discussed include: *resolving current service issues; establishing and addressing passenger and employee concerns; and educating passengers about the various stages of the transition.*

The Task Assignment list becomes the core document of all our meetings and daily reviews. We constantly review the list with Jon Monson, CEO of MV, to ensure we hit our due dates. Failures to do so are not accepted and additional steps are taken to correct differences. Our goal is to have the task accomplished prior to the date indicated. These reviews are also important in identifying problems that may have occurred and correcting them within the following day.

3.A.3 Facility Plan

Upon award of contract, MV will immediately begin working with WMATA and move into the WMATA-provided temporary office. This will allow our team, and our Trapeze and Mentor teams, the required space and resources to begin implementing the technology required for this project. A detailed implementation for all software to be used in this project is included in Section 1.C: *Best Practices to Ensure a Smooth and Timely Transition.*

3.A.4 Vehicle Transition Plan

As our new vehicles arrive, they will be stored at our Beltsville operating division, where Mr. Collins (Director of Maintenance) will ensure they are inspected and approved for service. Once they have been certified, a vehicle file is created and the relevant information regarding each vehicle will be entered into the FleetFocus system and the Trapeze database.

Out IT implementation team will work with our maintenance team to schedule the installation of the MDC, and run tests to be sure it working properly. This will be done for each vehicle as it arrives, giving us a head-start on the new technology implementation.

MV will work with WMATA to schedule existing vehicle inspections 45 days out from the start of the new contract. Mr. Collins will work with his maintenance team, as well as MV corporate support personnel to inspect these vehicles at a designated place and time to develop a "defect list" for any vehicles that need to be repaired by the incumbent service provider. WMATA staff and incumbent provider representatives should attend this inspection. This inspection gives the incumbent provider time to schedule and make any necessary repairs before the transition.

A second inspection is scheduled at 15 days before the start of the new contract. This inspection will allow WMATA and MV personnel to ensure that repairs identified in the previous inspection 30 days earlier have been taken care of. Deficiencies are noted and given to WMATA to work with the incumbent provider.

A final inspection is held as vehicles are removed from service under the incumbent service provider and transitioned over to MV. Any final defects are noted, so WMATA has a clear benchmark on the condition of each vehicle as it is transitioned to MV. As vehicles are transitioned, our IT and maintenance personnel will work to install and test the new MDCs.

3.A.5 Initial Hiring



A key element to a smooth transition is maintaining an effective relationship with the prior contractor. This is essential to ensure that any affect upon the employees is a positive one. This is important because they provide the service and as long as they are taken care of, they will take care of the passengers, thus the passengers will not feel any impact from the transition.

Reservations/Dispatch/Scheduling Hiring

It is important to note that MV is proposing a significantly higher wage scale for the Call Center staff than is currently in place. We believe this will attract and retain high quality personnel and help bring the MetroAccess Services to the next level of high service expectations.

MV will fill the majority of our call center positions by screening and providing employment opportunities for the existing personnel. All current personnel, provided they meet WMATA and MV qualifications, will be retained in their present position, with their current seniority. We value their experience, and will strive to retain their services. All efforts in this area will be in compliance with WMATA policy.

MV will meet with these persons early in the transition process. We have found that if we delay in meeting with existing staff and drivers, uncertainty sets in and these persons will seek other job opportunities. By meeting with them early and keeping them informed, the mystery of change is eliminated and the personnel are more comfortable with the transition.

If one or more of the existing employees are not suited for their current position, or do not desire to remain with the service, MV will recruit from the local area, advertising in local newspapers as well as stage job fairs in the area.

We must ensure that the service is not only operated properly after the transition, but operates properly from the date of award through the date of the transition. To facilitate this, MV will inform every employee that they must remain in good standing with their current employer and WMATA in order to retain their position with MV. This prevents employees from taking excessive days off, or not following rules, anticipating no repercussions.

MV Service Operations Hiring

We understand that as the incumbent contractor did not operate service directly, MV will need to recruit and retain 100% of the operations team. MV will immediately engage in a search of the local area to identify proper candidates. MV will be looking for people who are capable of fulfilling the job descriptions outlined in this proposal. We will advertise in local newspapers as well as stage job fairs in the area.

Upon award of contract, MV will set up a temporary location so that we can start recruiting immediately. In order to encourage our employees to assist in building MV's work force, and attracting quality individuals to apply to be part of our team, MV will implement the our highly successful employee referral bonus program from our nearby Paratransit Operations (Fairfax, VA and Baltimore, MD):

Criteria: Driver refers applicant for employment. The potential employee must put the referring employee's name on the application.

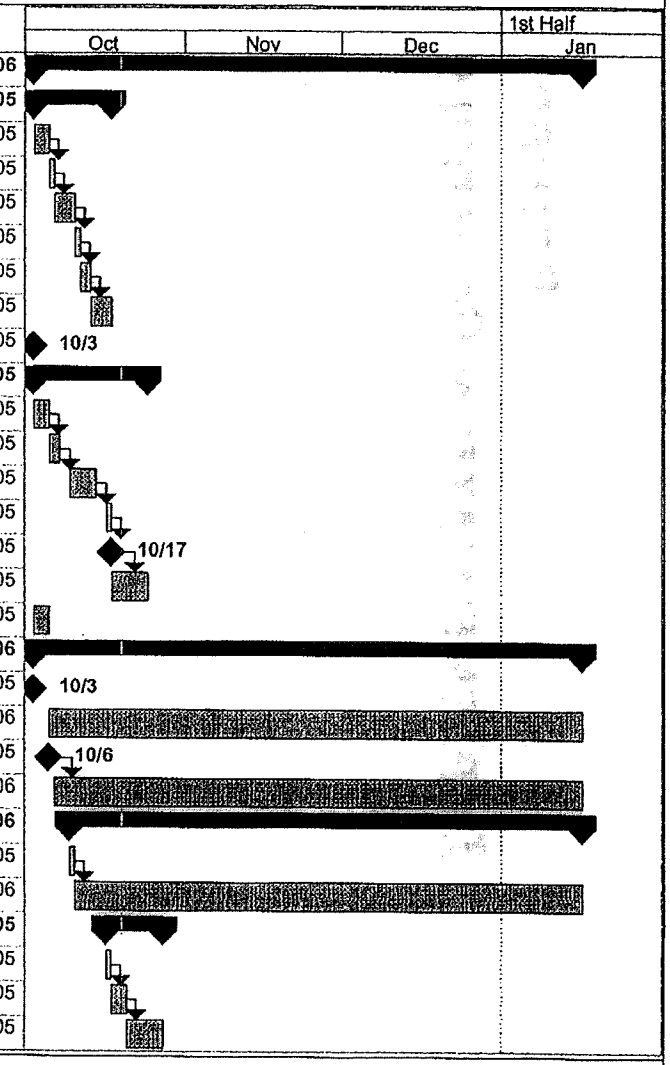
Award: $100.00 upon successful completion of 90 day probationary period.

This motivates our current workforce to refer quality candidates, and causes a natural "mentoring" situation where these employees work closely with the people they refer to help them make it through the probationary period.

PROJECT IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
2	**Transition Plan**	**11 days**	**Mon 10/3/05**	**Mon 10/17/05**
3	Develop Transition Plan	3 days	Mon 10/3/05	Wed 10/5/05
4	Discuss Transition Plan with WMATA	1 day	Thu 10/6/05	Thu 10/6/05
5	Revise Transition Plan	2 days	Fri 10/7/05	Mon 10/10/05
6	Assign Team Captains	1 day	Tue 10/11/05	Tue 10/11/05
7	Discuss Transitional Offices/Equipment	2 days	Wed 10/12/05	Thu 10/13/05
8	Transition Office Available	2 days	Fri 10/14/05	Mon 10/17/05
9	Locate Hotel for Start-up Staff	0 days	Mon 10/3/05	Mon 10/3/05
10	**Contract**	**16 days**	**Mon 10/3/05**	**Mon 10/24/05**
11	WMATA to provide Draft Contract	3 days	Mon 10/3/05	Wed 10/5/05
12	Negotiate Terms	2 days	Thu 10/6/05	Fri 10/7/05
13	Present Final Draft	5 days	Mon 10/10/05	Fri 10/14/05
14	Confirm Penalties/Bonuses	1 day	Mon 10/17/05	Mon 10/17/05
15	Sign Final Draft	0 days	Mon 10/17/05	Mon 10/17/05
16	Obtain Countersigned Contracts	5 days	Tue 10/18/05	Mon 10/24/05
17	Obtain & Provide Insurance Certificates	3 days	Mon 10/3/05	Wed 10/5/05
18	**Transition Meetings**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
19	Establish Weekly Meetings with WMATA	0 days	Mon 10/3/05	Mon 10/3/05
20	Hold Weekly Meetings with WMATA - TBD	73 days	Thu 10/6/05	Mon 1/16/06
21	Set-Up Internal Weekly Meetings - TBD	0 days	Thu 10/6/05	Thu 10/6/05
22	Hold Internal Weekly Status Meetings - TBD	72 days	Fri 10/7/05	Mon 1/16/06
23	**Meetings**	**71 days**	**Mon 10/10/05**	**Mon 1/16/06**
24	Obtain List of Public Meetings Required to Attend	1 day	Mon 10/10/05	Mon 10/10/05
25	Service Quality Coordination Group Meetings	70 days	Tue 10/11/05	Mon 1/16/06
26	**Passenger Notification**	**9 days**	**Mon 10/17/05**	**Thu 10/27/05**
27	Discuss Client Notification Protocol	1 day	Mon 10/17/05	Mon 10/17/05
28	MV/WMATA to Produce Hand-Out	3 days	Tue 10/18/05	Thu 10/20/05
29	MV/WMATA to Produce Mailer	5 days	Fri 10/21/05	Thu 10/27/05

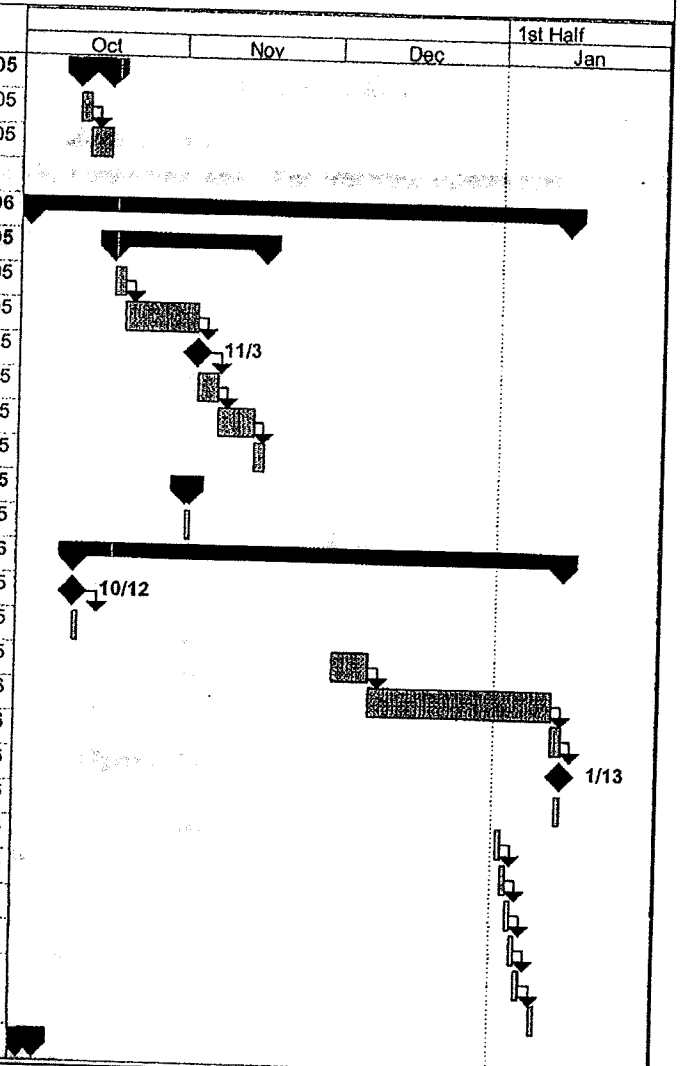


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Task — Milestone — External Tasks
Split — Summary — External Milestone
Progress — Project Summary — Deadline

Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
30	**Contact Protocols**	**4 days**	**Wed 10/12/05**	**Mon 10/17/05**
31	Develop MV Staff Contact Protocol	2 days	Wed 10/12/05	Thu 10/13/05
32	Develop Council Contact Protocol	2 days	Fri 10/14/05	Mon 10/17/05
33				
34	**Equipment & Facilities**	**75 days**	**Mon 10/3/05**	**Fri 1/13/06**
35	**Procure Road Supervisor Vehicles**	**21 days**	**Wed 10/19/05**	**Wed 11/16/05**
36	Spec. Road Supervisor Vehicles	2 days	Wed 10/19/05	Thu 10/20/05
37	Procure Road Supervisor Vehicles	10 days	Fri 10/21/05	Thu 11/3/05
38	Take Delivery of Supervisory Vehicles	0 days	Thu 11/3/05	Thu 11/3/05
39	Road test Supervisory Vehicles	2 days	Fri 11/4/05	Mon 11/7/05
40	Order Decals for Road Supervisor Vehicles	5 days	Tue 11/8/05	Mon 11/14/05
41	Install Decals	2 days	Tue 11/15/05	Wed 11/16/05
42	**Review Back-Up Communications Needs**	**1 day**	**Wed 11/2/05**	**Wed 11/2/05**
43	Obtain Handheld for Supervisors	1 day	Wed 11/2/05	Wed 11/2/05
44	**Revenue Vehicle Fueling & Maintenance**	**68 days**	**Wed 10/12/05**	**Fri 1/13/06**
45	Schedule WMATA Vehicle & Equipment Inventory	0 days	Wed 10/12/05	Wed 10/12/05
46	Develop Vehicle Transition Schedule	1 day	Wed 10/12/05	Wed 10/12/05
47	Preliminary Inventory Evaluation	5 days	Thu 12/1/05	Wed 12/7/05
48	Current provider Repairs	25 days	Thu 12/8/05	Wed 1/11/06
49	Final Inventory Evaluation	2 days	Thu 1/12/06	Fri 1/13/06
50	Sign-Off on Inventory	0 days	Fri 1/13/06	Fri 1/13/06
51	Ensure new VIN's Provided to John Biard	1 day	Fri 1/13/06	Fri 1/13/06
52	Order Spare Fire Extinguishers	1 day	Mon 1/2/06	Mon 1/2/06
53	Confirm Vehicles stocked with First Aid Kits	1 day	Tue 1/3/06	Tue 1/3/06
54	Stock Vehicles with Tie Downs	1 day	Wed 1/4/06	Wed 1/4/06
55	Order Extra Tie Downs for Vehicles	1 day	Thu 1/5/06	Thu 1/5/06
56	Order Lap Belts	1 day	Fri 1/6/06	Fri 1/6/06
57	Confirm Vehicle Deployment Plan	1 day	Mon 1/9/06	Mon 1/9/06
58	**Design Cleaning Schedule**	**3 days**	**Mon 10/3/05**	**Wed 10/5/05**

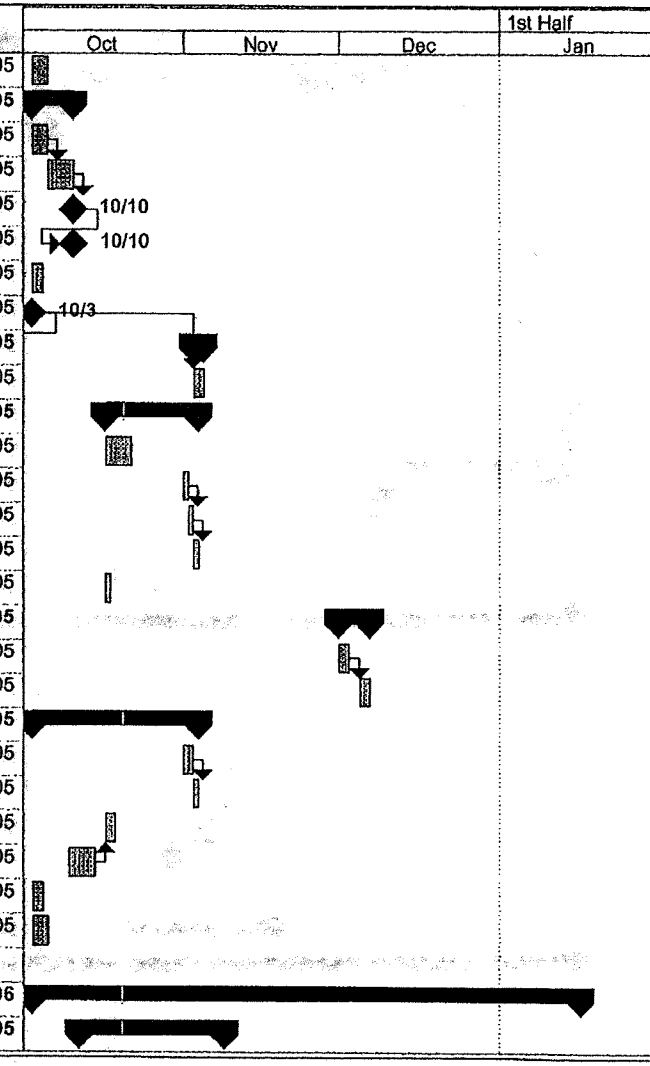


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Task
Split
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Milestone
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
59	Confirm Cleaning Crew Staffing Plan	3 days	Mon 10/3/05	Wed 10/5/05
60	**Facility**	**6 days**	**Mon 10/3/05**	**Mon 10/10/05**
61	Confirm Call Center Space & Availability	3 days	Mon 10/3/05	Wed 10/5/05
62	Sign Agreement with WMATA re: Facility	3 days	Thu 10/6/05	Mon 10/10/05
63	Confirm Training Complete	0 days	Mon 10/10/05	Mon 10/10/05
64	Develop and Distribute Facilities Schedule	0 days	Mon 10/10/05	Mon 10/10/05
65	Confirm Staffing Recruitment	2 days	Mon 10/3/05	Tue 10/4/05
66	Move Into New Facility	0 days	Mon 10/3/05	Mon 10/3/05
67	**Review Office Furniture Needs**	**2 days**	**Thu 11/3/05**	**Fri 11/4/05**
68	Procure any neccessary Office Furniture not provided	2 days	Thu 11/3/05	Fri 11/4/05
69	**Review Communications System Needs**	**14 days**	**Mon 10/17/05**	**Thu 11/3/05**
70	Procure Radio Equipment Radio Equipment Delivered	5 days	Mon 10/17/05	Fri 10/21/05
71	Radio Equipment Installed	1 day	Tue 11/1/05	Tue 11/1/05
72	Radio Equipment Tested	1 day	Wed 11/2/05	Wed 11/2/05
73	Confirm Equipment Contingency Plan	1 day	Thu 11/3/05	Thu 11/3/05
74	Confirm Road Call Protocol	1 day	Mon 10/17/05	Mon 10/17/05
75	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Thu 12/1/05**	**Tue 12/6/05**
76	Enter Mileage Data for Fleet	2 days	Thu 12/1/05	Fri 12/2/05
77	Plan 1st Month PM Schedule to share with service providers	2 days	Mon 12/5/05	Tue 12/6/05
78	**Arrange & Deliver Training Vehicles**	**24 days**	**Mon 10/3/05**	**Thu 11/3/05**
79	Confirm Training Vehicle Delivery	2 days	Tue 11/1/05	Wed 11/2/05
80	Training Vehicles On-Site	1 day	Thu 11/3/05	Thu 11/3/05
81	Purchase Office Equipment	2 days	Mon 10/17/05	Tue 10/18/05
82	Develop Local Employee Handbook	5 days	Mon 10/10/05	Fri 10/14/05
83	Develop Road Call Procedures	2 days	Mon 10/3/05	Tue 10/4/05
84	Develop Running Repair Audit Protocol	3 days	Mon 10/3/05	Wed 10/5/05
85				
86	**Information Systems and Technology Systems**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
87	**Phone**	**20 days**	**Wed 10/12/05**	**Tue 11/8/05**

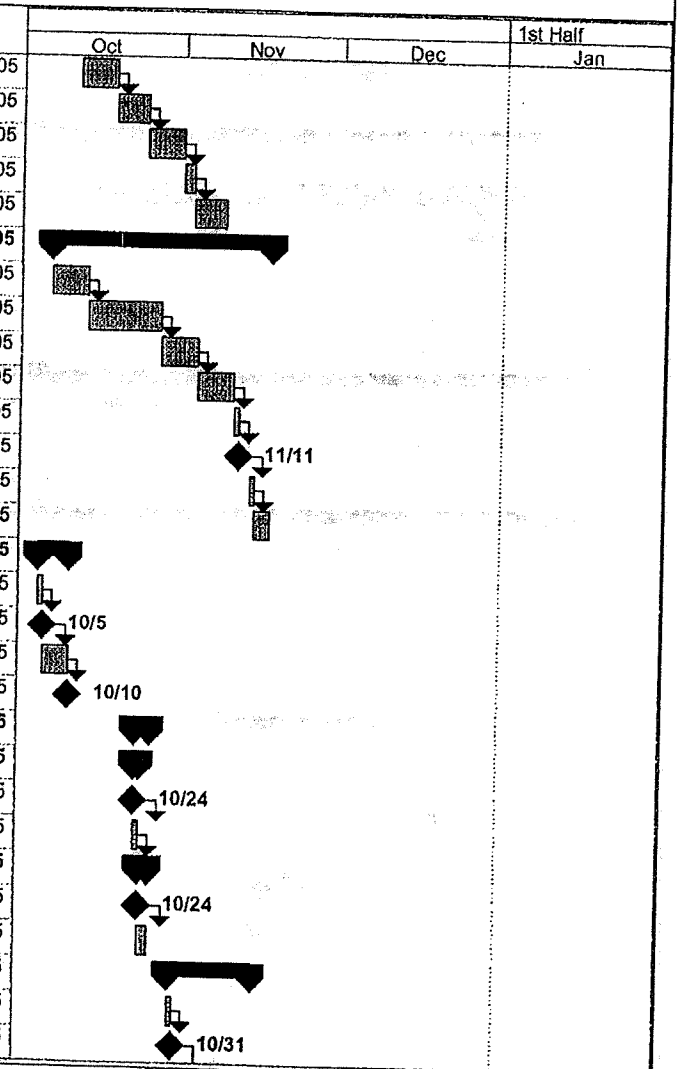


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Task
Split
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
88	Order and Set-Up Temporary Phone Lines	5 days	Wed 10/12/05	Tue 10/18/05
89	Confirm Specifications on Phone System	4 days	Wed 10/19/05	Mon 10/24/05
90	Review WMATA Phone System	5 days	Tue 10/25/05	Mon 10/31/05
91	Confirm Set Up of WMATA Phone System	2 days	Tue 11/1/05	Wed 11/2/05
92	Train Staff	4 days	Thu 11/3/05	Tue 11/8/05
93	**Computer Equipment**	**30 days**	**Fri 10/7/05**	**Thu 11/17/05**
94	Confirm Specifications on Hardware	5 days	Fri 10/7/05	Thu 10/13/05
95	Procure Hardware	10 days	Fri 10/14/05	Thu 10/27/05
96	Install and Set Up Hardware in Temp Office Space	5 days	Fri 10/28/05	Thu 11/3/05
97	Train Staff	5 days	Fri 11/4/05	Thu 11/10/05
98	Install E-Mail System	1 day	Fri 11/11/05	Fri 11/11/05
99	Meet with WMATA MIS Staff	0 days	Fri 11/11/05	Fri 11/11/05
100	Confirm Communications Methods	1 day	Mon 11/14/05	Mon 11/14/05
101	Procure Any Additional Equipment Needed	3 days	Tue 11/15/05	Thu 11/17/05
102	**Pagers & Cell Phones**	**4 days**	**Wed 10/5/05**	**Mon 10/10/05**
103	Develop List of Required Pagers & Cell Phones	1 day	Wed 10/5/05	Wed 10/5/05
104	Distribute Pager/Cell Phone Policy	0 days	Wed 10/5/05	Wed 10/5/05
105	Obtain Pagers & Cell Phones from Stephanie	3 days	Thu 10/6/05	Mon 10/10/05
106	Distribute Pagers & Cell Phones	0 days	Mon 10/10/05	Mon 10/10/05
107	**Software Systems**	**3 days**	**Mon 10/24/05**	**Wed 10/26/05**
108	**Customer Service Software**	**1 day**	**Mon 10/24/05**	**Mon 10/24/05**
109	Identify CS Protocols	0 days	Mon 10/24/05	Mon 10/24/05
110	Define Reporting Requirements	1 day	Mon 10/24/05	Mon 10/24/05
111	**Office Management Software**	**2 days**	**Mon 10/24/05**	**Wed 10/26/05**
112	Obtain List of MS Office Licenses	0 days	Mon 10/24/05	Mon 10/24/05
113	Procure Additional Software as Needed	2 days	Tue 10/25/05	Wed 10/26/05
114	**Reporting Requirements**	**12 days**	**Mon 10/31/05**	**Tue 11/15/05**
115	Clarify NTD Reporting Needs	1 day	Mon 10/31/05	Mon 10/31/05
116	Define Monthly Report Requirements	0 days	Mon 10/31/05	Mon 10/31/05

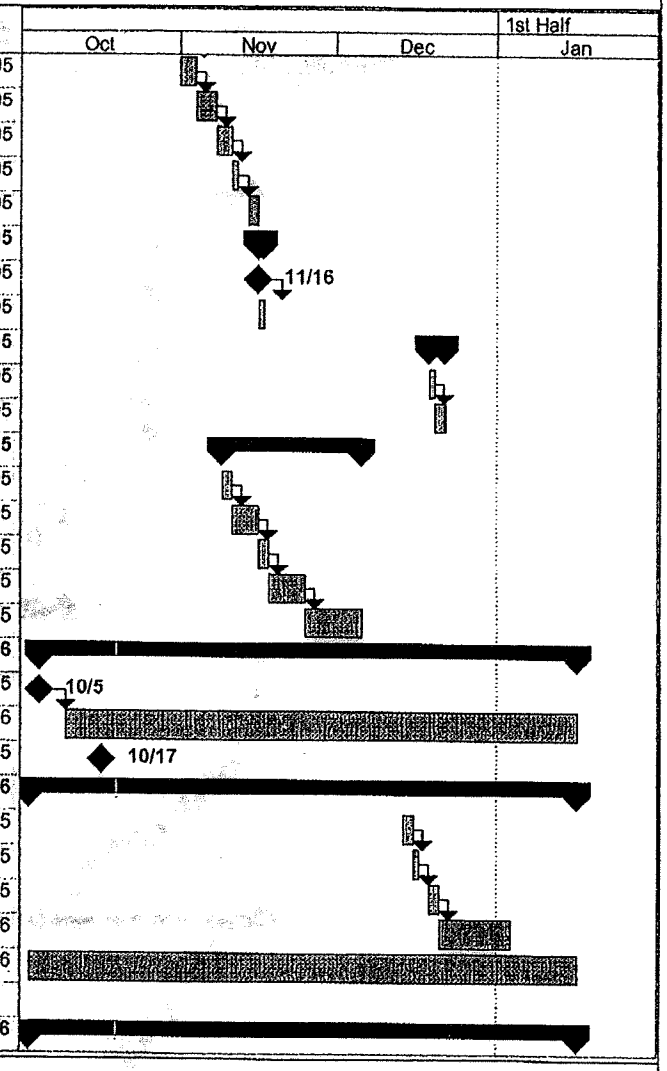


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Task
Split
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Preliminary Implementation Schedule
MV Project Management
Contract

ID	Task Name	Duration	Start	Finish
117	Develop Training procedure for Manifests	3 days	Tue 11/1/05	Thu 11/3/05
118	Review On-Time Reporting Calculations	2 days	Fri 11/4/05	Mon 11/7/05
119	Develop No-Fare Reporting Requirements	3 days	Tue 11/8/05	Thu 11/10/05
120	Review Report Due Dates	1 day	Fri 11/11/05	Fri 11/11/05
121	Establish Daily/Monthly Invoice Systems	2 days	Mon 11/14/05	Tue 11/15/05
122	**Establish Dispatch/Reservations Communication**	**1 day**	**Wed 11/16/05**	**Wed 11/16/05**
123	Develop Communication Protocol Between Departments	0 days	Wed 11/16/05	Wed 11/16/05
124	Establish On-Street Reporting System	1 day	Wed 11/16/05	Wed 11/16/05
125	**Back-Up Processes**	**3 days**	**Mon 12/19/05**	**Wed 12/21/05**
126	Ensure Standard Back-Up Protocols In Place	1 day	Mon 12/19/05	Mon 12/19/05
127	Test Back-Up Procedures	2 days	Tue 12/20/05	Wed 12/21/05
128	**Trip Sheet Review (More Specific in Tech. Trans. Plan)**	**19 days**	**Wed 11/9/05**	**Mon 12/5/05**
129	Obtain Current WMATA Tripsheets/Manifests	2 days	Wed 11/9/05	Thu 11/10/05
130	Review for Complete Data Content	3 days	Fri 11/11/05	Tue 11/15/05
131	Review Need for Changes	2 days	Wed 11/16/05	Thu 11/17/05
132	Identify Potential Service Route	5 days	Fri 11/18/05	Thu 11/24/05
133	Identify Productivity Maximization	7 days	Fri 11/25/05	Mon 12/5/05
134	**Administration**	**74 days**	**Wed 10/5/05**	**Mon 1/16/06**
135	Add Location & Manager to MV Phone Directory	0 days	Wed 10/5/05	Wed 10/5/05
136	Local Management On-Site	71 days	Mon 10/10/05	Mon 1/16/06
137	Order Business Cards/Letterhead	0 days	Mon 10/17/05	Mon 10/17/05
138	**Uniforms & ID Badges**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
139	Confirm Requirements of MetroAccess ID Badges	2 days	Wed 12/14/05	Thu 12/15/05
140	Confirm Uniform Requirements	1 day	Fri 12/16/05	Fri 12/16/05
141	Establish Uniform Standards	2 days	Mon 12/19/05	Tue 12/20/05
142	Order New Uniforms	10 days	Wed 12/21/05	Tue 1/3/06
143	Produce and Issue ID Badges	76 days	Mon 10/3/05	Mon 1/16/06
144				
145	**Logistics and Routing**	76 days	Mon 10/3/05	Mon 1/16/06

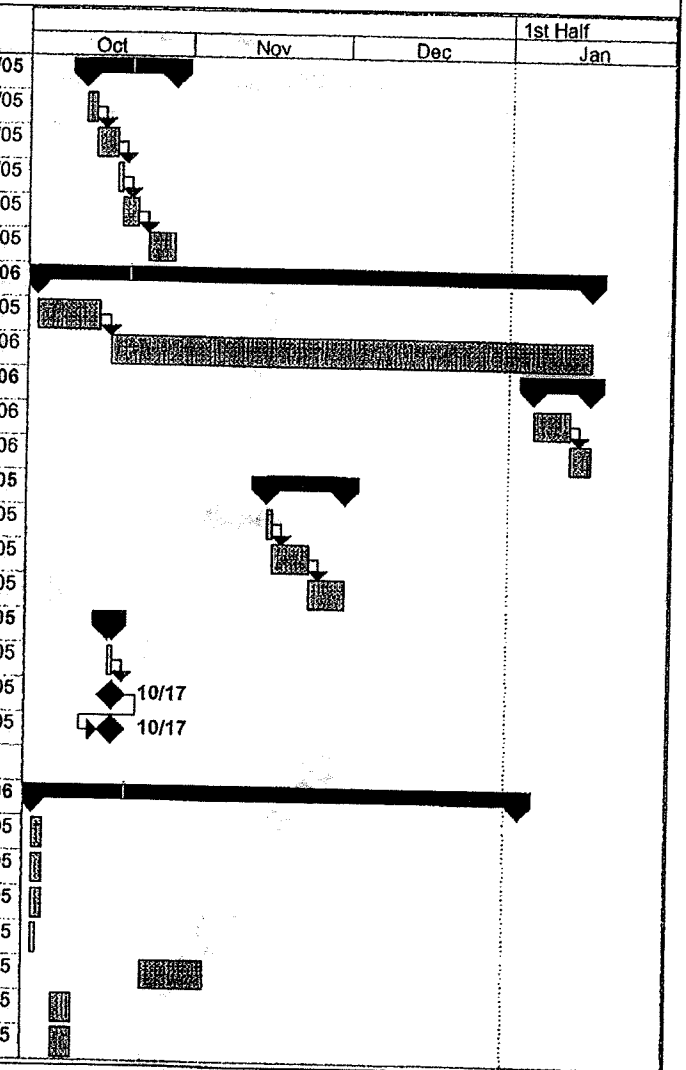


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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
146	**Logistics and Operations**	13 days	Wed 10/12/05	Fri 10/28/05
147	Develop Procedures for Notifying Contractors of Schedules	2 days	Wed 10/12/05	Thu 10/13/05
148	Develop Extra Board (Office Staff) Procedures	2 days	Fri 10/14/05	Mon 10/17/05
149	Develop Log for Dispatch (Coincide w/MDC & Radio sign in)	1 day	Tue 10/18/05	Tue 10/18/05
150	Implement Attendance Tracking System	3 days	Wed 10/19/05	Fri 10/21/05
151	Obtain Map Books for Call Center (Backup)	5 days	Mon 10/24/05	Fri 10/28/05
152	**MVT Support Trainers (MVT X'ers)**	76 days	Mon 10/3/05	Mon 1/16/06
153	Recruit Out-Of-Town MV Trainers	10 days	Mon 10/3/05	Fri 10/14/05
154	MVT X'ers On-Site	66 days	Mon 10/17/05	Mon 1/16/06
155	**Staff Scheduling**	7 days	Fri 1/6/06	Mon 1/16/06
156	Draft Staffing Requirements/Schedule	5 days	Fri 1/6/06	Thu 1/12/06
157	Finalize Scheduler/Dispatch/Reservations Schedule	2 days	Fri 1/13/06	Mon 1/16/06
158	**Customer Service**	11 days	Wed 11/16/05	Wed 11/30/05
159	Designate Customer Service Coordinator (Mr.Murshed)	1 day	Wed 11/16/05	Wed 11/16/05
160	Establish Complaint Investigation Procedure (PASS-COM)	5 days	Thu 11/17/05	Wed 11/23/05
161	Establish Contract Compliance Audit Systems	5 days	Thu 11/24/05	Wed 11/30/05
162	**Road Supervision**	1 day	Mon 10/17/05	Mon 10/17/05
163	Develop Road Supervisor Job Description	1 day	Mon 10/17/05	Mon 10/17/05
164	Develop Pull-Out Inspection Log	0 days	Mon 10/17/05	Mon 10/17/05
165	Develop Road-Check Form	0 days	Mon 10/17/05	Mon 10/17/05
166				
167	**Human Resources and Training**	67 days	Mon 10/3/05	Tue 1/3/06
168	Develop Presentation Package for Existing Employees	2 days	Mon 10/3/05	Tue 10/4/05
169	Obtain List of Employee Mailing Addresses	2 days	Mon 10/3/05	Tue 10/4/05
170	Obtain Seniority List(s)	2 days	Mon 10/3/05	Tue 10/4/05
171	Obtain Collection Site for Drug Testing	1 day	Mon 10/3/05	Mon 10/3/05
172	Obtain Applications from Existing Personnel	10 days	Mon 10/24/05	Fri 11/4/05
173	Develop Employee Roster to Track Job Offers	2 days	Fri 10/7/05	Mon 10/10/05
174	Obtain WMATA Reference Checks	2 days	Fri 10/7/05	Mon 10/10/05

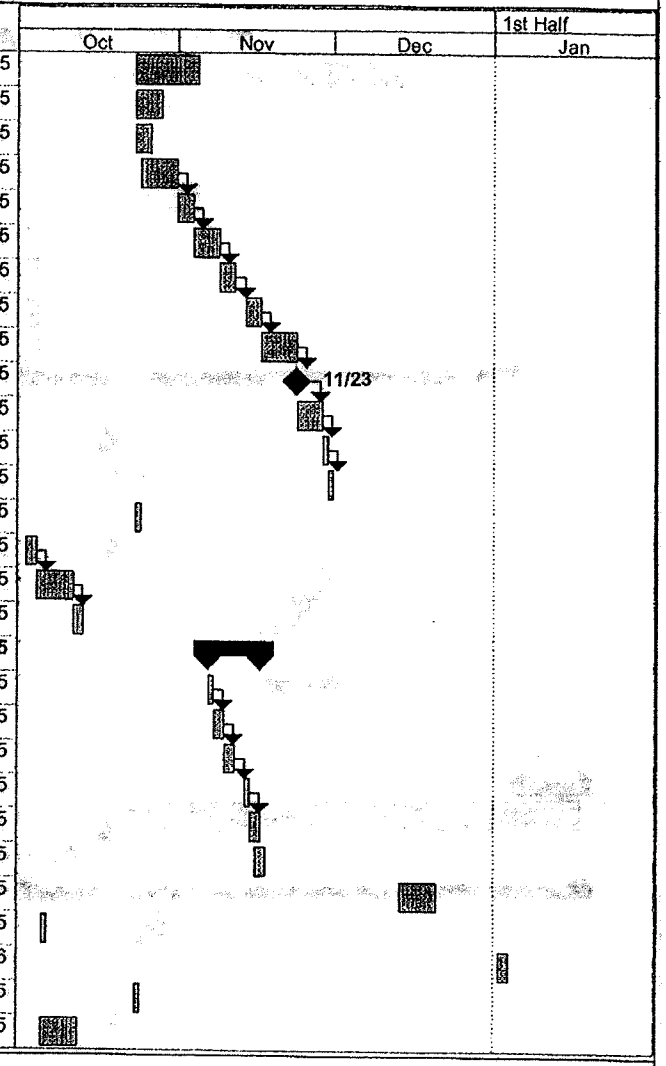


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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
175	Order Criminal Record Checks for Current Employees	10 days	Mon 10/24/05	Fri 11/4/05
176	Obtain MVR's for Current Employees	5 days	Mon 10/24/05	Fri 10/28/05
177	Perform Supervisory D&A Testing	3 days	Mon 10/24/05	Wed 10/26/05
178	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Tue 10/25/05	Mon 10/31/05
179	Interview for New Employees & Staff	3 days	Tue 11/1/05	Thu 11/3/05
180	Obtain Training Docs from Existing Employer	3 days	Fri 11/4/05	Tue 11/8/05
181	Make Offer to All Existing Employees Meeting Min. Req.	3 days	Wed 11/9/05	Fri 11/11/05
182	Recruit Remaining Staff	3 days	Mon 11/14/05	Wed 11/16/05
183	Hire Non-Existing Staff	5 days	Thu 11/17/05	Wed 11/23/05
184	Trainers On-Site	0 days	Wed 11/23/05	Wed 11/23/05
185	Resolve BTW Training/Vehicle Availability	3 days	Thu 11/24/05	Mon 11/28/05
186	Review Workers Comp Process	1 day	Tue 11/29/05	Tue 11/29/05
187	Establish Job Descriptions	1 day	Wed 11/30/05	Wed 11/30/05
188	Place Recruitment Ads	1 day	Mon 10/24/05	Mon 10/24/05
189	Establish Minimum Hiring Criteria	2 days	Mon 10/3/05	Tue 10/4/05
190	Establish Group Medical Insurance	5 days	Wed 10/5/05	Tue 10/11/05
191	Establish Benefits Roll-Over for Existing Personnel	2 days	Wed 10/12/05	Thu 10/13/05
192	**Handbook**	**8 days**	**Mon 11/7/05**	**Wed 11/16/05**
193	Develop Confidentiality Procedures	1 day	Mon 11/7/05	Mon 11/7/05
194	Review Accident Procedures	2 days	Tue 11/8/05	Wed 11/9/05
195	Publish MV / MetroAccess Employee Manual	2 days	Thu 11/10/05	Fri 11/11/05
196	Train All Employees on Manual	1 day	Mon 11/14/05	Mon 11/14/05
197	Develop Securement Guidelines for Manual	2 days	Tue 11/15/05	Wed 11/16/05
198	Obtain Estimated Daily Work Schedule	2 days	Wed 11/16/05	Thu 11/17/05
199	Sign-Up Employees for 401 (k)	5 days	Wed 12/14/05	Tue 12/20/05
200	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
201	Conduct Final Dry Run Meetings	2 days	Mon 1/2/06	Tue 1/3/06
202	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
203	Schedule Call Center Staff Training Classes	5 days	Thu 10/6/05	Wed 10/12/05

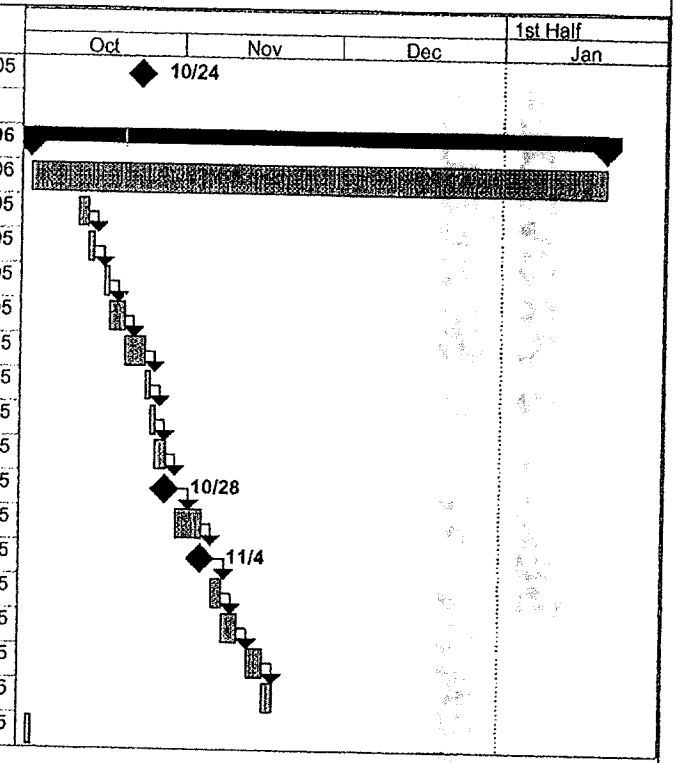


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Preliminary Implementation Schedule
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ID	Task Name	Duration	Start	Finish
204	Publish Staff Training Schedule	0 days	Mon 10/24/05	Mon 10/24/05
205				
206	**Budgeting and Finance**	**80 days**	**Mon 10/3/05**	**Fri 1/20/06**
207	Review and Monitor Start-Up Budget	80 days	Mon 10/3/05	Fri 1/20/06
208	Verify State Taxes	2 days	Wed 10/12/05	Thu 10/13/05
209	Identify Local DBEs	1 day	Fri 10/14/05	Fri 10/14/05
210	Establish Courier Services	1 day	Mon 10/17/05	Mon 10/17/05
211	Review Billing Issues	3 days	Tue 10/18/05	Thu 10/20/05
212	Establish Vacation Accrual System	2 days	Fri 10/21/05	Mon 10/24/05
213	Establish TripEdit Payroll Link	1 day	Tue 10/25/05	Tue 10/25/05
214	Test All Accounting System Programs	1 day	Wed 10/26/05	Wed 10/26/05
215	Establish Payroll Protocols/Systems	2 days	Thu 10/27/05	Fri 10/28/05
216	Test Payroll Link to TripEdit	0 days	Fri 10/28/05	Fri 10/28/05
217	Prepare and Review Budget	5 days	Mon 10/31/05	Fri 11/4/05
218	Cash Box/Safe/Bank Deposit	0 days	Fri 11/4/05	Fri 11/4/05
219	Confirm Insurance Certificates	2 days	Mon 11/7/05	Tue 11/8/05
220	Establish Workers Comp Program	3 days	Wed 11/9/05	Fri 11/11/05
221	Confirm Claims Protocols	3 days	Mon 11/14/05	Wed 11/16/05
222	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/17/05	Fri 11/18/05
223	Order Petty Cash	1 day	Mon 10/3/05	Mon 10/3/05



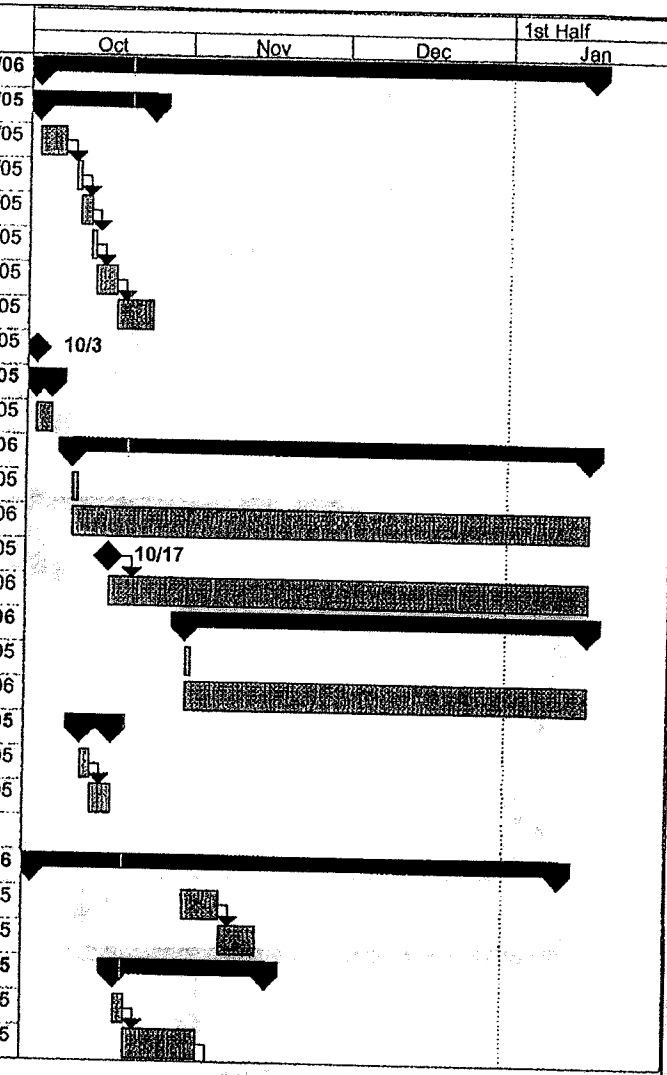
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SERVICE PROVIDER IMPLEMENTATION SCHEDULE

Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
1	**Service Quality & Contract Liaison**	76 days	Mon 10/3/05	Mon 1/16/06
2	**Transition Plan**	16 days	Mon 10/3/05	Mon 10/24/05
3	Develop Transition Plan	5 days	Mon 10/3/05	Fri 10/7/05
4	Discuss Transition Plan with MV Broker Staff	1 day	Mon 10/10/05	Mon 10/10/05
5	Revise Transition Plan	2 days	Tue 10/11/05	Wed 10/12/05
6	Assign Team Captains	1 day	Thu 10/13/05	Thu 10/13/05
7	Discuss Transitional Offices/Equipment	2 days	Fri 10/14/05	Mon 10/17/05
8	Transition Office Available	5 days	Tue 10/18/05	Mon 10/24/05
9	Locate Hotel In MD for Start-up Staff	0 days	Mon 10/3/05	Mon 10/3/05
10	**Insurance**	3 days	Mon 10/3/05	Wed 10/5/05
11	Obtain & Provide Insurance Certificates	3 days	Mon 10/3/05	Wed 10/5/05
12	**Transition Meetings**	71 days	Mon 10/10/05	Mon 1/16/06
13	Establish Weekly Meetings with MV Broker Staff	1 day	Mon 10/10/05	Mon 10/10/05
14	Hold Weekly Meetings with MV Broker Staff - TBD	71 days	Mon 10/10/05	Mon 1/16/06
15	Set-Up Internal Division Meetings - TBD	0 days	Mon 10/17/05	Mon 10/17/05
16	Hold Internal Weekly Status Meetings - TBD	66 days	Mon 10/17/05	Mon 1/16/06
17	**Meetings**	55 days	Tue 11/1/05	Mon 1/16/06
18	Obtain List of Public Meetings Required to Attend	1 day	Tue 11/1/05	Tue 11/1/05
19	Service Quality Coordination Group Meetings	55 days	Tue 11/1/05	Mon 1/16/06
20	**Contact Protocols**	4 days	Wed 10/12/05	Mon 10/17/05
21	Develop MV Staff Contact Protocol	2 days	Wed 10/12/05	Thu 10/13/05
22	Develop WMATA Contact Protocol	2 days	Fri 10/14/05	Mon 10/17/05
23				
24	**Equipment & Facilities**	73 days	Mon 10/3/05	Wed 1/11/06
25	Contact Incumbent's Venders for Facility Maintenance	5 days	Tue 11/1/05	Mon 11/7/05
26	Research & Request Bids for Facility Maintenance Functions, If N	5 days	Tue 11/8/05	Mon 11/14/05
27	**Procure Road Supervisor Vehicles**	21 days	Wed 10/19/05	Wed 11/16/05
28	Spec. Road Supervisor Vehicles	2 days	Wed 10/19/05	Thu 10/20/05
29	Procure Road Supervisor Vehicles	10 days	Fri 10/21/05	Thu 11/3/05

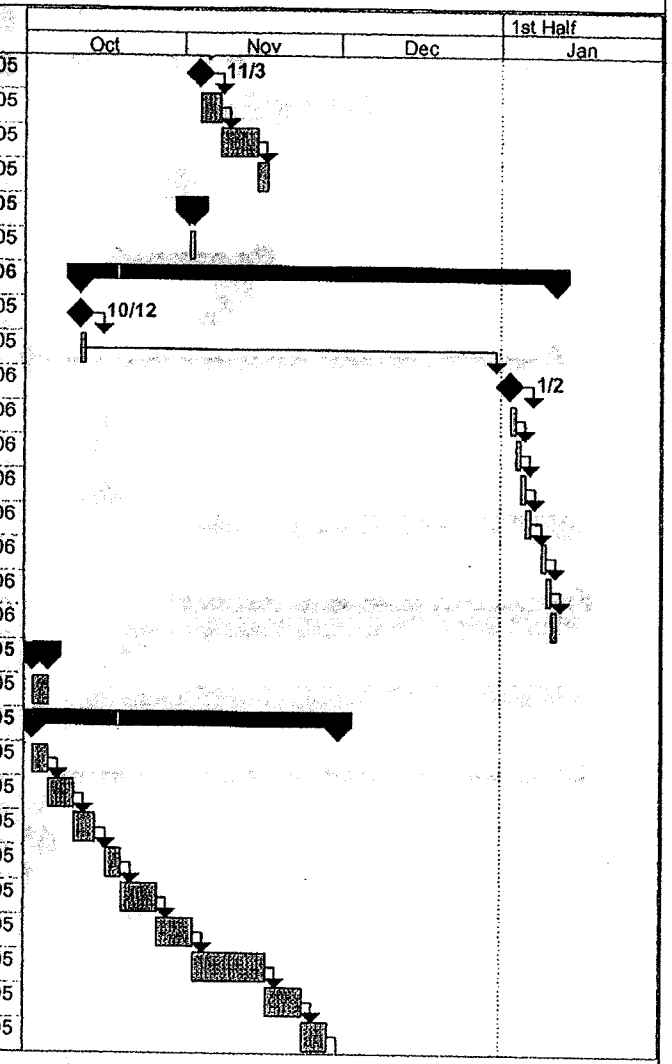


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Preliminary Implementation Schedule
MV Service Provider Operation

ID	Task Name	Duration	Start	Finish
30	Take Delivery of Supervisory Vehicles	0 days	Thu 11/3/05	Thu 11/3/05
31	Road test Supervisory Vehicles	2 days	Fri 11/4/05	Mon 11/7/05
32	Order Decals for Road Supervisor Vehicles	5 days	Tue 11/8/05	Mon 11/14/05
33	Install Decals	2 days	Tue 11/15/05	Wed 11/16/05
34	**Review Back-Up Communications Needs**	**1 day**	**Wed 11/2/05**	**Wed 11/2/05**
35	Obtain Handheld for Supervisors	1 day	Wed 11/2/05	Wed 11/2/05
36	**Revenue Vehicle Fueling & Maintenance**	**66 days**	**Wed 10/12/05**	**Wed 1/11/06**
37	Schedule New Vehicle & Equipment Inventory	0 days	Wed 10/12/05	Wed 10/12/05
38	Develop Vehicle Acceptance Schedule	1 day	Wed 10/12/05	Wed 10/12/05
39	Sign-Off on Inventory	0 days	Mon 1/2/06	Mon 1/2/06
40	Ensure new VIN's Provided to John Biard	1 day	Tue 1/3/06	Tue 1/3/06
41	Order Spare Fire Extinguishers	1 day	Wed 1/4/06	Wed 1/4/06
42	Confirm Vehicles stocked with First Aid Kits	1 day	Thu 1/5/06	Thu 1/5/06
43	Stock Vehicles with Tie Downs	1 day	Fri 1/6/06	Fri 1/6/06
44	Order Extra Tie Downs for Vehicles	1 day	Mon 1/9/06	Mon 1/9/06
45	Order Lap Belts	1 day	Tue 1/10/06	Tue 1/10/06
46	Confirm Vehicle Deployment Plan	1 day	Wed 1/11/06	Wed 1/11/06
47	**Design Cleaning Schedule**	**3 days**	**Mon 10/3/05**	**Wed 10/5/05**
48	Confirm Cleaning Crew Staffing Plan	3 days	Mon 10/3/05	Wed 10/5/05
49	**Facility**	**43 days**	**Mon 10/3/05**	**Wed 11/30/05**
50	Confirm Facility Space & Availability	3 days	Mon 10/3/05	Wed 10/5/05
51	Sign Lease on New Operations Facility	3 days	Thu 10/6/05	Mon 10/10/05
52	Utilities Hooked Up	4 days	Tue 10/11/05	Fri 10/14/05
53	Develop Equipment Purchase List for Shop	3 days	Mon 10/17/05	Wed 10/19/05
54	Order Maintenance Equipment	5 days	Thu 10/20/05	Wed 10/26/05
55	Order Parts Inventory	5 days	Thu 10/27/05	Wed 11/2/05
56	Maintenance Equipment Delivered to Facility	10 days	Thu 11/3/05	Wed 11/16/05
57	Maintenance Equipment Installed	5 days	Thu 11/17/05	Wed 11/23/05
58	Maintenance Equipment tested	3 days	Thu 11/24/05	Mon 11/28/05

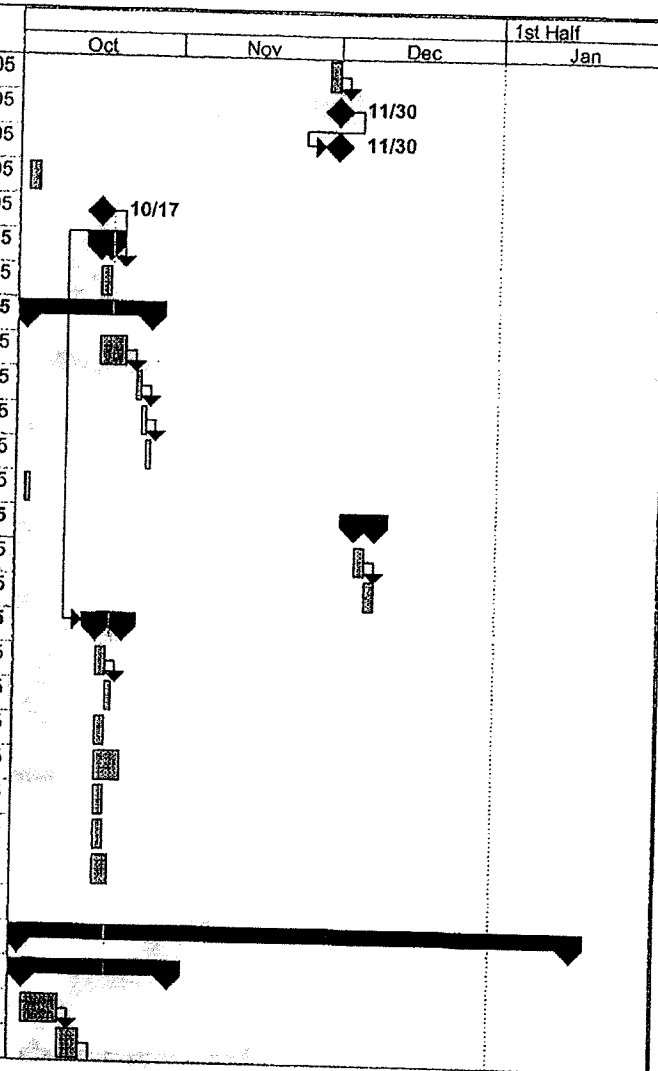


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ID	Task Name	Duration	Start	Finish
59	Maintenance Equipment Training	2 days	Tue 11/29/05	Wed 11/30/05
60	Confirm Training Complete	0 days	Wed 11/30/05	Wed 11/30/05
61	Develop and Distribute Facilities Schedule	0 days	Wed 11/30/05	Wed 11/30/05
62	Confirm Staffing Recruitment	2 days	Mon 10/3/05	Tue 10/4/05
63	Move Into New Facility	0 days	Mon 10/17/05	Mon 10/17/05
64	**Review Office Furniture Needs**	**2 days**	**Mon 10/17/05**	**Tue 10/18/05**
65	Procure Office Furniture	2 days	Mon 10/17/05	Tue 10/18/05
66	**Review Communications System Needs**	**18 days**	**Mon 10/3/05**	**Wed 10/26/05**
67	Procure Radio Equipment Radio Equipment Delivered	5 days	Mon 10/17/05	Fri 10/21/05
68	Radio Equipment Installed	1 day	Mon 10/24/05	Mon 10/24/05
69	Radio Equipment Tested	1 day	Tue 10/25/05	Tue 10/25/05
70	Confirm Equipment Contingency Plan	1 day	Wed 10/26/05	Wed 10/26/05
71	Confirm Road Call Protocol	1 day	Mon 10/3/05	Mon 10/3/05
72	**Confirm Maintenance PMI Scheduling Protocol**	**4 days**	**Mon 12/5/05**	**Thu 12/8/05**
73	Enter Mileage Data for Fleet	2 days	Mon 12/5/05	Tue 12/6/05
74	Plan 1st Month PM Schedule	2 days	Wed 12/7/05	Thu 12/8/05
75	**Arrange & Deliver Training Vehicles**	**5 days**	**Mon 10/17/05**	**Fri 10/21/05**
76	Confirm Training Vehicle Delivery	2 days	Mon 10/17/05	Tue 10/18/05
77	Training Vehicles On-Site	1 day	Wed 10/19/05	Wed 10/19/05
78	Purchase Office Equipment	2 days	Mon 10/17/05	Tue 10/18/05
79	Develop Local Employee Handbook	5 days	Mon 10/17/05	Fri 10/21/05
80	Develop Road Call Procedures	2 days	Mon 10/17/05	Tue 10/18/05
81	Establish Tow Company Relationship	2 days	Mon 10/17/05	Tue 10/18/05
82	Develop Running Repair Protocol	3 days	Mon 10/17/05	Wed 10/19/05
83				
84	**Information Systems and Technology Systems**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
85	**Phone**	**20 days**	**Tue 10/4/05**	**Mon 10/31/05**
86	Order and Set-Up Temporary Phone Lines	5 days	Tue 10/4/05	Mon 10/10/05
87	Confirm Specifications on Phone System	4 days	Tue 10/11/05	Fri 10/14/05

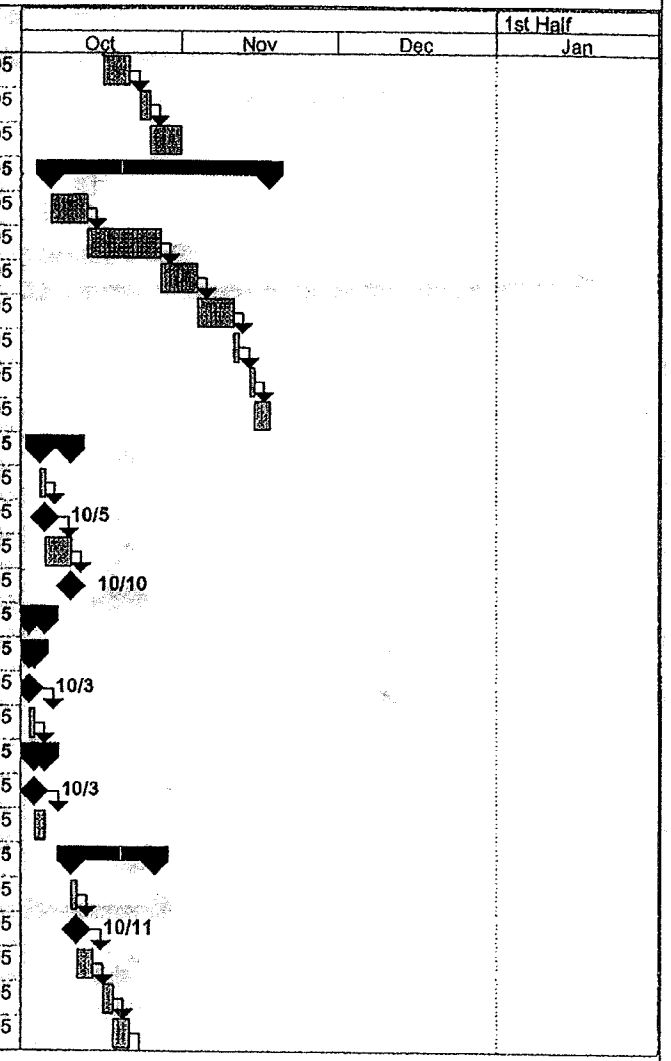


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ID	Task Name	Duration	Start	Finish
88	Procure Phone System	5 days	Mon 10/17/05	Fri 10/21/05
89	Install and Set Up Phone System	2 days	Mon 10/24/05	Tue 10/25/05
90	Train Staff	4 days	Wed 10/26/05	Mon 10/31/05
91	**Computer Equipment**	**30 days**	**Fri 10/7/05**	**Thu 11/17/05**
92	Confirm Specifications on Hardware	5 days	Fri 10/7/05	Thu 10/13/05
93	Procure Hardware	10 days	Fri 10/14/05	Thu 10/27/05
94	Install and Set Up Hardware	5 days	Fri 10/28/05	Thu 11/3/05
95	Train Staff	5 days	Fri 11/4/05	Thu 11/10/05
96	Install E-Mail System	1 day	Fri 11/11/05	Fri 11/11/05
97	Confirm Communications Methods	1 day	Mon 11/14/05	Mon 11/14/05
98	Procure Any Additional Equipment Needed	3 days	Tue 11/15/05	Thu 11/17/05
99	**Pagers & Cell Phones**	**4 days**	**Wed 10/5/05**	**Mon 10/10/05**
100	Develop List of Required Pagers & Cell Phones	1 day	Wed 10/5/05	Wed 10/5/05
101	Distribute Pager/Cell Phone Policy	0 days	Wed 10/5/05	Wed 10/5/05
102	Obtain Pagers & Cell Phones from Steve	3 days	Thu 10/6/05	Mon 10/10/05
103	Distribute Pagers & Cell Phones	0 days	Mon 10/10/05	Mon 10/10/05
104	**Software Systems**	**3 days**	**Mon 10/3/05**	**Wed 10/5/05**
105	**Customer Service Software**	**1 day**	**Mon 10/3/05**	**Mon 10/3/05**
106	Identify CS Protocols (PASS-COM)	0 days	Mon 10/3/05	Mon 10/3/05
107	Define Reporting Requirements w/ MV Broker Staff	1 day	Mon 10/3/05	Mon 10/3/05
108	**Office Management Software**	**2 days**	**Mon 10/3/05**	**Wed 10/5/05**
109	Obtain List of MS Office Licenses	0 days	Mon 10/3/05	Mon 10/3/05
110	Procure Additional Software as Needed	2 days	Tue 10/4/05	Wed 10/5/05
111	**Reporting Requirements**	**12 days**	**Tue 10/11/05**	**Wed 10/26/05**
112	Clarify NTD Reporting Needs	1 day	Tue 10/11/05	Tue 10/11/05
113	Define Monthly Report Requirements	0 days	Tue 10/11/05	Tue 10/11/05
114	Develop Training procedure for Manifests	3 days	Wed 10/12/05	Fri 10/14/05
115	Review On-Time Reporting Calculations	2 days	Mon 10/17/05	Tue 10/18/05
116	Develop No-Fare Reporting Requirements	3 days	Wed 10/19/05	Fri 10/21/05

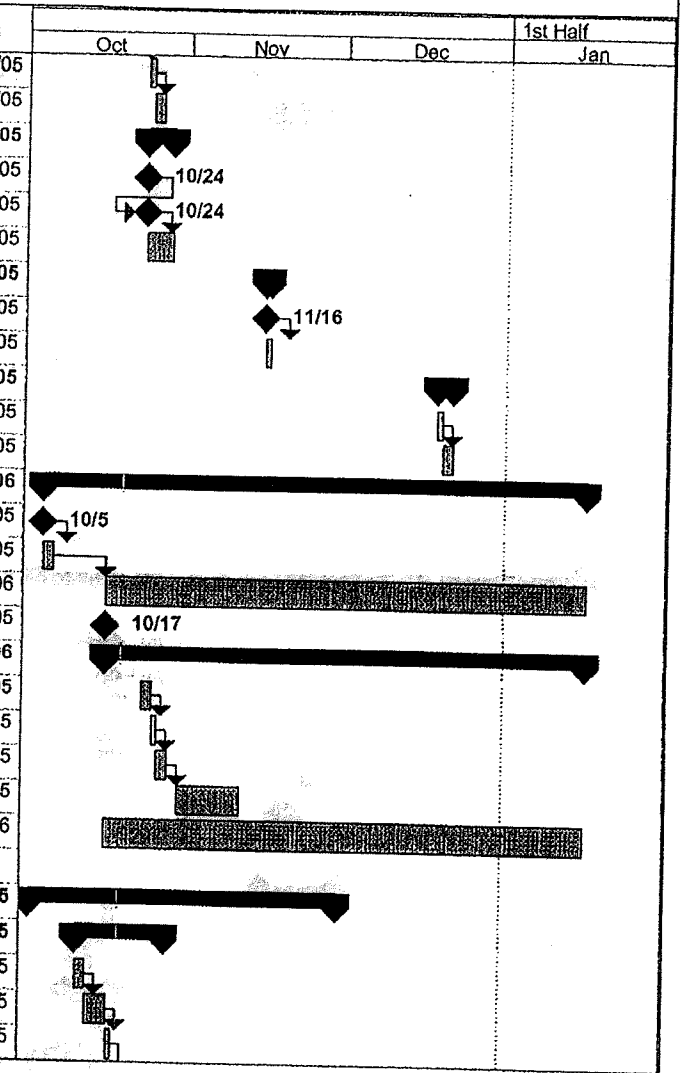


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ID	Task Name	Duration	Start	Finish
117	Review Report Due Dates	1 day	Mon 10/24/05	Mon 10/24/05
118	Establish Daily/Monthly Invoice Systems	2 days	Tue 10/25/05	Wed 10/26/05
119	**Data Verification/Audit**	**5 days**	**Mon 10/24/05**	**Fri 10/28/05**
120	Establish Daily Record Keeping Protocol	0 days	Mon 10/24/05	Mon 10/24/05
121	Establish Fare Box Reconciliation System	0 days	Mon 10/24/05	Mon 10/24/05
122	Execute Data Verification Analysis	5 days	Mon 10/24/05	Fri 10/28/05
123	**Establish Dispatch/Reservations Communication**	**1 day**	**Wed 11/16/05**	**Wed 11/16/05**
124	Develop Communication Protocol Between Departments	0 days	Wed 11/16/05	Wed 11/16/05
125	Establish On-Street Reporting System	1 day	Wed 11/16/05	Wed 11/16/05
126	**Back-Up Processes**	**3 days**	**Mon 12/19/05**	**Wed 12/21/05**
127	Ensure Standard Back-Up Protocols In Place	1 day	Mon 12/19/05	Mon 12/19/05
128	Test Back-Up Procedures	2 days	Tue 12/20/05	Wed 12/21/05
129	**Administration**	**74 days**	**Wed 10/5/05**	**Mon 1/16/06**
130	Add Location & Manager to MV Phone Directory	0 days	Wed 10/5/05	Wed 10/5/05
131	Identify Local Hotel for Start-Up Team	2 days	Wed 10/5/05	Thu 10/6/05
132	Local Management On-Site	66 days	Mon 10/17/05	Mon 1/16/06
133	Order Business Cards/Letterhead	0 days	Mon 10/17/05	Mon 10/17/05
134	**Uniforms & ID Badges**	**66 days**	**Mon 10/17/05**	**Mon 1/16/06**
135	Confirm Requirements of MetroAccess ID Badges	2 days	Mon 10/24/05	Tue 10/25/05
136	Confirm Uniform Requirements	1 day	Wed 10/26/05	Wed 10/26/05
137	Establish Uniform Standards	2 days	Thu 10/27/05	Fri 10/28/05
138	Order New Uniforms	10 days	Mon 10/31/05	Fri 11/11/05
139	Produce and Issue ID Badges	66 days	Mon 10/17/05	Mon 1/16/06
140				
141	**Logistics and Routing**	**43 days**	**Mon 10/3/05**	**Wed 11/30/05**
142	**Logistics and Operations**	**13 days**	**Wed 10/12/05**	**Fri 10/28/05**
143	Develop Procedures for Notifying Driver of Schedule	2 days	Wed 10/12/05	Thu 10/13/05
144	Develop Extra Board Procedures	2 days	Fri 10/14/05	Mon 10/17/05
145	Develop Sign-On Log for Dispatch	1 day	Tue 10/18/05	Tue 10/18/05

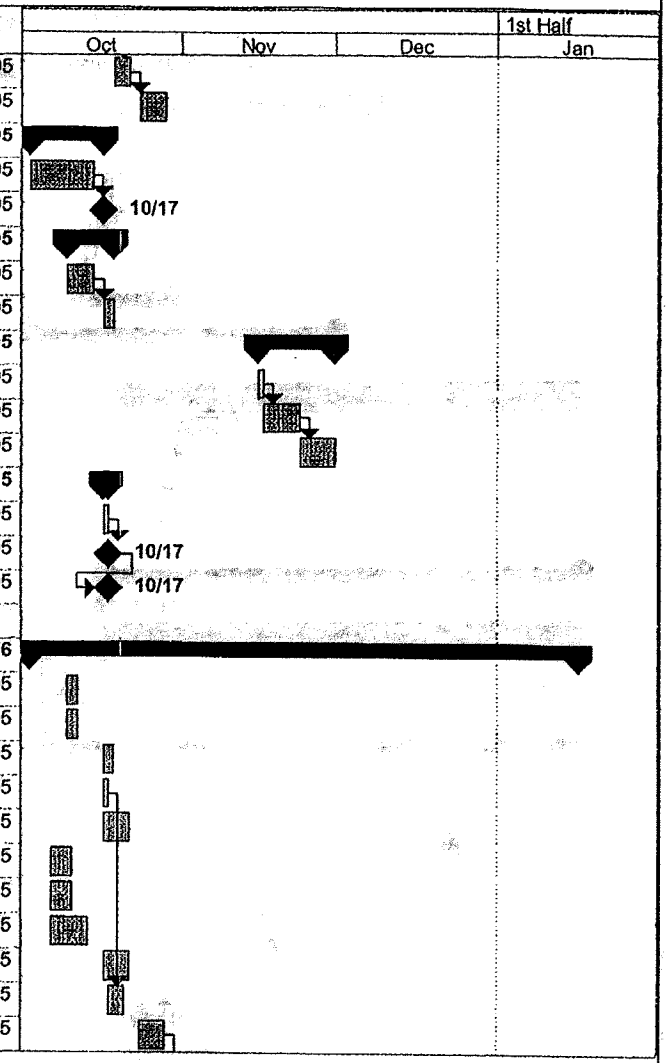


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ID	Task Name	Duration	Start	Finish
146	Implement Attendance Tracking System	3 days	Wed 10/19/05	Fri 10/21/05
147	Obtain Map Books for Drivers	5 days	Mon 10/24/05	Fri 10/28/05
148	**MVT Support Trainers (MVT X'ers)**	**10 days**	**Mon 10/3/05**	**Mon 10/17/05**
149	Recruit Out-Of-Town MV Trainers	10 days	Mon 10/3/05	Fri 10/14/05
150	MVT X'ers On-Site	0 days	Mon 10/17/05	Mon 10/17/05
151	**Staff Scheduling**	**7 days**	**Mon 10/10/05**	**Tue 10/18/05**
152	Draft Staffing Requirements/Schedule	5 days	Mon 10/10/05	Fri 10/14/05
153	Finalize Driver/Dispatch/Reservations Schedule	2 days	Mon 10/17/05	Tue 10/18/05
154	**Customer Service**	**11 days**	**Wed 11/16/05**	**Wed 11/30/05**
155	Designate Cust. Svc. Coordinator (Beltsville Ops)	1 day	Wed 11/16/05	Wed 11/16/05
156	Establish Complaint Investigation Procedure	5 days	Thu 11/17/05	Wed 11/23/05
157	Establish Contract Compliance Audit Systems	5 days	Thu 11/24/05	Wed 11/30/05
158	**Road Supervision**	**1 day**	**Mon 10/17/05**	**Mon 10/17/05**
159	Develop Road Supervisor Job Description	1 day	Mon 10/17/05	Mon 10/17/05
160	Develop Pull-Out Inspection Log	0 days	Mon 10/17/05	Mon 10/17/05
161	Develop Road-Check Form	0 days	Mon 10/17/05	Mon 10/17/05
162				
163	**Human Resources and Training**	**76 days**	**Mon 10/3/05**	**Mon 1/16/06**
164	Develop Presentation for Existing Local Employees	2 days	Mon 10/10/05	Tue 10/11/05
165	Obtain List of Employee Mailing Addresses	2 days	Mon 10/10/05	Tue 10/11/05
166	Obtain Seniority List	2 days	Mon 10/17/05	Tue 10/18/05
167	Obtain Collection Site for Drug Testing	1 day	Mon 10/17/05	Mon 10/17/05
168	Obtain Applications from Existing Personnel	5 days	Mon 10/17/05	Fri 10/21/05
169	Develop Employee Roster to Track Job Offers	2 days	Fri 10/7/05	Mon 10/10/05
170	Obtain WMATA Reference Checks	2 days	Fri 10/7/05	Mon 10/10/05
171	Order Criminal Record Checks for Current Employees	5 days	Fri 10/7/05	Thu 10/13/05
172	Obtain MVR's for Current Local Employees	5 days	Mon 10/17/05	Fri 10/21/05
173	Perform Supervisory D&A Testing	3 days	Tue 10/18/05	Thu 10/20/05
174	Schedule Current Safety Sensitive Employees for Drug Test	5 days	Mon 10/24/05	Fri 10/28/05

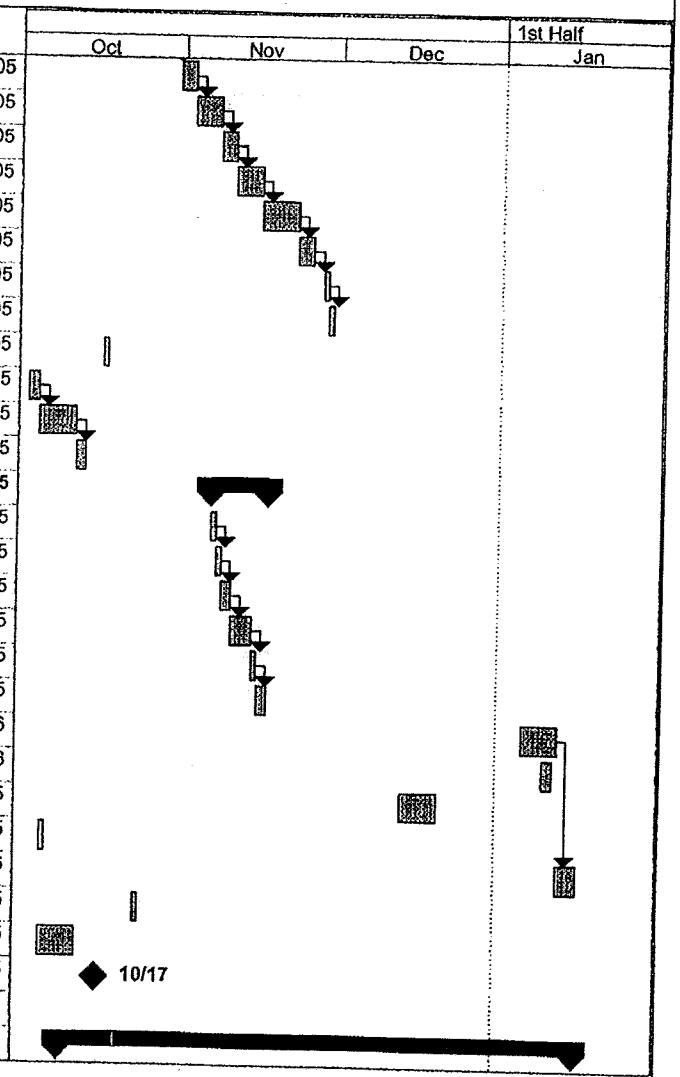


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ID	Task Name	Duration	Start	Finish
175	Interview for New Employees & Staff	3 days	Mon 10/31/05	Wed 11/2/05
176	Obtain Training Docs from Existing Employer	3 days	Thu 11/3/05	Mon 11/7/05
177	Make Offer to All Existing Employees Meeting Mins.	3 days	Tue 11/8/05	Thu 11/10/05
178	Recruit Remaining Staff	3 days	Fri 11/11/05	Tue 11/15/05
179	Hire Non-Existing Staff	5 days	Wed 11/16/05	Tue 11/22/05
180	Resolve BTW Training/Vehicle Availability	3 days	Wed 11/23/05	Fri 11/25/05
181	Review Workers Comp Process	1 day	Mon 11/28/05	Mon 11/28/05
182	Establish Job Descriptions	1 day	Tue 11/29/05	Tue 11/29/05
183	Place Recruitment Ads	1 day	Mon 10/17/05	Mon 10/17/05
184	Establish Minimum Hiring Criteria	2 days	Mon 10/3/05	Tue 10/4/05
185	Establish Group Medical Insurance	5 days	Wed 10/5/05	Tue 10/11/05
186	Establish Benefits Roll-Over for Existing Personnel	2 days	Wed 10/12/05	Thu 10/13/05
187	**Handbook**	**9 days**	**Mon 11/7/05**	**Thu 11/17/05**
188	Develop Confidentiality Procedures	1 day	Mon 11/7/05	Mon 11/7/05
189	Develop Passenger Assistance Standards	1 day	Tue 11/8/05	Tue 11/8/05
190	Review Accident Procedures	2 days	Wed 11/9/05	Thu 11/10/05
191	Publish MV / WMATA Employee Manual	2 days	Fri 11/11/05	Mon 11/14/05
192	Train All Employees on Manual	1 day	Tue 11/15/05	Tue 11/15/05
193	Develop Securement Guidelines for Manual	2 days	Wed 11/16/05	Thu 11/17/05
194	Conduct Driver Shift Bid	5 days	Fri 1/6/06	Thu 1/12/06
195	Obtain Estimated Daily Work Schedule	2 days	Tue 1/10/06	Wed 1/11/06
196	Sign-Up Employees for 401 (k)	5 days	Wed 12/14/05	Tue 12/20/05
197	Establish Random D&A Testing Procedures	1 day	Thu 10/6/05	Thu 10/6/05
198	Conduct Final Dry Run Meetings	2 days	Fri 1/13/06	Mon 1/16/06
199	Post Legal Posters	1 day	Mon 10/24/05	Mon 10/24/05
200	Schedule Driver Training Classes	5 days	Thu 10/6/05	Wed 10/12/05
201	Publish Driver Training Schedule	0 days	Mon 10/17/05	Mon 10/17/05
202				
203	**Budgeting and Finance**	**71 days**	**Mon 10/10/05**	**Mon 1/16/06**

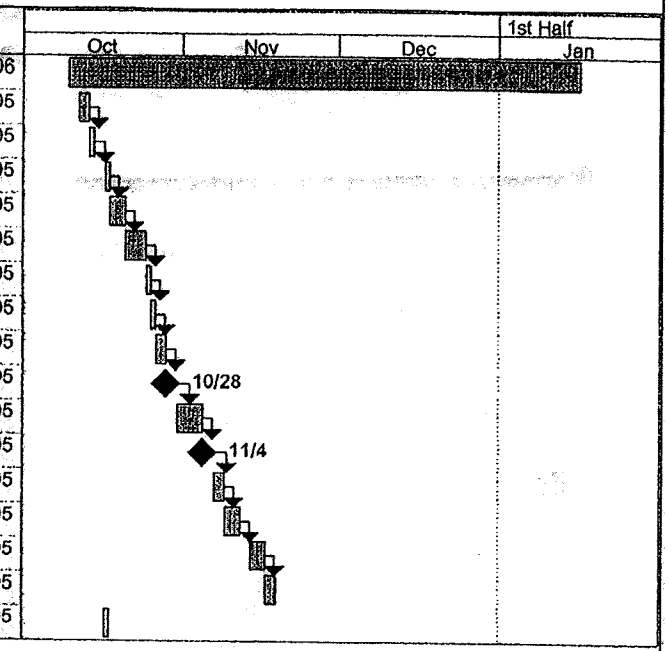


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ID	Task Name	Duration	Start	Finish
204	Review and Monitor Start-Up Budget	71 days	Mon 10/10/05	Mon 1/16/06
205	Verify State Taxes	2 days	Wed 10/12/05	Thu 10/13/05
206	Identify Local DBEs	1 day	Fri 10/14/05	Fri 10/14/05
207	Establish Courier Services	1 day	Mon 10/17/05	Mon 10/17/05
208	Review Billing Issues	3 days	Tue 10/18/05	Thu 10/20/05
209	Establish Vacation Accrual System	2 days	Fri 10/21/05	Mon 10/24/05
210	Establish TripEdit Payroll Link	1 day	Tue 10/25/05	Tue 10/25/05
211	Test All Accounting System Programs	1 day	Wed 10/26/05	Wed 10/26/05
212	Establish Payroll Protocols/Systems	2 days	Thu 10/27/05	Fri 10/28/05
213	Test Payroll Link to TripEdit	0 days	Fri 10/28/05	Fri 10/28/05
214	Prepare and Review Budget	5 days	Mon 10/31/05	Fri 11/4/05
215	Cash Box/Safe/Bank Deposit	0 days	Fri 11/4/05	Fri 11/4/05
216	Confirm Insurance Certificates	2 days	Mon 11/7/05	Tue 11/8/05
217	Establish Workers Comp Program	3 days	Wed 11/9/05	Fri 11/11/05
218	Confirm Claims Protocols	3 days	Mon 11/14/05	Wed 11/16/05
219	Schedule Routine Audits of Accounting Systems	2 days	Thu 11/17/05	Fri 11/18/05
220	Order Petty Cash	1 day	Mon 10/17/05	Mon 10/17/05



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3.B. The Management Plan

3.B.1 Call Center Operations

While we have high standards for service on the street, we must also have high standards for Call Center personnel. Upon attending the scheduled Call Center tour during the procurement process, we identified several areas on which to focus so as to positively impact service quality of the call center. Improving these issues will create a more professional and productive work environment in the Call Center, as well as increase the level of performance on the street. We will address each of these issues throughout this section.

Proper Care of Office Space

Just as a clean, well maintained vehicle is a source of pride to our drivers, a clean, well maintained call center is a source of pride to our office staff. It is our experience that an organized work area is conducive to strong customer service and an efficient operation.

In the current Call Center, we also observed a disorganized work environment that seems to have affected both the efficiency and the overall morale of the operation. WMATA's replacement of the carpet and new paint will have an immediate impact on employee morale; however, we understand that it is our responsibility to maintain this new environment.

MV will include office policy and procedure in our training program for Call Center staff, where we lay out our expectations and teach our team how to maintain and care for their new work space.

Phone Reservations

Telephones will be staffed by a qualified supervisor or reservationist for trip reservation calls from 8:00 am to 4:30 pm everyday. Calls requesting same-day cancellations, changes or inquiries will be handled during all hours of operation. Reservations made through the Web or IVR systems will be accepted 24 hours per day, seven days a week.

To enhance the level of professionalism in the Call Center, as well as the level of customer service received by the passenger, MV will purchase headsets for each Dispatcher and Reservationist, and implement a mandatory use policy.

Reservations will be accepted between one hour and fourteen days in advance of the scheduled pickup time. Reservationists will complete the trip request at the time of the customer's initial call in the "on-line" environment. Both "demand" and "subscription or standing order" trips will be provided.



When the reservationist answers the phone, he/she will say "Thank you for calling MetroAccess". Each caller will be treated with the utmost respect, using terms such as "Yes, Ms. Smith" or "Yes, Sir". After greeting the customer, the reservationist will determine the nature of the caller's request. If the caller is requesting a ride or related item, the reservationist will obtain the caller's name or ID number and will look up their file. At the end of each call, the customer will be thanked for their business.

If the caller is requesting a same-day trip change or cancellation, the reservationist will take the information and enter the change in real time in the Trapeze system. It the trip has been scheduled with a dedicated

service provider, the appropriate driver will be immediately notified of any change to their manifest or ride cancellation through the MDC system. It the trip has been scheduled with a non-dedicated service provider, the dispatcher will call the service provider and inform them of the change.

The reservationist will confirm with the passenger the pickup and return trip times (if round trip) and enter them in Trapeze. If the trip cannot be immediately routed at the exact time requested, the reservationist will attempt to negotiate a trip within one hour of the requested time.

Brokering Trips and Managing Costs through Scheduling

Trapeze contains a scheduling algorithm that is defined by programmed parameters. This will be used to determine the best possible solution for a single trip or a group of trips. The parameters can be used for either mode of scheduling - computer assisted (single-insert) or complete automation (batch scheduling). Single-insert scheduling will provide a list of suggestions that are based upon the solution parameters.

We believe great paratransit scheduling occurs when a combination of these methods is employed. We have found that the best advanced scheduling results takes place when we first negotiate the pick up time while the passenger is on the phone (real time insertions) and then perform batch scheduling the night before service.

Why do both? First, it is important to initially negotiate pick-up times in Trapeze so that they can be scheduled in relation to other trips at that time; to manually form trip "clusters" of optimum combinations. At the same time, trip cancellations may change these trip combinations; this is why end-of-day "re-optimization" using batch scheduling becomes necessary. It is our experience that we can gain between 5% and 8% in productivity improvement by performing batch scheduling on the night before service.

Finally, employing aggressive "re-optimization" on the day of service (same day inserts) has several positive effects - first it helps us maintain a higher on-time performance by rearranging trips to accommodate issues such as breakdowns, traffic, etc. Second, it allows us to increase productivity in the following ways:

a. In a service area the size of MetroAccess, we typically recommend setting aside some trips as unscheduled to fill in the cancellation slots on the day of service. We have built supplementary reporting that shows historically how many trips cancel in the 8:00 hour, the 9:00 hour, etc. We use this "cancel matrix" to save trips in the right hours to fill the predicted cancel slots.

b. MV's proprietary slack-time monitor (which works in coordination with the Trapeze system) shows any excessive slack time throughout the service day. This slack time is typically created by cancellations on the day of service. Constant monitoring of this report will allow us to move trips and proactively close routes early, saving revenue hours.

c. We can also increase productivity on the day of service by offering will calls, if WMATA desires, and within the WMATA guidelines.

The reservationist will select the best solution based on how the trip may affect the route itinerary. In addition, we have the ability to program Trapeze so that we are able to find the lowest cost and most productive trip.

Reservationists will reduce cancellations and no-shows by confirming with passengers as trips are scheduled. Our Call Center Leads will monitor this activity to ensure that the request is handled properly.

In all cases, the reservationist will inquire as to any special assistance that might be needed by passengers; this information is entered in Trapeze and will be included on the manifest for the driver.

Web-Based Reservations

MV will work with Trapeze Software Group to establish a web-based reservations system for self-service reservations via the internet. We believe this type of technology will be especially useful in group home facilities such as nursing homes, where staff make trip reservations on behalf of passengers.

Trip reservations made through the internet will work similar to phone reservations; where all pertinent data is entered on a form and submitted as a trip request. The Web page will interface directly with Trapeze, and the trip will be automatically put on the schedule. An email confirmation will be sent to the customer once the trip is scheduled.

Interactive Voice Response

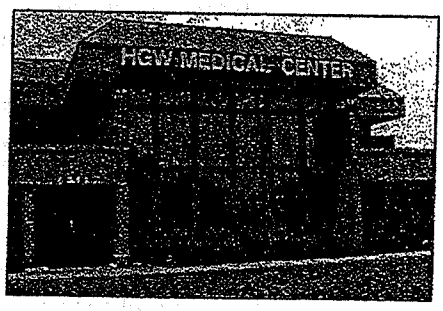
MV will implement an IVR system that works in conjunction with Trapeze so that passengers may call to receive updated trip information, schedule trips, or cancel trips, through an automated system that uses customer ID numbers.

When a "Where's My Ride" call comes in, the caller will be directed to input his/her customer ID number. If the caller's trip is scheduled with a dedicated service provider, real time information will be provided through the IVR system. If the trip is scheduled through a non-dedicated service provider, the call will automatically be routed to an agent on duty who will contact the service provider to give the caller a real-time update.

3.B.2 Routing and Scheduling

Route Development

MV will develop routes that maximize productivity and maintain an acceptable level of on-time performance, by balancing supply and demand. It is important to incorporate the input of MV's MetroAccess Drivers, our Service Providers, and Dispatchers to find and correct system efficiencies, as each deal with the real-time constraints and operating conditions. MV's proposal provides a significant advantage in this area as we have experienced personnel to oversee these duties on an ongoing basis.



Once the Trapeze system has been programmed with available shifts and other variable service parameters, such as specific vehicle seating capacity, the system will use established algorithms to determine the preliminary routing schedules. An essential element of this process is the effective use of the fleet. MV will use historical data and simulations to configure the system for maximum efficiency.

Scheduling Procedures

Trapeze will develop the basic skeleton of routes, which will be reviewed continually before the day of service and refined for actual performance. Starting four days in advance, the lead scheduler will review the routes as reservationists take calls, to ensure trips are properly and effectively scheduled to maximize system efficiencies. This will ensure continual adjustments are made within service parameters to increase system productivity. Throughout the service day, the scheduling team will review the route development to ensure that schedules are attainable, yet productive.

We observed that the Scheduling team was positioned on the main Call Center Floor with the Reservationists and Dispatchers. Given the distractions in the room, we believe a quieter environment would be conducive to successful scheduling. Schedulers will be moved to a less distracting environment.

Scheduling input teams will be created where dispatchers and drivers meet with schedulers on a rotating basis to ensure the scheduler remains in tune with service on the street.

Automated Scheduling

Once a trip is received into the system, either by IVR, Web Interface, or through standard data entry, the Trapeze system will automatically place the trip on the most appropriate vehicle, using its unique routing algorithm. This algorithm takes into consideration many factors, including:

- Exact vehicle locations
- Other trips that are already scheduled and "in progress"
- Vehicle capacities
- Estimated wait times
- Trip durations
- Speeds by hour of the day
- Geography of the service area.

We feel the scheduling algorithm is one of the most critical components to the efficient utilization of resources. Prior to going live with this system, MV will perform simulations to determine the correct parameter settings to produce optimal trip scheduling, in conformance with WMATA's standards. These settings will be continually monitored and adjusted periodically as service demand changes. We are confident that the combination of the comprehensive Trapeze algorithm, combined with the optimal parameters settings derived from simulations, will produce the desired results for the MetroAccess service.

MANAGING ON BOARD TIME

Trapeze has the ability to limit the amount of on board time. This is accomplished through the On Board Time (OBT) factor within the software. This is a user definable variable. The OBT table would be set allowing more time for persons with longer trips and less time for persons with shorter trips to be within reasonable travel times. This function allows fixed time warnings based upon a passenger's ride time and distance, relative to the approximate OBT of the comparable fixed route alternatives. The system monitors already scheduled trips as new trips are added, to determine if anyone will be on the vehicle more than the defined period of time allowed. No trips will be assigned beyond the provider's vehicle capacity or beyond the time constraints for ride time within the system.

Speed Analysis Tool

We understand the importance of having the most accurate time estimates possible for this service. Our proposed scheduling system has substantial parameters to allow highly accurate estimates of travel times and load times. These settings allow us to set speeds based on:

- Time of day
- Geographic areas (Congestion/High Demand zones)
- Distance traveled
- Weekday/weekend
- Specific Service Provider or type of vehicle (sedan vs. van)
- Load times by location
- Load times by type of trip (ambulatory vs. wheelchair)

But these parameters are only as good as what matches actual operation on the street. That is why MV has designed a complementary speed analysis tool that matches actual performance of historical trips to set and maintain these parameters with seasonal changes etc.

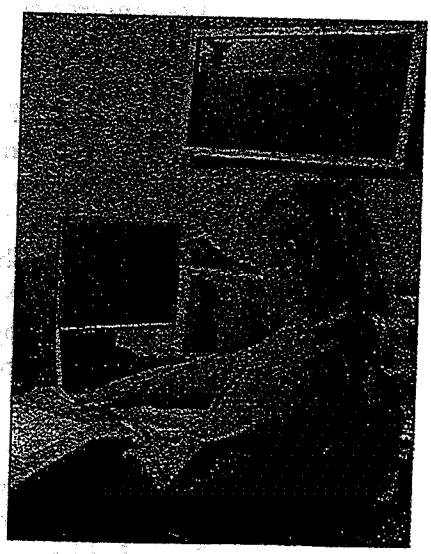
We will use this tool to initially set speed-related parameters in the system by entering historical data gathered, and calibrating the parameters to match the actual performance. We will run this periodically to maintain these parameters to accurately match actual service on the road.

3.B.3 On-Road Operations

Pick-up Verification & Follow-Up

Once our drivers have left the yard they will notify MV Dispatch using their MDCs. The Dispatch team continually tracks all vehicle status and all drivers will be required to communicate the actual times for pick up and drop off of passengers (via MDC when available). MV will maximize system productivity by moving trips as needed to improve the service delivery throughout the day.

When the driver arrives at their first (and each subsequent) stop, the driver will record their arrival time on the MDC, and wait for the passenger. In the event that the passenger does not appear, the driver will alert the passenger of their arrival. If the passenger still does not appear, the procedures described in Section 2.D.2: *Missing Customers and Rescheduling Pickup Times* will take place.



If the passenger appears, the driver is required to assist passengers boarding and disembarking the vehicle. In the event the passenger does not require this assistance, the driver is required to stand at the base of the bus steps while the passenger boards or disembarks the vehicle.

After the passenger boards the vehicle, the driver will collect the proper fare and record on the MDC the stop arrival and departure time (in order to determine dwell time), the number and type of passengers, the fare collected, and transfer issue/collection information.

The driver will "perform" each stop on the MDC, which will update the Trapeze system. As each stop is performed, the Trapeze system will re-calculate the estimated pickup and delivery times of each subsequent stop for the remainder of the route. In the event Trapeze determines that a future stop will be late, the Dispatcher may move that trip to another driver and/or notify the passenger if necessary. MV has several proprietary tools to assist our team to observe and respond to these situations quickly.

We observed the dispatch team and reservations team having difficulty hearing over one another. With WMATA's permission, we will construct a sound barrier between the two sections of the main floor to allow for a more professional call center environment, and an increase in accuracy of data entered into the system.

The Dispatch team will monitor service delivery throughout the day. In some cases, such as a vehicle breakdown or accident, the Dispatcher may be required to create a new route during the day, assign potentially late trips to this route, and contact the appropriate Service Providers who will then dispatch this route to a road supervisor or extra board driver.

Communication with Non-dedicated Providers

We will require that each provider have a dedicated telephone line that can be accessed by MV. MV has extensive experience working with non-dedicated paratransit providers in our operations, and we will implement proven management procedures to ensure a seamless service provision as possible, even in vehicles that we do not have direct control over. Our trip scheduling and management procedures with non-dedicated providers will be as follows:

Night Before Service Day (22:00)

Scheduling Staff (Call Center)

- ID Trips to be faxed to non-dedicated providers.
- Change Account Numbers in Trapeze for each trip to specific non-dedicated provider number
- Print Trip Data Sheet
- Fax Cover Sheet with trips to non-dedicated provider
- Confirm receipt by phone

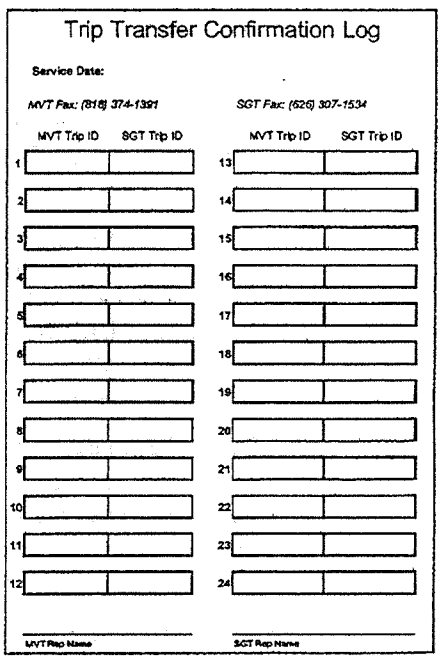
Service Day

Dispatch Staff (Call Center)

- Any additional Trips ID'd to be faxed to non-dedicated providers.
- Verify by phone non-dedicated provider can take same-day trip
- Change Account Numbers in Trapeze for each trip to specific non-dedicated provider number
- Print Trip Data Sheet
- Fax Cover Sheet with trips to non-dedicated provider
- Confirm receipt by phone
- Upon confirmation of receipt, reservation comment field is updated and trip is cancelled from dedicated provider.

Non-dedicated Provider Staff

- Fax received and confirmed with Call Center staff
- Enter new trip order into system to dispatch trip
- Remind driver of WMATA requirements for date/time stamp and sign with MetroAccess passenger
- Collect trip tickets at end of service day for MetroAccess trips
- Reconcile with Trip Transfer Confirmation Log (to the right)
- Fax Trip Transfer Confirmation Log back to Call Center each night
- Automated trip tickets and coupons delivered to Call Center
- Email next-day summaries and next day bi-monthly summaries


Trip Transfer Confirmation Log

Service Date:

MVT Fax: (818) 374-1391 SGT Fax: (626) 307-1534

	MVT Trip ID	SGT Trip ID		MVT Trip ID	SGT Trip ID
1			13		
2			14		
3			15		
4			16		
5			17		
6			18		
7			19		
8			20		
9			21		
10			22		
11			23		
12			24		

MVT Rep Name SGT Rep Name

Accounting Staff (Call Center)

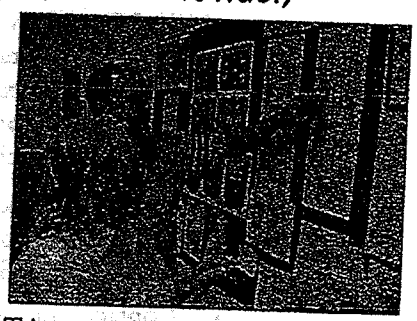
- Prepare separate invoice for non-dedicated provider billing
- Reconcile Trip Transfer Confirmation Log with Trapeze
- Reconcile Trip Data in Trapeze system
- Submit daily and monthly summary

This has proven to be an effective system to track non-dedicated provider assigned trips. If WMATA selects the HP iPac option, then much of this data will be transferred automatically. Trapeze allows us to print detailed reports regarding the performance of the specific non-dedicated provider; as well as track each trip individually with regards to on-time performance.

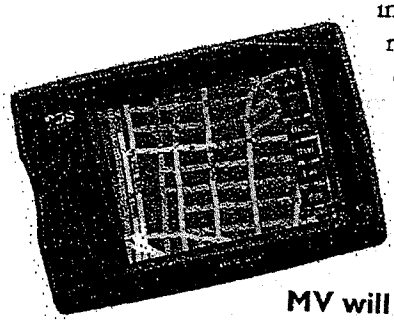
Fare Collection

The fare amount to be collected will be displayed on the MDC for dedicated vehicles and trip ticket for non-dedicated vehicles. The driver will be required to collect the required fare and indicate via the MDC or trip ticket which forms of payment the customer utilized.

Tracking Operator Performance: Efficient MDC Usage (Service Provider)



We will perform daily checks of MDC logins and operator usage within the specifications dictated by WMATA. We will establish a Performing Pickups and Drop Offs Report that tracks our employees' performance in this critical area. This has been a successful program in our Tri-Met service in Portland. This report identifies employees that need assistance and training in this area and has resulted in a marked improvement in these functions. MV realizes that these "Performs" have a direct impact on the integrity of the WMATA system's on-time performance data, and we will strive to consistently improve in this area.



We observed derogatory comments being made about drivers who were on the street, as though they are less important than the Call Center personnel. Each of these positions has an important part to play, and MV will work to enhance training for both parties as to what each position's job entails.

MV will implement a "Walk a Mile in My Shoes" program, which will consist of ride-a-longs for Call Center staff, and Dispatcher for a Day programs where we bring these two positions into each others operating environments to enhance their perception of what the other goes through on a daily basis.

End of Service Day (Service Provider)

At the end of the service day and/or upon completion of the route, the driver will return to the yard and log off of the MDC unit. The driver will complete the post-operational inspection, tidy up the vehicle, and return their keys to a Window Dispatcher. The Window Dispatcher will check the driver out on the service log.

3.B.4 Feeder Services

Our proposed Trapeze technology solution provides multiple levels of integrating alternative service models into paratransit scheduling. By utilizing WMATA's existing Fixed Route data within Trapeze FX, Trapeze PASS is able to offer multi-modal solutions within the core service area for passengers who are capable of utilizing the Fixed Route system. WMATA is able to identify which passengers are able to use the Fixed Route system during the certification process.



In addition, Trapeze PASS will also interface to the ATIS RideGuide to check for the existence of a Fixed Route alternative within the entire WMATA service area. This information can then be used to set comparable service parameters for paratransit service, such as hours of availability, comparable ride time, comparable fares, etc.

3.B.5 Road Calls

MV will provide a reasonable amount of spare vehicles to each of our dedicated service providers. MV will encourage all service providers to have a spare vehicle parked in a designated "READY" spot at their facility. The "READY" parking spot is so designated because it contains a vehicle that has been pre-tripped and is ready to leave the facility at a moment's notice.

In the event of a vehicle breakdown, the driver is required to radio in to MV dispatch to report the vehicle failure. MV's dispatcher will first attempt to solve the problem by radio by instructing the driver to try several actions based on a troubleshooting guide provided by MV's maintenance department. For example, if the vehicle will not start, the dispatcher will inquire as to whether the vehicle is in park with all interlocks engaged. If the dispatcher and driver cannot get the vehicle moving, the dispatcher will immediately perform the following tasks:

- Determine whether a replacement vehicle is needed. MV's number one priority is to ensure a quality ride for the passengers. In some cases, one of MV's Road Supervisors will be dispatched to deliver passengers on board to their destinations.
- Contact the appropriate Service Provider. Immediately coordinate the delivery of a replacement vehicle to the location of the breakdown to provide the driver with a replacement vehicle so that the driver can continue the route. Trips will be moved to accommodate this situation until it is resolved.
- Complete a Vehicle Breakdown Report indicating the vehicle number, route number, driver name, location and description of the problem. The actual location of the vehicle is verified.
- The Service Provider will notify their own maintenance team who will determine at that time if a tow truck is needed or whether the mechanic should report to the scene to repair the vehicle in the field.
- Provide the Vehicle Breakdown Form to the Service Provider's Maintenance Team for analysis. MV will review breakdowns by service provider, by type and review during our maintenance audits. The Service Provider's Maintenance Manager must sign-off on the form that the defect has been repaired, and fax back to MV, before the vehicle may go back in service.

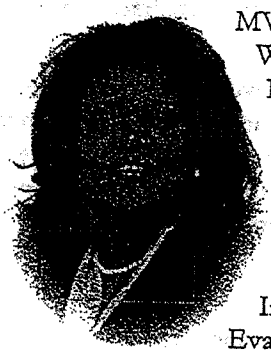
Road Call Records & Evaluation of Road Failures

MV's Maintenance Team will maintain a record of our own vehicle breakdowns in a Fleet Focus for further analysis. Our Director of Maintenance will review breakdowns by type and by vehicle to prevent future occurrences when possible. In general, Road Calls are tracked by miles between Road Calls. If this number decreases, it indicates that there may be a problem with our preventive maintenance program that must be addressed. This performance standard is charted and tracked by both Ms. Evans (Project Manager) and the Mr. Collins (Director of Maintenance) together.

3.C. Personnel and Staffing

3.C.1 Proposed Management Team

Ms. Inez Evans, Project Manager

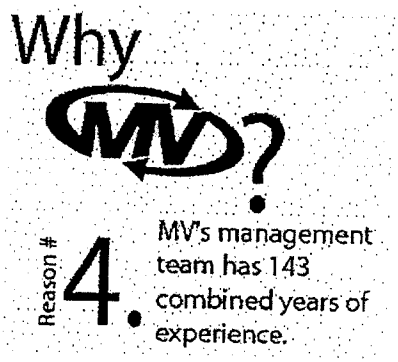


MV is pleased to propose Ms. Inez Evans as our Project Manager for the WMATA MetroAccess Paratransit Services. Inez is currently a Regional Vice President for MV, but given the size and scope of the MetroAccess program, MV decided that our proposed Project Manager should be of VP caliber. Ms. Evans will oversee all MetroAccess Services, including MV's call center and all Subcontracted Providers. She will be 100% dedicated to WMATA and the MetroAccess program, and have responsibility for ensuring overall client satisfaction and service quality for this contract.

Inez brings 11 years transportation management experience to WMATA. Ms. Evans also has direct experience with the WMATA MetroAccess Services, having served as the Operations Manager with DAVE Transportation for two years starting in 1994. She had originally been introduced to the system through Diamond Transportation (one of MV's proposed Service Providers); but her talent was quickly recognized and she was hired by DAVE to oversee the daily aspects of the MetroAccess Call Center.

While leading the Call Center, Ms. Evans implemented innovative scheduling techniques, and extensive training, which resulted in an improvement of system-wide productivity from 1.0 to 1.8 passengers per hour. She looks forward to the opportunity to once again work on this contract, and lead MV's Project Management team towards improved service and performance levels.

After serving as the MetroAccess Operations Manager, based on the improvements she made to the system, and her strong leadership skills, in 1995 Inez was promoted to Project Manager of DAVE Transportation's Access Link contract with New Jersey Transit. Here she implemented new structure, and changed many of the current dispatch and scheduling roles to make the system more efficient. Inez's improvements resulted in an on-time performance increase from 80% to 98%. She also enhanced the customer service training for her office personnel and drivers, and the amount of complaints to 1 out of every 4,000 trips requested.



In 1997, Ms. Evans was promoted to Project Manager of the Toledo Area Regional Transit Authority. This division had traditionally high turnover, and Inez immediately implemented a new screening process for applicants which yielded a much higher quality driver for the system. She also enhanced the usage of the Trapeze PASS scheduling software system that had been implemented, resulting in improved routing and productivity. These improvements equated to an immediate cost savings to the Authority. When faced with a crisis (facility fire) Ms. Evans calmly led her team to deal with the situation, activate the emergency procedures she had developed, and did not miss a single service hour for passengers on the street.

Based on her excellent performance, Ms. Evans was promoted again in 2000, when she was hired as the Project Manger for TARC (Transit Authority of River City)'s 78-vehicle, paratransit and deviated fixed-route operation in Louisville, KY. She created a training program for her dispatchers and schedulers to better utilize Trapeze to improve productivity on the street. She also implemented comprehensive procedural changes that resulted in significant improvements to the

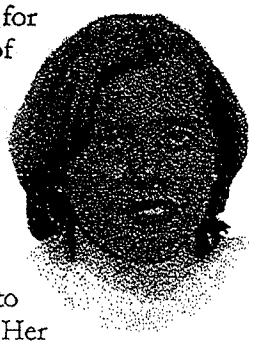
performance standards at this contract, such as lowering the accident frequency by 30%; reducing turnover from 80% to 10%, and reducing passenger complaints from 200 valid complaints to only 30 per month. Her division was voted by the City of Louisville as the "Employer of the Year."

Prior to joining MV as Regional Vice President, Inez served as the District Manager for Laidlaw Transit Services in Northern and Central California. Here she oversaw fixed route, charter, school bus, and paratransit operations.

As Regional Vice President for MV, Ms. Evans has provided oversight of MV's operations in our Fairfield, Roseville, Sacramento, Susanville, Alturas, Sonora and Calaveras County locations in California; as well as Reno and Carson City in Nevada. These operations encompass 240 vehicles and 300 employees, and include both fixed route and paratransit contracts. Since Inez' assignment, each of these locations has enjoyed improved client relations and stronger local management development.

Ms. Evans establishes a culture of safety and customer service at each of her divisions, and will bring her knowledge and experience in employee relations and operational problem solving to our local and subcontracted teams, in order to raise the quality of service for the passengers we serve. Inez will serve as the WMATA's primary corporate contact for any and all issues surrounding this operation, and will be available via phone 24 hours a day. Please find her resume immediately following this section.

Ms. Nancy Santiago, Operations Manager



MV is pleased to propose Ms. Nancy Santiago as our Operations Manager for the WMATA MetroAccess Paratransit Services. Nancy brings 7 years of paratransit and Call Center management experience to WMATA. She began her career in paratransit in 1998 as a bus aide for disabled children at Tulsa Transit, and has never regretted making a career out of helping those who need it most. Having come up from the front-lines in paratransit, Ms. Santiago has a well rounded perspective of a what it takes to make a paratransit operation successful.

In 1998, Nancy returned to the United States after spending ten years in Puerto Rico, and moved to Tulsa, Oklahoma And obtained a job as a bus aide. Her supervisors quickly noticed her compassion for her passengers, as well as her ability to work with people, and in less than a year she was promoted to customer service representative. Nancy implemented new policy and was integral in the implementation of Trapeze at this location, as well as the creation of a new paratransit system and call center.

Ms. Santiago knew that if she could become expert in the Trapeze software, she could go a long way in her career. She obtained as much training as she could get in the proper uses of Trapeze, and often identified efficiencies her supervisors had overlooked. In 1999, Ms. Santiago was promoted to Operations and Customer Service Manager at Tulsa Transit. Here, she had direct responsibility for the management of all customer service personnel as well as administrative responsibility for all contracts.

Nancy implemented new efficiency procedures and customer service training that reduced passenger complaints by 53%. She also developed community outreach programs to improve communications with community agencies such as Community Care, Healthcare, TANF and Sooner Start. Additionally, Ms. Santiago mandated the use of service coordinators to monitor paratransit operations exclusively.

In 2000, Ms. Santiago was promoted to the Call Center Manager (Broker Manager) of Tulsa Transit. This gave her overall responsibility for all aspects of the Call Center, including contractor oversight and coordination of all paratransit functions. She immediately worked with the agency to transition the paratransit program from a contracted operation to an in-house managed system. Her work was cut out for her, and Nancy affected immediate improvements. She improved route productivity from 1.6 to 2.0 for wheelchair vans and from 2.0 to 3.0 for sedans in the system. She reduced reservations hold time by a remarkable 93%, from 10 minutes to less than a minute. On-time performance was increased from 96% to 99%.

MV Transportation had heard of Ms. Santiago's excellent Call Center Management skills, and we hired her in 2003 to manage our Jacksonville Florida Call Center Contract. Here she manages 8 service subcontractors, and has continued to produce excellent performance standards in a challenging operating environment.

Ms. Santiago has kept call hold times below two minutes for over two years, except for two occasions when there were Hurricanes passing through her service area. During these times of emergency, Nancy managed the successful evacuation of disabled passengers to the safety of hurricane shelters. She also coordinated with local authorities to continue to provide life sustaining services, such as dialysis, as was possible through the emergencies.

Ms. Santiago will be responsible to for the direct oversight of all Call Center personnel, and the proper use of the Trapeze system to create the best efficiencies for the program. Her experience managing multiple service providers, as well as her proven history of improvements to paratransit systems makes her the perfect candidate to be Operations Manager for the MetroAccess contract.

When not in the office, Nancy will be available to WMATA staff and the local team by mobile phone 24 hours per day. Please see her resume attached immediately following this section.

Mr. Charles Wilson, Information Technology Manager



MV is pleased to propose Mr. Charles L. Wilson as our IT Manager for the WMATA MetroAccess Paratransit Services. Mr. Wilson brings 35 years of Information Technology, as well as transportation operations experience to WMATA. Charles will oversee all Information Technology aspects of our MetroAccess contract, and will work closely with WMATA IT personnel to ensure we are in compliance with the Authority's standards and guidelines.

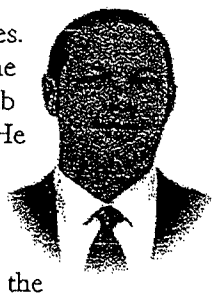
Mr. Wilson began his career in IT in 1970 as a Senior Console Operator for Blue Cross/Blue Shield of Michigan. He joined the Detroit Department of Transportation (D-DOT) in 1974 as a bus driver. This experience has given him an important perspective on what the drivers go through on a daily basis. He has not forgotten this important point of view, and this is one of the things that has kept him in the transportation industry ever since.

In 1985, after continuously demonstrating his passion for Information Technology to his supervisors, and assisting with IT related issues when not in the road; D-DOT promoted Charles to Senior Programmer and Analyst. Here he provided operational support while implementing and maintaining all computer programs and systems for D-DOT. Then in 1988, D-DOT promoted Mr. Wilson to Principal Programmer, where he established and maintained programming standards and supervised all operational support. Additionally, he performed the duties of the MIS Manager for 18 months.



As Chief Financial Officer of MV Transportation and Subsidiaries, Gary Richardson oversees financial activities of the company. This includes responsibility for accurately reporting the financial position and operating results of the Company. He ensures financial processes and procedures function smoothly and with adequate internal controls. Such processes include financial reporting, general ledger, accounts receivable, accounts payable, payroll, and fixed assets. MV utilizes a Lawson Software ERP solution for the majority of these processes. The Lawson Software provides the perfect blend for making information available on a decentralized basis, while achieving efficiencies and strong controls as part of a fully integrated and centralized database. Additionally, Gary works closely with all of the Company's major stakeholders to keep them well informed concerning the financial health of the company. This includes lenders, insurance companies, suppliers, and MV employee managers.

Mr. Sean Kimble, Executive Vice President of Human Resources



Mr. Sean Kimble serves as MV's Executive Vice President of Human Resources. Sean brings extensive human resource experience to WMATA. Prior to joining the company, Sean was Vice President of Human Resources for Charles Schwab Corporation where he directed the HR activities for more than 2,000 employees. He also has served as Director of Human Resources and Labor Relations for Levi Strauss. Sean holds a Bachelor of Science degree from California State University Sacramento and a MBA from St. Mary's College.

Mr. Kimble is responsible for obtaining the necessary human resources for the WMATA MetroAccess services and will support our local team in all aspects of human relations. He and his staff are available to assist our local management team and local staff as needed to assist with recruiting, staffing, benefits, safety, and all employment matters.

Ms. Nikki Frenney, Director of Government and Media Relations



MV Transportation is pleased to present Ms. Nikki Frenney as our Director of Government and Media Relations. Ms. Frenney is responsible for establishing and maintaining relationships with government officials and entities, the news media, and the public to ensure that the proper message is conveyed regarding the services we provide.

Working in concert with Mr. Murshed, Ms. Frenney will provide oversight of the establishment of local passenger and consumer groups, and all community outreach efforts for MV. Also, Nikki will be our primary contact for government officials and the news media on issues that may arise surrounding the services provided in the Washington DC Metropolitan Area.

Ms. Frenney's main responsibilities will be to (in coordination with Authority staff) develop, direct, implement and evaluate strategic community outreach events, proactive government and media relations, and various public relations initiatives. She will provide strategic counsel to the MV Management Team on issues management and community presentations. If WMATA should so desire, she will coordinate with a staff person from WMATA to provide support and suggestions regarding any service issues that arise.

As the former Manager of Media Relations and special assistant to the Director of Government Affairs and Communications for the Central Florida Regional Transportation Authority (LYNX), Ms. Frenney brings a wealth of experience in public relations to our team. Her experience will be a tremendous asset to both our MV Team and WMATA.



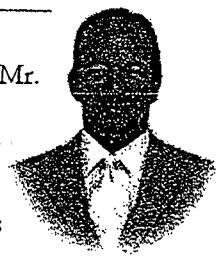


Ms. Feysan Lodde, Co-Owner

Feysan Jefferson Lodde is the Co-Founder of MV Transportation Inc. Ms. Lodde has over thirty years of paratransit management experience. Through the years, Feysan Lodde has been a strong advocate of sharing the benefits of success with the communities that make it possible. She has received many citations of commendation and appreciation from government agencies, legislative bodies and community groups.

Feysan serves on MV's Board of Directors and plays a critical role in the ongoing strategic development of MV. She continues to meet with critical stakeholders, including clients, political leaders, and employees.

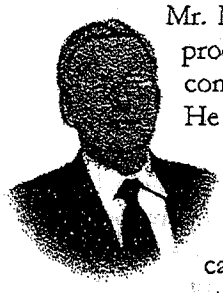
Mr. Alex Lodde, Co-Owner



Mr. Alexis (Alex) Lodde is Co-Founder and Board Chair of MV Transportation, Inc. Mr. Lodde has over thirty years of paratransit management experience.

His role at present, combined with his Board duties, includes daily support to the MV management team and the lead position in employee relations. Mr. Lodde visits each MV office around the country between one and four times per year, where he meets with all employees.

Mr. Jon Monson, Chief Executive Officer



Mr. Monson will be available, including on-site, throughout the WMATA MetroAccess procurement process. He will also be immediately available during the term of the contract as needed to ensure that MV meets all commitments made in this proposal. He will personally ensure that MV meets and exceeds the standards the Authority and its passengers expect and deserve.

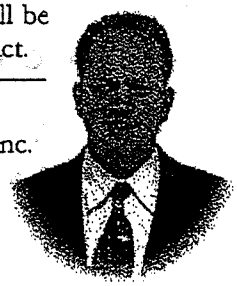
Jon has over 28 years of transit management experience. He began his career as a bus driver and worked his way up through all operating positions. During his career, he has been responsible for over 500 publicly funded transportation operations, from St. Thomas, US Virgin Islands to Honolulu, Hawaii. Mr. Monson has unparalleled experience in transportation operations, and has personally led over 100 contract start-ups and implementations.

Mr. Gregg Harrington, Vice President of Maintenance & Facilities

Mr. Gregg Harrington is MV's Vice President of Maintenance & Facilities for the eastern region. As Vice President, Gregg is responsible for the oversight of all maintenance programs at MV's eastern U.S. locations. These programs include Shop Safety & Training, vehicle preventive maintenance, facility maintenance programs and the procurement of vehicles and shop equipment.

Gregg brings to the MetroAccess Services more than 20 years of transit and maintenance experience, and has managed more than 5,000 vehicles and 50 operations for Forsythe & Associates and National Express. Gregg has broad experience in vehicle maintenance and will be an ongoing resource for Mr. Collins as well as WMATA staff throughout the contract.

Mr. Gary Richardson, Chief Financial Officer



Mr. Gary Richardson is Chief Financial Officer of MV Transportation, Inc. Mr. Richardson has over 19 years of accounting and finance experience. Prior to joining MV, Mr. Richardson served for eight years as Area Controller for Laidlaw Transit Services. Prior to that, he served as an auditor for Deloitte and Touche.

Based on Quinto's successful management of this division, and the important foundation of strong safety procedures and customer focus, MV has built a very good reputation with the MTA. In fact this year MTA has accepted a plan to increase MV's fleet to 240 vehicles over the next 24 months.

When not at our Beltsville operation providing managerial oversight, as Director of Operations Quinto will be in the field assisting our subcontracted service providers to achieve high levels of success in the MetroAccess Services. Please see his resume attached after this section.

a. Regional Support Personnel

Mr. Kirk Wilkie, President

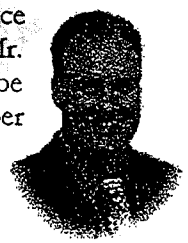


Kirk Wilkie is MV's President. Mr. Wilkie has more than 14 years experience in the transportation industry and has an extensive operations and finance background. In his role as President, Kirk oversees MV's 44 divisions in the Eastern United States, responsible for more than $129M of MV's annual revenue. Mr. Wilkie will be WMATA's point of contact regarding any performance-related issues. Kirk will work with MV's MetroAccess management team to ensure that all operational standards are achieved. He will also meet with WMATA regularly to obtain feedback and to ensure that this information is used to improve the operation.

Prior to joining MV, Kirk served as Senior Vice President and Chief Financial Officer of Durham Transportation and its parent National Express Corporation. Mr. Wilkie also served as Senior Vice President of Mayflower Contract Services and District Director of Operations for Laidlaw Education Services. Kirk has worked with student and public transportation districts in 25 states and with operations as large as 500 buses.

Mr. Russ Tieskoetter, Regional Vice President

MV Transportation is pleased to present Mr. Russ Tieskoetter as our Regional Vice President. Russ will assist Mr. Wilkie with oversight of the WMATA operation. Mr. Tieskoetter is an accomplished transportation manager with vast experience and will be made available to WMATA staff and our local team as needed to provide proper oversight of our management of the system. Given the size and scope of these operations, Russ' primary focus will be the WMATA operation. This will allow him to spend a significant amount of time supporting this contract.



Mr. Tieskoetter brings 10 years of transit and paratransit industry experience to WMATA. Prior to joining MV in 2002, Russ served as a District Manager, overseeing fixed route and paratransit projects in North and South Carolina, Virginia, and Georgia encompassing 12 projects, more than 200 employees, and nearly 300 vehicles. Russ is adept in the Trapeze scheduling software, and will be a valuable resource to Ms. Santiago in the training and development of our reservations, dispatch and scheduling team.

Russ will be available to WMATA staff 24 hours per day and 7 days per week. When not in the office he is available via mobile phone.

b. Corporate Support Team

MV's corporate support team holds a combined 100 years experience in the transportation industry. This team will respond any time we are needed 24 hours a day, 7 days a week. Our executives and regional managers are accessible by cell phone when not in the office. In addition to our regional team, MV's exceptionally skilled and dedicated corporate staff will also support our WMATA team.

In 2002, Ms. Avalos formed her own consulting company, where she provided education, training and consulting to companies who needed to implement FTA mandated Drug and Alcohol programs. She also published her first formal paper *New Standard and Guidelines in Specimen Collections.*

For the last two years, Ms. Avalos has been MV Transportation's Compliance Manager, with oversight of more than 100 drug and alcohol compliance programs encompassing more than 8,000 safety-sensitive employees. Esther will bring her expertise to WMATA and be fully dedicated to the MetroAccess contract. She will establish a random pool to include both the dedicated service subcontractor employees and MV personnel, and administer the testing program.

When not in the office, Ms. Avalos will be available to WMATA staff by mobile phone 24 hours per day. Please see her resume attached after this section.

Mr. Quinto Rapacioli, Director of Operations

MV is pleased to propose Mr. Quinto Rapacioli as our Director of Operations for the WMATA MetroAccess Paratransit Services. Mr. Rapacioli brings 36 years of transit management experience to WMATA, including a very distinguished career with the New York MTA. His knowledge of transportation management in one of the most difficult operating environments in the Nation will make him a tremendous asset to WMATA, our local Service Providers, and MV staff.

As Director of Operations, Mr. Rapacioli will be directly responsible for the management of our direct service provision in Prince George's County; as well as providing operational oversight and expertise for our subcontracted Service Providers.

Mr. Rapacioli began his career in 1969 as a bus operator in New York City. After driving for seven years, he established his knowledge of transit well enough to be promoted to surface line dispatcher in 1976. His earned a reputation for quick thinking and making effective decisions among his supervisors and he advanced to Senior Surface Line Dispatcher of the largest depot in the MTA system, with more than 750 employees. He gained experience in processing discipline, established policy and procedure for dispatchers, and provided guidance to create more efficient operations.

In 1984 Quinto became the General Superintendent for the New York MTA. Here he had direct oversight of 450 employees. He provided guidelines to IT personnel who were developing programs to be used in transportation operations. His suggestions were so successful, the programs were deployed through the entire Department of Buses at MTA.

In 1987, Mr. Rapacioli continued to advance at MTA, and became the next Assistant General Manager for the Transportation Division in Staten Island. He was responsible for performance on the street for 26 local and 18 express bus routes, and increased the safety performance of the entire division.

In 1990, Quinto moved to the top transportation management position at the New York MTA, as he was promoted to Chief Transportation Officer. For seven years Mr. Rapacioli provided oversight of the divisions of Transportation Support, Road Operations, Bus Command Center and the Customer Relation Center. He was responsible for managing the delivery of service to 1.4 million daily passengers, requiring 3200 peak buses over 230 bus routes.

In 2002, after retiring from the MTA, MV Transportation hired Mr. Rapacioli as the General Manager of our New York division, one of our largest paratransit operations. This 24/7 operation quickly developed an excellent reputation under Quinto's leadership, and his 100 bus paratransit operation started to grow. He improved on-time performance from 87% to 96%, and MTA started to give MV extra routes on a regular basis.

Mr. David Collins, Director of Maintenance



MV is pleased to propose Mr. David Collins as our Director of Maintenance for the WMATA MetroAccess Paratransit Services.

Mr. Collins will lead the initial fleet inspection/transition and inventory evaluation processes, assist in implementing our FleetFocus Software, and evaluate each Service Provider's existing maintenance program. He will provide ongoing maintenance training and support, and will conduct regular shop audits and safety inspections for MV and our Service Providers' maintenance shops throughout the contract.

Mr. Collins has over 11 years of maintenance experience including experience managing several large 24/7 transit shops. He is ASE certified in Heavy Duty Electrical, Brake and Auto Electronics and has had Fleet training from Ford, Chrysler and many other vendors in the transit field. David holds an AA degree in Business Administration from Northwestern Business College.

Prior to his promotion, Mr. Collins served as our Maintenance Manager in Orlando, Florida where he was responsible for a 17 person maintenance team and a fleet exceeding 200 vehicles. David raised the bar on Quality Assurance testing within the maintenance shop leading to dramatic improvements in service reliability, miles between road-calls, fleet availability, shop safety and other maintenance performance indicators.

David has direct experience providing guidance and oversight to subcontracted service providers. He currently has oversight for 17 division maintenance shops, and a fleet of 939 vehicles.

Dave will be a tremendous resource to WMATA and our local team. He will be available by cell phone 24 hours per day, 7 days per week. Please see Mr. Collins' resume attached after this section.

Ms. Esther Avalos, Drug and Alcohol Manager



MV is pleased to propose Ms. Esther Avalos as our Drug and Alcohol Manager for the WMATA MetroAccess Paratransit Services. Ms. Avalos will ensure proper Drug and Alcohol Testing for MV personnel and those of our subcontractors.

Ms. Avalos administers our random drug and alcohol testing program, and ensure that our subcontractors are provided with their weekly list of selected employees to be tested. She will generate and analyze data in compliance with the FTA and the RFP, and create reports to demonstrate our compliance with the standards.

Esther began her career in Drug and Alcohol program management in 1997 as an account manager for Pharmchem Laboratories. She was responsible to set up, maintain and provide technical support for all DOT accounts. She also assisted in analysis of statistical data and the provision of required reporting.

In 1998, Ms. Avalos was hired by the San Francisco Municipal Railway (MUNI) as Assistant Director for their Substance Abuse Program. She had direct responsibility to monitor compliance of laboratory, collection site medical review officers and substance abuse professionals associated with MUNI's program. During this time Esther also worked for Preferred Alliance, where she was responsible for control of over 1,000 drug and alcohol testing programs. She became the liaison to the US DOT, CHP and PUC while in this role.

In 2001, Mr. Murshed moved back from maintenance into operations, and became the Director of Operations for STARS. By revamping internal training and procedures, Golam increased efficiency of the system and improved passenger relations. He worked closely with community groups to improve communications regarding how well the fixed route and paratransit services were being received.

In 2004 the Interurban Transit Partnership (ITP) – *The Rapid* in Grand Rapids Michigan was looking for a customer-focused Manager of Paratransit; Golam was hired to fill this role. This is where MV Transportation first met Mr. Murshed, as he was directly responsible for oversight of our current contracts with *The Rapid.*

In additon to providing contract oversight, Golam has worked as a public outreach coordinator for the ITP. He provides staff support to ITP's Consumer Advisory Committee as well as the Specialized Services Coordination Committee. He is directly responsible to direct and administer customer requests for special transportation. This experience is invaluable when applied to his role in our proposal to WMATA.

Mr. Murshed will work closely with WMATA staff to ensure that we complete all complaint investigations in a timely manner and that our Service Providers and MV staff are correcting all situations that we have been alerted of through passenger complaints. Further, Golam will create a community outreach program to help MV become part of the communities that we will serve.

When not in the office, Mr. Murshed will be available 24 hours per day to WMATA staff by mobile phone. Please find his resume attached following this section.

Mr. Yohannes Awoke, Safety Training Manager



MV is pleased to propose Mr. Yohannes Awoke as our Safety Training Manager for the WMATA MetroAccess Paratransit Services. Mr. Awoke will work with all MV and Service Provider training staff to promote a safe, reliable and efficient operating environment. He will ensure that each Service Provider operation has fully certified Behind-The-Wheel Trainers, which are in compliance with MV's program.

Mr. Awoke is responsible for training and mentoring all trainers in the area, as well as administering MV's Classroom Training to all drivers for the MetroAccess Services. He will coordinate with our full-time Behind the Wheel Refresher Trainers to ensure that we are properly scheduling and providing the required annual refresher training and re-certification tests for each MetroAccess driver. He will also work with our Auditor to ensure that training files at all locations are complete and ready to pass inspection.

Yohannes began his career as a driver and dispatcher over ten years ago. Mr. Awoke has over seven years experience as a DOT Certified Instructor, and brings a wealth of knowledge in Safety and Training to this contract.

Mr. Awoke currently serves as MV's Regional Safety Manager. In this role, he promotes a safe, reliable and efficient operating environment. He provides guidance to trainers throughout various MV locations, and ensures compliance with MV, state and federal regulations for all training programs. Mr. Awoke will be available to WMATA 24 hours per day to support this project. Please see Mr. Awoke's resume following this section.

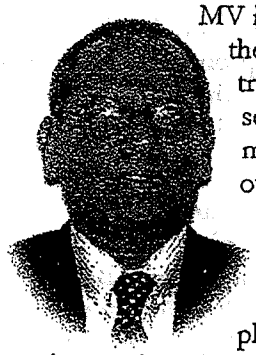
The procedures and programs that Charles implemented, as well as the various smooth system implementations he was responsible for; continued to impress the highest levels of management at D-DOT. He was promoted to Departmental Technology Manager in 1990; a position he still holds with D-DOT today. In this role, Mr. Wilson manages a $2.3M budget related to support of existing systems and implementation of new systems. He also managed a $3.14M project for the implementation of an integrated Automated Bus Scheduling system, Transit Operations System (TOS), Vehicle Maintenance (VMS) and Materials Management System (MMS).

Mr. Wilson will provide an extensive amount of support to our local team, as well as WMATA, as he has direct experience with all of the proposed technology within MV's management solution for the MetroAccess Services. He has managed and provided technical expertise for the implementation of AVL systems; managed the implementation and ongoing support of Trapeze application software modules to include PASS, FX, IVR, FLEX, CI and PLAN; managed D-DOTs website and informational kiosk application software as well as ACD systems.

Charles has a degree in Information Systems/MCSE, and has been certified in the following: Unisys, Compaq, Windows N/T Server/Workstation, Microsoft Office, Professional Project Practices, Screen Design Facility, DMS II Usage, Work Flow Language, CP 2000 Admin and Ops, GEMCOS, BNA Concepts, Lawson Universe/CASE, Oracle Database Administration, and MCSA for Windows 2000.

Mr. Wilson will be 100% dedicated to the WMATA MetroAccess contract, and will be available via phone 24 hours a day to our local team, as well as WMATA staff. Please find his resume attached after this section.

Mr. Golam Murshed, Customer Relations Manager



MV is pleased to propose Mr. Golam Murshed as our Customer Relations Manager for the WMATA MetroAccess Paratransit Services. Mr. Murshed brings 22 years of transportation management experience to WMATA, in the areas of customer service, community outreach, contractor oversight, operations management, maintenance management and planning. This experience gives Mr. Murshed a well-ounded perspective regarding all aspects of the MetroAccess service.

Golam began his transportation career in vehicle maintenance in 1983 in Houston Texas. After moving to Atlanta Georgia in 1995, Mr. Murshed was hired by the Metropolitan Atlanta Rapid Transit Authority (MARTA) as a planning intern. Here he coordinated a special feeder bus conversion, by integrating ridership, revenue and scheduling analysis into the route planning. This position required a lot of community outreach to determine passenger feedback.

In 1996, Mr. Murshed was promoted to Maintenance Supervisor for MARTA, where he was directly responsible for all work performed at the maintenance garage. Golam was held accountable for budget, labor scheduling, and coordination of the maintenance staff. He also performed quality assurance testing on the work that was completed by his team.

Based on his excellent performance at MARTA, in 1998 Golam was promoted to Director of Maintenance for the Saginaw Transit Authority Regional Services (STARS) in Saginaw, Michigan. Mr. Murshed assessed the current operation and discovered he needed to develop new procedures and departmental policies. He had direct responsibility for all phases of maintenance operations, vehicle procurement, budgets, and shop and facility safety. Golam also became involved in the management of the grievance process for the shop personnel.

- Recommended changes in policy or procedure, as necessary, to make certain system continually operates most effectively and efficiently
- Controlled all administrative functions including $8.4 million annual revenue, payroll, and record keeping and customer reporting
- Oversaw effective recruitment, hiring and training of all personnel including drivers to ensure successful on-the-road operations, passenger relations and safety
- Managed dispatch and scheduling functions to ensure service quality and maximization of resources
- Supervised vehicle maintenance in conformance with Laidlaw and customer procedures
- Proficiently used TRAPEZE Quo Vidas software system and ensured functions were utilized appropriately to gain cost savings and improve service delivery

Accomplishments include:

- Improvements in vehicle scheduling which resulted in significant savings to the customer, a reduction of accident rate in 2001-2002 by 30%
- Turnover reduction from 78% to 10% for this fiscal year
- Reduce passenger complaints to less than 1 per 1,000 completed trips
- Received the highest safety audit score awarded to a facility from the parent company—3.2 out of a possible 4.0
- Maintained 93% or better on-time performance for entire tenure

July 1997 - August 2000 ***DAVE Transportation,(later bought by Laidlaw)***
Project Manager ***Toledo, OH***

- Managed all aspects of the day-to-day operation of a 35-vehicle paratransit project for the Toledo Area Regional Transit Authority
- Ensured contractual compliance and customer satisfaction in all areas of operation
- Oversaw effective recruitment, hiring and training of all personnel including drivers to guarantee success in on-the-road operations, passenger relations and safety
- Supervised dispatch and scheduling functions to ensure service quality and maximization of resources
- Oversaw vehicle maintenance in conformance with Laidlaw and customer procedures
- Made recommendations for change in policy or procedure, as necessary, to ensure that system continually operated in most effective and efficient manner
- Controlled all administrative functions including a $1 million budget, payroll, record keeping and customer reporting
- Proficient in use of Trapeze PASS scheduling software system and ensured its functions were utilized appropriately to gain cost savings and improved service delivery

Accomplishments include:

- Reduction of the denial rate to below 1%
- Initiated the first TARPS Passenger Newsletter
- Successfully maintained service levels without a single service hour loss after the April, 1998 facility fire

November 1995 - July 1997 ***DAVE Transportation - Access Link***
Project Manager ***Trenton, NJ***

- Responsible for all aspects of the day-to-day operation of a 15-vehicle paratransit project for New Jersey Transit Authority
- Contract management responsibilities consisted of human resources, payroll, employee medical benefits, safety & risk management, workers compensation, marketing, and vehicle maintenance

Inez Evans

Project Manager

Role

Ms. Inez Evans is our proposed Project Manager for the Washington Metropolitan Area Transit Authority MetroAccess Services.

Experience

January 2005 – Present ***MV Transportation, Inc.***

Regional Vice President ***Fairfield, CA***

- Oversee MV's operations in the Far Northern California Region, including our Fairfield, Roseville, Sacramento, Susanville, Alturas, Sonora and Calaveras County locations as well as Reno, Carson City. This region encompasses nearly 232 vehicles and 265 employees, and includes fixed-route and paratransit operations
- Serve as customer liaison, ensuring that all client communications are accurate, timely, and meet the needs of all client personnel
- Provide direction and assistance to general managers in region, including contracts, service performance, labor relations and personnel matters
- Assist with preparation of bids for new contracts by developing staffing levels and overall operations scenario
- Ensure that management services are provided according to the local governing board policies
- Ensure operations meet or exceed customer expectations regarding service quality, efficiency and productivity
- Serve as resource to operations utilizing Trapeze software systems, ensuring proper usage to maximize efficiencies while enhancing performance standards
- Negotiate labor contracts and assist local management to work within a union environment
- Create and administer budget and manage staffing levels
- Accountable for the efficiency of personnel, communication, and the level of morale within the operational area
- Responsible for performing contract appraisals including fleet maintenance

February 2004 – January 2005 ***Laidlaw Transit Services***

- District Manager Martinez, CA
- Oversee Laidlaw's public operations in central California, including our Martinez, Monterey, Paso Robles and Santa Cruz locations encompassing nearly 180 vehicles and 225 employees. These locations include fixed-route, paratransit, charter, and school bus operations
- Responsibilities include serving as customer liaison and ensuring operations meet or exceed customer expectations regarding service quality, efficiency and productivity
- Negotiate labor contracts and work within a union environment
- Manage budget and staffing levels
- Accountable for the efficiency of personnel, communication, and morale

August 2000 – February 2004 ***Laidlaw Transit Services***

Project Manager ***Louisville, KY***

- Managed all aspects of the day-to-day operations of a 78-vehicle, paratransit and fixed-route project
- Ensured contractual compliance and customer satisfaction in all areas of operation

Nancy Santiago

Operations Manager

Role

Ms. Nancy Santiago is our proposed Operations Manager for the Washington Metropolitan Area Transportation Authority - Metro Access Program.

Experience

2003- Present — ***MV Transportation, Inc.***
General Manager — ***Jacksonville, FL***

- Responsible for all aspects of JTA Connexion Service
- Responsible for the oversight of 43 support staff, including dispatchers, reservationists, supervisors, operations and IT management
- Oversight of 8 subcontracted Service Carriers, including 4 non-profit and 4 for profit transportation companies
- Responsible for negotiation and management of all contracts
- Manage taxi overflow and non-dedicated services
- Successfully maintained call hold times less than two minutes for past two years
- Responsible for client and employee relations
- Ensuring vehicle maintenance program for subcontracted fleet in conjunction with maintenance manager
- Involved in all safety programs
- Successfully coordinated emergency transportation of passengers to hurricane shelters during three separate hurricane emergencies
- Coordinate with local authorities during emergency situations to ensure continued provision of life sustaining services such as dialysis

2000-2003 — ***Tulsa Transit***
Brokerage Manager — ***Tulsa, OK***

Responsibilities include all aspects of the direct management and operations of Tulsa Transit's Paratransit Brokerage system utilizing Trapeze 4.5 Paratransit Software, as well and contractor oversight and coordination for all Paratransit functions

Selected Accomplishments

- Successful transition of Tulsa Transit Paratransit system from a contracted basis to an in-house based operation
- Increased route productivity from 1.6 passengers per hour to 2.0 on vans, and from 2.0 passengers per hour to 3.0 passengers per hour on sedans
- Decreased reservations hold time by 93% from 10 minute average to less than 1 minute
- Increase on time performance from 95% to 99%
- Improved rapport and confidence level with providers and passengers
- Assisted in the coordination of bid process for contracted services, successfully contracting with four (4) providers
- Re-establishmed of effective disabilities advisory board

1998-2000 — ***Laidlaw Transit Services***
Customer Service/Operations Manager — ***Tulsa, OK***

Responsibilities include direct supervision of Customer Service personnel as well as management and administrative responsibilities of contracts

- Managed dispatch and scheduling functions to maintain quality and maximization of resources
- Improved on time performance from 80% to 98%
- Reduced the number of customer complaints to 1 for every 4,000 passengers out of 386,000 passengers annually
- Lowered the worker's compensation reporting to zero and placed second in the region for a location of this vehicle classification

April 1994 – November 1995 ***DAVE Transportation – WMATA Washington DC***
Operations Manager ***Trenton, NJ***

- Responsible for all aspects of the day-to-day operation of Call Center
- Reported directly to Project Manager, acting as Project Manager in his absence
- Contract management responsibilities consisted of human resources, payroll, employee medical benefits, safety & risk management, and workers compensation
- Supervised Call Center Manager, oversight of all schedulers and reservationists
- Quality control of subcontracted dispatchers and on-street operation
- Coordination between all county agencies for service delivery
- Improved productivity 1.0 to 1.8

Education & Career Development

Education – Academic and Professional Training:

- Pepperdine University- Transit and Paratransit Management Certificate
- University of Phoenix, June 2001 – Majoring in Business Management
- Olympic College, Bremerton, WA—October 1993

Management Training courses:

- Labor Relations
- Employee Relations
- Contract Labor Negotiations
- Customer Relations

Certification:

- FTA Drug and Alcohol Program Compliance
- Reasonable Suspicion
- Customer Service
- Prevention of Sexual Harassment in the Workplace
- Leadership and Supervision
- Train the Trainer
- Operations Management

Professional Organizations

- Louisville Urban League
- Elderly and Disabled Council
- KPTA

Charles L. Wilson Jr.

IT Manager

Role

Mr. Charles L. Wilson Jr. is our proposed IT Manager for the Washington Metropolitan Area Transportation Authority - Metro Access Program.

Experience

1990 - Present ***City of Detroit – Department of Transportation***
Departmental Technology Manager ***Detroit, MI***

- Manage annual $2.3 million budget related to support of existing systems and implementation of new systems for D-DOT
- Supervise three (3) City of Detroit computer professionals and nine (9) contractual personnel
- Act as coordinator between D-DOT and Information Technology Services Department (ITSD) regarding the progress of all systems implementations
- Coordinate with upper-level management with respect to departmental data processing objectives
- Provide technical expertise in hardware and software selection for mainframe and workstation computers
- Establish policy objectives for the Management Information Systems (MIS) Division
- Negotiate vendor contracts for D-DOT MIS and support
- Provide technical expertise related to the on-going support and end user requests for modification of customized TOS, VMS, and MMS systems
- Responsible for the implementation and on-going support of automated systems related to the creation of D-DOT Senior Pass Cards and D-DOT Disabled Pass Cards
- Manage development and on-going support of D-DOT website and informational kiosk application software
- Manage and coordinate implementation of digital surveillance project for the entire department

Specific Software and System Experience

Trapeze Software

Manage implementation and on-going support of Trapeze application software modules as follows:

- Automated ADA Paratransit System (Trapeze PASS)
- Automated Bus Scheduling System (Trapeze FX)
- Automated Flex Routing System (Trapeze FLEX)
- Interactive Voice Response System (Trapeze IVR)
- Automated Customer Information (Trapeze CI)
- Automated Service Planning (Trapeze PLAN)

Siemens- MDC/AVL System

- Manage, provide technical expertise, and support the implementation of Siemens Mobile Data Computer (MDC)/Automated Vehicle Location (AVL) system for D-DOT revenue and non-revenue vehicles

Lawson

- Managed a $ 3.14 million project for implementation of an Integrated Automated Bus Scheduling, Transit Operations (TOS), Vehicle Maintenance (VMS) and Materials Management System (MMS)
- These systems were developed and are currently being maintained utilizing Lawson Computer Aided Software Engineering (CASE) tool technology.

Selected Accomplishments

- Decreased transportation passenger complaints for the disabled community by 53% through implementation of efficiency improvements
- Increased satisfaction with local social service agencies to include Community Care, Healthcare, TANF, and Sooner Start
- Provided conclusive investigative findings for FTA complaints
- Implemented the use of Service Coordinators to monitor paratransit operations exclusively
- Created manual for employees informing them of the expectations of the agency

Customer Service Representative

Responsible for the collection, investigation, and resolution of complaints and inquiries made by the general public regarding paratransit and fixed route operations

Selected Accomplishments

- Implemented new policies and procedures for new city bus terminal
- Successfully completed startup of new paratransit system and fixed route call center in the Midwest
- Successfully completed implementation of Trapeze Software's new Windows based paratransit software

Career Development

Certifications and Training
FTA Drug and Alcohol Training
Reasonable Suspicion
RTAP Train the Trainer
Customer Service Training
Accident Investigation
Trapeze Training for Supervisors
MV's BMVP Management Seminar
Bridge's Committee Member

Skills
Trapeze Software and Tools
Microsoft Office Suite
Fluent in Spanish

Golam Murshed

Customer Care Manager

Role

Mr. Golam Murshed is our proposed Customer Care Manager for the Washington Metropolitan Area Transit Authority's MetroAccess Services.

Experience

June 2004 - Present ***Interurban Transit Partnership – The Rapid***
Manager of Paratransit ***Grand Rapids, MI.***

- Work as a public outreach coordinator, ensuring agency and contracted providers meet expectations of riding public
- Provide staff support to the Interurban Transit Partnership (ITP) Consumer Advisory Committee for seniors and persons with disabilities
- Provide staff support to the Specialized Services Coordination Committee
- Represent ITP with other groups/committees dealing with special transportation issues
- Directs and administers customer requests for special transportation services to the elderly and the disabled passengers
- Oversee Demand Response Paratransit System as mandated by the American's with Disabilities Act (ADA)
- Ensure contracted service provides meet or exceed expected performance standards
- Establish departmental policies, procedures and budget
- Monitor program performance and public information for Paratransit services
- Responsible to ensure all Passenger Comments/Complaints are processed, investigated, and responded to in timely manner
- Administer Michigan Department of Transportation (MDOT) Specialized Services Transportation Grant Assistant Program for Kent County.
- Responsible for various transportation service contracts with several townships

2001 – April 2004 ***Saginaw Transit Authority Regional Services (STARS)***
Director of Operations – Maintenance & Transportation Dept. ***Saginaw, MI***

- Responsibilities for Transportation Department includes managed fixed-route bus and paratransit services, scheduling, run cutting, safety training and planning
- Responsible for community outreach regarding transportation services
- Represent STARS at consumer advocacy meetings
- Established departmental policies, procedures and budget
- Supervised all related personnel, maintained service quality
- Managed various transportation service contracts
- Review and interpret collective bargaining agreements and act as on-site representative of STARS at all Step-one grievance proceedings

Kronos

- Manage current (2002-2003) implementation of Kronos Workforce Central (WFC) timekeeping hardware and application software

1988-1990
Principal Programmer

- Establish and maintain programming standards and operations support
- Direct systems implementation
- Perform duties of manager of the MIS Division for approximately 18 months

1985-1988
Senior Programmer/Analyst

- Implement and maintain complex computer programs and systems.
- Provided Operations support as required

1974-1985
Transportation Operator

- Operate motor coaches and performed related duties

1970-1974 ***Blue Cross/Blue Shield of Michigan***
Senior. Console Operator ***Michigan***

- Supervise the execution of complex programs in a large multi-processing environment

Education & Career Development

Education

Davenport University - (formerly Detroit College of Business)
Major - Information Systems/MCSE

Wayne County Community College, Associate of Arts Degree - 1987

Professional Studies / Certifications

- Professional Project Practices (PPP) - 5 Days
- Screen Design Facility (SDF) - 2 Days
- DMS II Usage - 5 Days
- Work Flow Language (WFL) - 5 Days
- DMS 11 DASDL - 5 Days
- CP 2000 Admin. & Operations - 5 Days
- GEMCOS - 5 Days
- BNA Concepts - 2 Days
- Lawson Universe/CASE - Computer Aided Software Engineering Tool - 7 Days
- Oracle Database Administration – 10 Days (Training scheduled 9/05)
- MCSA for Windows 2000

Hardware

- Unisys Large A-Series
- Unisys CP 2000, B-20 and PW2
- Compaq P/C's - Windows N/T 4.0/2000

Software

- COBOL-74, CANDE, WFL, DMS 11, GEMCOS, DASDL, NDL.
- Windows N/T Server/Workstation, MicroSoft Office 2000

1983-1988 — ***Saeilo Motors***

Assistant Manager / Automotive Technician — ***Houston, TX***

- Duties included all aspects of supervision of gasoline and diesel engine repairs and maintenance, engine tune-up, air conditioning, brake repairs, and re-building engines as well as customer relations.

Education & Career Development

EDUCATION

Texas Southern University, Houston, Texas
Masters of Science Degree/Transportation Planning and Management - 1996
Bachelor of Science Degree/Power & Transportation Technology - 1986
Dean's List for two semesters.

Wayne County Community College, Detroit, MI
Associate of Science Degree/Automotive Service Technology - 1981

Significant Course Work

- Fundamentals of Diesel Service and Repair
- Transportation Management & Planning
- Economics of Transportation
- Principles of Transportation Design and Engineering
- Urban Transportation Planning
- MIS/Computer Applications in Transportation
- Applied Planning/Field Studies
- Travel Demand Analysis
- Highway Traffic Operations

QUALIFICATIONS/STRENGTHS

Extensive hands-on management experience, detail-oriented, effectively assesses client's needs, highly organized, communicate effectively both orally and in writing, assures that all policies and procedures are achieved

MANAGEMENT SKILLS

- Attended ten weeks of *Leadership Development Series* courses offered by Michigan Leadership Development Institute at Saginaw Valley State University, Saginaw, MI. Received certificate in May 1999
- Attended eight months of *Leadership Saginaw* courses offered by Saginaw County Chamber of Commerce. Received certificate in June 2001
- Successfully completed *Maintenance Supervisor Training* Course offered through MARTA in September 1997
- Successfully completed *Effective Transit Supervision* course offered through National Transit Institute (NTI)

INTERPERSONAL SKILLS

- Friendly, able to readily relate to people of diverse backgrounds, cultures and nationalities

COMPUTER SKILLS

- Microsoft Word, Excel, WordPerfect, Lotus 1-2-3, Quattro Pro, MPAC, FileMaker Pro

- Managed, supervised and coordinated all phases of maintenance operations for all STARS vehicles and contracted vehicles
- Responsible for facility maintenance and parts department
- Responsible for vehicle purchasing and procurement
- Insured STARS compliance with all local, state and federal regulations regarding equipment, safety and operations and facility code compliance.
- Review and interpret collective bargaining agreements and act as on-site representative of STARS at all Step-one grievance proceedings.

1998-2001
Director of Maintenance - Bus Maintenance Department
- Managed, supervised and coordinated all phases of Maintenance Operations for all STARS vehicles, contracted vehicles
- Responsible for facility maintenance and parts department
- Responsible for vehicle purchasing and procurement
- Established departmental policies, procedures and budgets
- Insured STARS compliance with all local, state and federal regulations regarding equipment, safety and operations and facility code compliance.
- Review and interpret collective bargaining agreements and act as on-site representative of STARS at all Step-one grievance proceedings

1996-1998 ***Metropolitan Atlanta Rapid Transit Authority (MARTA)***
Maintenance Supervisor – Bus Maintenance Department ***Atlanta, GA***
- Supervised and coordinated the work of Maintenance personnel in the preventative/corrective maintenance of buses.
- Responsible and accountable for all the equipment in the work area.
- Prepared and controlled the time sheets and attendance of all assigned personnel.

January - December 1996
Maintenance Intern/Supervisor - Bus Maintenance
- Responsible for all work performed at the assigned garage
- Supervise preventative/corrective maintenance of the buses

January – August 1996 ***Atlanta Committee for the Olympic Games***
Transportation Planner ***Atlanta, GA***
- Worked on planning, testing and documenting routes for all transportation services
- Assisted with logistic planning for Olympic Family Bus Systems

May – August 1995 ***Metropolitan Atlanta Rapid Transit Authority (MARTA)***
Planning Intern – Planning and Policy Development Dept. ***Atlanta, GA***
- Member of a team that coordinated special feeder bus conversion project
- Integrated revenue, ridership and scheduling analyses in transit route planning exercise (i.e., 700 "Domestic Series" Routes re-organization)

1988-1996 ***Reliable Life Insurance Company***
Sales Representative, Home Service Dept. ***Houston, TX***
- Responsible for selling life and fire insurance to individuals
- Adjusted life and fire claims. Twice named top salesman of the month

1998-2001 — *Grosvenor Bus Lines*

DOT Instructor — ***San Francisco, CA***

- DOT Certified Instructor
- Lead Classroom Instructor and Behind the Wheel Instructor
- 4 years experience DL-1-70 Certification
- Created DL-1-70 Criteria
- Passed all DMV inspections
- 4 years experience DL-260 Certification
- Certified to train Empathy and Sensitivity under the American Disability Act
- Created entire Training Curriculum in compliance with all State and Federal laws
- Excellent teaching skills: creative, clear, concise, and extremely patient
- 90% of students have a 0 accident record

1995-2001 — *Grosvenor Bus Lines*

Coach Operator — ***San Francisco, CA***

- 6 years experience as a Coach Operator
- 0 accidents
- 0 consumer complaints
- Excellent time management, proven ability to keep on schedule
- Exceptional passenger-relations skills and passenger satisfaction
- 3 years experience as an Executive Board Member of Local 1225 ATU

1995-1998 — *Bay Area Translators*

Translator — ***Benicia, CA***

Education & Career Development

- 1984-1986 Language Studies, University of Munich, Germany
- 1986-1990 M.S. Electrical Engineer in Aviation, Kiev University, Russia
- 1998 DOT Certified Instructor, State of California
- 1999 DL 1-70 Certified, State of California
- 2000 Classes:
- Accident Prevention Program, Grosvenor Bus Lines, San Francisco
- Pre-Employment Drug & Alcohol, Grosvenor Bus Lines, San Francisco
- OSHA Regulations, Grosvenor Bus Lines, San Francisco
- American Disability Act, State of California
- Advanced Communication Systems, San Mateo County

Yohannes Awoke

Safety and Training Manager

Role

Mr. Yohannes Awoke is our proposed Safety and Training Manager for the Washington Metropolitan Area Transit Authority MetroAccess Services.

Highlights of Qualifications

- 7 years experience as a DOT Certified Instructor
- 5 years experience as a Coach Operator
- 3 years experience as a Dispatcher, Road Supervisor and Operation Manager
- Exceptional teaching and communication skills
- Proven ability to make public presentations both extemporaneously and prepared
- Excellent in client/manager relations
- Proven ability to create and implement new policies and procedures
- Proven ability to learn new concepts and teach them to others

Experience

2002-Present ***MV Transportation, Inc.***

Regional Safety Manager ***Fairfield, CA***

- Promote a safe, reliable and efficient operating environment
- Conduct Safety audits of all facilities
- Ensure that the divisions have effective driver recruitment programs
- Audit that the General Manager administers the drug and alcohol program in accordance with FTA regulations
- Ensure that each division is complaint with client, OSHA and local requirements
- Participate in all wheelchair safety and compliance conference calls.
- Successfully assist Divisions with CHP, DOT, DMV and Safety Q&A audits
- Assisted in contract start-ups
- Achieved High level of satisfaction from all client agencies worked with
- Built excellent working relationship with Vice Presidents, General Managers, Safety and Operation Managers, Drivers, Maintenance Managers

2001-2002 ***SamTrans Fixed Route***

Safety Manager ***San Francisco, CA***

- Responsible for training curriculum and presentation to all division employees
- Maintain all training files and records to be compliant with State and Federal Standards
- Supervised Cal-Train Bus-Bridge Assignment, San Francisco, 2000
- Start Up Supervisor and Trainer, Woodland, 2001
- In charge of School route operations at SamTrans Division
- Supervised SamTrans Cal-Train contract
- Assist the GM with run cut and route developments
- Assist the GM with monthly reports required by client
- Investigate consumer complaints
- Assist payroll department in verifying Drivers' hours
- Assist the General Manager in reducing Drivers' overtimes

- Responsible for the accounts receivables and payables from maintenance shop.
- Ensure accuracy of all preventive maintenance repair orders through maintenance software. Designed and performed in house QC Inspections to ensure accuracy of inspections and repairs
- Responsible for inventory purchases, control and reconciliation

1999 to 2002 ***Laidlaw Transit Services***
Maintenance Manager ***Phoenix, AZ***

- Direct managerial responsibility for a full function bus maintenance facility with 22 FTE employees and 65 diesel powered transit vehicles
- Fiscal responsibility for an operating budget in excess of 2,000,000
- Promoted enhanced technical and ASE training for all technicians
- Ensured accuracy and accountability for all product and inventory using computerized inventory and repair order software.
- Managed the maintenance function's Accounts Payable and Receivables and generated accurate forecasts for all budgets and monthly accruals.
- Increased fleet reliability, as measured in miles between roadcalls, while the service experienced a 20% per year increase in revenue miles.
- Captured all engine and transmission warranty reimbursements.

1994 to 1999 ***Laidlaw Transit Services***
Division Maintenance Supervisor ***Denver, CO***
Then Division Maintenance Manager

- Began as a Lead "A" Technician at paratransit operation and was promoted to Maintenance Manager with full departmental responsibility for all facets of the maintenance function for 160 revenue vehicles.
- Cross-trained in the supervision and management of maintenance for 100 fixed route vehicles under the direct supervision of the area maintenance manager.
- Direct supervisory responsibility for 43 maintenance employees.
- Implemented training course for new hires increasing bus reliability.
- Established a competitive bid process where parts orders were sent to numerous vendors and the vendor selection was made evaluating price, quality and timeliness.
- Competitively bid all needed body repairs and repaints.

1991 to 1994 ***Cooper Industries***
Diesel Mechanic Supervisor ***Denver CO***

- Rebuilt all different types of industrial diesel engines and compressors.
- Promoted to Supervisor in recognition of the diligence and detail of my work efforts.
- Sent by the company to repair off-site industrial engines and enhance overall customer satisfaction.

Education & Career Development

- Associate of Arts in Business Administration, Northwestern Business, 1989
- Ford and Chrysler Fleet training
- FleetFocus use and reporting
- ASE certified in Heavy Duty Electrical, Brakes, Auto Electronics
- Computer literate with Word, Excel, and numerous MIS/Inventory programs.

David Collins

Director of Maintenance

Role

Mr. David Collins is our proposed Director of Maintenance for the Washington Metropolitan Area Transit Authority's MetroAccess Services.

Experience

February 2004 to Present — ***MV Transportation, Inc.***
Director of Maintenance — ***East Coast***

- Responsible for oversight of 17 divisions, utilizing 939 fleet vehicles
- Involved with the development and implementation of policies and procedures in an effort to continually improve safety and maintenance practices for MV
- Employee relations
- Client relations
- Perform fleet audits for start-ups
- Perform audits of facilities, fleet, files as well as contractual compliance, OSHA compliance and assure that MV and DOT standards are met
- Develop budgets and aid in capital purchases and planning
- Perform weekly reviews with divisions, assuring all goals are met
- Perform maintenance training
- Work with local vendors and national accounts assuring proper quality and pricing
- Aid in hands-on training and vendor training as needed per particular contract
- Work with staff and client agencies in developing improved procedures to assure overall success

Nov 2003 to Jan 2004 — ***MV Transportation, Inc.***
Regional Maintenance Manager for Florida, N. Carolina, New York & Minnesota

- Help at the start up of new divisions
- Assist in creation of successful vendor relationships
- Create the Maintenance Policies for Divisions In accordance with the RFP, DOT Regulations of that state, and MV policy
- Assist in maintenance issues that a division may have, providing insight and training to local team
- Work with client agency Quality Assurance personnel to ensure MV is meeting contract standards regarding maintenance of the fleet
- Audit divisions to make sure that the fleet is current on preventive maintenance and outstanding repairs
- Assure division shop compliance with Agency, MV and OSHA rules and regulations
- Coordinate weekly conference calls with maintenance managers in region
- Coordinate vendor training programs at local divisions

March 2002 to November 2004 — ***MV Transportation Inc.***
Maintenance Manager — ***Orlando, FL***

- Shop start-up responsibilities which included permitting, facility improvements, shop equipment purchases, Start-up inventory purchase, coordinating contractors to install shop equipment, advertising for maintenance staff and hiring process
- Complete managerial responsibility for a full service van facility with 17 maintenance employees and 200 revenue vehicles
- Increased service reliability, as measured miles between road calls

Esther Avalos

Drug and Alcohol Program Manager

Role

Ms. Esther Avalos is our proposed Drug and Alcohol Program Manager for the Washington Metropolitan Area Transit Authority MetroAccess Services.

Experience

April 2003 to Present — ***MV Transportation, Inc.***
Compliance Manager — ***Fairfield, CA***

- Manage, direct, and ensure that company achieves and remains in compliance with all federal, state, and local laws for drug and alcohol testing, department of motor vehicle and background check requirements.
- Responsible for federal drug and alcohol testing program of over 100 separate contracts nationwide.
- Oversee and direct all federal drug and alcohol testing requirements for over 8,000 safety-sensitive employees.
- Ensure overall compliance with all DOT and FTA regulatory requirements. Trouble shoots and supports all managers on day-to-day testing issues and cases.
- Manage over 100 random testing pools and provide monthly statistical reports to ensure testing percentages are being met each month.
- Provide internal audits of each contract to ensure compliance and represent all divisions for FTA audits.
- Conduct reasonable suspicion education and training for all supervisory personal.
- Conduct employee education and training on the effects and consequences of prohibited drug and alcohol use and abuse on personal health, safety, and the work environment.

August 2002 to April 2003 — ***E.S. Consulting***
Consultant/Trainer

- Provided education, training and consulting to companies who were subject or chose to have a drug free workplace.
- Specialized in providing training courses to suit a client's specific drug and alcohol testing program needs such as employee and reasonable suspicion education and training.
- Created professional customized substance abuse policies or reviewed existing policies to ensure compliance.
- Conducted internal audits and provided consultation of client's drug and alcohol testing records to ensure compliance.
- Provided monitoring and auditing of vendors and sub-contractors to ensure compliance of all drug and alcohol testing requirements.

July 2001 to July 2002 — ***National Safety Compliance***
Director of Operations — ***Location***

- Responsible for daily operations and management of all in-house operating systems.
- Handled all DOT compliance issues for clients including annual MIS reports, certification of completion, and random pool selections.
- Conducted internal client audits.
- Developed Operations Manual for clients to use to manage drug-testing program.

November 1998 - June 2001 ***Preferred Alliance, Inc.***
Manager of Business Operations

- Management of day-to-day operations. Strategic planning and internal business development including policy review and internal auditing of all contractors and vendors.
- Control of over 1,000 drug and alcohol testing programs.
- Oversee the random selection process and pool management.
- Train technicians for breath alcohol tests and urine drug collections.
- Provide regulatory consultation, technical support, statistical analysis and general account maintenance.
- Set up new accounts.
- Liaison to the United States Department of Transportation, the California Highway Patrol, and the Public Utilities Commission.
- Conduct training of new employees pertaining to all applicable federal and local laws, rules, and regulations surrounding the business.

September 1997 - November 1998 ***San Francisco Municipal Railway(MUNI)***
Asst. Director, Substance Abuse Program

- Liaison to companies and contractors who provide MUNI services.
- Monitor compliance of laboratory, collection site, medical review officer, and substance abuse professionals.
- Maintain awareness of regulatory developments in the DOT and Federal Transit Administration (FTA).
- Research and investigate policies and regulations for their potential impact and cost of proposed changes.

January 1997 - August 1997 ***Pharmchem Laboratories, Inc.***
Account Manager, Customer Service

- Manage DOT accounts, including set-up, regular maintenance, and technical support.
- Provide monthly statistical summary analysis for each account detailing testing criteria.
- Assist in the analysis of new marketing strategies for potential clients.
- Provide on-site training and set-up of drug and alcohol testing programs for new clients.

Education & Career Development

Education

- Rio Hondo College, CA - 1991 - 1994
  - Paralegal, Business Management

- Evergreen Valley College, CA - 2002 - 2004
  - Computer Information Systems

Publications

- New Standard and Guidelines on Specimen Collections, Kendall/ Hunt Publishing 2001

Quinto Rapacioli

Director of Operations

Role

Mr. Quinto Rapacioli is our proposed Director of Operations for the Washington Metropolitan Area Transportation Authority - Metro Access Program.

Experience

January 2005 – Present ***QNR Inc.***

Operation / Safety Consultant

- Owner of QNR Inc.
- Serve as Operation/safety consultant, loss control inspections, perform evaluations and undercover driver

September 2002- December 2004 ***MV Transportation, Inc.***

General Manager, New York Division ***New York, NY***

- Managed the New York City Division for the largest paratransit provider in North America, 7 days 24 hours operations
- Improve on time performance from 87% to 96% within 24 months
- Manage all dispatch function and all personnel; i.e. reservationists, dispatchers, and drivers
- Oversight of proper use and training of paratransit management software for all division personnel
- Direct vehicle maintenance program in conjunction with maintenance manager
- Actively involved in all safety programs
- Coordinate administrative and accounting functions such as payroll, accounts payable, report generation, fare collection and data collection

October 1997 – September 2002 ***QNR Inc.***

Operation / Safety Consultant

- Owner of QNR Inc
- Serve as Operation/safety consultant, loss control inspections, perform evaluations and undercover driver

February 1990 – October 1997 ***MTA, New York City***

Chief Transportation Officer, Dept. of Buses ***New York, NY***

- Managed four key areas for Transportation Operations:
  - Transportation Support
  - Road Operations
  - Bus Command Center
  - Customer Relations Center
- Responsible for developing and implementing policy and operational procedures for bus operators, supervisors and managers
- Managed the delivery of service to 1.4 million daily customers requiring 3200 peak buses to operate 43 thousand daily revenue trips over 230 bus routes
- Provided necessary guidelines, support and follow up for senior management concerning public safety and customers issues
- Interfaced with labor bargaining units to maximize support, cooperation and responsiveness from the labor force
- Directed government and community relations programs to support public understanding and favorable acceptance of the Department of Buses Transportation activities and services

June 1987 - February 1990 ***MTA, New York City***

Assistant General Manager, Transportation, S. I. Division. ***New York, NY***

- In charge of customer service delivery and bus transportation performance for the Staten Island Division (26 local and 18 express bus routes)
- Managed all transportation employees and ensured the safety of customers, employees and other exposed to Surface Transportation

December 1984-June 1987 ***MTA, New York City***

General Superintendent, Transportation ***New York, NY***

- In charge of the delivery of safe, efficient and reliable bus transportation
- Responsible for maximizing the performance of over 450 employees
- Provided transportation guidelines to Computer Programmers for the development of programs useful to Transportation-Operations and were adopted throughout the Department of Buses

May 1983 - December 1984 ***MTA, New York City***

Senior Surface Line Dispatcher ***New York, NY***

- Served as Assistant Location Chief (AM shift) in the East New York Depot-The largest depot in the system, with over 750 employees
- Processed discipline, developed procedures and established responsibilities for dispatchers
- Provided the necessary direction for the location for efficient operations

December 1976- May 1983 ***MTA, New York City***

Surface Line Dispatcher ***New York, NY***

- Route control and necessary record accumulation of information to provide depot management with required statistics

September 1969 - December 1976 ***MTA, New York City***

Bus Operator ***New York, NY***

- Provided safe and efficient service to customers over many routes in New York City

Awards and Certifications

Certified:

- FTA Drug and Alcohol Compliance
- Labor Relations
- Government and Community Relations

Awards and Career Development:

- APTA Training sponsored by Northeastern University
- New York MTA Hall of Fame
- National Safety Council Certificate 1993, 1994.
- Columbia Association of New York City Transit Authority, Italo-American Man of the Year 1994

2 Broadway
New York, NY 10004

Lawrence G. Reuter
President

New York City Transit

June 13, 2005

Mr. Quinto Rapacioli
MV Transportation
360 Campus Lane, Suite 201
Fairfield, California 94534

Dear Mr. Rapacioli:

This letter is in response to our conversation earlier today and will confirm that you were MV's Project Manager for its NYC Transit contract from September 2002 through January 2005. During this period, the services provided by MV included vehicle operation, dispatch, training and vehicle maintenance functions. At the time, MV operated approximately 113 lift equipped vans.

During your tenure under the NYC Transit contract, you were dedicated, cooperative, customer oriented and had a full comprehension of the project.

If I can be of any further assistance, please contact me at 646 252 2755.

Sincerely,

Michael J. Cosgrove
Contract Management Officer
Department of Buses

Newsletter for Department of Buses Employees

The Leader

August 1997

New York City Transit

HALL OF FAME CAREER



Retiring CTO Quinto Rapacioli with a MetroCard farebox.

They oughta have a Hall of Fame for transit workers. Set up a special wing in the Transit Museum and do it like they do in Cooperstown with plaques on the walls, bronze faces, and an inscription that says why they're there.

You'd have *Harry Nugent*, the famous No. 1 line conductor. And the late *Jimmy Hood*, who achieved fame with the TWU (Local 100). You'd also have *Dan Scannell*, who's been with us since 1955—twice as our president and still going strong as the MTA's first vice chairman.

For Buses, we'd surely include Walnut B/O *Willie Gilmore*—who went 29 years driving buses without an accident and without taking a single sick day. And 100th St's B/O *Govan Brown*, whose customer-relations skills were legendary.

And if they ever had such a Hall of Fame, you'd also find ***Quinto Rapacioli*** enshrined there. A 28-year veteran worker, he'll retire on Sept. 30 as chief transportation officer for Buses.

To get a better idea of what he has meant to the agency, we talked with some people who've known him throughout his career and put together some items that might be included on his plaque. (As you can see, it'll have to be a mighty big plaque.)

❑ Developed Command Center database for accidents. Says Command Center ACTO *Jennifer Sinclair*, "This enabled the department to identify accidents by location and point of impact—contributing to more careful accident analysis as well as better training programs." In addition, this data is electronically transmitted to System Safety and the Law Dept.

❑ Developed a more sensible procedure for bus operators' pre-trip inspections—one that can be completed in about five minutes and meets with State regulations.

❑ Built stronger partnerships with other agencies, including the Police, Department of Transportation, Sanitation and Environmental Protection. Says Transportation Support ACTO *John Mathieu*, "He worked hard over the years to ensure stronger support in reviewing and resolving traffic problems, improving traffic enforcement and establishing a snow-removal system that made buses a priority."

❑ Established a program and review process for probationary bus operators.

❑ Created more equitable guidelines for the promotion of first-line dispatchers. Says Ops Support VP *Patricia O'Brien*, "His concern for workers was another example of his passion for doing the right thing."



Stengel B/O's Tony Valente and Richie Stevens (who, combined, have more than 63 years of B/O experience) have fond memories of when Quinto drove buses with them, and later became a dispatcher. Mr. Stevens remembers Quinto as being "very well liked, always fair and friendly." For Mr. Valente, Quinto was "an example of the American Dream—someone who came to this country not speaking the language but through hard work made a success of himself; an inspiration for someone like me, who also came over from Italy."

❑ Introduced National Safety Council standards for accident ratings and developed a more effective guide to determining preventability of accidents. Says Public Transportation Safety Board's *Desmond Lawe*, "His work establishing new accident-investigation procedures in March 1993 contributed significantly to the current decline in accidents."

❑ Charged with overseeing 1995 establishment of a Road Operations field force to improve on-time performance and customer service; also devised the "Model Route" program by taking a teamwork approach to service. Says Operations Planning's *Karl Stricker*, "He got input from everyone to make the Model Route program a success."

❑ Implemented program of bus travel training for students with disabilities—a partnership established with the City's Board of Education in 1990.

❑ Created centralized customer relations, enabling customers to have their concerns addressed more quickly by contacting the department via a toll-free number posted on buses.

❑ Contributed to the development of the automated fare collection farebox. As Operations Planning's *Norm Silverman* says, "Based on his experience in having started in the agency as a bus operator, he knew what we had to do with the farebox to make life easier for bus operators."

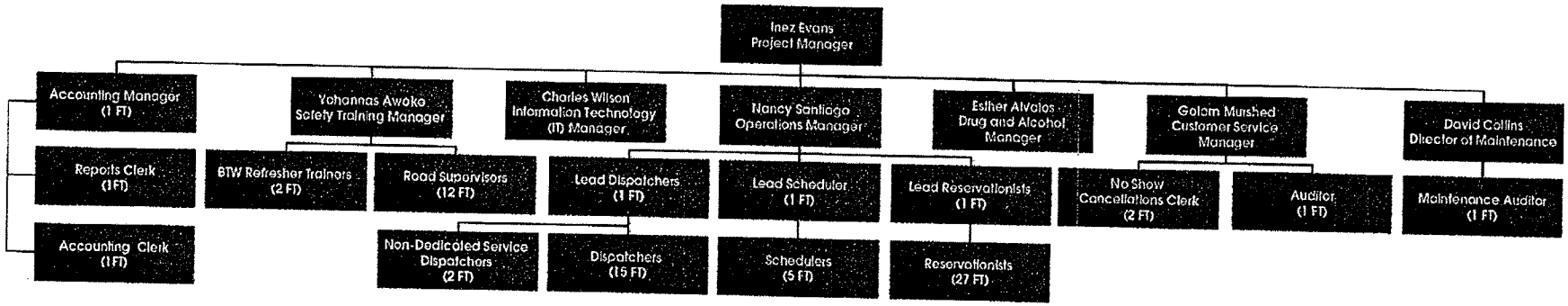
❑ Helped develop on-board distribution of customer-information materials. Says Customer Information's *Joan Johnson*, "He was with us from the beginning, when we first started putting maps on buses."

To cap off this Hall of Famer profile, we asked our subject himself, "What do you see as the reason for your long and successful transit career?"

We expected his reply to include words like "determination," "commitment" and "dedication." Instead, all he said was, "I loved working here."

If NYC Transit could talk, it'd probably say it loved having him here.

3.C.2 Proposed Organizational Chart



3.C.3 Staffing Plan

Project Manager

MV will employ one (1) fully dedicated Project Manager for these services. MV's Project Manager controls the daily operation of the service, in compliance with the policies of WMATA and in conformance with Company procedures. The Project Manager holds overall responsibility for system performance in all functions of the operation, including supervision of subcontracted providers, call center operations, drivers, clerks, personnel administration, safety, training, payroll, local purchasing and contract administration. She will also act as a company liaison to passengers, WMATA and community members within her division. The Project Manager is primarily responsible for overall operating performance and safety of the operation.

Operations Manager

MV will employ one (1) fully dedicated Operations Manager for the MetroAccess Service. The Operations Manager will control the daily operation of our Call Center, in compliance with the policies of WMATA and in conformance with MV procedures. The Operations Manager holds responsibility for daily system performance in all functions of operation, including supervision of floor supervisors, dispatchers, reservationists and schedulers. She will also act as a company liaison to passengers, clients and community members. The Operations Manager is primarily responsible for daily operating performance on all routes.

Safety Training Manager

MV will employ one (1) fully dedicated Safety Training Manager for the MetroAccess Service. The Safety and Training Manager is responsible for ensuring the safe and efficient training of all MV operations personnel and Classroom training for MV's Service Providers. This position spends the majority of his time either in training classes or conducting field evaluations. He is responsible for establishing the schedule and curriculum for ongoing training activities. He also assists MV's local operation in the investigation of any accidents and incidents, tabulation of data for safe driving awards, and directs the activities of MV's Safety Committee. The Safety and Training Manager maintains all training documentation for employees in MV's service operation, and will perform audits of our Service Providers' employee training documentation. He is directly responsible for the preparation for and compliance with all State, Federal and WMATA audits. He will assist our Drug and Alcohol Manager in the administration of MV's FTA Drug and Alcohol prevention program.

Information Technology (IT) Manager

MV will employ one (1) full-time, fully dedicated Information Technology (IT) Manager. This person will be responsible for all information technology and communications functions and equipment. The IT Manager will manage the Trapeze database, and the appropriate interfaces with communications and networking devices. He will monitor all equipment and troubleshoot areas of concern when required. He will serve as our primary liaison to IT vendors, our internal IT corporate support team, and WMATA.

Drug and Alcohol Manager

MV will employ one (1) full-time, fully dedicated Drug and Alcohol Manager. This person will be responsible for the administration of MV's FTA Drug and Alcohol prevention program. This person will oversee all drug testing, perform audits for all files and reporting, and ensure that all

Service Providers are in compliance with MV's policy. The Drug and Alcohol Manager will perform selections for random testing using the Assistant Pro Software.

Customer Relations Manager

MV will employ one (1) full-time, fully dedicated person to serve as our Customer Relations Manager. The Customer Relations Manager will review all incoming complaints received by the WMATA Customer Service Department, and will be responsible for the prompt investigation and resolution of all complaints received. Our Customer Relations Manager will be the first line of communications and problem solving between the riding public, MV Transportation and the other service providers. The Customer Relations Manager will serve as the consumer liaison with user groups and others interested in the quality of service provided by the system.

Accounting Manager

MV will hire one (1) full time Accounting Manager for the provision of these services. The Accounting Manager will be responsible for the timely processing of management reports and invoices, and will oversee a staff of clerical and data entry positions. The Accounting Manager will manage data input and processing, report production and ensure the accuracy of information reported. This person will audit all validated manifests, create invoices and aid in human resource functions as necessary. This person will additionally process A/P accounts to ensure proper payment. All reporting and data collections will be performed utilizing Trapeze (with WMATA's permission), MV's proprietary Payroll-Edit system and Microsoft Office software.

Road Supervisors

In order to properly support this large service area, MV will employ twelve (12) full-time, fully dedicated road supervisors. Road Supervisors will be deployed to various areas within the service regions to ensure complete coverage and support to the MetroAccess service. MV's road supervisors are available to perform emergency overflow trips, and can respond to the scene of a vehicle breakdown to help transport passengers. All road supervisor vehicles will be wheelchair accessible.

Road Supervisors will be tasked with ensuring quality service delivery, addressing service problems or interruptions and completing special projects. The road supervisor must effectively provide on-road management of the service so as to maximize on-time performance. The road supervisors will maintain the daily logs and will be trained in proper radio and MDC protocol, ADA law requirements and proper supervisory techniques. These persons will monitor on-time performance of each route and assist as necessary.



As routes come on line throughout the day, additional road supervisors will report to designated zones to ensure proper regional coverage and efficient response times.

Road supervisors will be required to have 2 or more years of experience supervising drivers, or as a driver, in a transit service. It is our intention to select these individuals from the local area, so that they are familiar with the service and geography of the area.

Dispatchers

MV will employ one (1) Lead Dispatcher and fifteen (15) full-time, fully dedicated dispatchers, for the WMATA MetroAccess service in year one. We will hire more Dispatchers each year based on the increase of service. Our experience with similar services gives us confidence that this is the proper staffing level to handle the call volume and radio/MDC traffic.

Under supervision of the Lead, the dispatch team ensures all routes are covered and will assist in managing service provider response to emergencies or on-road service interruptions, such as road calls. The dispatcher is also charged with monitoring the on-road provision of service including the real-time updating of Trapeze, starting new routes to minimize late service, accommodate same-day service changes and assist drivers as needed.

Dispatchers will report to Ms. Santiago and the Lead Dispatcher.

Non-Dedicated Service Dispatchers

MV will employ two (2) additional, fully dedicated dispatchers to handle the non-dedicated service each day for the WMATA MetroAccess service. Under supervision of the Lead Dispatcher, the non-dedicated dispatch team ensures all trips that have been sent to non-dedicated providers are performed on-time and within the proper standards. They will perform trip verification and reconciliation in Trapeze for all non-dedicated service providers.

MV has found that by dedicating staff to this aspect of the service allows us to update the Trapeze system in near real-time; even though the non-dedicated providers are not directly connected to the system. This enhances our ability to provide passengers with an accurate ETA and ensure that proper service coverage. This prevents our team from losing track of passenger trips that have been sent to non-dedicated providers.

They will also track how and when the HP iPac MDCs are deployed into the service area, and will work closely with the non-dedicated provider to prevent loss of the units.

Non-dedicated Service Dispatchers will report to Ms. Santiago and the Lead Dispatcher.

Lead Scheduler

MV will employ one (1) full-time, fully dedicated person to fill the Lead Scheduler positions. This individual is directly responsible for the effective scheduling of service, and will provide guidance to the scheduling, reservations and dispatch team throughout the day to affect the most productive schedules possible. Beginning four days in advance of the service day, the Lead Scheduler reviews the routes and templates as they are being created to ensure the most efficient use of resources.

The Lead Scheduler reports directly to Ms. Santiago and is responsible for ensuring that our scheduling team completes accurate and productive schedules each day.

Schedulers

MV will employ five (5) full-time, fully dedicated persons to fill the scheduler position. This staff level, when combined with our Leads and Dispatch team, will allow proper review of the skeleton routes that are developed by the Trapeze system to ensure productivity and on-time performance are maximized.

The Schedulers will report directly to the Lead Scheduler. The Schedulers will also work with the Reservationists to teach them how to work better with the Trapeze software and route trips more efficiently through the course of the day.

Schedulers will report to Ms. Santiago and the Lead Scheduler

Reservationists

To ensure proper coverage of phones at all times, MV will have on staff one (1) Lead Reservationist and twenty-seven (27) full-time, fully dedicated reservationists to staff our WMATA MetroAccess Call Center. Should call volumes become unbalanced, we will revise the staffing schedule to increase the number of reservationists on-duty during peak periods.

The reservationists will report to the Operations Manager and the Lead Reservationist. This team has the primary responsibility to answering calls and responding to trip requests as outlined in this proposal within 120 seconds. They will enter trip requests into Trapeze and schedule trips as the system allows.



These personnel will work closely with the scheduler and dispatchers to continually strive to integrate their knowledge with the computer so as to improve routing, and in turn on-time performance and productivity. They will be fully trained on how to properly manage the scheduling and dispatch system.

No Show/ Cancel Clerks

MV will employ two (2) No Show/Cancel Clerks for the MetroAccess services. The No Show/Cancel Clerks will report directly to the Customer Relations Manager. These individuals will track all cancellations and no shows, and assist in maintaining proper records and action regarding the No Show/Cancel program.

Based on our research of the WMATA MetroAccess Service, there continues to be a large number of Cancels and No Shows. We believe that the addition of these positions will result in better management of these costly trips. We will be able to better assign vehicle resources in the field by working directly with WMATA staff to counsel passengers who have a high number of cancels and no shows, or determine of a different schedule will solve the issue. This will enhance the level of customer service we provide, as well as increase passenger confidence in the system.

Accounting Clerk (Billing Clerk)

MV will employ one (1) full-time Administrative Assistant (Billing Clerk) for the MetroAccess services. The Accounting Clerk will report directly to the Accounting Manager. This individual will collect all dispatch paperwork, conduct data input and processing, produce reports and ensure the accuracy of information reported. He/she will also aid in human resource functions such as payroll, benefits administration and personnel file management for MV personnel.

This individual is tasked with the responsibility of reconciling all Trapeze trip data within the system against Service Provider reporting, as well as invoices from our subcontractors. They will work closely with the Accounting Manager to ensure that our monthly invoice to WMATA is cross referenced properly with system data, and that it is accurate. They will also work with the Accounting Manager to ensure our weekly payments to our subcontractors are timely and accurate.

Reports Clerk

MV will employ one (1) Reports Clerk for the provision of these services. The Reports Clerk will audit all passenger counts through the Trapeze system; preparing daily, weekly and monthly reports consistent with the requirements of the RFP. The Accounting Manager will oversee all reporting activity to ensure the accuracy of these reports and that they are presented to WMATA staff in an acceptable format.

Auditor

MV will employ one (1) full-time, fully dedicated Auditor for the MetroAccess Services. This individual will report to the Customer Relations Manager, and will assist the various department managers in auditing our service providers, our direct service operation, and our internal Call Center; for compliance with the RFP and WMATA contract, as well as FTA and local guidelines.

MV felt it important to add this position as part of our design to increase the integrity of the information provided to WMATA, as well as to ensure we remain in compliance for the entire MetroAccess program.

Our Auditor will schedule regular monthly audits of each of our subcontracted operations, as well a unannounced quarterly in depth audits. They will coordinate with our Drug and Alcohol Manager in the auditing of our subcontractor's Drug and Alcohol files; with our Safety Training Manager in the auditing of their training files and ensuring each driver in system receives the annual retraining and test; with our Director of Maintenance and Maintenance Auditor to ensure the entire fleet is regularly audited; and with our Customer Relations Manager to ensure we are in compliance with our contract regarding complaint investigation and response.

This individual will be a resource for our Service Providers, making sure they understand our expectations and guidelines, as well as providing them any information or resources they need to be compliant with MV and WMATA.

Maintenance Auditor

MV will employ one (1) full-time fully dedicated Maintenance Auditor for the MetroAccess Services. This individual will be an "A" Level Technician, and will assist our Director of Maintenance in the auditing of the entire MetroAccess Fleet. These audits will be scheduled in quarterly intervals, with additional unannounced in-depth audits.

The Maintenance Auditor will track any long-term issues with our Service Providers' maintenance, as well as ensure that body damage and major repairs are followed through in a timely manner, so that our fleet meets or exceeds the requirements of WMATA.



The Maintenance auditor will also serve as a resource to our subcontractors; providing access to industry best practices information, or assisting with parts and maintenance vendors when necessary.

Inclusion of this position within out team assures WMATA that the MetroAccess fleet is maintained to the highest levels of quality, directly impacting our passengers' perception of the system.

BTW Refresher Trainer

MV will employ two (2) full-time, fully dedicated BTW Refresher Trainers. These individuals will report to the Safety Training Manager, and will ensure that every MetroAccess driver receives their required annual 8 hours of refresher training, and 1 hour test.

They will coordinate with each subcontractor to schedule the refresher training for every driver certified in the system, and follow up to make sure these records are properly maintained. They will also assist the Auditor with training record audits when time allows.

These individuals will be certified by the TSI (Transportation Safety Institute) Train the Trainer program, and will have been a driver for at least three years, or a road supervisor for two years. They will be properly trained in MV's training record standards, as will be subject to review each quarter by our Safety Training Manager to ensure they are upholding our high training standards.

3.C.4 Hiring Plan

MV will ensure that we affect the current MetroAccess Reservations/Dispatch/Scheduling employees in only a positive way by maintaining an effective relationship with the incumbent contractor. It is essential that we accomplish this, as these employees represent the backbone of the service. We value their experience, and we understand that as long as the employees are taken care of, they will take care of the passengers, thus the passengers will not feel any impact from the transition.

All current personnel will be retained in their present position and will maintain their current wage and seniority, provided they meet WMATA and MV's qualifications. MV will meet with these persons early in the transition process and keep them informed. This eliminates the mystery of change and personnel are more comfortable with the transition; resulting in higher retention of the current staff.

MV has recruited and retained exceptional teams across the nation. Recently we talked to our Portland Paratransit Vehicle Drivers to see what they liked about their job, and what they thought of MV. Here is what they had to say:

June Theeler, Vehicle Driver on what she likes best about her job:
"Helping those to get out, instead of having to sit home. I like being the one to help them get out of their house and go places."

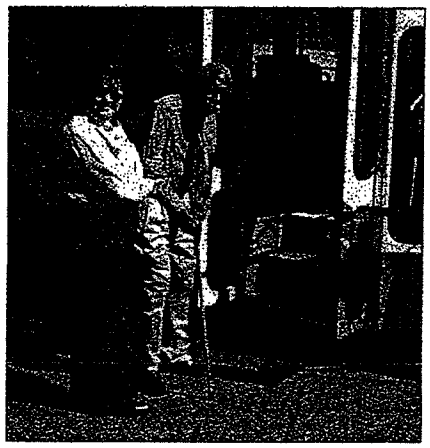
Mike Bedlion, Road Supervisor, on what it takes to do this job:
"It takes very special people to work in paratransit...(you must) have a compassionate, but sometimes firm heart. Not everyone can do that kind of job."

Paul Walters, Vehicle Driver, on what he likes about working for MV:
"Things are not swept under the rug – they are dealt with immediately."

If any existing employees are not suited for their current position, or do not desire to remain with the service, MV will immediately engage in a search of the local area to identify proper candidates. For example, when MV assumed operation of the South Region for the ASI service in Los Angeles, California, MV not only kept most of the employees, but also provided better support and training. The result was that the ASI service region that was one of the worst in terms of performance is now known for outstanding service quality.

We must ensure that the service is not only operated properly after the transition, but operates properly from the date of award through date of the service start. To facilitate this, MV informs every employee that they must remain in good standing with their current employer and WMATA in order to secure their position with MV. This action prevents employees from excessive absences and rule violations.

To ensure that the individuals who join MV are well qualified and have a strong potential to be productive and successful, it is our policy to perform a thorough review of each applicant's history. Since many of the passengers we transport are vulnerable, this is a critical part of our hiring process.

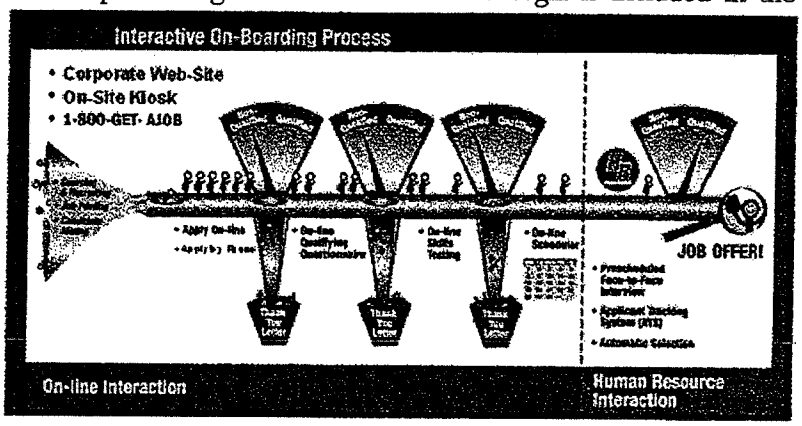


- **DMV REVIEW** – Drivers must be licensed for the past 5 years, and applicants must not have any moving violations, or suspensions for moving violations in the past year. No safety sensitive employee may have a DUI, DWI, no refusal of a blood alcohol test, no leaving the scene of an accident, and no use of a commercial vehicle in the commission of a felony. Our process begins with a review of their driving record. In addition, MV reviews driving records on an annual basis. If violations are identified that are not reported, the driver will be questioned and possibly released for failing to report the violation. MV understands that these must remain current over the entire employee's career at WMATA; we will update them annually.
- **PRIOR EMPLOYMENT** – MV contacts the previous employers listed on each candidate's application for prior employment references.
- **PERSONAL REFERENCES** – MV contacts the references listed on each candidate's application prior to employment.
- **CRIMINAL HISTORY CHECKS** – MV conducts background checks on all employees through the appropriate federal and state agencies, and will require that all prospective employees be fingerprinted. Employees muse not have been convicted of any felonies or serious offenses within the last 5 years. MV will not hire anyone who has a criminal conviction against children or elderly citizens, a felony, or anyone that would be a danger to passenger safety or threaten the loss of WMATA property. All criminal convictions will be reviewed on a case-by-case basis by MV prior to hiring. All MV employees and Service Providers will be provided with our Employee Handbook and told that they must report any charges of a felony offense. Failure to do so is grounds for immediate termination.
- **OTHER PRE-EMPLOYMENT TESTS** – Each employee in a safety sensitive position (i.e., drivers, mechanics) must undergo a pre-employment physical examination performed at MV's expense by a physician of the company's choice. This must include a DOT physical verifying that they can lift and push fifty (50) pounds, and have successfully passed drug and alcohol testing.
- **SIMULATED CUSTOMER SERVICE SCREENING** – MV screens all applicants to evaluate their customer service skills. We provide simulated challenges to see how they respond to the situation. If the applicant is unfriendly, easily frustrated, or insensitive, they will not be hired.

Recruitment Efforts

MV is currently in the process of setting up the HR Logix application kiosks at many of our locations. MV will install a kiosk at our facility as the first step in application screening. Interested applicants will be able to walk into the facility and enter key information electronically to apply for a job with our operation. This technology will eliminate the time-consuming and costly process of manual application screening and interviewing applicants that are not qualified for the position.

This technology will screen applicants through a series of questions and skill-testing procedures. In addition, qualified applicants' information will be electronically routed to our HR department instantly. This one-stop system stores information electronically, and will interface with our HR software eliminating re-entry of data upon hiring. A brochure on HR Logix is included in the appendix of this proposal binder, under the tab "Brochures and Specifications". Additionally, more information on HR Logix can be found on www.hrlogix.com.



3.C.5 Training

Dispatcher Training

Proper dispatcher training is critical to properly staffed and managed services. Without program training and oversight, dispatch offices tend to be overstaffed and disorganized.

For WMATA's MetroAccess Service, our Dispatcher training includes the following elements: *Essential Skills for Dispatching* Video, WMATA Policies, System Schedules, Referral Services and Fare Information, Customer Service – General practice under instructor, proper telephone answering techniques, ACD management and telephone practice, ADA Requirements, Telephone Courtesy & Customer Relations, Dispatch Techniques – Complete instruction and role-playing in the dispatching function. In addition, the dispatch training will provide instructions on how to take reservations and schedule rides, Vehicle Monitoring & Personnel Control, Driver Supervision – Including video and handouts of the dispatcher's role in Administering FTA Drug and Alcohol Regulations, Buckley Video (Includes instruction in basic discipline, attendance procedures, extra board management and time clock management); Emergency Procedures – Accidents, passenger illness on bus, natural disasters, vehicle breakdowns, severe weather, violent passengers, etc., and Transit Information.

Upon completion of training, and after a minimum of two weeks of working beside an experienced Dispatcher (or potentially longer depending on previous experience), the new Dispatcher is given a live assignment, which is monitored by the Floor Supervisor for a further period of one week. Knowledge of the service area (including map reading) and operations are tested and refined during this period.

Typically MV recruits dispatch staff from our existing team of drivers. If MV is selected, we will implement our successful **Driver/Dispatch Intern Program**. Several drivers serve as dispatch interns for a 90-day period, where they work in our dispatch office and get "hands-on" training. This allows us to always have back-up dispatchers in case a dispatcher takes a vacation or leaves the company. This training consists of a minimum of 40 hours of on-the-job training.

Customer Service Training

MV Transportation owns the customer service training program called, "Telephone Doctor". This program focuses on improving the way our organization and its employees communicate with customers. The program is DVD and live training role-play based. It teaches common-sense skills to drive "passenger friendly" communication that's easy to learn and apply. This service orientation program helps employees learn valuable communications skills in modules such as:

- **The Service Mentality:** teaches the proper mind-set of serving our passengers. Identifies and highlights the basic characteristics and traits of people who demonstrate excellent customer service
- **Determining Needs:** Listening Skills and Questioning Techniques; How to become an effective listener; Internal and External Communications
- **Changing Perception:** Learning non-visual communication; Finding the right attitude on the phone
- **Coaching Skills:** Ways to improve performance; Difference between training, coaching and counseling; Developing managers and supervisors
- **Five Forbidden Phrases:** What they are and how passengers will react; Changing the message to achieve your desired results
- **Six Cardinal Rules of Customer Service:** Humorous real-life examples of what to do (and what not to do) when faced with common situations
- **Proactive Customer Service:** Building rapport with regular callers; Providing adequate information the first time
- **The Welcomed Guest:** Employees on the phone are ambassadors of the company; Enhancing their ability to represent the service well

The Telephone Doctor is a St. Louis, MO based company. The program features internationally recognized customer service training expert, Ms. Nancy Friedman.

Trapeze-Specific Training

MV leads the passenger transportation industry in "Best Use" practices of the Trapeze Software, while applying practical operational experience to enhance the software system. Our team is unique in that we have our own Trapeze Training Curriculum. This training has been highly effective, allowing us to reduce staffing in our call center operations, such as in Orlando Florida.

MV will provide this training to our dispatchers, reservationists, schedulers, and management staff members to ensure they have a complete understanding of the Trapeze system. They will learn daily operations procedures, how to perform system checks for evaluating performance, and the proper techniques of adjusting the system to continually optimize the quality of service. A basic outline of this training is provided below.

MV's Sample 4- Module (40 hour) Trapeze Training Curriculum			
Module 1: Trip Booking	Module 2: Trip Admin and Events Tracker/Log	Module 3: The Schedule Editor	Module 4: Dispatching
▪ General Overview ▪ Icons vs. Taskbar ▪ Working with the Map - Street Wizard ▪ Reserving a Casual Trip ▪ Selecting a Customer ▪ Specifying Origin and Destination Point ▪ Booking a Trip without a	▪ Trip Administration – Reviewing a Trip – Modifying Trip Information – Canceling Trips – Views and filters ▪ Reviewing Trip history with Events Tracker – Booking ID	▪ Overview ▪ Setting the Options for the Screen – Information Filters – Information Layout ▪ Moving Around the Schedule Editor ▪ Selecting Different Views – Schedules	▪ The Dispatch Monitor – What are Incidents? – Moving Around in the Incident Section – Clearing Incidents . When . How . And Why ▪ Vehicles Section

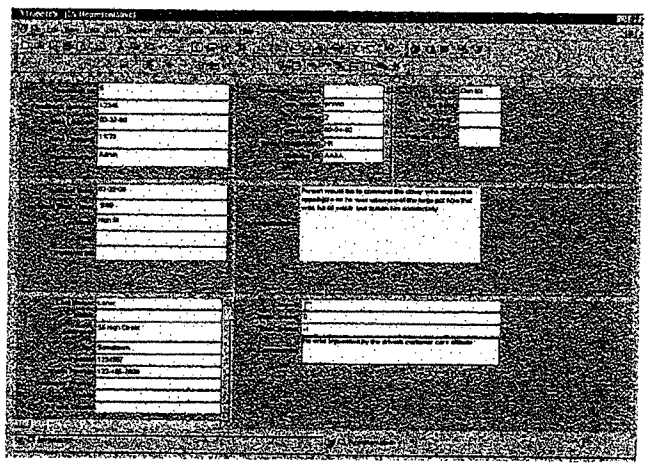
MV's Sample 4- Module (40 hour) Trapeze Training Curriculum			
Module 1: Trip Booking	**Module 2: Trip Admin and Events Tracker/Log**	**Module 3: The Schedule Editor**	**Module 4: Dispatching**
Location ▪ Booking for Multiple Days ▪ Booking Group Trips ▪ Viewing a Trip on the Map to check ADA boundaries ▪ Scheduling a Trip – Schedule Wizard ▪ What do all the times mean? – Requested Time – Negotiated Time – Scheduled Time – Estimated Time – Schedule Window ▪ How Does the System Schedule Trips? – Costing Weights – Violation Parameters – How to Deal with Violations ▪ Double Booking –What Can the Client Booking Info Screen do for me? – Supervisor Override – Hands On Practice	– Run ID – Client ID – Aborted ▪ Adding Comments to the Event Log – Access from Events Tracker – Modifying Event Log comments ▪ What is the Difference between Subscriptions, Activated, and Casual trips? ▪ Changes to a Subscription Trip ▪ Discussion of Batch Scheduling versus Real Time Scheduling ▪ How to Batch Schedule Trips ▪ Discussion of Different Schedule Types and Environments – Live – Template – Training – Others ▪ Troubleshooting – why trips won't schedule ▪ Hands On Practice	– Runs – Run Itinerary – Client Itinerary – Client Bookings – Unscheduled Trips – All Runs/All Trips ▪ Manipulating Trips ▪ Events Tracker/Log Revisited ▪ Handling Transfer Trips ▪ Editing Trip Information ▪ Inserting driver Breaks – Regular Breaks – Lunches – Refueling – Out of Service ▪ Hands On Practice	– Moving Around – Vehicle Assignments – Vehicle Driver Itineraries – Checking Lates – Checking Insertions ▪ Unassigned Section – Moving Around in the Unassigned Section – Clients – Runs ▪ Accessing the Schedule Editor from Dispatch – No Showing/Canceling Trips – Performing Trips ▪ Optimizing Schedules ▪ Adding/Removing Runs ▪ Dealing with Violations – Standard Violations – Transfer Violations ▪ Real-time Dispatching – How does it Work? ▪ Events Tracker/Log Revisited

3.D. Complaint Investigation, Resolution and Response Process

We understand that WMATA handles all customer complaints, comments and commendations. Should MV directly receive any calls relating to customer comments, compliments and/or complaints, the caller will be referred to WMATA's Office of Customer Service.

MV believes that customer complaints and comments are an important indicator of our service quality, and will work with WMATA for the timely resolution of all customer complaints.

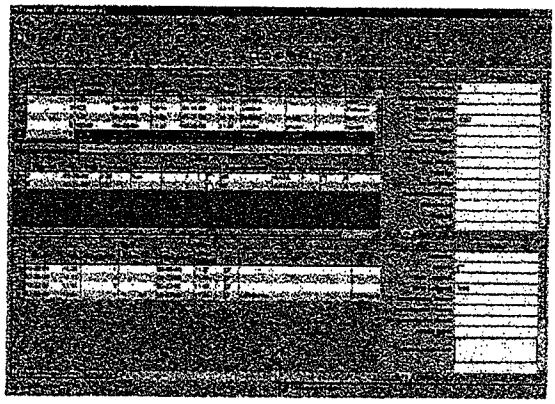
MV will provide WMATA access to our PASS-COM software to enter all new complaint and/or commendations received.



PASS-COM Screen that WMATA Representative will enter information into

Mr. Murshed will be alerted of all new entries into the PASS-COM software with an automated email, which will be sent each time a new complaint is entered into the PASS-COM system by WMATA Customer Service Team. Upon receipt of this email, the following guidelines will be met while handling a customer complaint.

- Open and review the new complaint entry in the COM system
- Pull up trip documentation in Trapeze (if applicable)
- Enter any information on the complaint form (i.e. employee name, subcontractor, etc.)
- Once all necessary information has been documented, Mr. Murshed will contact the customer and inform them that their complaint is being investigated and that a representative will contact them soon.
- MV immediately takes appropriate action to begin investigation and determine validity. Complaints that are serious in nature must immediately be brought to the attention of Ms. Evans, Mr. Wilkie, the Subcontractor (if applicable) and WMATA.
- Ms. Evans and Service Providers must be advised of all validated complaints so that appropriate retraining and/or disciplinary action can be conducted.



PASS-COM Screen that MV will use to investigate complaints.

Our investigation may include a face-to-face meeting, either at the customer's requested location or at our office, to fully understand the issue. This step promotes proactive interactions that keep this relationship positive, promotes excellent customer service and prevents small issues from growing into large, potentially litigious events.

The result of this investigation, along with any remedial action that is taken, is provided to WMATA within 24 hours of MV's receipt of the complaint. In the event of an error by MV, a copy of the complaint along with a copy of an employee discipline notice is placed in the employee's personnel file. Employees who receive repeated valid complaints are disciplined appropriately.

MV can generate several reports based on complaint history, grouped by type and by employee and we include this report in the monthly report to WMATA. Trapeze COM system will help us identify any trends in complaints, and with our passengers, participating agencies, and WMATA's Customer Service staff, MV will work to solve ongoing issues.

3.E. Accident and Injury Investigation and Prevention

In the event of an on-route accident, incident or assault the driver will contact the MV Dispatch immediately by radio regardless of severity. The MV Dispatch will immediately take the following steps:

1. Call 911, if applicable and notify authorities.
2. Notify appropriate Service Provider and their Maintenance team for vehicle removal, if applicable.
3. Notify the designated WMATA staff. Record the WMATA employee's name and the time notified.
4. Dispatch another vehicle to cover route, must get route back in service within 30 minutes.
5. Receive Accident Investigation Forms and Incident Reports from Service Provider and fax to the WMATA designee.

As soon as subcontractor staff is notified of an accident by MV Dispatch, they will be required to immediately send a Supervisor to the scene. The investigating supervisor will take charge of the accident scene by coordinating with law enforcement officials, collecting witness statements and courtesy cards, taking photographs, arranging for the removal of the bus, etc. All Supervisors must be fully trained in Accident Investigation Techniques. In most cases, employees must be transported back to the facility after being involved in an accident or injury to complete reports and be placed on Safety Leave.

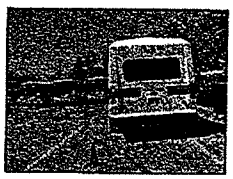
Once the Supervisor is dispatched, MV Dispatch will take immediate steps to ensure that service continues with minimal interruption on that route, including assigning the routes to another vehicle in the area or dispatching a spare bus.

Accident and Employee Injury procedures, and initial accident reports are to be filed with MV no later than the end of shift. Failure to report an accident, work related injury; or passenger injury immediately by radio would lead to immediate dismissal from employment.

Upon the service provider's completion of the initial accident investigation, the initial determination of preventability is made. In order to guarantee the safety of both our passengers and employees, MV will require that any employee involved in an accident with damage greater than $500 or any injury must be placed on "safety leave" for at least the balance of the day. Eight hours of retraining is mandatory before being placed back into service.

All accidents will be followed by submittal of a written accident or incident report to MV within 72 hours of occurrence. A summary of all accidents meeting the NTD reporting criteria occurring each month will be provided to MV.

Parking Safety Awareness System



In our Sam Trans Redi-Wheels operation, when a driver exits a Vehicle, MV requires that the driver place traffic cones around the vehicle. Upon returning, the driver is required to walk around the vehicle to collect the cones, while observing any nearby objects. Since our "Parking Safety Awareness System" has been implemented one year ago, our Redi-Wheels Drivers have experienced zero accidents as a result of backing into objects or other vehicles.

3.E.1 Operations Safety Plan

Mr. Awoke will visit each service provider location monthly to perform a safety inspection. Each visit includes a safety-training audit requiring a walk-thru safety inspection of all facilities. A fully documented facility inspection is conducted annually utilizing a facilities audit developed by the Transportation Safety Institute to identify and correct any FTA or OSHA issues. Service Provider Management personnel are expected to regularly walk thru and inspect facilities and correct deficits.

This inspection is a hands-on procedure by which safety hazards in and around the facility are identified and corrected before an accident occurs. The findings from this audit are forwarded to the appropriate Service Provider personnel, as well as Ms. Evans.

In addition to successful completion of Mr. Awoke's safety inspections, MV will require that each Service provider has a Safety program in place at their location. Below is the Safety Plan that MV will follow.

Service Operations Safety Plan

MV develops Safety Plans for each of our divisions individually based upon the specific needs of that particular division. Within a brief time of contract award, MV's Director of Safety, Area Safety Manager and division Safety and Training Manager will survey the division to develop a series of

Systems Safety Plans. MV develops its Systems Safety Plans based upon criteria, recommendations and formats of the Transportation Safety Institute and APTA consistent with FTA and other governmental requirements. Among the plans that will be developed are: 1) Transit/Bus System Safety Plan; 2) Facility Safety Plan; 3) Housekeeping; 4) Fire Prevention; 5) Emergency Action (Response); 6) Workplace Security; 7) HazMat; 8) Exposure Control Plan (Bloodborne Pathogens). We have included a sample safety plan from one of our operations in the appendix of this proposal, under the tab labeled "Monitoring Forms, Maintenance Forms, Sample Security Plan."



Communications of Safety Concerns

MV does not utilize a traditional chain of command approach to reporting of safety concerns as this often stifles the willingness of frontline employees to report safety concerns. All employees have direct access to division management through our open door policy. More significantly, any MV employee can call the Director of Safety or the Director of Human Resources with any issue any time of the day any day of the week. The cell phone numbers of these employees are available to any employee. In addition all employees are advised in the MV Employee Handbook that they have access to the owner of the company, Alex Lodde. His phone number is provided in the Handbook. MV has recently introduced a toll free safety number for passengers or employees alike to call to report safety concerns.

Monthly Safety Meeting

MV requires each driver to attend an hour-long monthly safety meeting. We believe that this reinforces the drivers' focus on safety and customer service related topics each month. Some of the discussions include mobility device securement, handling persons with special disabilities, defensive driving refreshers and inclement weather driving techniques.

This is also an excellent opportunity for the drivers to obtain operational information, obtain answers to their questions and create a more cohesive team. To promote the team element of the meetings, MV requires window dispatchers, mechanics and all supervisors to attend. We also welcome and encourage WMATA staff to participate in these meetings.

Steering Committee's Role in Safety

An essential element in safety is awareness of hazards and accident prevention. There is no better source of information in these areas than the employees asked to perform the duties. To facilitate an exchange of information in these critical areas, MV utilizes a team of employees termed a Steering Committee. This team is given a budget and the challenge to identify safety hazards and develop solutions. In addition, the committee will review accidents and provide additional input as to preventability, retraining and/or disciplinary action that may result from an accident.

Another important element of the team is to conduct safety inspections on the location. These inspections are hands-on, enabling safety hazards in and around the facility to be identified and corrected before an accident occurs. The findings from this inspection are forwarded to the appropriate location personnel, including Ms. Evans. The Corporate Safety & Training Director also receives a copy and will follow up with location staff to ensure the findings are properly addressed.

Open Door Policy

MV believes that open communications are integral to a safe work environment. This is accomplished through a proactive management approach where input is encouraged from all employees. MV is an employee driven company. The principal owners and executives of MV all started as drivers and understand what motivates these key employees. We understand that we must inspire our employees and give them reasons to provide service that is *The Standard of Excellence.*

MV's Open Door Policy and Employee Steering Committee further enhance honest communication. At any time, an employee or client may pick up the phone and call one of the owners of MV. This method of operation is imperative in the safety of our operations, and prevents any safety concerns from "slipping through the cracks"; if an immediate supervisor is not responsive to an employee's concern, that employee know s/he can contact higher forms of management, up to the owners, and be sure that his/her concerns are met. Furthermore, this level of accountability drives the employees first attitude and makes MV a desirable employer.

System Security Plan

MV is fully aware that System Security may be the most important topic in transit today. MV is developing System Security Plans consistent with recent DOT models. The Director of Safety, the Regional Safety Manager and Mr. Awoke will develop a specific plan for the needs of this contract based upon a thorough review of the site, proposal and contract shortly after award. Because of the urgency of security in the present day, it would be unwise to develop a general program not meeting the specific needs of this location and contract. However, we have provided a sample security plan in the Appendix of the proposal, from which we will customize and develop a plan specific to the MetroAccess Services.

Flexibility in Emergency Situations

One of the aspects of MV Transportation's operations management approach that has been welcomed by our clients and employees is our commitment to be flexible and responsive to their needs.

As a large company, we have significant resources and the expertise to be able to provide extensive services. However, as a small company, that began as and remains family-owned, we have a flexible and responsive management attitude that does not involve some distant corporate entity in control of our decision-making. The following are a few examples of MV's response to emergency situations:

NEW YORK: MV assisted the City of New York with the provision of emergency transport services for persons who were stranded after the September 11th tragedies. Although it wasn't due to be in service until January 2002, we turned over our new facility in Brooklyn to emergency personnel. Our New York management and staff pulled together the vehicles that we had available to assist the City and provided them to the City for their use.

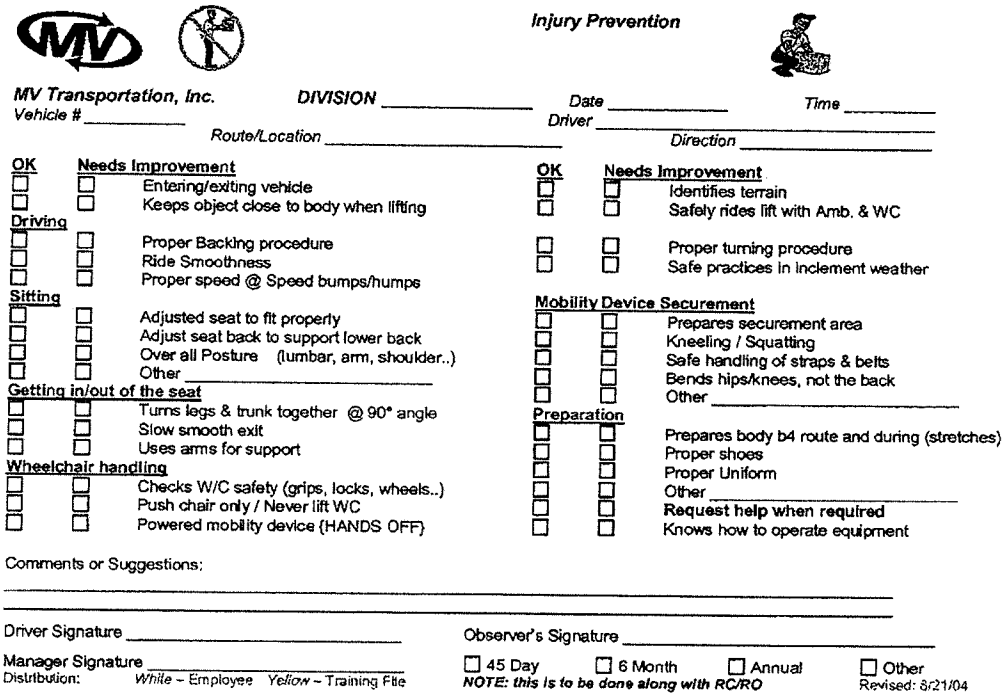
FLORIDA: Last year, the State of Florida was affected by the tremendous impact of four hurricanes within a very short time frame; Hurricanes Charley, Frances, Jeanne and Ivan. MV's locations in Orlando, Jacksonville, and Gainesville worked closely with our client agencies to ensure that our passengers still received life sustaining transportation, as well as assisting in evacuating thousands of people to safety. Our team's quick thinking, organized response, and flexibility to adapt to the changing situation helped authorities keep our communities and passengers safe during this challenging time.

CALIFORNIA: An example of our efforts to service clients is in the San Francisco area, where earthquake structural damage caused several BART rail stations to lose the use of their elevators. Together with our client, we quickly responded by devising a convenient solution to resolve the access problem. Within hours, an alternative system was in place with MV providing paratransit service between stations to allow continued use of the BART system by persons with disabilities.

3.E.2 Injury and Illness Prevention

MV Transportation will administer a comprehensive and continuous occupational Injury and Illness Prevention Program (IIPP) for all employees. We will require that Service Providers follow the same plan in their operations.

During facility audits and road observations, MV will monitor Injury and Illness prevention. Facilities inspections will evaluate and address potential hazards in work areas. During road observations key information is recorded including: driving, sitting, getting in/out of seat, wheelchair handling, mobility device securement, and preparation. The evaluation identifies areas that need improvement, and has allowed MV to decrease our rate of on the job injuries. An example of this form is below:



Injury Prevention

MV Transportation, Inc. *DIVISION* _____ *Date* _____ *Time* _____
Vehicle # _____ *Driver* _____
Route/Location _____ *Direction* _____

OK	Needs Improvement		OK	Needs Improvement	
☐	☐	Entering/exiting vehicle	☐	☐	Identifies terrain
☐	☐	Keeps object close to body when lifting	☐	☐	Safely rides lift with Amb. & WC
Driving					
☐	☐	Proper Backing procedure	☐	☐	Proper turning procedure
☐	☐	Ride Smoothness	☐	☐	Safe practices in inclement weather
☐	☐	Proper speed @ Speed bumps/humps			
Sitting			**Mobility Device Securement**		
☐	☐	Adjusted seat to fit properly	☐	☐	Prepares securement area
☐	☐	Adjust seat back to support lower back	☐	☐	Kneeling / Squatting
☐	☐	Over all Posture (lumbar, arm, shoulder..)	☐	☐	Safe handling of straps & belts
☐	☐	Other _____	☐	☐	Bends hips/knees, not the back
Getting in/out of the seat			☐	☐	Other _____
☐	☐	Turns legs & trunk together @ 90° angle	**Preparation**		
☐	☐	Slow smooth exit	☐	☐	Prepares body b4 route and during (stretches)
☐	☐	Uses arms for support	☐	☐	Proper shoes
Wheelchair handling			☐	☐	Proper Uniform
☐	☐	Checks W/C safety (grips, locks, wheels..)	☐	☐	Other _____
☐	☐	Push chair only / Never lift WC	☐	☐	**Request help when required**
☐	☐	Powered mobility device (HANDS OFF)	☐	☐	Knows how to operate equipment

Comments or Suggestions:

Driver Signature _____ Observer's Signature _____

Manager Signature _____ ☐ 45 Day ☐ 6 Month ☐ Annual ☐ Other

Distribution: *White* – Employee *Yellow* – Training File ***NOTE: this is to be done along with RC/RO*** Revised: 8/21/04

Service Provider Illness Prevention Program

The goal of this program is to prevent accidents and reduce personal injury and occupational illness and comply with all safety and health standards. The health and safety of the individual, whether in the field or office, takes precedence over all other concerns.

Communication: Matters concerning occupational safety and health must be communicated in writing, during staff meetings, during formal and informal training, and by posting related information. MV encourages employees to communicate information about unsafe or unhealthy conditions to supervisors. Reported hazards and suggestions are investigated and the results posted in the facility and distributed to all employees affected.

Inspections: Each supervisor will conduct an inspection to identify unsafe work conditions and practices. Inspections will be made in all work areas whenever new substances, processes, procedures or equipment are introduced into the workplace that may pose a safety or health hazard; and when a hazard is reported.

Correction of Unsafe Or Unhealthy Conditions: Whenever an unsafe or unhealthy situation arises, a supervisor will take corrective measures in a timely manner (based upon the severity of the hazard). Employees will be informed of the hazard and interim protective measures that must be taken until the hazard is corrected. Employees may not enter an imminent hazard area without appropriate protective equipment, training, and the prior specific approval of a supervisor.

Recordkeeping: Each Service Provider shall keep records of inspections, records will include the name of the person(s) conducting the inspection, and details of the unsafe conditions/practices. These records shall be maintained for three (3) years. Documentation of safety and health training attended will be retained in each employee file; such documentation includes training dates, times, type(s) of training and the name of the instructor. This documentation shall be maintained for three (3) years.

Bloodborne Pathogens Exposure Control Policy: In accordance with the OSHA Bloodborne Pathogens Standard, our exposure control plan:

- Eliminates/minimizes employee occupational exposure to blood or certain other body fluids;
- Complies with the OSHA Bloodborne Pathogens Standard, 29 CFR 1910.1030

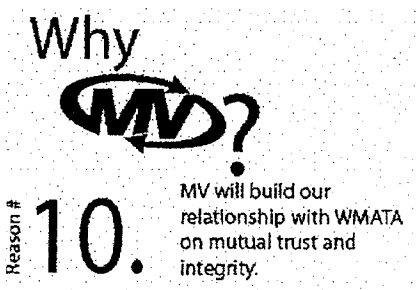
All MV and Service Providers' facilities will conduct semi – annual inspections and review routing conditions to assure that all exposure to Bloodborne Pathogens and Other Potentially Infectious Material (OPIM) is minimized and protective measures are put into place.

Spill kits and protective equipment, i.e., goggles, latex gloves, and smock, will be put in all vehicles that have been designated as moderate to high exposure to Bloodborne Pathogens and/or Other Potentially Infectious Material. Spill kits and equipment will be inspected on a daily basis as part of the drivers' daily vehicle inspection report.

Information and Training: MV will ensure that training is provided to each of the MetroAccess employees before they are released into service. We provide this module of our training program in easy to follow sessions, with ample materials that the employee can refer back to in the future if necessary. Additional training shall be provided to employees when any changes occur that may affect the employee's occupational exposure.

3.F. Fraud Prevention and Detection

MV understands our responsibilities with regard to fraud prevention and detection. To ensure that individuals who join our team are well qualified and have a strong potential to be productive and successful, it is the policy of the company to check the backgrounds of applicants.



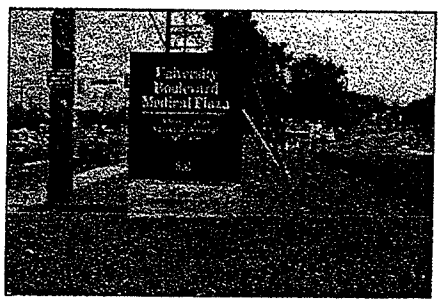
Training for Prevention, Investigation and Reporting of Fraud, Theft and Crime

In order to prevent overstatement of invoiced services, MV's accounting and auditing team will be fully trained in standard auditing techniques, including random sampling and statistical sampling. It is our experience that once strict auditing procedures are in place, fraudulent activity diminishes greatly. Daily, MV personnel will call passengers to validate trips were performed as stated on the manifests.

Privacy Policy

MV works hard to keep the personal and health information entrusted to us secure and private. All of our policies and procedures comply with the requirements of the Health Insurance Portability and Accountability Act (HIPAA). It is important that we tell our passengers how we may use and share their information. MV needs information about our passengers to manage their transportation benefits; keeping this information safe is one of our most important jobs. We make sure that only people who need to use this information have access to it. We may use and share this information for:

- Transportation scheduling.
- Treatment.
- Payment.
- Health care operations.



These uses are covered under state and federal laws. Our policies reflect the most protective laws that apply to our customers. Below are other ways that we may use or share personal information:

- To help transportation, medical providers and other health plans in the transportation of passengers, treatment, payment, and health care operations.
- To give out information if required by law.
- To other businesses who work for us.
- To tell our passengers about transportation options or health-related services.
- To people our passengers have said may receive their information.
- To those having a relationship that gives them the right to act on the behalf our passengers.
- We may share personal information with a relative or a close personal friend. They may be helping the passenger with transportation and their health benefits. If a passenger does not want us to share information for this reason, we encourage them to tell us in writing.

Other times, we may need to get our passenger's permission to use or share their health information. As passengers of our transportation services our passengers have certain rights. More information is in the MV Notice of Privacy Practices which follows. These rights, with some limits, include:

- Asking for restrictions.
- Asking for confidential communications.
- Asking to see and get copies of passenger information.
- Asking for corrections to passenger information.
- Asking for a report of how we may have shared information.
- Sending a complaint or receiving more information.

To ensure all digital data is completely secure, all data is either encrypted or password protected to ensure that recipient information is only provided to those who have the proper access and information.

All records are stored in data files in the Trapeze System. We scan all documents to PDF and also keep hard copies of the records for the time specified by the contract. All record retention is compliant with HIPAA standards.

Accuracy of Service Reports

Trapeze PASS technology offers many features designed to help with fraud prevention and other potential forms of abuses. Examples include:

- **Access Rights for Users**: Access rights include an extremely granular level of control over what activities a given user can perform.
  - When in the reservations screen, they may be able to book a trip but not delete a trip, or they may be able to book casual trips but not subscription trips, or they may be able to edit certain data on a trip record but not other data on the same record.
  - When scheduling, users may have selective rights allowed/disallowed. For example, some users may only be permitted to use the most highly ranked scheduling option, while others may have access several choices. Some users may be able to select or even edit alternative parameter and violation sets when scheduling, while other users may be denied this control.
  - Time limits on access rights – certain actions may be permitted but only in certain time frames. For example, booking a future trip may be permitted but booking a trip in the past may not be permitted. Or, a trip cancelled within two hours of service can be automatically tagged as a late cancel, even if it is cancelled by the user from the Web or a telephone IVR system.
- **Provider Security**: Trapeze has unique capabilities to allow multiple organizations to have access to a single database, with rights that are not only driven by what they can do, but also what they see. Conventional access rights are based on granting or denying permission to cancel or reschedule a trip. Trapeze goes far beyond this, providing another layer of security that would allow each service provider to see only their own trips, and not trips assigned to another service provider. The system will also be set to allow MV and WMATA to see all trips.
- **Transaction Logging:** Trapeze offers extremely comprehensive and flexible logging of "who did what when."
  - The system is readily configurable by the system administrator to focus on specific pieces of information and track anytime anyone makes a change. This tracking is granular down to the table, field, and action level. For example, you can easily set the system up to log any time MV adds a new passenger, edits a location record, or deletes a trip.
  - Logging capabilities also can be configured for operational tracking. With operational tracking, you can pick a specific trip or even a whole run, and see all of the changes that have been made to it, including who did it and when.
  - The system administrator can select specific types of transactions such as canceling or no-showing a trip, and set a property that will force the user to enter in a comment whenever they perform such a transaction. This helps ensure that there is documentation of the reasons or circumstances justifying the action.
- **Validation of Performs:** With mobile data, drivers are typically expected to record when they arrive and depart each stop on their itinerary. Particularly where there are financial penalties associated with late service, drivers are known to attempt to misreport the time when they complete their assignments. By capturing AVL positions along the route and at each reported performance of a pick-up or drop off, Trapeze can verify stops that are recorded while the driver is not within a designated radius of where they are claiming to be. In addition, the Mentor Ranger unit will capture the time the vehicle enters a "geo-fence" around each location on the manifest which can be compared to the drivers reported arrival time. Exception reports (described below) can be run to highlight any infractions.

- **Exception Reports**: The reporting package that comes with PASS include numerous standard reports and a full ad hoc reporting tool. The user is also free to write reports with an optional tool such as Crystal. Together, these reporting tools provide numerous opportunities for defining a wide range of potential deviations from approved business practice. The automatic processes within PASS facilitate this type of reporting.
  - For example, trip lengths are automatically calculated and stored on each booking, so that systems which base billings on taxi driver reported odometer readings can verify that these odometer readings are realistic, and even determine how much reported overstates predicted mileages over a large sample such as a provider for a month. With this kind of analysis, it is possible to identify where additional audit and field supervision resources should be directed.

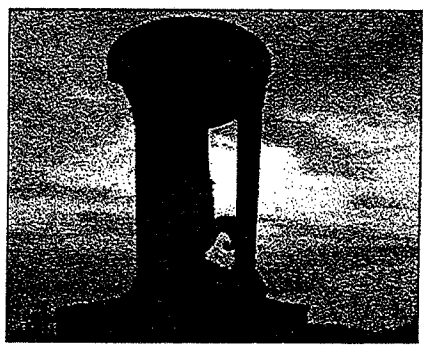
We will ensure trip validly through proper use of the Trapeze software system. Since Trapeze can interface with MDC technology to generate accurate reporting, we anticipate that our subcontracted providers' service reports will be in line with our reporting of system data.

For non-dedicated service providers whose vehicles are not equipped with MDC technology, MV will require that all driver manifests be faxed to our dispatch office daily for trip reconciliation. At that time, the Dispatcher will review the driver's manifests against the Trapeze system. Any discrepancies will be reviewed with the service provider and the dispatcher on duty.

Any providers who fail to provide invoices that are in line with our Trapeze data will be required to submit additional information as backup. Similarly, MV will be able to compare service reports against AVL records to ensure accuracy.

Authenticity of Service Reports

The core of MV's operations plan is that we maintain strict control over all service. MV's Accounting team will audit service reports, which will be cross referenced against Trapeze trip data generated from our call center. MV will require that all records and invoicing of all overflow trips provided by non-dedicated service providers and taxi services include a signed trip ticket that has taxi receipt attached to validate start and end times, as required by WMATA policy.



As MV anticipates working as much as possible with dedicated service providers, the majority of service reporting will be logged through the MDC units.

MV will not reimburse any service providers for trips that were performed as a result of unauthorized modified schedules.

False Credentials

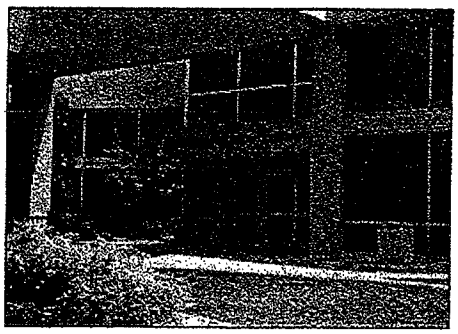
Monthly, MV's Safety Training Manager will perform audits on all Service providers and employee credentials, licenses, training, etc.

As stated earlier in this proposal, all applicants will be fingerprinted and processed through the appropriate state or federal agency. Applicants with a felony conviction in their background will not be eligible for employment with MV or our Service Providers. Furthermore, applicants with convictions of violence or sexual offenses (whether felony or misdemeanor charges) will not be eligible for employment.

MV staff and all Service Providers are required to conduct nationwide background checks on all employees through the appropriate federal and state agencies as defined above. Employees are provided with our Employee Handbook and told that they must report any violations of State, Federal, County or Municipal laws, regulations or requirements. Failure to do so may be grounds for immediate termination. Employees understand that MV completes updates to these background checks annually.

3.G. Alcohol and Drug Testing

3.G.1 Drug and Alcohol Policy



MV is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this is our commitment to provide a drug-free workplace. All Service Providers are required to comply with MV's Drug and Alcohol Testing program, ensuring that all safety sensitive employees, including maintenance personnel, are tested for drug usage according to our policy. MV's program is updated regularly to conform to new laws and complies with all FTA requirements. We have included a copy of FTA Approved drug and Alcohol Policy in the appendix of this proposal, under the tab "Drug & Alcohol Testing".

Ms. Esther Avalos, MV's proposed Drug and Alcohol Manager, is responsible for the management of MV's federal drug and alcohol testing program. Esther is considered an expert in the field of workplace drug and alcohol testing, with experience in both the public and private sector. She has served as liaison to the US DOT and the California Highway Patrol.

Ms. Avalos will ensure overall compliance with all DOT and FTA regulatory requirements, and will manage our division's random testing pool. Ms. Avalos will provide reasonable suspicion education and training, and perform audits on our local team and our Service Providers. Ms. Avalos will generate monthly statistical reports and ensure that we are meeting the correct testing percentages.

In order to ensure compliance with MV's Program, MV will administer the Drug and Alcohol policy and program for each of our dedicated service providers. Weekly, they will receive their confidential list of random testing selections as provided from our pool of employees, and Ms. Avalos will track and follow up to see the required testing was completed. We have included in the appendix of this proposal (under the tab Drug & Alcohol Testing) MV's standard packet which includes a Drug and Alcohol compliance Checklist, Subcontractor and employee waivers that authorize MV to handle all Drug and Alcohol testing.

All Service Providers will provide pre-employment, random, post accident, return to work and reasonable suspicion drug and/or drug and alcohol tests. All records are maintained as required by law, and as described below.

Esther will administer our random drug and alcohol testing for MV's employees, and for Dedicated Service Providers for whom MV will provide Drug and Alcohol Testing Services. She will utilize the *Assistant-Pro* software program, a scientifically valid, tamper-proof, computer-generated selection process program that randomly selects individuals for testing without showing discrimination.

Assistant-Pro selects schedules and tracks all test information on safety-sensitive personnel for all types of drug and alcohol testing; all test information is safely maintained in the database. The program uses a special algorithm, which helps to avoid potential concerns that employees may have concerning selections.

Outlined below are the instances in which a drug test must be administered. Refusal to be tested under these conditions when notified by a supervisor or a positive screen will result in appropriate disciplinary action. In cases where a positive drug test is confirmed, consideration will be given to available rehabilitation, where appropriate.

Pre-Employment – All offers of employment will be contingent upon the successful completion of a pre-employment drug screen. Failure to submit to said test, or a positive screen will result in revocation of the offer of employment. All test results will be obtained prior to any service start.

Random – All safety sensitive employees are automatically entered into the company pool for random testing pursuant to FTA regulations.

Follow-Up – After a positive test result and the satisfactory completion of the required treatment program, if employment is re-instated, the employee is subject to 6 random follow-up tests in a 12-month period. Random tests may continue for the next 5 years, if deemed necessary by the company's substance abuse counsel.

Post-Accident – Any current employee who is involved in a serious incident or accident while on duty, whether on or off the company's premises, will be asked to submit to a drug test.

Reasonable Suspicion – This test may be required if significant and observable changes in employee performance, appearance, behavior, speech, etc. provide reasonable suspicion of the influence of alcohol/ drugs. A fitness-for-duty evaluation may include the testing of a body substance sample.

Custody and Control of Tests

For our WMATA operation, MV will utilize a local company for our testing program who will process and hold chain of custody information in confidence. MV is currently contracting with Lab One Inc. for laboratory services, Dr. James Baber (Employee Management Services) for MRO services and National SAP Network for substance abuse professional services. Finally, we are contracting with Duo Research to handle our blind sample testing. All results will be transmitted in confidence to Ms. Avalos, who will confidentially process and provide results to Ms. Evans and WMATA, as well as the dedicated service provider if the results pertain to their employee.

Supervisory Personnel to Observe Driver/Mechanics Reporting To Work

All frontline personnel (drivers/mechanics) must be observed by supervisory personnel who are certified as having completed the DOT Supervisor's Class in Reasonable Suspicion Training in Drug and Alcohol. We will provide this training to our dedicated service provider's management.

Training Regarding Testing Program

As part of our regular Driver Training Program and annual supervisor training, drug and alcohol testing procedures are addressed. In our initial training of all employees, they receive full FTA compliant training that outlines MV's testing policy and restitutions.

3.G.2 Records Requirements and Auditing Procedures

Monthly, Esther will work with our Service Providers to ensure that an appropriate amount of testing occurs in each of the required areas. Compliance of these testing procedures will be performed as described in Section 2.D.3erformed as described in Section 2.D.3: *Ensuring Accuracy of Program Components.*

During this audit, Esther will ensure that each employer maintains proper records of its alcohol misuse and controlled substances use prevention programs as provided in this section. The records shall be maintained in a secure location with controlled access, and will follow the requirements defined below.

Records Retention Requirements

Each employer shall maintain the records in accordance with the following schedule:

- **(5 Years) Alcohol and Controlled Substance Program Records:**
  - Records of driver alcohol test results with an alcohol concentration of 0.02 or greater,
    - Employer's copy of the alcohol test form, including the result of the test.
    - The employer's copy of the controlled substance test chain of custody and control form.
    - Documents sent by the MRO to the employer, including those required by CFR Part 40, subpart G.
    - Documents related to the refusal of any driver to submit to an alcohol or controlled substance test required.
    - Documents presented by a driver to dispute the result of an alcohol or controlled substances test administered under Part 382.
    - Documents generated in connection with verifications of prior employers' alcohol or controlled substances test result that the employer:
      Must obtain in connection with the exception contained in 382.301 of Part 382, and
      Must obtain as required by 382.413 of its subpart.
  - Records of driver verified positive controlled substances test results,
  - Documentation of refusals to take required alcohol and/or controlled substance tests,
  - Driver evaluation and referrals
    - Records pertaining to a determination by a substance abuse professional concerning a driver's need for assistance; and
    - Records concerning a driver's compliance with recommendations of the substance abuse professional.
  - Calibration Documentation,
  - Records related to the administration of the alcohol and controlled substances testing programs, and
    - Agreements with the collection site facilities, laboratories, breath alcohol technicians, screening test technicians, medical review officers, consortia, and third party service providers.
    - Names and positions of officials and their role in the employer's alcohol and controlled substances testing program(s).
    - Semi-annual laboratory statistical summaries of urinalysis required by Sec. 40.111 (a) of the CFR Part 40.
    - The employer's alcohol and controlled substances testing policy and procedures.

- Written notice to every safety-sensitive employee of the availability of the above materials.

- A copy of each annual calendar year summary required by 382.403

- **(2 Years) Alcohol and Controlled Substance Program Records:** Records related to the alcohol and controlled substances collection process (*except calibration of evidential breath testing devices*).
  - Collection logbooks, if used.
  - Documents relating to the random selection process.
  - Calibration documentation for evidential breath testing devices.
  - Documentation of breath alcohol technician training.
  - Documents generated in connection with decisions to administer reasonable suspicion alcohol or controlled substances tests.
  - Documents generated in connection with decisions on post-accident tests.
  - Documents verifying existence of medical explanation of the inability of a driver to provide adequate breath or to provide a urine specimen for testing.
  - Consolidated annual calendar year summaries as required by 382.403.
- **(1 Year) Alcohol and Controlled Substance Program Records:** Records of negative and canceled controlled substances test results (as defined in part 40 of this title) and alcohol test results with a concentration of less than 0.02 shall be maintained for a minimum of one year.
- **(Indefinite Period) Records related to the education and training of:** breath alcohol technicians, screening test technicians, supervisors, and drivers shall be maintained by the employer while the individual performs the functions which require the training and for two years after ceasing to perform those functions.
  - Materials on alcohol misuse and controlled substance use awareness, including a copy of the employer's policy on alcohol misuse and controlled substance use.
  - Documentation of compliance with requirements of 382.601, including the driver's signed receipt of education materials.
  - Documentation of training provided to supervisors for the purpose of qualifying the supervisors to make a determination concerning the need for alcohol and/or controlled substances testing based on reasonable suspicion.
  - Documentation of training for breath alcohol technicians as required by Sec. 40.213 (a) of CFR Part 40.
  - Certification that any training conducted under this part complies with the requirements for such training.

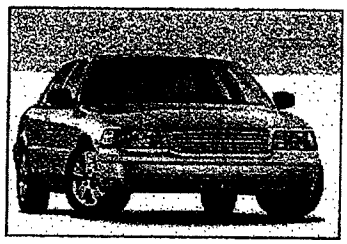
Location of Records

All records required by this part shall be maintained as required and shall be made available for inspection at the employer's principal place of business within two business days after a request has been made by an authorized representative of the Federal Motor Carrier Safety Administration, DOT or a Law Enforcement Officer.

3.H. Reporting Requirements

Please refer to section 2.B.3 *Reporting Procedures*, for detailed information regarding how we will meet WMATA's reporting requirements.

3.I. Vehicle Procurement Program

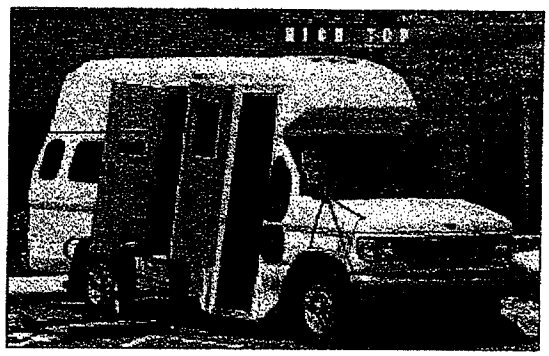


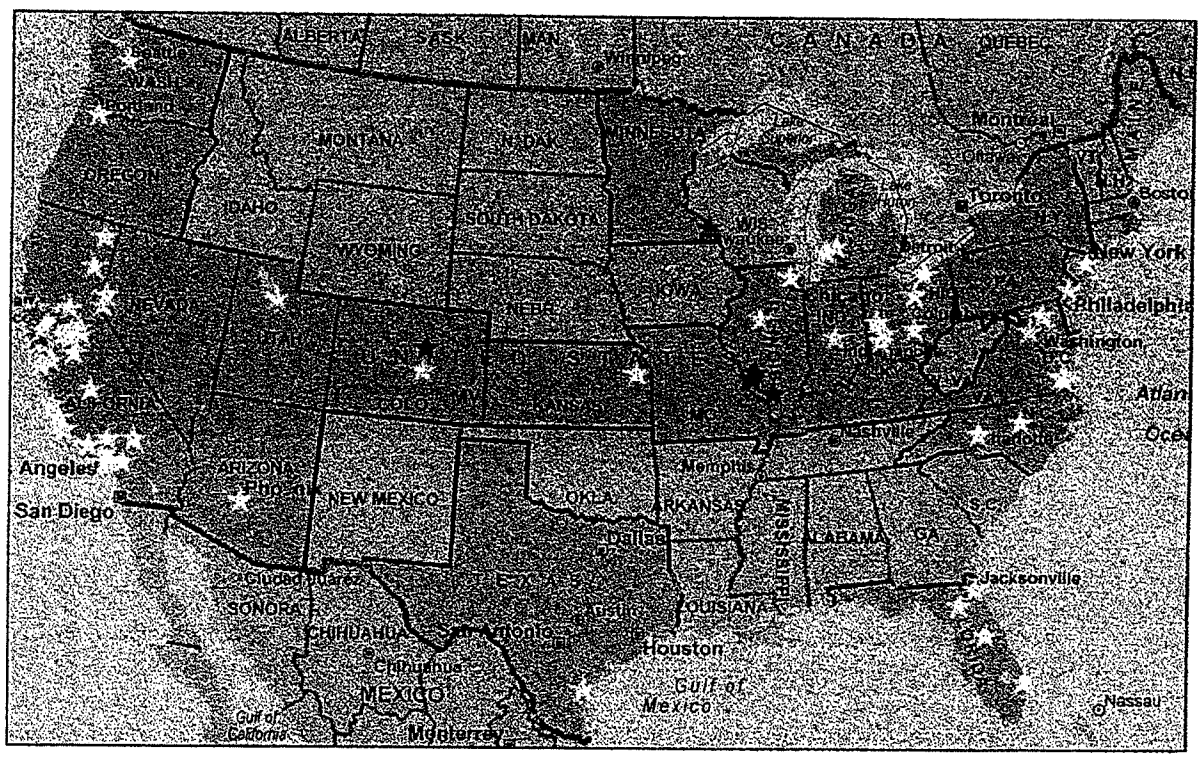
As we mentioned in Section 2.B.1 *Dedicated Service Providers*, in addition to the 97 revenue vehicles that WMATA is providing, MV will purchase brand-new vehicles for the dedicated fleet. We will provide 2006 Ford Sentinel Paratransit Vans (approximately 70% of the total new fleet); and 2006 Ford Crown Victoria Sedans (approximately 30% of the total new fleet).

Throughout the life of the contract, we will purchase additional vehicles to supplement the original fleet, in accordance with the growth of the system. We will replace vehicles as they reach their life expectancy under the guidelines of this RFP. The cost of these replacement and additional vehicles has been built into our proposed price.

MV understands that WMATA may wish to purchase the vehicles we are providing under these services.

As we mentioned earlier, MV intends to purchase additional new vehicles, and we will assign these to service providers for the provision of non-dedicated service. This will maintain a high quality fleet, regardless of whether it is a dedicated or non-dedicated vehicle; as well as to increase the consistency of the fleet that our MetroAccess passengers are transported with. This will bring an increased level of passenger satisfaction, as well as allow us more control of the vehicles deployed in the system.



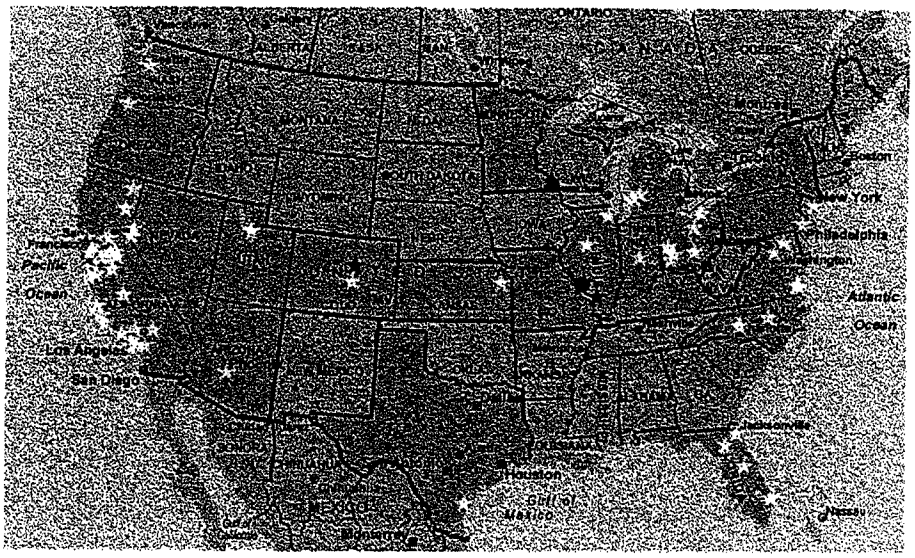


4 Corporate Experience and History of Past Performance

4 Corporate Experience and History of Past Performance

Founded in 1975, MV Transportation Inc. (MV) has 30 years experience managing transit operations. Our history begins with providing paratransit service in the San Francisco Bay Area under the state Medicaid program with one bus. MV was incorporated in the state of California in 1978, and in 1983 was awarded our first contract with a public agency. Twenty two years later, MV operates more than 3,500 paratransit, fixed route, and shuttle vehicles in over 130 contracts nationwide. We transport millions of passengers and travel more than 130 million miles annually; providing vehicle maintenance in 80% of our projects.

MV Locations: By Contract Type



Paratransit/Multimodal ★ Fixed Route ★ Student

The key executives of MV Transportation provide the Company with nearly 150 years of transportation experience. Nearly all of these individuals began their careers as bus drivers, and have progressively worked their way through the industry. This comprehensive understanding of all facets of passenger transportation has been critical to the success of our company, it has had a significant impact on our ability to recruit and retain the best operational teams in the industry, which in turn has led to a superior contract retention rate.

With all of our success, MV is not a perfect company and has experienced some challenges, similar to all of our competitors. In December 2003 MV acquired a small firm named Local Motion. This firm was successful in obtaining a paratransit contract in Ann Arbor, Michigan. Shortly after Local Motion assumed responsibility for the service, the client opted to take the system in-house due to some operational challenges experienced during the transition. As a result of this situation, MV ceased operation of Local Motion. We have also experienced challenges in Merced, California where, despite significant improvements in the system's performance, we have been unable to meet the expectations of the customer. MV has learned from this situation and has taken proactive steps to prohibit future such challenges.

The fact remains that MV provides more paratransit service than any firm in the world, an advantage of MV's proposal to WMATA. With services predating the ADA, our reputation for providing customer-focused transportation in difficult operating environments has been the hallmark of MV. MV still operates paratransit service for the first public agency with which we contracted, San Francisco MUNI, one of the largest public transit systems in the United States.

MV Transportation has extensive experience in the operation of large paratransit services similar to the WMATA MetroAccess service. The following is a brief synopsis of a few of our most comparable paratransit contracts.

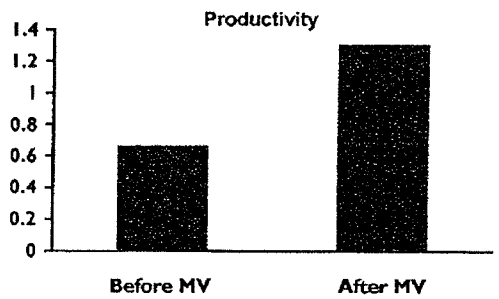
Below are several examples of systems that MV has improved since being awarded the contract, each with a significant technological component.

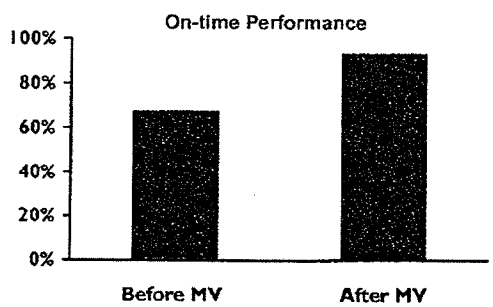
Central Florida RTA, d.b.a. LYNX (Orange, Osceola & Seminole Counties, Florida)

MV began operating the ACCESS-LYNX service in 2002. This program provides over 2,000 passenger trips per day serving the citizens of Orange, Osceola and Seminole Counties, over a 2,500 square mile service area. MV provides turnkey services in this program; and assists LYNX staff in billing the various sponsoring agencies.

MV replaced the previous multiple-provider system that was in disarray. We provided over 200 vehicles for this service and the operations/maintenance facility. We have also hired and trained over 300 professional staff members to serve our customers in the Tri-County service area surrounding Orlando. In spring 2003, we assumed the responsibility for all of LYNX's stretcher transportation service as well.

This system is a great example of MV going "above and beyond" to support a client organization. Shortly after MV began the first phase of the LYNX services, a serious crisis occurred: legislation was nearly passed that would have significantly fragmented the service delivery system and caused serious confusion and misunderstanding for the system's customers. MV worked closely LYNX staff to prevent this legislation from being passed and to maintain service quality and reliability on track and performing reliably for the passengers during this trying time.





Additionally, and in response to a budget crisis, MV began operation of the Call Center for LYNX, assuming responsibility for all reservations, scheduling, dispatching and reporting functions using the Trapeze software. As part of this process, MV agreed to switch from the previous per-hour rate to a per-trip rate. This put the ball squarely in our court to manage productivity. MV was able to raise productivity from 0.66 (before MV) to 1.3 passengers per hour and on-time performance improved from 67% (before MV) to 93%. At the same time, through proper reservationist and dispatch training, MV reduced call center staffing levels from 23 to 14 while still achieving these high performance standards; thus, effectively lowering the cost of service for our client.

Jacksonville Transit Authority (JTA - Duval County, Florida)

MV was selected to manage the ADA paratransit and Medicaid brokerage in Jacksonville in October 2001. In this system we take reservations and schedule over 1,500 trips each day. We installed the Trapeze PASS for this project and established a centralized dispatching center. Service provision is handled by local vendors with which MV contracts. Trips are distributed by our call center based on general geographic location and the quality of service being provided. Each carrier provides its own dispatcher, operating side-by-side with our staff in the central office to improve communications and the ability to transfer trips and improve on-time performance.

Our role in Duval County provides an excellent example of the importance of partnering with an experienced transportation management firm. On March 8, 2002, the largest carrier operating in Jacksonville, Metro Mobility was suddenly and without warning shut down by the State of Florida for failure to maintain workers compensation insurance, despite providing evidence of said insurance.

Over the weekend, MV immediately placed the carrier's drivers on our payroll. We began direct operation of 40% of the overall service without any trip failures.

Southwest Ohio Regional Transit Authority (Cincinnati, OH)

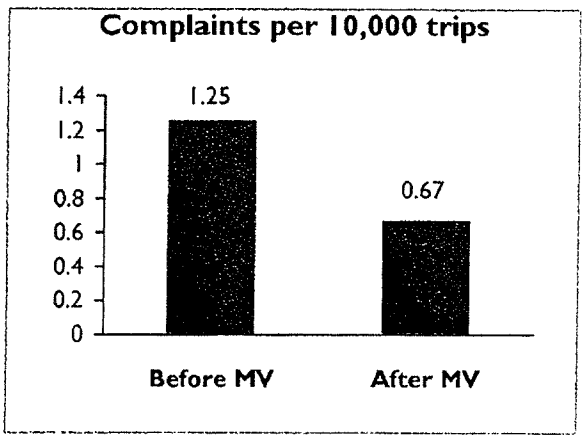
MV manages and operates Metro's Access Paratransit system which provides ADA paratransit service in the Greater Cincinnati area. SORTA provides the vehicles, facility, fuel, scheduling and dispatch software and all other fixed assets. Since MV operations began, we have continually raised the standards of performance to a consistent all-time high.

"We were impressed with MV Transportation's commitment to customer care and employee empowerment" said Paul Jablonski, Metro's CEO and General Manager. *"MV has a great reputation in the industry and we are pleased to work as partners with them in providing Access service in Greater Cincinnati."*

After assuming the contract MV immediately reduced turnover; achieving a 30% drop in this area. This reduction was the result of establishing an environment of partnership with SORTA, the Union and our employees; improving job satisfaction and motivating employees to remain in the system. This partnership has resulted in a productivity increase from 1.8 to 2.2 passengers per hour; and on-time performance improvement from 90% to 95%.

Fastran (Fairfax County, VA)

In the Fall of 2002 MV was awarded a contract for the North Region of the Fastran service in Fairfax County, VA, previously operated by First Transit. This is a 73-vehicle paratransit operation that serves the elderly, disabled and human service agency passengers of Fairfax County.



Prior to MV's involvement, this contract had historically been understaffed due to the previous contractor's inability to recruit and retain enough qualified staff members to cover all the runs. In fact, when MV was awarded the contract, the incumbent was unable to cover about 17 runs on a daily basis. Immediately upon contract award, MV embarked on an aggressive recruiting campaign and began hiring and training drivers. As these

new drivers were fully trained, the County allowed us to put them into service immediately, thereby relieving the understaffing of the prior contractor. The phased-in start-up was completed by November 1st, and the system is fully staffed for the first time in many years.

Since we began service, MV has also assisted the County in converting from their old ALEPH scheduling system to a new Trapeze software installation. Our assistance included technical expertise in establishing the system's scheduling parameters and helping to accomplish a seamless transition. We are pleased to say that the new system is up and functioning properly.

Our client-partner agency provides the reservations and scheduling. We have maintained an on-time performance of 95% in this challenging environment, have reduced complaints by 45%, and proudly report that this operation had *ZERO* FTA accidents in 2004.

Hampton Roads Transit (HRT), Norfolk, VA

MV Transportation began operating the Handi Ride service for Hampton Roads Transit in November of 2003. MV provides daily operations and call center services for this ADA service in the Norfolk area.

MV handles approximately 1,200 calls daily and operates transportation using a fleet of 89 vehicles, using the Trapeze PASS automated scheduling software.

MV travels more than 2.3 million miles each year operating this service, providing approximately 387,000 trips annually. Since service start, MV has raised productivity to 1.61 passengers per hour, and maintains 94% on-time performance.

Due to the size of the service area and its unique geography that includes several large bodies of water, MV operates this service from 2 separate facilities. By separating operations to the north and south of the Chesapeake Bay, we are able to maintain service responsiveness while minimizing the costs associated with long travel times.

Access Services, Inc. (Los Angeles and San Fernando Valley, CA)

MV currently operates two regions for ASI in Southern California. In July of 1999, MV assumed responsibility for the Steady portion of the ADA paratransit services in the South Region. In July of 2002, MV assumed responsibility for all paratransit services for ASI in the Northern Region (San Fernando Valley) and in 2004 the countywide Overflow Service. Our combined services for ASI are accomplished through the successful daily deployment of a fleet of more than 164 vehicles.

ASI staff confirms that our startups in both areas were highly successful. In fact, in our South Region transition, MV received a call on the evening of the first day's service from the ASI Executive Director, Richard DeRock. A taxi operator who also started their contract on the same day had stranded over 100 passengers because of a driver shortage. MV came to the rescue, recalled many of our drivers and worked late into the night helping the stranded passengers get home.

In our San Fernando Valley Region, MV transitioned a service that was being operated in large part by contracted employees through a taxi provider into a completely dedicated ADA paratransit service. Through this effort, our team formed a cohesive partnership with ASI staff to accomplish this large transition. The start-up was further complicated by the need to also provide same day service, a late change in the procurement process, implement new software (DDS) and install integrated Mobile Data Terminal (MDC) and Automated Vehicle Locator (AVL) technology.

A hallmark of this location is the exceptional implementation of technology to provide outstanding service to the community.

Today MV is providing service superior to any other company in Los Angeles County. MV's management approach to employee relations has a direct impact on service quality. Due in part to the quality of services provided by MV, ASI was recognized at the 2000 APTA conference in San Francisco as the "Outstanding Public Transportation System."

City of Phoenix Dial-A-Ride (Phoenix, AZ)

The City of Phoenix services provide an excellent example of the positive effect MV has on the communities we serve. MV operates the Dial-A-Ride for the City of Phoenix program using 120 City-provided vehicles. We provide approximately 320,000 hours of service annually, achieving an outstanding on-time performance rate in excess of 96%. We provide scheduling and routing services using Trapeze software and are currently performing over 1.4 trips per vehicle hour.

MV's IT Department assisted the City in modifying the system to meet the operating conditions of the service area and current service demands. An immediate improvement in productivity and on-time performance was realized; this resulted in a 14% drop in cost per trip, and ultimately saved our client over $4M. Complaints were also reduced by 29%.

SamTrans (San Mateo, CA)

MV began operating the Redi-Wheels ADA paratransit service for San Mateo County Transit District (SamTrans) on August 10, 2000, less than one day after being awarded the four-year, $20.8 million contract. The short transition was the result of immediate termination of the prior contractor by SamTrans.

MV's overnight assumption of the service was possible due to a proactive relationship formed between SamTrans, MV, and the Amalgamated Transit Union (ATU), which represents the Redi-Wheels drivers. The service utilizes 73 vehicles to provide 164,800 annual service hours through the efforts of 135 employees. MV is responsible for turnkey operations including the call center, which utilizes the Trapeze computerized dispatch system. Some of the performance factors that we are most proud of include:

- Zero (0) Denials since December 2001
- Worked in partnership to absorb 59% increase in ridership in system with no additional vehicles.
- Managed Call Wait Time to remain under 60 Seconds

Corpus Christi Regional Transit Authority (Corpus Christi, TX)

MV operates the Corpus Christi Regional Transit Authority (CCRTA) B-Line Service, located in Nueces County, Texas. MV was awarded this contract in 2002, previously operated by First Transit. The service consists of the ADA paratransit service for the CCRTA service area (the B-Line), five routes operated with full size transit buses, two fixed routes using smaller buses, the Texas A&M "Wave" Shuttle and the Corpus Christi Beach Tram. MV provides operations, reservations, scheduling, dispatching, vehicle maintenance and reporting. CCRTA provides the



vehicles, the facility, Trapeze software system and certain other assets. There are a total of 57 vehicles used in this system.

In 2004 this contract went out for bid, and MV was successful in retaining this work. With this new contract, MV has worked to improve employee morale in various ways. We have implemented new employee appreciation activities, we offer of a new and improved health plan, and we promoted several individuals internally. Our team has made service improvements including increased productivity by 0.16 passengers per mile; a clear indication that improved morale leads to better service.

Staffing and Retention Improvements	Prior to MV 2002	Today with MV 2003
Number of FULL-TIME Driver Positions	27	41
Percent of FULL- TIME Driver Positions	48%	**70%**
Annual Turnover Rate	42%	17%
Number of Union Grievances	Unknown	**NONE**
Service Quality Improvements	**Prior to MV 2002**	**MV 4th Quarter 2003**
Trip Denials - Monthly Average	103	2.7 8 Total in Quarter 0 in December
Trips Reserved - Monthly Average	15,187	17,499
Percentage of Denials	0.68%	0.02%
Average Call Hold Time	Over 3 min.	57 seconds
On-Time Percentage	Unknown	95.16% actual performance

4.A. References

Agency Name	Contact Person	Telephone Number	Email Address
Central Florida RTA, d.b.a. LYNX	Linda Watson, Executive Director	(407)841-2279 ext. 3017	lwatson@golynx.com
Jacksonville Transit Authority	Patricia Collins, Paratransit Operations Manager	(904) 265-8933	pcollins@jtaonthemove.com
Southwest Ohio Regional Transit Authority	Mary Moning, Access Service Manager	(513) 632-7581	MMONING@queencitymetro.com
Fastran	Steven R. Yaffe, Planning Branch Manager	(703) 324-7075	steven.yaffe@co.fairfax.va.us
Hampton Roads Transit	Joe Mautz, COO	(757) 222-6014	jmautz@hrtransit.org
Access Services, Inc.	Steve Chang, Project Administrator	(213) 270-6000	chang@asila.org
City of Phoenix Dial-A-Ride	Gabe Peiz, Contract Administrator	(602) 262-7242	gabriel.peiz@phoenix.gov
SamTrans	Chuck Harvey, Chief Operating Officer	650-508-7720	harveyc@samtrans.com
Corpus Christi Regional Transit Authority	Ricardo Sanchez, Executive Director	(361) 903-3454 x3570	rsanchez@ccrta.com

REPRESENTATIONS & CERTIFICATIONS

REPRESENTATIONS AND CERTIFICATIONS (JUL/96)

(In advertised procurement the terms "offer" and "offeror" shall be construed to mean "bid" and "bidder.")

REPRESENTATIONS (Check or complete all applicable boxes or blocks)

The offeror represents as part of its offer that:

1. TYPE OF BUSINESS ORGANIZATION

It operates as [ ] an individual, [ ] a partnership, [ ] a nonprofit organization, or [x] a corporation, incorporated under the laws of the State of California.

2. DISADVANTAGED BUSINESS ENTERPRISE

It is [ ], [x] is not, a disadvantaged business enterprise.

"Disadvantaged Business Enterprise" means a for-profit small business concern that is at least 51% owned by one or more individuals who are both socially and economically disadvantaged individuals or, in the case of a corporation, in which 51% of the stock is owned by one or mor such individuals; and whose management and daily business operations are controlled by one or more socially and economically disadvantaged individuals who own it.

"Socially and Economically Disadvantaged Individuals" means any individual who is a citizen (or other lawfully admitted permanent residents) of the United States and who is any individual who the Authority finds to be socially and economically disadvantaged individuals on a case-by-case basis, and any individual in the following groups, members of which are refutably presumed to be socially and economically disadvantages:

Black Americans, which includes persons having origins in any of the Black racial groups of Africa:

Hispanic Americans, which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;

Native Americans, which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians;

Asian-Pacific Americans, which includes persons whose origins are form Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, the Philippines, Brunei, Samoa, Guam, the U. S. Trust Territories of the Pacific Islands (Republic of Palau), the Commonwealth of the North Marianas Islands, Macao, Fiji, Tonga, Kiribati, Javalu, Nauru, Federated States of Micronesia, or Hong Kong:

Subcontinent Asian-Indian Americans, which includes persons whose origins are form India, Pakistan, Bangladesh, Bhutan, the Maldives Islands, Nepal or Sri Lanka;

Women; and

Any additional groups whose members are designated as socially and economically disadvantaged by the SBA, at such times as the SBA designation becomes effective.

3. AFFILIATION AND IDENTIFYING DATA:

Each offeror shall complete (a),(b) if applicable, ©) and (d) below:

a. It [ ] is, [x] is not owned or controlled by a parent company. For this purpose, a parent company is defined as one which either owns or controls the activities and basic business policies of the proposer. To own another company means the parent company must own at least a majority, i.e., more than 50 percent, of the voting rights in that company. To control another company, such ownership is not required; if another company is able to formulate, determine or veto basic business policy decisions of the proposer, such other company is considered the parent of the proposer. This control may be exercised through the use of dominant minority voting rights, use of proxy voting, contractual arrangements or otherwise.

b. If the offeror is owned or controlled by a parent company, it shall insert in the space below the name and main office address of the parent company:

n/a
Name of Parent Company

Main Office Address (including ZIP Code)

c. If the offeror has no parent company, it shall provide in the applicable space below its own Employer's Identification Number (E.I. No.), i.e., Federal Social Security Identification Number used on Federal Tax Returns or, if it has a parent company, the E.I. No. of its parent company.

Offeror's E.I. Number: 94-2491705 or, Parent Company's E.I. Number: _____

d. With respect to the Data Universal Numbering Systems (DUNS), the following applies.

1) The offeror shall insert the DUNS number applicable to the offeror's address entered on the Solicitation, Offer & Award Form: 10-418-3132

2) If a DUNS number has not been established for the address indicated in paragraph (d) 1) of this provision, the Authority will arrange for the assignment of this number after award of a contract and will notify the Contractor accordingly.

4. REPRESENTATIONS: NONDISCRIMINATION CLAUSE:

a. It [X] has, [ ] has not, participated in a previous contract or subcontract subject to either the Equal Opportunity Clause of this solicitation, or the clause originally contained in Section 310 of Executive Order Number 10925, or the clause contained in Section 201 of Executive Order Number 11114;

b. It [X] has, [ ] has not, filed all required compliance reports; and

c. Representations indicating submittal of required compliance reports signed by proposed subcontractors will be obtained prior to subcontract awards.

d. The above representation need not be submitted in connection with contracts or subcontracts which are exempt from the clause.

5. AFFIRMATIVE ACTION COMPLIANCE: (See Attachment No. 1))

a. It has a workforce of 8,530 employees.

b. It [X] has developed and has on file, [ ] has not developed and does not have on file, at each establishment, affirmative action programs required by the rules and regulations of the Secretary of Labor (41 CFR Parts 60-1 and 60-2), or

c. It [X] has not previously had contracts subject to the written affirmative action program requirements of the rules and regulations of the Secretary of Labor.

CERTIFICATIONS (Check or complete all applicable boxes or blocks)

By signing and dating this offer, each offeror certifies that:

1. DEBARRED OR INELIGIBLE CONTRACTORS; Certification Regarding Debarment, Suspension, & Other Responsibility Matters Lower Tier Covered Transactions (**Third Party Contracts over $100,000**)

Instruction for Certification :

a. By signing and submitting this bid or proposal, the prospective offeror is providing the signed certification set out below.

b. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, WMATA may pursue available remedies, including suspension and/or debarment.

c. The prospective offeror shall provide immediate written notice to WMATA if at any time a prospective subcontractor (at any tier) learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

d. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "principal", "proposal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact the WMATA Contracting Officer for assistance in obtaining a copy of those regulations.

e. The offeror agrees by submitting this proposal that, should the contract be entered into, it shall not knowingly enter into any subcontract (at any tier) with a firm which is debarred suspended, declared in eligible, or voluntarily excluded, unless authorized in writing by the Contracting Officer.

f. The offeror further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all subcontracts and solicitations for subcontracts anticipated to exceed $100,000 in value.

g. A prime contractor may rely upon a certification of a subcontractor that it is not debarred, suspended, ineligible, or voluntarily excluded for the contracting, unless it knows that the certification is erroneous. A prime contractor may decide the method and frequency by which it determines the eligibility of its principals. Each prime contractor may, but is not required to, check the Non-procurement List issued by U.S. General Service Administration.

h. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

I. Except for transactions authorized under Paragraph 5 of these instruction, if a prime contractor under a WMATA contract knowingly enters into a subcontract (at any tier) with a firm which is suspended, debarred, ineligible, or voluntarily excluded from contracting, in addition to all remedies available to the Federal Government, WMATA may pursue available remedies including suspension and/or debarment.

"Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction"

a. The prospective offeror certifies, by submission of this bid or proposal, that neither it nor its "principals" (as defined at 49 C.F.R. Paragraph 29.105) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

b. When the prospective offeror is unable to certify to the statements in this certification, such prospective offeror shall attach an explanation to this proposal.

2. **CLEAN AIR AND WATER** [Applicable if the offer exceeds $100,000, or the Contracting Officer believes that orders under an indefinite contract in any year will exceed $100,000 or a facility to be used has been the subject of a conviction under the Clear Air Act (42 U.S.C. 7413©)(1) or the Water Act (33 U.S.C. 1319©)) and is listed by the Environmental Protection Agency(EPA) as a violating facility, and the acquisition is not otherwise exempt.]

a. Any facility to be utilized in the performance of this proposed contract [ ] is, or [ ] is not listed on the EPA list of Violating Facilities;

b. It will immediately notify the Contracting Officer, before award, of the receipt of any communications from the Administrator, or a designee of the EPA, indicating that any facility which it proposes to use for the performance of the contract is under consideration to be listed on the EPA List of Violating Facilities; and

c. It will include a certification substantially the same as this certification, including this paragraph ©), in every non-exempt subcontract.

3. **CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**:

a. It, and in the case of a joint offer, each party thereto, certifies as to its own organization that in connection with this procurement:

(1) The prices in this offer have been arrived at independently without consultation,

communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other competitor;

(2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the offeror and will not be knowingly disclosed by the offeror prior to the opening of bids in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly, to any other offeror or to any competitor; and

(3) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit an offer for the purpose of restricting competition.

b. Each person signing this offer certifies that:

(1) He or she is the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to (a)(1) through (a)(3) above; or

(2) (a) He/she is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated and will not participate, in any action contrary to (a)(1) through (a)(3) above, and as their agent does hereby so certify; and

(b) He/she has not participated, and will not participate, in any action contrary to (a)(1) through (a)(3) above.

4. CERTIFICATION OF NONSEGREGATED FACILITIES:

a. It does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control, where segregated facilities are maintained.

b. The bidder agrees that a breach of this certification is a violation of the Equal Opportunity Clause in the contract.

c. As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom or otherwise.

d. It further agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time periods) it will:

(1) Obtain identical certifications from proposed subcontractors before the award of subcontracts under which the subcontractor will be subject to the Equal Opportunity clause;

(2) Retain such certifications in its files; and

(3) Forward the following notice to such subcontractors (except if the proposed

subcontractors have submitted identical certifications for specific time periods):

Notice to Prospective Subcontractors of Requirements
for Certifications of Nonsegregated Facilities

A Certification of Nonsegregated Facilities must be submitted prior to award of a subcontract exceeding $10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for such subcontract or for all subcontracts during a period (i.e., quarterly, semiannually or annually).

5. **COVENANT AGAINST GRATUITIES**:

Neither it nor any of its employees, representatives or agents have offered or given gratuities (in the form of entertainment, gifts or otherwise) to any director, officer or employee of the Authority with the view toward securing favorable treatment in the awarding, amending, or the making of any determination with respect to the performing of the contract.

6. **SURFACE TRANSPORTATION ASSISTANCE ACT (BUY AMERICA) CERTIFICATIONS: (As a condition of responsiveness to this solicitation (49 CFR Part 661.13), one of the following certificates must be executed by the Offeror.)**

a. If iron, steel or manufactured products (as defined in 49 CFR Parts 661.3 & 661.5) are being procured, the appropriate certificate as set forth below shall be completed and submitted with the offer.

(1). [ ] Certificate of Compliance with Section 165(a)

The offeror hereby certifies that it will comply with the requirements of Sections 165(a) of the Surface Transportation Assistance Act of 1982 and the applicable regulations in 49 CFR Part 661.

Date: Not Applicable

Signature: _____

Title: _____

(2). [ ] Certificate for Non-Compliance with Section 165(a)

The offeror hereby certifies that it cannot comply with the requirements of Section 165(a) of the Surface Transportation Assistance Act of 1982, but it may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act and regulations in 49 CFR Part 661.7.

Date Not Applicable

Signature: _____

Title: _____

b. If buses or other rolling stock (including train control, communication, and traction power equipment), are being procured, the appropriate certificate as set forth below shall be completed and submitted

with the offer.

(1). [x] Certificate of Compliance with Section 165(b)(3)

The offeror hereby certifies that it will comply with the requirements of Sections 165(b)(3) of the Surface Transportation Assistance Act of 1982 and the applicable regulations in 49 CFR Part 661.11

Date: June 20, 2005

Signature: _____

Title: Executive Vice President

(2). [ ] Certificate for Non-Compliance with Section 165(b)(3)

The offeror hereby certifies that it cannot comply with the requirements of Section 165(b)(3) of the Surface Transportation Assistance Act of 1982, but it may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act and regulations in 49 CFR Part 661.7.

Date _____

Signature: _____

Title: _____

Whether or not the offeror certifies that it will comply with the applicable requirement, such bidder or offeror is bound by its original certification and is not permitted to change its certification after bid opening. An offeror that certifies that it will comply with the applicable Buy America requirements is not eligible for a waiver of those requirements.

7. **CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (November 2000)**

a. The definitions and prohibitions contained in the clause, at Federal Acquisition Regulation, 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, are hereby incorporated by reference in paragraph (b) of this certification.

b. The offeror hereby certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress or any state legislature, an officer or employee of Congress or any state legislature, or an employee of a Member of Congress or state legislature on his or her behalf in connection with the awarding of any Federal contract, the making of any Federal Grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;

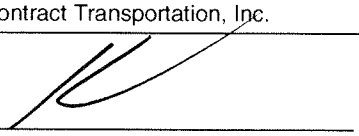
(2) If any funds other than Federal appropriated funds (including profit or fee under a covered Federal transaction) have been paid, or will be paid, to any person for

influencing or attempting to influence an officer or employee of any agency, a Member of Congress or state legislature, an officer or employee of Congress or state legislature, or an employee of a Member of Congress or state legislature on his or her behalf in connection with this solicitation, the offeror shall complete and submit, with its offer, OMB standard form LLL, "Disclosure of Lobbying Activities," to the Contracting Officer;

(3) The undersigned will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of $100,000 shall certify and disclose accordingly.

c. Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or emended by this provision, shall be subject to a civil penalty of not less than $10,000 and not more than $100,000, for each such failure.

Name of Contractor MV Contract Transportation, Inc.

Signature 

Title Executive Vice President

AMENDMENT 7

Serial Number: RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 30, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

September 2, 2005

AMENDMENT NO. 7
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. ***Revised proposals will be due on September 6, 2005 at 12:00 PM. Proposals may be emailed to Bill Ellerman at wellerman@wmata.com and Cathy Rooths at crooths@wmata.com. Signed hard copies of the documents MUST be received by Wednesday, September 7, 2005 at 12:00 PM.***

*a. The Authority is not seeking a new proposal but revisions to your **revised** proposal.*
b. Award of this contract may be made on the revised proposal without further discussions or negotiations.
c. All requests for additional information in previously held discussions should be included in the revised proposal.

2. The Fuel Adjustment Clause has additional clarifications. Clarifications are in ***bold print.*** Please refer to page 2 of this amendment.

3. Special Provisions Section has been modified to incorporate clause #43 entitled Liquidated Damages. Please refer to page 3 of the amendment.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

William C. Ellerman
Contracting Officer

9/2/05
Date

4. ***Fuel Adjustments - Fuel Price Escalation/De-escalation Provision***

PROPOSERS SHOULD RECALCULATE THEIR FUEL COST BY USING THE AUGUST 1, 2005 INDEX AS THE BASELINE PRICE FOR FUEL.

This price escalation/de-escalation provision will be utilized in the event of a twenty percent (20%) increase/decrease in the price of fuel, based on the index listed below. ***The price of fuel will be evaluated every six (6) months after the contract award date.*** If the rate is readjusted, the new rate will prevail for the following ***six months (6)*** and the blended hourly rate will be adjusted accordingly. ***If there is no adjustment, there is no change in the existing baseline. When the contract is awarded, a new baseline will be established based on the rates in effect January 9, 2005.***

The initial contract "baseline" price for gasoline will be the current On-Highway Diesel Price per gallon, including all taxes, in effect on the Monday prior to the date of the award of the Contract. This price is based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

If the price of fuel, as indicated by the previously specified index, should escalate/de-escalate by twenty percent (20%) or more during the preceding six month period, the differential (average) percentage will be computed. That percentage will be multiplied by the proportionate % amount of fuel cost contained within the total cost breakdown that forms the basis for the contractor's best and final offer of the blended hourly rate. The product of that calculation will be used to increase/decrease the blended hourly rate for the following ***six month period.***

Example:

Baseline Gasoline/Diesel Price = $ 1.86 per gallon.
Average price (based on the index) for the preceding ***6 month period*** evaluation period = $ 2.47 (33% escalation).
Rate per revenue hour (includes fuel cost per hour) = $40.00
Rate per revenue hour $40.00 x 5% (Proportionate amount of fuel to total cost in contractor's proposal) = $2.00
(33% price increase less 20%) $2.00 x 13% = $ .26 per revenue hour
In the example cited above. the blended hourly rate would be increased by $.26 .

42. WORK, STORAGE AND PARKING AREA :

WMATA will provide office space located at 8405 Colesville Road, Silver Spring, Md., including utilities and eight (8) parking spaces.

43. LIQUIDATED DAMAGES

ASSESSMENT OF DAMAGES

a. In case of failure on the part of the Contractor to complete the transition and implementation by January 15, 2006 for the Contract or any extensions thereof, the Contractor shall pay to the Authority as liquidated damages, pursuant to the TERMINATION FOR DEFAULT, DAMAGES FOR DELAY AND TIME EXTENSIONS Article of the General Provisions as follows:

Scheduling, Reservation and Dispatch Software System	$2,000 per calendar day
Acquisition, delivery and staging of Paratransit Svc. vehicles and equipment	$2,000 per calendar day

b. These assessments shall run concurrently to the extent that the maximum assessment for any one calendar day will not exceed ***$4,000***

AMENDMENT 6

Serial Number:RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 30, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

August 12, 2005

AMENDMENT NO. 6
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. ***Revised proposals will be due on August 19, 2005 at 2 PM.***

   a. The Authority is not seeking a new proposal but revisions to your initial proposal.
   b. Award of this contract may be made on the revised proposal without further discussions or negotiations.
   c. All requests for additional information in previously held discussions should be included in the revised proposal.
   d. Proposers should be prepared, if additional discussions and/or negotiations are required. It is intended if discussions and/or negotiations are required, the meetings with proposers will be held either August 25 and 26 or August 29 - 31.

2. A Scope of Work (pages 120 - 159) have been revised and is attached. Revised sections are Sections 4 - 8. All revisions are in ***"italic bold print"*** to aid proposers in locating revised areas.

3. The baseline date for fuel calculations will be the current On-Highway Gasoline and Diesel Price per gallon, including all taxes, in effect on the ***Monday August 1, 2005*** based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

   Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

4. The Authority has revised the Productivity Goals and Vehicle Requirements and consolidated to one (1) document.

5. Notes to Bidders/Proposers has been revised and new items have been added.

6. Price Schedule has been revised to require "at a minimum" 80% Dedicated Service.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.



William C. Ellerman
Contracting Officer

Date

NOTES TO BIDDERS/PROPOSERS

1. All Price Schedule pages for the Base Years, Option Periods, Itemized Non-Vehicle Fixed Costs, Itemized Blended Hourly Rate and Price Summary are to be completed and submitted with the Cost Proposal.

2. The Total Proposal Price will be the sum of the Base Years and Option Periods One and Two.

3. All extensions of the unit prices shown will be subject to verification by the Authority. In case of variation between the unit prices and the extension, the unit price will be considered the bid.

4. ***Fuel Adjustments - Fuel Price Escalation/De-escalation Provision***

PROPOSERS SHOULD RECALCULATE THEIR FUEL COST BY USING THE AUGUST 1, 2005 INDEX AS THE BASELINE PRICE FOR FUEL.

This price escalation/de-escalation provision will be utilized in the event of a twenty percent (20%) increase/decrease in the price of fuel, based on the index listed below. ***The price of fuel will be evaluated every six (6) months after the contract award date.*** If the rate is readjusted, the new rate will prevail for the following six months (6) and the blended hourly rate will be adjusted accordingly.

The initial contract "baseline" price for gasoline will be the current On-Highway Diesel Price per gallon, including all taxes, in effect on the Monday prior to the date of the award of the Contract. This price is based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

The Contractor will obtain the most current rate as published on the Energy Information Administration Gasoline/Diesel Fuel Index when developing their cost proposal and best and final offer (if requested).

If the price of fuel, as indicated by the previously specified index, should escalate/de-escalate by twenty percent (20%) or more during the preceding twelve month period, the differential (average) percentage will be computed. That percentage will be multiplied by the proportionate % amount of fuel cost contained within the total cost breakdown that forms the basis for the contractor's best and final offer of the blended hourly rate. The product of that calculation will be used to increase/decrease the blended hourly rate for the following twelve month period.
Example:

Baseline Gasoline/Diesel Price = $ 1.86 per gallon.
Average price (based on the index) for the preceding 12 month period evaluation period = $ 2.47 (33% escalation).
Rate per revenue hour (includes diesel fuel cost per hour) = $40.00
Rate per revenue hour $40.00 x 5% (Proportionate amount of fuel to total cost in

contractor's proposal) = $2.00
(33% price increase less 20%) $2.00 x 13% = $ .26 per revenue hour
In the example cited above. the blended hourly rate would be increased by $.26 .

5. ***Amortization periods to be used in proposers Unit Price Schedule:***
   a. All transition cost - Year One
   b. Scheduling software purchase cost - Year One
   c. AVL/MDC - Year of purchase.
   d. Vehicles, both vans and sedans - 4 years from date of purchase. This includes all vehicles purchased in Option 1, Year 2 and Option 2 Years 1 and 2. Note: A different average unit price for each period due to changing vehicle costs for each new purchase may be required.
   e. Replacement Vehicles - Prices should include the replacement of the 64 WMATA provided vehicles in February, 2010.

6. ***For "Best Value", Technical Proposals that require an additional cost that is not included in the unit price Schedule, that price must be included separately in the Price Proposal. NOTE: No price or cost information should be contained in the Technical Proposal.***

7. ***The Technical Proposal should include a matrix of the proposers anticipated yearly productivity in trips per hour. If higher or lower than WMATA's productivity goals, the proposer needs to include a detailed explanation. Likewise, the Price proposal should include a matrix of any yearly cost savings to WMATA.***

PART III

REVISED
SCOPE OF SERVICES

August 12, 2005

Section 1

Introduction

The purpose is to award a competitive contract to an entity to provide regional paratransit service for the Washington Metropolitan Area Transit Authority. The contractor selected shall be responsible for implementation, operation, program controls and day-to-day management of WMATA's ADA paratransit services, referred to as MetroAccess (MACS). The goal is to have an ADA compliant program that is safe, reliable, clean, responsive to the needs of customers and cost efficient.

1. Pursuant to the Americans with Disabilities Act of 1990 (ADA), the federal regulations included in 49 CFR, Part 37, Subpart F- Paratransit as a Complement to Fixed Route Service require that each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. WMATA operates bus and rail fixed route service and contracts for ADA paratransit service on behalf of its member jurisdictions, which are the District of Columbia, Maryland and Virginia. In Maryland, MetroAccess service is provided in Montgomery County and Prince George's County. In Virginia, MetroAccess service is provided in the City of Alexandria, Arlington County, the City of Falls Church, Fairfax City and Fairfax County. WMATA has contracted for the operation of ADA paratransit services since 1994.

2. The paratransit services will be structured to comply with Federal Transit Administration (FTA) reporting requirements and FTA Drug and Alcohol testing program requirements and, as referenced in Section 2.1, meet all ADA and other statutory requirements.

Section 2

Service Area

There are four service areas in this contract.

* District of Columbia
* Montgomery County, Maryland
* Prince George's County, Maryland
* Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County)

1. The PM will operate service for each area to include the use of MetroAccess service to provide feeder service to Metrorail, Metrobus and accessible local bus systems, where appropriate. Each service operation will be required to provide trips throughout all four service areas as scheduled by the PM. Based on past and current experience, however, trips will be intra-zonal. Customers shall be transported from their origins to their destinations without being transferred between providers.

Section 3

General Scope of Work

3.0 WMATA Responsibilities:

* Providing policy direction
* Program and contract management and oversight of all activities
* Determining feasibility of using paratransit service as "feeder service" to fixed-route
* Providing oversight to ensure safe and reliable service
* Ensuring PM compliance with applicable federal regulations governing the provision of ADA paratransit service, Federal Drug and Alcohol Testing Program, and National Transit Database reporting requirements
* Auditing of financial and performance data
* Providing timely annual updated estimates of service demand
* Final determination of on-time performance
* Performing checks on dedicated vehicle maintenance at WMATA facilities
* Providing service quality and traffic checking
* Providing quality assurance, oversight and auditing
* Providing telecommunications system and technical support (limited to the telephone system at the MetroAccess Office in Silver Spring, Md.)
* Ensuring PM complies with complaint investigation and resolution requirements
* Public and media relations
* PM performance monitoring
* Payment for services
* Eligibility Certification

3.1 Summary of Project Manager (PM) Scope of Work

For this procurement and to meet WMATA goals, WMATA will hire a single contractor to be the MetroAccess PM. The MetroAccess PM will be responsible for all phases of MetroAccess operation. The PM can either perform all services directly or subcontract out part or all of the work with the exception of centralized reservations and scheduling, which must be performed by the PM. The PM will be responsible for all items necessary to perform a successful MetroAccess operation including, but not limited to the following:

* Transition between current and new service/operation
* Project management of MetroAccess operations
* Project support
* Development, implementation, and enforcement of operating procedures
* Development and testing of Disaster Recovery, Continuity of Operations and Emergency Backup plans for systems' failures and/or power outages
* Procurement, installation, testing and operation of an automated reservations, and scheduling system, and peripheral devices
* Central reservation/schedule/dispatch of trips
* Response to "Where's My Ride?" calls
* Fare collection
* Fleet Management
* Procurement of MetroAccess dedicated service vehicles, equipped with Automated

* Vehicle Locators (AVL's) and Mobile Data Computers (MDC's), exclusive of WMATA-furnished vehicles
* Enforcement of compulsory use of AVL's and MDC's equipment
* Provision of supplemental capacity with non-dedicated and taxi services
* Vehicle fueling, preventive maintenance and parts
* Non-preventive minor and major vehicle repairs
* Field inspection of operating facilities
* On-street service monitoring and street supervisory oversight
* Vehicle cleaning
* Insurance coverage
* Mobile two-way vehicle and land line communications
* Employee recruiting, selection, training, and placement
* Accident and injury investigation and prevention
* Daily, weekly, monthly and annual operations reporting
* Customer complaint investigation and resolution
* Administration of an FTA-compliant Drug and Alcohol Testing Program
* Administration of the No Show/Late Cancellation Policy
* Administration of the Abusive Behavior Policy
* Implementation of Management Control Systems
* Implementation of Fraud Prevention and Detection Policies and Procedures
* Community Outreach
* Calculate trip fare, including supplemental fare outside of the 3/4 mile service area.

3.2 *Development and Enforcement of All MACS Policies and Procedures*

As part of its proposal the PM shall describe any standard operating procedures that will be provided as part of the management of the system. Existing procedures used by the PM in other contracts which may be written to comply with the requirements of this contract shall be included in the proposal. These operating procedures may include but are not limited to, trip reservations and scheduling, service recovery, "Where's My Ride" calls, driver rules, vehicle maintenance, complaint investigation, NTD reporting controls, FTA-compliant Drug and Alcohol Testing Program, accident investigation and prevention, Fraud Prevention and Detection Program, Disaster Recovery, Continuity of Operations, Emergency Backup Plans, etc. Final copies of the standard procedures will be delivered to WMATA for review and approval at least 45 days prior to service start-up.

Section 4

Automated Reservations and Scheduling System

The PM, as part of its proposal, shall provide a detailed transition and service start-up plan describing all steps to be taken to ensure a smooth transition between the current and the new PM. This may involve providing parallel reservation, scheduling, and dispatch operations. The PM's plan shall provide specific details as to ensure that the transition does not disrupt service or cause adverse impacts on the reservation and scheduling functions. The plan shall include the purchase, installation testing and operation of the automatic reservation and scheduling software and the purchase, installation, testing and operation of the AVL/MDC units. The transition plan shall include a milestone schedule for accomplishment of each work step.

4.0 Goals

The goals for the Automated Reservations/Scheduling Software and Mobile Data Computers/Automated Vehicle Locators are as follows:

1. Streamline operation and simplify record keeping and trip documentation.

    * Use software to automate and combine processes.
    * "Paperless" driver information (trip completion data, shift times, mileage, etc.)

2. Improve efficiency both in the office and in the vehicle

    * Increase trips per hour
    * Introduce real-time tools for dispatch (AVL, mapping, etc.)
    * Reduce overhead tasks (paperwork, etc.)
    * Provide ability for ADA customer to "self-service" or book, change or cancel a trip reservation through a web-based application i.e. internet and a Integrated Voice Response System (IVR)

3. Increase customer reliability

    * Assign trip confirmation/cancellation number
    * Provide customer data in a manner that is trackable and can be used for quality assurance purposes.
    * Provide trackable matrix (daily, monthly, annually, historically) that will gauge customer service reliability.

4. Improve customer service flexibility
5. Improve communications
6. Provide better management tools
7. Improve reporting with more reliable data
8. Enable use of paratransit service as "feeder service" to fixed-route

4.1 System Features and Capabilities

As part of its proposal, the PM shall identify and describe the capabilities of a demand responsive on-line, real time scheduling and dispatching software system. The system shall be commercial off-the-shelf (COTS) automated reservations and scheduling software that should include at a minimum modules for registering customers, creating advance reservation trips, creating fixed subscription (standing order) trips, scheduling customers to vehicles, dispatching vehicles and drivers, and recording actual trip events. The proposed software shall be a proven product for use for at least two or more major agencies operating a similar size ***paratransit*** service.

1. The PM is responsible for installation and testing of software. The proposed system should be able to adapt to changes in WMATA's paratransit service system. The PM is responsible for making any WMATA directed changes to the software and will be responsible for system maintenance and system upgrades. Upgrades are subject to WMATA approval. ***The cost of the software will be invoiced to WMATA over a 12-month period in equal monthly installments.***

2. ***The PM shall confirm that the proposed system is able to support WMATA's paratransit operation, in terms of the response time required for batch scheduling, real-time re-optimization and accessing the IVR/Web application. Further, the PM shall confirm that the storage capability is adequate to store the data requirements (i.e., eligibility, scheduling, trip history, IVR, AVL/MDC, etc.) for the projected trip growth for, at least, the base contract term (January 15, 2006 – January 14, 2010).***

3. ***The PM shall confirm that WMATA fully owns all software components purchased for the project, such as the operating system, utilities, tools, and database.***

4. ***The PM shall confirm that WMATA fully owns the license and usage of the application system, including, but not limited to, the scheduling and dispatch application system, any third party software, and any custom made and/or proprietary software developed for WMATA.***

5. ***The PM shall confirm that the patches, changes, and updates to the software application system will be applied, whenever needed, as part of the operation process, system maintenance, and system upgrade. Further, all patches, changes, and updates will remain as WMATA property at the end of the contract term.***

6. ***The PM shall confirm that an "offsite" escrow account is maintained for the software licenses, patches, changes, and updates.***

7. WMATA may request a demonstration of the daily work process of the automated reservations and scheduling software.

4.1.1 Eligibility Module

The eligibility module should record and track a customer's certification status, including temporary suspensions when customers violate specified service rules.

4.1.2 Reservation Module

The Reservation module should book subscription and advance reservation trips with access to customer and trip data as well as customer history and frequency traveled or special interest locations. Also, the application will automatically match customers for their recurring trips.

1. This module shall also include the capability for reservation via the WEB, Telephony system with both Voice options and by a reservation agent via a WEB based application. The WEB and Voice reservation functions must collect and validate all information required to register a customer without the help of a Reservation agent. The computer based application must include an error threshold where all information entered up to the point where the error threshold is met, is transferred to a reservation agent for completion. The component must provide each new customer with a unique password that will be used to identify the customer for all data access function. For system administrators, this component must provide the capability to add, modify or delete customer records and must provide the capability to search the customer database by partial name or ID number. The goal is to have the majority of reservations completed via the WEB or voice enabled telephony system. This function will only be accessible by existing customers who can provide a valid customer ID. The module must provide the Customer with a confirmation verifying that the trip has been scheduled. Confirmations must be provided to the customer regardless of the method of reservation.

4.1.3 Scheduling Module

1. The Scheduling module shall assign routes of subscription trips (standing order) and demand responsive as part of a master schedule and refinement of the decisions the application has made.
2. The scheduling software should generate reports and forms. Forms include Trip Tickets and Manifests. Reports are generated for multiple purposes, e.g. service improvement, contract compliance, billing documentation, etc.

4.1.4 Dispatch Module

1. The Dispatch module should monitor and record vehicles, routes and trips, incidents, changes to street itineraries, completion of trips and adjustment of schedules in response to situations as they occur. The carrier's dispatch personnel can update trips only on the service performed by that carrier.

2. The system shall provide the capability for a customer to request the status of a trip on the WEB, by using a voice enabled application or using an IVR/Dispatch agent. All Customers must provide a valid customer ID to obtain current location information about their trip. For trips assigned to a dedicated vehicle, the customer should use the WEB or voice enable applications. If the dispatched vehicle is not a fleet vehicle then the WEB or voice enabled application should automatically transfer the customer to a dispatcher to obtain the required information.

4.2 Automated Vehicle Locators/Mobile Data Computers (AVL/MDC)

1. As part of its proposal, the PM shall identify and describe the proposed MDC coupled with AVL technology equipment (model number, manufacturer specifications or other technical data). The ***AVLs/MDCs*** will be used in all of the ***dedicated vehicles and non-dedicated*** to allow real-time recording and trip data transmission and vehicle location, which interfaces with the reservations and scheduling system. The PM shall describe how they will enforce the use of ***AVLs/MDCs*** to include reporting requirements and the process to be followed in the event of failure of an MDC device.

2. It is WMATA's desire that the PM's supplemental vehicles and taxicabs operate AVL systems that are compatible with the PM's AVL technology. This is necessary to enable the PM to readily and independently determine the locations and status of supplemental vehicles and taxicabs involved in the provision of MetroAccess service. The proposal shall fully describe the extent the PM shall fulfill this requirement.

4.2.1 MDC Features and Functions

The MDC component will download trip manifests to each ***dedicated and non-dedicated*** vehicle, collect trip information from each vehicle and display vehicle locations on a digital map on desktop computers located in MACS' and the PM's offices. Data from the vehicles will be collected via a data radio system in real-time and will provide Dispatchers and Supervisors with a view of the overall operational status of the vehicle. The MDC component will also provide a playback capability that will allow dispatchers and supervisors to review vehicle activities. This tool will be used for resolving customer complaints and to monitor driver performance. Each MDC shall be safely and securely mounted and positioned within convenient reach of the driver's seated position and where the drivers can easily read the MDC digital display and numeric/function keys. The MDC shall provide the following minimum features/capabilities expected from a proven text-based style device:

1. The MDC vehicle control heads shall produce audible tones when a message is received from the dispatcher that requires the driver's attention.

2. The MDC shall provide, store and forward capabilities to guarantee the delivery of messages when out of radio coverage. The MDC should provide normal operations in the absence of radio coverage, storing driver actions and forwarding them when radio coverage has resumed. This should be transparent to the driver and require no action

on their part. At a minimum, arrives, departs, no show requests, and canned messages should be stored.

3. The PM shall provide odometer interface modules to allow the MDC to interface to the vehicle odometer. Mileage information shall be included in trip performance actions (arrive, depart, etc.) and transmitted to the computer-assisted registration, reservation, scheduling and dispatch system to automate mileage tracking. Logon and logoff screens should allow the capability for the driver to adjust the mileages to compensate for any error in the mileage readings reported by the MDC.

4.2.2 AVL Features and Functions

All ***dedicated and non-dedicated*** vehicles should be equipped with AVL with GPS tracking, which should be ESRI ArcView to conform to WMATA standards. Further, the GPS must use the WMATA provided base map, NAVTECH, for which WMATA has a site license. The AVL solution shall interface with the scheduling software.

Each AVL shall, at a minimum, include:

1. ***GPS Antennas/Receivers and odometer interfaces for dedicated vehicles***

   The GPS receiver/antenna units will be installed on ***dedicated and non-dedicated*** vehicles. The set includes an odometer interface unit for dead reckoning, in the event satellite tracking is interrupted.

2. ***Standard Scheduling System interface to proposed scheduling software***

   In conjunction with the AVL, the system includes the standard scheduling interface for obtaining scheduling data obtained from the proposed scheduling software. The scheduling interface is utilized to implement route and schedule adherence (RSA) function in the system. There are also a number of other features of RSA available, such as storage and retrieval of schedule performance data. The scheduling system includes a map component that will produce graphical route traces on the AVL map. This is a critical item to support AVL RSA since it minimizes labor-intensive route-trace generation.

3. ***Long Term Database***

   The system shall include a long term relational database server for storing and retrieving historical data. The data is stored in decoded, human-readable format protected from modification. Standard relations database reports support selective retrieval and sorting of the data based on combinations of user-specified selection criteria. Authorized users can display all historical data stored in either the short-term or long-term storage.

Reporting information should be generated using Crystal reports, to conform to WMATA standards.

4.2.3 Communications

The AVL/MDC system shall maintain, at a minimum, two-way radio communication throughout the four service areas: District of Columbia, Montgomery County and Prince George's County, Maryland, and Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County).

4.3 DISPATCHING

The system shall provide an easy-to-use, intuitive Graphical User Interface (GUI) that allows the dispatcher to quickly assign workloads by matching drivers to vehicles and route to the driver-vehicle pairs. The system shall provide the capability to create weekly Work Assignment tables that are updated nightly to reflect the next day's workload. The system shall also provide the dispatcher with the ability to change the work assignment tables on a daily basis to reflect the availability of drivers and vehicles (i.e. drivers may call in sick or vehicles may experience mechanical problems) and any changes to workload.

4.3.1

The system shall be capable of taking a vehicle out of service. All trips previously assigned to that vehicle shall be changed to "unassigned". Additionally, the system shall allow the dispatcher to reassign the trips to another vehicle. The dispatcher must be able to individually reassign them to another vehicle. If the dispatcher cancels or changes the appointment time on a trip, the system must recalculate the remainder of the assignments on that route. In cases where customer(s) are impacted, the PM shall contact the customer and inform them of the change and the possible disruption in service. The dispatcher must be able to insert driver breaks at any point in the sequence of events for a route. The system shall allow for preset breaks at times assigned by the dispatcher or automatically within a dispatcher defined time period.

4.3.2

The system shall provide dispatching tools for making daily operational decisions, such as dealing with open returns, canceled trips, no-shows, late customers or vehicle breakdowns. The dispatcher shall have the capability to easily adjust the schedules. The system shall provide a display, which provides customer information and trip information so that dispatchers can quickly respond to drivers' questions and display a downtime screen of any open times of the vehicles (for trip insertion).

4.4 Data Management and Reporting

The system shall contain a report generating capability to produce standard reports. The system shall provide access to ad hoc reporting of collected data as required. The system shall also have simple data import and export capabilities to standard PC software such as Excel, Quattro Pro, WordPerfect, MSWord, and Access. The system shall have the ability to copy names and addresses to a clipboard for use with PC software such as MSWord or WordPerfect.

4.4.1

WMATA will retain unrestricted rights to all information in the database and applications including the right to allow third party access at WMATA's discretion. WMATA must also have the real-time ability to query the database and export the data from the database using the applications of its choice.

4.5 Hardware Requirements

As part of its proposal, the PM shall identify and describe the PC equipment. ***The PM is responsible for purchasing, installing, maintaining and repairing all PC equipment.*** The PM shall also provide and maintain the file servers, as well as supply instructions and ensure stability and reliable connectivity. The PM shall provide and maintain the modems, routers and/or backup file server equipment on-site. WMATA will verify that the T-1 used to communicate to the network is available. ***WMATA will also be responsible for the installment and maintenance of the T-1(s) used to communicate to the network.*** The PM shall provide the specifications for all of the equipment.

4.5.1

The PM shall provide and will be responsible for the network hub and wiring from the hub and wiring from the hub to each workstation and printer. The PM shall supply maintenance and ensure the reliability of the desktop operating system and network connectivity. All hardware and software installed in and on these desktops will be for the sole purpose of performing the function of the paratransit contract. WMATA reserves the right to delete or remove any unauthorized hardware or software. The PM shall allow for monitoring software to be loaded on these desktops for support purposes.

4.6 Centrally Reserving/Scheduling/Transmitting Trips

As part of its proposal, the PM shall describe the automated, centralized reservations and scheduling process and the method to be used by which trips for each service area can be scheduled and/or evaluated by personnel knowledgeable of the geography, street locations, and traffic patterns of their respective assigned service areas.

4.6.1

Trip reservations and cancellations shall be handled by the PM. Subcontracted providers shall not accept trip reservations or cancellations. The PM will accept reservations and cancellations from customers between 8:00 a.m. and 4:30 p.m., seven days per week. The PM will reserve and schedule trips for dedicated providers and will transmit over-flow trips to taxis and/or other non-dedicated vehicle providers. Any combination of dedicated and non-dedicated vehicles and taxicab service can be used to meet this requirement, except that in any given month not more than 20 percent of the service will be operated by taxicabs. Under no circumstance shall the percent of trips assigned to taxicabs exceed 20 percent, except as expressly authorized in advance by WMATA.

4.6.2

The PM shall provide sufficient personnel to permit prompt answering and processing of all customer calls and have available persons who speak Spanish fluently. Calls are answered promptly if ***90 percent of incoming calls are answered by a reservation agent, the average call-handling time is no more than three and one-half ($3^{1/2}$) minutes and the service level (i.e., the percent of calls answered within 30 seconds) is at least 85%.*** Reservation agents shall not process multiple calls concurrently. The mechanical answering of calls by an automated call distribution system does not satisfy the telephone response requirement for reservation agents.

4.6.3

The PM shall describe the procedures that will be used to ensure that the carriers do not reject trips, alter or modify the schedules generated or alter the pick up times on re-distributed or failed trips. When a trip is reassigned, the original, scheduled pick-up time for the trip shall not be changed and shall be used in calculating on-time performance. Under no circumstances shall the original scheduled trip pick-up times be changed. The PM shall also describe the procedures used to accept trip reservations by way of the internet, IVR and TDD/TTY devices and the processes to be followed in the event of failure of the automated reservations and scheduling system.

4.7 Responding To Control Dispatch and "Where's My Ride?" Calls

The PM shall be responsible for ensuring adequate supervision of drivers including pre-trip and post trip inspections of drivers by carrier dispatchers. Dispatchers will provide supervision to drivers in revenue service through a two-way radio or cellular phone system as stated in Section 4.2.3 - Communications. Dispatchers shall maintain records of all pull-out and pull-in times, vehicle and driver assignments, and operational difficulties and accidents.

4.7.1

In the event of an accident or vehicle breakdown, that prevents a provider from being able to complete the trips, the provider shall have a maximum of 30 minutes from the scheduled pick-up time to pick-up passengers whose trips have been delayed. The PM shall describe how they will promptly and accurately process customer requests for "Where's My Ride?" information, including the use of AVL global positioning technologies. The PM will establish direct communications to all of its dedicated and non-dedicated providers and to taxicab companies utilizing AVL global

positioning technologies, to provide customers with "real-time" information regarding scheduled pick up and estimated arrival times .

4.7.2

Providing inaccurate arrival times, untimely/inaccurate information and/or slow or no phone response will result in an assessment of disincentives. The mechanical answering of calls by an automated call distribution system does not satisfy the telephone response requirement delineated herein.

4.8 Trip Cancellations

The PM shall provide sufficient personnel to accept advance and late cancellations during any time when vehicles are in revenue operation and to communicate those cancellations to drivers while in service. After hour cancellations may be accepted by recording devices but must be given to drivers along with driver manifests before pull-out. The PM and its providers shall take all reasonable measures and means to ensure that vehicles do not arrive to pick-up trips that were previously canceled.

4.9 Administration of No-Show/Late Cancellation and Abusive Behavior Policies

The PM shall provide sufficient personnel to administer the MetroAccess No-Show/Late Cancellation Policy and the Abusive Behavior Policy in accordance with the applicable policy and procedures provided in Appendix - A of this Scope of Services. Where appropriate, the PM shall recommend suspension of paratransit service for customers who violates either policy. The PM shall be responsible for obtaining all supplies, equipment, and postage necessary to administer the MetroAccess No-Show/Late Cancellation Policy and the Abusive Behavior Policy.

4.10 Enforcement of MetroAccess Operations Policies and Procedures

The PM shall at all times enforce MetroAccess policies and comply with the attendant procedures. These policies and procedures are provided in Appendix - A.

4.11 Automated Call Distribution and Call Recording Equipment

WMATA will provide the automated call distribution (ACD) and call recording equipment to be used by the PM throughout the duration of this contract. The ACD monitors and generates reports on the numbers of calls received, by phone group, during discrete time periods, time response to a call, length of calls, calls abandoned, etc. The telephone system provides automated menu selections and is capable of playing messages to customers calling in. The telephone system is connected to recording devices which tape all calls received by the PM's reservations, dispatch, "Where's My Ride?" and other customer assistance personnel, if any.

4.11.1

The recording device has search and find features which permit easy location and retrieval of a particular conversation and a method of downloading conversations to cassette. Recordings are maintained for a minimum period of 90 days. As required, the PM will record service change announcements regarding MetroAccess service, special programs, or policies. Generally, these announcements pertain to service modifications due to holiday schedules, inclement weather, special events, or reminders or updates regarding MetroAccess policies.

Section 5

OPERATING PLAN

5.1 Compliance with the Americans with Disabilities Act

The PM and their subcontractors, if any, shall comply with, and assure that all work performed under this Agreement complies with, all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101 et. seq. and 49 U.S.C. § 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; and Section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. § 1612.

The PM must meet the ADA's six service criteria which are:

1. **Service Area**

   Montgomery County, Prince George's County, Washington D.C., City of Alexandria, Arlington County, Fairfax City, City of Falls Church and Fairfax County.

2. **Response Time**

   a. Requests accepted between 8:00 a.m. and 4:30 p.m., 7 days per week, 365 days per year, on a next day basis.

   b. Requests accepted up to 14 days in advance.

   c. Trips scheduled within one hour of requested pick up time.

3. **Fares**

   a. No more than twice the non-discounted, full adult fare for eligible individuals. The current MetroAccess base fare is $2.50.

   b. Companion base fare is $2.50.

   c. PCAs (one per paying customer) ride free.

   d. One child under the age of five rides free with a fare-paying customer.

   e. WMATA employees who are ADA-eligible ride free.

   f. Trips for eligibility interviews/functional assessments are free.

   g. Trips for registered MetroAccess customers to travel to and from MetroAccess Appeal Process Hearings are free.

   h. Customers and their companions will be charged a supplemental fare for all trips originating or terminating outside the federally-mandated 3/4 mile service area. PCAs will not be assessed supplemental fees. Where origin and destination qualify for a supplemental fare, the supplemental fare shall be based on the point which is the greater distance from the fixed-route system and not on both the origin and destination points. A charge of $1.00 for every three miles outside the federally-mandated 3/4 mile service area will be imposed with a maximum supplemental charge of $4.00 per one-way passenger trip. The maximum total fare is $6.50.

4. **Days and Hours of Service**

a. The core paratransit service hours are from 5:30 a.m. to midnight on weekdays and from 5:30 a.m. to 3:00 a.m. on weekends. MetroAccess does not operate same day service. However, WMATA may elect to operate same day paratransit service at some future time during the performance of this contract.

b. Metrorail service from terminal stations starts at 5:00 a.m. on weekdays. In order to provide complementary paratransit service as required by federal regulations, on weekdays, MetroAccess will accommodate a request for a 5:00 a.m. pickup from any location that is within 3/4 mile of a Metrorail station.

c. Regular route bus service is operated on some Metrobus and local bus system routes prior to 5:30 a.m. In order to provide complementary paratransit service as required by federal regulations, MetroAccess will accommodate a request for a pickup prior to 5:30 a.m. from any location that is within 3/4 mile of regular fixed route bus service.

d. The PM may use the WMATA Ride Guide based technology to determine if a requested pickup location is within 3/4 mile of a Metrorail station or regular fixed route bus service that operates prior to 5:30 a.m. and shall accommodate or not accommodate the trip request accordingly.

e. MetroAccess "Owl Service" hours are from 12:01 a.m. to 5:29 a.m. on weekdays and from 3:01 a.m. to 5:29 a.m. on weekends. MetroAccess Owl Service is only provided to and from locations which are within 3/4 mile of the given bus route that MetroAccess Owl Service complements.

f. On federally-observed holidays, subscription trips (standing orders) are canceled and MetroAccess service generally operates on a modified schedule. However, on a few days each year such as the 4th of July and New Year's Eve, WMATA may extend its fixed route service hours and paratransit service hours will be adjusted accordingly, as required by the ADA.

5. **Trip Purpose**

a. No restriction on types of trip by purpose of trip.
b. No prioritization by trip purpose.
c. No prioritization of trip scheduling.

6. **Capacity Constraints**

a. No restrictions on the number of trips an individual can take.
b. No waiting lists for access to the service.
c. No substantial number of significantly untimely pick ups for initial or return trips.
d. No trip denials.
e. No substantial number of trips with excessive trip lengths.
f. When capacity is unavailable, subscription trips are less than 50 percent.
g. No substantial number of missed trips.

5.2 Performance Goals

WMATA is soliciting a high quality service. The indices below describe the service goals for the PM. Failure to meet the mandatory performance goals may result in the assessment of liquidated damages in an amount up to $20,000 for any month where the PM fails to meet the goals.

5.2.1 Mandatory Performance Goals

a. Denial Rate - Goal is zero denials. Failure to meet the mandatory goal may result in the assessment of liquidated damages in the amount of $10,000 for any month where the PM fails to meet the goal of zero denials.

b. The PM is required to be 100% compliant with the FTA Drug and Alcohol Testing Program, including but not limited to 100% compliance with random, post-accident and reasonable assurance testing. No new hires shall begin safety sensitive work without full clearance of pre-employment and results requirements' testing. Compliance will be determined by WMATA. Failure to meet the goal may result in the assessment of liquidated damages in the amount of $10,000 for any month where the PM fails to be 100% compliant of the FTA Drug and Alcohol Testing Program.

5.2.2 Incentive and Disincentives

Incentives and disincentives will be provided in the following categories: on-time performance, ***missed and*** excessively late trips, productivity (customer trips per hour), total complaints, safety (passenger injuries) and telephone response. The monthly incentive if all performance standards are attained is $125,000. The performance standards, incentives, and disincentives included herein are based on anticipated improvements from current performance levels. While reducing cost per trip is important, the PM must strive at all times to provide service in a manner which also maximizes customer service.

1. On-Time Performance

On-time performance shall be measured based on the difference between scheduled pick - up time as reflected on the drivers' manifests and actual pick - up times as recorded on the vehicles MDC for ***dedicated and non-dedicated providers*** and recorded on drivers' manifests for taxis. The incentive for on-time performance will not be paid where the on-time performance is not based on documentation provided by the AVL/MDC devices for dedicated vehicles and by WMATA for non-dedicated vehicles and taxis.

The On-Time Performance portion of the incentive payment will be calculated as follows:

a. For dedicated and non-dedicated vehicles equipped which shall be equipped with AVL/MDC terminals, on-time performance will be determined solely by the time stamp data captured by the AVL/MDC equipment. The contractor will provide WMATA with this AVL/MDC data in a form specified by WMATA and shall not, in any way, alter, modify, or correct the time stamp data. The AVL/MDC data shall account for no less than ninety-five percent (95%) of trips provided by dedicated vehicles. In the event that the AVL/MDC data accounts for fewer than 95% of trips, the on-time performance incentive payment will not be paid.

b. For taxis, WMATA will verify on-time performance by randomly sampling not less than one percent (1%) and not more than three percent (3%) of non-dedicated vehicle trips. ***At no cost to the contractor, WMATA will use its own personnel to randomly observe the exact time that the taxi arrives for pick-up. Arrival time shall be documented by digital photograph with time and date. These observations shall be the sole basis of determining whether trips completed by taxis met the on-time performance goal.***

c. In calculating on-time performance, "no shows" shall be counted as "on-time" and "vehicle no shows" or "missed trips" shall be counted as "late."

d. The average on-time performance for dedicated and non-dedicated vehicles will be computed by adding the total number of dedicated and non-dedicated trips measured in accordance with Section 5.2.2 (1 A and B). To compute the percentage of those trips that arrive within the on-time window, the number of on-time trips in Section 5.2.2, 1A will be added to the number of on-time trips in Section 5.2.2, 1B and that number will be divided by the total number of completed trips plus missed trips.

The PM shall be entitled to earn an incentive payment in the amount of $30,000 if the on-time performance is 95% or greater. Where on-time performance is 92% or lower, WMATA will assess a disincentive in the amount of $30,000. Where on-time performance is less than 93.5%, the PM will meet with WMATA staff to confer about the reasons for lower on-time performance and develop solutions to improve performance.

2. Missed and Excessively Late Trips

Missed trip shall mean any trip not performed, other than a "Customer late cancellation" or "Customer No-Show", because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip. Excessively late trip shall mean a trip, which arrives more than 30 minutes outside of the scheduled pick-up window, and the customer accepts the trip.

The contractor shall be entitled to earn an incentive payment of $12,500 per month if ***missed and excessively late trips do not exceed 1.0% of completed trips for the month. If missed and excessively late trips exceed 2.0% of completed trips for the month, the PM will be assessed a disincentive of $12,500. Where missed and excessively late trips are greater than 1.5%, the PM will meet with WMATA staff to confer about the reasons for the increased number of missed and excessively late trips*** and develop solutions to improve performance.

3. Productivity (Customer Trips Per Hour)

Productivity shall mean a measure of service efficiency based on the percentage of revenue hours in which the contractor has completed trips. Productivity shall be measured by the total number of MetroAccess customer (registrant) trips completed per the total number of revenue hours. Personal Care Attendants (PCAs), companions, or children under the age of five years old who accompany customers shall not be counted as trips for the purpose of measuring productivity. The PM shall be entitled to earn an incentive payment in the amount of $30,000 if productivity is ***1.45*** or greater. If productivity is ***1.05*** or lower, WMATA will assess a disincentive in the amount of $30,000. Where productivity is less than ***1.25*** trips per hours, the PM will meet with WMATA staff to confer about the reasons for lower productivity and develop solutions to improve productivity.

Productivity for the dedicated service providers was 1.2 trips per hour for Fiscal Year 2005, based on 66% dedicated service. It is expected that productivity will increase each year of the contract. Accordingly, the PM is required to achieve the anticipated productivity. The anticipated productivity for the life of the contract is as follows:

Productivity Chart

CY 2006	***1.25 trips per hour***
CY 2007	***1.35 trips per hour***
CY 2008	***1.45 trips per hour***
CY 2009 - 2013	***1.55 trips per hour***

The proposal shall fully describe how the PM shall fulfill this requirement.

4. Safety: Passenger Injuries

Passenger injuries shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital or medical facility from the scene of the accident. The PM shall be entitled to earn an incentive payment in the amount of $22,500 if passenger injuries are below 2.5 per 100,000 trips. If passenger injuries greater than 3.3 per 100,000 trips, WMATA will assess a disincentive in the amount of $22,5000. Where passenger injuries are greater than 2.90 per 100,000 trips, the PM will meet with WMATA staff to confer about the reasons for decreased passenger safety and solution to improve performance.

5. Complaints Against the PM

Complaints against the PM will include complaints from or on behalf of customers or the general public concerning the PM or the PM's subcontractors under this agreement. They do not include complaints against WMATA policies or complaints about eligibility determinations. Complaints will not be counted if the PM demonstrates that they are without merit. The PM shall be entitled to earn an incentive payment in the amount of $20,000 if total customer complaints are below on (1) per thousand trips requested. If customer complaints are above five (5) per thousand trips requested. WMATA will assess a disincentive in the amount of $20,000. Where total complaints exceed three (3) per thousand trips requested, the PM will meet with WMATA staff to confer about the reasons for the increased complaints and develop solutions to improve performance.

6. Telephone Response - Incoming Calls

Telephone response shall mean a measure of service efficiency based on the call capture rate, call handling time and service level. The PM shall be entitled to earn an incentive payment in the amount of $10,000 if the call capture rate is 95% or greater, the call handling time is 3 minutes or less and the service level (i.e., the percent of calls answered within 30 seconds) is 90% or greater. If the call capture rate is 85% or lower, the call handling time is 4 minutes or greater and the service level is 80% or lower, WMATA will assess a

disincentive in the amount of $10,000. If the call capture rate is 90% or lower, the call handling time is 3$^{1/2}$ minutes or greater and the service level is 85% or lower, the PM will meet with WMATA staff to confer about the reasons for increased telephone response and develop solutions to improve performance. All three factors (call capture rate, call handling time and service level) must be met in order to receive the incentive.

Contract Incentives and Disincentives

Performance Factors	*Incentive/ Disincentive Amount*	*Incentive*	*Goal*	*Disincentive*
On-Time Performance	*$30,000*	*95%*	*93.5%*	*92%*
Missed & Excessively Late Trips	*$12,500*	*1.0%*	*1.5%*	*2.0%*
Productivity: Trips per Hour	*$30,000*	***1.45***	***1.25***	***1.05***
Safety: Passenger Injuries	*$22,500*	*2.5/100,000*	*2.9/100,000*	*3.3/100,000*
Total Complaints	*$20,000*	*1/1,000*	*3/1,000*	*5/1,000*
Telephone Response (Service Level)	***$10,000***	***90%***	***85%***	***80%***

5.2.3 Disincentive Exceptions

Disincentives will not be assessed during the first 90 days of paratransit operation(January 15 - April 15, 2006) if the PM's performance fails to meet the performance goals established. This "grace" period takes into account the transition and start-up of the new service. Disincentives will also not be assessed if the PM's performance fails to meet the goals due to extraordinary and/or unanticipated occurrences beyond the control and without the fault or negligence of the PM or its subcontractors. Examples include vehicle recalls, labor strikes, earthquakes, fires and/or floods that result in performance below the stated goals. Traffic congestion or accidents are not acceptable reasons for poor performance.

Further, disincentives will not be assessed if performance below the baseline results from policies imposed by WMATA on the PM and the PM advises WMATA that the new policies will affect performance goals. The baseline service performance levels will be adjusted to reflect changes resulting from any policy changes required by WMATA, if necessary. Examples of such potential policy changes could include changing the on-time performance window or dwell time when picking up passengers.

5.3 Inclement Weather Operation

WMATA operates during inclement weather and requires the PM to operate in inclement weather. The MetroAccess inclement weather operating procedures are intended to provide safe and reliable transportation for MetroAccess customers and generally follow established WMATA policies governing the operation of Metrobus and Metrorail service under severe weather conditions. During severe winter weather conditions, however, additional consideration must be given to the problems that persons with disabilities may experience; e.g., the affects that cold temperatures have on some types of disabilities and the additional hazards persons with disabilities may encounter; e.g., uncleared or otherwise impassable sidewalks or curb cuts, difficulty or the impossibility of loading/unloading wheelchairs due to curb-side snow windows, and unplowed subdivision streets. Due to these factors, many customers with disabilities cancel their MetroAccess trips during periods of severe inclement weather. It is the goal of MetroAccess during severe inclement weather to transport customers to their requested destinations as long it is safe to do so. Generally, when weather conditions do not allow safe transport, outbound trips are discontinued and only return trips are provided. Customers are notified if their trips are canceled. It is the policy of MetroAccess to attempt to operate all return or inbound trips before MetroAccess operations are discontinued.

In the event that extreme weather conditions or natural disaster prevents operation, the PM shall consult with the Authority's Representative (AR). With WMATA's approval, the PM may temporarily suspend or relax service standards. Under no circumstance will the PM or its providers modify or curtail the provision of service without the express approval of WMATA.

5.3.1

If services are suspended, the PM shall telephone all customers whose first trips are scheduled but have not started. The PM shall have the responsibility to contact customers who are awaiting transport home and shall provide such transport. ***In no event will a customer be left stranded due to inclement weather.***

The MetroAccess Inclement Weather Plan is provided in Appendix - A.

Section 6

PROGRAM MANAGEMENT

6.0 Transition Between Current and New Systems

The PM, as part of its proposal, shall provide a detailed transition and service start-up plan describing all steps to be taken to ensure a smooth transition between the current and new PM. This may involve providing parallel reservation, scheduling, and dispatch operations. The PM's plan shall provide specific details as to ensure that the transition does not disrupt service or cause adverse impacts on the reservation and scheduling functions. The transition plan shall include a milestone schedule for accomplishment of each work step. The PM will provide and discuss the transition plan/milestone schedule weekly with WMATA staff.

6.0.1

The Transition Schedule shall be prepared using Microsoft Project, Primavera P3, Primavera Suretrak or other critical path method (CPM) scheduling application. The Transition Schedule shall include sufficient detail to show all activities, including relationships, necessary to meet the contract start-up date and interim milestones. The Transition Schedule shall explicitly show all WMATA and third-party responsible activities, including start date and durations. Allowance for reasonable approval times should be clearly shown. If separate schedules are submitted for different segments of the transition work, relationships between the two schedules will also be shown.

A Baseline schedule shall be submitted with the BAFO. The Schedule shall be updated weekly with actual dates and remaining duration, and rescheduled accordingly. Updates will be clearly identified and sequentially numbered and submitted to the authority accompanied by a set of schedule reports as described below. In the event the project completion or major milestones should fall behind by five work days or more, a recovery schedule shall be submitted showing how the lost time will be recovered.

Each submission shall include a Summary report, a Detail report, a Critical Path report and a Narrative report. Four (4) sets of reports shall be included with each submission along with an electronic copy of the schedule data. The Narrative shall be use to summarize significant accomplishments, major upcoming activities, the current critical path, and any logic or duration changes made to the Schedule. Activities shall not be deleted from the Schedule without approval of WMATA. The Summary, Detail and Critical Path report shall show the unique activity ID, description, original duration, remaining duration, total float (slack), early start, early finish, and responsibility.

6.0.2

Additionally, the PM is required to ensure accurate and complete conversion and transfer of all existing data, including eligibility and other records, customer trip history, customer no-show/late cancellation data, National Transit Data Base (NTD) and other reporting data, necessary to the uninterrupted operation and reporting of MetroAccess service.

6.1 Management Plan

As a part of the proposal, the PM shall submit their Management Plan for this program. The PM shall be responsible for the day-to-day management, supervision and operations planning of the service and is solely responsible for the quantity, quality, timeliness and compliance of all services provided. As part of its proposal, the PM shall provide its staffing plan for each function, to include number of staff and position title.

6.1.1 Personnel and Staffing

The PM shall designate a management team consisting of, at a minimum, the Project Manager, Operations Manager, Drug and Alcohol Program Manager, Information Technology Manager, Customer Relations Manager and Safety and Driver Training Manager. The names, resumes and titles of the proposed management team will be provided in the proposal. The management team shall be dedicated to the performance of this contract unless WMATA provides written authorization and exception. Personnel will be available to WMATA staff on a 24 hour, 7 days a week basis.

6.1.2

The PM shall submit to WMATA the resume of the proposed replacement of any management team member at least two weeks prior to the planned replacement action. At all times, WMATA shall have the right to approve or disapprove the assignment of personnel to the project. The PM will promptly replace personnel based on a request by WMATA.

6.1.3

The PM shall submit to WMATA an itemized head count of the project staff, to include Management/Administrative, Reservations, Scheduling, Dispatch, Quality Assurance/Customer Service, Information Technology, Accounting/Billing, Maintenance, Safety/Training, Street Supervisors and drivers/operators. The list should include the number of Full-Time equivalents and the job duties/responsibilities of each job function, by job title.

6.2 Employee Recruiting, Selection, Training and Placement

The PM is responsible for recruiting, selecting, training and supervising all PM employees. A detailed description of the procedures to recruit, select, train and retrain employees shall be submitted. The PM shall also describe the procedures to ensure and document that -- prior to being placed "in service" -- all employees of the PM or its subcontractor's who interact with persons with disabilities receive the mandatory sensitivity training required by federal regulations.

6.2.1

In selecting operators, the PM will ensure that each successful driver candidate has on file a statement from a licensed physician that they are medically fit to drive. Drivers must be licensed drivers for at least five years, pass an alcohol and drug screen administered in compliance with FTA regulations, have safe driving records, with no previous suspensions for moving violations and no record of a moving violation within one year prior to service start, and be able to speak, read and

write the English language sufficient to communicate with customers, dispatchers, etc., record data, and read maps.

The PM shall ascertain who will be conducting the pre-screening, background checks, and review of driving records for the drivers operating the service for the PM as dedicated providers. Also, the PM shall describe the process to ensure that driving/criminal records have not changed since the original review. Further, the PM shall ascertain who is conducting the "refresher training".

6.2.2

The PM shall maintain a list of all drivers to ensure that drivers do not work for more than one carrier and that driver's who are terminated by their respective employers or are otherwise removed from providing service under the MetroAccess program and not hired by another subcontractor of the PM.

6.2.3 Driver Training

Driver training shall consist of at a minimum the following courses: vehicle orientation, defensive driving, accidents and vehicle emergencies procedures, basic first aid, map reading, fare structure and collection, schedule reading and completion, system familiarization, mobile two-way vehicle and land-line communications, use of AVL's/MDC's and customer assistance requirements. The specifics of the courses required by the PM shall be consistent for all of the providers. All MetroAccess and PM personnel, will be trained in a Customer Sensitivity Course, as mandated by federal regulations. Training shall be provided by the PM. The course content shall be approved by WMATA. The PM must provide an annual minimum of eight hours behind the wheel training for each driver on an on-going basis to be followed by a formal evaluation of driving skills lasting at least one hour. Further, drivers should be re-certified annually. The PM shall describe the process/procedures to be followed for annual driver re-certification.

As part of the driver training program, WMATA staff will provide and conduct training on WMATA's mission, goals, espoused values, drug and alcohol testing requirements, as well as, other areas of importance to WMATA.

6.2.4 Driver Dress Code

Dedicated MetroAccess drivers are required to wear uniforms. The uniform shall consist of a white blouse or shirt with pocket, dark blue slacks or trouser, a dark baseball type cap (optional) and depending upon the season, a dark blue jacket and other dark blue outer garments. Shoes shall be black and serviceable having flat, non-skid soles. No high heels, tennis shoes or open sandals are allowed. Tee-shirts, tank tops, jeans and shorts are prohibited. The PM shall ensure that the drivers adhere to the dress code and take appropriate corrective action if the driver(s) fail to comply with the dress code.

No driver shall wear or display any insignia, patch or emblem other than those supplied by the carrier and approved by WMATA. Each driver shall wear an identification badge supplied by the PM to be worn on the shirt, blouse or jacket in a manner visible to customers. The badge will state the carrier and driver's name and the word "MetroAccess". Each driver must carry an accurate timepiece. Each driver is to verify the time with dispatch at least once each day, preferably prior to leaving the garage or during shift change.

6.2.5 Drivers Requirements

Drivers shall report to dispatch any service problems as they occur, including but not limited to: accidents, injuries, vehicle condition, manifest errors, schedule adherence problems, customer no-show, traffic condition, customer behavior problems, excessive customer assistance requirement, customer identification problems, fare payment problems, and any other clarification required by the driver.

Drivers are required to conduct 100 percent ID card checks and validations of all customers for all trips (See Appendix - A for policy) and to be knowledgeable about the WMATA paratransit fare tariff and any changes in the fare tariff communicated by WMATA to the PM.

6.2.6

Drivers shall inspect their vehicles prior to pull-out. Any equipment malfunctions shall be reported to dispatch. Equipment malfunctions included, but are not limited to the following: inoperable wheelchair lifts, inoperable AVL/MDC's, inoperable heating or cooling, cracked mirrors or windshields. The PM shall develop a checklist for the drivers to use in their daily inspection. The checklist shall be provided to dispatch prior to pull-out. Determination to "pull" a vehicle off the road is the responsibility of the dispatch, in coordination with the PM.

6.2.7

Drivers of dedicated and non-dedicated vehicles shall activate and log-on their respective MDC upon pullout. Drivers of dedicated and non-dedicated vehicles are required to process customer and trip information, including time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs, using the MDC. For supplemental vehicles and taxicabs, drivers are required to ACCURATELY, LEGIBLY and COMPLETELY record on the daily vehicle manifest the time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs at the times of the trips. Altered, illegible or incomplete manifests will not be accepted and the PM may not invoice WMATA for the time involved with any trip where the trip ticket or manifest is altered, inaccurate, illegible, or incomplete.

6.2.8

Drivers shall be required to fulfill the daily vehicle manifest, carrying out each pick up, drop-off and other stop in the sequence given. Unauthorized deviation from the schedule sequence or falsification of information (written or oral) by the driver is sufficient grounds to remove the driver from service. Unauthorized deviation from the schedule includes, but is not limited to, running errands and/or side trips for the customer that have not been scheduled. In instances where manifests are used, the original manifest will be made available to the AR to review for alterations, accuracy, legibility, and completeness. The AR will review the documents for on-time performance. ***For supplemental vehicles where AVL/MDC's are not available, drivers will use the manifest to document the trips. The AR will review manifests as part of the reconciliation of on-time performance goals.***

6.2.9

Drivers shall assist customers unable to sign a trip ticket by signing for them and noting on the ticket that the driver has done so. In the event that a driver cannot locate a customer upon arrival, the driver will immediately contact dispatch for assistance. Dispatch will attempt by telephone to locate the customer and will provide further instructions to the driver. The driver will not leave the pick up location until authorized to do so by carrier dispatcher. Prior to leaving the pick up location the driver will use the MDC device to document his/her location. Where the vehicle is not equipped with an MDC device, the driver shall note the no-show and the arrival and departure times on the trip ticket and driver manifest. If not supported, the PM may not invoice for the time involved in traveling to the pick up location. For service provided using dedicated vehicles, each customer no-

6.3.4

For the safety of customers, drivers are not required to assist customers more than 100 feet from the vehicle or to provide assistance that would require the driver to lose sight of the vehicle. Drivers are required to stay within sight of the vehicle at all times.

6.3.5

In the event of medical emergency, the driver shall immediately pull his vehicle out of traffic and notify dispatch of the emergency. Dispatch shall immediately take appropriate measures to mitigate the emergency, including notifying the appropriate law enforcement or medical assistance personnel. The driver shall provide any assistance reasonably required and as required by the training provided by the PM. The driver shall stay with the customer until emergency assistance arrives.

6.3.6

In the event that any customer engages in any illegal act or in a manner that is unsafe to the customer or any other customer and/or strikes or otherwise abuses the driver or any other customer, the driver shall, at the earliest safe moment, report the incident to dispatch which will consult with the PM for further instructions.

6.3.7

Drivers shall operate vehicle lifts from outside of the vehicle using a remote device operated via pigtail or other device. Drivers shall provide assistance to customers using adaptive devices in entering and exiting the lift platform and the vehicle. Drivers shall also provide assistance to ambulatory customers who request to use the lift to enter and exit the vehicles.

6.3.8

Drivers shall observe and shall require customers to observe rules of carriage to include: no smoking, no drinking of alcoholic beverages, no standing while vehicle is in motion, no person will put a wheelchair in motion, occupied or unoccupied while the vehicle is moving, no person other than the driver will be allowed to operate the vehicle or the vehicle's two-way radio, lift or ramp device, and no person will be allowed to operate a radio or any television set that can be heard by other customers.

6.3.9

Drivers shall not smoke or operate any type of audio device while transporting customers to their destinations. Use of cell phones while vehicles are in operation in any part of the service area is strictly prohibited unless for an emergency, and in the District of Columbia any use must be with a "hands-free" device.

6.3.10

For safety purposes, customers are prohibited from smoking, spitting, playing of music unless through headphones and consuming alcoholic beverages in vehicles. The driver shall, at the earliest, safest moment, report any incidents to dispatch which will consult with the PM for further instructions. Drinking of non-alcoholic beverages is allowed. This last provision is made for certain disabilities which require either fluid replenishment or intake of sugars.

show shall be supported by a report from the AVL/MDC (See Appendix - A for policy). If not supported, by AVL/MDC, the PM may not invoice for the time involved in traveling to the pick up location.

6.2.10

Drivers will notify the PM's central dispatch in instances when they arrive at a pick up or drop-off location more than 15 minutes ahead or behind schedule. The PM's central dispatch shall document each occurrence of early or late arrival and provide a daily report to the PM and the AR.

MetroAccess schedules trips to specific times, within a 30-minute pick up window. Once vehicles arrive at the designated pick up location, the drivers must wait ten (10) minutes for customers to arrive. Drivers will contact dispatch for instructions whenever customers do not arrive at the designated pick- up locations within ten (10) minutes after the vehicles arrive. In no instance will the driver leave without authorization from his/her dispatcher. (See Appendix - A)

6.3 Driver Responsibilities for Safety

Drivers shall adhere to speed limits and parking restrictions. Complaints of reckless driving, excessive speeds, and/or illegal parking shall be reported to the PM. The PM will provide a written response to the complaints. The response will detail the findings and the corrective action(s) taken to preclude future occurrences. If a pattern persists, then corrective action such as suspension of the driver or removal of the driver from the program shall be considered.

6.3.1

Drivers shall announce stops for customers. Drivers shall use interior lighting of the vehicle at night to provide for a safe customer egress from the vehicle and shall not drop off customers into the path of traffic or at any location that would compromise the safety of customers or others.

6.3.2

Drivers shall operate heating and air conditioning systems so as to provide for the comfort of customers. At a minimum, air conditioning units should be operational by April 15th and heating units operational by October 15th. The driver is not authorized to open windows for ventilation in lieu of air conditioning unless vehicle air conditioning systems have failed. Drivers shall immediately report all such failures. The PM shall manage the dedicated MetroAccess fleet to ensure that vehicles with heating and/or air conditioning problems are neither placed nor kept in service.

Drivers shall report any vehicle malfunction at the end of the shift, or immediately to dispatch if it is safety related.

6.3.3

Drivers are not required to provide personal care service to any customer who cannot travel unattended. WMATA provides free transportation to PCAs who accompany customers. In the event that a customer needs but does not have a PCA with him/her, the driver shall immediately notify dispatch which is required to immediately contact the PM for instruction. The PM shall not leave any customer in a situation where it is dangerous to the customer. Drivers are prohibited from entering buildings and from providing assistance to persons attempting to navigate more than one step.

6.3.11

Customers boarding in three-wheeled scooters may be requested but cannot be required to transfer to a seat. Drivers are required to help in the transfer if the transfer can be made without lifting or carrying the customer.

6.3.12

Drivers shall ensure that all occupants of a MetroAccess vehicle properly use securement devices, including seatbelts. Drivers are required to properly secure (lock-down or tie-down) wheelchairs, in addition to the proper use of seatbelts. Drivers will help secure infant seats, strollers, pet carriers, and any other equipment brought by customers that may need to be secured during transportation.

6.3.13 Driver Etiquette

Drivers shall keep confidential any information that the drivers may have about the medical or other condition of the customer except as needed to perform the work related to his or her position. The driver can report medical information to authorized medical assistance personnel who report to the scene of an accident or to the scene of any medical emergency.

6.3.14

Drivers are prohibited from soliciting, encouraging or accepting payment of a tip, gratuity, additional payment or any gift or service from any customer at any time. Engaging in such conduct is grounds for immediate removal from service.

6.3.15

Drivers shall at all times be courteous to customers. In the event of an abusive customer, drivers shall at all times comport themselves as they have been trained to do in the sensitivity training provided by the PM.

6.4 Complaint Investigation, Resolution and Correspondence

As part of its proposal, the PM shall describe their procedures to investigate, resolve and prevent reoccurrence of complaints and to comply with the notification, coordination, and response requirements delineated herein.

6.4.1

WMATA's Office of Customer Service is responsible for taking complaints and coordinating with the PM to ensure expeditious investigation and equitable resolution of complaints. WMATA advises all MetroAccess customers that complaints are to be phoned in or written to, or e-mailed to WMATA's Office of Customer Service. Notwithstanding, from time to time customers file complaints with WMATA's Office of MetroAccess Service or with other WMATA units. This does not prevent the PM from resolving service problems and assisting customers with problems to avoid a complaint. However, it is in the best interest of WMATA and WMATA's customers to have WMATA fully informed of uncorrected or recurring service deficiencies. In this connection, the PM shall notify customers who wish to file complaints directly with the PM that their complaints should be filed with WMATA's Office of Customer Service. In addition, the PM shall promptly provide to WMATA's Office of Customer Service the details and specifics of all complaints received directly by the PM.

6.4.2

Complaints received by WMATA will be forwarded to the PM's Customer Relations Manager for investigation and response to the WMATA Office of Customer Service or the WMATA Office of MetroAccess Service, as appropriate. Within five business days from the receipt of complaints, the PM will provide written responses to all complaints forwarded to the PM by WMATA. The responses will detail the findings of the investigation and the corrective actions taken to preclude future recurrences of the circumstances which gave rise to the complaints. In addition, the PM will draft and provide WMATA with a written response suitable to be mailed to the complainant.

6.4.3

If the PM fails to respond to the complaint in five days or fails to sufficiently investigate and resolve the complaint, or if the complaint is a reoccurring complaint from the same customer, the complaint shall be automatically counted as a valid complaint for the purposes of determining any incentives and/or disincentives.

6.5 Accident and Injury Investigation and Prevention

As part of its proposal, the PM shall provide a plan to control accidents and injuries and to provide a safe and effective service. This plan will include an active accident/injury prevention program, an accident/injury review program and incentives to personnel who provide safe service. The PM shall ensure that no more than 2.05 passenger injuries per 100,000 trips occurs. The PM shall provide monthly accident/injury reports on an incident and cumulative basis. Safety reporting (accidents and injuries) is required to be documented in accordance with the Reporting appendices to this RFP.

6.6 Fraud Prevention and Detection Policies and Procedures

As a part of the proposal, the PM will submit their policies and procedures for fraud prevention and detection. The policies shall contain at a minimum the following:

1. A comprehensive employee training program to prevent investigate, and report alleged or suspected fraud, theft, or other criminal behavior;

2. A program for the review of subcontracted service providers and/or employees to detect any pattern or practice of inaccurate or fraudulent encounter or service reports;

3. A program for the review of subcontracted transportation providers and/or employees to detect any pattern or practice of overstated reports or levels of service;

4. A program for the review of subcontracted transportation providers and/or employees to detect any altered or falsified records, or destroyed records not consistent with records retention policy set forth in Section 6.14; and

5. A program for the review of subcontracted transportation providers to detect any false statements about credentials.

The PM must also immediately report to WMATA any and all instances of alleged or suspected provider, driver, employee or customer fraud or theft that is detrimental to service, of criminal nature and/or creates a potential unsafe environment.

6.6.1

Where the PM learns of any alleged or suspected fraudulent action by a provider, employee or customer, the PM shall immediately file a report with WMATA. At a minimum, the report shall contain the name of the provider, driver or customer, or contact information, and a description of the potentially or suspected fraudulent action. The report must include a description of corrective action(s) taken by the PM and/or the subcontractor(s). All such reports shall be submitted in writing to the Authority Representative (AR).

6.7 Alcohol and Drug Testing

This contract is subject to a Drug and Alcohol Testing Program consistent with 49 CFR Parts 40, 653 and 654. On a monthly or quarterly basis, as appropriate, WMATA's medical office and the Office of the Auditor General will monitor each provider's compliance with the Drug and Alcohol Testing Program. Additional information regarding this program is contained in Paragraph 35 of the Special provisions.

6.7.1

The PM is required to be 100 percent compliant with the FTA Drug and Alcohol Program, including but not limited to 100 percent compliance with random, post-accident and reasonable assurance testing. Further, no new hires shall begin safety sensitive work without full clearance of pre-employment and results requirements' testing. Compliance will be determined by WMATA.

6.8 Reporting Requirements

WMATA's reporting requirements are substantial. The reports must be accurate and are time sensitive. These reports are required to be provided to the WMATA Board of Directors, WMATA executive management, external auditors, internal auditors and the federal government. WMATA may require ad hoc reports from time to time and these will be provided by the PM within a reasonable time.

6.8.1

The reports and supporting data and records are subject to review by WMATA. Failure to provide accurate and timely reports that meet WMATA, NTD and/or federal government requirements may result in a forfeiture of incentives payments for the period(s) covered by the reports, as determined by WMATA.

6.8.2

WMATA's Office of MetroAccess and/or Office of Auditor General shall have the right to obtain and review random and/or selected samples of trip tickets, manifests, and Global Positioning System (AVL) data pertaining to all providers and/or taxis to review for determining the accuracy and reliability of the information provided by the Contractor for billing purposes, on-time performance and/or incentive payments.

6.8.3 Mandatory Reports

The following is a non-inclusive list of reports that the PM is required to submit to WMATA as indicated. WMATA will work with the PM to finalize the report content and format prior to the start-up of service. Samples of report data are provided in Appendix A.

Report Name	*Required Frequency*
Performance Summary	Daily
Late Trip Summary	Daily
Weekly Performance Indicators	Weekly (Wednesday)
List of all providers	Weekly (Wednesday)
Top 25 Report (various)	Bi-weekly
Monthly Performance Report	
* Initial Report	Monthly (by the 5th business day)
* Final Report	Monthly (by the 25th of the month)
Driver complaint list with resolution	Monthly
Alcohol and Drug Testing	Monthly
Vehicle Assignment and Mileage	Monthly
Subscription Trip Validation	Every six months
National Transit Database	Annually/Updates as requested
Vehicle Maintenance	As requested
Fraud Prevention	As per Section 6.6

6.9 Meetings

The PM will be required to meet with WMATA weekly. Additionally, WMATA meets with the MetroAccess Subcommittee, the WMATA Elderly and Disabled Transportation Advisory Committee (E&D Committee) and with the Regional Paratransit Coordinating Committee (RPCC). The purpose of these meetings is to exchange information, ideas, and strategies addressing paratransit issues. WMATA also meets occasionally with disability commissions, representatives from WMATA's member jurisdictions, advocacy organizations, and holds public meetings and public hearings with MetroAccess users and interested persons. WMATA will require the PM to attend the MetroAccess Subcommittee, E & D Committee and RPCC meetings regularly and other meetings as necessary.

6.9.1 Community Outreach Events

As required by WMATA, the PM shall participate in and represent WMATA at community outreach events where information or presentations on the MetroAccess program are required. Said events may occur during normal business hours, on weekdays after normal business hours, or on weekends.

6.10 Production and distribution of MetroAccess Service Bulletins

The PM shall reproduce and distribute on dedicated MetroAccess vehicles service bulletins issued by WMATA to advise customers of upcoming holiday schedule service changes, public hearings, and policy changes, as well as to provide general program information to MetroAccess customers.

6.11 Project Manager Corporate Support

The company selected shall provide the local PM team support sufficient to ensure that start-up and on-going requirements are met. Specific support is required to ensure that financial accounts and service reporting processes are established and provided in a manner acceptable to the WMATA Auditor General. The PM shall be required to provide annual financial statements

and other financial information and/or documentation as requested by the WMATA Office of the Auditor General. Other types of corporate support required under this RFP to be available to the PM's local team include procurement, vehicle specification, operations, maintenance, and service management.

6.12 Subcontracting Restrictions

In connection with the services covered by this contract, any in-house personnel, subcontractors, and outside associates or consultants will be limited to the individuals or firms that were specifically identified and agreed to during the negotiations. The contractor shall obtain the written consent of WMATA before making any substitution for these designated in-house personnel, subcontractors, and outside associates or consultants. Further, the contractor also shall obtain written approval for the replacement of a previously approved substitution. Where the PM wishes to make a Substitution or replacement requests shall be in writing and sent to the AR. The request will include sufficient documentation; i.e., resume, entity business history, and references to enable WMATA to evaluate the request.

6.13 Confidential Information

No reports, information, data, documents, or correspondence given to or prepared or assembled by the PM or the PM's subcontractors under this Agreement shall be made available to any individual or entity without prior written approval of WMATA.

6.13.1 Public Communication

The PM and its subcontractors shall not communicate with the print, television, radio or electronic media without the prior, express written approval of WMATA. All inquiries from the press, local, state and federal agencies, or by public interest or private for profit or non-profit interest groups directed to the PM and its subcontractors shall be redirected to WMATA. Failure to comply shall result in removal from the project of the individual(s) failing to follow this procedure.

6.13.2

The PM and its subcontractors are prohibited from conducting eligibility outreach or marketing of MetroAccess service except as specifically authorized by WMATA.

6.14 Retained Records

All data, records and work product produced by, for or on behalf of the PM and its subcontractors pursuant to this Contract shall become the sole property of WMATA. Work product includes such items as documents, audio recordings, field notes, records, computations, calculations, work sheets, sketches, drawings, specifications, cost estimates, laboratory data, test results, correspondence and all other products resulting from the work performed by the PM under this Contract. Final invoice shall not be paid until all such work product is transferred to WMATA by PM.

6.14.1

Records shall be retained in accordance with the following Records Retention Schedule:

Operator Manifests	Retain in office for one fiscal year, retire to WMATA's Record Center, and destroy after three years.
Customer Eligibility Files (Certifications, recertifications, denials, and appeals)	Retain in office for one fiscal year, retire to WMATA's Record Center, and microfilm after ten years.
Commendation/Complaint Files	Retain in office for one fiscal year and then destroy.

Section 7
FLEET MANAGEMENT

7.0 MetroAccess Vehicles

The PM is responsible for providing the vehicles used by the dedicated providers. The existing MetroAccess fleet that has useful life remaining will be provided to the PM for performance of the contract. It is anticipated that the existing MetroAccess fleet with useful life will consist of ***64 vehicles, 52wheelchair vans and 12 sedans. The 64 vehicles were placed in service February 2005. It is anticipated that these vehicles will have four (4) years of useful life remaining to the PM for performance of the contract. These vehicles will be provided to the PM at no cost. The first year (2006) vehicle purchase requirements should be adjusted to reflect the 64 vehicles provided by WMATA.*** All data such as quantity, vehicle type, age, mileage, physical condition and maintenance records is located in Appendix B.

7.0.1

As a part of the proposal, the PM shall submit a listing and specifications of the new vehicles that are not provided by WMATA. The vehicles shall be at a minimum for the model year 2005/2006 and previously untitled. The PM is responsible for the license, insurance, maintenance and replacement of older, WMATA provided vehicles in accordance with the scope of work.

7.1 Vehicle Specifications

Full Size Sedans
Color - white
4 door, up to six passengers
Automatic transmission
Standard V8
16 valve, 224 @ 4750
A/C

Vans - ADA Accessible*
Color - white
One (1) ton chassis
automatic transmission
Horsepower - 305 @ 4,250
Extended length chassis 30" raised top
A/C

*The Vans must be retrofitted with an ADA-compliant paratransit package approved by WMATA.

7.1.1

The cost of new vehicles will be invoiced to WMATA over a four-year period in equal monthly installments. Title to the vehicles shall pass to WMATA when the vehicles reach the end of their useful life and are removed from service. At any time during the contract WMATA may elect to pay the remaining unpaid balance due (vehicle cost divided by 48 times months remaining in the base term of the contract) on any or all vehicles and assume ownership of the vehicles. The maximum spare ratio allowed will be 12 percent of the peak number of vehicles in service.

WMATA reserves the right to explore alternative methods of purchasing vehicles and fuel using the Government Services Agency Federal Supply Schedule.

7.1.2

In any instance where a vehicle is replaced as the result of an accident, any insurance payment received by the PM for the vehicle shall be used to purchase a replacement vehicle. The total cost billed by the PM to WMATA for the replacement vehicle shall reflect a credit to WMATA for the amount of the insurance reimbursement.

7.1.3

Upon request, the PM will make vehicles available to WMATA for inspection by staff at the carriers' facilities, on WMATA property, or at a site designated by the AR. The PM will affix decals, MetroAccess logos, striping, and bumper placards to the vehicles before placing them in revenue service and remove same from the vehicles when the vehicles are returned to WMATA at the end of their useful life. WMATA will provide the decals, logos, striping, and bumper placards. Only WMATA provided decals, logos, striping and bumper placards are allowed to be placed on the vehicles. All other advertising is prohibited.

7.1.4

Vehicles used by the PM or its dedicated providers in the performance of this contract are to be used exclusively for MetroAccess service. Use of vehicles as take-home vehicles, or for other services other than MetroAccess, is prohibited. Vehicles used by street supervisors in the conduct of MetroAccess business are excluded from the take-home policy.

7.2 Useful Life of Vehicles

Sedans - 5 years or 175,000 miles
Vans - 5 years or 225,000 miles

Replacement of vehicles requires notification to and approval from the AR. WMATA shall have the option to keep vehicles in service beyond their scheduled replacement cycles if WMATA determines that it is mechanically practical and economically viable to do so.

7.3 Vehicle Maintenance

As part of their proposal, the PM shall provide a detailed schedule for minor and major vehicle maintenance, repair and inspection as outlined with the vehicle manufacturer maintenance/service manual ***for vans and sedans. As part of the schedule, the PM should (1) identify the maintenance software that will be used and confirm that the data input/output can be "audited", (2) describe the supporting documentation that will be available to assure that vehicles are being properly maintained, repaired and inspected and (3) define the process that will be taken to ensure that vehicles are being properly maintained, repaired and inspected.***

7.3.1

The PM shall identify and describe the location, size and type of facility used to maintain the vehicles. Facilities should be located in the jurisdiction where the core service is operated in order to minimize "dead-heading hours and mileage. Vehicles are subject to periodic inspection by WMATA maintenance personnel. Any defects will be provided to the PM and repaired/replaced/ within 30 days or prior to returning the vehicle to service. Any safety defects reported will be corrected prior to returning the vehicle to service.

7.4 Vehicle Equipment

All vehicle equipment shall be manufactured to meet the harsh operational conditions found in the transit environment. All on-board equipment shall operate properly under the environmental conditions encountered on board the vehicles including conditions pertaining to temperature, humidity, dust/dirt, power variations, shock, vibration, altitude, and EMI/RFI interference. All equipment housings shall be waterproof and dust-proof. The proposal shall define the power and environmental specifications of the proposed vehicle equipment and the environmental tests and standards to which the proposed vehicle equipment conforms.

7.4.1

The availability and location of space for equipment installation will differ according to the various types of vehicles in MACS fleet. The PM shall be responsible for inspecting each type of vehicle and for determining how and where the equipment can be mounted. The installation details and placement of on-board equipment shall be included in the System Design document.

7.5 Mobile Vehicle Dispatch Communication

As part of its proposal, the PM shall describe the mobile vehicle communications systems(s) that will be used throughout the duration of this contract.

7.5.1

In addition to an AVL/MDC device, each vehicle operated under the terms of this contract, shall be equipped with a two-way radio or cellular phone tuned to a base station operated by the PM and capable of communication throughout the four service areas: District of Columbia, Montgomery County and Prince George's County, Maryland, and Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County). Where, subcontractors are used to operate service, the PM shall ensure that its central dispatch function has the capability to communicate with the subcontractors.

Section 8
Service Providers

8.0 Dedicated and Non-Dedicated Providers

Any combination of dedicated and non-dedicated vehicles and taxicab service can be used to meet this requirement, except that in any given month not more than 20 percent of the service will be operated by taxicabs.

8.0.1

The PM also shall provide non-dedicated accessible and accessible taxicab or other supplemental service when there are insufficient dedicated vehicles to meet demand or to provide relief where a customer's pick-up will be delayed. It is the providers' responsibility to ensure that the status of each of their respective trips is known by the PM's and its subcontractors' dispatch personnel at all times and that appropriate operating corrections are made to ensure timely replacement service is dispatched to cover and prevent late trips.

The PM shall monitor service to ensure timely pick-ups and will dispatch replacement or supplemental service to maintain on-time performance when scheduled service is delayed.

8.1 Dedicated Service

The PM shall provide the dedicated provider's capabilities including experience and location of their operating facilities. In all months, a minimum ***80*** percent of the service will be operated by dedicated providers. The PM shall also recommend the number and type of vehicles to be operated by the provider. If the PM chooses to operate as a dedicated provider in one or more of the service areas, the PM shall describe its own capabilities.

8.2 Non-Dedicated Service

As part of its proposal, the PM shall identify supplemental services to complement dedicated providers, to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems such as vehicle breakdown or unavailability.

8.2.1

The PM can obtain this service through local taxicab companies and/or through other non-dedicated vehicle operators. The PM shall ensure that ADA regulations governing the use of taxicabs in complementary paratransit are observed and followed by the taxicab companies. It is the PM's responsibility to ensure that any taxicab company providing service maintain insurance coverage. The PM will provide WMATA with evidence of the taxicab company's commercial insurance coverage as set forth in Special Provision, Article 16.

8.2.2

The PM shall submit to WMATA a schedule, preferably an Excel spreadsheet. including the following items:

1. ***Number of dedicated wheelchair vans***
2. ***Number of dedicated sedans***
3. ***Estimated number of revenue hours - wheelchair vans***
4. ***Estimated number of revenue hours - sedans***
5. ***Estimated number of trips - wheelchair vans***

6. *Estimated number of trips - sedans*
7. *Estimated number of trips - dedicated fleet*
8. *Estimated number of trips - non-dedicated fleet*
9. *Estimated number of trips - taxis*
10. *Projected productivity (Trips per hour)*
11. *Estimated annual dedicated fleet mileage - wheelchair vans*
12. *Estimated annual dedicated fleet mileage - sedans*

Section 9
Fare Collection

Fares may be paid in cash or using tokens. Fares are required to be collected from customers. All fares required to be paid will be deducted from and credited against invoices presented to WMATA. Fares collected should be equal to the fares for all trips completed less trips completed for Personal Care Attendants (PCAs), one child under the age of five, WMATA employees who are ADA-eligible, and eligibility interviews/functional tests and appeal process hearings.

9.0

The PM shall immediately notify WMATA of any instance where it is believed that an individual traveling with a customer is using the PCA designation for the purpose of avoiding fare.

9.1

Any shortfall in the collection of fare revenue is the responsibility of the PM. The PM will provide in its monthly report of the total fare that should have been collected and what was actually collected. The PM shall surrender to WMATA's Revenue Collection Facility (RFC), located at 3301 Eisenhower Ave., Alexandria, Virginia, the tokens collected in a given month. The RFC will count the tokens and submit to the PM documentation of the dollar value of the tokens. The PM shall use the documentation as support to invoice WMATA for the tokens that were surrendered to the RFC.

9.2

In the future, WMATA may be assessing the feasibility of the PM accepting SmarTrip cards in lieu of cash and/or tokens for fare collection. WMATA will work with the PM and the SmarTrip contractors to devise a methodology for SmarTrip implementation on MetroAccess service.

Section 10
Estimated Requirements

Please see the attachment to this RFP (Appendix - B) which provides information by zone. Information includes the number of trip requests, the number of trips completed and service and revenue hours for calendar years 2001 through 2004.

Section 11
WMATA Provided Property

The following is an all-inclusive list of the property that WMATA will provide for use by the PM:

1. Office space (Located at 8405 Colesville Road, Silver Spring, Maryland)
2. Utilities
3. Vehicles (as stated in Appendix B)
4. Automated Call Distribution (ACD) and Call Recording Equipment
5. Television monitor with stand
6. Video cassette recorder/player
7. MetroAccess letterhead stationery
8. MetroAccess decals and striping for dedicated vehicles
9. Eight (8) Parking spaces

Revised Productivity Goals and Vehicle Requirements

	Projected Trips [1]	Estimated Dedicated Vehicle Trips[2]	Estimated Non-Dedicated Vehicle Trips[3]	Estimated Taxicab Trips[4]	Ded. Veh. Trips Adjusted for Increased Productivity [5]	Estimated Dedicated Vehicle Requirement[6]	12% D.V. Spare Ratio	Total Estimated Dedicated Vehicle Requirement	Less Vehicles Provided	Vehicle Purchase Requirements	MDC Purchase Requirements
FY2006	1,445,620	1,156,496	144,562	144,562	925,197	219	26	245	64	181	258
FY2007	1,648,007	1,318,405	164,801	164,801	976,597	231	28	259	0	259	272
FY2008	1,878,728	1,502,982	187,873	187,873	1,036,539	245	29	275	0	275	289
FY2009	2,141,750	1,713,400	214,175	214,175	1,105,419	262	31	293	0	293	308
FY2010	2,441,595	1,953,276	244,159	244,159	1,260,178	298	36	334	0	334	351
FY2011	2,783,418	2,226,734	278,342	278,342	1,436,603	340	41	381	0	381	400
FY2012	3,173,096	2,538,477	317,310	317,310	1,637,727	388	47	434	0	434	456
FY2013	3,617,330	2,893,864	361,733	361,733	1,867,009	442	53	495	0	495	520

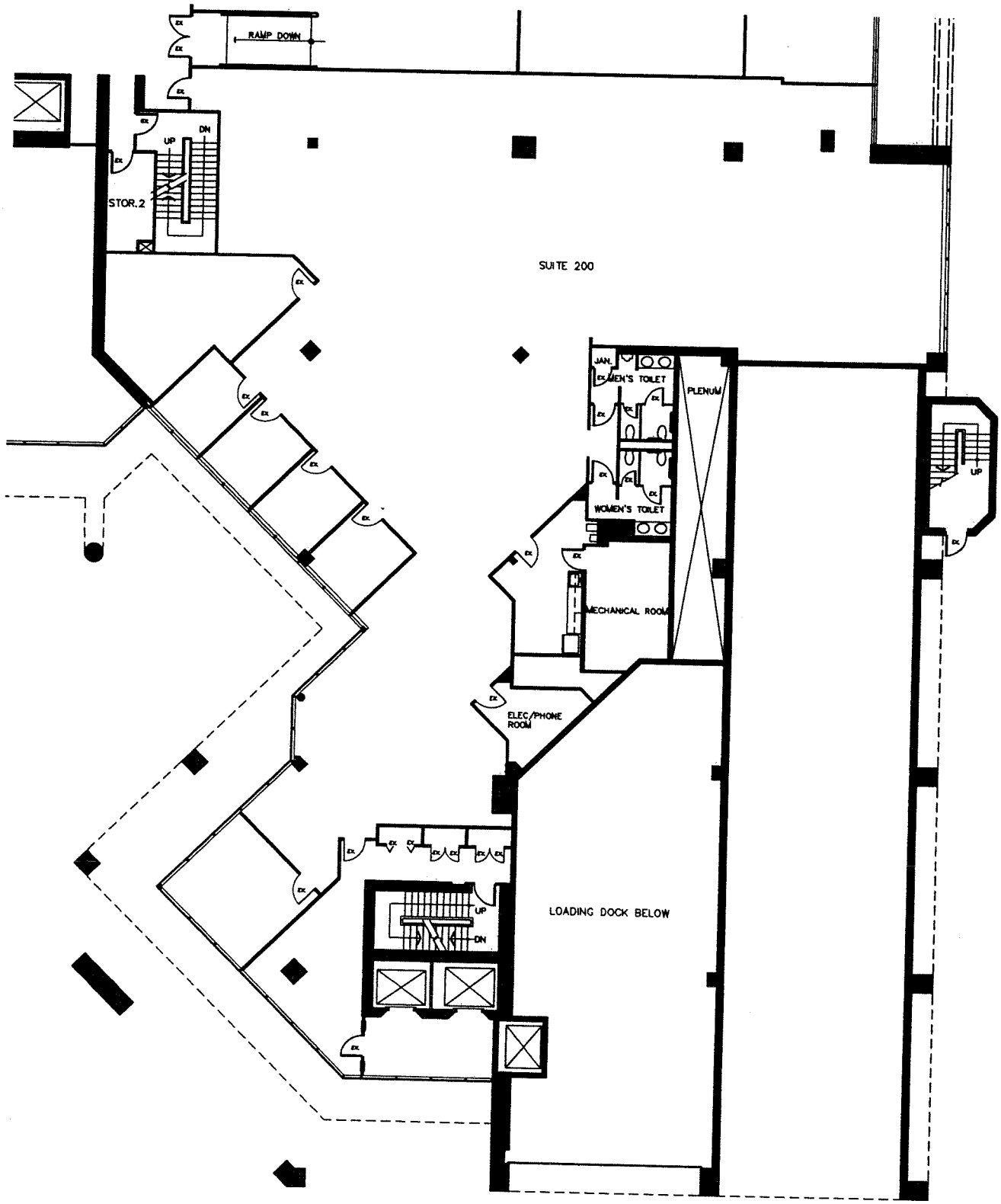
Productivity Goals

1.25 TPH in FY2006, 1.35 TPH in FY2007, 1.45 TPH in FY2008, and 1.55 TPH in FY2009/13.

5% spare ratio for MDCs

ATTACHMENT I

Question #27
Floor Plan



PLAN NORTH

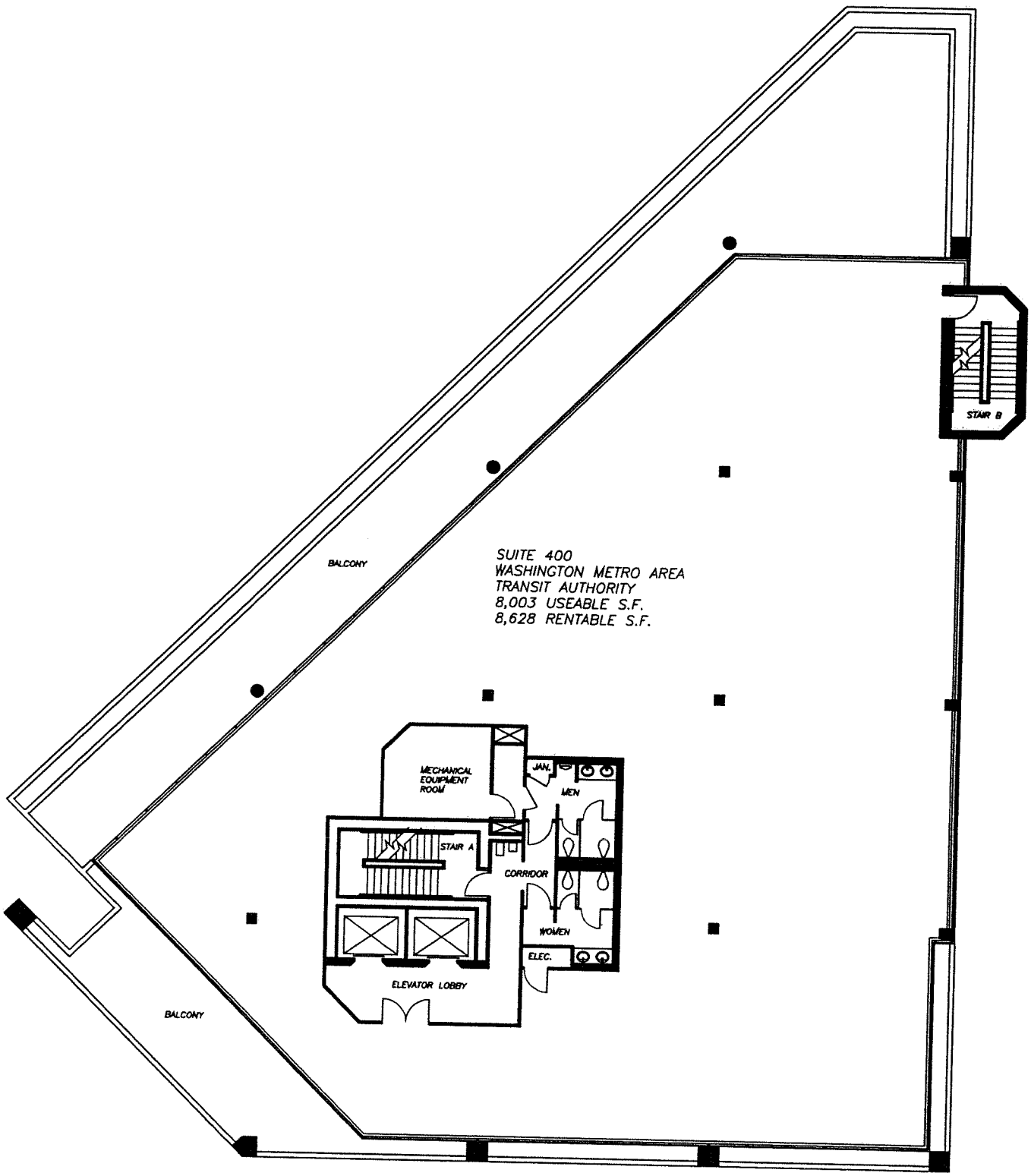
NOT TO SCALE

CRITICAL DIMENSIONS SHOULD NOT BE SCALED
BASED ON OWNER PROVIDED DOCUMENTS AND HAS NOT BEEN FIELD VERIFIED BY ARIUM INC.

ARIUM
ARCHITECTS
5537 TWIN KNOLLS RD.
SUITE 435
COLUMBIA, MD. 21045
BALT. (410) 730-2300
WASH. (301) 621-4600
FAX (410) 730-2796

CONCEPT PLAN FOR:
SUITE 200
8405 COLESVILLE RD

DWG.: AC1
DATE: 10 MAY 05
FILE: SSC2AAC1



Silver Spring Metro Plaza - C

9405 Colesville Road Silver Spring, Maryland 20910
Properties, Inc. (301) 222-1630

hown were calculated using the GWCAR method.

PLAN NORTH

N

Floor 4

July 15, 2002
Prepared by ARIUM Architects (301) 621-4600

0 5 10 20 30 40 50

ATTACHMENT G

Trip Data by Jurisdiction

May 2004 - April 2005

May 2004

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Alexandria

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	177	177	176	176	183	183	183
b. Applications Received	0	0	1	0	2	0	3
c. Interviews	0	0	3	1	1	0	5
d. Functional Testing	0	0	3	1	1	0	5
e. New Registered	0	0	0	0	6	0	6
f. Denied	0	0	0	0	0	0	0
g. Pending	6	6	6	6	6	6	6
h. Recertifications	0	0	0	1	1	0	2
2. Reservations							
a. Total Trip Requests	34	337	336	325	325	52	1,409
b. Demand Requests	21	151	176	173	157	51	729
c. Active Subscriptions	13	186	160	152	168	1	680
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	34	337	336	325	325	52	1,409
f. Early Cancellations	9	58	49	44	73	10	243
g. Trips Scheduled to Contract Carriers	25	279	287	281	252	42	1,166
h. Referred to Dedicated Carriers	18	200	196	197	178	28	817
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	7	79	91	84	74	14	349
3. Trip Data							
a. Total Trips Completed	19	226	217	240	208	30	940
b. Ambulatory Trips	11	142	144	149	134	15	595
c. Wheelchair/Mobility Aid	7	74	64	75	71	7	298
d. Companions	0	2	0	2	0	3	7
e. Personal Care Attendants	1	7	6	9	3	5	31
f. Under 5	0	1	3	5	0	0	9
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	2	11	20	13	14	4	64
i. PCA/Companion No Show	1	8	4	7	10	4	34
j. Late Cancel	2	32	39	18	12	4	107
k. Unevaluated	1	2	5	1	5	0	14
l. Average Weekday Trips	0	38	36	39	36	13	36
m. Average Saturday Trips	19	19	19	27	17	0	20
n. Average Sunday Trips	0	15	16	17	8	17	15
o. Average Time of Trips	0:34	0:39	0:40	0:39	0:40	0:45	0:39
p. Average Trip Mileage	11	12	13	12	13	16	12.54
4. Completed Trip Mode							
a. Van Trip	16	149	147	150	134	21	617
b. Sedan Trip	0	0	0	2	0	0	2
c. Supplementary Service Trip	0	14	7	14	12	0	47
d. Taxi Trip	3	63	63	74	62	9	274
5. On-Time Performance							
a. On-Time Trips	17	214	199	223	188	26	867
b. Late Trips	2	12	18	17	20	4	73
c. Average Time Late	0:25	0:29	0:28	0:37	0:24	0:30	0:28
d. Maximum Time Late	0:30	1:00	1:10	1:05	0:36	1:00	1:10
e. Late 16 to 29 Minutes	2	11	16	11	20	2	62
f. Late 30 to 44 Minutes	0	0	1	2	0	0	3
g. Late 45 to 59 Minutes	0	1	1	4	0	2	8
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	0	0	2	2	3	0	7
6. Revenue							
a. Total Fare Collected	$43.20	$518.40	$496.80	$540.00	$343.20	$57.60	$1,999.20

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Arlington

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	832	830	834	836	851	852	852
b. Applications Received	1	0	0	1	6	0	8
c. Interviews	2	5	4	5	6	0	22
d. Functional Testing	2	5	4	5	6	0	22
e. New Registered	0	0	3	5	12	0	20
f. Denied	0	0	0	0	1	0	1
g. Pending	43	43	43	43	47	48	48
h. Recertifications	0	0	4	1	3	0	8
2. Reservations							
a. Total Trip Requests	37	347	371	414	355	49	1,573
b. Demand Requests	34	254	266	299	238	43	1,134
c. Active Subscriptions	3	93	105	115	117	6	439
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	37	347	371	414	355	49	1,573
f. Early Cancellations	0	30	35	50	18	11	144
g. Trips Scheduled to Contract Carriers	37	317	336	364	337	38	1,429
h. Referred to Dedicated Carriers	21	230	249	240	223	20	983
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	16	87	87	124	114	18	446
3. Trip Data							
a. Total Trips Completed	25	239	259	274	251	23	1,071
b. Ambulatory Trips	19	169	189	192	189	16	774
c. Wheelchair/Mobility Aid	1	55	48	52	39	7	202
d. Companions	0	2	1	2	1	0	6
e. Personal Care Attendants	5	11	20	28	21	0	85
f. Under 5	0	2	1	0	1	0	4
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	0	13	19	19	20	5	76
i. PCA/Companion No Show	3	28	27	36	33	5	132
j. Late Cancel	7	28	22	25	21	4	107
k. Unevaluated	0	6	6	6	8	1	27
l. Average Weekday Trips	0	39	39	43	42	9	39
m. Average Saturday Trips	25	24	32	32	25	0	28
n. Average Sunday Trips	0	19	29	23	15	14	20
o. Average Time of Trips	0:32	0:33	0:30	0:28	0:31	0:28	0:30
p. Average Trip Mileage	16	10	9	8	10	7	9.31
4. Completed Trip Mode							
a. Van Trip	13	181	196	190	177	14	771
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	2	1	0	0	3
d. Taxi Trip	12	58	61	83	74	9	297
5. On-Time Performance							
a. On-Time Trips	25	228	245	250	230	21	999
b. Late Trips	0	11	14	24	21	2	72
c. Average Time Late	0:00	0:35	0:29	0:26	0:28	0:27	0:24
d. Maximum Time Late	0:00	1:16	1:45	1:15	1:05	0:35	1:45
e. Late 16 to 29 Minutes	0	9	12	20	17	2	60
f. Late 30 to 44 Minutes	0	0	0	2	3	0	5
g. Late 45 to 59 Minutes	0	1	0	1	1	0	3
h. Late 60 to 74 Minutes	0	1	0	1	0	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	2	0	0	0	2
k. Missed Trips	2	3	3	4	4	0	16
6. Revenue							
a. Total Fare Collected	$45.60	$530.40	$556.80	$580.80	$540.00	$55.20	$2,308.80

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: District of Columbia

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	3586	3599	3671	3677	3709	3719	3719
b. Applications Received	0	5	13	37	23	0	78
c. Interviews	0	20	18	31	27	0	96
d. Functional Testing	0	20	18	31	27	0	96
e. New Registered	1	17	59	15	14	0	106
f. Denied	0	0	4	3	1	0	8
g. Pending	119	121	125	145	159	171	171
h. Recertifications	1	6	17	5	19	0	48
2. Reservations							
a. Total Trip Requests	758	8373	8241	8106	7829	1011	34,318
b. Demand Requests	547	5209	4987	4819	4670	790	21,022
c. Active Subscriptions	211	3164	3254	3287	3159	221	13,296
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	758	8373	8241	8106	7829	1011	34,318
f. Early Cancellations	51	810	919	859	891	172	3,702
g. Trips Scheduled to Contract Carriers	707	7563	7322	7247	6938	839	30,616
h. Referred to Dedicated Carriers	557	6474	6376	6249	6014	760	26,430
i. Referred to Supplemental Carriers	0	4	5	9	10	0	28
j. Referred to Taxi	150	1085	941	989	914	79	4,158
3. Trip Data							
a. Total Trips Completed	484	5417	5321	5337	5046	554	22,159
b. Ambulatory Trips	231	2974	2886	3010	2796	269	12,166
c. Wheelchair/Mobility Aid	170	1755	1773	1682	1680	208	7,268
d. Companions	16	34	33	29	31	2	145
e. Personal Care Attendants	63	624	614	597	506	73	2,477
f. Under 5	4	30	15	19	33	2	103
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	44	398	392	362	334	34	1,564
i. PCA/Companion No Show	75	804	776	778	747	86	3,266
j. Late Cancel	93	843	719	697	717	163	3,232
k. Unevaluated	6	37	49	39	46	2	179
l. Average Weekday Trips	0	928	903	921	864	255	873
m. Average Saturday Trips	484	458	418	423	392	0	435
n. Average Sunday Trips	0	318	386	307	333	299	329
o. Average Time of Trips	0:30	0:32	0:33	0:32	0:32	0:29	0:32
p. Average Trip Mileage	6	6	6	6	6	6	6.00
4. Completed Trip Mode							
a. Van Trip	306	3490	3515	3493	3224	349	14,377
b. Sedan Trip	43	717	679	699	702	68	2,908
c. Supplementary Service Trip	50	461	509	472	509	86	2,087
d. Taxi Trip	85	749	618	673	611	51	2,787
5. On-Time Performance							
a. On-Time Trips	432	4984	4961	4987	4725	520	20,609
b. Late Trips	52	433	360	350	321	34	1,550
c. Average Time Late	0:33	0:30	0:28	0:29	0:28	0:29	0:29
d. Maximum Time Late	1:35	2:16	2:13	7:37	1:45	2:00	7:37
e. Late 16 to 29 Minutes	32	333	281	289	262	25	1,222
f. Late 30 to 44 Minutes	12	54	57	26	35	3	187
g. Late 45 to 59 Minutes	5	28	11	23	16	4	87
h. Late 60 to 74 Minutes	1	11	5	3	4	1	25
i. Late 75 to 89 Minutes	2	2	4	4	2	0	14
j. Late 90+ Minutes	0	5	2	5	2	1	15
k. Missed Trips	5	64	65	34	48	0	216
6. Revenue							
a. Total Fare Collected	$993.60	$11,326.08	$11,160.29	$11,186.41	$10,663.44	$1,147.20	$46,477.02

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Falls Church

Performance Criteria	5/1/2004 - 5/1/2004	5/2/2004 - 5/8/2004	5/9/2004 - 5/15/2004	5/16/2004 - 5/22/2004	5/23/2004 - 5/29/2004	5/30/2004 - 5/31/2004	Month
1. Eligibility							
a. Total Registrants	30	30	30	31	32	32	32
b. Applications Received	0	0	0	0	0	0	0
c. Interviews	1	0	0	1	0	0	2
d. Functional Testing	1	0	0	1	0	0	2
e. New Registered	0	0	0	1	1	0	2
f. Denied	0	0	0	0	0	0	0
g. Pending	1	1	1	1	1	1	1
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	12	106	102	90	103	4	417
b. Demand Requests	8	42	30	27	37	0	144
c. Active Subscriptions	4	64	72	63	66	4	273
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	12	106	102	90	103	4	417
f. Early Cancellations	2	16	16	0	16	2	52
g. Trips Scheduled to Contract Carriers	10	90	86	90	87	2	365
h. Referred to Dedicated Carriers	7	57	53	49	40	0	206
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	3	33	33	41	47	2	159
3. Trip Data							
a. Total Trips Completed	6	74	76	85	74	2	317
b. Ambulatory Trips	4	70	74	82	73	2	305
c. Wheelchair/Mobility Aid	0	2	2	0	0	0	4
d. Companions	0	0	0	0	0	0	0
e. Personal Care Attendants	2	2	0	3	1	0	8
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	0	8	7	1	6	0	22
i. PCA/Companion No Show	2	1	0	1	1	0	5
j. Late Cancel	2	5	2	2	4	0	15
k. Unevaluated	0	0	1	1	2	0	4
l. Average Weekday Trips	0	12	14	14	14	0	13
m. Average Saturday Trips	6	9	3	10	2	0	6
n. Average Sunday Trips	0	4	3	2	2	2	3
o. Average Time of Trips	0:22	0:31	0:34	0:33	0:33	0:18	0:32
p. Average Trip Mileage	16	10	10	9	11	0	9.98
4. Completed Trip Mode							
a. Van Trip	4	45	46	46	33	0	174
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	2	29	30	39	41	2	143
5. On-Time Performance							
a. On-Time Trips	6	70	72	78	70	2	298
b. Late Trips	0	4	4	7	4	0	19
c. Average Time Late	0:00	0:35	0:51	0:25	0:38	0:00	0:24
d. Maximum Time Late	0:00	0:55	2:00	0:35	0:59	0:00	2:00
e. Late 16 to 29 Minutes	0	3	3	7	2	0	15
f. Late 30 to 44 Minutes	0	1	0	0	2	0	3
g. Late 45 to 59 Minutes	0	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	1	0	0	0	1
k. Missed Trips	0	2	0	0	0	0	2
6. Revenue							
a. Total Fare Collected	$7.20	$172.80	$182.40	$196.80	$175.20	$4.80	$739.20

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Fairfax City

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	28	28	28	29	29	29	29
b. Applications Received	0	0	0	0	0	0	0
c. Interviews	0	0	0	1	0	0	1
d. Functional Testing	0	0	0	1	0	0	1
e. New Registered	0	0	0	1	0	0	1
f. Denied	0	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2	2
h. Recertifications	0	0	0	1	0	0	1
2. Reservations							
a. Total Trip Requests	5	63	67	70	59	2	266
b. Demand Requests	1	25	28	37	28	2	121
c. Active Subscriptions	4	38	39	33	31	0	145
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	5	63	67	70	59	2	266
f. Early Cancellations	0	14	16	9	9	0	48
g. Trips Scheduled to Contract Carriers	5	49	51	61	50	2	218
h. Referred to Dedicated Carriers	5	37	36	44	34	1	157
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	0	12	15	17	16	1	61
3. Trip Data							
a. Total Trips Completed	3	40	44	44	43	0	174
b. Ambulatory Trips	2	12	16	18	12	0	60
c. Wheelchair/Mobility Aid	1	26	23	24	25	0	99
d. Companions	0	0	1	0	0	0	1
e. Personal Care Attendants	0	2	4	2	6	0	14
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	0	0	2	3	2	2	9
i. PCA/Companion No Show	2	8	4	6	4	0	24
j. Late Cancel	0	1	0	5	1	0	7
k. Unevaluated	0	0	0	0	0	0	0
l. Average Weekday Trips	0	7	8	8	8	0	7
m. Average Saturday Trips	3	5	2	2	2	0	3
n. Average Sunday Trips	0	0	0	0	0	0	0
o. Average Time of Trips	0:22	0:35	0:35	0:31	0:30	0:00	0:32
p. Average Trip Mileage	7	13	10	10	11	0	10.89
4. Completed Trip Mode							
a. Van Trip	3	30	29	29	28	0	119
b. Sedan Trip	0	0	1	0	0	0	1
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	0	10	14	15	15	0	54
5. On-Time Performance							
a. On-Time Trips	3	33	39	39	42	0	156
b. Late Trips	0	7	5	5	1	0	18
c. Average Time Late	0:00	0:43	0:44	0:22	0:22	0:00	0:21
d. Maximum Time Late	0:00	1:30	1:02	0:28	0:22	0:00	1:30
e. Late 16 to 29 Minutes	0	5	2	5	1	0	13
f. Late 30 to 44 Minutes	0	0	2	0	0	0	2
g. Late 45 to 59 Minutes	0	1	1	0	0	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	1	0	0	0	0	1
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	0	0	1	3	0	0	4
6. Revenue							
a. Total Fare Collected	$7.20	$91.20	$91.20	$100.80	$88.80	$0.00	$379.20

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Fairfax County

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	1332	1329	1334	1340	1362	1368	1368
b. Applications Received	0	1	0	0	14	0	15
c. Interviews	2	9	6	6	12	0	35
d. Functional Testing	2	9	6	6	12	0	35
e. New Registered	0	0	3	7	17	1	28
f. Denied	0	0	0	0	0	0	0
g. Pending	56	57	57	57	63	65	65
h. Recertifications	0	0	3	2	10	0	15
2. Reservations							
a. Total Trip Requests	217	4244	4227	4202	4059	409	17,358
b. Demand Requests	174	1834	1843	1842	1785	305	7,783
c. Active Subscriptions	43	2410	2384	2360	2274	104	9,575
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	217	4244	4226	4202	4059	409	17,357
f. Early Cancellations	11	533	661	664	585	110	2,564
g. Trips Scheduled to Contract Carriers	206	3711	3565	3538	3474	299	14,793
h. Referred to Dedicated Carriers	131	2774	2613	2514	2404	181	10,617
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	75	937	952	1024	1070	118	4,176
3. Trip Data							
a. Total Trips Completed	149	2997	2847	2830	2840	209	11,872
b. Ambulatory Trips	79	2224	2100	2077	2107	110	8,697
c. Wheelchair/Mobility Aid	52	615	622	594	574	83	2,540
d. Companions	2	21	12	22	17	3	77
e. Personal Care Attendants	16	122	104	128	132	12	514
f. Under 5	0	15	9	9	10	1	44
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	8	110	119	118	146	10	511
i. PCA/Companion No Show	17	249	251	208	200	32	957
j. Late Cancel	20	303	313	345	216	41	1,238
k. Unevaluated	11	11	9	19	35	7	92
l. Average Weekday Trips	0	542	512	515	526	108	504
m. Average Saturday Trips	148	165	162	149	119	0	149
n. Average Sunday Trips	0	108	115	95	88	99	101
o. Average Time of Trips	0:32	0:35	0:35	0:35	0:35	0:30	0:34
p. Average Trip Mileage	11	12	12	11	12	10	11.72
4. Completed Trip Mode							
a. Van Trip	107	2208	2079	1979	1960	135	8,468
b. Sedan Trip	0	1	1	1	1	0	4
c. Supplementary Service Trip	2	30	28	28	27	2	117
d. Taxi Trip	40	758	739	822	852	72	3,283
5. On-Time Performance							
a. On-Time Trips	132	2785	2659	2630	2642	199	11,047
b. Late Trips	17	212	188	200	198	10	825
c. Average Time Late	0:30	0:32	0:30	0:33	0:31	0:29	0:30
d. Maximum Time Late	1:03	2:13	1:50	4:10	3:30	0:48	4:10
e. Late 16 to 29 Minutes	12	160	154	161	162	8	657
f. Late 30 to 44 Minutes	2	27	21	20	18	2	90
g. Late 45 to 59 Minutes	3	13	9	12	8	0	45
h. Late 60 to 74 Minutes	0	6	2	2	4	0	14
i. Late 75 to 89 Minutes	0	5	1	3	2	0	11
j. Late 90+ Minutes	0	1	1	2	4	0	8
k. Missed Trips	1	41	26	18	37	0	123
6. Revenue							
a. Total Fare Collected	$309.60	$6,792.00	$6,528.01	$6,405.84	$6,427.20	$465.60	$26,928.25

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Montgomery County

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	3378	3425	3437	3466	3500	3503	3503
b. Applications Received	0	30	17	47	8	0	102
c. Interviews	0	23	22	30	29	0	104
d. Functional Testing	0	23	22	30	29	0	104
e. New Registered	0	40	13	30	24	0	107
f. Denied	0	2	2	1	1	0	6
g. Pending	95	98	100	116	117	112	112
h. Recertifications	1	18	6	18	13	0	56
2. Reservations							
a. Total Trip Requests	644	10325	9796	10148	9952	1127	41,992
b. Demand Requests	483	4722	4178	4505	4334	826	19,048
c. Active Subscriptions	161	5603	5618	5643	5618	301	22,944
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	644	10,325	9,796	10,148	9,952	1,127	41,992
f. Early Cancellations	74	1098	925	1031	1109	276	4,513
g. Trips Scheduled to Contract Carriers	570	9227	8871	9117	8843	851	37,479
h. Referred to Dedicated Carriers	326	5910	5716	6010	5616	569	24,147
i. Referred to Supplemental Carriers	0	573	585	609	610	0	2,377
j. Referred to Taxi	244	2744	2570	2498	2617	282	10,955
3. Trip Data							
a. Total Trips Completed	373	6636	6537	6709	6506	574	27,335
b. Ambulatory Trips	227	4475	4343	4464	4325	331	18,165
c. Wheelchair/Mobility Aid	123	1686	1666	1742	1698	183	7,098
d. Companions	0	24	23	25	29	1	102
e. Personal Care Attendants	23	447	495	466	445	58	1,934
f. Under 5	0	4	10	12	9	1	36
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	30	308	265	278	264	10	1,155
i. PCA/Companion No Show	88	1172	1042	1117	1045	121	4,585
j. Late Cancel	54	763	699	718	697	98	3,029
k. Unevaluated	20	266	269	249	292	41	1,137
l. Average Weekday Trips	0	1194	1181	1210	1171	331	1,148
m. Average Saturday Trips	373	377	353	383	364	0	370
n. Average Sunday Trips	0	278	274	275	276	241	269
o. Average Time of Trips	0:29	0:34	0:34	0:34	0:33	0:30	0:33
p. Average Trip Mileage	9	10	10	10	10	9	9.97
4. Completed Trip Mode							
a. Van Trip	99	2196	2197	2236	2187	191	9,106
b. Sedan Trip	20	312	308	312	276	13	1,241
c. Supplementary Service Trip	124	2356	2384	2506	2352	215	9,937
d. Taxi Trip	130	1772	1648	1655	1691	155	7,051
5. On-Time Performance							
a. On-Time Trips	356	6302	6219	6284	6047	530	25,738
b. Late Trips	17	334	318	425	459	44	1,597
c. Average Time Late	0:39	0:34	0:32	0:31	0:33	0:26	0:32
d. Maximum Time Late	1:00	2:25	7:59	3:30	6:25	1:00	7:59
e. Late 16 to 29 Minutes	10	263	259	343	358	35	1,268
f. Late 30 to 44 Minutes	2	31	34	42	63	8	180
g. Late 45 to 59 Minutes	5	15	14	24	23	1	82
h. Late 60 to 74 Minutes	0	16	7	2	7	0	32
i. Late 75 to 89 Minutes	0	5	2	8	0	0	15
j. Late 90+ Minutes	0	4	2	6	8	0	20
k. Missed Trips	5	82	59	46	39	7	238
6. Revenue							
a. Total Fare Collected	$840.00	$14,683.44	$14,371.40	$14,868.00	$14,440.80	$1,231.20	$60,434.84

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Prince George's County

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	3568	3567	3612	3653	3693	3699	**3699**
b. Applications Received	0	12	10	50	37	0	**109**
c. Interviews	0	23	17	27	27	0	**94**
d. Functional Testing	0	23	17	27	27	0	**94**
e. New Registered	1	5	27	38	25	0	**96**
f. Denied	0	1	7	0	4	0	**12**
g. Pending	129	132	136	144	159	196	**196**
h. Recertifications	1	0	20	18	20	0	**59**
2. Reservations							
a. Total Trip Requests	923	11246	11370	11154	11214	1334	**47,241**
b. Demand Requests	643	5884	5949	5746	5779	1052	**25,053**
c. Active Subscriptions	280	5362	5421	5408	5435	282	**22,188**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	923	11246	11370	11154	11214	1,334	**47,241**
f. Early Cancellations	88	1176	1362	1399	1405	206	**5,636**
g. Trips Scheduled to Contract Carriers	835	10070	10008	9755	9809	1128	**41,605**
h. Referred to Dedicated Carriers	560	6784	6681	6582	6843	843	**28,293**
i. Referred to Supplemental Carriers	12	113	107	112	93	0	**437**
j. Referred to Taxi	263	3173	3220	3061	2873	285	**12,875**
3. Trip Data							
a. Total Trips Completed	605	7698	7536	7348	7360	781	**31,328**
b. Ambulatory Trips	414	5091	5013	4964	5058	484	**21,024**
c. Wheelchair/Mobility Aid	120	1900	1863	1758	1723	209	**7,573**
d. Companions	5	36	39	41	29	7	**157**
e. Personal Care Attendants	66	638	581	560	524	73	**2,442**
f. Under 5	0	33	40	25	26	8	**132**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. No Show	57	541	522	556	553	61	**2,290**
i. PCA/Companion No Show	67	743	793	737	728	125	**3,193**
j. Late Cancel	86	925	986	888	999	145	**4,029**
k. Unevaluated	11	7,080	84	145	93	5	**7,418**
l. Average Weekday Trips	0	1328	1299	1276	1286	438	**1,256**
m. Average Saturday Trips	604	610	582	582	546	0	**585**
n. Average Sunday Trips	0	425	438	360	368	341	**386**
o. Average Time of Trips	0:29	0:34	0:34	0:35	0:34	0:29	**0:34**
p. Average Trip Mileage	9	11	11	11	11	9	**10.91**
4. Completed Trip Mode							
a. Van Trip	325	4045	3874	3901	4018	423	**16,586**
b. Sedan Trip	46	290	302	276	289	46	**1,249**
c. Supplementary Service Trip	63	923	935	851	892	120	**3,784**
d. Taxi Trip	171	2440	2425	2320	2161	192	**9,709**
5. On-Time Performance							
a. On-Time Trips	537	7062	7119	6905	6904	720	**29,247**
b. Late Trips	68	636	417	443	456	61	**2,081**
c. Average Time Late	0:23	0:28	0:29	0:31	0:31	0:28	**0:28**
d. Maximum Time Late	1:15	2:41	10:08	9:00	15:33	3:25	**15:33**
e. Late 16 to 29 Minutes	55	524	347	346	392	49	**1,713**
f. Late 30 to 44 Minutes	9	58	46	53	36	8	**210**
g. Late 45 to 59 Minutes	3	34	11	16	15	1	**80**
h. Late 60 to 74 Minutes	1	9	2	16	6	0	**34**
i. Late 75 to 89 Minutes	0	8	5	6	3	1	**23**
j. Late 90+ Minutes	0	3	6	6	4	2	**21**
k. Missed Trips	9	83	87	81	76	11	**347**
6. Revenue							
a. Total Fare Collected	$1,282.32	$16,879.92	$16,445.89	$16,027.69	$18,996.55	$1,663.20	**$71,295.57**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: Visitor

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	47	46	43	42	40	40	40
b. Applications Received	0	2	1	1	2	0	6
c. Interviews	0	0	0	0	1	0	1
d. Functional Testing	0	0	0	0	1	0	1
e. New Registered	0	0	0	0	1	0	1
f. Denied	0	0	0	0	0	0	0
g. Pending	12	13	13	13	15	15	15
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	12	89	89	80	91	5	366
b. Demand Requests	9	41	40	36	43	5	174
c. Active Subscriptions	3	48	49	44	48	0	192
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	12	89	89	80	91	5	366
f. Early Cancellations	0	7	7	4	15	1	34
g. Trips Scheduled to Contract Carriers	12	82	82	76	76	4	332
h. Referred to Dedicated Carriers	12	54	54	41	49	1	211
i. Referred to Supplemental Carriers	0	1	1	0	0	0	2
j. Referred to Taxi	0	27	27	35	27	3	119
3. Trip Data							
a. Total Trips Completed	9	69	73	70	69	3	293
b. Ambulatory Trips	2	39	47	48	42	2	180
c. Wheelchair/Mobility Aid	3	28	25	22	26	1	105
d. Companions	1	0	0	0	0	0	1
e. Personal Care Attendants	3	2	1	0	1	0	7
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. No Show	0	1	2	3	0	1	7
i. PCA/Companion No Show	2	3	1	0	1	0	7
j. Late Cancel	1	5	5	2	4	0	17
k. Unevaluated	0	1	0	1	0	0	2
l. Average Weekday Trips	0	13	13	13	13	3	13
m. Average Saturday Trips	9	3	5	3	3	0	5
n. Average Sunday Trips	0	0	1	0	0	0	0
o. Average Time of Trips	0:52	0:45	0:43	0:44	0:41	0:29	0:43
p. Average Trip Mileage	20	16	17	18	14	19	16.37
4. Completed Trip Mode							
a. Van Trip	7	39	41	31	35	1	154
b. Sedan Trip	0	0	1	1	1	0	3
c. Supplementary Service Trip	2	7	8	6	7	0	30
d. Taxi Trip	0	23	23	32	26	2	106
5. On-Time Performance							
a. On-Time Trips	9	62	68	66	63	2	270
b. Late Trips	0	7	5	4	6	1	23
c. Average Time Late	0:00	0:36	0:28	0:39	0:34	0:28	0:27
d. Maximum Time Late	0:00	1:30	0:35	1:05	1:00	0:28	1:30
e. Late 16 to 29 Minutes	0	6	5	2	5	1	19
f. Late 30 to 44 Minutes	0	0	0	1	0	0	1
g. Late 45 to 59 Minutes	0	0	0	1	1	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	1	0	0	0	0	1
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	0	3	1	0	2	0	6
6. Revenue							
a. Total Fare Collected	$14.40	$160.80	$172.80	$168.00	$163.20	$7.20	$686.40

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Initial Monthly Report for May '04

Jurisdiction: All

Weekdays	**21**
Saturdays	**5**
Sundays	**5**

Performance Criteria	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	Month
1. Eligibility							
a. Total Registrants	12,978	13,031	13,165	13,250	13,399	13,399	**13399**
b. Applications Received	1	50	42	136	92	0	**321**
c. Interviews	5	80	70	102	103	0	**360**
d. Functional Testing	5	80	70	102	103	0	**360**
e. New Registered	2	62	105	97	100	1	**367**
f. Denied	0	3	13	4	7	0	**27**
g. Pending	463	473	483	527	569	569	**569**
h. Recertifications	3	24	50	46	66	0	**189**
2. Reservations							
a. Total Trip Requests	2,642	35,130	34,599	34,589	33,987	3,993	**144,940**
b. Demand Requests	1,920	18,162	17,497	17,484	17,071	3,074	**75,208**
c. Active Subscriptions	722	16,968	17,102	17,105	16,916	919	**69,732**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	2,642	35,130	34,598	34,589	33,987	3,993	**144,939**
f. Early Cancellations	235	3,742	3,990	4,060	4,121	788	**16,936**
g. Trips Scheduled to Contract Carriers	2,407	31,388	30,608	30,529	29,866	3,205	**128,003**
h. Referred to Dedicated Carriers	1,637	22,520	21,974	21,926	21,401	2,403	**91,861**
i. Referred to Supplemental Carriers	12	691	698	730	713	0	**2,844**
j. Referred to Taxi	758	8,177	7,936	7,873	7,752	802	**33,298**
3. Trip Data							
a. Total Trips Completed	1,673	23,396	22,910	22,937	22,397	2,176	**95,489**
b. Ambulatory Trips	989	15,196	14,812	15,004	14,736	1,229	**61,966**
c. Wheelchair/Mobility Aid	477	6,141	6,086	5,949	5,836	698	**25,187**
d. Companions	24	119	109	121	107	16	**496**
e. Personal Care Attendants	179	1,855	1,825	1,793	1,639	221	**7,512**
f. Under 5	4	85	78	70	79	12	**328**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. No Show	141	1,390	1,348	1,353	1,339	127	**5,698**
i. PCA/Companion No Show	257	3,016	2,898	2,890	2,769	373	**12,203**
j. Late Cancel	265	2,905	2,785	2,700	2,671	455	**11,781**
k. Unevaluated	49	7,403	423	461	481	56	**8,873**
l. Average Weekday Trips	0	4,101	4,005	4,039	3,960	1,157	**3,890**
m. Average Saturday Trips	1,671	1,670	1,576	1,611	1,470	0	**1,600**
n. Average Sunday Trips	0	1,167	1,262	1,079	1,090	1,013	**1,122**
o. Average Time of Trips	0:31	0:35	0:35	0:34	0:34	0:26	**0:34**
p. Average Trip Mileage	**14.28**	**10.46**	**10.41**	**10.31**	**10.55**	**11.34**	**10.52**
4. Completed Trip Mode							
a. Van Trip	880	12,383	12,124	12,055	11,796	1,134	**50,372**
b. Sedan Trip	109	1,320	1,292	1,291	1,269	127	**5,408**
c. Supplementary Service Trip	241	3,791	3,873	3,878	3,799	423	**16,005**
d. Taxi Trip	443	5,902	5,621	5,713	5,533	492	**23,704**
5. On-Time Performance							
a. On-Time Trips	1,517	21,740	21,581	21,462	20,911	2,020	**89,231**
b. Late Trips	156	1,656	1,329	1,475	1,486	156	**6,258**
c. Average Time Late	0:16	0:33	0:33	0:30	0:29	0:21	**0:27**
d. Maximum Time Late	1:35	2:41	10:08	9:00	15:33	3:25	**15:33**
e. Late 16 to 29 Minutes	111	1,314	1,079	1,184	1,219	122	**5,029**
f. Late 30 to 44 Minutes	25	171	161	146	157	21	**681**
g. Late 45 to 59 Minutes	16	93	47	81	64	8	**309**
h. Late 60 to 74 Minutes	2	43	16	24	21	1	**107**
i. Late 75 to 89 Minutes	2	22	12	21	7	1	**65**
j. Late 90+ Minutes	0	13	14	19	18	3	**67**
k. Missed Trips	22	278	244	188	209	18	**959**
6. Revenue							
a. Total Fare Collected	$3,543.12	$51,155.04	$50,005.59	$50,074.34	$51,838.39	$4,632.00	**$211,248.48**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	
a. Total Fleet Size	174	174	174	174	174	174	**174**
b. Maximum Weekday Vehicles Used	0	156	155	147	151	53	**156**
c. Maximum Saturday Vehicles Used	87	73	79	85	88	0	**88**
d. Maximum Sunday Vehicles Used	0	58	57	59	60	66	**66**
e. Average Weekday Spare Availability	0	-1	-3	7	4	121	**2**
f. Average Weekday Vehicles OOS	18	19	22	20	19	0	**11**

7b. Fleet (Supplemental)							
a. Total Fleet Size	0	4	3	4	5	0	**5**
b. Maximum Weekday Vehicles Used	0	4	3	4	5	0	**5**
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0	**0**
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0	**0**

7c. Fleet (Taxi)							
a. Total Fleet Size	0	43	32	40	37	20	**43**
b. Maximum Weekday Vehicles Used	0	43	32	40	37	20	**43**
c. Maximum Saturday Vehicles Used	43	58	37	19	14	0	**58**
d. Maximum Sunday Vehicles Used	0	46	44	32	41	32	**46**

7d. Fleet (SUMMARY ALL MODES)							
a. Total Fleet Size	174	221	209	218	216	194	**221**
b. Maximum Weekday Vehicles Used	0	203	190	191	193	73	**203**
c. Maximum Saturday Vehicles Used	130	131	116	104	102	0	**131**
d. Maximum Sunday Vehicles Used	0	104	101	91	101	98	**104**
e. Average Weekday Spare Availability	0	-1	-3	7	4	121	**1**
f. Average Weekday Vehicles OOS	18	19	22	20	19	0	**11**

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)							
a. Weekday Service Hours	0	10,734	10,600	10,321	10,451	708	**42,814**
b. Weekday Revenue Hours	0	8,945	8,771	8,616	8,724	579	**35,635**
c. Weekday Deadhead Hours	0	1,789	1,829	1,705	1,727	129	**7,050**
d. Weekday Service Miles	0	169,984	167,661	165,391	170,587	10,813	**684,436**
e.Weekday Revenue Miles	0	140,463	138,065	135,831	140,107	8,530	**562,996**
f. Weekday Deadhead Miles	0	29,521	29,596	29,560	30,480	2,283	**119,157**

8b. Saturday Service Operated (Dedicated)							
a. Saturday Service Hours	869	780	785	884	897	0	**4,215**
b. Saturday Revenue Hours	745	654	642	745	726	0	**3,512**
c. Saturday Deadhead Hours	124	126	143	139	171	0	**703**
d. Saturday Service Miles	15,617	13,542	13,706	15,430	15,270	0	**73,565**
e. Saturday Revenue Miles	12,941	11,085	11,165	12,686	12,229	0	**60,106**
f. Saturday Deadhead Miles	2,676	2,457	2,541	2,744	3,041	0	**13,459**

8c. Sunday Servcice Operated(Dedicated)							
a. Sunday Service Hours	0	570	587	539	551	596	**2,843**
b. Sunday Revenue Hours	0	469	461	435	447	465	**2,277**
c. Sunday Deadhead Hours	0	101	126	104	104	131	**566**
d. Sunday Service Miles	0	10,411	9,963	9,283	9,569	10,241	**49,467**
e. Sunday Revenue Miles	0	8,786	8,092	7,179	7,777	8,322	**40,156**
f. Sunday Deadhead Miles	0	1,625	1,871	2,104	1,792	1,919	**9,311**

8d. Total Service Operated (Dedicated)							
a. Service Hours	869	12,084	11,972	11,744	11,899	1,304	**49,872**
b. Revenue Hours	745	10,068	9,874	9,796	9,897	1,044	**41,424**
c. Deadhead Hours	124	2,016	2,098	1,948	2,002	260	**8,448**
d. Service Miles	15,617	193,937	191,330	190,104	195,426	21,054	**807,468**
e. Revenue Miles	12,941	160,334	157,322	155,696	160,113	16,852	**663,258**
f. Deadhead Miles	2,676	33,603	34,008	34,408	35,313	4,202	**144,210**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	5/1/2004 5/1/2004	5/2/2004 5/8/2004	5/9/2004 5/15/2004	5/16/2004 5/22/2004	5/23/2004 5/29/2004	5/30/2004 5/31/2004	
a. Weekday Service Hours	2	327	326	326	316	0	1,297
b. Weekday Revenue Hours	2	327	326	326	316	0	1,297
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	32	2,999	3,005	3,011	3,170	0	12,217
e.Weekday Revenue Miles	32	2,999	3,005	3,011	3,170	0	12,217
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)							
a. Saturday Service Hours	2	1	1	2	1	0	7
b. Saturday Revenue Hours	2	1	1	2	1	0	7
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	32	22	22	22	16	0	114
e. Saturday Revenue Miles	32	22	22	22	16	0	114
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)							
a. Sunday Service Hours	0	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)							
a. Service Hours	4	328	327	328	317	0	1,304
b. Revenue Hours	4	328	327	328	317	0	1,304
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	64	3,021	3,027	3,033	3,186	0	12,331
e. Revenue Miles	64	3,021	3,027	3,033	3,186	0	12,331
f. Deadhead Miles	0	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)							
a. Weekday Service Hours	238	3,309	3,174	3,240	3,110	104	13,175
b. Weekday Revenue Hours	238	3,309	3,174	3,240	3,110	104	13,175
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	3,962	51,099	48,682	50,865	47,835	1,904	204,347
e.Weekday Revenue Miles	3,962	51,099	48,682	50,865	47,835	1,904	204,347
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)							
a. Saturday Service Hours	238	281	241	161	143	0	1,064
b. Saturday Revenue Hours	238	281	241	161	143	0	1,064
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	3,962	4,731	3,967	2,666	2,329	0	17,655
e. Saturday Revenue Miles	3,962	4,731	3,967	2,666	2,329	0	17,655
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)							
a. Sunday Service Hours	0	223	257	216	197	172	1,065
b. Sunday Revenue Hours	0	223	257	216	197	172	1,065
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	3,956	4,522	3,829	3,572	3,095	18,974
e. Sunday Revenue Miles	0	3,956	4,522	3,829	3,572	3,095	18,974
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

10d. Total Service Operated (Taxi)							
a. Service Hours	476	3,813	3,672	3,617	3,450	276	15,304
b. Revenue Hours	476	3,813	3,672	3,617	3,450	276	15,304
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	7,924	59,786	57,171	57,360	53,736	4,999	240,976
e. Revenue Miles	7,924	59,786	57,171	57,360	53,736	4,999	240,976
f. Deadhead Miles	0	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)							
a. Service Hours	1,349	16,225	15,971	15,689	15,666	1,580	**66,480**
b. Revenue Hours	1,225	14,209	13,873	13,741	13,664	1,320	**58,032**
c. Deadhead Hours	124	2,016	2,098	1,948	2,002	260	**8,448**
d. Service Miles	23,605	256,744	251,528	250,497	252,348	26,053	**1,060,775**
e. Revenue Miles	20,929	223,141	217,520	216,089	217,035	21,851	**916,565**
f. Deadhead Miles	2,676	33,603	34,008	34,408	35,313	4,202	**144,210**

As of 6/1/2005

June 2004

LogistiCare Final Monthly Report for June '04

Jurisdiction: Alexandria

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	181	185	188	188	188	188
b. Applications Received	3	2	1	4	0	10
c. Interviews	2	4	2	2	0	10
d. Functional Testing	2	4	2	2	0	10
e. New Registered	0	4	4	0	1	9
f. Denied	0	0	0	0	0	0
g. Pending	10	10	11	14	14	14
h. Recertifications	0	1	0	0	0	1
2. Reservations						
a. Total Trip Requests	336	353	429	417	250	1,785
b. Demand Requests	193	191	252	236	161	1,033
c. Active Subscriptions	143	162	177	181	89	752
d. Trips Denied	0	0	0	0	0	0
e. Reservations	336	353	429	417	250	1,785
f. Early Cancellations	65	69	83	96	57	370
g. Trips Scheduled to Contract Carriers	271	284	346	321	193	1,415
h. Referred to Dedicated Carriers	203	212	242	247	148	1,052
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	68	72	104	74	45	363
3. Trip Data						
a. Total Trips Completed	213	207	259	257	153	1,089
b. Ambulatory Trips	156	139	178	182	96	751
c. Wheelchair/Mobility Aid	47	57	69	69	45	287
d. Companions	1	0	0	2	1	4
e. Personal Care Attendants	9	10	12	4	11	46
f. Under 5	0	1	0	0	0	1
g. WMATA Employee	0	0	0	0	0	0
h. No Show	20	23	23	21	6	93
i. PCA/Companion No Show	11	14	24	9	8	66
j. Late Cancel	27	34	31	28	24	144
k. Unevaluated	0	4	6	6	1	17
l. Average Weekday Trips	46	34	46	44	47	43
m. Average Saturday Trips	28	23	24	24	0	25
n. Average Sunday Trips	0	10	3	12	11	9
o. Average Time of Trips	0:40	0:37	0:38	0:37	0:35	0:37
p. Average Trip Mileage	14	13	13	13	12	13
4. Completed Trip Mode						
a. Van Trip	143	140	180	199	117	779
b. Sedan Trip	1	1	1	2	2	7
c. Supplementary Service Trip	14	12	6	1	0	33
d. Taxi Trip	55	54	72	55	34	270
5. On-Time Performance						
a. On-Time Trips	203	200	233	240	142	1,018
b. Late Trips	10	7	26	17	11	71
c. Average Time Late	0:32	0:26	0:31	0:31	0:21	0:28
d. Maximum Time Late	0:55	0:35	1:12	1:02	0:45	1:12
e. Late 16 to 29 Minutes	7	7	21	14	10	59
f. Late 30 to 44 Minutes	3	0	3	2	1	9
g. Late 45 to 59 Minutes	0	0	2	1	0	3
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	2	3	0	1	6
6. Revenue						
a. Total Fare Collected	$477.60	$463.20	$583.20	$604.80	$355.00	$2,483.80

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Arlington

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	847	852	853	855	855	855
b. Applications Received	11	6	7	19	2	45
c. Interviews	4	3	2	3	5	17
d. Functional Testing	4	3	2	3	5	17
e. New Registered	2	5	4	0	0	11
f. Denied	0	0	0	0	1	1
g. Pending	38	42	45	59	60	60
h. Recertifications	2	0	1	2	2	7
2. Reservations						
a. Total Trip Requests	328	360	363	291	146	1,488
b. Demand Requests	238	255	244	174	94	1,005
c. Active Subscriptions	90	105	119	117	52	483
d. Trips Denied	0	0	0	0	0	0
e. Reservations	328	360	363	291	146	1,488
f. Early Cancellations	29	38	31	39	13	150
g. Trips Scheduled to Contract Carriers	299	322	332	252	133	1,338
h. Referred to Dedicated Carriers	199	222	246	182	91	940
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	100	100	86	70	42	398
3. Trip Data						
a. Total Trips Completed	209	227	239	186	107	968
b. Ambulatory Trips	162	162	169	141	74	708
c. Wheelchair/Mobility Aid	24	41	46	42	24	177
d. Companions	1	5	5	0	1	12
e. Personal Care Attendants	22	19	19	3	8	71
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	21	28	18	20	12	99
i. PCA/Companion No Show	32	24	32	22	3	113
j. Late Cancel	31	36	30	22	7	126
k. Unevaluated	2	5	9	2	4	22
l. Average Weekday Trips	43	36	38	29	31	34
m. Average Saturday Trips	37	28	25	15	0	26
n. Average Sunday Trips	0	18	20	22	14	19
o. Average Time of Trips	0:28	0:30	0:27	0:32	0:28	0:29
p. Average Trip Mileage	10	8	7	9	7	8
4. Completed Trip Mode						
a. Van Trip	136	154	179	134	73	676
b. Sedan Trip	0	1	1	2	0	4
c. Supplementary Service Trip	3	1	3	1	0	8
d. Taxi Trip	70	71	56	49	34	280
5. On-Time Performance						
a. On-Time Trips	201	207	226	179	101	914
b. Late Trips	8	20	13	7	6	54
c. Average Time Late	0:27	0:26	0:28	0:33	0:39	0:30
d. Maximum Time Late	0:40	1:06	0:51	0:48	0:55	1:06
e. Late 16 to 29 Minutes	8	18	11	5	4	46
f. Late 30 to 44 Minutes	0	1	2	2	2	7
g. Late 45 to 59 Minutes	0	1	0	0	0	1
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	4	2	4	0	0	10
6. Revenue						
a. Total Fare Collected	$446.54	$492.00	$504.24	$439.20	$224.90	$2,106.88

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: District of Columbia

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	3669	3694	3702	3720	3714	3714
b. Applications Received	24	29	20	17	1	91
c. Interviews	13	29	17	25	27	111
d. Functional Testing	13	29	17	25	27	111
e. New Registered	5	14	10	10	3	42
f. Denied	0	1	1	2	1	5
g. Pending	159	171	185	197	197	197
h. Recertifications	8	11	3	10	2	34
2. Reservations						
a. Total Trip Requests	6320	7804	8265	8033	4532	34,954
b. Demand Requests	3904	5182	5111	4914	2703	21,814
c. Active Subscriptions	2416	2622	3154	3119	1829	13,140
d. Trips Denied	0	0	0	0	0	0
e. Reservations	6320	7804	8265	8033	4532	34,954
f. Early Cancellations	638	887	1008	976	530	4,039
g. Trips Scheduled to Contract Carriers	5682	6917	7257	7057	4002	30,915
h. Referred to Dedicated Carriers	4929	5956	6127	6047	3512	26,571
i. Referred to Supplemental Carriers	2	8	2	6	7	25
j. Referred to Taxi	751	953	1128	1004	483	4,319
3. Trip Data						
a. Total Trips Completed	4098	4938	5220	5070	2846	22,172
b. Ambulatory Trips	2320	2713	2930	2789	1611	12,363
c. Wheelchair/Mobility Aid	1315	1628	1684	1681	888	7,196
d. Companions	14	34	42	28	25	143
e. Personal Care Attendants	432	545	533	544	302	2,356
f. Under 5	17	17	31	27	16	108
g. WMATA Employee	0	1	0	1	4	6
h. No Show	318	422	451	378	267	1,836
i. PCA/Companion No Show	550	656	746	770	439	3,161
j. Late Cancel	657	814	757	716	415	3,359
k. Unevaluated	22	25	44	75	25	191
l. Average Weekday Trips	913	821	897	866	838	861
m. Average Saturday Trips	446	458	407	398	0	427
n. Average Sunday Trips	0	371	325	339	330	341
o. Average Time of Trips	0:32	0:32	0:32	0:31	0:32	0:31
p. Average Trip Mileage	6	6	6	6	6	6
4. Completed Trip Mode						
a. Van Trip	2572	3160	3260	3295	1851	14,138
b. Sedan Trip	548	676	750	708	442	3,124
c. Supplementary Service Trip	456	448	408	357	213	1,882
d. Taxi Trip	522	654	802	710	340	3,028
5. On-Time Performance						
a. On-Time Trips	3801	4575	4820	4682	2719	20,597
b. Late Trips	297	363	400	388	127	1,575
c. Average Time Late	0:29	0:28	0:28	0:26	0:28	0:27
d. Maximum Time Late	2:19	2:45	2:14	1:51	2:32	2:45
e. Late 16 to 29 Minutes	227	297	334	319	111	1,288
f. Late 30 to 44 Minutes	44	35	40	42	7	168
g. Late 45 to 59 Minutes	20	24	13	18	6	81
h. Late 60 to 74 Minutes	2	2	9	6	2	21
i. Late 75 to 89 Minutes	2	4	2	2	0	10
j. Late 90+ Minutes	2	1	2	1	1	7
k. Missed Trips	37	62	39	48	10	196
6. Revenue						
a. Total Fare Collected	$8,712.24	$10,382.74	$11,025.60	$10,665.84	$6,169.00	$46,955.42

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Falls Church

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	31	31	31	31	31	31
b. Applications Received	1	0	1	1	0	3
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	3	3	3	3	3	3
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	74	86	96	94	79	429
b. Demand Requests	26	34	28	20	33	141
c. Active Subscriptions	48	52	68	74	46	288
d. Trips Denied	0	0	0	0	0	0
e. Reservations	74	86	96	94	79	429
f. Early Cancellations	3	1	4	3	18	29
g. Trips Scheduled to Contract Carriers	71	85	92	91	61	400
h. Referred to Dedicated Carriers	40	46	62	56	41	245
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	31	39	30	35	20	155
3. Trip Data						
a. Total Trips Completed	60	72	72	76	48	328
b. Ambulatory Trips	58	70	71	75	43	317
c. Wheelchair/Mobility Aid	2	2	0	0	2	6
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	0	0	1	1	3	5
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	5	6	9	3	24
i. PCA/Companion No Show	0	0	0	0	0	0
j. Late Cancel	8	4	12	3	9	36
k. Unevaluated	2	3	1	2	1	9
l. Average Weekday Trips	14	13	12	13	14	13
m. Average Saturday Trips	4	3	8	4	0	5
n. Average Sunday Trips	0	2	2	3	4	3
o. Average Time of Trips	0:30	0:33	0:32	0:37	0:35	0:33
p. Average Trip Mileage	10	10	12	12	11	11
4. Completed Trip Mode						
a. Van Trip	32	41	48	49	31	201
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	1	0	1
d. Taxi Trip	28	31	24	26	17	126
5. On-Time Performance						
a. On-Time Trips	59	69	68	72	45	313
b. Late Trips	1	3	4	4	3	15
c. Average Time Late	0:30	0:24	0:38	0:46	0:27	0:33
d. Maximum Time Late	0:30	0:29	1:10	1:00	0:33	1:10
e. Late 16 to 29 Minutes	1	3	2	1	3	10
f. Late 30 to 44 Minutes	0	0	1	1	0	2
g. Late 45 to 59 Minutes	0	0	1	2	0	3
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	1	1	1	0	3
6. Revenue						
a. Total Fare Collected	$144.00	$172.80	$170.40	$180.00	$112.50	$779.70

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Fairfax City

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	28	28	28	28	28	28
b. Applications Received	0	0	1	4	0	5
c. Interviews	0	0	0	0	1	1
d. Functional Testing	0	0	0	0	1	1
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	3	3	3	3	3	3
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	46	52	50	46	25	219
b. Demand Requests	25	29	27	22	13	116
c. Active Subscriptions	21	23	23	24	12	103
d. Trips Denied	0	0	0	0	0	0
e. Reservations	46	52	50	46	25	219
f. Early Cancellations	2	9	2	2	2	17
g. Trips Scheduled to Contract Carriers	44	43	48	44	23	202
h. Referred to Dedicated Carriers	27	26	35	35	15	138
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	17	17	13	9	8	64
3. Trip Data						
a. Total Trips Completed	30	37	40	33	19	159
b. Ambulatory Trips	7	11	11	10	5	44
c. Wheelchair/Mobility Aid	19	23	25	21	13	101
d. Companions	1	0	0	0	0	1
e. Personal Care Attendants	3	3	4	2	1	13
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	4	0	1	1	1	7
i. PCA/Companion No Show	7	4	6	4	0	21
j. Late Cancel	3	0	1	5	1	10
k. Unevaluated	0	1	0	1	2	4
l. Average Weekday Trips	7	7	7	5	6	6
m. Average Saturday Trips	2	2	3	4	0	3
n. Average Sunday Trips	0	0	2	0	0	1
o. Average Time of Trips	0:32	0:31	0:32	0:30	0:31	0:31
p. Average Trip Mileage	9	9	10	10	13	10
4. Completed Trip Mode						
a. Van Trip	20	23	30	26	12	111
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	10	14	10	7	7	48
5. On-Time Performance						
a. On-Time Trips	25	32	36	29	19	141
b. Late Trips	5	5	4	4	0	18
c. Average Time Late	0:25	0:31	0:34	0:17	0:00	0:21
d. Maximum Time Late	1:00	1:00	0:54	0:33	0:00	1:00
e. Late 16 to 29 Minutes	4	3	3	4	0	14
f. Late 30 to 44 Minutes	0	1	1	0	0	2
g. Late 45 to 59 Minutes	1	1	0	0	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	1	0	0	0	1
6. Revenue						
a. Total Fare Collected	$62.40	$81.60	$86.40	$74.40	$42.50	$347.30

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Fairfax County

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	1341	1356	1361	1362	1363	1363
b. Applications Received	9	9	2	14	1	35
c. Interviews	13	6	9	4	1	33
d. Functional Testing	13	6	9	4	1	33
e. New Registered	3	14	5	0	0	22
f. Denied	0	0	0	0	1	1
g. Pending	72	75	77	88	88	88
h. Recertifications	1	2	5	1	4	13
2. Reservations						
a. Total Trip Requests	3214	3827	4126	3927	2386	17,480
b. Demand Requests	1471	1951	1893	1683	1054	8,052
c. Active Subscriptions	1743	1876	2233	2244	1332	9,428
d. Trips Denied	0	0	0	0	0	0
e. Reservations	3214	3827	4126	3927	2386	17,480
f. Early Cancellations	497	643	575	595	368	2,678
g. Trips Scheduled to Contract Carriers	2717	3184	3551	3332	2018	14,802
h. Referred to Dedicated Carriers	1910	2321	2574	2392	1416	10,613
i. Referred to Supplemental Carriers	0	2	0	1	0	3
j. Referred to Taxi	807	861	977	939	602	4,186
3. Trip Data						
a. Total Trips Completed	2216	2523	2865	2692	1629	11,925
b. Ambulatory Trips	1662	1849	2070	1967	1158	8,706
c. Wheelchair/Mobility Aid	431	542	622	547	368	2,510
d. Companions	17	21	22	13	6	79
e. Personal Care Attendants	100	99	143	155	90	587
f. Under 5	6	12	8	10	7	43
g. WMATA Employee	0	0	0	0	0	0
h. No Show	114	124	119	148	77	582
i. PCA/Companion No Show	159	208	209	169	120	865
j. Late Cancel	168	263	268	267	141	1,107
k. Unevaluated	36	46	71	35	38	226
l. Average Weekday Trips	526	463	520	494	508	499
m. Average Saturday Trips	109	124	172	138	0	136
n. Average Sunday Trips	0	81	92	83	104	90
o. Average Time of Trips	0:37	0:34	0:36	0:35	0:35	0:35
p. Average Trip Mileage	13	12	12	12	12	12
4. Completed Trip Mode						
a. Van Trip	1551	1858	2122	1954	1147	8,632
b. Sedan Trip	1	2	3	4	8	18
c. Supplementary Service Trip	25	24	10	2	0	61
d. Taxi Trip	639	639	730	732	474	3,214
5. On-Time Performance						
a. On-Time Trips	2099	2384	2647	2520	1518	11,168
b. Late Trips	117	139	218	172	111	757
c. Average Time Late	0:28	0:28	0:31	0:30	0:30	0:29
d. Maximum Time Late	1:50	1:45	2:10	1:40	1:48	2:10
e. Late 16 to 29 Minutes	96	108	172	142	89	607
f. Late 30 to 44 Minutes	8	22	28	16	10	84
g. Late 45 to 59 Minutes	9	6	15	9	6	45
h. Late 60 to 74 Minutes	2	0	1	3	5	11
i. Late 75 to 89 Minutes	0	2	0	2	0	4
j. Late 90+ Minutes	2	1	2	0	1	6
k. Missed Trips	24	20	19	21	13	97
6. Revenue						
a. Total Fare Collected	$4,999.44	$6,002.40	$6,475.22	$6,283.54	$3,811.60	$27,572.20

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Montgomery County

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	3468	3485	3507	3534	3565	3565
b. Applications Received	31	64	16	28	1	140
c. Interviews	29	28	37	40	15	149
d. Functional Testing	29	28	37	40	15	149
e. New Registered	19	10	26	22	26	103
f. Denied	0	2	2	1	6	11
g. Pending	107	126	127	143	143	143
h. Recertifications	9	9	8	10	14	50
2. Reservations						
a. Total Trip Requests	7,787	9810	10227	10090	5825	43,739
b. Demand Requests	3433	5022	4589	4519	2460	20,023
c. Active Subscriptions	4354	4788	5638	5571	3365	23,716
d. Trips Denied	0	0	0	0	0	0
e. Reservations	7,787	9,810	10,227	10,090	5,825	43,739
f. Early Cancellations	818	1154	1162	1259	745	5,138
g. Trips Scheduled to Contract Carriers	6969	8656	9065	8831	5080	38,601
h. Referred to Dedicated Carriers	4455	5502	5622	5504	3245	24,328
i. Referred to Supplemental Carriers	491	574	574	583	358	2,580
j. Referred to Taxi	2023	2580	2869	2744	1477	11,693
3. Trip Data						
a. Total Trips Completed	5163	6268	6345	6397	3743	27,916
b. Ambulatory Trips	3412	4161	4238	4145	2432	18,388
c. Wheelchair/Mobility Aid	1364	1625	1648	1662	976	7,275
d. Companions	17	31	17	12	4	81
e. Personal Care Attendants	367	443	433	572	323	2,138
f. Under 5	2	8	9	6	8	33
g. WMATA Employee	1	0	0	0	0	1
h. No Show	192	343	329	311	174	1,349
i. PCA/Companion No Show	825	1017	1121	1023	600	4,586
j. Late Cancel	526	698	911	710	393	3,238
k. Unevaluated	219	282	316	342	152	1,311
l. Average Weekday Trips	1203	1124	1138	1158	1160	1,150
m. Average Saturday Trips	351	373	386	321	0	358
n. Average Sunday Trips	0	275	269	282	262	272
o. Average Time of Trips	0:33	0:32	0:32	0:33	0:34	0:32
p. Average Trip Mileage	10	10	10	10	10	10
4. Completed Trip Mode						
a. Van Trip	1756	2005	2076	2073	1263	9,173
b. Sedan Trip	274	335	374	347	211	1,541
c. Supplementary Service Trip	1799	2185	2064	2121	1244	9,413
d. Taxi Trip	1334	1743	1831	1856	1025	7,789
5. On-Time Performance						
a. On-Time Trips	4931	5978	5922	5850	3453	26,134
b. Late Trips	232	290	423	547	290	1,782
c. Average Time Late	0:31	0:33	0:32	0:31	0:32	0:31
d. Maximum Time Late	3:20	9:59	3:09	3:18	5:40	9:59
e. Late 16 to 29 Minutes	188	228	336	425	219	1,396
f. Late 30 to 44 Minutes	27	36	40	57	37	197
g. Late 45 to 59 Minutes	9	18	28	41	19	115
h. Late 60 to 74 Minutes	6	1	8	9	6	30
i. Late 75 to 89 Minutes	0	3	4	6	2	15
j. Late 90+ Minutes	2	4	7	9	7	29
k. Missed Trips	44	48	43	48	18	201
6. Revenue						
a. Total Fare Collected	$11,450.40	$14,284.90	$14,071.30	$15,888.40	$8,473.40	$64,168.40

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Fairfax County

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	1354	1370	1375	1371	1381	**1381**
b. Applications Received	0	2	28	12	8	**50**
c. Interviews	9	11	11	15	6	**52**
d. Functional Testing	9	11	11	15	6	**52**
e. New Registered	0	6	3	0	8	**17**
f. Denied	0	0	0	0	0	**0**
g. Pending	70	70	80	85	90	**90**
h. Recertifications	0	11	6	1	3	**21**
2. Reservations						
a. Total Trip Requests	1670	3518	3921	3973	4093	**17,175**
b. Demand Requests	822	1814	1782	1866	1999	**8,283**
c. Active Subscriptions	848	1704	2139	2107	2094	**8,892**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	1670	3518	3921	3973	4093	**17,175**
f. Early Cancellations	299	584	532	569	668	**2,652**
g. Trips Scheduled to Contract Carriers	1371	2934	3389	3404	3425	**14,523**
h. Referred to Dedicated Carriers	999	2123	2521	2479	2515	**10,637**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	372	811	868	925	910	**3,886**
3. Trip Data						
a. Total Trips Completed	1062	2324	2757	2733	2779	**11,655**
b. Ambulatory Trips	773	1658	2015	1960	1962	**8,368**
c. Wheelchair/Mobility Aid	220	485	583	565	609	**2,462**
d. Companions	14	24	11	20	26	**95**
e. Personal Care Attendants	50	154	143	181	174	**702**
f. Under 5	5	3	5	7	8	**28**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	72	110	140	122	127	**571**
i. PCA/Companion No Show	99	183	219	213	212	**926**
j. Late Cancel	111	282	238	276	243	**1,150**
k. Unevaluated	13	21	23	27	37	**121**
l. Average Weekday Trips	471	418	504	504	508	**482**
m. Average Saturday Trips	119	141	127	127	138	**130**
n. Average Sunday Trips	0	93	106	85	97	**95**
o. Average Time of Trips	0:34	0:34	0:35	0:36	0:36	**0:35**
p. Average Trip Mileage	12	12	12	13	13	**12**
4. Completed Trip Mode						
a. Van Trip	789	1682	2049	2013	2038	**8,571**
b. Sedan Trip	1	3	1	2	3	**10**
c. Supplementary Service Trip	0	1	1	2	2	**6**
d. Taxi Trip	272	638	706	716	736	**3,068**
5. On-Time Performance						
a. On-Time Trips	993	2202	2595	2560	2507	**10,857**
b. Late Trips	69	122	162	173	272	**798**
c. Average Time Late	0:35	0:35	0:35	0:31	0:29	**0:33**
d. Maximum Time Late	3:30	2:38	2:50	2:45	1:54	**3:30**
e. Late 16 to 29 Minutes	51	84	126	137	217	**615**
f. Late 30 to 44 Minutes	11	23	14	21	26	**95**
g. Late 45 to 59 Minutes	3	10	11	11	13	**48**
h. Late 60 to 74 Minutes	2	3	4	0	9	**18**
i. Late 75 to 89 Minutes	0	0	3	3	6	**12**
j. Late 90+ Minutes	2	2	4	1	1	**10**
k. Missed Trips	14	14	12	33	27	**100**
6. Revenue						
a. Total Fare Collected	$2,477.00	$5,362.51	$6,505.33	$6,320.00	$6,447.90	**$27,112.74**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Montgomery County

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	3555	3555	3581	3579	3609	**3609**
b. Applications Received	2	14	3	81	15	**115**
c. Interviews	22	20	37	18	18	**115**
d. Functional Testing	22	20	37	18	18	**115**
e. New Registered	8	1	17	2	19	**47**
f. Denied	0	0	2	0	1	**3**
g. Pending	126	128	129	176	190	**190**
h. Recertifications	7	2	16	0	14	**39**
2. Reservations						
a. Total Trip Requests	4,115	8744	10295	10059	9954	**43,167**
b. Demand Requests	1972	4107	4788	4466	4418	**19,751**
c. Active Subscriptions	2143	4637	5507	5593	5536	**23,416**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	4,115	8,744	10,295	10,059	9,954	**43,167**
f. Early Cancellations	508	1055	1289	1152	1075	**5,079**
g. Trips Scheduled to Contract Carriers	3607	7689	9006	8907	8879	**38,088**
h. Referred to Dedicated Carriers	2464	5101	5939	5744	5763	**25,011**
i. Referred to Supplemental Carriers	238	471	582	526	540	**2,357**
j. Referred to Taxi	905	2117	2485	2637	2576	**10,720**
3. Trip Data						
a. Total Trips Completed	2577	5452	6544	6778	6680	**28,031**
b. Ambulatory Trips	1697	3514	4188	4179	4085	**17,663**
c. Wheelchair/Mobility Aid	661	1432	1703	1657	1692	**7,145**
d. Companions	11	23	24	15	7	**80**
e. Personal Care Attendants	200	475	623	921	885	**3,104**
f. Under 5	6	8	6	6	11	**37**
g. WMATA Employee	2	0	0	0	0	**2**
h. No Show	158	301	317	253	294	**1,323**
i. PCA/Companion No Show	446	920	1074	934	881	**4,255**
j. Late Cancel	262	703	738	639	715	**3,057**
k. Unevaluated	149	289	281	248	237	**1,204**
l. Average Weekday Trips	1117	980	1183	1229	1208	**1,147**
m. Average Saturday Trips	343	349	384	358	384	**364**
n. Average Sunday Trips	0	201	243	273	254	**243**
o. Average Time of Trips	0:33	0:33	0:33	0:33	0:33	**0:33**
p. Average Trip Mileage	10	10	10	10	10	**10**
4. Completed Trip Mode						
a. Van Trip	951	1937	2246	2153	2166	**9,453**
b. Sedan Trip	145	278	357	373	281	**1,434**
c. Supplementary Service Trip	880	1847	2244	2250	2261	**9,482**
d. Taxi Trip	601	1390	1697	2002	1972	**7,662**
5. On-Time Performance						
a. On-Time Trips	2414	5161	6179	6412	6165	**26,331**
b. Late Trips	163	291	365	366	515	**1,700**
c. Average Time Late	0:33	0:32	0:31	0:32	0:30	**0:31**
d. Maximum Time Late	2:15	2:47	2:05	2:25	2:27	**2:47**
e. Late 16 to 29 Minutes	118	221	268	281	392	**1,280**
f. Late 30 to 44 Minutes	26	34	47	48	68	**223**
g. Late 45 to 59 Minutes	11	16	25	22	30	**104**
h. Late 60 to 74 Minutes	4	5	15	2	10	**36**
i. Late 75 to 89 Minutes	2	4	6	2	3	**17**
j. Late 90+ Minutes	2	11	4	11	12	**40**
k. Missed Trips	15	24	52	55	72	**218**
6. Revenue						
a. Total Fare Collected	$5,852.40	$12,322.50	$14,677.76	$14,582.40	$14,412.50	**$61,847.56**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Prince George's County

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	3742	3701	3849	3853	3884	3884
b. Applications Received	10	19	37	28	34	128
c. Interviews	11	27	37	35	50	160
d. Functional Testing	11	27	37	35	50	160
e. New Registered	0	14	86	5	24	129
f. Denied	1	6	6	0	4	17
g. Pending	157	163	177	186	202	202
h. Recertifications	6	13	7	2	10	38
2. Reservations						
a. Total Trip Requests	4774	10764	11837	11580	11549	50,504
b. Demand Requests	2705	6348	6489	6151	6131	27,824
c. Active Subscriptions	2069	4416	5348	5429	5418	22,680
d. Trips Denied	0	0	0	0	0	0
e. Reservations	4774	10764	11837	11580	11549	50,504
f. Early Cancellations	677	1596	1473	1427	1457	6,630
g. Trips Scheduled to Contract Carriers	4097	9168	10364	10153	10092	43,874
h. Referred to Dedicated Carriers	2936	6218	7116	7126	7057	30,453
i. Referred to Supplemental Carriers	36	258	284	76	76	730
j. Referred to Taxi	1125	2692	2964	2951	2959	12,691
3. Trip Data						
a. Total Trips Completed	2986	6788	7867	7659	7725	33,025
b. Ambulatory Trips	1964	4491	5168	5037	5067	21,727
c. Wheelchair/Mobility Aid	775	1695	1964	1903	1927	8,264
d. Companions	13	25	39	26	28	131
e. Personal Care Attendants	221	565	644	658	681	2,769
f. Under 5	13	12	51	35	22	133
g. WMATA Employee	0	0	1	0	0	1
h. No Show	263	496	505	526	497	2,287
i. PCA/Companion No Show	325	747	864	856	803	3,595
j. Late Cancel	420	977	953	913	873	4,136
k. Unevaluated	62	100	101	103	117	483
l. Average Weekday Trips	1236	1168	1372	1342	1359	1,304
m. Average Saturday Trips	513	573	527	530	537	536
n. Average Sunday Trips	0	372	478	417	390	414
o. Average Time of Trips	0:34	0:34	0:35	0:35	0:35	0:34
p. Average Trip Mileage	11	11	11	11	11	11
4. Completed Trip Mode						
a. Van Trip	2006	4203	4946	4954	5019	21,128
b. Sedan Trip	95	203	194	206	168	866
c. Supplementary Service Trip	63	326	377	189	192	1,147
d. Taxi Trip	822	2056	2350	2310	2346	9,884
5. On-Time Performance						
a. On-Time Trips	2797	6392	7357	7140	7151	30,837
b. Late Trips	189	396	510	519	574	2,188
c. Average Time Late	0:28	0:30	0:27	0:27	0:27	0:27
d. Maximum Time Late	1:37	2:04	2:53	2:10	1:55	2:53
e. Late 16 to 29 Minutes	149	314	424	430	483	1,800
f. Late 30 to 44 Minutes	24	47	60	60	56	247
g. Late 45 to 59 Minutes	10	27	17	18	23	95
h. Late 60 to 74 Minutes	4	2	5	4	7	22
i. Late 75 to 89 Minutes	2	4	0	2	4	12
j. Late 90+ Minutes	0	2	4	5	1	12
k. Missed Trips	41	60	74	96	77	348
6. Revenue						
a. Total Fare Collected	$6,818.50	$15,361.10	$17,797.23	$17,337.10	$17,300.03	$74,613.96

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Visitor

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	38	39	39	37	36	36
b. Applications Received	1	1	4	0	2	8
c. Interviews	0	2	0	0	0	2
d. Functional Testing	0	2	0	0	0	2
e. New Registered	0	1	1	0	1	3
f. Denied	0	1	1	0	0	2
g. Pending	19	19	22	22	24	24
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	38	84	92	94	72	380
b. Demand Requests	17	46	43	46	25	177
c. Active Subscriptions	21	38	49	48	47	203
d. Trips Denied	0	0	0	0	0	0
e. Reservations	38	84	92	94	72	380
f. Early Cancellations	6	21	18	11	14	70
g. Trips Scheduled to Contract Carriers	32	63	74	83	58	310
h. Referred to Dedicated Carriers	24	41	66	50	44	225
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	8	22	8	33	14	85
3. Trip Data						
a. Total Trips Completed	26	58	66	75	54	279
b. Ambulatory Trips	13	31	37	46	39	166
c. Wheelchair/Mobility Aid	10	27	27	22	15	101
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	3	0	2	7	0	12
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	0	2	2	0	0	4
i. PCA/Companion No Show	0	0	0	0	0	0
j. Late Cancel	6	3	6	4	3	22
k. Unevaluated	0	0	0	1	1	2
l. Average Weekday Trips	11	10	12	14	9	11
m. Average Saturday Trips	3	4	2	3	5	3
n. Average Sunday Trips	0	0	0	0	0	0
o. Average Time of Trips	0:37	0:39	0:40	0:39	0:35	0:38
p. Average Trip Mileage	11	12	16	16	13	14
4. Completed Trip Mode						
a. Van Trip	14	37	55	46	41	193
b. Sedan Trip	0	1	1	0	0	2
c. Supplementary Service Trip	4	1	2	0	0	7
d. Taxi Trip	8	19	8	29	13	77
5. On-Time Performance						
a. On-Time Trips	25	56	60	70	50	261
b. Late Trips	1	2	6	5	4	18
c. Average Time Late	1:15	0:57	0:44	0:32	0:23	0:46
d. Maximum Time Late	1:15	1:14	2:00	1:18	0:35	2:00
e. Late 16 to 29 Minutes	0	1	4	3	4	12
f. Late 30 to 44 Minutes	0	0	1	0	0	1
g. Late 45 to 59 Minutes	0	1	0	0	0	1
h. Late 60 to 74 Minutes	1	0	0	2	0	3
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	1	0	0	1
k. Missed Trips	0	0	0	3	0	3
6. Revenue						
a. Total Fare Collected	$57.50	$145.00	$157.50	$170.00	$135.00	$665.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: All

Weekdays	22
Saturdays	5
Sundays	4

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	13,480	13,455	13,656	13,644	13,744	**13,744**
b. Applications Received	16	56	135	148	130	**485**
c. Interviews	51	80	123	111	117	**482**
d. Functional Testing	51	80	123	111	117	**482**
e. New Registered	34	31	128	10	86	**289**
f. Denied	3	7	11	0	11	**32**
g. Pending	603	619	676	749	845	**845**
h. Recertifications	22	31	46	4	36	**139**
2. Reservations						
a. Total Trip Requests	14,435	31,380	35,194	34,653	34,333	**149,995**
b. Demand Requests	7,963	17,789	18,799	18,149	17,954	**80,654**
c. Active Subscriptions	6,472	13,591	16,395	16,504	16,379	**69,341**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	14,435	31,380	35,194	34,653	34,333	**149,995**
f. Early Cancellations	1,969	4,320	4,483	4,301	4,109	**19,182**
g. Trips Scheduled to Contract Carriers	12,466	27,060	30,711	30,352	30,224	**130,813**
h. Referred to Dedicated Carriers	9,302	19,446	22,315	22,059	22,009	**95,131**
i. Referred to Supplemental Carriers	276	829	959	610	616	**3,290**
j. Referred to Taxi	2,888	6,785	7,437	7,683	7,599	**32,392**
3. Trip Data						
a. Total Trips Completed	9,064	19,765	22,891	22,914	22,823	**97,457**
b. Ambulatory Trips	5,755	12,560	14,713	14,457	14,363	**61,848**
c. Wheelchair/Mobility Aid	2,449	5,285	6,010	5,922	5,953	**25,619**
d. Companions	65	123	106	91	107	**492**
e. Personal Care Attendants	757	1,745	1,982	2,371	2,335	**9,190**
f. Under 5	36	52	78	71	65	**302**
g. WMATA Employee	2	0	2	2	0	**6**
h. No Show	685	1,293	1,420	1,320	1,292	**6,010**
i. PCA/Companion No Show	1,194	2,523	2,958	2,725	2,642	**12,042**
j. Late Cancel	1,169	2,895	2,815	2,698	2,790	**12,367**
k. Unevaluated	260	454	450	450	452	**2,066**
l. Average Weekday Trips	3,813	3,440	4,032	4,055	4,028	**3,882**
m. Average Saturday Trips	1,431	1,536	1,486	1,465	1,561	**1,496**
n. Average Sunday Trips	0	1,012	1,222	1,158	1,097	**1,122**
o. Average Time of Trips	0:31	0:32	0:33	0:34	0:33	**0:33**
p. Average Trip Mileage	11.57	11.24	10.99	11.21	11.31	**11.22**
4. Completed Trip Mode						
a. Van Trip	5,372	11,039	12,888	12,760	12,818	**54,877**
b. Sedan Trip	532	1,123	1,278	1,341	1,170	**5,444**
c. Supplementary Service Trip	1,128	2,675	3,163	2,918	2,896	**12,780**
d. Taxi Trip	2,032	4,928	5,562	5,895	5,939	**24,356**
5. On-Time Performance						
a. On-Time Trips	8,487	18,602	21,427	21,412	21,019	**90,947**
b. Late Trips	577	1,163	1,464	1,502	1,804	**6,510**
c. Average Time Late	0:33	0:34	0:31	0:32	0:29	**0:32**
d. Maximum Time Late	3:30	2:47	2:53	2:50	2:27	**3:30**
e. Late 16 to 29 Minutes	441	904	1,167	1,197	1,469	**5,178**
f. Late 30 to 44 Minutes	83	146	171	168	196	**764**
g. Late 45 to 59 Minutes	30	70	68	86	79	**333**
h. Late 60 to 74 Minutes	15	13	32	15	29	**104**
i. Late 75 to 89 Minutes	4	11	11	13	15	**54**
j. Late 90+ Minutes	4	19	15	23	16	**77**
k. Missed Trips	94	130	177	245	225	**871**
6. Revenue						
a. Total Fare Collected	$20,450.00	$44,488.67	$51,742.82	$50,909.32	$50,582.94	**$218,173.75**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	
a. Total Fleet Size	176	176	176	176	176	176
b. Maximum Weekday Vehicles Used	163	166	167	163	166	167
c. Maximum Saturday Vehicles Used	94	90	87	84	91	94
d. Maximum Sunday Vehicles Used	0	54	65	59	62	65
e. Average Weekday Spare Availability	0	1	2	6	0	2
f. Average Weekday Vehicles OOS	18	9	7	7	10	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	2	11	17	5	4	17
b. Maximum Weekday Vehicles Used	2	11	17	5	4	17
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	32	47	32	39	39	47
b. Maximum Weekday Vehicles Used	32	47	32	39	39	47
c. Maximum Saturday Vehicles Used	32	32	43	25	42	43
d. Maximum Sunday Vehicles Used	0	49	35	38	40	49

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	210	234	225	220	219	234
b. Maximum Weekday Vehicles Used	197	224	216	207	209	224
c. Maximum Saturday Vehicles Used	126	122	130	109	133	133
d. Maximum Sunday Vehicles Used	0	103	100	97	102	103
e. Average Weekday Spare Availability	0	1	2	6	0	2
f. Average Weekday Vehicles OOS	18	9	7	7	10	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	4,502	9,779	11,134	11,248	11,124	47,787
b. Weekday Revenue Hours	3,747	8,217	9,369	9,465	9,419	40,217
Weekday Deadhead Hours	755	1,562	1,765	1,783	1,705	7,570
Weekday Service Miles	73,395	159,818	183,790	184,670	184,497	786,170
Weekday Revenue Miles	60,934	132,871	152,652	155,579	155,011	657,047
f. Weekday Deadhead Miles	12,461	26,947	31,138	29,091	29,486	129,123

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	905	922	840	823	919	4,409
b. Saturday Revenue Hours	739	761	685	675	749	3,609
c. Saturday Deadhead Hours	166	161	155	148	170	800
d. Saturday Service Miles	15,793	15,452	14,046	14,288	15,692	75,271
e. Saturday Revenue Miles	12,827	12,885	11,414	11,293	12,602	61,021
f. Saturday Deadhead Miles	2,966	2,567	2,632	2,995	3,090	14,250

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	507	614	534	580	2,235
b. Sunday Revenue Hours	0	397	510	432	458	1,797
c. Sunday Deadhead Hours	0	110	104	102	122	438
d. Sunday Service Miles	0	8,273	10,608	9,452	9,645	37,978
e. Sunday Revenue Miles	0	6,316	8,609	7,703	7,868	30,496
f. Sunday Deadhead Miles	0	1,957	1,999	1,749	1,777	7,482

8d. Total Service Operated (Dedicated)						
a. Service Hours	5,407	11,208	12,588	12,605	12,623	54,431
b. Revenue Hours	4,486	9,375	10,564	10,572	10,626	45,623
c. Deadhead Hours	921	1,833	2,024	2,033	1,997	8,808
d. Service Miles	89,188	183,543	208,444	208,410	209,834	899,419
e. Revenue Miles	73,761	152,072	172,675	174,575	175,481	748,564
f. Deadhead Miles	15,427	31,471	35,769	33,835	34,353	150,855

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	
a. Weekday Service Hours	126	377	409	289	303	1,504
b. Weekday Revenue Hours	126	377	409	289	303	1,504
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	1,191	3,630	4,270	2,505	2,499	14,095
e.Weekday Revenue Miles	1,191	3,630	4,270	2,505	2,499	14,095
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	1	1	2	2	3	9
b. Saturday Revenue Hours	1	1	2	2	3	9
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	6	23	28	22	28	107
e. Saturday Revenue Miles	6	23	28	22	28	107
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	14	0	0	14
e. Sunday Revenue Miles	0	0	14	0	0	14
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	127	378	411	291	306	1,513
b. Revenue Hours	127	378	411	291	306	1,513
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	1,197	3,653	4,312	2,527	2,527	14,216
e. Revenue Miles	1,197	3,653	4,312	2,527	2,527	14,216
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

0a. Weekday Service Operated (Taxi)						
. Weekday Service Hours	1,154	2,446	2,875	2,812	2,862	12,149
ɔ. Weekday Revenue Hours	1,154	2,446	2,875	2,812	2,862	12,149
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	17,682	37,838	43,996	44,348	45,412	189,276
e.Weekday Revenue Miles	17,682	37,838	43,996	44,348	45,412	189,276
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	135	171	189	182	182	859
b. Saturday Revenue Hours	135	171	189	182	182	859
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	2,273	2,896	3,338	3,202	3,004	14,713
e. Saturday Revenue Miles	2,273	2,896	3,338	3,202	3,004	14,713
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	238	200	212	193	843
b. Sunday Revenue Hours	0	238	200	212	193	843
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,156	3,493	3,779	3,385	14,813
e. Sunday Revenue Miles	0	4,156	3,493	3,779	3,385	14,813
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	1,289	2,855	3,264	3,206	3,237	13,851
b. Revenue Hours	1,289	2,855	3,264	3,206	3,237	13,851
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	19,955	44,890	50,827	51,329	51,801	218,802
e. Revenue Miles	19,955	44,890	50,827	51,329	51,801	218,802
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	6,823	14,441	16,263	16,102	16,166	**69,795**
b. Revenue Hours	5,902	12,608	14,239	14,069	14,169	**60,987**
c. Deadhead Hours	921	1,833	2,024	2,033	1,997	**8,808**
d. Service Miles	110,340	232,086	263,583	262,266	264,162	**1,132,437**
e. Revenue Miles	94,913	200,615	227,814	228,431	229,809	**981,582**
f. Deadhead Miles	15,427	31,471	35,769	33,835	34,353	**150,855**

August 2004

LogistiCare Final Monthly Report for August '04

Jurisdiction: Prince George's County

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	3879	3930	3967	3988	4013	4013
b. Applications Received	17	23	40	45	12	137
c. Interviews	43	29	36	31	3	142
d. Functional Testing	43	29	36	31	3	142
e. New Registered	45	43	26	29	17	160
f. Denied	2	6	1	1	4	14
g. Pending	85	92	108	126	131	131
h. Recertifications	3	15	11	9	10	48
2. Reservations						
a. Total Trip Requests	11718	11329	11588	11399	4557	50,591
b. Demand Requests	6271	5867	6177	6060	2390	26,765
c. Active Subscriptions	5447	5462	5411	5339	2167	23,826
d. Trips Denied	0	0	0	0	0	0
e. Reservations	11718	11329	11588	11399	4557	50,591
f. Early Cancellations	1319	1433	1476	1336	528	6,092
g. Trips Scheduled to Contract Carriers	10399	9896	10112	10063	4029	44,499
h. Referred to Dedicated Carriers	7105	6899	6617	6422	2738	29,781
i. Referred to Supplemental Carriers	77	71	73	60	23	304
j. Referred to Taxi	3217	2926	3422	3581	1268	14,414
3. Trip Data						
a. Total Trips Completed	7390	7360	7946	7836	3099	33,631
b. Ambulatory Trips	4666	4710	5159	5079	2016	21,630
c. Wheelchair/Mobility Aid	1961	1905	1954	1989	808	8,617
d. Companions	30	19	25	28	5	107
e. Personal Care Attendants	703	696	788	719	261	3,167
f. Under 5	29	30	18	20	7	104
g. WMATA Employee	1	0	2	1	2	6
h. No Show	477	473	489	463	194	2,096
i. PCA/Companion No Show	795	674	674	724	294	3,161
j. Late Cancel	886	855	836	750	339	3,666
k. Unevaluated	779	456	102	208	83	1,628
l. Average Weekday Trips	1292	1297	1401	1356	1329	1,336
m. Average Saturday Trips	549	497	539	565	0	538
n. Average Sunday Trips	377	376	400	489	441	417
o. Average Time of Trips	0:34	0:35	0:34	0:34	0:35	0:34
p. Average Trip Mileage	11	11	11	11	11	11
4. Completed Trip Mode						
a. Van Trip	4992	4894	4757	4597	1905	21,145
b. Sedan Trip	214	212	186	181	78	871
c. Supplementary Service Trip	220	246	216	211	84	977
d. Taxi Trip	1964	2008	2787	2847	1032	10,638
5. On-Time Performance						
a. On-Time Trips	6891	6911	7467	7376	2911	31,556
b. Late Trips	499	449	479	460	188	2,075
c. Average Time Late	0:26	0:27	0:28	0:28	0:27	0:27
d. Maximum Time Late	2:20	1:47	3:10	3:15	1:40	3:15
e. Late 16 to 29 Minutes	416	371	393	374	158	1,712
f. Late 30 to 44 Minutes	50	59	60	60	23	252
g. Late 45 to 59 Minutes	23	13	17	12	6	71
h. Late 60 to 74 Minutes	7	2	7	6	0	22
i. Late 75 to 89 Minutes	0	3	1	1	1	6
j. Late 90+ Minutes	3	1	1	7	0	12
k. Missed Trips	72	78	65	82	20	317
6. Revenue						
a. Total Fare Collected	$16,497.50	$16,507.50	$17,737.50	$17,627.50	$6,997.42	$75,367.42

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Alexandria

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	179	179	181	181	182	182
b. Applications Received	0	2	2	3	3	10
c. Interviews	1	1	2	2	0	6
d. Functional Testing	1	1	2	2	0	6
e. New Registered	4	0	2	0	0	6
f. Denied	0	0	1	0	0	1
g. Pending	5	7	8	10	11	11
h. Recertifications	1	0	0	0	2	3
2. Reservations						
a. Total Trip Requests	382	420	419	476	164	1,861
b. Demand Requests	223	252	259	294	95	1,123
c. Active Subscriptions	159	168	160	182	69	738
d. Trips Denied	0	0	0	0	0	0
e. Reservations	382	420	419	476	164	1,861
f. Early Cancellations	66	72	53	92	27	310
g. Trips Scheduled to Contract Carriers	316	348	366	384	137	1,551
h. Referred to Dedicated Carriers	230	279	255	278	98	1,140
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	86	69	111	106	39	411
3. Trip Data						
a. Total Trips Completed	277	286	295	289	107	1,254
b. Ambulatory Trips	169	153	169	146	60	697
c. Wheelchair/Mobility Aid	97	115	109	125	40	486
d. Companions	1	6	2	0	2	11
e. Personal Care Attendants	10	12	15	17	5	59
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	1	0	1
h. No Show	10	11	20	17	5	63
i. PCA/Companion No Show	7	21	29	23	9	89
j. Late Cancel	19	24	21	48	14	126
k. Unevaluated	3	3	1	5	2	14
l. Average Weekday Trips	49	48	50	50	47	49
m. Average Saturday Trips	22	36	25	26	0	27
n. Average Sunday Trips	10	7	19	11	13	12
o. Average Time of Trips	0:36	0:36	0:35	0:35	0:36	0:35
p. Average Trip Mileage	12	12	12	12	15	12
4. Completed Trip Mode						
a. Van Trip	205	233	210	199	76	923
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	1	1	0	2	0	4
d. Taxi Trip	71	52	85	88	31	327
5. On-Time Performance						
a. On-Time Trips	258	269	281	269	100	1,177
b. Late Trips	19	17	14	20	7	77
c. Average Time Late	0:33	0:30	0:30	0:33	0:28	0:30
d. Maximum Time Late	1:10	1:05	0:50	1:10	1:00	1:10
e. Late 16 to 29 Minutes	15	15	11	15	6	62
f. Late 30 to 44 Minutes	1	1	3	3	0	8
g. Late 45 to 59 Minutes	3	1	0	2	1	7
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	3	0	2	0	5
6. Revenue						
a. Total Fare Collected	$665.00	$672.50	$695.00	$677.50	$247.50	$2,957.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Arlington

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	870	882	894	900	901	901
b. Applications Received	2	12	3	10	3	30
c. Interviews	7	11	11	7	3	39
d. Functional Testing	7	11	11	7	3	39
e. New Registered	8	11	7	7	1	34
f. Denied	0	0	0	0	0	0
g. Pending	22	25	26	28	31	31
h. Recertifications	0	1	5	0	4	10
2. Reservations						
a. Total Trip Requests	349	335	329	371	153	1,537
b. Demand Requests	259	245	235	279	113	1,131
c. Active Subscriptions	90	90	94	92	40	406
d. Trips Denied	0	0	0	0	0	0
e. Reservations	349	335	329	371	153	1,537
f. Early Cancellations	33	60	21	33	19	166
g. Trips Scheduled to Contract Carriers	316	275	308	338	134	1,371
h. Referred to Dedicated Carriers	231	198	230	235	95	989
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	85	77	78	103	39	382
3. Trip Data						
a. Total Trips Completed	224	211	227	242	96	1,000
b. Ambulatory Trips	151	149	138	150	58	646
c. Wheelchair/Mobility Aid	48	40	56	60	24	228
d. Companions	4	4	0	1	1	10
e. Personal Care Attendants	21	17	33	30	13	114
f. Under 5	0	1	0	0	0	1
g. WMATA Employee	0	0	0	1	0	1
h. No Show	8	13	11	10	3	45
i. PCA/Companion No Show	38	23	24	40	18	143
j. Late Cancel	40	19	40	33	9	141
k. Unevaluated	3	7	5	6	7	28
l. Average Weekday Trips	33	34	40	40	43	37
m. Average Saturday Trips	31	29	13	25	0	25
n. Average Sunday Trips	25	12	13	15	9	15
o. Average Time of Trips	0:30	0:26	0:29	0:28	0:29	0:28
p. Average Trip Mileage	8	7	9	9	10	8
4. Completed Trip Mode						
a. Van Trip	157	154	169	174	72	726
b. Sedan Trip	0	0	1	0	0	1
c. Supplementary Service Trip	0	0	1	1	0	2
d. Taxi Trip	67	57	56	67	24	271
5. On-Time Performance						
a. On-Time Trips	196	198	218	227	91	930
b. Late Trips	28	13	9	15	5	70
c. Average Time Late	0:25	0:36	0:25	0:28	0:26	0:28
d. Maximum Time Late	1:07	1:15	1:00	1:49	0:45	1:49
e. Late 16 to 29 Minutes	20	8	7	13	3	51
f. Late 30 to 44 Minutes	6	2	0	0	2	10
g. Late 45 to 59 Minutes	2	2	2	1	0	7
h. Late 60 to 74 Minutes	0	1	0	0	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	1	0	1
k. Missed Trips	3	2	1	7	1	14
6. Revenue						
a. Total Fare Collected	$497.50	$462.50	$462.50	$515.00	$190.00	$2,127.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: District of Columbia

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	3747	3765	3811	3825	3834	**3834**
b. Applications Received	15	33	33	36	22	**139**
c. Interviews	22	28	46	42	13	**151**
d. Functional Testing	22	28	46	42	13	**151**
e. New Registered	29	14	35	20	8	**106**
f. Denied	0	3	4	1	1	**9**
g. Pending	110	122	139	164	183	**183**
h. Recertifications	23	13	13	15	5	**69**
2. Reservations						
a. Total Trip Requests	7972	7808	7760	7906	3125	**34,571**
b. Demand Requests	5042	4866	4873	4976	1974	**21,731**
c. Active Subscriptions	2930	2942	2887	2930	1151	**12,840**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	7972	7808	7760	7906	3125	**34,571**
f. Early Cancellations	892	802	856	901	309	**3,760**
g. Trips Scheduled to Contract Carriers	7080	7006	6904	7005	2816	**30,811**
h. Referred to Dedicated Carriers	6061	5994	5884	5910	2383	**26,232**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	1019	1012	1020	1095	433	**4,579**
3. Trip Data						
a. Total Trips Completed	4931	5002	4998	5147	2034	**22,112**
b. Ambulatory Trips	2646	2752	2777	2824	1105	**12,104**
c. Wheelchair/Mobility Aid	1655	1551	1562	1567	626	**6,961**
d. Companions	22	20	29	35	14	**120**
e. Personal Care Attendants	588	653	607	695	273	**2,816**
f. Under 5	19	26	19	25	16	**105**
g. WMATA Employee	1	0	4	1	0	**6**
h. No Show	416	367	357	330	136	**1,606**
i. PCA/Companion No Show	717	697	696	696	256	**3,062**
j. Late Cancel	764	806	768	723	328	**3,389**
k. Unevaluated	203	107	53	58	49	**470**
l. Average Weekday Trips	836	852	851	878	839	**853**
m. Average Saturday Trips	408	398	404	408	0	**405**
n. Average Sunday Trips	342	344	336	345	355	**344**
o. Average Time of Trips	0:32	0:32	0:31	0:31	0:32	**0:31**
p. Average Trip Mileage	6	6	6	6	6	**6**
4. Completed Trip Mode						
a. Van Trip	3154	3156	3045	3166	1241	**13,762**
b. Sedan Trip	712	715	733	731	325	**3,216**
c. Supplementary Service Trip	464	458	454	429	145	**1,950**
d. Taxi Trip	601	673	766	821	323	**3,184**
5. On-Time Performance						
a. On-Time Trips	4518	4646	4708	4809	1890	**20,571**
b. Late Trips	413	356	290	338	144	**1,541**
c. Average Time Late	0:26	0:26	0:26	0:27	0:25	**0:26**
d. Maximum Time Late	2:11	1:51	2:00	3:15	2:34	**3:15**
e. Late 16 to 29 Minutes	351	297	246	275	128	**1,297**
f. Late 30 to 44 Minutes	41	42	29	39	8	**159**
g. Late 45 to 59 Minutes	13	9	6	21	4	**53**
h. Late 60 to 74 Minutes	3	2	5	2	0	**12**
i. Late 75 to 89 Minutes	2	3	3	0	0	**8**
j. Late 90+ Minutes	3	3	1	1	4	**12**
k. Missed Trips	49	27	32	51	13	**172**
6. Revenue						
a. Total Fare Collected	$10,680.00	$10,727.50	$10,795.00	$10,897.20	$4,295.00	**$47,394.70**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Falls Church

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	29	29	29	29	29	29
b. Applications Received	0	0	0	0	1	1
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	1	0	0	0	1
g. Pending	1	1	1	1	1	1
h. Recertifications	2	0	0	0	0	2
2. Reservations						
a. Total Trip Requests	144	128	145	123	48	588
b. Demand Requests	62	36	40	29	10	177
c. Active Subscriptions	82	92	105	94	38	411
d. Trips Denied	0	0	0	0	0	0
e. Reservations	144	128	145	123	48	588
f. Early Cancellations	13	8	7	7	3	38
g. Trips Scheduled to Contract Carriers	131	120	138	116	45	550
h. Referred to Dedicated Carriers	100	79	85	74	28	366
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	31	41	53	42	17	184
3. Trip Data						
a. Total Trips Completed	116	109	120	100	39	484
b. Ambulatory Trips	106	106	111	93	39	455
c. Wheelchair/Mobility Aid	2	1	0	2	0	5
d. Companions	0	0	1	0	0	1
e. Personal Care Attendants	8	2	8	5	0	23
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	7	3	7	2	2	21
i. PCA/Companion No Show	0	0	1	0	0	1
j. Late Cancel	8	8	7	13	4	40
k. Unevaluated	0	0	2	1	0	3
l. Average Weekday Trips	20	20	22	18	17	20
m. Average Saturday Trips	14	4	8	3	0	7
n. Average Sunday Trips	2	3	2	3	4	3
o. Average Time of Trips	0:32	0:35	0:39	0:40	0:33	0:36
p. Average Trip Mileage	10	12	14	13	13	12
4. Completed Trip Mode						
a. Van Trip	91	70	76	64	23	324
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	25	39	44	36	16	160
5. On-Time Performance						
a. On-Time Trips	110	106	109	92	37	454
b. Late Trips	6	3	11	8	2	30
c. Average Time Late	0:31	0:28	0:23	0:29	0:25	0:27
d. Maximum Time Late	0:43	0:36	1:00	0:52	0:31	1:00
e. Late 16 to 29 Minutes	6	3	10	6	2	27
f. Late 30 to 44 Minutes	0	0	0	2	0	2
g. Late 45 to 59 Minutes	0	0	1	0	0	1
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	0	1	0	0	1
6. Revenue						
a. Total Fare Collected	$270.00	$267.50	$277.50	$235.00	$95.00	$1,145.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Fairfax City

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	29	30	30	30	30	30
b. Applications Received	0	1	0	0	0	1
c. Interviews	0	1	0	0	0	1
d. Functional Testing	0	1	0	0	0	1
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	3	3	3	3	3
h. Recertifications	1	1	0	0	0	2
2. Reservations						
a. Total Trip Requests	51	50	42	66	25	234
b. Demand Requests	27	32	26	49	17	151
c. Active Subscriptions	24	18	16	17	8	83
d. Trips Denied	0	0	0	0	0	0
e. Reservations	51	50	42	66	25	234
f. Early Cancellations	8	0	13	10	4	35
g. Trips Scheduled to Contract Carriers	43	50	29	56	21	199
h. Referred to Dedicated Carriers	27	34	18	27	10	116
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	16	16	11	29	11	83
3. Trip Data						
a. Total Trips Completed	39	44	24	48	20	175
b. Ambulatory Trips	12	15	12	13	6	58
c. Wheelchair/Mobility Aid	20	22	10	31	12	95
d. Companions	2	2	0	0	0	4
e. Personal Care Attendants	5	5	2	4	2	18
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	1	2	0	1	5
i. PCA/Companion No Show	2	3	2	8	0	15
j. Late Cancel	0	2	0	0	0	2
k. Unevaluated	1	0	1	0	0	2
l. Average Weekday Trips	7	8	4	7	9	7
m. Average Saturday Trips	2	2	3	6	0	3
n. Average Sunday Trips	0	1	0	4	2	1
o. Average Time of Trips	0:32	0:25	0:27	0:32	0:31	0:29
p. Average Trip Mileage	11	12	11	12	13	12
4. Completed Trip Mode						
a. Van Trip	24	31	16	24	10	105
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	15	13	8	24	10	70
5. On-Time Performance						
a. On-Time Trips	38	41	23	41	18	161
b. Late Trips	1	3	1	7	2	14
c. Average Time Late	0:40	0:45	0:23	0:32	0:30	0:34
d. Maximum Time Late	0:40	1:00	0:23	0:50	0:40	1:00
e. Late 16 to 29 Minutes	1	2	1	5	2	11
f. Late 30 to 44 Minutes	0	0	0	2	0	2
g. Late 45 to 59 Minutes	0	1	0	0	0	1
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	0	0	0	0	0
6. Revenue						
a. Total Fare Collected	$82.50	$95.00	$55.00	$110.00	$45.00	$387.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Fairfax County

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	1386	1420	1429	1444	1456	**1456**
b. Applications Received	12	19	11	16	14	**72**
c. Interviews	22	18	20	18	5	**83**
d. Functional Testing	22	18	20	18	5	**83**
e. New Registered	9	20	5	15	11	**60**
f. Denied	0	0	0	0	0	**0**
g. Pending	36	41	45	53	64	**64**
h. Recertifications	8	16	4	4	4	**36**
2. Reservations						
a. Total Trip Requests	4041	3872	4089	4094	1630	**17,726**
b. Demand Requests	1924	1764	1925	2011	750	**8,374**
c. Active Subscriptions	2117	2108	2164	2083	880	**9,352**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	4041	3872	4089	4094	1630	**17,726**
f. Early Cancellations	595	599	596	608	220	**2,618**
g. Trips Scheduled to Contract Carriers	3446	3273	3493	3486	1410	**15,108**
h. Referred to Dedicated Carriers	2562	2410	2417	2385	927	**10,701**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	884	863	1076	1101	483	**4,407**
3. Trip Data						
a. Total Trips Completed	2772	2693	2870	2861	1153	**12,349**
b. Ambulatory Trips	2039	1956	2108	2089	828	**9,020**
c. Wheelchair/Mobility Aid	550	510	519	556	251	**2,386**
d. Companions	16	27	15	12	4	**74**
e. Personal Care Attendants	163	197	222	195	65	**842**
f. Under 5	4	3	5	8	5	**25**
g. WMATA Employee	0	0	1	1	0	**2**
h. No Show	115	112	148	132	66	**573**
i. PCA/Companion No Show	220	176	207	218	66	**887**
j. Late Cancel	257	251	225	208	95	**1,036**
k. Unevaluated	62	31	25	50	25	**193**
l. Average Weekday Trips	513	494	525	528	534	**517**
m. Average Saturday Trips	112	119	146	121	0	**125**
n. Average Sunday Trips	93	103	95	96	84	**94**
o. Average Time of Trips	0:36	0:35	0:34	0:35	0:36	**0:35**
p. Average Trip Mileage	13	12	12	13	13	**13**
4. Completed Trip Mode						
a. Van Trip	2071	1985	1982	1963	774	**8,775**
b. Sedan Trip	4	0	2	0	0	**6**
c. Supplementary Service Trip	1	0	0	0	0	**1**
d. Taxi Trip	696	708	886	898	379	**3,567**
5. On-Time Performance						
a. On-Time Trips	2543	2517	2709	2685	1072	**11,526**
b. Late Trips	229	176	161	176	81	**823**
c. Average Time Late	0:29	0:27	0:29	0:28	0:28	**0:28**
d. Maximum Time Late	1:18	1:27	1:15	1:45	1:25	**1:45**
e. Late 16 to 29 Minutes	191	150	132	145	71	**689**
f. Late 30 to 44 Minutes	28	19	23	22	4	**96**
g. Late 45 to 59 Minutes	9	4	5	6	5	**29**
h. Late 60 to 74 Minutes	1	3	1	2	1	**8**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	1	0	**1**
k. Missed Trips	20	10	18	17	5	**70**
6. Revenue						
a. Total Fare Collected	$6,450.00	$6,167.50	$6,577.50	$6,602.50	$2,700.00	**$28,497.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Montgomery County

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	3572	3585	3649	3655	3670	**3670**
b. Applications Received	20	15	46	11	13	**105**
c. Interviews	34	36	30	32	15	**147**
d. Functional Testing	34	36	30	32	15	**147**
e. New Registered	14	15	50	12	17	**108**
f. Denied	0	5	2	0	0	**7**
g. Pending	75	80	96	99	110	**110**
h. Recertifications	15	3	15	7	11	**51**
2. Reservations						
a. Total Trip Requests	10,204	9881	10030	10121	4190	**44,426**
b. Demand Requests	4636	4230	4384	4479	1918	**19,647**
c. Active Subscriptions	5568	5651	5646	5642	2272	**24,779**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	10,204	9,881	10,030	10,121	4,190	**44,426**
f. Early Cancellations	1216	1207	1225	1125	530	**5,303**
g. Trips Scheduled to Contract Carriers	8988	8674	8805	8996	3660	**39,123**
h. Referred to Dedicated Carriers	5944	5916	5965	6058	2319	**26,202**
i. Referred to Supplemental Carriers	542	556	556	558	207	**2,419**
j. Referred to Taxi	2502	2202	2284	2380	1134	**10,502**
3. Trip Data						
a. Total Trips Completed	6847	6638	6709	6806	2698	**29,698**
b. Ambulatory Trips	4175	4093	4027	4131	1664	**18,090**
c. Wheelchair/Mobility Aid	1699	1644	1699	1733	684	**7,459**
d. Companions	20	15	17	25	5	**82**
e. Personal Care Attendants	942	869	951	907	341	**4,010**
f. Under 5	11	16	14	10	4	**55**
g. WMATA Employee	0	1	1	0	0	**2**
h. No Show	298	294	338	333	144	**1,407**
i. PCA/Companion No Show	919	899	830	940	403	**3,991**
j. Late Cancel	659	668	689	622	270	**2,908**
k. Unevaluated	222	151	195	251	113	**932**
l. Average Weekday Trips	1242	1195	1208	1221	1205	**1,215**
m. Average Saturday Trips	409	354	391	373	0	**382**
n. Average Sunday Trips	225	309	276	327	288	**285**
o. Average Time of Trips	0:34	0:34	0:33	0:33	0:34	**0:33**
p. Average Trip Mileage	10	10	10	10	10	**10**
4. Completed Trip Mode						
a. Van Trip	2259	2219	2184	2400	925	**9,987**
b. Sedan Trip	307	335	342	347	117	**1,448**
c. Supplementary Service Trip	2392	2351	2394	2210	843	**10,190**
d. Taxi Trip	1889	1733	1789	1849	813	**8,073**
5. On-Time Performance						
a. On-Time Trips	6359	6205	6363	6352	2423	**27,702**
b. Late Trips	488	433	346	454	275	**1,996**
c. Average Time Late	0:28	0:29	0:30	0:28	0:26	**0:28**
d. Maximum Time Late	3:32	3:38	1:52	8:47	2:36	**8:47**
e. Late 16 to 29 Minutes	387	346	265	372	232	**1,602**
f. Late 30 to 44 Minutes	51	43	49	52	30	**225**
g. Late 45 to 59 Minutes	25	27	19	13	7	**91**
h. Late 60 to 74 Minutes	6	4	8	8	1	**27**
i. Late 75 to 89 Minutes	11	7	3	3	3	**27**
j. Late 90+ Minutes	8	6	2	6	2	**24**
k. Missed Trips	43	24	44	44	32	**187**
6. Revenue						
a. Total Fare Collected	$14,622.50	$14,242.50	$14,275.00	$14,595.00	$5,844.90	**$63,579.90**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: Visitor

Performance Criteria	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	Month
1. Eligibility						
a. Total Registrants	37	38	42	42	41	41
b. Applications Received	2	3	0	2	0	7
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	1	1	2	1	0	5
f. Denied	0	0	0	0	0	0
g. Pending	14	16	16	17	17	17
h. Recertifications	1	1	2	0	0	4
2. Reservations						
a. Total Trip Requests	76	97	96	80	34	383
b. Demand Requests	27	48	47	37	14	173
c. Active Subscriptions	49	49	49	43	20	210
d. Trips Denied	0	0	0	0	0	0
e. Reservations	76	97	96	80	34	383
f. Early Cancellations	13	6	14	5	0	38
g. Trips Scheduled to Contract Carriers	63	91	82	75	34	345
h. Referred to Dedicated Carriers	41	70	56	55	23	245
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	22	21	26	20	11	100
3. Trip Data						
a. Total Trips Completed	54	77	76	65	23	295
b. Ambulatory Trips	31	40	42	39	14	166
c. Wheelchair/Mobility Aid	18	30	29	24	9	110
d. Companions	0	1	0	0	0	1
e. Personal Care Attendants	5	6	5	2	0	18
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	3	3	3	1	4	14
i. PCA/Companion No Show	0	0	1	0	1	2
j. Late Cancel	3	9	2	9	4	27
k. Unevaluated	2	1	0	0	2	5
l. Average Weekday Trips	9	14	14	12	11	12
m. Average Saturday Trips	2	2	5	4	0	3
n. Average Sunday Trips	3	3	0	1	0	1
o. Average Time of Trips	0:38	0:38	0:39	0:42	0:40	0:39
p. Average Trip Mileage	16	15	15	16	14	15
4. Completed Trip Mode						
a. Van Trip	33	57	52	43	16	201
b. Sedan Trip	1	0	0	1	0	2
c. Supplementary Service Trip	0	1	0	2	2	5
d. Taxi Trip	20	19	24	19	5	87
5. On-Time Performance						
a. On-Time Trips	51	71	74	62	19	277
b. Late Trips	3	6	2	3	4	18
c. Average Time Late	0:28	0:30	0:24	0:36	0:31	0:29
d. Maximum Time Late	0:47	0:45	0:28	0:58	0:55	0:58
e. Late 16 to 29 Minutes	2	5	2	2	3	14
f. Late 30 to 44 Minutes	1	1	0	1	1	4
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	1	1	0	0	0	2
6. Revenue						
a. Total Fare Collected	$122.50	$175.00	$177.50	$157.50	$57.50	$690.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for August '04

Jurisdiction: All

Weekdays	**22**
Saturdays	**5**
Sundays	**4**

Performance Criteria	8/1/2004 - 8/7/2004	8/8/2004 - 8/14/2004	8/15/2004 - 8/21/2004	8/22/2004 - 8/28/2004	8/29/2004 - 8/31/2004	Month
1. Eligibility						
a. Total Registrants	13,728	13,858	14,032	14,094	14,156	**14,156**
b. Applications Received	68	108	135	123	68	**502**
c. Interviews	129	124	145	132	39	**569**
d. Functional Testing	129	124	145	132	39	**569**
e. New Registered	110	104	127	84	54	**479**
f. Denied	2	15	8	2	5	**32**
g. Pending	350	387	442	501	551	**551**
h. Recertifications	54	50	50	35	36	**225**
2. Reservations						
a. Total Trip Requests	34,937	33,920	34,498	34,636	13,926	**151,917**
b. Demand Requests	18,471	17,340	17,966	18,214	7,281	**79,272**
c. Active Subscriptions	16,466	16,580	16,532	16,422	6,645	**72,645**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	34,937	33,920	34,498	34,636	13,926	**151,917**
f. Early Cancellations	4,155	4,187	4,261	4,117	1,640	**18,360**
g. Trips Scheduled to Contract Carriers	30,782	29,733	30,237	30,519	12,286	**133,557**
h. Referred to Dedicated Carriers	22,301	21,879	21,527	21,444	8,621	**95,772**
i. Referred to Supplemental Carriers	619	627	629	618	230	**2,723**
j. Referred to Taxi	7,862	7,227	8,081	8,457	3,435	**35,062**
3. Trip Data						
a. Total Trips Completed	22,650	22,420	23,265	23,394	9,269	**100,998**
b. Ambulatory Trips	13,995	13,974	14,543	14,564	5,790	**62,866**
c. Wheelchair/Mobility Aid	6,050	5,818	5,938	6,087	2,454	**26,347**
d. Companions	95	94	89	101	31	**410**
e. Personal Care Attendants	2,445	2,457	2,631	2,574	960	**11,067**
f. Under 5	63	76	56	63	32	**290**
WMATA Employee	2	1	8	5	2	**18**
Show	1,335	1,277	1,375	1,288	555	**5,830**
A/Companion No Show	2,698	2,493	2,464	2,649	1,047	**11,351**
j. Late Cancel	2,636	2,642	2,588	2,406	1,063	**11,335**
k. Unevaluated	1,275	756	384	579	281	**3,275**
l. Average Weekday Trips	4,001	3,962	4,115	4,110	4,034	**4,046**
m. Average Saturday Trips	1,549	1,441	1,534	1,531	0	**1,514**
n. Average Sunday Trips	1,077	1,158	1,141	1,291	1,196	**1,173**
o. Average Time of Trips	0:33	0:32	0:33	0:34	0:34	**0:33**
p. Average Trip Mileage	11.50	11.34	10.94	11.08	11.17	**11**
4. Completed Trip Mode						
a. Van Trip	12,986	12,799	12,491	12,630	5,042	**55,948**
b. Sedan Trip	1,238	1,262	1,264	1,260	520	**5,544**
c. Supplementary Service Trip	3,078	3,057	3,065	2,855	1,074	**13,129**
d. Taxi Trip	5,348	5,302	6,445	6,649	2,633	**26,377**
5. On-Time Performance						
a. On-Time Trips	20,964	20,964	21,952	21,913	8,561	**94,354**
b. Late Trips	1,686	1,456	1,313	1,481	708	**6,644**
c. Average Time Late	0:29	0:30	0:26	0:29	0:27	**0:28**
d. Maximum Time Late	3:32	3:38	3:10	8:47	2:36	**8:47**
e. Late 16 to 29 Minutes	1,389	1,197	1,067	1,207	605	**5,465**
f. Late 30 to 44 Minutes	178	167	164	181	68	**758**
g. Late 45 to 59 Minutes	75	57	50	55	23	**260**
h. Late 60 to 74 Minutes	17	12	21	18	2	**70**
i. Late 75 to 89 Minutes	13	13	7	4	4	**41**
j. Late 90+ Minutes	14	10	4	16	6	**50**
k. Missed Trips	188	145	161	203	71	**768**
6. Revenue						
a. Total Fare Collected	$49,887.50	$49,317.50	$51,052.50	$51,417.20	$20,472.32	**$222,147.02**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

Fleet (Dedicated)	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	
›tal Fleet Size	174	174	174	174	174	174
Maximum Weekday Vehicles Used	165	169	156	162	161	169
c. Maximum Saturday Vehicles Used	83	86	83	94	0	94
d. Maximum Sunday Vehicles Used	60	61	63	56	62	63
e. Average Weekday Spare Availability	0	0	0	0	0	0
f. Average Weekday Vehicles OOS	9	5	18	12	13	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	7	6	7	15	18	18
b. Maximum Weekday Vehicles Used	7	6	7	15	18	18
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	35	45	38	38	35	45
b. Maximum Weekday Vehicles Used	35	45	38	38	35	45
c. Maximum Saturday Vehicles Used	34	19	31	28	0	34
d. Maximum Sunday Vehicles Used	32	34	38	56	42	56

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	216	225	219	227	227	227
b. Maximum Weekday Vehicles Used	207	220	201	215	214	220
c. Maximum Saturday Vehicles Used	117	105	114	122	0	122
d. Maximum Sunday Vehicles Used	92	95	101	112	104	112
e. Average Weekday Spare Availability	0	0	0	0	0	0
f. Average Weekday Vehicles OOS	9	5	18	12	13	11

DEDICATED FLEET SERVICE

‘eekday Service Operated (Dedicated)						
›ekday Service Hours	11,002	11,165	10,635	10,912	4,373	48,087
‚eekday Revenue Hours	9,352	9,409	8,953	9,144	3,693	40,551
c. Weekday Deadhead Hours	1,650	1,756	1,682	1,768	680	7,536
d. Weekday Service Miles	185,649	182,983	177,021	178,774	72,450	796,877
e.Weekday Revenue Miles	154,887	153,366	146,679	147,659	59,796	662,387
f. Weekday Deadhead Miles	30,762	29,617	30,342	31,115	12,654	134,490

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	834	847	845	953	0	3,479
b. Saturday Revenue Hours	693	681	710	788	0	2,872
c. Saturday Deadhead Hours	141	166	135	165	0	607
d. Saturday Service Miles	14,262	13,878	14,734	16,034	0	58,908
e. Saturday Revenue Miles	11,905	11,167	12,035	13,154	0	48,261
f. Saturday Deadhead Miles	2,357	2,711	2,699	2,880	0	10,647

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	565	582	594	558	585	2,884
b. Sunday Revenue Hours	467	487	457	454	478	2,343
c. Sunday Deadhead Hours	98	95	137	104	107	541
d. Sunday Service Miles	9,197	9,899	9,785	9,344	9,838	48,063
e. Sunday Revenue Miles	7,606	8,311	7,463	7,691	8,042	39,113
f. Sunday Deadhead Miles	1,591	1,588	2,322	1,653	1,796	8,950

8d. Total Service Operated (Dedicated)						
a. Service Hours	12,401	12,594	12,074	12,423	4,958	54,450
b. Revenue Hours	10,512	10,577	10,120	10,386	4,171	45,766
c. Deadhead Hours	1,889	2,017	1,954	2,037	787	8,684
d. Service Miles	209,108	206,760	201,540	204,152	82,288	903,848
e. Revenue Miles	174,398	172,844	166,177	168,504	67,838	749,761
f. Deadhead Miles	34,710	33,916	35,363	35,648	14,450	154,087

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	8/1/2004 8/7/2004	8/8/2004 8/14/2004	8/15/2004 8/21/2004	8/22/2004 8/28/2004	8/29/2004 8/31/2004	
Weekday Service Hours	335	322	326	312	127	1,422
Weekday Revenue Hours	335	322	326	312	127	1,422
Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,723	2,694	2,793	2,662	1,113	11,985
e.Weekday Revenue Miles	2,723	2,694	2,793	2,662	1,113	11,985
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	1	3	1	0	0	5
b. Saturday Revenue Hours	1	3	1	0	0	5
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	28	28	22	0	0	78
e. Saturday Revenue Miles	28	28	22	0	0	78
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	336	325	327	312	127	1,427
b. Revenue Hours	336	325	327	312	127	1,427
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,751	2,722	2,815	2,662	1,113	12,063
e. Revenue Miles	2,751	2,722	2,815	2,662	1,113	12,063
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	2,959	2,725	2,931	3,106	1,216	12,937
b. Weekday Revenue Hours	2,959	2,725	2,931	3,106	1,216	12,937
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	46,389	42,856	48,344	50,931	19,690	208,210
e.Weekday Revenue Miles	46,389	42,856	48,344	50,931	19,690	208,210
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	203	158	188	160	0	709
b. Saturday Revenue Hours	203	158	188	160	0	709
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	3,456	2,616	3,325	2,680	0	12,077
e. Saturday Revenue Miles	3,456	2,616	3,325	2,680	0	12,077
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	187	194	183	225	195	984
b. Sunday Revenue Hours	187	194	183	225	195	984
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	3,580	3,502	3,303	4,106	3,434	17,925
e. Sunday Revenue Miles	3,580	3,502	3,303	4,106	3,434	17,925
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	3,349	3,077	3,302	3,491	1,411	14,630
b. Revenue Hours	3,349	3,077	3,302	3,491	1,411	14,630
c. Deadhead Hours	0	0	0	0	0	0
vice Miles	53,425	48,974	54,972	57,717	23,124	238,212
nue Miles	53,425	48,974	54,972	57,717	23,124	238,212
f. dhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

d. Total Service Operated (All Modes Combined)						
ervice Hours	16,086	15,996	15,703	16,226	6,496	**70,507**
Revenue Hours	14,197	13,979	13,749	14,189	5,709	**61,823**
c. Deadhead Hours	1,889	2,017	1,954	2,037	787	**8,684**
d. Service Miles	265,284	258,456	259,327	264,531	106,525	**1,154,123**
e. Revenue Miles	230,574	224,540	223,964	228,883	92,075	**1,000,036**
f. Deadhead Miles	34,710	33,916	35,363	35,648	14,450	**154,087**

September 2004

LogistiCare Final Monthly Report for September '04

Jurisdiction: Alexandria

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	180	181	183	186	186	**186**
b. Applications Received	0	1	1	1	0	**3**
c. Interviews	0	5	2	2	1	**10**
d. Functional Testing	0	5	2	2	1	**10**
e. New Registered	0	1	3	4	1	**9**
f. Denied	0	0	0	0	0	**0**
g. Pending	9	9	9	9	9	**9**
h. Recertifications	0	0	1	0	0	**1**
2. Reservations						
a. Total Trip Requests	272	337	423	389	314	**1,735**
b. Demand Requests	153	175	233	203	170	**934**
c. Active Subscriptions	119	162	190	186	144	**801**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	272	337	423	389	314	**1,735**
f. Early Cancellations	42	51	66	75	53	**287**
g. Trips Scheduled to Contract Carriers	230	286	357	314	261	**1,448**
h. Referred to Dedicated Carriers	163	214	230	221	184	**1,012**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	67	72	127	93	77	**436**
3. Trip Data						
a. Total Trips Completed	167	225	284	262	204	**1,142**
b. Ambulatory Trips	89	119	153	148	114	**623**
c. Wheelchair/Mobility Aid	69	97	113	98	76	**453**
d. Companions	0	1	2	1	0	**4**
e. Personal Care Attendants	9	8	16	15	13	**61**
Under 5	0	0	0	0	1	**1**
WMATA Employee	0	0	0	0	0	**0**
n. No Show	20	12	11	9	23	**75**
i. PCA/Companion No Show	12	17	12	7	7	**55**
j. Late Cancel	25	25	37	30	22	**139**
k. Unevaluated	6	2	6	6	4	**24**
l. Average Weekday Trips	46	38	49	44	47	**45**
m. Average Saturday Trips	28	22	21	25	0	**24**
n. Average Sunday Trips	0	10	16	15	14	**14**
o. Average Time of Trips	0:36	0:37	0:42	0:42	0:43	**0:40**
p. Average Trip Mileage	12	14	14	15	14	**14**
4. Completed Trip Mode						
a. Van Trip	119	168	185	185	149	**806**
b. Sedan Trip	0	0	0	0	1	**1**
c. Supplementary Service Trip	0	0	0	0	0	**0**
d. Taxi Trip	48	57	99	77	54	**335**
5. On-Time Performance						
a. On-Time Trips	154	205	259	237	184	**1,039**
b. Late Trips	13	20	25	25	20	**103**
c. Average Time Late	0:36	0:36	0:35	0:30	0:35	**0:34**
d. Maximum Time Late	1:22	1:00	1:58	1:05	1:00	**1:58**
e. Late 16 to 29 Minutes	9	15	19	17	13	**73**
f. Late 30 to 44 Minutes	2	2	1	4	5	**14**
g. Late 45 to 59 Minutes	1	3	3	4	2	**13**
h. Late 60 to 74 Minutes	1	0	1	0	0	**2**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	1	0	0	**1**
k. Missed Trips	0	5	7	0	1	**13**
6. Revenue						
a. Total Fare Collected	$395.00	$535.00	$662.50	$610.00	$472.50	**$2,675.00**

valuated (3j) = 2h-3a-3g-3h-3i-5K

CA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 6/1/2005

LogistiCare Final Monthly Report for September '04

Jurisdiction: Arlington

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	897	910	916	925	928	**928**
b. Applications Received	0	8	3	16	3	**30**
c. Interviews	4	14	9	1	9	**37**
d. Functional Testing	4	14	9	1	9	**37**
e. New Registered	0	12	2	10	5	**29**
f. Denied	0	2	0	0	0	**2**
g. Pending	24	25	27	31	33	**33**
h. Recertifications	0	1	4	1	0	**6**
2. Reservations						
a. Total Trip Requests	218	326	355	317	249	**1,465**
b. Demand Requests	142	222	234	188	170	**956**
c. Active Subscriptions	76	104	121	129	79	**509**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	218	326	355	317	249	**1,465**
f. Early Cancellations	23	43	36	49	35	**186**
g. Trips Scheduled to Contract Carriers	195	283	319	268	214	**1,279**
h. Referred to Dedicated Carriers	143	190	193	163	133	**822**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	52	93	126	105	81	**457**
3. Trip Data						
a. Total Trips Completed	129	197	231	208	158	**923**
b. Ambulatory Trips	91	136	167	142	114	**650**
c. Wheelchair/Mobility Aid	20	38	46	46	28	**178**
d. Companions	5	2	0	1	1	**9**
e. Personal Care Attendants	12	21	18	19	14	**84**
f. Under 5	1	0	0	0	1	**2**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	19	24	31	9	21	**104**
i. PCA/Companion No Show	13	28	20	15	7	**83**
j. Late Cancel	26	27	26	24	16	**119**
k. Unevaluated	8	6	10	7	7	**38**
l. Average Weekday Trips	35	32	39	33	34	**35**
m. Average Saturday Trips	24	22	15	19	0	**20**
n. Average Sunday Trips	0	15	20	23	19	**19**
o. Average Time of Trips	0:29	0:32	0:29	0:31	0:27	**0:29**
p. Average Trip Mileage	10	10	8	9	8	**9**
4. Completed Trip Mode						
a. Van Trip	96	136	139	123	103	**597**
b. Sedan Trip	0	0	1	0	0	**1**
c. Supplementary Service Trip	0	2	0	0	2	**4**
d. Taxi Trip	33	59	91	85	53	**321**
5. On-Time Performance						
a. On-Time Trips	127	181	216	188	146	**858**
b. Late Trips	2	16	15	20	12	**65**
c. Average Time Late	0:26	0:32	0:31	0:23	0:36	**0:29**
d. Maximum Time Late	0:28	0:59	1:04	0:45	1:00	**1:04**
e. Late 16 to 29 Minutes	2	13	10	19	8	**52**
f. Late 30 to 44 Minutes	0	3	3	1	3	**10**
g. Late 45 to 59 Minutes	0	0	2	0	1	**3**
h. Late 60 to 74 Minutes	0	0	0	0	0	**0**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	0	0	**0**
k. Missed Trips	0	1	1	5	5	**12**
6. Revenue						
a. Total Fare Collected	$277.50	$405.00	$517.50	$467.50	$352.50	**$2,020.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: District of Columbia

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	3813	3849	3838	3900	3917	3917
b. Applications Received	16	10	29	28	20	103
c. Interviews	15	21	35	35	35	141
d. Functional Testing	15	21	35	35	35	141
e. New Registered	7	22	3	51	18	101
f. Denied	1	2	0	6	1	10
g. Pending	127	129	142	150	157	157
h. Recertifications	1	16	0	15	6	38
2. Reservations						
a. Total Trip Requests	4718	7324	8139	8350	6036	34,567
b. Demand Requests	2997	4826	5096	5259	3766	21,944
c. Active Subscriptions	1721	2498	3043	3091	2270	12,623
d. Trips Denied	0	0	0	0	0	0
e. Reservations	4718	7324	8139	8350	6036	34,567
f. Early Cancellations	414	685	782	918	661	3,460
g. Trips Scheduled to Contract Carriers	4304	6639	7357	7432	5375	31,107
h. Referred to Dedicated Carriers	3532	5623	6222	6257	4457	26,091
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	772	1016	1139	1175	918	5,020
3. Trip Data						
a. Total Trips Completed	3122	4792	5432	5578	4001	22,925
b. Ambulatory Trips	1700	2579	2943	2961	2172	12,355
c. Wheelchair/Mobility Aid	999	1558	1774	1777	1276	7,384
d. Companions	14	29	26	44	22	135
e. Personal Care Attendants	394	601	658	764	514	2,931
f. Under 5	12	22	30	32	16	112
g. WMATA Employee	3	3	1	0	1	8
h. No Show	289	376	349	409	277	1,700
i. PCA/Companion No Show	410	619	676	665	434	2,804
j. Late Cancel	411	770	780	663	561	3,185
k. Unevaluated	31	42	75	71	56	275
l. Average Weekday Trips	896	788	913	946	909	889
m. Average Saturday Trips	434	468	452	467	0	455
n. Average Sunday Trips	0	382	412	379	364	384
o. Average Time of Trips	0:32	0:32	0:33	0:33	0:33	0:32
p. Average Trip Mileage	6	6	6	6	6	6
4. Completed Trip Mode						
a. Van Trip	1909	3003	3427	3490	2391	14,220
b. Sedan Trip	423	648	703	757	557	3,088
c. Supplementary Service Trip	262	371	429	450	344	1,856
d. Taxi Trip	528	770	873	881	709	3,761
5. On-Time Performance						
a. On-Time Trips	2896	4448	5037	5110	3763	21,254
b. Late Trips	226	344	395	468	238	1,671
c. Average Time Late	0:30	0:25	0:26	0:27	0:27	0:27
d. Maximum Time Late	2:00	2:45	1:44	2:00	1:45	2:45
e. Late 16 to 29 Minutes	174	303	348	388	194	1,407
f. Late 30 to 44 Minutes	29	28	23	45	29	154
g. Late 45 to 59 Minutes	14	9	17	17	12	69
h. Late 60 to 74 Minutes	1	1	6	12	0	20
i. Late 75 to 89 Minutes	6	2	1	3	2	14
j. Late 90+ Minutes	2	1	0	3	1	7
k. Missed Trips	41	40	45	46	46	218
6. Revenue						
a. Total Fare Collected	$6,745.00	$10,362.50	$11,770.00	$11,867.50	$8,587.50	$49,332.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: Falls Church

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	28	28	29	29	29	29
b. Applications Received	0	0	0	1	0	1
c. Interviews	0	1	0	0	1	2
d. Functional Testing	0	1	0	0	1	2
e. New Registered	0	0	1	0	0	1
f. Denied	0	0	0	0	0	0
g. Pending	1	1	1	1	1	1
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	85	119	148	152	122	626
b. Demand Requests	33	37	44	55	39	208
c. Active Subscriptions	52	82	104	97	83	418
d. Trips Denied	0	0	0	0	0	0
e. Reservations	85	119	148	152	122	626
f. Early Cancellations	3	17	15	38	33	106
g. Trips Scheduled to Contract Carriers	82	102	133	114	89	520
h. Referred to Dedicated Carriers	51	54	90	66	40	301
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	31	48	43	48	49	219
3. Trip Data						
a. Total Trips Completed	72	92	120	97	69	450
b. Ambulatory Trips	69	87	108	89	67	420
c. Wheelchair/Mobility Aid	0	2	3	4	0	9
d. Companions	0	0	1	0	0	1
e. Personal Care Attendants	3	3	8	4	2	20
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	2	2	5	2	7	18
i. PCA/Companion No Show	0	0	0	0	0	0
j. Late Cancel	7	6	5	11	10	39
k. Unevaluated	1	1	2	3	1	8
l. Average Weekday Trips	23	17	22	18	17	19
m. Average Saturday Trips	2	4	5	3	0	4
n. Average Sunday Trips	0	2	2	2	1	2
o. Average Time of Trips	0:36	0:35	0:38	0:31	0:36	0:35
p. Average Trip Mileage	11	10	11	9	10	10
4. Completed Trip Mode						
a. Van Trip	43	50	81	55	32	261
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	29	42	39	42	37	189
5. On-Time Performance						
a. On-Time Trips	67	77	113	82	64	403
b. Late Trips	5	15	7	15	5	47
c. Average Time Late	0:24	0:28	0:33	0:28	0:34	0:29
d. Maximum Time Late	0:32	0:45	1:01	1:00	0:56	1:01
e. Late 16 to 29 Minutes	5	13	6	13	4	41
f. Late 30 to 44 Minutes	0	2	0	1	1	4
g. Late 45 to 59 Minutes	0	0	1	1	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	1	1	1	2	5
6. Revenue						
a. Total Fare Collected	$172.50	$222.50	$272.50	$232.50	$167.50	$1,067.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: Fairfax City

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	30	30	30	30	30	30
b. Applications Received	0	0	1	1	0	2
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	2	3	4	4	4
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	56	83	104	99	77	419
b. Demand Requests	41	56	57	51	38	243
c. Active Subscriptions	15	27	47	48	39	176
d. Trips Denied	0	0	0	0	0	0
e. Reservations	56	83	104	99	77	419
f. Early Cancellations	3	14	12	7	0	36
g. Trips Scheduled to Contract Carriers	53	69	92	92	77	383
h. Referred to Dedicated Carriers	29	38	61	64	52	244
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	24	31	31	28	25	139
3. Trip Data						
a. Total Trips Completed	43	58	81	82	66	330
b. Ambulatory Trips	13	19	28	28	20	108
c. Wheelchair/Mobility Aid	22	27	46	42	37	174
d. Companions	1	3	0	1	1	6
e. Personal Care Attendants	7	8	7	11	8	41
f. Under 5	0	1	0	0	0	1
g. WMATA Employee	0	0	0	0	0	0
h. No Show	2	5	0	2	9	18
i. PCA/Companion No Show	2	2	9	4	2	19
j. Late Cancel	2	1	1	2	0	6
k. Unevaluated	4	2	1	1	0	8
l. Average Weekday Trips	13	10	14	13	15	13
m. Average Saturday Trips	4	4	6	6	0	5
n. Average Sunday Trips	0	1	2	7	3	3
o. Average Time of Trips	0:34	0:38	0:34	0:39	0:41	0:37
p. Average Trip Mileage	11	14	11	13	14	13
4. Completed Trip Mode						
a. Van Trip	26	32	52	57	46	213
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	17	26	29	25	20	117
5. On-Time Performance						
a. On-Time Trips	35	54	74	69	60	292
b. Late Trips	8	4	7	13	6	38
c. Average Time Late	0:27	0:20	0:37	0:18	0:24	0:25
d. Maximum Time Late	1:00	0:32	1:05	0:43	0:45	1:05
e. Late 16 to 29 Minutes	6	4	2	13	4	29
f. Late 30 to 44 Minutes	0	0	3	0	2	5
g. Late 45 to 59 Minutes	2	0	2	0	0	4
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	1	0	1	0	2
6. Revenue						
a. Total Fare Collected	$90.00	$120.00	$185.00	$175.00	$145.00	$715.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: Fairfax County

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	1448	1463	1477	1496	1495	1495
b. Applications Received	0	5	12	14	5	36
c. Interviews	9	16	15	9	6	55
d. Functional Testing	9	16	15	9	6	55
e. New Registered	2	10	15	16	2	45
f. Denied	1	0	0	1	0	2
g. Pending	49	49	60	68	73	73
h. Recertifications	0	6	1	6	0	13
2. Reservations						
a. Total Trip Requests	2692	3939	4546	4588	3566	19,331
b. Demand Requests	1401	2158	2293	2246	1694	9,792
c. Active Subscriptions	1291	1781	2253	2342	1872	9,539
d. Trips Denied	0	0	0	0	0	0
e. Reservations	2692	3939	4546	4588	3566	19,331
f. Early Cancellations	435	585	605	662	470	2,757
g. Trips Scheduled to Contract Carriers	2257	3354	3941	3926	3096	16,574
h. Referred to Dedicated Carriers	1437	2182	2487	2653	1989	10,748
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	820	1172	1454	1273	1107	5,826
3. Trip Data						
a. Total Trips Completed	1679	2688	3163	3172	2501	13,203
b. Ambulatory Trips	1204	1971	2293	2343	1806	9,617
c. Wheelchair/Mobility Aid	351	522	618	605	496	2,592
d. Companions	4	13	15	22	11	65
e. Personal Care Attendants	117	169	222	198	177	883
f. Under 5	3	11	15	4	11	44
g. WMATA Employee	0	2	0	0	0	2
h. No Show	149	179	196	168	148	840
i. PCA/Companion No Show	125	197	210	228	157	917
j. Late Cancel	206	211	271	255	229	1,172
k. Unevaluated	76	61	69	70	39	315
l. Average Weekday Trips	525	492	586	581	590	556
m. Average Saturday Trips	102	128	154	158	0	136
n. Average Sunday Trips	0	100	77	106	140	106
o. Average Time of Trips	0:35	0:37	0:38	0:38	0:38	0:37
p. Average Trip Mileage	12	12	13	12	13	12
4. Completed Trip Mode						
a. Van Trip	1116	1747	2029	2184	1637	8,713
b. Sedan Trip	0	0	1	1	0	2
c. Supplementary Service Trip	1	4	2	0	1	8
d. Taxi Trip	562	937	1131	987	863	4,480
5. On-Time Performance						
a. On-Time Trips	1532	2444	2898	2932	2302	12,108
b. Late Trips	147	244	265	240	199	1,095
c. Average Time Late	0:31	0:32	0:29	0:29	0:30	0:30
d. Maximum Time Late	1:30	1:47	1:43	1:25	1:45	1:47
e. Late 16 to 29 Minutes	109	190	206	185	156	846
f. Late 30 to 44 Minutes	22	26	40	38	31	157
g. Late 45 to 59 Minutes	12	21	13	14	7	67
h. Late 60 to 74 Minutes	3	5	5	3	3	19
i. Late 75 to 89 Minutes	1	1	1	0	1	4
j. Late 90+ Minutes	0	1	0	0	1	2
k. Missed Trips	22	18	32	33	22	127
6. Revenue						
a. Total Fare Collected	$3,875.00	$6,225.00	$7,277.50	$7,402.50	$5,767.50	$30,547.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 6/1/2005

LogistiCare Final Monthly Report for September '04

Jurisdiction: Montgomery County

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	3666	3708	3689	3732	3723	3723
b. Applications Received	57	2	26	34	7	126
c. Interviews	22	29	27	29	26	133
d. Functional Testing	22	29	27	29	26	133
e. New Registered	10	27	6	29	3	75
f. Denied	5	2	0	3	3	13
g. Pending	97	97	105	126	133	133
h. Recertifications	2	16	6	18	6	48
2. Reservations						
a. Total Trip Requests	6,279	9498	10291	10073	7758	43,899
b. Demand Requests	2930	4697	4579	4396	3342	19,944
c. Active Subscriptions	3349	4801	5712	5677	4416	23,955
d. Trips Denied	0	0	0	0	0	0
e. Reservations	6,279	9,498	10,291	10,073	7,758	43,899
f. Early Cancellations	712	1089	1266	932	713	4,712
g. Trips Scheduled to Contract Carriers	5567	8409	9025	9141	7045	39,187
h. Referred to Dedicated Carriers	3280	4795	5743	5990	4530	24,338
i. Referred to Supplemental Carriers	316	439	523	533	432	2,243
j. Referred to Taxi	1971	3175	2759	2618	2083	12,606
3. Trip Data						
a. Total Trips Completed	4068	6140	6689	6953	5394	29,244
b. Ambulatory Trips	2534	3647	4147	4331	3351	18,010
c. Wheelchair/Mobility Aid	1022	1547	1687	1712	1345	7,313
d. Companions	7	20	20	22	28	97
e. Personal Care Attendants	502	919	832	882	659	3,794
f. Under 5	3	7	3	6	10	29
g. WMATA Employee	0	0	0	0	1	1
h. No Show	194	335	373	346	251	1,499
i. PCA/Companion No Show	543	836	862	798	598	3,637
j. Late Cancel	456	678	709	674	525	3,042
k. Unevaluated	246	346	316	318	222	1,448
l. Average Weekday Trips	1226	1090	1205	1261	1279	1,208
m. Average Saturday Trips	390	399	358	383	0	383
n. Average Sunday Trips	0	290	306	263	276	284
o. Average Time of Trips	0:33	0:35	0:35	0:35	0:34	0:34
p. Average Trip Mileage	10	11	10	10	10	10
4. Completed Trip Mode						
a. Van Trip	1224	1804	2156	2286	1788	9,258
b. Sedan Trip	165	290	353	401	292	1,501
c. Supplementary Service Trip	1243	1746	2103	2299	1725	9,116
d. Taxi Trip	1436	2300	2077	1967	1589	9,369
5. On-Time Performance						
a. On-Time Trips	3632	5473	6028	6376	4765	26,274
b. Late Trips	436	667	661	577	629	2,970
c. Average Time Late	0:28	0:29	0:30	0:28	0:28	0:28
d. Maximum Time Late	2:19	2:30	2:13	2:00	2:52	2:52
e. Late 16 to 29 Minutes	352	507	501	438	493	2,291
f. Late 30 to 44 Minutes	41	93	94	71	82	381
g. Late 45 to 59 Minutes	26	36	39	38	33	172
h. Late 60 to 74 Minutes	5	14	13	15	6	53
i. Late 75 to 89 Minutes	5	10	8	10	7	40
j. Late 90+ Minutes	7	7	6	5	9	34
k. Missed Trips	60	74	76	52	55	317
6. Revenue						
a. Total Fare Collected	$8,852.50	$12,962.50	$14,567.50	$15,090.00	$11,745.00	$63,217.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: Prince George's County

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	3990	4010	4041	4069	4095	**4095**
b. Applications Received	23	29	30	31	31	**144**
c. Interviews	32	41	35	35	1	**144**
d. Functional Testing	32	41	35	35	1	**144**
e. New Registered	3	14	42	20	22	**101**
f. Denied	0	0	3	4	4	**11**
g. Pending	98	102	108	114	201	**201**
h. Recertifications	0	6	8	13	9	**36**
2. Reservations						
a. Total Trip Requests	7359	10982	12073	12071	8689	**51,174**
b. Demand Requests	4052	6320	6412	6411	4440	**27,635**
c. Active Subscriptions	3307	4662	5661	5660	4249	**23,539**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	7359	10982	12073	12071	8689	**51,174**
f. Early Cancellations	866	1121	1367	1297	892	**5,543**
g. Trips Scheduled to Contract Carriers	6493	9861	10706	10774	7797	**45,631**
h. Referred to Dedicated Carriers	4128	6352	6967	6418	4391	**28,256**
i. Referred to Supplemental Carriers	36	64	69	71	49	**289**
j. Referred to Taxi	2329	3445	3670	4285	3357	**17,086**
3. Trip Data						
a. Total Trips Completed	4903	7470	8299	8352	6226	**35,250**
b. Ambulatory Trips	3194	4811	5354	5450	4135	**22,944**
c. Wheelchair/Mobility Aid	1213	1840	2091	2040	1500	**8,684**
d. Companions	10	27	29	26	8	**100**
e. Personal Care Attendants	472	762	795	808	572	**3,409**
f. Under 5	14	28	29	28	11	**110**
g. WMATA Employee	0	2	1	0	0	**3**
h. No Show	426	595	553	542	409	**2,525**
i. PCA/Companion No Show	409	639	690	657	348	**2,743**
j. Late Cancel	564	966	877	857	659	**3,923**
k. Unevaluated	117	129	222	288	106	**862**
l. Average Weekday Trips	1422	1253	1462	1450	1437	**1,402**
m. Average Saturday Trips	635	733	557	664	0	**647**
n. Average Sunday Trips	0	469	430	434	476	**452**
o. Average Time of Trips	0:35	0:35	0:36	0:36	0:36	**0:35**
p. Average Trip Mileage	11	11	11	11	12	**11**
4. Completed Trip Mode						
a. Van Trip	2923	4353	5000	4508	3164	**19,948**
b. Sedan Trip	96	193	186	193	156	**824**
c. Supplementary Service Trip	111	178	168	195	164	**816**
d. Taxi Trip	1773	2746	2945	3456	2742	**13,662**
5. On-Time Performance						
a. On-Time Trips	4597	7048	7838	7810	5859	**33,152**
b. Late Trips	306	422	461	542	367	**2,098**
c. Average Time Late	0:27	0:27	0:27	0:29	0:28	**0:27**
d. Maximum Time Late	1:54	3:32	1:35	2:10	2:02	**3:32**
e. Late 16 to 29 Minutes	252	354	384	422	310	**1,722**
f. Late 30 to 44 Minutes	31	37	50	78	30	**226**
g. Late 45 to 59 Minutes	13	17	16	28	16	**90**
h. Late 60 to 74 Minutes	3	6	10	7	5	**31**
i. Late 75 to 89 Minutes	4	3	1	4	4	**16**
j. Late 90+ Minutes	3	5	0	5	2	**15**
k. Missed Trips	74	62	65	78	49	**328**
6. Revenue						
a. Total Fare Collected	$10,962.50	$16,592.50	$18,597.50	$18,702.50	$14,105.00	**$78,960.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: Visitor

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	32	31	27	27	28	28
b. Applications Received	1	0	0	1	1	3
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	1	1
f. Denied	0	0	0	0	0	0
g. Pending	17	17	17	18	19	19
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	61	118	100	95	69	443
b. Demand Requests	37	74	54	48	33	246
c. Active Subscriptions	24	44	46	47	36	197
d. Trips Denied	0	0	0	0	0	0
e. Reservations	61	118	100	95	69	443
f. Early Cancellations	9	32	4	3	5	53
g. Trips Scheduled to Contract Carriers	52	86	96	92	64	390
h. Referred to Dedicated Carriers	37	58	55	51	45	246
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	15	27	41	41	19	143
3. Trip Data						
a. Total Trips Completed	35	73	79	80	57	324
b. Ambulatory Trips	13	41	50	42	30	176
c. Wheelchair/Mobility Aid	19	23	23	32	25	122
d. Companions	0	1	0	0	0	1
e. Personal Care Attendants	2	8	6	6	2	24
f. Under 5	1	0	0	0	0	1
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	4	2	2	0	14
i. PCA/Companion No Show	2	3	2	0	0	7
j. Late Cancel	8	4	11	9	7	39
k. Unevaluated	1	0	1	1	0	3
l. Average Weekday Trips	9	14	14	14	14	13
m. Average Saturday Trips	8	2	5	6	0	5
n. Average Sunday Trips	0	0	0	0	1	0
o. Average Time of Trips	0:39	0:39	0:37	0:37	0:39	0:38
p. Average Trip Mileage	10	15	16	16	17	15
4. Completed Trip Mode						
a. Van Trip	21	46	44	42	37	190
b. Sedan Trip	1	0	3	1	0	5
c. Supplementary Service Trip	1	0	0	3	2	6
d. Taxi Trip	12	27	32	34	18	123
5. On-Time Performance						
a. On-Time Trips	33	66	74	75	50	298
b. Late Trips	2	7	5	5	7	26
c. Average Time Late	0:46	0:25	0:23	0:21	0:27	0:28
d. Maximum Time Late	1:15	0:52	0:30	0:30	0:45	1:15
e. Late 16 to 29 Minutes	1	5	5	4	5	20
f. Late 30 to 44 Minutes	0	2	0	0	2	4
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	1	0	0	0	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	2	1	0	0	3
6. Revenue						
a. Total Fare Collected	$80.00	$160.00	$182.50	$185.00	$137.50	$745.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for September '04

Jurisdiction: All

Weekdays	22
Saturdays	4
Sundays	4

Performance Criteria	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	Month
1. Eligibility						
a. Total Registrants	14,084	14,210	14,230	14,394	14,431	14,431
b. Applications Received	97	55	102	127	67	448
c. Interviews	82	127	123	111	79	522
d. Functional Testing	82	127	123	111	79	522
e. New Registered	22	86	72	130	52	362
f. Denied	7	6	3	14	8	38
g. Pending	424	431	472	521	630	630
h. Recertifications	3	45	20	53	21	142
2. Reservations						
a. Total Trip Requests	21,740	32,726	36,179	36,134	26,880	153,659
b. Demand Requests	11,786	18,565	19,002	18,857	13,692	81,902
c. Active Subscriptions	9,954	14,161	17,177	17,277	13,188	71,757
d. Trips Denied	0	0	0	0	0	0
e. Reservations	21,740	32,726	36,179	36,134	26,880	153,659
f. Early Cancellations	2,507	3,637	4,153	3,981	2,862	17,140
g. Trips Scheduled to Contract Carriers	19,233	29,089	32,026	32,153	24,018	136,519
h. Referred to Dedicated Carriers	12,800	19,506	22,048	21,883	15,821	92,058
i. Referred to Supplemental Carriers	352	503	592	604	481	2,532
j. Referred to Taxi	6,081	9,079	9,390	9,666	7,716	41,932
3. Trip Data						
a. Total Trips Completed	14,218	21,735	24,378	24,784	18,676	103,791
b. Ambulatory Trips	8,907	13,410	15,243	15,534	11,809	64,903
c. Wheelchair/Mobility Aid	3,715	5,654	6,401	6,356	4,783	26,909
d. Companions	41	96	93	117	71	418
e. Personal Care Attendants	1,518	2,499	2,562	2,707	1,961	11,247
f. Under 5	34	69	77	70	50	300
g. WMATA Employee	3	7	2	0	2	14
h. No Show	1,107	1,532	1,520	1,489	1,145	6,793
i. PCA/Companion No Show	1,516	2,341	2,481	2,374	1,553	10,265
j. Late Cancel	1,705	2,688	2,717	2,525	2,029	11,664
k. Unevaluated	490	589	702	765	435	2,981
l. Average Weekday Trips	4,195	3,734	4,304	4,360	4,342	4,179
m. Average Saturday Trips	1,627	1,782	1,573	1,731	0	1,678
n. Average Sunday Trips	0	1,269	1,265	1,229	1,294	1,264
o. Average Time of Trips	0:34	0:35	0:35	0:35	0:36	0:35
p. Average Trip Mileage	11.11	11.16	11.00	10.78	10.52	11
4. Completed Trip Mode						
a. Van Trip	7,477	11,339	13,113	12,930	9,347	54,206
b. Sedan Trip	685	1,131	1,247	1,353	1,006	5,422
c. Supplementary Service Trip	1,618	2,301	2,702	2,947	2,238	11,806
d. Taxi Trip	4,438	6,964	7,316	7,554	6,085	32,357
5. On-Time Performance						
a. On-Time Trips	13,073	19,996	22,537	22,879	17,193	95,678
b. Late Trips	1,145	1,739	1,841	1,905	1,483	8,113
c. Average Time Late	0:30	0:28	0:30	0:25	0:29	0:28
d. Maximum Time Late	2:19	3:32	2:13	2:10	2:52	3:32
e. Late 16 to 29 Minutes	910	1,404	1,481	1,499	1,187	6,481
f. Late 30 to 44 Minutes	125	193	214	238	185	955
g. Late 45 to 59 Minutes	68	86	93	102	71	420
h. Late 60 to 74 Minutes	14	26	35	37	14	126
i. Late 75 to 89 Minutes	16	16	11	17	14	74
j. Late 90+ Minutes	12	14	7	13	13	59
k. Missed Trips	197	204	228	216	180	1,025
6. Revenue						
a. Total Fare Collected	$31,450.00	$47,585.00	$54,032.50	$54,732.50	$41,480.00	$229,280.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	164	165	163	158	161	165
c. Maximum Saturday Vehicles Used	86	96	87	83	0	96
d. Maximum Sunday Vehicles Used	0	54	62	58	60	62
e. Average Weekday Spare Availability	-8	-10	-11	-4	-6	-8
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	18	19	15	17	17	19
b. Maximum Weekday Vehicles Used	18	19	15	17	17	19
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	55	57	54	52	48	57
b. Maximum Weekday Vehicles Used	55	57	54	52	48	57
c. Maximum Saturday Vehicles Used	31	38	25	24	0	38
d. Maximum Sunday Vehicles Used	0	41	44	46	42	46

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	247	250	243	243	239	250
b. Maximum Weekday Vehicles Used	237	241	232	227	226	241
c. Maximum Saturday Vehicles Used	117	134	112	107	0	134
d. Maximum Sunday Vehicles Used	0	95	106	104	102	106
e. Average Weekday Spare Availability	-8	-10	-11	-4	-6	-8
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	6,624	10,031	11,231	11,086	8,726	47,698
b. Weekday Revenue Hours	5,535	8,307	9,488	9,355	7,360	40,045
c. Weekday Deadhead Hours	1,089	1,724	1,743	1,731	1,366	7,653
d. Weekday Service Miles	107,763	160,317	184,224	182,275	141,463	776,042
e.Weekday Revenue Miles	87,627	130,740	151,695	149,258	116,695	636,015
f. Weekday Deadhead Miles	20,136	29,577	32,529	33,017	24,768	140,027

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	861	967	833	832	0	3,493
b. Saturday Revenue Hours	719	818	696	691	0	2,924
c. Saturday Deadhead Hours	142	149	137	141	0	569
d. Saturday Service Miles	13,932	16,931	14,622	13,809	0	59,294
e. Saturday Revenue Miles	11,574	14,007	11,824	11,443	0	48,848
f. Saturday Deadhead Miles	2,358	2,924	2,798	2,366	0	10,446

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	517	578	544	546	2,185
b. Sunday Revenue Hours	0	432	484	445	444	1,805
c. Sunday Deadhead Hours	0	85	94	99	102	380
d. Sunday Service Miles	0	8,897	9,971	9,272	9,347	37,487
e. Sunday Revenue Miles	0	7,417	8,034	7,586	7,665	30,702
f. Sunday Deadhead Miles	0	1,480	1,937	1,686	1,682	6,785

8d. Total Service Operated (Dedicated)						
a. Service Hours	7,485	11,515	12,642	12,462	9,272	53,376
b. Revenue Hours	6,254	9,557	10,668	10,491	7,804	44,774
c. Deadhead Hours	1,231	1,958	1,974	1,971	1,468	8,602
d. Service Miles	121,695	186,145	208,817	205,356	150,810	872,823
e. Revenue Miles	99,201	152,164	171,553	168,287	124,360	715,565
f. Deadhead Miles	22,494	33,981	37,264	37,069	26,450	157,258

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	9/1/2004 9/4/2004	9/5/2004 9/11/2004	9/12/2004 9/18/2004	9/19/2004 9/25/2004	9/26/2004 9/30/2004	
a. Weekday Service Hours	187	284	321	316	269	1,377
b. Weekday Revenue Hours	187	284	321	316	269	1,377
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	1,706	2,263	2,676	2,777	2,235	11,657
e.Weekday Revenue Miles	1,706	2,263	2,676	2,777	2,235	11,657
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	2	2	4	1	0	9
b. Saturday Revenue Hours	2	2	4	1	0	9
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	17	28	28	28	0	101
e. Saturday Revenue Miles	17	28	28	28	0	101
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	C	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	189	286	325	317	269	1,386
b. Revenue Hours	189	286	325	317	269	1,386
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	1,723	2,291	2,704	2,805	2,235	11,758
e. Revenue Miles	1,723	2,291	2,704	2,805	2,235	11,758
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	2,251	3,238	3,589	3,703	2,868	15,649
b. Weekday Revenue Hours	2,251	3,238	3,589	3,703	2,868	15,649
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	35,176	50,283	55,909	56,710	43,728	241,806
e.Weekday Revenue Miles	35,176	50,283	55,909	56,710	43,728	241,806
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	227	240	212	226	0	905
b. Saturday Revenue Hours	227	240	212	226	0	905
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4,089	3,752	3,765	3,952	0	15,558
e. Saturday Revenue Miles	4,089	3,752	3,765	3,952	0	15,558
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	236	244	234	243	957
b. Sunday Revenue Hours	0	236	244	234	243	957
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,304	4,145	4,198	4,193	16,840
e. Sunday Revenue Miles	0	4,304	4,145	4,198	4,193	16,840
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	2,478	3,714	4,045	4,163	3,111	17,511
b. Revenue Hours	2,478	3,714	4,045	4,163	3,111	17,511
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	39,265	58,339	63,819	64,860	47,921	274,204
e. Revenue Miles	39,265	58,339	63,819	64,860	47,921	274,204
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	10,152	15,515	17,012	16,942	12,652	**72,273**
b. Revenue Hours	8,921	13,557	15,038	14,971	11,184	**63,671**
c. Deadhead Hours	1,231	1,958	1,974	1,971	1,468	**8,602**
d. Service Miles	162,683	246,775	275,340	273,021	200,966	**1,158,785**
e. Revenue Miles	140,189	212,794	238,076	235,952	174,516	**1,001,527**
f. Deadhead Miles	22,494	33,981	37,264	37,069	26,450	**157,258**

October 2004

LogistiCare Final Monthly Report for October '04

Jurisdiction: Alexandria

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	186	186	187	188	188	187	**187**
b. Applications Received	0	0	2	1	3	0	**6**
c. Interviews	0	0	1	2	3	0	**6**
d. Functional Testing	0	0	1	2	3	0	**6**
e. Registered	0	0	0	1	2	0	**3**
f. Denied	0	0	0	0	0	0	**0**
g. Pending	9	9	9	10	12	12	**12**
h. Recertifications	0	0	1	1	0	0	**2**
2. Reservations							
a. Total Trip Requests	121	393	381	446	438	21	**1,800**
b. Demand Requests	78	213	229	257	242	15	**1,034**
c. Active Subscriptions	43	180	152	189	196	6	**766**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	121	393	381	446	438	21	**1,800**
f. Early Cancellations	28	56	49	75	54	1	**263**
g. Trips Scheduled to Contract Carriers	93	337	332	371	384	20	**1,537**
h. Referred to Dedicated Carriers	67	242	221	221	236	13	**1,000**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	26	95	111	150	148	7	**537**
3. Trip Data							
a. Total Trips Completed	75	258	246	301	306	14	**1,200**
b. Ambulatory Trips	50	164	160	199	202	14	**789**
c. Wheelchair/Mobility Aid	21	82	71	89	86	0	**349**
d. Companions	0	1	3	0	0	0	**4**
e. Personal Care Attendants	4	10	12	12	17	0	**55**
f. Under 5	0	1	0	1	1	0	**3**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. PCA/Comp No Shows	8	13	19	19	19	0	**78**
I. Passenger No Show	2	11	11	6	8	1	**39**
j. Late Cancel	7	47	45	28	25	0	**152**
k. Unevaluated	1	5	8	13	18	5	**50**
l. Average Weekday Trips	48	44	43	52	54	0	**48**
m. Average Saturday Trips	27	23	21	24	22	0	**23**
n. Average Sunday Trips	0	13	8	15	10	14	**12**
o. Average Time of Trips	0:40	0:38	0:38	0:37	0:39	0:35	**0:38**
p. Average Trip Mileage	16	12	12	13	14	8	**11.80**
4. Completed Trip Mode							
a. Van Trip	55	181	169	190	204	8	**807**
b. Sedan Trip	2	0	1	0	0	0	**3**
c. Supplementary Service Trip	0	1	2	0	0	0	**3**
d. Taxi Trip	18	76	74	111	102	6	**387**
5. On-Time Performance							
a. On-Time Trips	70	238	218	265	268	13	**1,072**
b. Late Trips	5	20	28	36	38	1	**128**
c. Average Time Late	0:34	0:38	0:32	0:33	0:26	0:20	**0:30**
d. Maximum Time Late	0:50	1:30	1:15	1:45	1:05	0:20	**1:45**
e. Late 16 to 29 Minutes	4	14	23	27	34	1	**103**
f. Late 30 to 44 Minutes	1	3	3	2	3	0	**12**
g. Late 45 to 59 Minutes	0	2	1	6	1	0	**10**
h. Late 60 to 74 Minutes	0	0	1	0	0	0	**1**
i. Late 75 to 89 Minutes	0	1	0	0	0	0	**1**
j. Late 90+ Minutes	0	0	0	1	0	0	**1**
k. Missed Trips	0	3	3	4	8	0	**18**
6. Revenue							
a. Total Fare Collected	$177.50	$617.50	$585.00	$720.00	$717.50	$35.00	**$2,852.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Arlington

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	907	920	926	926	929	924	924
b. Applications Received	0	14	8	6	12	0	40
c. Interviews	0	11	8	8	5	0	32
d. Functional Testing	0	11	8	8	5	0	32
e. Registered	0	12	5	8	3	0	28
f. Denied	0	0	1	0	0	0	1
g. Pending	32	37	41	46	55	55	55
h. Recertifications	0	1	1	0	1	0	3
2. Reservations							
a. Total Trip Requests	101	396	380	330	361	21	1,589
b. Demand Requests	80	306	304	229	255	16	1,190
c. Active Subscriptions	21	90	76	101	106	5	399
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	101	396	380	330	361	21	1,589
f. Early Cancellations	13	43	38	40	40	2	176
g. Trips Scheduled to Contract Carriers	88	353	342	290	321	19	1,413
h. Referred to Dedicated Carriers	43	229	202	143	181	4	802
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	45	124	140	147	140	15	611
3. Trip Data							
a. Total Trips Completed	57	261	254	209	245	13	1,039
b. Ambulatory Trips	42	176	179	148	165	8	718
c. Wheelchair/Mobility Aid	9	65	46	38	55	4	217
d. Companions	1	1	3	1	1	0	7
e. Personal Care Attendants	5	19	26	22	24	1	97
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	9	25	24	20	14	0	92
i. Passenger No Show	9	33	26	20	25	1	114
j. Late Cancel	11	25	26	20	30	5	117
k. Unevaluated	1	5	12	14	4	0	36
l. Average Weekday Trips	23	42	40	34	40	0	38
m. Average Saturday Trips	34	17	34	13	14	0	22
n. Average Sunday Trips	0	32	16	22	28	13	22
o. Average Time of Trips	0:31	0:32	0:30	0:31	0:29	0:34	0:30
p. Average Trip Mileage	8	9	8	10	8	11	9.20
4. Completed Trip Mode							
a. Van Trip	29	172	156	100	139	4	600
b. Sedan Trip	0	0	0	1	1	0	2
c. Supplementary Service Trip	0	5	0	0	0	0	5
d. Taxi Trip	28	84	98	108	105	9	432
5. On-Time Performance							
a. On-Time Trips	49	237	229	187	222	12	936
b. Late Trips	8	24	25	22	23	1	103
c. Average Time Late	0:30	0:33	0:29	0:28	0:34	0:30	0:30
d. Maximum Time Late	1:00	1:53	1:10	1:00	1:55	0:30	1:55
e. Late 16 to 29 Minutes	5	20	15	19	19	1	79
f. Late 30 to 44 Minutes	2	1	3	2	1	0	9
g. Late 45 to 59 Minutes	1	1	7	1	1	0	11
h. Late 60 to 74 Minutes	0	1	0	0	1	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	1	0	0	1	0	2
k. Missed Trips	1	4	0	7	3	0	15
6. Revenue							
a. Total Fare Collected	$127.50	$597.50	$567.50	$457.50	$537.50	$30.00	$2,317.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: District of Columbia

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	3858	3908	3924	3934	3997	3993	**3993**
b. Applications Received	5	27	22	47	27	0	**128**
c. Interviews	0	42	33	52	49	0	**176**
d. Functional Testing	0	42	33	52	49	0	**176**
e. Registered	0	44	18	15	32	0	**109**
f. Denied	0	3	3	1	3	0	**10**
g. Pending	111	118	122	138	151	151	**151**
h. Recertifications	0	7	1	10	39	0	**57**
2. Reservations							
a. Total Trip Requests	2,231	8,684	7,905	8,299	8,131	710	**35,960**
b. Demand Requests	1,423	5,555	5,353	5,257	5,099	568	**23,255**
c. Active Subscriptions	808	3,129	2,552	3,042	3,032	142	**12,705**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	2,231	8,684	7,905	8,299	8,131	710	**35,960**
f. Early Cancellations	201	874	789	763	781	74	**3,482**
g. Trips Scheduled to Contract Carriers	2,030	7,810	7,116	7,536	7,350	636	**32,478**
h. Referred to Dedicated Carriers	1,624	6,333	5,798	6,196	6,099	453	**26,503**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	406	1,477	1,318	1,340	1,251	183	**5,975**
3. Trip Data							
a. Total Trips Completed	1,523	5,911	5,242	5,523	5,467	412	**24,078**
b. Ambulatory Trips	801	3,209	2,844	3,057	3,023	173	**13,107**
c. Wheelchair/Mobility Aid	465	1,825	1,612	1,763	1,702	156	**7,523**
d. Companions	21	27	36	23	16	2	**125**
e. Personal Care Attendants	227	818	725	652	697	77	**3,196**
f. Under 5	9	32	24	25	29	4	**123**
g. WMATA Employee	0	0	1	3	0	0	**4**
h. PCA/Comp No Shows	102	404	377	390	335	35	**1,643**
I. Passenger No Show	165	635	547	608	590	75	**2,620**
j. Late Cancel	215	763	828	885	814	99	**3,604**
k. Unevaluated	6	60	74	87	93	5	**325**
l. Average Weekday Trips	989	1,001	890	934	919	0	**939**
m. Average Saturday Trips	534	515	452	473	454	0	**486**
n. Average Sunday Trips	0	390	338	379	415	412	**387**
o. Average Time of Trips	0:33	0:32	0:32	0:33	0:33	0:29	**0:32**
p. Average Trip Mileage	6	6	6	6	6	6	**6.00**
4. Completed Trip Mode							
a. Van Trip	920	3,460	3,070	3,319	3,310	190	**14,269**
b. Sedan Trip	182	809	700	751	788	52	**3,282**
c. Supplementary Service Trip	101	485	496	476	434	59	**2,051**
d. Taxi Trip	320	1157	976	977	935	111	**4,476**
5. On-Time Performance							
a. On-Time Trips	1,404	5,423	4,778	5,098	5,100	375	**22,178**
b. Late Trips	119	488	464	425	367	37	**1,900**
c. Average Time Late	0:25	0:25	0:28	0:26	0:26	0:27	**0:26**
d. Maximum Time Late	1:25	1:30	2:00	2:27	2:55	1:34	**2:55**
e. Late 16 to 29 Minutes	101	415	371	361	314	31	**1,593**
f. Late 30 to 44 Minutes	8	53	55	51	33	1	**201**
g. Late 45 to 59 Minutes	8	10	27	8	15	3	**71**
h. Late 60 to 74 Minutes	2	7	5	2	2	1	**19**
i. Late 75 to 89 Minutes	0	3	2	1	2	1	**9**
j. Late 90+ Minutes	0	0	4	2	1	0	**7**
k. Missed Trips	19	37	48	43	51	10	**208**
6. Revenue							
	$3,190.25	$12,520.50	$11,145.00	$11,968.70	$11,747.50	$822.75	**$51,394.70**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Falls Church

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	29	30	30	30	30	30	30
b. Applications Received	0	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0	0
e. Registered	0	1	0	0	0	0	1
f. Denied	0	0	0	1	0	0	1
g. Pending	1	1	1	1	1	1	1
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	41	167	148	146	146	5	653
b. Demand Requests	16	64	60	52	43	3	238
c. Active Subscriptions	25	103	88	94	103	2	415
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	41	167	148	146	146	5	653
f. Early Cancellations	7	43	34	16	9	0	109
g. Trips Scheduled to Contract Carriers	34	124	114	130	137	5	544
h. Referred to Dedicated Carriers	18	65	55	67	77	2	284
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	16	59	59	63	60	3	260
3. Trip Data							
a. Total Trips Completed	25	108	91	103	106	3	436
b. Ambulatory Trips	23	98	77	98	99	2	397
c. Wheelchair/Mobility Aid	0	6	8	3	3	1	21
d. Companions	0	0	0	0	0	0	0
e. Personal Care Attendants	2	4	6	2	4	0	18
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	2	9	6	7	7	0	31
i. Passenger No Show	0	0	0	2	0	0	2
j. Late Cancel	6	5	10	13	18	2	54
k. Unevaluated	0	2	6	3	5	0	16
l. Average Weekday Trips	19	20	16	18	19	0	18
m. Average Saturday Trips	6	2	4	7	4	0	5
n. Average Sunday Trips	0	3	3	2	5	3	3
o. Average Time of Trips	0:30	0:32	0:32	0:27	0:33	0:25	0:30
p. Average Trip Mileage	10	10	9	8	11	1	7.80
4. Completed Trip Mode							
a. Van Trip	11	57	39	51	59	1	218
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	14	51	52	52	47	2	218
5. On-Time Performance							
a. On-Time Trips	23	98	77	92	88	3	381
b. Late Trips	2	10	14	11	18	0	55
c. Average Time Late	0:20	0:34	0:26	0:25	0:23	0:00	0:21
d. Maximum Time Late	0:25	1:15	0:45	0:51	0:36	0:00	1:15
e. Late 16 to 29 Minutes	2	7	13	9	18	0	49
f. Late 30 to 44 Minutes	0	2	1	2	0	0	5
g. Late 45 to 59 Minutes	0	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	1	0	0	0	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	1	0	1	2	1	0	5
6. Revenue							
a. Total Fare Collected	$57.50	$260.00	$212.50	$252.50	$255.00	$7.50	$1,045.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Fairfax City

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	29	30	30	30	30	30	30
b. Applications Received	0	0	0	0	0	0	0
c. Interviews	0	1	0	0	0	0	1
d. Functional Testing	0	1	0	0	0	0	1
e. Registered	0	1	0	0	0	0	1
f. Denied	0	0	0	0	0	0	0
g. Pending	3	3	3	3	3	3	3
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	21	104	95	108	130	10	468
b. Demand Requests	11	50	49	53	61	10	234
c. Active Subscriptions	10	54	46	55	69	0	234
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	21	104	95	108	130	10	468
f. Early Cancellations	1	1	2	8	8	0	20
g. Trips Scheduled to Contract Carriers	20	103	93	100	122	10	448
h. Referred to Dedicated Carriers	10	68	61	64	80	6	289
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	10	35	32	36	42	4	159
3. Trip Data							
a. Total Trips Completed	16	85	80	78	107	6	372
b. Ambulatory Trips	10	27	33	36	52	4	162
c. Wheelchair/Mobility Aid	5	47	35	34	41	2	164
d. Companions	0	3	0	0	1	0	4
e. Personal Care Attendants	1	8	12	8	13	0	42
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	1	3	1	2	8	1	16
I. Passenger No Show	2	9	7	3	2	2	25
j. Late Cancel	0	0	4	11	3	0	18
k. Unevaluated	1	3	0	3	1	1	9
l. Average Weekday Trips	10	15	14	14	19	0	15
m. Average Saturday Trips	6	7	5	5	7	0	6
n. Average Sunday Trips	0	2	4	2	3	6	3
o. Average Time of Trips	0:28	0:37	0:33	0:35	0:34	0:40	0:34
p. Average Trip Mileage	10	11	11	13	11	13	11.80
4. Completed Trip Mode							
a. Van Trip	7	60	51	49	69	4	240
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	9	25	29	29	38	2	132
5. On-Time Performance							
a. On-Time Trips	16	78	68	71	96	6	335
b. Late Trips	0	7	12	7	11	0	37
c. Average Time Late	0:00	0:35	0:25	0:42	0:27	0:00	0:21
d. Maximum Time Late	0:00	0:55	1:25	1:00	1:00	0:00	1:25
e. Late 16 to 29 Minutes	0	5	11	3	6	0	25
f. Late 30 to 44 Minutes	0	2	0	3	1	0	6
g. Late 45 to 59 Minutes	0	0	0	1	4	0	5
h. Late 60 to 74 Minutes	0	0	1	0	0	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	0	3	1	3	1	0	8
6. Revenue							
a. Total Fare Collected	$37.50	$185.00	$170.00	$175.00	$232.50	$15.00	$815.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 6/1/2005

LogistiCare Final Monthly Report for October '04

Jurisdiction: Fairfax County

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	1467	1481	1494	1494	1498	1493	**1493**
b. Applications Received	0	4	10	9	12	0	**35**
c. Interviews	1	11	13	8	12	0	**45**
d. Functional Testing	1	11	13	8	12	0	**45**
e. Registered	0	8	10	6	6	0	**30**
f. Denied	0	0	1	0	0	0	**1**
g. Pending	64	65	68	74	83	83	**83**
h. Recertifications	0	6	4	3	3	0	**16**
2. Reservations							
a. Total Trip Requests	1047	4528	4059	4740	4525	178	**19,077**
b. Demand Requests	527	2178	2153	2396	2180	135	**9,569**
c. Active Subscriptions	520	2350	1906	2344	2345	43	**9,508**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	1047	4528	4059	4740	4525	178	**19,077**
f. Early Cancellations	125	580	546	681	610	21	**2,563**
g. Trips Scheduled to Contract Carriers	922	3948	3513	4059	3915	157	**16,514**
h. Referred to Dedicated Carriers	644	2656	2235	2523	2442	81	**10,581**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	278	1292	1278	1536	1473	76	**5,933**
3. Trip Data							
a. Total Trips Completed	739	3,215	2,811	3,162	3,128	105	**13,160**
b. Ambulatory Trips	514	2,343	2,007	2,250	2,262	61	**9,437**
c. Wheelchair/Mobility Aid	169	646	585	646	623	32	**2,701**
d. Companions	3	13	16	15	17	0	**64**
e. Personal Care Attendants	48	203	189	234	215	12	**901**
f. Under 5	5	10	14	17	11	0	**57**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. PCA/Comp No Shows	31	149	144	200	187	4	**715**
i. Passenger No Show	64	233	193	216	192	20	**918**
j. Late Cancel	58	252	265	339	296	20	**1,230**
k. Unevaluated	19	65	65	93	77	8	**327**
l. Average Weekday Trips	573	590	508	576	582	0	**564**
m. Average Saturday Trips	166	148	159	172	138	0	**157**
n. Average Sunday Trips	0	117	110	110	80	105	**104**
o. Average Time of Trips	0:36	0:38	0:37	0:37	0:37	0:31	**0:37**
p. Average Trip Mileage	11	13	13	12	13	8	**11.80**
4. Completed Trip Mode							
a. Van Trip	525	2198	1814	2001	1983	54	**8,575**
b. Sedan Trip	0	1	1	3	0	0	**5**
c. Supplementary Service Trip	0	2	0	2	1	0	**5**
d. Taxi Trip	214	1014	996	1156	1144	51	**4,575**
5. On-Time Performance							
a. On-Time Trips	674	2,903	2,526	2,811	2,843	97	**11,854**
b. Late Trips	65	312	285	351	285	8	**1,306**
c. Average Time Late	0:33	0:31	0:32	0:31	0:30	0:21	**0:29**
d. Maximum Time Late	1:40	2:30	2:33	2:08	2:05	0:42	**2:33**
e. Late 16 to 29 Minutes	44	246	217	275	222	8	**1,012**
f. Late 30 to 44 Minutes	13	34	36	47	38	0	**168**
g. Late 45 to 59 Minutes	5	17	21	22	15	0	**80**
h. Late 60 to 74 Minutes	0	10	5	4	2	0	**21**
i. Late 75 to 89 Minutes	3	3	0	1	3	0	**10**
j. Late 90+ Minutes	0	2	6	2	5	0	**15**
k. Missed Trips	11	34	35	49	35	0	**164**
6. Revenue							
a. Total Fare Collected	$1,707.50	$7,467.35	$6,495.00	$7,279.27	$7,218.50	$232.50	**$30,400.12**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Montgomery County

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	3661	3704	3710	3745	3755	3750	**3750**
b. Applications Received	9	29	24	20	30	0	**112**
c. Interviews	5	30	31	41	40	0	**147**
d. Functional Testing	5	30	31	41	40	0	**147**
e. Registered	0	30	14	34	19	0	**97**
f. Denied	0	3	1	4	2	0	**10**
g. Pending	94	99	104	110	126	126	**126**
h. Recertifications	0	13	6	10	4	0	**33**
2. Reservations							
a. Total Trip Requests	2566	10297	9543	10200	10109	586	**43,301**
b. Demand Requests	1265	4658	4649	4523	4456	422	**19,973**
c. Active Subscriptions	1301	5639	4894	5677	5653	164	**23,328**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	2566	10297	9543	10200	10109	586	**43,301**
f. Early Cancellations	211	1133	1035	951	1010	94	**4,434**
g. Trips Scheduled to Contract Carriers	2355	9164	8508	9249	9099	492	**38,867**
h. Referred to Dedicated Carriers	1428	5668	5367	5616	5396	188	**23,663**
i. Referred to Supplemental Carriers	105	532	534	529	533	0	**2,233**
j. Referred to Taxi	822	2964	2607	3104	3170	304	**12,971**
3. Trip Data							
a. Total Trips Completed	1738	7,010	6,501	7,261	6,997	329	**29,836**
b. Ambulatory Trips	1044	4,365	4,082	4,536	4,333	139	**18,499**
c. Wheelchair/Mobility Aid	399	1819	1635	1803	1762	115	**7,533**
d. Companions	1	11	13	14	7	2	**48**
e. Personal Care Attendants	291	813	762	898	889	73	**3,726**
f. Under 5	3	2	8	10	5	0	**28**
g. WMATA Employee	0	0	1	0	1	0	**2**
h. PCA/Comp No Shows	116	287	281	281	293	19	**1,277**
i. Passenger No Show	172	833	728	735	772	68	**3,308**
j. Late Cancel	200	671	639	601	623	53	**2,787**
k. Unevaluated	101	318	302	317	365	22	**1,425**
l. Average Weekday Trips	1300	1263	1167	1303	1257	0	**1,250**
m. Average Saturday Trips	438	399	376	444	413	0	**414**
n. Average Sunday Trips	0	295	290	300	295	329	**302**
o. Average Time of Trips	0:33	0:33	0:34	0:34	0:33	0:32	**0:33**
p. Average Trip Mileage	10	11	11	11	11	9	**10.60**
4. Completed Trip Mode							
a. Van Trip	491	2344	2137	2344	2173	82	**9,571**
b. Sedan Trip	89	327	287	347	305	15	**1,370**
c. Supplementary Service Trip	560	2145	2172	2263	2180	35	**9,355**
d. Taxi Trip	598	2194	1905	2307	2339	197	**9,540**
5. On-Time Performance							
a. On-Time Trips	1592	6,357	5,984	6,647	6,385	289	**27,254**
b. Late Trips	146	653	517	614	612	40	**2,582**
c. Average Time Late	0:26	0:29	0:31	0:30	0:29	0:35	**0:30**
d. Maximum Time Late	1:30	2:40	2:34	2:51	2:16	1:25	**2:51**
e. Late 16 to 29 Minutes	122	511	415	483	489	21	**2,041**
f. Late 30 to 44 Minutes	9	84	41	81	74	6	**295**
g. Late 45 to 59 Minutes	13	36	31	21	24	9	**134**
h. Late 60 to 74 Minutes	0	13	16	10	12	4	**55**
i. Late 75 to 89 Minutes	2	6	8	5	3	0	**24**
j. Late 90+ Minutes	0	3	6	14	10	0	**33**
k. Missed Trips	28	45	57	54	49	1	**234**
6. Revenue							
a. Total Fare Collected	$3,607.50	$15,437.20	$14,536.05	$15,805.27	$15,219.00	$640.00	**$65,245.02**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Prince George's County

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	4026	4060	4099	4142	4157	4155	**4155**
b. Applications Received	4	36	33	41	81	0	**195**
c. Interviews	0	38	35	45	34	0	**152**
d. Functional Testing	0	38	35	45	34	0	**152**
e. Registered	0	27	40	36	22	0	**125**
f. Denied	0	4	6	2	2	0	**14**
g. Pending	103	111	118	130	197	197	**197**
h. Recertifications	0	7	7	14	8	0	**36**
2. Reservations							
a. Total Trip Requests	3185	12270	11171	11940	12083	751	**51,400**
b. Demand Requests	1882	6721	6590	6337	6430	538	**28,498**
c. Active Subscriptions	1303	5549	4581	5603	5653	213	**22,902**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	3185	12270	11171	11940	12083	751	**51,400**
f. Early Cancellations	307	1349	1264	1213	1327	113	**5,573**
g. Trips Scheduled to Contract Carriers	2878	10921	9907	10727	10756	638	**45,827**
h. Referred to Dedicated Carriers	1556	6305	5931	6106	6436	324	**26,658**
i. Referred to Supplemental Carriers	16	64	60	64	64	0	**268**
j. Referred to Taxi	1306	4552	3916	4557	4256	314	**18,901**
3. Trip Data							
a. Total Trips Completed	2115	8,673	7,772	8,498	8,435	439	**35,932**
b. Ambulatory Trips	1345	5,627	5,026	5,645	5,609	244	**23,496**
c. Wheelchair/Mobility Aid	519	2103	1950	2013	2007	120	**8,712**
d. Companions	5	18	23	13	14	1	**74**
e. Personal Care Attendants	238	912	751	805	783	74	**3,563**
f. Under 5	8	13	22	22	22	0	**87**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. PCA/Comp No Shows	181	532	523	517	517	41	**2,311**
i. Passenger No Show	201	587	537	540	572	56	**2,493**
j. Late Cancel	295	872	839	926	1000	80	**4,012**
k. Unevaluated	43	190	173	171	171	16	**764**
l. Average Weekday Trips	1518	1490	1338	1484	1472	0	**1,449**
m. Average Saturday Trips	597	686	617	605	638	0	**629**
n. Average Sunday Trips	0	533	461	470	434	439	**467**
o. Average Time of Trips	0:33	0:35	0:34	0:35	0:34	0:30	**0:34**
p. Average Trip Mileage	11	12	11	12	11	10	**11.20**
4. Completed Trip Mode							
a. Van Trip	1022	4540	4184	4363	4618	130	**18,857**
b. Sedan Trip	60	206	217	187	175	19	**864**
c. Supplementary Service Trip	48	190	228	222	201	62	**951**
d. Taxi Trip	985	3737	3143	3726	3441	228	**15,260**
5. On-Time Performance							
a. On-Time Trips	1914	8,044	7,271	7,954	7,973	377	**33,533**
b. Late Trips	201	629	501	544	462	62	**2,399**
c. Average Time Late	0:28	0:26	0:27	0:28	0:27	0:24	**0:26**
d. Maximum Time Late	2:03	2:45	2:30	1:50	2:25	1:15	**2:45**
e. Late 16 to 29 Minutes	160	545	418	462	379	50	**2,014**
f. Late 30 to 44 Minutes	23	62	57	56	55	4	**257**
g. Late 45 to 59 Minutes	12	15	18	14	19	4	**82**
h. Late 60 to 74 Minutes	3	3	4	9	4	4	**27**
i. Late 75 to 89 Minutes	2	0	0	2	4	0	**8**
j. Late 90+ Minutes	1	4	4	1	1	0	**11**
k. Missed Trips	43	67	63	75	61	6	**315**
6. Revenue							
a. Total Fare Collected	$4,672.20	$19,325.30	$17,690.27	$19,132.67	$19,009.00	$912.50	**$80,741.94**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: Visitor

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	24	24	24	25	24	24	24
b. Applications Received	2	0	0	3	2	0	7
c. Interviews	0	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0	0
e. Registered	0	1	0	2	0	0	3
f. Denied	0	0	0	0	0	0	0
g. Pending	17	17	17	19	21	21	21
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	22	68	80	97	102	0	369
b. Demand Requests	11	23	43	50	58	0	185
c. Active Subscriptions	11	45	37	47	44	0	184
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	22	68	80	97	102	0	369
f. Early Cancellations	0	2	8	4	2	0	16
g. Trips Scheduled to Contract Carriers	22	66	72	93	100	0	353
h. Referred to Dedicated Carriers	11	47	40	52	56	0	206
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	11	19	32	41	44	0	147
3. Trip Data							
a. Total Trips Completed	20	60	52	78	91	0	301
b. Ambulatory Trips	10	37	27	44	52	0	170
c. Wheelchair/Mobility Aid	7	22	20	27	28	0	104
d. Companions	0	0	0	0	0	0	0
e. Personal Care Attendants	3	1	5	7	10	0	26
f. Under 5	0	0	0	0	1	0	1
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	0	1	5	5	1	0	12
i. Passenger No Show	1	0	0	1	0	0	2
j. Late Cancel	0	3	13	6	6	0	28
k. Unevaluated	0	2	0	2	1	0	5
l. Average Weekday Trips	15	11	9	15	16	0	13
m. Average Saturday Trips	5	3	3	3	9	0	5
n. Average Sunday Trips	0	0	0	0	0	0	0
o. Average Time of Trips	0:41	0:35	0:34	0:38	0:38	0:00	0:36
p. Average Trip Mileage	15	15	13	16	16	0	12.00
4. Completed Trip Mode							
a. Van Trip	10	40	24	41	47	0	162
b. Sedan Trip	0	2	1	3	1	0	7
c. Supplementary Service Trip	0	2	2	0	1	0	5
d. Taxi Trip	10	16	25	34	42	0	127
5. On-Time Performance							
a. On-Time Trips	18	56	46	70	75	0	265
b. Late Trips	2	4	6	8	16	0	36
c. Average Time Late	0:18	0:19	0:37	0:32	0:29	0:00	0:22
d. Maximum Time Late	0:20	0:35	0:57	1:15	1:25	0:00	1:25
e. Late 16 to 29 Minutes	2	4	4	7	11	0	28
f. Late 30 to 44 Minutes	0	0	2	0	3	0	5
g. Late 45 to 59 Minutes	0	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	1	2	0	3
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	1	0	2	1	1	0	5
6. Revenue							
a. Total Fare Collected	$42.50	$147.50	$117.50	$177.50	$200.00	$0.00	$685.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for October '04

Jurisdiction: All

Weekdays	21
Saturdays	5
Sundays	5

Performance Criteria	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	Month
1. Eligibility							
a. Total Registrants	14,187	14,343	14,424	14,514	14,608	14,586	**14,586**
b. Applications Received	20	110	99	127	167	0	**523**
c. Interviews	6	133	121	156	143	0	**559**
d. Functional Testing	6	133	121	156	143	0	**559**
e. Registered	0	124	87	102	84	0	**397**
f. Denied	0	10	12	8	7	0	**37**
g. Pending	434	460	483	531	649	649	**649**
h. Recertifications	0	34	20	38	55	0	**147**
2. Reservations							
a. Total Trip Requests	9,335	36,907	33,762	36,306	36,025	2,282	**154,617**
b. Demand Requests	5,293	19,768	19,430	19,154	18,824	1,707	**84,176**
c. Active Subscriptions	4,042	17,139	14,332	17,152	17,201	575	**70,441**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	9,335	36,907	33,762	36,306	36,025	2,282	**154,617**
f. Early Cancellations	893	4,081	3,765	3,751	3,841	305	**16,636**
g. Trips Scheduled to Contract Carriers	8,442	32,826	29,997	32,555	32,184	1,977	**137,981**
h. Referred to Dedicated Carriers	5,401	21,613	19,910	20,988	21,003	1,071	**89,986**
i. Referred to Supplemental Carriers	121	596	594	593	597	0	**2,501**
j. Referred to Taxi	2,920	10,617	9,493	10,974	10,584	906	**45,494**
3. Trip Data							
a. Total Trips Completed	6,308	25,581	23,049	25,213	24,882	1,321	**106,354**
b. Ambulatory Trips	3,839	16,046	14,435	16,013	15,797	645	**66,775**
c. Wheelchair/Mobility Aid	1,594	6,615	5,962	6,416	6,307	430	**27,324**
d. Companions	31	74	94	66	56	5	**326**
e. Personal Care Attendants	819	2,788	2,488	2,640	2,652	237	**11,624**
f. Under 5	25	58	68	75	69	4	**299**
g. WMATA Employee	0	0	2	3	1	0	**6**
h. PCA/Comp No Shows	450	1,423	1,380	1,441	1,381	100	**6,175**
I. Passenger No Show	616	2,341	2,049	2,131	2,161	223	**9,521**
j. Late Cancel	792	2638	2669	2829	2815	259	**12,002**
k. Unevaluated	172	650	640	703	735	57	**2,957**
l. Average Weekday Trips	4,495	4,476	4,025	4,430	4,378	0	**4,335**
m. Average Saturday Trips	1,813	1,800	1,671	1,746	1,699	0	**1,746**
n. Average Sunday Trips	0	1,385	1,230	1,300	1,270	1,321	**1,301**
o. Average Time of Trips	0:33	0:34	0:33	0:34	0:34	0:28	**0:34**
p. Average Trip Mileage	**11.43**	**10.57**	**10.81**	**10.74**	**10.77**	**10.56**	**10.81**
4. Completed Trip Mode							
a. Van Trip	3,070	13,052	11,644	12,458	12,602	473	**53,299**
b. Sedan Trip	333	1,345	1,207	1,292	1,270	86	**5,533**
c. Supplementary Service Trip	709	2,830	2,900	2,963	2,817	156	**12,375**
d. Taxi Trip	2,196	8,354	7,298	8,500	8,193	606	**35,147**
5. On-Time Performance							
a. On-Time Trips	5,760	23,434	21,197	23,195	23,050	1,172	**97,808**
b. Late Trips	548	2,147	1,852	2,018	1,832	149	**8,546**
c. Average Time Late	0:23	0:30	0:29	0:30	0:27	0:17	**0:26**
d. Maximum Time Late	2:03	2:45	2:34	2:51	2:55	1:34	**2:55**
e. Late 16 to 29 Minutes	440	1,767	1,487	1,646	1,492	112	**6,944**
f. Late 30 to 44 Minutes	56	241	198	244	208	11	**958**
g. Late 45 to 59 Minutes	39	81	105	73	79	16	**393**
h. Late 60 to 74 Minutes	5	35	32	26	23	9	**130**
I. Late 75 to 89 Minutes	7	13	10	9	12	1	**52**
j. Late 90+ Minutes	1	10	20	20	18	0	**69**
k. Missed Trips	104	193	210	238	210	17	**972**
6. Revenue							
a. Total Fare Collected	$13,619.95	$56,557.85	$51,518.82	$55,968.41	$55,136.50	$2,695.25	**$235,496.78**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	
a. Total Fleet Size	174	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	152	161	162	162	160	0	162
c. Maximum Saturday Vehicles Used	86	101	91	85	82	0	101
d. Maximum Sunday Vehicles Used	0	60	59	62	60	52	62
e. Average Weekday Spare Availability	4	3	3	1	2	151	32
f. Average Weekday Vehicles OOS	18	10	9	11	12	23	11

7b. Fleet (Supplemental)							
a. Total Fleet Size	13	18	18	18	17	0	18
b. Maximum Weekday Vehicles Used	13	18	18	18	17	0	18
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0	0

7c. Fleet (Taxi)							
a. Total Fleet Size	42	59	63	60	56	0	63
b. Maximum Weekday Vehicles Used	42	59	63	60	56	0	63
c. Maximum Saturday Vehicles Used	38	25	30	39	42	0	42
d. Maximum Sunday Vehicles Used	0	47	37	43	50	55	55

7d. Fleet (SUMMARY ALL MODES)							
a. Total Fleet Size	229	251	255	252	247	174	255
b. Maximum Weekday Vehicles Used	207	238	243	240	233	0	243
c. Maximum Saturday Vehicles Used	124	126	121	124	124	0	126
d. Maximum Sunday Vehicles Used	0	107	96	105	110	107	110
e. Average Weekday Spare Availability	4	3	3	1	2	151	27
f. Average Weekday Vehicles OOS	18	10	9	11	12	23	23

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)							
a. Weekday Service Hours	2165	11223	10042	10990	10839	0	45,259
b. Weekday Revenue Hours	1805	9391	8372	9239	9110	0	37,917
c. Weekday Deadhead Hours	360	1,832	1,670	1,751	1,729	0	7,342
d. Weekday Service Miles	35161	180493	164818	182151	178250	0	740,873
e.Weekday Revenue Miles	28543	149150	135435	149590	147285	0	610,003
f. Weekday Deadhead Miles	6,618	31,343	29,383	32,561	30,965	0	130,870

8b. Saturday Service Operated (Dedicated)							
a. Saturday Service Hours	848	1016	898	858	829	0	4,449
b. Saturday Revenue Hours	706	814	720	709	704	0	3,653
c. Saturday Deadhead Hours	142	202	178	149	125	0	796
d. Saturday Service Miles	14506	17126	15070	14490	13502	0	74,694
e. Saturday Revenue Miles	11433	14245	15027	11696	11107	0	63,508
f. Saturday Deadhead Miles	3,073	2,881	43	2,794	2,395	0	11,186

8c. Sunday Servcice Operated(Dedicated)							
a. Sunday Service Hours	0	585	559	590	584	507	2,825
b. Sunday Revenue Hours	0	487	441	476	473	411	2,288
c. Sunday Deadhead Hours	0	98	118	114	111	96	537
d. Sunday Service Miles	0	9864	9401	9777	9746	8242	47,030
e. Sunday Revenue Miles	0	7943	7525	8013	8044	6555	38,080
f. Sunday Deadhead Miles	0	1,921	1,876	1,764	1,702	1,687	8,950

8d. Total Service Operated (Dedicated)							
a. Service Hours	3,013	12,824	11,499	12,438	12,252	507	52,533
b. Revenue Hours	2,511	10,692	9,533	10,424	10,287	411	43,858
c. Deadhead Hours	502	2,132	1,966	2,014	1,965	96	8,675
d. Service Miles	49,667	207,483	189,289	206,418	201,498	8,242	862,597
e. Revenue Miles	39,976	171,338	157,987	169,299	166,436	6,555	711,591
f. Deadhead Miles	9,691	36,145	31,302	37,119	35,062	1,687	151,006

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplemen	10/1/2004 10/2/2004	10/3/2004 10/9/2004	10/10/2004 10/16/2004	10/17/2004 10/23/2004	10/24/2004 10/30/2004	10/31/2004	
a. Weekday Service Hours	62	330	305	327	311	0	1,335
b. Weekday Revenue Hours	62	330	305	327	311	0	1,335
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	543	2811	2665	2647	2561	0	11,227
e.Weekday Revenue Miles	543	2811	2665	2647	2561	0	11,227
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)							
a. Saturday Service Hours	1	1	0	2	0	0	4
b. Saturday Revenue Hours	1	1	0	2	0	0	4
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	6	18	6	18	12	0	60
e. Saturday Revenue Miles	6	18	6	18	12	0	60
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)							
a. Sunday Service Hours	0	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)							
a. Service Hours	63	331	305	329	311	0	1,339
b. Revenue Hours	63	331	305	329	311	0	1,339
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	549	2,829	2,671	2,665	2,573	0	11,287
e. Revenue Miles	549	2,829	2,671	2,665	2,573	0	11,287
f. Deadhead Miles	0	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)							
a. Weekday Service Hours	1043	3755	3363	3909	3794	0	15,864
b. Weekday Revenue Hours	1,043	3,755	3,363	3,909	3,794	0	15,864
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	16453	57234	51864	59969	60262	0	245,782
e.Weekday Revenue Miles	16,453	57,234	51,864	59,969	60,262	0	245,782
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)							
a. Saturday Service Hours	302	194	219	267	252	0	1,234
b. Saturday Revenue Hours	302	194	219	267	252	0	1,234
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	5102	3278	3860	4594	4635	0	21,469
e. Saturday Revenue Miles	5102	3278	3860	4594	4635	0	21,469
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)							
a. Sunday Service Hours	0	266	228	240	223	269	1,226
b. Sunday Revenue Hours	0	266	228	240	223	269	1,226
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	4,771	4,078	4,386	4,139	4,800	22,174
e. Sunday Revenue Miles	0	4,771	4,078	4,386	4,139	4,800	22,174
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

10d. Total Service Operated (Taxi)							
a. Service Hours	1,345	4,215	3,810	4,416	4,269	269	18,324
b. Revenue Hours	1,345	4,215	3,810	4,416	4,269	269	18,324
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	21,555	65,283	59,802	68,949	69,036	4,800	289,425
e. Revenue Miles	21,555	65,283	59,802	68,949	69,036	4,800	289,425
f. Deadhead Miles	0	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)							
a. Service Hours	4,421	17,370	15,614	17,183	16,832	776	72,196
b. Revenue Hours	3,919	15,238	13,648	15,169	14,867	680	63,521
c. Deadhead Hours	502	2,132	1,966	2,014	1,965	96	8,675
d. Service Miles	71,771	275,595	251,762	278,032	273,107	13,042	1,163,309
e. Revenue Miles	62,080	239,450	220,460	240,913	238,045	11,355	1,012,303
f. Deadhead Miles	9,691	36,145	31,302	37,119	35,062	1,687	151,006

November 2004

LogistiCare Final Monthly Report for November '04

Jurisdiction: Alexandria

Performance Criteria	11/1/2004 - 11/6/2004	11/7/2004 - 11/13/2004	11/14/2004 - 11/20/2004	11/21/2004 - 11/27/2004	11/28/2004 - 11/30/2004	Month
1. Eligibility						
a. Total Registrants	189	188	188	186	185	185
b. Applications Received	1	1	7	0	0	9
c. Interviews	1	3	1	1	2	8
d. Functional Testing	1	3	1	1	2	8
e. New Registered	0	1	1	0	0	2
f. Denied	0	0	0	0	0	0
g. Pending	6	7	10	10	10	10
h. Recertifications	3	1	1	0	0	5
2. Reservations						
a. Total Trip Requests	375	414	446	382	176	1,793
b. Demand Requests	179	241	224	194	87	925
c. Active Subscriptions	196	173	222	188	89	868
d. Trips Denied	0	0	0	0	0	0
e. Reservations	375	414	446	382	176	1,793
f. Early Cancellations	60	66	65	97	32	320
g. Trips Scheduled to Contract Carriers	315	348	381	285	144	1,473
h. Referred to Dedicated Carriers	210	238	278	193	75	994
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	105	110	103	92	69	479
3. Trip Data						
a. Total Trips Completed	246	279	315	226	118	1,184
b. Ambulatory Trips	178	196	207	166	77	824
c. Wheelchair/Mobility Aid	66	78	91	50	35	320
d. Companions	0	1	1	1	0	3
e. Personal Care Attendants	2	4	16	9	6	37
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	12	21	19	16	9	77
i. PCA/Companion No Show	5	9	13	9	4	40
j. Late Cancel	41	32	23	27	9	132
k. Unevaluated	9	6	7	5	3	30
l. Average Weekday Trips	45	50	54	39	54	48
m. Average Saturday Trips	20	16	33	14	0	21
n. Average Sunday Trips	0	13	10	13	9	11
o. Average Time of Trips	0:37	0:39	0:36	0:36	0:34	0:36
p. Average Trip Mileage	13	13	13	12	12	13
4. Completed Trip Mode						
a. Van Trip	174	188	234	158	66	820
b. Sedan Trip	0	1	0	0	0	1
c. Supplementary Service Trip	0	2	2	1	0	5
d. Taxi Trip	72	88	79	67	52	358
5. On-Time Performance						
a. On-Time Trips	215	243	267	190	110	1,025
b. Late Trips	31	36	48	36	8	159
c. Average Time Late	0:35	0:44	0:34	0:29	0:41	0:36
d. Maximum Time Late	2:00	2:45	3:15	1:15	1:31	3:15
e. Late 16 to 29 Minutes	24	23	39	30	5	121
f. Late 30 to 44 Minutes	3	5	4	3	2	17
g. Late 45 to 59 Minutes	2	2	4	2	0	10
h. Late 60 to 74 Minutes	0	1	0	1	0	2
i. Late 75 to 89 Minutes	1	4	0	0	1	6
j. Late 90+ Minutes	1	1	1	0	0	3
k. Missed Trips	2	1	4	2	1	10
6. Revenue						
a. Total Fare Collected	$610.00	$680.02	$747.50	$540.00	$277.50	$2,855.02

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Arlington

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	925	930	937	943	940	940
b. Applications Received	11	4	8	0	1	24
c. Interviews	9	8	14	4	5	40
d. Functional Testing	9	8	14	4	5	40
e. New Registered	3	2	6	6	0	17
f. Denied	1	0	1	0	0	2
g. Pending	25	27	31	31	31	31
h. Recertifications	6	5	4	1	0	16
2. Reservations						
a. Total Trip Requests	333	378	430	291	150	1,582
b. Demand Requests	238	285	314	223	107	1,167
c. Active Subscriptions	95	93	116	68	43	415
d. Trips Denied	0	0	0	0	0	0
e. Reservations	333	378	430	291	150	1,582
f. Early Cancellations	29	31	40	18	12	130
g. Trips Scheduled to Contract Carriers	304	347	390	273	138	1,452
h. Referred to Dedicated Carriers	199	206	229	169	82	885
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	105	141	161	104	56	567
3. Trip Data						
a. Total Trips Completed	220	225	254	179	108	986
b. Ambulatory Trips	136	150	172	115	77	650
c. Wheelchair/Mobility Aid	63	45	51	44	18	221
d. Companions	1	1	2	0	0	4
e. Personal Care Attendants	20	29	29	20	13	111
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	16	36	27	28	12	119
i. PCA/Companion No Show	34	26	28	19	6	113
j. Late Cancel	27	48	69	33	6	183
k. Unevaluated	5	11	7	11	6	40
l. Average Weekday Trips	41	36	42	28	45	38
m. Average Saturday Trips	11	18	21	14	0	16
n. Average Sunday Trips	0	24	19	22	17	21
o. Average Time of Trips	0:29	0:27	0:29	0:27	0:26	0:27
p. Average Trip Mileage	7	7	8	8	9	8
4. Completed Trip Mode						
a. Van Trip	136	127	151	114	66	594
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	1	0	0	0	1
d. Taxi Trip	84	97	103	65	42	391
5. On-Time Performance						
a. On-Time Trips	194	203	221	161	102	881
b. Late Trips	26	22	33	18	6	105
c. Average Time Late	0:30	0:26	0:31	0:33	0:25	0:29
d. Maximum Time Late	1:25	1:00	2:12	1:45	0:45	2:12
e. Late 16 to 29 Minutes	20	18	25	14	4	81
f. Late 30 to 44 Minutes	4	2	2	1	2	11
g. Late 45 to 59 Minutes	1	2	4	2	0	9
h. Late 60 to 74 Minutes	1	0	1	0	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	1	1	0	2
k. Missed Trips	2	1	5	3	0	11
6. Revenue						
a. Total Fare Collected	$497.50	$475.00	$550.00	$395.00	$225.00	$2,142.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: District of Columbia

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	3987	3999	3995	4004	3990	3990
b. Applications Received	25	22	47	6	33	133
c. Interviews	43	21	19	28	12	123
d. Functional Testing	43	21	19	28	12	123
e. New Registered	26	21	12	14	0	73
f. Denied	4	2	0	1	0	7
g. Pending	77	87	105	110	143	143
h. Recertifications	10	5	4	9	0	28
2. Reservations						
a. Total Trip Requests	7847	7791	8604	7171	3268	34,681
b. Demand Requests	4945	5145	5567	4563	2034	22,254
c. Active Subscriptions	2902	2646	3037	2608	1234	12,427
d. Trips Denied	0	0	0	0	0	0
e. Reservations	7847	7791	8604	7171	3268	34,681
f. Early Cancellations	748	754	709	995	276	3,482
g. Trips Scheduled to Contract Carriers	7099	7037	7895	6176	2992	31,199
h. Referred to Dedicated Carriers	5767	5717	6284	5019	2348	25,135
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	1332	1320	1611	1157	644	6,064
3. Trip Data						
a. Total Trips Completed	5302	5186	5933	4377	2265	23,063
b. Ambulatory Trips	2933	2808	3250	2356	1233	12,580
c. Wheelchair/Mobility Aid	1606	1639	1798	1411	670	7,124
d. Companions	25	30	20	27	13	115
e. Personal Care Attendants	708	687	840	560	329	3,124
f. Under 5	30	22	22	22	20	116
g. WMATA Employee	0	0	3	1	0	4
h. No Show	336	324	378	303	159	1,500
i. PCA/Companion No Show	482	584	581	490	194	2,331
j. Late Cancel	860	848	892	860	288	3,748
k. Unevaluated	67	68	66	95	69	365
l. Average Weekday Trips	954	856	1008	725	963	893
m. Average Saturday Trips	529	515	501	381	0	482
n. Average Sunday Trips	0	388	391	368	339	372
o. Average Time of Trips	0:33	0:32	0:32	0:32	0:32	0:32
p. Average Trip Mileage	6	6	6	6	6	6
4. Completed Trip Mode						
a. Van Trip	3229	3145	3443	2681	1341	13,839
b. Sedan Trip	717	665	827	583	323	3,115
c. Supplementary Service Trip	338	381	459	298	149	1,625
d. Taxi Trip	1018	995	1204	815	452	4,484
5. On-Time Performance						
a. On-Time Trips	4888	4862	5497	4045	2103	21,395
b. Late Trips	414	324	436	332	162	1,668
c. Average Time Late	0:28	0:28	0:27	0:27	0:30	0:28
d. Maximum Time Late	2:13	2:03	2:40	9:00	12:00	12:00
e. Late 16 to 29 Minutes	333	267	355	278	131	1,364
f. Late 30 to 44 Minutes	45	29	53	34	12	173
g. Late 45 to 59 Minutes	20	19	18	13	10	80
h. Late 60 to 74 Minutes	4	5	4	3	4	20
i. Late 75 to 89 Minutes	9	2	2	2	1	16
j. Late 90+ Minutes	3	2	4	2	2	13
k. Missed Trips	52	27	45	51	17	192
6. Revenue						
a. Total Fare Collected	$11,340.06	$11,132.51	$12,638.03	$9,432.80	$4,772.86	$49,316.26

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Falls Church

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	30	30	30	30	30	30
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	0	0	0	0	0	0
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	139	125	138	99	54	555
b. Demand Requests	41	44	34	22	18	159
c. Active Subscriptions	98	81	104	77	36	396
d. Trips Denied	0	0	0	0	0	0
e. Reservations	139	125	138	99	54	555
f. Early Cancellations	3	9	5	13	12	42
g. Trips Scheduled to Contract Carriers	136	116	133	86	42	513
h. Referred to Dedicated Carriers	84	74	64	50	22	294
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	52	42	69	36	20	219
3. Trip Data						
a. Total Trips Completed	110	91	104	63	33	401
b. Ambulatory Trips	104	86	100	55	31	376
c. Wheelchair/Mobility Aid	3	1	0	4	2	10
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	3	4	4	4	0	15
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	7	12	10	11	3	43
i. PCA/Companion No Show	0	0	2	0	0	2
j. Late Cancel	11	11	12	10	5	49
k. Unevaluated	3	2	5	2	1	13
l. Average Weekday Trips	21	16	19	11	15	17
m. Average Saturday Trips	5	9	7	4	0	6
n. Average Sunday Trips	0	1	1	3	2	2
o. Average Time of Trips	0:34	0:30	0:33	0:35	0:33	0:32
p. Average Trip Mileage	10	9	11	10	13	10
4. Completed Trip Mode						
a. Van Trip	63	55	51	33	17	219
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	47	36	53	30	16	182
5. On-Time Performance						
a. On-Time Trips	99	81	79	54	31	344
b. Late Trips	11	10	25	9	2	57
c. Average Time Late	0:30	0:40	0:33	0:44	0:32	0:35
d. Maximum Time Late	0:54	1:00	1:25	1:30	0:45	1:30
e. Late 16 to 29 Minutes	10	5	20	5	1	41
f. Late 30 to 44 Minutes	1	4	3	1	1	10
g. Late 45 to 59 Minutes	0	1	1	2	0	4
h. Late 60 to 74 Minutes	0	0	1	0	0	1
i. Late 75 to 89 Minutes	0	0	0	1	0	1
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	5	0	0	0	0	5
6. Revenue						
a. Total Fare Collected	$267.50	$217.50	$245.52	$147.50	$82.50	$960.52

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Fairfax City

Performance Criteria	11/1/2004 - 11/6/2004	11/7/2004 - 11/13/2004	11/14/2004 - 11/20/2004	11/21/2004 - 11/27/2004	11/28/2004 - 11/30/2004	Month
1. Eligibility						
a. Total Registrants	29	30	30	30	30	30
b. Applications Received	0	0	0	0	0	0
c. Interviews	1	0	0	0	1	2
d. Functional Testing	1	0	0	0	1	2
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	4	4	4	4	4	4
h. Recertifications	0	1	0	0	0	1
2. Reservations						
a. Total Trip Requests	122	112	112	105	38	489
b. Demand Requests	49	64	54	40	5	212
c. Active Subscriptions	73	48	58	65	33	277
d. Trips Denied	0	0	0	0	0	0
e. Reservations	122	112	112	105	38	489
f. Early Cancellations	10	11	4	38	0	63
g. Trips Scheduled to Contract Carriers	112	101	108	67	38	426
h. Referred to Dedicated Carriers	81	71	73	41	28	294
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	31	30	35	26	10	132
3. Trip Data						
a. Total Trips Completed	93	87	87	51	32	350
b. Ambulatory Trips	46	38	40	29	17	170
c. Wheelchair/Mobility Aid	38	39	39	18	14	148
d. Companions	2	0	2	0	0	4
e. Personal Care Attendants	7	10	6	4	1	28
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	3	4	1	1	15
i. PCA/Companion No Show	3	5	9	3	1	21
j. Late Cancel	6	6	6	10	3	31
k. Unevaluated	3	0	2	2	0	7
l. Average Weekday Trips	17	15	15	8	14	14
m. Average Saturday Trips	8	8	10	7	0	8
n. Average Sunday Trips	0	4	2	0	3	2
o. Average Time of Trips	0:34	0:35	0:31	0:34	0:32	0:33
p. Average Trip Mileage	12	12	11	14	10	12
4. Completed Trip Mode						
a. Van Trip	68	59	60	30	24	241
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	25	28	27	21	8	109
5. On-Time Performance						
a. On-Time Trips	79	75	73	43	30	300
b. Late Trips	14	12	14	8	2	50
c. Average Time Late	0:23	0:31	0:32	0:38	0:30	0:30
d. Maximum Time Late	1:00	1:00	1:35	1:05	0:30	1:35
e. Late 16 to 29 Minutes	13	9	9	5	2	38
f. Late 30 to 44 Minutes	0	2	2	2	0	6
g. Late 45 to 59 Minutes	1	1	2	1	0	5
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	1	0	0	1
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	1	0	0	0	1	2
6. Revenue						
a. Total Fare Collected	$212.51	$192.50	$200.00	$112.75	$77.50	$795.26

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Fairfax County

Performance Criteria	11/1/2004 - 11/6/2004	11/7/2004 - 11/13/2004	11/14/2004 - 11/20/2004	11/21/2004 - 11/27/2004	11/28/2004 - 11/30/2004	Month
1. Eligibility						
a. Total Registrants	1496	1500	1512	1522	1515	1515
b. Applications Received	22	5	14	0	1	42
c. Interviews	12	16	28	5	4	65
d. Functional Testing	12	16	28	5	4	65
e. New Registered	4	2	9	15	0	30
f. Denied	0	1	0	1	0	2
g. Pending	62	62	71	71	72	72
h. Recertifications	6	7	10	7	0	30
2. Reservations						
a. Total Trip Requests	4272	4117	4403	3495	1692	17,979
b. Demand Requests	1920	2129	2044	1538	747	8,378
c. Active Subscriptions	2352	1988	2359	1957	945	9,601
d. Trips Denied	0	0	0	0	0	0
e. Reservations	4272	4117	4403	3495	1692	17,979
f. Early Cancellations	556	558	591	814	218	2,737
g. Trips Scheduled to Contract Carriers	3716	3559	3812	2681	1474	15,242
h. Referred to Dedicated Carriers	2497	2417	2557	1760	923	10,154
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	1219	1142	1255	921	551	5,088
3. Trip Data						
a. Total Trips Completed	2943	2763	3070	2053	1174	12,003
b. Ambulatory Trips	2143	1982	2234	1441	868	8,668
c. Wheelchair/Mobility Aid	572	579	636	425	224	2,436
d. Companions	9	10	9	7	2	37
e. Personal Care Attendants	207	181	178	172	78	816
f. Under 5	12	11	13	8	2	46
g. WMATA Employee	0	0	0	0	0	0
h. No Show	182	183	159	139	67	730
i. PCA/Companion No Show	163	198	199	122	73	755
j. Late Cancel	327	302	267	274	97	1,267
k. Unevaluated	55	70	74	66	47	312
l. Average Weekday Trips	557	508	567	366	536	503
m. Average Saturday Trips	157	127	152	116	0	138
n. Average Sunday Trips	0	95	79	107	101	96
o. Average Time of Trips	0:37	0:37	0:37	0:37	0:36	0:36
p. Average Trip Mileage	12	12	13	13	13	13
4. Completed Trip Mode						
a. Van Trip	1984	1906	2085	1360	753	8,088
b. Sedan Trip	0	0	0	1	0	1
c. Supplementary Service Trip	1	2	2	1	0	6
d. Taxi Trip	958	855	983	691	421	3,908
5. On-Time Performance						
a. On-Time Trips	2649	2456	2700	1838	1069	10,712
b. Late Trips	294	307	370	215	105	1,291
c. Average Time Late	0:31	0:35	0:33	0:33	0:30	0:32
d. Maximum Time Late	3:01	3:15	4:00	6:30	1:21	6:30
e. Late 16 to 29 Minutes	224	210	271	167	82	954
f. Late 30 to 44 Minutes	37	53	55	19	11	175
g. Late 45 to 59 Minutes	19	29	24	16	9	97
h. Late 60 to 74 Minutes	6	9	9	5	3	32
i. Late 75 to 89 Minutes	5	1	5	3	0	14
j. Late 90+ Minutes	3	5	6	5	0	19
k. Missed Trips	46	43	43	27	16	175
6. Revenue						
a. Total Fare Collected	$6,790.00	$6,390.02	$7,177.50	$4,667.77	$2,730.01	$27,755.30

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Montgomery County

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	3750	3783	3805	3820	3808	3808
b. Applications Received	29	17	25	10	3	84
c. Interviews	35	27	32	13	6	113
d. Functional Testing	35	27	32	13	6	113
e. New Registered	22	27	21	20	2	92
f. Denied	1	0	1	0	0	2
g. Pending	60	70	86	95	97	97
h. Recertifications	15	21	14	15	0	65
2. Reservations						
a. Total Trip Requests	9,849	9591	10373	8932	4007	42,752
b. Demand Requests	4276	4841	4766	4059	1717	19,659
c. Active Subscriptions	5573	4750	5607	4873	2290	23,093
d. Trips Denied	0	0	0	0	0	0
e. Reservations	9,849	9,591	10,373	8,932	4,007	42,752
f. Early Cancellations	1029	875	958	1333	440	4,635
g. Trips Scheduled to Contract Carriers	8820	8716	9415	7599	3567	38,117
h. Referred to Dedicated Carriers	5305	5328	5465	4609	2085	22,792
i. Referred to Supplemental Carriers	503	400	499	495	206	2,103
j. Referred to Taxi	3012	2988	3451	2495	1276	13,222
3. Trip Data						
a. Total Trips Completed	6796	6788	7425	5520	2721	29,250
b. Ambulatory Trips	4209	4199	4621	3346	1705	18,080
c. Wheelchair/Mobility Aid	1695	1673	1851	1430	675	7,324
d. Companions	14	18	8	14	3	57
e. Personal Care Attendants	861	890	934	714	335	3,734
f. Under 5	17	8	11	16	3	55
g. WMATA Employee	0	0	0	0	0	0
h. No Show	274	231	255	291	105	1,156
i. PCA/Companion No Show	724	753	749	609	330	3,165
j. Late Cancel	572	549	605	653	231	2,610
k. Unevaluated	390	334	308	485	167	1,684
l. Average Weekday Trips	1266	1205	1340	966	1236	1,198
m. Average Saturday Trips	463	419	422	383	0	422
n. Average Sunday Trips	0	342	299	307	248	299
o. Average Time of Trips	0:33	0:33	0:33	0:33	0:33	0:33
p. Average Trip Mileage	11	11	11	10	11	11
4. Completed Trip Mode						
a. Van Trip	2153	2155	2178	1608	834	8,928
b. Sedan Trip	322	303	329	284	141	1,379
c. Supplementary Service Trip	2136	2143	2330	1863	799	9,271
d. Taxi Trip	2185	2187	2588	1765	947	9,672
5. On-Time Performance						
a. On-Time Trips	6004	6108	6639	4937	2416	26,104
b. Late Trips	792	680	786	583	305	3,146
c. Average Time Late	0:34	0:38	0:31	0:37	0:35	0:35
d. Maximum Time Late	4:21	12:11	3:33	12:15	2:45	12:15
e. Late 16 to 29 Minutes	507	511	586	415	213	2,232
f. Late 30 to 44 Minutes	156	82	103	75	44	460
g. Late 45 to 59 Minutes	87	37	55	47	19	245
h. Late 60 to 74 Minutes	20	10	17	10	17	74
i. Late 75 to 89 Minutes	9	8	11	7	5	40
j. Late 90+ Minutes	13	32	14	29	7	95
k. Missed Trips	64	61	73	41	13	252
6. Revenue						
a. Total Fare Collected	$14,719.63	$14,689.48	$16,155.02	$11,942.77	$5,955.00	$63,461.90

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Prince George's County

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	4157	4180	4244	4259	4244	4244
b. Applications Received	37	23	41	5	0	106
c. Interviews	46	29	26	12	0	113
d. Functional Testing	46	29	26	12	0	113
e. New Registered	20	20	58	20	6	124
f. Denied	0	4	2	1	0	7
g. Pending	66	75	94	97	97	97
h. Recertifications	21	14	8	5	3	51
2. Reservations						
a. Total Trip Requests	11431	11261	11898	10140	4522	49,252
b. Demand Requests	6071	6693	6568	5527	2333	27,192
c. Active Subscriptions	5360	4568	5330	4613	2189	22,060
d. Trips Denied	0	0	0	0	0	0
e. Reservations	11431	11261	11898	10140	4522	49,252
f. Early Cancellations	1389	1170	1130	1689	458	5,836
g. Trips Scheduled to Contract Carriers	10042	10091	10768	8451	4064	43,416
h. Referred to Dedicated Carriers	6140	6178	6320	5255	2419	26,312
i. Referred to Supplemental Carriers	57	53	54	55	23	242
j. Referred to Taxi	3845	3860	4394	3141	1622	16,862
3. Trip Data						
a. Total Trips Completed	8000	8034	8734	6364	3115	34,247
b. Ambulatory Trips	5290	5415	5902	4093	2090	22,790
c. Wheelchair/Mobility Aid	1918	1848	2011	1603	736	8,116
d. Companions	14	17	20	16	5	72
e. Personal Care Attendants	748	726	779	642	275	3,170
f. Under 5	29	28	22	10	9	98
g. WMATA Employee	1	0	0	0	0	1
h. No Show	480	530	452	412	186	2,060
i. PCA/Companion No Show	499	529	484	442	182	2,136
j. Late Cancel	831	832	911	886	417	3,877
k. Unevaluated	165	107	118	294	140	824
l. Average Weekday Trips	1465	1379	1511	1067	1358	1,356
m. Average Saturday Trips	675	663	719	520	0	644
n. Average Sunday Trips	0	476	458	508	398	460
o. Average Time of Trips	0:35	0:35	0:34	0:35	0:34	0:34
p. Average Trip Mileage	11	11	11	11	11	11
4. Completed Trip Mode						
a. Van Trip	4449	4449	4690	3645	1720	18,953
b. Sedan Trip	153	203	170	169	70	765
c. Supplementary Service Trip	195	177	200	190	89	851
d. Taxi Trip	3203	3205	3674	2360	1236	13,678
5. On-Time Performance						
a. On-Time Trips	7513	7543	8188	5914	2964	32,122
b. Late Trips	487	491	546	450	151	2,125
c. Average Time Late	0:30	0:30	0:30	0:31	0:31	0:30
d. Maximum Time Late	7:32	12:00	3:00	3:06	1:50	12:00
e. Late 16 to 29 Minutes	404	403	448	345	119	1,719
f. Late 30 to 44 Minutes	50	57	54	57	24	242
g. Late 45 to 59 Minutes	16	19	21	27	5	88
h. Late 60 to 74 Minutes	4	4	10	7	1	26
i. Late 75 to 89 Minutes	4	3	5	3	1	16
j. Late 90+ Minutes	9	5	8	11	1	34
k. Missed Trips	67	59	69	53	24	272
6. Revenue						
a. Total Fare Collected	$18,007.84	$18,160.58	$19,785.55	$14,248.25	$7,067.70	$77,269.92

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: Visitor

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	26	28	28	28	28	28
b. Applications Received	1	2	0	1	0	4
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	1	2	0	0	0	3
f. Denied	0	0	0	0	0	0
g. Pending	4	4	4	5	5	5
h. Recertifications	1	0	0	0	0	1
2. Reservations						
a. Total Trip Requests	87	88	100	89	40	404
b. Demand Requests	39	51	54	48	17	209
c. Active Subscriptions	48	37	46	41	23	195
d. Trips Denied	0	0	0	0	0	0
e. Reservations	87	88	100	89	40	404
f. Early Cancellations	5	0	10	19	7	41
g. Trips Scheduled to Contract Carriers	82	88	90	70	33	363
h. Referred to Dedicated Carriers	50	51	52	34	18	205
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	32	37	38	36	15	158
3. Trip Data						
a. Total Trips Completed	74	75	81	55	25	310
b. Ambulatory Trips	43	46	45	36	17	187
c. Wheelchair/Mobility Aid	25	23	30	14	6	98
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	6	6	5	5	2	24
f. Under 5	0	0	1	0	0	1
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	0	4	6	2	13
i. PCA/Companion No Show	2	4	1	0	0	7
j. Late Cancel	4	9	3	6	5	27
k. Unevaluated	1	0	1	2	1	5
l. Average Weekday Trips	13	13	14	9	11	12
m. Average Saturday Trips	5	7	7	7	0	7
n. Average Sunday Trips	0	3	3	2	3	3
o. Average Time of Trips	0:36	0:39	0:38	0:37	0:44	0:38
p. Average Trip Mileage	16	17	16	13	21	16
4. Completed Trip Mode						
a. Van Trip	40	40	45	25	14	164
b. Sedan Trip	0	1	1	0	0	2
c. Supplementary Service Trip	4	1	1	1	0	7
d. Taxi Trip	30	33	34	29	11	137
5. On-Time Performance						
a. On-Time Trips	66	66	76	49	25	282
b. Late Trips	8	9	5	6	0	28
c. Average Time Late	0:20	0:28	0:18	0:51	0:00	0:23
d. Maximum Time Late	0:38	1:10	0:30	2:26	0:00	2:26
e. Late 16 to 29 Minutes	8	7	5	4	0	24
f. Late 30 to 44 Minutes	0	0	0	1	0	1
g. Late 45 to 59 Minutes	0	2	0	0	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	1	0	1
k. Missed Trips	0	0	0	1	0	1
6. Revenue						
a. Total Fare Collected	$170.00	$172.50	$187.50	$122.75	$57.50	$710.25

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for November '04

Jurisdiction: All

Weekdays	**22**
Saturdays	**4**
Sundays	**4**

Performance Criteria	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	Month
1. Eligibility						
a. Total Registrants	14,589	14,668	14,769	14,822	14,770	**14,770**
b. Applications Received	126	74	142	22	38	**402**
c. Interviews	147	104	120	63	30	**464**
d. Functional Testing	147	104	120	63	30	**464**
e. New Registered	76	75	107	75	8	**341**
f. Denied	6	7	4	3	0	**20**
g. Pending	304	336	405	423	459	**459**
h. Recertifications	62	54	41	37	3	**197**
2. Reservations						
a. Total Trip Requests	34,455	33,877	36,504	30,704	13,947	**149,487**
b. Demand Requests	17,758	19,493	19,625	16,214	7,065	**80,155**
c. Active Subscriptions	16,697	14,384	16,879	14,490	6,882	**69,332**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	34,455	33,877	36,504	30,704	13,947	**149,487**
f. Early Cancellations	3,829	3,474	3,512	5,016	1,455	**17,286**
g. Trips Scheduled to Contract Carriers	30,626	30,403	32,992	25,688	12,492	**132,201**
h. Referred to Dedicated Carriers	20,333	20,280	21,322	17,130	8,000	**87,065**
i. Referred to Supplemental Carriers	560	453	553	550	229	**2,345**
j. Referred to Taxi	9,733	9,670	11,117	8,008	4,263	**42,791**
3. Trip Data						
a. Total Trips Completed	23,784	23,528	26,003	18,888	9,591	**101,794**
b. Ambulatory Trips	15,082	14,920	16,571	11,637	6,115	**64,325**
c. Wheelchair/Mobility Aid	5,986	5,925	6,507	4,999	2,380	**25,797**
d. Companions	65	77	62	65	23	**292**
e. Personal Care Attendants	2,562	2,537	2,791	2,130	1,039	**11,059**
f. Under 5	88	69	69	56	34	**316**
g. WMATA Employee	1	0	3	1	0	**5**
h. No Show	1,314	1,340	1,308	1,207	544	**5,713**
i. PCA/Companion No Show	1,912	2,108	2,066	1,694	790	**8,570**
j. Late Cancel	2,679	2,637	2,788	2,759	1,061	**11,924**
k. Unevaluated	698	598	588	962	434	**3,280**
l. Average Weekday Trips	4,379	4,078	4,570	3,219	4,232	**4,077**
m. Average Saturday Trips	1,873	1,782	1,872	1,446	0	**1,743**
n. Average Sunday Trips	0	1,346	1,262	1,330	1,120	**1,265**
o. Average Time of Trips	0:34	0:34	0:33	0:34	0:33	**0:33**
p. Average Trip Mileage	**10.62**	**10.82**	**10.57**	**11.31**	**10.66**	**11**
4. Completed Trip Mode						
a. Van Trip	12,296	12,124	12,937	9,654	4,835	**51,846**
b. Sedan Trip	1,192	1,173	1,327	1,037	534	**5,263**
c. Supplementary Service Trip	2,674	2,707	2,994	2,354	1,037	**11,766**
d. Taxi Trip	7,622	7,524	8,745	5,843	3,185	**32,919**
5. On-Time Performance						
a. On-Time Trips	21,707	21,637	23,740	17,231	8,850	**93,165**
b. Late Trips	2,077	1,891	2,263	1,657	741	**8,629**
c. Average Time Late	0:29	0:33	0:29	0:35	0:28	**0:31**
d. Maximum Time Late	7:32	12:11	4:00	12:15	12:00	**12:15**
e. Late 16 to 29 Minutes	1,543	1,453	1,758	1,263	557	**6,574**
f. Late 30 to 44 Minutes	296	234	276	193	96	**1,095**
g. Late 45 to 59 Minutes	146	112	129	110	43	**540**
h. Late 60 to 74 Minutes	35	29	42	26	25	**157**
i. Late 75 to 89 Minutes	28	18	24	16	8	**94**
j. Late 90+ Minutes	29	45	34	49	10	**167**
k. Missed Trips	239	192	239	178	72	**920**
6. Revenue						
a. Total Fare Collected	$52,615.04	$52,110.11	$57,686.62	$41,609.59	$21,245.57	**$225,266.93**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	162	162	162	159	154	162
c. Maximum Saturday Vehicles Used	100	81	82	86	0	100
d. Maximum Sunday Vehicles Used	0	59	59	60	60	60
e. Average Weekday Spare Availability	-6	-7	-10	-5	1	-5
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	19	17	16	17	17	19
b. Maximum Weekday Vehicles Used	19	17	16	17	17	19
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	61	58	70	51	48	70
b. Maximum Weekday Vehicles Used	61	58	70	51	48	70
c. Maximum Saturday Vehicles Used	34	45	51	27	0	51
d. Maximum Sunday Vehicles Used	0	50	52	62	34	62

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	254	249	260	242	239	260
b. Maximum Weekday Vehicles Used	242	237	248	227	219	248
c. Maximum Saturday Vehicles Used	134	126	133	113	0	134
d. Maximum Sunday Vehicles Used	0	109	111	122	94	122
e. Average Weekday Spare Availability	-6	-7	-10	-5	1	-5
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	11,013	10,385	10,871	8,991	4,234	45,494
b. Weekday Revenue Hours	9,250	8,726	9,186	7,364	3,551	38,077
c. Weekday Deadhead Hours	1,763	1,659	1,685	1,627	683	7,417
d. Weekday Service Miles	176,703	171,423	180,450	144,306	68,818	741,700
e.Weekday Revenue Miles	145,637	140,772	149,308	115,669	55,830	607,216
f. Weekday Deadhead Miles	31,066	30,651	31,142	28,637	12,988	134,484

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	951	834	828	831	0	3,444
b. Saturday Revenue Hours	782	694	690	697	0	2,863
c. Saturday Deadhead Hours	169	140	138	134	0	581
d. Saturday Service Miles	16,074	14,122	13,892	13,987	0	58,075
e. Saturday Revenue Miles	12,655	11,514	11,382	11,392	0	46,943
f. Saturday Deadhead Miles	3,419	2,608	2,510	2,595	0	11,132

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	580	559	540	556	2,235
b. Sunday Revenue Hours	0	468	462	436	454	1,820
c. Sunday Deadhead Hours	0	112	97	104	102	415
d. Sunday Service Miles	0	9,351	9,211	8,760	8,923	36,245
e. Sunday Revenue Miles	0	7,575	7,318	7,011	7,279	29,183
f. Sunday Deadhead Miles	0	1,776	1,893	1,749	1,644	7,062

8d. Total Service Operated (Dedicated)						
a. Service Hours	11,964	11,799	12,258	10,362	4,790	51,173
b. Revenue Hours	10,032	9,888	10,338	8,497	4,005	42,760
c. Deadhead Hours	1,932	1,911	1,920	1,865	785	8,413
d. Service Miles	192,777	194,896	203,553	167,053	77,741	836,020
e. Revenue Miles	158,292	159,861	168,008	134,072	63,109	683,342

f. Deadhead Miles	34,485	35,035	35,545	32,981	14,632	**152,678**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	11/1/2004 11/6/2004	11/7/2004 11/13/2004	11/14/2004 11/20/2004	11/21/2004 11/27/2004	11/28/2004 11/30/2004	
a. Weekday Service Hours	325	248	309	305	131	1,318
b. Weekday Revenue Hours	325	248	309	305	131	1,318
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,611	2,039	2,701	2,750	1,061	11,162
e.Weekday Revenue Miles	2,611	2,039	2,701	2,750	1,061	11,162
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	1	1	0	2	0	4
b. Saturday Revenue Hours	1	1	0	2	0	4
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	12	12	6	18	0	48
e. Saturday Revenue Miles	12	12	6	18	0	48
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	326	249	309	307	131	1,322
b. Revenue Hours	326	249	309	307	131	1,322
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,623	2,051	2,707	2,768	1,061	11,210
e. Revenue Miles	2,623	2,051	2,707	2,768	1,061	11,210
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	3,772	3,459	4,076	2,746	1,408	15,461
b. Weekday Revenue Hours	3,772	3,459	4,076	2,746	1,408	15,461
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	58,608	54,195	63,737	43,285	22,390	242,215
e.Weekday Revenue Miles	58,608	54,195	63,737	43,285	22,390	242,215
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	254	290	304	178	0	1,026
b. Saturday Revenue Hours	254	290	304	178	0	1,026
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4,320	4,877	5,183	3,289	0	17,669
e. Saturday Revenue Miles	4,320	4,877	5,183	3,289	0	17,669
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	261	242	254	209	966
b. Sunday Revenue Hours	0	261	242	254	209	966
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,631	4,273	4,770	4,011	17,685
e. Sunday Revenue Miles	0	4,631	4,273	4,770	4,011	17,685
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	4,026	4,010	4,622	3,178	1,617	17,453
b. Revenue Hours	4,026	4,010	4,622	3,178	1,617	17,453

c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	62,928	63,703	73,193	51,344	26,401	277,569
e. Revenue Miles	62,928	63,703	73,193	51,344	26,401	277,569
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	16,316	16,058	17,189	13,847	6,538	69,948
b. Revenue Hours	14,384	14,147	15,269	11,982	5,753	61,535
c. Deadhead Hours	1,932	1,911	1,920	1,865	785	8,413
d. Service Miles	258,328	260,650	279,453	221,165	105,203	1,124,799
e. Revenue Miles	223,843	225,615	243,908	188,184	90,571	972,121
f. Deadhead Miles	34,485	35,035	35,545	32,981	14,632	152,678

December 2004

LogistiCare Final Monthly Report for December '04

Jurisdiction: Arlington

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	940	948	947	948	956	**956**
b. Applications Received	15	0	9	5	8	**37**
c. Interviews	5	6	6	6	7	**30**
d. Functional Testing	5	6	6	6	7	**30**
e. New Registered	4	6	3	3	5	**21**
f. Denied	0	1	0	0	0	**1**
g. Pending	30	30	35	37	44	**44**
h. Recertifications	5	2	2	2	1	**12**
2. Reservations						
a. Total Trip Requests	225	404	409	309	282	**1,629**
b. Demand Requests	160	288	290	217	180	**1,135**
c. Active Subscriptions	65	116	119	92	102	**494**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	225	404	409	309	282	**1,629**
f. Early Cancellations	17	50	38	26	42	**173**
g. Trips Scheduled to Contract Carriers	208	354	371	283	240	**1,456**
h. Referred to Dedicated Carriers	127	205	220	164	163	**879**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	81	149	151	119	77	**577**
3. Trip Data						
a. Total Trips Completed	154	231	263	189	151	**988**
b. Ambulatory Trips	111	171	197	136	113	**728**
c. Wheelchair/Mobility Aid	27	43	39	38	25	**172**
d. Companions	0	0	2	4	2	**8**
e. Personal Care Attendants	16	17	25	11	11	**80**
f. Under 5	0	0	0	0	0	**0**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	17	28	21	24	28	**118**
i. PCA/Companion No Show	15	32	24	23	18	**112**
j. Late Cancel	10	39	48	31	35	**163**
k. Unevaluated	10	16	13	13	7	**59**
l. Average Weekday Trips	43	37	44	30	25	**35**
m. Average Saturday Trips	25	28	24	15	0	**23**
n. Average Sunday Trips	0	14	17	21	24	**19**
o. Average Time of Trips	0:25	0:29	0:29	0:31	0:27	**0:28**
p. Average Trip Mileage	7	7	8	10	8	**8**
4. Completed Trip Mode						
a. Van Trip	104	142	154	114	106	**620**
b. Sedan Trip	1	3	6	1	0	**11**
c. Supplementary Service Trip	0	1	0	0	0	**1**
d. Taxi Trip	49	85	103	74	45	**356**
5. On-Time Performance						
a. On-Time Trips	140	204	234	162	144	**884**
b. Late Trips	14	27	29	27	7	**104**
c. Average Time Late	0:33	0:28	0:31	0:31	0:23	**0:29**
d. Maximum Time Late	1:15	1:37	1:13	1:30	0:52	**1:37**
e. Late 16 to 29 Minutes	11	23	24	22	6	**86**
f. Late 30 to 44 Minutes	0	1	3	3	1	**8**
g. Late 45 to 59 Minutes	2	1	2	1	0	**6**
h. Late 60 to 74 Minutes	1	1	0	0	0	**2**
i. Late 75 to 89 Minutes	0	1	0	1	0	**2**
j. Late 90+ Minutes	0	0	0	0	0	**0**
k. Missed Trips	2	8	2	3	1	**16**
6. Revenue						
a. Total Fare Collected	$345.00	$530.00	$587.50	$432.50	$342.50	**$2,237.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: District of Columbia

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	3965	4004	4031	4074	4106	4106
b. Applications Received	2	32	30	17	24	105
c. Interviews	23	34	46	41	32	176
d. Functional Testing	23	34	46	41	32	176
e. New Registered	20	24	26	41	21	132
f. Denied	1	1	4	0	0	6
g. Pending	84	90	99	105	123	123
h. Recertifications	10	18	11	17	11	67
2. Reservations						
a. Total Trip Requests	5307	8807	9081	7355	6121	36,671
b. Demand Requests	3478	5692	5981	4848	3742	23,741
c. Active Subscriptions	1829	3115	3100	2507	2379	12,930
d. Trips Denied	0	0	0	0	0	0
e. Reservations	5307	8807	9081	7355	6121	36,671
f. Early Cancellations	488	866	1025	1224	907	4,510
g. Trips Scheduled to Contract Carriers	4819	7941	8056	6131	5214	32,161
h. Referred to Dedicated Carriers	3739	6222	6028	4697	4403	25,089
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	1080	1719	2028	1434	811	7,072
3. Trip Data						
a. Total Trips Completed	3575	5938	5999	4225	3535	23,272
b. Ambulatory Trips	1995	3330	3296	2264	1896	12,781
c. Wheelchair/Mobility Aid	1110	1846	1827	1325	1118	7,226
d. Companions	12	22	21	27	20	102
e. Personal Care Attendants	435	700	820	590	478	3,023
f. Under 5	20	40	34	18	20	132
g. WMATA Employee	3	0	1	1	3	8
h. No Show	293	448	463	350	252	1,806
i. PCA/Companion No Show	363	622	573	466	327	2,351
j. Late Cancel	512	788	852	847	757	3,756
k. Unevaluated	44	90	108	204	323	769
l. Average Weekday Trips	1006	996	1006	723	645	864
m. Average Saturday Trips	555	558	533	215	0	465
n. Average Sunday Trips	0	398	434	392	310	384
o. Average Time of Trips	0:33	0:33	0:32	0:33	0:31	0:32
p. Average Trip Mileage	6	6	6	6	6	6
4. Completed Trip Mode						
a. Van Trip	2042	3488	3400	2548	2353	13,831
b. Sedan Trip	472	751	693	496	542	2,954
c. Supplementary Service Trip	240	412	395	306	313	1,666
d. Taxi Trip	821	1287	1511	875	327	4,821
5. On-Time Performance						
a. On-Time Trips	3276	5364	5469	3834	3345	21,288
b. Late Trips	299	574	530	391	190	1,984
c. Average Time Late	0:29	0:30	0:27	0:26	0:29	0:28
d. Maximum Time Late	2:15	3:09	2:39	2:45	4:41	4:41
e. Late 16 to 29 Minutes	252	452	434	332	155	1,625
f. Late 30 to 44 Minutes	22	71	43	31	18	185
g. Late 45 to 59 Minutes	16	27	27	17	11	98
h. Late 60 to 74 Minutes	3	10	19	6	2	40
i. Late 75 to 89 Minutes	3	5	1	2	2	13
j. Late 90+ Minutes	3	9	6	3	2	23
k. Missed Trips	32	55	61	39	20	207
6. Revenue						
a. Total Fare Collected	$7,730.00	$12,885.05	$12,402.52	$8,975.00	$7,507.50	$49,500.07

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Falls Church

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	30	29	29	29	29	29
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	0	0	0	0	0	0
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	81	143	140	137	87	588
b. Demand Requests	27	50	38	62	8	185
c. Active Subscriptions	54	93	102	75	79	403
d. Trips Denied	0	0	0	0	0	0
e. Reservations	81	143	140	137	87	588
f. Early Cancellations	7	15	14	26	8	70
g. Trips Scheduled to Contract Carriers	74	128	126	111	79	518
h. Referred to Dedicated Carriers	48	86	86	74	50	344
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	26	42	40	37	29	174
3. Trip Data						
a. Total Trips Completed	62	109	112	82	63	428
b. Ambulatory Trips	56	102	109	72	61	400
c. Wheelchair/Mobility Aid	2	5	2	5	0	14
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	4	2	1	5	2	14
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	5	1	3	8	6	23
i. PCA/Companion No Show	0	4	2	1	0	7
j. Late Cancel	5	8	7	15	8	43
k. Unevaluated	0	4	1	3	2	10
l. Average Weekday Trips	20	19	20	15	12	17
m. Average Saturday Trips	1	8	9	2	0	5
n. Average Sunday Trips	0	2	1	1	1	1
o. Average Time of Trips	0:41	0:34	0:34	0:36	0:35	0:35
p. Average Trip Mileage	12	11	10	9	12	11
4. Completed Trip Mode						
a. Van Trip	41	75	76	55	41	288
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	21	34	36	27	22	140
5. On-Time Performance						
a. On-Time Trips	58	90	108	69	58	383
b. Late Trips	4	19	4	13	5	45
c. Average Time Late	0:46	0:36	0:39	0:24	0:30	0:35
d. Maximum Time Late	1:00	1:09	1:14	1:15	0:40	1:15
e. Late 16 to 29 Minutes	2	14	3	11	5	35
f. Late 30 to 44 Minutes	0	3	0	1	0	4
g. Late 45 to 59 Minutes	2	2	1	0	0	5
h. Late 60 to 74 Minutes	0	0	0	1	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	2	2	1	2	0	7
6. Revenue						
a. Total Fare Collected	$142.50	$267.50	$270.00	$192.50	$152.50	$1,025.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Fairfax City

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	30	30	30	31	31	31
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	1	0	0	1
d. Functional Testing	0	0	1	0	0	1
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	3	3	3	3	3	3
h. Recertifications	0	0	0	1	0	1
2. Reservations						
a. Total Trip Requests	78	199	134	118	70	599
b. Demand Requests	29	110	54	54	29	276
c. Active Subscriptions	49	89	80	64	41	323
d. Trips Denied	0	0	0	0	0	0
e. Reservations	78	199	134	118	70	599
f. Early Cancellations	2	56	45	49	23	175
g. Trips Scheduled to Contract Carriers	76	143	89	69	47	424
h. Referred to Dedicated Carriers	41	90	69	41	34	275
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	35	53	20	28	13	149
3. Trip Data						
a. Total Trips Completed	62	118	76	55	37	348
b. Ambulatory Trips	28	60	38	28	23	177
c. Wheelchair/Mobility Aid	27	43	34	17	14	135
d. Companions	0	0	1	2	0	3
e. Personal Care Attendants	7	15	3	8	0	33
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	5	1	5	2	14
i. PCA/Companion No Show	8	8	10	1	3	30
j. Late Cancel	5	10	2	8	2	27
k. Unevaluated	0	2	0	0	3	5
l. Average Weekday Trips	18	20	12	9	6	13
m. Average Saturday Trips	6	11	8	1	0	7
n. Average Sunday Trips	0	6	7	7	4	6
o. Average Time of Trips	0:33	0:32	0:36	0:28	0:29	0:32
p. Average Trip Mileage	10	11	12	11	12	11
4. Completed Trip Mode						
a. Van Trip	35	71	58	35	27	226
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	27	47	18	20	10	122
5. On-Time Performance						
a. On-Time Trips	43	104	66	45	35	293
b. Late Trips	19	14	10	10	2	55
c. Average Time Late	0:32	0:40	0:34	0:22	0:26	0:30
d. Maximum Time Late	1:15	1:30	1:00	1:00	0:29	1:30
e. Late 16 to 29 Minutes	13	8	6	8	2	37
f. Late 30 to 44 Minutes	3	1	3	0	0	7
g. Late 45 to 59 Minutes	2	1	1	2	0	6
h. Late 60 to 74 Minutes	1	3	0	0	0	4
i. Late 75 to 89 Minutes	0	1	0	0	0	1
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	0	0	0	0	0
6. Revenue						
a. Total Fare Collected	$137.50	$257.50	$175.00	$115.00	$92.50	$777.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Fairfax City

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	30	30	30	31	31	31
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	1	0	0	1
d. Functional Testing	0	0	1	0	0	1
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	3	3	3	3	3	3
h. Recertifications	0	0	0	1	0	1
2. Reservations						
a. Total Trip Requests	78	199	134	118	70	599
b. Demand Requests	29	110	54	54	29	276
c. Active Subscriptions	49	89	80	64	41	323
d. Trips Denied	0	0	0	0	0	0
e. Reservations	78	199	134	118	70	599
f. Early Cancellations	2	56	45	49	23	175
g. Trips Scheduled to Contract Carriers	76	143	89	69	47	424
h. Referred to Dedicated Carriers	41	90	69	41	34	275
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	35	53	20	28	13	149
3. Trip Data						
a. Total Trips Completed	62	118	76	55	37	348
b. Ambulatory Trips	28	60	38	28	23	177
c. Wheelchair/Mobility Aid	27	43	34	17	14	135
d. Companions	0	0	1	2	0	3
e. Personal Care Attendants	7	15	3	8	0	33
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	5	1	5	2	14
i. PCA/Companion No Show	8	8	10	1	3	30
j. Late Cancel	5	10	2	8	2	27
k. Unevaluated	0	2	0	0	3	5
l. Average Weekday Trips	18	20	12	9	6	13
m. Average Saturday Trips	6	11	8	1	0	7
n. Average Sunday Trips	0	6	7	7	4	6
o. Average Time of Trips	0:33	0:32	0:36	0:28	0:29	0:32
p. Average Trip Mileage	10	11	12	11	12	11
4. Completed Trip Mode						
a. Van Trip	35	71	58	35	27	226
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	27	47	18	20	10	122
5. On-Time Performance						
a. On-Time Trips	43	104	66	45	35	293
b. Late Trips	19	14	10	10	2	55
c. Average Time Late	0:32	0:40	0:34	0:22	0:26	0:30
d. Maximum Time Late	1:15	1:30	1:00	1:00	0:29	1:30
e. Late 16 to 29 Minutes	13	8	6	8	2	37
f. Late 30 to 44 Minutes	3	1	3	0	0	7
g. Late 45 to 59 Minutes	2	1	1	2	0	6
h. Late 60 to 74 Minutes	1	3	0	0	0	4
i. Late 75 to 89 Minutes	0	1	0	0	0	1
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	0	0	0	0	0
6. Revenue						
a. Total Fare Collected	$137.50	$257.50	$175.00	$115.00	$92.50	$777.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Fairfax County

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	1501	1512	1526	1532	1545	**1545**
b. Applications Received	22	5	13	5	7	**52**
c. Interviews	7	14	12	15	13	**61**
d. Functional Testing	7	14	12	15	13	**61**
e. New Registered	6	9	7	8	8	**38**
f. Denied	0	0	0	1	0	**1**
g. Pending	54	55	61	63	68	**68**
h. Recertifications	4	3	10	3	5	**25**
2. Reservations						
a. Total Trip Requests	2751	4399	4419	3499	2985	**18,053**
b. Demand Requests	1354	2007	2042	1596	1148	**8,147**
c. Active Subscriptions	1397	2392	2377	1903	1837	**9,906**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	2751	4399	4419	3499	2985	**18,053**
f. Early Cancellations	391	627	735	861	887	**3,501**
g. Trips Scheduled to Contract Carriers	2360	3772	3684	2638	2098	**14,552**
h. Referred to Dedicated Carriers	1524	2446	2427	1810	1586	**9,793**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	836	1326	1257	828	512	**4,759**
3. Trip Data						
a. Total Trips Completed	1918	3045	2983	2009	1555	**11,510**
b. Ambulatory Trips	1374	2226	2169	1460	1132	**8,361**
c. Wheelchair/Mobility Aid	381	598	594	377	302	**2,252**
d. Companions	11	21	11	17	10	**70**
e. Personal Care Attendants	146	189	198	140	102	**775**
f. Under 5	5	9	11	14	9	**48**
g. WMATA Employee	1	2	0	1	0	**4**
h. No Show	104	148	160	171	118	**701**
i. PCA/Companion No Show	112	181	208	108	98	**707**
j. Late Cancel	167	270	259	287	263	**1,246**
k. Unevaluated	30	77	37	43	54	**241**
l. Average Weekday Trips	575	556	544	375	298	**460**
m. Average Saturday Trips	191	157	171	46	0	**141**
n. Average Sunday Trips	0	108	92	86	65	**88**
o. Average Time of Trips	0:38	0:37	0:37	0:36	0:33	**0:36**
p. Average Trip Mileage	13	12	12	12	12	**12**
4. Completed Trip Mode						
a. Van Trip	1257	2034	2011	1404	1192	**7,898**
b. Sedan Trip	0	0	0	0	2	**2**
c. Supplementary Service Trip	1	0	0	0	1	**2**
d. Taxi Trip	660	1011	972	605	360	**3,608**
5. On-Time Performance						
a. On-Time Trips	1687	2656	2660	1787	1478	**10,268**
b. Late Trips	231	389	323	222	77	**1,242**
c. Average Time Late	0:33	0:33	0:30	0:29	0:30	**0:31**
d. Maximum Time Late	2:00	3:20	2:05	1:24	1:45	**3:20**
e. Late 16 to 29 Minutes	166	283	253	184	61	**947**
f. Late 30 to 44 Minutes	32	53	43	21	9	**158**
g. Late 45 to 59 Minutes	20	30	17	15	4	**86**
h. Late 60 to 74 Minutes	8	12	7	2	2	**31**
i. Late 75 to 89 Minutes	2	6	2	0	0	**10**
j. Late 90+ Minutes	3	5	1	0	1	**10**
k. Missed Trips	29	51	37	20	10	**147**
6. Revenue						
a. Total Fare Collected	$4,392.52	$7,090.02	$6,752.54	$4,610.00	$3,592.50	**$26,437.58**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Montgomery County

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	3768	3803	3826	3835	3854	**3854**
b. Applications Received	24	16	32	23	31	**126**
c. Interviews	22	33	34	20	40	**149**
d. Functional Testing	22	33	34	20	40	**149**
e. New Registered	2	14	23	14	12	**65**
f. Denied	0	1	1	3	1	**6**
g. Pending	54	58	65	77	98	**98**
h. Recertifications	0	29	7	10	8	**54**
2. Reservations						
a. Total Trip Requests	6,165	10622	10642	9114	8035	**44,578**
b. Demand Requests	2846	4952	4839	4278	3426	**20,341**
c. Active Subscriptions	3317	5670	5803	4836	4609	**24,235**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	6,163	10,622	10,642	9,114	8,035	**44,576**
f. Early Cancellations	587	1205	1116	1392	1404	**5,704**
g. Trips Scheduled to Contract Carriers	5576	9417	9526	7722	6631	**38,872**
h. Referred to Dedicated Carriers	3285	5547	5754	4864	4652	**24,102**
i. Referred to Supplemental Carriers	301	520	515	416	410	**2,162**
j. Referred to Taxi	1990	3350	3257	2442	1569	**12,608**
3. Trip Data						
a. Total Trips Completed	4278	7373	7394	5691	5030	**29,766**
b. Ambulatory Trips	2673	4558	4654	3393	3020	**18,298**
c. Wheelchair/Mobility Aid	1098	1890	1838	1501	1350	**7,677**
d. Companions	11	11	18	17	17	**74**
e. Personal Care Attendants	490	896	872	767	634	**3,659**
f. Under 5	4	14	8	12	8	**46**
g. WMATA Employee	2	4	4	1	1	**12**
h. No Show	176	301	307	233	206	**1,223**
i. PCA/Companion No Show	458	769	768	624	498	**3,117**
j. Late Cancel	431	618	663	714	618	**3,044**
k. Unevaluated	202	291	334	426	263	**1,516**
l. Average Weekday Trips	1274	1319	1316	1036	952	**1,171**
m. Average Saturday Trips	456	445	444	219	0	**391**
n. Average Sunday Trips	0	331	366	290	267	**314**
o. Average Time of Trips	0:33	0:35	0:34	0:35	0:32	**0:33**
p. Average Trip Mileage	10	11	11	11	10	**11**
4. Completed Trip Mode						
a. Van Trip	1320	2270	2358	2000	1779	**9,727**
b. Sedan Trip	216	335	317	247	262	**1,377**
c. Supplementary Service Trip	1270	2276	2315	1742	1848	**9,451**
d. Taxi Trip	1472	2492	2404	1702	1141	**9,211**
5. On-Time Performance						
a. On-Time Trips	3823	6507	6569	5214	4739	**26,852**
b. Late Trips	455	866	825	477	291	**2,914**
c. Average Time Late	0:33	0:33	0:35	0:35	0:30	**0:33**
d. Maximum Time Late	5:03	5:08	6:00	12:25	4:00	**12:25**
e. Late 16 to 29 Minutes	317	639	579	355	219	**2,109**
f. Late 30 to 44 Minutes	63	112	110	56	40	**381**
g. Late 45 to 59 Minutes	44	55	72	31	15	**217**
h. Late 60 to 74 Minutes	15	21	31	11	5	**83**
i. Late 75 to 89 Minutes	8	12	15	5	2	**42**
j. Late 90+ Minutes	8	27	18	19	10	**82**
k. Missed Trips	31	65	60	34	16	**206**
6. Revenue						
a. Total Fare Collected	$9,420.00	$16,082.52	$15,850.00	$12,242.39	$10,892.50	**$64,487.41**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Prince George's County

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	4211	4230	4251	4257	4291	**4291**
b. Applications Received	28	43	35	36	47	**189**
c. Interviews	33	23	33	37	35	**161**
d. Functional Testing	33	23	33	37	35	**161**
e. New Registered	10	17	14	12	23	**76**
f. Denied	0	1	4	1	4	**10**
g. Pending	75	88	103	120	162	**162**
h. Recertifications	7	6	17	10	12	**52**
2. Reservations						
a. Total Trip Requests	7303	12012	12929	11111	9585	**52,940**
b. Demand Requests	4056	6521	7008	6381	5033	**28,999**
c. Active Subscriptions	3247	5491	5921	4730	4552	**23,941**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	7303	12012	12929	11111	9585	**52,940**
f. Early Cancellations	824	1369	1596	1831	1967	**7,587**
g. Trips Scheduled to Contract Carriers	6479	10643	11333	9280	7618	**45,353**
h. Referred to Dedicated Carriers	3832	6274	6720	5969	5211	**28,006**
i. Referred to Supplemental Carriers	41	60	58	41	44	**244**
j. Referred to Taxi	2606	4309	4555	3270	2363	**17,103**
3. Trip Data						
a. Total Trips Completed	5242	8538	9026	6804	4938	**34,548**
b. Ambulatory Trips	3495	5777	6166	4459	3075	**22,972**
c. Wheelchair/Mobility Aid	1244	1971	2011	1684	1391	**8,301**
d. Companions	14	22	16	24	16	**92**
e. Personal Care Attendants	478	743	810	597	437	**3,065**
f. Under 5	11	24	22	40	19	**116**
g. WMATA Employee	0	1	1	0	0	**2**
h. No Show	311	523	559	557	342	**2,292**
i. PCA/Companion No Show	314	481	534	474	351	**2,154**
j. Late Cancel	494	898	908	982	816	**4,098**
k. Unevaluated	85	145	228	412	1,121	**1,991**
l. Average Weekday Trips	1514	1476	1593	1216	934	**1,332**
m. Average Saturday Trips	700	717	591	224	0	**558**
n. Average Sunday Trips	0	440	468	499	266	**418**
o. Average Time of Trips	0:34	0:35	0:37	0:37	0:36	**0:35**
p. Average Trip Mileage	11	11	12	12	11	**11**
4. Completed Trip Mode						
a. Van Trip	2869	4658	4995	4205	3679	**20,406**
b. Sedan Trip	96	150	156	152	103	**657**
c. Supplementary Service Trip	108	210	204	200	173	**895**
d. Taxi Trip	2169	3520	3671	2247	983	**12,590**
5. On-Time Performance						
a. On-Time Trips	4904	7855	8284	6232	4719	**31,994**
b. Late Trips	338	683	742	572	219	**2,554**
c. Average Time Late	0:28	0:30	0:34	0:29	0:29	**0:30**
d. Maximum Time Late	5:17	7:45	5:53	2:43	4:34	**7:45**
e. Late 16 to 29 Minutes	291	557	547	442	181	**2,018**
f. Late 30 to 44 Minutes	28	80	95	74	26	**303**
g. Late 45 to 59 Minutes	13	26	52	28	8	**127**
h. Late 60 to 74 Minutes	1	8	19	13	2	**43**
i. Late 75 to 89 Minutes	0	5	10	10	0	**25**
j. Late 90+ Minutes	5	7	19	5	2	**38**
k. Missed Trips	33	58	78	51	50	**270**
6. Revenue						
a. Total Fare Collected	$11,845.00	$19,375.29	$19,859.44	$15,307.69	$11,167.50	**$77,554.92**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: Visitor

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	26	27	28	28	28	28
b. Applications Received	0	2	1	1	2	6
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	1	1	0	1	3
f. Denied	0	0	0	0	0	0
g. Pending	3	4	4	4	5	5
h. Recertifications	0	0	0	0	1	1
2. Reservations						
a. Total Trip Requests	55	143	104	91	79	472
b. Demand Requests	27	81	43	39	31	221
c. Active Subscriptions	28	62	61	52	48	251
d. Trips Denied	0	0	0	0	0	0
e. Reservations	55	143	104	91	79	472
f. Early Cancellations	4	32	14	25	21	96
g. Trips Scheduled to Contract Carriers	51	111	90	66	58	376
h. Referred to Dedicated Carriers	31	82	50	37	37	237
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	20	29	40	29	21	139
3. Trip Data						
a. Total Trips Completed	46	97	76	54	37	310
b. Ambulatory Trips	33	55	61	39	30	218
c. Wheelchair/Mobility Aid	10	29	12	12	6	69
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	3	13	3	3	1	23
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	6	3	3	2	15
i. PCA/Companion No Show	0	0	0	0	1	1
j. Late Cancel	4	7	8	9	9	37
k. Unevaluated	0	0	3	0	9	12
l. Average Weekday Trips	14	18	13	10	7	12
m. Average Saturday Trips	4	4	6	0	0	4
n. Average Sunday Trips	0	2	4	4	2	3
o. Average Time of Trips	0:38	0:38	0:41	0:40	0:30	0:38
p. Average Trip Mileage	12	13	17	14	13	14
4. Completed Trip Mode						
a. Van Trip	23	68	40	25	23	179
b. Sedan Trip	1	1	0	0	1	3
c. Supplementary Service Trip	3	3	2	5	0	13
d. Taxi Trip	19	25	34	24	13	115
5. On-Time Performance						
a. On-Time Trips	40	84	69	51	33	277
b. Late Trips	6	13	7	3	4	33
c. Average Time Late	0:49	0:29	0:45	0:28	0:22	0:34
d. Maximum Time Late	1:45	1:09	2:00	0:35	0:30	2:00
e. Late 16 to 29 Minutes	4	7	5	3	4	23
f. Late 30 to 44 Minutes	1	4	1	0	0	6
g. Late 45 to 59 Minutes	0	2	0	0	0	2
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	1	0	1	0	0	2
k. Missed Trips	0	1	0	0	0	1
6. Revenue						
a. Total Fare Collected	$107.50	$210.00	$182.50	$127.50	$90.00	$717.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for December '04

Jurisdiction: All

Weekdays	**23**
Saturdays	**4**
Sundays	**4**

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	14,655	14,771	14,859	14,925	15,035	**15,035**
b. Applications Received	94	98	121	88	120	**521**
c. Interviews	94	111	134	122	131	**592**
d. Functional Testing	94	111	134	122	131	**592**
e. New Registered	44	75	76	78	70	**343**
f. Denied	1	4	9	5	5	**24**
g. Pending	310	335	377	417	512	**512**
h. Recertifications	27	58	48	44	42	**219**
2. Reservations						
a. Total Trip Requests	22,255	37,164	38,356	32,151	27,561	**157,487**
b. Demand Requests	12,139	19,915	20,572	17,710	13,751	**84,087**
c. Active Subscriptions	10,114	17,249	17,784	14,441	13,810	**73,398**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	22,253	37,164	38,356	32,151	27,561	**157,485**
f. Early Cancellations	2,381	4,285	4,657	5,553	5,330	**22,206**
g. Trips Scheduled to Contract Carriers	19,872	32,879	33,699	26,598	22,231	**135,279**
h. Referred to Dedicated Carriers	12,776	21,196	21,608	17,856	16,314	**89,750**
i. Referred to Supplemental Carriers	342	580	573	457	454	**2,406**
j. Referred to Taxi	6,754	11,103	11,518	8,285	5,463	**43,123**
3. Trip Data						
a. Total Trips Completed	15,523	25,745	26,253	19,338	15,523	**102,382**
b. Ambulatory Trips	9,889	16,477	16,894	12,011	9,482	**64,753**
c. Wheelchair/Mobility Aid	3,951	6,501	6,460	5,015	4,243	**26,170**
d. Companions	48	76	69	92	65	**350**
e. Personal Care Attendants	1,588	2,595	2,748	2,133	1,673	**10,737**
f. Under 5	41	89	76	84	56	**346**
g. WMATA Employee	6	7	6	3	4	**26**
h. No Show	914	1,488	1,546	1,372	973	**6,293**
i. PCA/Companion No Show	1,274	2,108	2,133	1,709	1,303	**8,527**
j. Late Cancel	1,654	2,664	2,794	2,917	2,540	**12,569**
k. Unevaluated	375	632	731	1,110	1,794	**4,642**
l. Average Weekday Trips	4,521	4,492	4,603	3,454	2,911	**3,951**
m. Average Saturday Trips	1,951	1,958	1,813	730	0	**1,613**
n. Average Sunday Trips	0	1,311	1,407	1,318	955	**1,248**
o. Average Time of Trips	0:34	0:34	0:34	0:34	0:31	**0:34**
p. Average Trip Mileage	**10.76**	**10.52**	**10.41**	**11.16**	**11.79**	**11**
4. Completed Trip Mode						
a. Van Trip	7,816	13,005	13,284	10,544	9,335	**53,984**
b. Sedan Trip	786	1,240	1,172	896	910	**5,004**
c. Supplementary Service Trip	1,622	2,903	2,918	2,254	2,335	**12,032**
d. Taxi Trip	5,299	8,597	8,879	5,644	2,943	**31,362**
5. On-Time Performance						
a. On-Time Trips	14,140	23,114	23,743	17,607	14,723	**93,327**
b. Late Trips	1,383	2,631	2,510	1,731	800	**9,055**
c. Average Time Late	0:34	0:32	0:34	0:28	0:26	**0:31**
d. Maximum Time Late	5:17	7:45	6:00	12:25	4:41	**12:25**
e. Late 16 to 29 Minutes	1,072	2,014	1,886	1,370	638	**6,980**
f. Late 30 to 44 Minutes	149	334	301	187	94	**1,065**
g. Late 45 to 59 Minutes	100	148	173	95	38	**554**
h. Late 60 to 74 Minutes	29	55	76	33	11	**204**
i. Late 75 to 89 Minutes	13	32	29	19	4	**97**
j. Late 90+ Minutes	20	48	45	27	15	**155**
k. Missed Trips	132	242	242	152	98	**866**
6. Revenue						
a. Total Fare Collected	$34,552.53	$57,380.38	$56,822.00	$42,537.58	$34,257.50	**$225,549.99**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	163	164	160	158	154	164
c. Maximum Saturday Vehicles Used	89	94	87	59	0	94
d. Maximum Sunday Vehicles Used	0	64	62	55	53	64
e. Average Weekday Spare Availability	-7	-9	-8	-4	1	-5
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	14	17	17	16	14	17
b. Maximum Weekday Vehicles Used	14	17	17	16	14	17
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	67	68	76	68	42	76
b. Maximum Weekday Vehicles Used	67	68	76	68	42	76
c. Maximum Saturday Vehicles Used	45	38	41	4	0	45
d. Maximum Sunday Vehicles Used	0	56	47	46	39	56

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	255	259	267	258	230	267
b. Maximum Weekday Vehicles Used	244	249	253	242	210	253
c. Maximum Saturday Vehicles Used	134	132	128	63	0	134
d. Maximum Sunday Vehicles Used	0	120	109	101	92	120
e. Average Weekday Spare Availability	-7	-9	-8	-4	1	-5
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	6,654	11,182	11,101	9,741	9,341	48,019
b. Weekday Revenue Hours	5,611	9,303	9,280	7,932	7,610	39,736
c. Weekday Deadhead Hours	1,043	1,879	1,821	1,809	1,731	8,283
d. Weekday Service Miles	107,144	177,432	179,782	151,493	148,377	764,228
e.Weekday Revenue Miles	89,200	145,209	147,062	122,059	119,795	623,325
f. Weekday Deadhead Miles	17,944	32,223	32,720	29,434	28,582	140,903

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	902	977	887	593	0	3,359
b. Saturday Revenue Hours	739	814	721	432	0	2,706
c. Saturday Deadhead Hours	163	163	166	161	0	653
d. Saturday Service Miles	15,181	16,670	15,071	9,832	0	56,754
e. Saturday Revenue Miles	11,838	13,579	11,965	7,576	0	44,958
f. Saturday Deadhead Miles	3,343	3,091	3,106	2,256	0	11,796

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	614	617	547	501	2,279
b. Sunday Revenue Hours	0	506	497	436	412	1,851
c. Sunday Deadhead Hours	0	108	119	111	89	427
d. Sunday Service Miles	0	9,966	9,798	8,600	8,435	36,799
e. Sunday Revenue Miles	0	8,016	8,110	6,789	7,050	29,965
f. Sunday Deadhead Miles	0	1,950	1,688	1,811	1,385	6,834

8d. Total Service Operated (Dedicated)						
a. Service Hours	7,556	12,773	12,605	10,881	9,842	53,657
b. Revenue Hours	6,350	10,623	10,498	8,800	8,022	44,293
c. Deadhead Hours	1,206	2,150	2,107	2,081	1,820	9,364
d. Service Miles	122,325	204,068	204,651	169,925	156,812	857,781
e. Revenue Miles	101,038	166,804	167,137	136,424	126,845	698,248

f. Deadhead Miles	21,287	37,264	37,514	33,501	29,967	**159,533**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	
a. Weekday Service Hours	175	325	305	217	200	1,222
b. Weekday Revenue Hours	175	325	305	217	200	1,222
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	1,507	2,604	2,617	1,661	1,769	10,158
e.Weekday Revenue Miles	1,507	2,604	2,617	1,661	1,769	10,158
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	1	0	0	0	0	1
b. Saturday Revenue Hours	1	0	0	0	0	1
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	18	0	0	0	0	18
e. Saturday Revenue Miles	18	0	0	0	0	18
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	176	325	305	217	200	1,223
b. Revenue Hours	176	325	305	217	200	1,223
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	1,525	2,604	2,617	1,661	1,769	10,176
e. Revenue Miles	1,525	2,604	2,617	1,661	1,769	10,176
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	2,592	4,131	4,113	2,766	1,778	15,380
b. Weekday Revenue Hours	2,592	4,131	4,113	2,766	1,778	15,380
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	40,982	63,441	63,488	44,070	29,428	241,409
e.Weekday Revenue Miles	40,982	63,441	63,488	44,070	29,428	241,409
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	309	306	288	152	0	1,055
b. Saturday Revenue Hours	309	306	288	152	0	1,055
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	5,346	5,087	4,777	3,006	0	18,216
e. Saturday Revenue Miles	5,346	5,087	4,777	3,006	0	18,216
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	220	278	275	212	985
b. Sunday Revenue Hours	0	220	278	275	212	985
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	3,862	5,165	4,933	3,709	17,669
e. Sunday Revenue Miles	0	3,862	5,165	4,933	3,709	17,669
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	2,901	4,657	4,679	3,193	1,990	17,420
b. Revenue Hours	2,901	4,657	4,679	3,193	1,990	17,420

As of 6/1/2005

c. Deadhead Hours	0	0	0	0	0	**0**
d. Service Miles	46,328	72,390	73,430	52,009	33,137	**277,294**
e. Revenue Miles	46,328	72,390	73,430	52,009	33,137	**277,294**
f. Deadhead Miles	0	0	0	0	0	**0**

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	10,633	17,755	17,589	14,291	12,032	**72,300**
b. Revenue Hours	9,427	15,605	15,482	12,210	10,212	**62,936**
c. Deadhead Hours	1,206	2,150	2,107	2,081	1,820	**9,364**
d. Service Miles	170,178	279,062	280,698	223,595	191,718	**1,145,251**
e. Revenue Miles	148,891	241,798	243,184	190,094	161,751	**985,718**
f. Deadhead Miles	21,287	37,264	37,514	33,501	29,967	**159,533**

January 2005

LogistiCare Final Monthly Report for January '05

Jurisdiction: Alexandria

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	194	196	197	198	199	201	201
b. Applications Received	0	2	2	1	3	0	8
c. Interviews	0	2	0	1	3	0	6
d. Functional Testing	0	2	0	1	3	0	6
e. Registered	0	2	0	1	1	2	6
f. Denied	0	1	0	0	0	0	1
g. Pending	4	4	5	6	9	9	9
h. Recertifications	0	0	1	0	0	0	1
2. Reservations							
a. Total Trip Requests	5	467	440	359	460	104	1,835
b. Demand Requests	5	257	233	217	231	56	999
c. Active Subscriptions	0	210	207	142	229	48	836
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	5	467	440	359	460	104	1,835
f. Early Cancellations	0	67	50	87	71	25	300
g. Trips Scheduled to Contract Carriers	5	400	390	272	389	79	1,535
h. Referred to Dedicated Carriers	3	257	273	222	272	50	1,077
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	2	143	117	50	117	29	458
3. Trip Data							
a. Total Trips Completed	5	317	315	219	301	65	1,222
b. Ambulatory Trips	3	217	213	146	209	46	834
c. Wheelchair/Mobility Aid	2	88	94	62	88	18	352
d. Companions	0	0	0	0	1	0	1
e. Personal Care Attendants	0	11	8	11	3	1	34
f. Under 5	0	1	0	0	0	0	1
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	0	18	17	9	23	2	69
I. Passenger No Show	0	13	14	2	17	3	49
j. Late Cancel	0	33	29	33	37	4	136
k. Unevaluated	0	15	10	4	11	3	43
l. Average Weekday Trips	0	54	56	40	55	60	52
m. Average Saturday Trips	5	25	13	11	21	0	15
n. Average Sunday Trips	0	21	22	8	2	5	12
o. Average Time of Trips	0:24	0:35	0:35	0:40	0:37	0:33	0:36
p. Average Trip Mileage	6	11	11	10	12	13	11.40
4. Completed Trip Mode							
a. Van Trip	3	215	224	178	225	46	891
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	2	102	91	41	76	19	331
5. On-Time Performance							
a. On-Time Trips	4	293	294	185	263	56	1,095
b. Late Trips	1	24	21	34	38	9	127
c. Average Time Late	0:20	0:32	0:30	0:43	0:32	0:26	0:30
d. Maximum Time Late	0:20	1:15	1:09	2:20	1:10	0:35	2:20
e. Late 16 to 29 Minutes	1	17	17	19	28	9	91
f. Late 30 to 44 Minutes	0	4	3	8	6	0	21
g. Late 45 to 59 Minutes	0	2	1	3	4	0	10
h. Late 60 to 74 Minutes	0	1	0	1	0	0	2
i. Late 75 to 89 Minutes	0	0	0	1	0	0	1
j. Late 90+ Minutes	0	0	0	2	0	0	2
k. Missed Trips	0	4	5	5	0	2	16
6. Revenue							
a. Total Fare Collected	$12.50	$757.50	$765.00	$520.00	$737.50	$157.50	$2,950.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Arlington

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	941	947	948	956	957	958	**958**
b. Applications Received	0	9	4	2	11	0	**26**
c. Interviews	0	6	12	4	7	0	**29**
d. Functional Testing	0	6	12	4	7	0	**29**
e. Registered	0	4	5	8	5	3	**25**
f. Denied	0	0	1	1	0	0	**2**
g. Pending	27	28	31	33	43	43	**43**
h. Recertifications	0	2	2	2	1	1	**8**
2. Reservations							
a. Total Trip Requests	6	406	380	271	335	91	**1,489**
b. Demand Requests	6	289	249	194	211	61	**1,010**
c. Active Subscriptions	0	117	131	77	124	30	**479**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	6	406	380	271	335	91	**1,489**
f. Early Cancellations	0	64	43	54	34	27	**222**
g. Trips Scheduled to Contract Carriers	6	342	337	217	301	64	**1,267**
h. Referred to Dedicated Carriers	6	222	237	151	195	32	**843**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	0	120	100	66	106	32	**424**
3. Trip Data							
a. Total Trips Completed	5	228	242	159	212	45	**891**
b. Ambulatory Trips	3	165	173	104	159	32	**636**
c. Wheelchair/Mobility Aid	2	46	46	32	39	10	**175**
d. Companions	0	0	1	1	2	0	**4**
e. Personal Care Attendants	0	16	22	21	12	3	**74**
f. Under 5	0	1	0	1	0	0	**2**
g. WMATA Employee	0	0	0	0	0	0	**0**
h. PCA/Comp No Shows	0	40	38	20	21	4	**123**
I. Passenger No Show	0	31	23	10	26	3	**93**
j. Late Cancel	1	29	19	20	26	10	**105**
k. Unevaluated	0	14	10	6	11	2	**43**
l. Average Weekday Trips	0	35	40	25	38	41	**35**
m. Average Saturday Trips	5	31	18	11	19	0	**17**
n. Average Sunday Trips	0	20	20	19	2	4	**13**
o. Average Time of Trips	0:34	0:27	0:28	0:30	0:29	0:32	**0:28**
p. Average Trip Mileage	7	7	8	7	8	9	**7.80**
4. Completed Trip Mode							
a. Van Trip	5	155	175	113	140	26	**614**
b. Sedan Trip	0	1	1	1	0	0	**3**
c. Supplementary Service Trip	0	1	1	0	0	0	**2**
d. Taxi Trip	0	71	65	45	72	19	**272**
5. On-Time Performance							
a. On-Time Trips	5	213	210	144	193	40	**805**
b. Late Trips	0	15	32	15	19	5	**86**
c. Average Time Late	0:00	0:29	0:38	0:36	0:32	0:26	**0:26**
d. Maximum Time Late	0:00	0:55	2:21	2:19	1:26	0:51	**2:21**
e. Late 16 to 29 Minutes	0	12	27	11	16	4	**70**
f. Late 30 to 44 Minutes	0	3	0	3	2	1	**9**
g. Late 45 to 59 Minutes	0	0	0	0	0	0	**0**
h. Late 60 to 74 Minutes	0	0	1	0	1	0	**2**
i. Late 75 to 89 Minutes	0	0	1	0	0	0	**1**
j. Late 90+ Minutes	0	0	3	1	0	0	**4**
k. Missed Trips	0	0	5	2	5	0	**12**
6. Revenue							
a. Total Fare Collected	$12.50	$525.00	$532.50	$332.50	$480.04	$105.00	**$1,987.54**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: District of Columbia

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	4037	4058	4060	4081	4110	4097	**4097**
b. Applications Received	0	28	15	34	16	23	**116**
c. Interviews	0	38	29	28	43	3	**141**
d. Functional Testing	0	38	29	28	43	3	**141**
e. Registered	0	11	22	21	14	0	**68**
f. Denied	0	2	0	1	1	0	**4**
g. Pending	80	84	87	95	105	118	**118**
h. Recertifications	0	10	9	13	17	0	**49**
2. Reservations							
a. Total Trip Requests	272	8,425	8,450	6,655	8,012	1,863	**33,677**
b. Demand Requests	256	5,484	5,469	4,535	4,947	1,136	**21,827**
c. Active Subscriptions	16	2,941	2,981	2,120	3,065	727	**11,850**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	272	8,425	8,450	6,655	8,012	1,863	**33,677**
f. Early Cancellations	52	910	822	1,216	936	497	**4,433**
g. Trips Scheduled to Contract Carriers	220	7,515	7,628	5,439	7,076	1,366	**29,244**
h. Referred to Dedicated Carriers	192	5,589	5,947	4,261	5,503	1,060	**22,552**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	28	1,926	1,681	1,178	1,573	306	**6,692**
3. Trip Data							
a. Total Trips Completed	149	5,584	5,139	3,780	4,882	766	**20,300**
b. Ambulatory Trips	60	3,110	2,849	2,126	2,752	398	**11,295**
c. Wheelchair/Mobility Aid	59	1,707	1,591	1,192	1,511	254	**6,314**
d. Companions	4	21	13	7	18	5	**68**
e. Personal Care Attendants	26	708	651	438	576	104	**2,503**
f. Under 5	0	33	34	14	24	5	**110**
g. WMATA Employee	0	5	1	3	1	0	**10**
h. PCA/Comp No Shows	17	508	529	311	368	102	**1,835**
I. Passenger No Show	17	464	442	305	409	73	**1,710**
j. Late Cancel	28	817	763	771	942	306	**3,627**
k. Unevaluated	8	95	726	236	428	90	**1,583**
l. Average Weekday Trips	0	931	884	641	875	696	**826**
m. Average Saturday Trips	149	493	311	250	456	0	**332**
n. Average Sunday Trips	0	435	408	321	51	70	**257**
o. Average Time of Trips	0:35	0:31	0:31	0:33	0:32	0:33	**0:31**
p. Average Trip Mileage	9	6	6	6	6	6	**6.00**
4. Completed Trip Mode							
a. Van Trip	100	2,992	3,006	2,194	2,981	483	**11,756**
b. Sedan Trip	23	772	704	532	683	90	**2,804**
c. Supplementary Service Trip	10	372	334	304	355	78	**1,453**
d. Taxi Trip	16	1448	1095	750	863	115	**4,287**
5. On-Time Performance							
a. On-Time Trips	146	5,199	4,674	3,358	4,414	684	**18,475**
b. Late Trips	3	385	465	422	468	82	**1,825**
c. Average Time Late	0:34	0:25	0:35	0:31	0:28	0:33	**0:31**
d. Maximum Time Late	0:48	2:35	5:45	2:39	5:47	2:49	**5:47**
e. Late 16 to 29 Minutes	2	332	332	327	392	57	**1,442**
f. Late 30 to 44 Minutes	1	36	53	52	44	12	**198**
g. Late 45 to 59 Minutes	0	8	29	22	18	9	**86**
h. Late 60 to 74 Minutes	0	4	16	6	5	1	**32**
i. Late 75 to 89 Minutes	0	3	15	6	4	1	**29**
j. Late 90+ Minutes	0	2	20	9	5	2	**38**
k. Missed Trips	1	47	29	36	47	29	**189**
6. Revenue	$305.00	$11,975.00	$13,121.00	$8,262.80	$10,607.50	$1,637.50	**$45,908.80**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Falls Church

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	29	29	29	29	28	28	28
b. Applications Received	0	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0	0
e. Registered	0	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0	0
g. Pending	0	0	0	0	0	0	0
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	2	146	130	107	142	26	553
b. Demand Requests	2	47	30	42	40	8	169
c. Active Subscriptions	0	99	100	65	102	18	384
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	2	146	130	107	142	26	553
f. Early Cancellations	0	12	11	9	7	0	39
g. Trips Scheduled to Contract Carriers	2	134	119	98	135	26	514
h. Referred to Dedicated Carriers	0	84	74	71	85	14	328
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	2	50	45	27	50	12	186
3. Trip Data							
a. Total Trips Completed	0	115	106	71	100	20	412
b. Ambulatory Trips	0	110	106	69	93	20	398
c. Wheelchair/Mobility Aid	0	4	0	0	4	0	8
d. Companions	0	1	0	2	0	0	3
e. Personal Care Attendants	0	0	0	0	3	0	3
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	0	7	8	3	9	1	28
I. Passenger No Show	2	0	0	0	4	0	6
j. Late Cancel	0	8	5	19	20	4	56
k. Unevaluated	0	3	0	4	2	1	10
l. Average Weekday Trips	0	21	19	13	17	18	18
m. Average Saturday Trips	0	8	6	3	9	0	5
n. Average Sunday Trips	0	2	2	2	2	2	2
o. Average Time of Trips	0:00	0:31	0:33	0:32	0:36	0:40	0:33
p. Average Trip Mileage	0	10	10	10	11	15	11.20
4. Completed Trip Mode							
a. Van Trip	0	69	67	51	58	11	256
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0	0
d. Taxi Trip	0	46	39	20	42	9	156
5. On-Time Performance							
a. On-Time Trips	0	108	100	64	90	17	379
b. Late Trips	0	7	6	7	10	3	33
c. Average Time Late	0:00	0:32	0:35	0:52	0:48	0:42	0:34
d. Maximum Time Late	0:00	0:50	0:50	2:05	1:00	0:53	2:05
e. Late 16 to 29 Minutes	0	5	4	4	3	1	17
f. Late 30 to 44 Minutes	0	2	2	1	5	2	12
g. Late 45 to 59 Minutes	0	0	0	0	2	0	2
h. Late 60 to 74 Minutes	0	0	0	1	0	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	1	0	0	1
k. Missed Trips	0	1	0	1	0	0	2
6. Revenue							
a. Total Fare Collected	$0.00	$285.00	$265.00	$172.50	$242.50	$50.00	$1,015.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Fairfax City

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	37	37	37	37	37	37	37
b. Applications Received	0	0	1	1	0	0	2
c. Interviews	0	0	0	0	1	0	1
d. Functional Testing	0	0	0	0	1	0	1
e. Registered	0	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0	0
g. Pending	1	1	1	2	2	2	2
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	8	101	106	68	127	17	427
b. Demand Requests	8	47	54	30	64	9	212
c. Active Subscriptions	0	54	52	38	63	8	215
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	8	101	106	68	127	17	427
f. Early Cancellations	0	28	16	14	20	2	80
g. Trips Scheduled to Contract Carriers	8	73	90	54	107	15	347
h. Referred to Dedicated Carriers	5	53	67	39	74	7	245
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	3	20	23	15	33	8	102
3. Trip Data							
a. Total Trips Completed	4	63	68	41	78	14	268
b. Ambulatory Trips	2	41	30	24	47	7	151
c. Wheelchair/Mobility Aid	2	22	34	14	27	7	106
d. Companions	0	0	1	0	0	0	1
e. Personal Care Attendants	0	0	3	3	4	0	10
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	0	5	3	1	4	0	13
i. Passenger No Show	0	2	10	2	8	0	22
j. Late Cancel	4	3	9	7	14	1	38
k. Unevaluated	0	0	0	3	1	0	4
l. Average Weekday Trips	0	10	11	7	13	14	10
m. Average Saturday Trips	4	9	6	4	11	0	7
n. Average Sunday Trips	0	4	4	2	2	0	2
o. Average Time of Trips	0:26	0:33	0:37	0:33	0:32	0:27	0:33
p. Average Trip Mileage	6	14	16	13	12	17	14.40
4. Completed Trip Mode							
a. Van Trip	3	48	51	31	56	6	195
b. Sedan Trip	0	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	1	1
d. Taxi Trip	1	15	17	10	22	7	72
5. On-Time Performance							
a. On-Time Trips	4	57	56	38	69	11	235
b. Late Trips	0	6	12	3	9	3	33
c. Average Time Late	0:00	0:40	0:45	0:28	0:35	0:51	0:33
d. Maximum Time Late	0:00	0:51	1:53	0:35	0:53	1:03	1:53
e. Late 16 to 29 Minutes	0	3	8	3	7	0	21
f. Late 30 to 44 Minutes	0	3	1	0	2	2	8
g. Late 45 to 59 Minutes	0	0	0	0	0	1	1
h. Late 60 to 74 Minutes	0	0	2	0	0	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	1	0	0	0	1
k. Missed Trips	0	0	0	0	2	0	2
6. Revenue							
a. Total Fare Collected	$10.00	$157.50	$162.50	$95.00	$185.00	$35.00	$645.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Fairfax County

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	1500	1516	1514	1523	1525	1522	**1522**
b. Applications Received	0	8	8	8	13	0	**37**
c. Interviews	0	8	13	2	12	2	**37**
d. Functional Testing	0	8	13	2	12	2	**37**
e. Registered	0	9	1	7	1	2	**20**
f. Denied	0	0	1	1	0	0	**2**
g. Pending	53	57	59	66	79	79	**79**
h. Recertifications	0	7	2	4	3	0	**16**
2. Reservations							
a. Total Trip Requests	81	3897	3958	3182	4001	823	**15,942**
b. Demand Requests	77	1775	1771	1715	1838	362	**7,538**
c. Active Subscriptions	4	2122	2187	1467	2163	461	**8,404**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	81	3897	3958	3182	4001	823	**15,942**
f. Early Cancellations	9	514	487	719	581	141	**2,451**
g. Trips Scheduled to Contract Carriers	72	3383	3471	2463	3420	682	**13,491**
h. Referred to Dedicated Carriers	58	2357	2467	1871	2476	468	**9,697**
i. Referred to Supplemental Carriers	0	0	0	0	0	0	**0**
j. Referred to Taxi	14	1026	1004	592	944	214	**3,794**
3. Trip Data							
a. Total Trips Completed	42	2,710	2,800	1,823	2,650	509	**10,534**
b. Ambulatory Trips	24	2,062	2,171	1,359	2,040	401	**8,057**
c. Wheelchair/Mobility Aid	14	511	514	371	512	92	**2,014**
d. Companions	0	3	6	12	9	0	**30**
e. Personal Care Attendants	4	117	96	76	79	14	**386**
f. Under 5	0	17	12	5	10	2	**46**
g. WMATA Employee	0	0	1	0	0	0	**1**
h. PCA/Comp No Shows	6	166	196	98	173	45	**684**
i. Passenger No Show	5	148	176	157	158	41	**685**
j. Late Cancel	15	280	233	326	320	71	**1,245**
k. Unevaluated	1	56	54	38	70	11	**230**
l. Average Weekday Trips	0	494	519	339	501	471	**464**
m. Average Saturday Trips	42	144	120	57	129	0	**99**
n. Average Sunday Trips	0	94	84	69	14	38	**60**
o. Average Time of Trips	0:34	0:34	0:35	0:37	0:37	0:36	**0:35**
p. Average Trip Mileage	10	12	12	12	13	13	**12.40**
4. Completed Trip Mode							
a. Van Trip	34	1917	2005	1399	1948	354	**7,657**
b. Sedan Trip	0	1	1	0	0	0	**2**
c. Supplementary Service Trip	0	0	0	1	0	0	**1**
d. Taxi Trip	8	792	794	423	702	155	**2,874**
5. On-Time Performance							
a. On-Time Trips	38	2,535	2,529	1,603	2,334	451	**9,490**
b. Late Trips	4	175	271	220	316	58	**1,044**
c. Average Time Late	0:20	0:33	0:35	0:52	0:34	0:38	**0:35**
d. Maximum Time Late	0:30	2:00	1:55	4:48	2:20	2:45	**4:48**
e. Late 16 to 29 Minutes	4	126	193	131	226	38	**718**
f. Late 30 to 44 Minutes	0	30	41	28	48	10	**157**
g. Late 45 to 59 Minutes	0	10	19	16	27	8	**80**
h. Late 60 to 74 Minutes	0	5	5	4	9	1	**24**
i. Late 75 to 89 Minutes	0	1	7	12	3	0	**23**
j. Late 90+ Minutes	0	3	6	29	3	1	**42**
k. Missed Trips	3	23	12	21	49	5	**113**
6. Revenue							
a. Total Fare Collected	$95.00	$6,435.00	$6,690.04	$4,332.50	$6,360.00	$1,232.50	**$25,145.04**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Montgomery County

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	3774	3815	3838	3856	3865	3859	**3859**
b. Applications Received	0	26	11	7	17	0	**61**
c. Interviews	0	30	32	15	29	7	**113**
d. Functional Testing	0	30	32	15	29	7	**113**
e. Registered	0	20	21	19	12	7	**79**
f. Denied	0	0	1	0	0	0	**1**
g. Pending	58	65	68	73	85	85	**85**
h. Recertifications	0	21	8	7	12	14	**62**
2. Reservations							
a. Total Trip Requests	222	9837	10064	8705	10248	2306	**41,382**
b. Demand Requests	210	4096	4405	4571	4393	1011	**18,686**
c. Active Subscriptions	12	5741	5659	4134	5855	1295	**22,696**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	222	9837	10064	8705	10248	2306	**41,382**
f. Early Cancellations	32	946	823	1307	1113	465	**4,686**
g. Trips Scheduled to Contract Carriers	190	8891	9241	7398	9135	1841	**36,696**
h. Referred to Dedicated Carriers	130	5621	5820	5022	5918	1194	**23,705**
i. Referred to Supplemental Carriers	0	508	529	315	530	100	**1,982**
j. Referred to Taxi	60	2762	2892	2061	2687	547	**11,009**
3. Trip Data							
a. Total Trips Completed	117	7,076	7,092	5,625	6,986	1,300	**28,196**
b. Ambulatory Trips	59	4,395	4,460	3,448	4,347	770	**17,479**
c. Wheelchair/Mobility Aid	40	1772	1698	1403	1699	346	**6,958**
d. Companions	1	14	15	20	31	7	**88**
e. Personal Care Attendants	16	883	901	741	898	174	**3,613**
f. Under 5	1	11	18	12	9	2	**53**
g. WMATA Employee	0	1	0	1	2	1	**5**
h. PCA/Comp No Shows	5	256	314	252	253	71	**1,151**
i. Passenger No Show	22	694	686	555	631	115	**2,703**
j. Late Cancel	10	524	605	595	663	159	**2,556**
k. Unevaluated	35	311	516	347	556	182	**1,947**
l. Average Weekday Trips	0	1282	1312	1030	1300	1172	**1,228**
m. Average Saturday Trips	117	355	265	210	373	0	**264**
n. Average Sunday Trips	0	310	267	261	110	128	**215**
o. Average Time of Trips	0:33	0:34	0:34	0:35	0:34	0:33	**0:34**
p. Average Trip Mileage	11	11	10	10	10	10	**10.20**
4. Completed Trip Mode							
a. Van Trip	65	2281	2300	1837	2333	449	**9,265**
b. Sedan Trip	2	351	352	260	343	66	**1,374**
c. Supplementary Service Trip	34	2411	2274	1990	2334	393	**9,436**
d. Taxi Trip	16	2033	2166	1538	1976	392	**8,121**
5. On-Time Performance							
a. On-Time Trips	105	6,564	6,478	5,041	6,320	1,162	**25,670**
b. Late Trips	12	512	614	584	666	138	**2,526**
c. Average Time Late	0:29	0:33	0:30	0:36	0:35	0:46	**0:34**
d. Maximum Time Late	0:50	7:44	7:02	4:58	9:41	3:06	**9:41**
e. Late 16 to 29 Minutes	10	381	486	401	506	79	**1,863**
f. Late 30 to 44 Minutes	2	61	57	72	80	13	**285**
g. Late 45 to 59 Minutes	0	42	49	49	26	14	**180**
h. Late 60 to 74 Minutes	0	11	8	18	16	4	**57**
i. Late 75 to 89 Minutes	0	6	4	18	11	9	**48**
j. Late 90+ Minutes	0	11	10	26	27	19	**93**
k. Missed Trips	1	30	28	24	46	14	**143**
6. Revenue							
a. Total Fare Collected	$250.00	$17,747.50	$15,387.50	$12,135.00	$15,112.51	$2,817.80	**$63,450.31**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 6/1/2005

LogistiCare Final Monthly Report for June '04

Jurisdiction: Prince George's County

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	3468	3705	3706	3758	3754	**3754**
b. Applications Received	87	38	23	48	2	**198**
c. Interviews	34	51	50	21	20	**176**
d. Functional Testing	34	51	50	21	20	**176**
e. New Registered	17	14	11	55	7	**104**
f. Denied	2	1	1	0	3	**7**
g. Pending	161	177	186	215	215	**215**
h. Recertifications	10	12	5	5	3	**35**
2. Reservations						
a. Total Trip Requests	8528	10962	11290	11229	6451	**48,460**
b. Demand Requests	4390	6529	5901	5949	3339	**26,108**
c. Active Subscriptions	4138	4433	5389	5280	3112	**22,352**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	8528	10962	11290	11229	6451	**48,460**
f. Early Cancellations	914	1402	1395	1313	791	**5,815**
g. Trips Scheduled to Contract Carriers	7614	9560	9895	9916	5660	**42,645**
h. Referred to Dedicated Carriers	5119	6386	6523	6838	3915	**28,781**
i. Referred to Supplemental Carriers	103	105	107	130	61	**506**
j. Referred to Taxi	2392	3069	3265	2948	1684	**13,358**
3. Trip Data						
a. Total Trips Completed	5701	6921	7497	7402	4199	**31,720**
b. Ambulatory Trips	3932	4713	4952	4971	2788	**21,356**
c. Wheelchair/Mobility Aid	1322	1670	1917	1770	1026	**7,705**
d. Companions	17	26	22	32	21	**118**
e. Personal Care Attendants	408	484	564	615	335	**2,406**
f. Under 5	22	28	42	14	29	**135**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	462	623	574	511	295	**2,465**
i. PCA/Companion No Show	597	779	729	753	443	**3,301**
j. Late Cancel	705	1,056	914	1,076	616	**4,367**
k. Unevaluated	84	92	103	95	74	**448**
l. Average Weekday Trips	1290	1190	1308	1281	1281	**1,267**
m. Average Saturday Trips	541	564	558	587	0	**563**
n. Average Sunday Trips	0	405	395	407	356	**391**
o. Average Time of Trips	0:34	0:33	0:33	0:34	0:35	**0:33**
p. Average Trip Mileage	11	11	11	11	11	**11**
4. Completed Trip Mode						
a. Van Trip	2971	3643	4351	4705	2724	**18,394**
b. Sedan Trip	251	286	231	209	114	**1,091**
c. Supplementary Service Trip	654	736	430	199	120	**2,139**
d. Taxi Trip	1825	2256	2485	2289	1241	**10,096**
5. On-Time Performance						
a. On-Time Trips	5442	6483	7091	6976	3961	**29,953**
b. Late Trips	259	438	406	426	238	**1,767**
c. Average Time Late	0:29	0:31	0:31	0:32	0:28	**0:30**
d. Maximum Time Late	1:30	1:53	3:07	2:20	1:35	**3:07**
e. Late 16 to 29 Minutes	209	331	309	318	192	**1,359**
f. Late 30 to 44 Minutes	30	56	58	62	35	**241**
g. Late 45 to 59 Minutes	15	29	32	26	8	**110**
h. Late 60 to 74 Minutes	4	13	3	14	2	**36**
i. Late 75 to 89 Minutes	1	7	2	2	1	**13**
j. Late 90+ Minutes	0	2	2	4	0	**8**
k. Missed Trips	65	89	78	79	33	**344**
6. Revenue						
a. Total Fare Collected	$12,532.80	$15,528.49	$16,664.08	$16,141.80	$9,509.80	**$70,376.97**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: Visitor

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	39	37	37	37	36	36
b. Applications Received	2	2	2	6	1	13
c. Interviews	0	0	1	0	0	1
d. Functional Testing	0	0	1	0	0	1
e. New Registered	2	1	1	1	0	5
f. Denied	0	0	0	0	0	0
g. Pending	14	16	17	21	22	22
h. Recertifications	0	1	1	0	0	2
2. Reservations						
a. Total Trip Requests	54	119	82	91	52	398
b. Demand Requests	17	74	31	37	26	185
c. Active Subscriptions	37	45	51	54	26	213
d. Trips Denied	0	0	0	0	0	0
e. Reservations	54	119	82	91	52	398
f. Early Cancellations	10	18	6	9	0	43
g. Trips Scheduled to Contract Carriers	44	101	76	82	52	355
h. Referred to Dedicated Carriers	24	80	58	57	40	259
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	20	21	18	25	12	96
3. Trip Data						
a. Total Trips Completed	39	87	67	74	42	309
b. Ambulatory Trips	24	43	33	36	15	151
c. Wheelchair/Mobility Aid	15	32	30	32	22	131
d. Companions	0	3	1	5	0	9
e. Personal Care Attendants	0	9	3	1	5	18
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	1	5	3	3	3	15
i. PCA/Companion No Show	0	4	1	2	1	8
j. Late Cancel	4	2	5	2	4	17
k. Unevaluated	0	2	0	1	2	5
l. Average Weekday Trips	9	16	12	14	14	14
m. Average Saturday Trips	3	6	2	3	0	4
n. Average Sunday Trips	0	0	5	1	0	2
o. Average Time of Trips	0:39	0:36	0:43	0:36	0:41	0:38
p. Average Trip Mileage	15	13	17	15	14	15
4. Completed Trip Mode						
a. Van Trip	14	63	48	50	31	206
b. Sedan Trip	0	1	0	1	0	2
c. Supplementary Service Trip	7	6	1	0	2	16
d. Taxi Trip	18	17	18	23	9	85
5. On-Time Performance						
a. On-Time Trips	37	84	62	70	39	292
b. Late Trips	2	3	5	4	3	17
c. Average Time Late	0:40	0:33	0:34	0:37	0:28	0:34
d. Maximum Time Late	0:50	0:40	1:00	0:50	0:59	1:00
e. Late 16 to 29 Minutes	1	3	3	3	1	11
f. Late 30 to 44 Minutes	1	0	1	1	2	5
g. Late 45 to 59 Minutes	0	0	1	0	0	1
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	1	0	0	0	1
6. Revenue						
a. Total Fare Collected	$93.60	$184.80	$151.21	$163.20	$92.50	$685.31

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for June '04

Jurisdiction: All

Weekdays	**22**
Saturdays	**4**
Sundays	**4**

Performance Criteria	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	Month
1. Eligibility						
a. Total Registrants	13,072	13,373	13,413	13,513	13,534	**13,534**
b. Applications Received	168	150	73	141	8	**540**
c. Interviews	95	121	118	95	69	**498**
d. Functional Testing	95	121	118	95	69	**498**
e. New Registered	48	62	61	88	37	**296**
f. Denied	2	4	4	3	12	**25**
g. Pending	567	623	654	743	745	**745**
h. Recertifications	30	36	23	28	25	**142**
2. Reservations						
a. Total Trip Requests	26,687	33,373	34,928	34,218	19,746	**148,952**
b. Demand Requests	13,697	19,267	18,076	17,554	9,883	**78,477**
c. Active Subscriptions	12,990	14,106	16,852	16,664	9,863	**70,475**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	26,687	33,373	34,928	34,218	19,746	**148,952**
f. Early Cancellations	2,976	4,221	4,266	4,292	2,524	**18,279**
g. Trips Scheduled to Contract Carriers	23,711	29,152	30,662	29,926	17,222	**130,673**
h. Referred to Dedicated Carriers	16,906	20,751	21,489	21,358	12,423	**92,927**
i. Referred to Supplemental Carriers	596	689	683	720	426	**3,114**
j. Referred to Taxi	6,209	7,712	8,490	7,848	4,373	**34,632**
3. Trip Data						
a. Total Trips Completed	17,729	21,280	22,604	22,187	12,786	**96,586**
b. Ambulatory Trips	11,733	13,861	14,652	14,316	8,222	**62,784**
c. Wheelchair/Mobility Aid	4,539	5,620	6,041	5,824	3,364	**25,388**
d. Companions	68	120	109	92	58	**447**
e. Personal Care Attendants	1,341	1,612	1,712	1,897	1,078	**7,640**
f. Under 5	47	66	90	57	60	**320**
g. WMATA Employee	1	1	0	1	4	**7**
h. No Show	1,133	1,573	1,524	1,402	838	**6,470**
i. PCA/Companion No Show	2,181	2,706	2,868	2,752	1,614	**12,121**
j. Late Cancel	2,129	2,907	2,929	2,829	1,610	**12,404**
k. Unevaluated	365	460	550	559	299	
l. Average Weekday Trips	4,051	3,704	3,978	3,904	3,899	**3,901**
m. Average Saturday Trips	1,521	1,581	1,585	1,494	0	**1,545**
n. Average Sunday Trips	0	1,162	1,113	1,149	1,081	**1,126**
o. Average Time of Trips	0:33	0:33	0:33	0:33	0:34	**0:33**
p. Average Trip Mileage	10.54	10.56	10.90	11.14	11.04	**11**
4. Completed Trip Mode						
a. Van Trip	9,195	11,087	12,294	12,485	7,249	**52,310**
b. Sedan Trip	1,075	1,302	1,360	1,273	777	**5,787**
c. Supplementary Service Trip	2,958	3,412	2,922	2,682	1,579	**13,553**
d. Taxi Trip	4,501	5,479	6,028	5,747	3,181	**24,936**
5. On-Time Performance						
a. On-Time Trips	16,798	20,012	21,105	20,618	11,997	**90,530**
b. Late Trips	931	1,268	1,499	1,569	789	**6,056**
c. Average Time Late	0:30	0:28	0:31	0:31	0:25	**0:29**
d. Maximum Time Late	3:20	9:59	3:09	3:18	5:40	**9:59**
e. Late 16 to 29 Minutes	741	998	1,191	1,231	629	**4,790**
f. Late 30 to 44 Minutes	113	151	174	183	94	**715**
g. Late 45 to 59 Minutes	54	79	92	97	39	**361**
h. Late 60 to 74 Minutes	14	16	21	32	15	**98**
i. Late 75 to 89 Minutes	3	16	8	12	3	**42**
j. Late 90+ Minutes	6	8	13	14	9	**50**
k. Missed Trips	174	226	187	197	75	**859**
6. Revenue						
a. Total Fare Collected	$38,919.02	$47,592.93	$49,731.65	$50,441.18	$28,791.20	**$215,475.98**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	
a. Total Fleet Size	176	176	176	176	176	176
b. Maximum Weekday Vehicles Used	159	152	160	160	166	166
c. Maximum Saturday Vehicles Used	86	91	97	96	0	97
d. Maximum Sunday Vehicles Used	0	60	60	51	56	60
e. Average Weekday Spare Availability	0	5	1	2	0	2
f. Average Weekday Vehicles OOS	18	19	15	14	10	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	4	3	4	4	4	4
b. Maximum Weekday Vehicles Used	4	3	4	4	4	4
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	52	48	53	37	34	53
b. Maximum Weekday Vehicles Used	52	48	53	37	34	53
c. Maximum Saturday Vehicles Used	33	38	30	32	0	38
d. Maximum Sunday Vehicles Used	0	51	48	61	45	61

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	232	227	233	217	214	233
b. Maximum Weekday Vehicles Used	215	203	217	201	204	217
c. Maximum Saturday Vehicles Used	119	129	127	128	0	129
d. Maximum Sunday Vehicles Used	0	111	108	112	101	112
e. Average Weekday Spare Availability	0	5	1	2	0	2
f. Average Weekday Vehicles OOS	18	19	15	14	10	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	8,595	10,185	10,842	11,141	6,792	47,555
b. Weekday Revenue Hours	7,173	8,381	9,036	9,366	5,716	39,672
c. Weekday Deadhead Hours	1,422	1,804	1,806	1,775	1,076	7,883
d. Weekday Service Miles	138,441	162,387	175,673	183,041	110,947	770,489
e.Weekday Revenue Miles	114,765	131,316	144,955	150,288	91,698	633,022
f. Weekday Deadhead Miles	23,676	31,071	30,718	32,753	19,249	137,467

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	900	888	938	960	0	3,686
b. Saturday Revenue Hours	756	726	777	800	0	3,059
c. Saturday Deadhead Hours	144	162	161	160	0	627
d. Saturday Service Miles	14,876	14,952	15,872	16,494	0	62,194
e. Saturday Revenue Miles	12,236	12,186	12,739	13,447	0	50,608
f. Saturday Deadhead Miles	2,640	2,766	3,133	3,047	0	11,586

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	566	563	472	509	2,110
b. Sunday Revenue Hours	0	477	457	388	412	1,734
c. Sunday Deadhead Hours	0	89	106	84	97	376
d. Sunday Service Miles	0	9,733	9,614	8,350	8,765	36,462
e. Sunday Revenue Miles	0	8,039	7,821	6,800	7,100	29,760
f. Sunday Deadhead Miles	0	1,694	1,793	1,550	1,665	6,702

8d. Total Service Operated (Dedicated)						
a. Service Hours	9,495	11,639	12,343	12,573	7,301	53,351
b. Revenue Hours	7,929	9,584	10,270	10,554	6,128	44,465
c. Deadhead Hours	1,566	2,055	2,073	2,019	1,173	8,886
d. Service Miles	153,317	187,072	201,159	207,885	119,712	869,145
e. Revenue Miles	127,001	151,541	165,515	170,535	98,798	713,390
f. Deadhead Miles	26,316	35,531	35,644	37,350	20,914	155,755

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	6/1/2004 6/5/2004	6/6/2004 6/12/2004	6/13/2004 6/19/2004	6/20/2004 6/26/2004	6/27/2004 6/30/2004	
a. Weekday Service Hours	263	314	277	325	203	1,382
b. Weekday Revenue Hours	263	314	277	325	203	1,382
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,524	3,155	2,901	2,903	1,808	13,291
e.Weekday Revenue Miles	2,524	3,155	2,901	2,903	1,808	13,291
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	2	3	2	2	0	9
b. Saturday Revenue Hours	2	3	2	2	0	9
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	28	32	28	28	0	116
e. Saturday Revenue Miles	28	32	28	28	0	116
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	265	317	279	327	203	1,391
b. Revenue Hours	265	317	279	327	203	1,391
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,552	3,187	2,929	2,931	1,808	13,407
e. Revenue Miles	2,552	3,187	2,929	2,931	1,808	13,407
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	2,589	2,877	3,280	2,866	1,542	13,154
b. Weekday Revenue Hours	2,589	2,877	3,280	2,866	1,542	13,154
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	39,124	43,462	50,164	43,454	23,366	199,570
e.Weekday Revenue Miles	39,124	43,462	50,164	43,454	23,366	199,570
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	170	224	203	158	0	755
b. Saturday Revenue Hours	170	224	203	158	0	755
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	2,864	3,686	3,372	2,670	0	12,592
e. Saturday Revenue Miles	2,864	3,686	3,372	2,670	0	12,592
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	217	194	279	226	916
b. Sunday Revenue Hours	0	217	194	279	226	916
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	3,885	3,569	4,830	3,899	16,183
e. Sunday Revenue Miles	0	3,885	3,569	4,830	3,899	16,183
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	2,759	3,318	3,677	3,303	1,768	14,825
b. Revenue Hours	2,759	3,318	3,677	3,303	1,768	14,825
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	41,988	51,033	57,105	50,954	27,265	228,345
e. Revenue Miles	41,988	51,033	57,105	50,954	27,265	228,345
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	12,519	15,274	16,299	16,203	9,272	**69,567**
b. Revenue Hours	10,953	13,219	14,226	14,184	8,099	**60,681**
c. Deadhead Hours	1,566	2,055	2,073	2,019	1,173	**8,886**
d. Service Miles	197,857	241,292	261,193	261,770	148,785	**1,110,897**
e. Revenue Miles	171,541	205,761	225,549	224,420	127,871	**955,142**
f. Deadhead Miles	26,316	35,531	35,644	37,350	20,914	**155,755**

July 2004

LogistiCare Final Monthly Report for July '04

Jurisdiction: Alexandria

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	178	179	179	179	180	180
b. Applications Received	1	0	3	1	0	5
c. Interviews	1	1	1	2	3	8
d. Functional Testing	1	1	1	2	3	8
e. New Registered	0	0	0	0	1	1
f. Denied	0	0	0	0	2	2
g. Pending	12	12	12	13	13	13
h. Recertifications	0	1	1	0	0	2
2. Reservations						
a. Total Trip Requests	201	366	426	408	369	1,770
b. Demand Requests	133	236	270	250	212	1,101
c. Active Subscriptions	68	130	156	158	157	669
d. Trips Denied	0	0	0	0	0	0
e. Reservations	201	366	426	408	369	1,770
f. Early Cancellations	37	45	79	85	72	318
g. Trips Scheduled to Contract Carriers	164	321	347	323	297	1,452
h. Referred to Dedicated Carriers	130	236	260	261	220	1,107
i. Referred to Supplemental Carriers	0	0	0	6	0	6
j. Referred to Taxi	34	85	87	56	77	339
3. Trip Data						
a. Total Trips Completed	129	267	272	255	230	1,153
b. Ambulatory Trips	81	184	175	141	137	718
c. Wheelchair/Mobility Aid	38	70	88	99	87	382
d. Companions	0	3	0	0	0	3
e. Personal Care Attendants	8	10	7	15	5	45
f. Under 5	2	0	2	0	1	5
g. WMATA Employee	0	0	0	0	0	0
h. No Show	13	9	9	12	27	70
i. PCA/Companion No Show	2	15	26	19	11	73
j. Late Cancel	17	28	36	32	27	140
k. Unevaluated	1	1	4	4	2	12
l. Average Weekday Trips	53	46	46	44	39	45
m. Average Saturday Trips	23	22	30	18	23	23
n. Average Sunday Trips	0	12	9	14	12	12
o. Average Time of Trips	0:33	0:36	0:37	0:35	0:34	0:35
p. Average Trip Mileage	11	12	12	11	12	12
4. Completed Trip Mode						
a. Van Trip	104	195	210	209	173	891
b. Sedan Trip	0	3	2	0	0	5
c. Supplementary Service Trip	1	0	1	3	0	5
d. Taxi Trip	24	69	59	43	57	252
5. On-Time Performance						
a. On-Time Trips	119	254	257	236	209	1,075
b. Late Trips	10	13	15	19	21	78
c. Average Time Late	0:30	0:36	0:35	0:34	0:43	0:35
d. Maximum Time Late	1:00	1:05	1:05	1:05	1:50	1:50
e. Late 16 to 29 Minutes	8	10	10	11	11	50
f. Late 30 to 44 Minutes	1	2	4	4	3	14
g. Late 45 to 59 Minutes	1	1	1	4	5	12
h. Late 60 to 74 Minutes	0	0	0	0	1	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	1	1
k. Missed Trips	2	1	0	1	0	4
6. Revenue						
a. Total Fare Collected	$292.50	$634.90	$657.50	$597.51	$555.00	$2,737.41

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Arlington

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	848	854	857	854	865	865
b. Applications Received	1	1	17	6	10	35
c. Interviews	0	7	10	8	5	30
d. Functional Testing	0	7	10	8	5	30
e. New Registered	1	8	7	0	10	26
f. Denied	0	0	0	0	1	1
g. Pending	54	54	63	63	71	71
h. Recertifications	0	1	2	0	1	4
2. Reservations						
a. Total Trip Requests	134	305	374	336	316	1,465
b. Demand Requests	88	223	275	235	214	1,035
c. Active Subscriptions	46	82	99	101	102	430
d. Trips Denied	0	0	0	0	0	0
e. Reservations	134	305	374	336	316	1,465
f. Early Cancellations	16	34	30	44	34	158
g. Trips Scheduled to Contract Carriers	118	271	344	292	282	1,307
h. Referred to Dedicated Carriers	101	198	268	211	203	981
i. Referred to Supplemental Carriers	0	1	0	0	0	1
j. Referred to Taxi	17	72	76	81	79	325
3. Trip Data						
a. Total Trips Completed	81	199	264	209	190	943
b. Ambulatory Trips	48	140	191	143	137	659
c. Wheelchair/Mobility Aid	21	38	50	44	36	189
d. Companions	0	1	2	2	2	7
e. Personal Care Attendants	12	16	21	20	12	81
f. Under 5	0	4	0	0	3	7
g. WMATA Employee	0	0	0	0	0	0
h. No Show	11	16	19	21	14	81
i. PCA/Companion No Show	7	25	36	19	25	112
j. Late Cancel	12	25	20	39	46	142
k. Unevaluated	5	5	5	3	5	23
l. Average Weekday Trips	30	33	45	35	31	35
m. Average Saturday Trips	20	17	18	14	14	17
n. Average Sunday Trips	0	16	18	20	17	18
o. Average Time of Trips	0:24	0:27	0:28	0:31	0:30	0:28
p. Average Trip Mileage	7	8	8	10	9	9
4. Completed Trip Mode						
a. Van Trip	71	148	207	154	141	721
b. Sedan Trip	0	1	1	0	0	2
c. Supplementary Service Trip	0	3	1	0	0	4
d. Taxi Trip	10	47	55	55	49	216
5. On-Time Performance						
a. On-Time Trips	80	181	251	193	180	885
b. Late Trips	1	18	13	16	10	58
c. Average Time Late	0:38	0:36	0:29	0:30	0:33	0:33
d. Maximum Time Late	0:38	1:58	1:21	1:18	1:25	1:58
e. Late 16 to 29 Minutes	1	14	11	14	8	48
f. Late 30 to 44 Minutes	0	2	1	1	0	4
g. Late 45 to 59 Minutes	0	0	0	0	1	1
h. Late 60 to 74 Minutes	0	0	1	1	1	3
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	2	0	0	0	2
k. Missed Trips	2	1	0	1	2	6
6. Revenue						
a. Total Fare Collected	$172.40	$410.01	$597.50	$462.50	$422.50	$2,064.91

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: District of Columbia

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	3710	3701	3722	3717	3734	3734
b. Applications Received	1	19	42	19	61	142
c. Interviews	8	12	26	30	34	110
d. Functional Testing	8	12	26	30	34	110
e. New Registered	25	1	14	3	22	65
f. Denied	2	0	2	0	3	7
g. Pending	162	170	190	200	251	251
h. Recertifications	9	3	14	1	8	35
2. Reservations						
a. Total Trip Requests	3434	7464	8070	8002	7780	34,750
b. Demand Requests	2200	4966	5077	5036	4859	22,138
c. Active Subscriptions	1234	2498	2993	2966	2921	12,612
d. Trips Denied	0	0	0	0	0	0
e. Reservations	3434	7464	8070	8002	7780	34,750
f. Early Cancellations	419	973	1041	991	760	4,184
g. Trips Scheduled to Contract Carriers	3015	6491	7029	7011	7020	30,566
h. Referred to Dedicated Carriers	2608	5446	6045	6067	6090	26,256
i. Referred to Supplemental Carriers	2	99	93	2	0	196
j. Referred to Taxi	405	946	891	942	930	4,114
3. Trip Data						
a. Total Trips Completed	2153	4577	4986	5056	5012	21,784
b. Ambulatory Trips	1144	2473	2850	2853	2827	12,147
c. Wheelchair/Mobility Aid	714	1517	1567	1596	1558	6,952
d. Companions	27	47	28	28	41	171
e. Personal Care Attendants	258	516	526	554	568	2,422
f. Under 5	10	24	14	23	18	89
g. WMATA Employee	0	0	1	2	0	3
h. No Show	162	350	422	379	331	1,644
i. PCA/Companion No Show	313	629	731	672	701	3,046
j. Late Cancel	339	869	818	788	877	3,691
k. Unevaluated	28	36	34	63	53	214
l. Average Weekday Trips	874	768	847	860	847	834
m. Average Saturday Trips	404	420	384	409	450	413
n. Average Sunday Trips	0	315	366	346	323	338
o. Average Time of Trips	0:31	0:31	0:32	0:32	0:32	0:31
p. Average Trip Mileage	6	6	6	6	6	6
4. Completed Trip Mode						
a. Van Trip	1406	2773	3091	3131	3139	13,540
b. Sedan Trip	291	634	722	760	718	3,125
c. Supplementary Service Trip	180	497	537	473	441	2,128
d. Taxi Trip	276	673	636	692	714	2,991
5. On-Time Performance						
a. On-Time Trips	2016	4264	4603	4665	4616	20,164
b. Late Trips	137	313	383	391	396	1,620
c. Average Time Late	0:28	0:27	0:28	0:28	0:25	0:27
d. Maximum Time Late	1:29	2:15	2:10	2:50	2:10	2:50
e. Late 16 to 29 Minutes	107	253	318	313	343	1,334
f. Late 30 to 44 Minutes	21	37	40	31	43	172
g. Late 45 to 59 Minutes	5	15	14	30	6	70
h. Late 60 to 74 Minutes	4	3	7	5	1	20
i. Late 75 to 89 Minutes	0	3	2	6	2	13
j. Late 90+ Minutes	0	2	2	6	1	11
k. Missed Trips	20	30	38	53	46	187
6. Revenue						
a. Total Fare Collected	$4,667.20	$10,027.75	$11,055.00	$11,109.81	$10,957.51	$47,817.27

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 6/1/2005

LogistiCare Final Monthly Report for July '04

Jurisdiction: Falls Church

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	28	28	27	27	27	27
b. Applications Received	0	0	1	0	0	1
c. Interviews	0	0	0	2	1	3
d. Functional Testing	0	0	0	2	1	3
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	44	90	118	131	121	504
b. Demand Requests	13	27	40	54	43	177
c. Active Subscriptions	31	63	78	77	78	327
d. Trips Denied	0	0	0	0	0	0
e. Reservations	44	90	118	131	121	504
f. Early Cancellations	4	11	19	18	20	72
g. Trips Scheduled to Contract Carriers	40	79	99	113	101	432
h. Referred to Dedicated Carriers	22	46	60	72	64	264
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	18	33	39	41	37	168
3. Trip Data						
a. Total Trips Completed	31	64	83	95	95	368
b. Ambulatory Trips	29	59	77	82	91	338
c. Wheelchair/Mobility Aid	1	0	0	4	0	5
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	1	4	6	9	4	24
f. Under 5	0	1	0	0	0	1
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	8	5	4	2	25
i. PCA/Companion No Show	0	0	4	3	0	7
j. Late Cancel	2	6	5	7	4	24
k. Unevaluated	1	1	2	1	0	5
l. Average Weekday Trips	13	11	13	17	17	14
m. Average Saturday Trips	4	6	12	4	4	6
n. Average Sunday Trips	0	3	2	3	4	3
o. Average Time of Trips	0:30	0:30	0:27	0:31	0:31	0:29
p. Average Trip Mileage	7	9	8	10	10	9
4. Completed Trip Mode						
a. Van Trip	15	34	50	61	59	219
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	1	0	1
d. Taxi Trip	16	30	33	33	36	148
5. On-Time Performance						
a. On-Time Trips	28	60	74	91	88	341
b. Late Trips	3	4	9	4	7	27
c. Average Time Late	0:26	0:32	0:36	0:40	0:34	0:33
d. Maximum Time Late	0:35	0:46	0:55	1:28	1:05	1:28
e. Late 16 to 29 Minutes	3	3	5	3	6	20
f. Late 30 to 44 Minutes	0	1	4	0	0	5
g. Late 45 to 59 Minutes	0	0	0	0	1	1
h. Late 60 to 74 Minutes	0	0	0	1	0	1
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	0	0	3	0	3
6. Revenue						
a. Total Fare Collected	$75.00	$147.40	$192.50	$212.50	$227.50	$854.90

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for July '04

Jurisdiction: Fairfax City

Performance Criteria	7/1/2004 7/3/2004	7/4/2004 7/10/2004	7/11/2004 7/17/2004	7/18/2004 7/24/2004	7/25/2004 7/31/2004	Month
1. Eligibility						
a. Total Registrants	27	28	27	27	28	**28**
b. Applications Received	0	0	0	1	0	**1**
c. Interviews	0	0	1	1	0	**2**
d. Functional Testing	0	0	1	1	0	**2**
e. New Registered	0	0	0	0	1	**1**
f. Denied	0	0	0	0	0	**0**
g. Pending	1	1	1	2	2	**2**
h. Recertifications	0	0	0	0	0	**0**
2. Reservations						
a. Total Trip Requests	25	45	61	70	79	**280**
b. Demand Requests	13	22	35	45	53	**168**
c. Active Subscriptions	12	23	26	25	26	**112**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	25	45	61	70	79	**280**
f. Early Cancellations	3	1	2	4	9	**19**
g. Trips Scheduled to Contract Carriers	22	44	59	66	70	**261**
h. Referred to Dedicated Carriers	18	37	40	49	53	**197**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	4	7	19	17	17	**64**
3. Trip Data						
a. Total Trips Completed	19	36	52	54	58	**219**
b. Ambulatory Trips	6	10	12	16	18	**62**
c. Wheelchair/Mobility Aid	9	21	28	32	29	**119**
d. Companions	0	0	2	0	3	**5**
e. Personal Care Attendants	4	5	10	6	6	**31**
f. Under 5	0	0	0	0	2	**2**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	0	1	1	3	0	**5**
i. PCA/Companion No Show	2	4	4	9	9	**28**
j. Late Cancel	0	2	1	0	2	**5**
k. Unevaluated	1	1	0	0	0	**2**
l. Average Weekday Trips	8	6	10	10	10	**9**
m. Average Saturday Trips	2	4	2	2	6	**3**
n. Average Sunday Trips	0	0	0	0	0	**0**
o. Average Time of Trips	0:28	0:29	0:30	0:37	0:33	**0:32**
p. Average Trip Mileage	9	9	9	11	13	**11**
4. Completed Trip Mode						
a. Van Trip	16	30	34	39	42	**161**
b. Sedan Trip	0	0	0	0	0	**0**
c. Supplementary Service Trip	0	0	0	0	0	**0**
d. Taxi Trip	3	6	18	15	16	**58**
5. On-Time Performance						
a. On-Time Trips	15	32	51	45	53	**196**
b. Late Trips	4	4	1	9	5	**23**
c. Average Time Late	0:11	0:28	0:20	0:36	0:18	**0:22**
d. Maximum Time Late	0:25	0:35	0:20	1:12	0:35	**1:12**
e. Late 16 to 29 Minutes	4	4	1	5	5	**19**
f. Late 30 to 44 Minutes	0	0	0	3	0	**3**
g. Late 45 to 59 Minutes	0	0	0	1	0	**1**
h. Late 60 to 74 Minutes	0	0	0	0	0	**0**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	0	0	**0**
k. Missed Trips	0	0	1	0	1	**2**
6. Revenue						
a. Total Fare Collected	$37.50	$77.50	$102.50	$117.50	$125.00	**$460.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: Visitor

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	32	34	33	33	34	33	33
b. Applications Received	0	1	0	1	1	0	3
c. Interviews	0	1	0	0	0	0	1
d. Functional Testing	0	1	0	0	0	0	1
e. Registered	0	2	0	0	1	0	3
f. Denied	0	0	0	0	0	0	0
g. Pending	5	5	5	6	6	6	6
h. Recertifications	0	0	0	0	0	0	0
2. Reservations							
a. Total Trip Requests	0	105	125	106	96	25	457
b. Demand Requests	0	44	71	71	23	8	217
c. Active Subscriptions	0	61	54	35	73	17	240
d. Trips Denied	0	0	0	0	0	0	0
e. Reservations	0	105	125	106	96	25	457
f. Early Cancellations	0	4	14	28	6	7	59
g. Trips Scheduled to Contract Carriers	0	101	111	78	90	18	398
h. Referred to Dedicated Carriers	0	53	61	51	56	11	232
i. Referred to Supplemental Carriers	0	0	0	0	0	0	0
j. Referred to Taxi	0	48	50	27	34	7	166
3. Trip Data							
a. Total Trips Completed	0	81	89	57	66	14	307
b. Ambulatory Trips	0	53	55	34	46	9	197
c. Wheelchair/Mobility Aid	0	24	27	18	15	4	88
d. Companions	0	0	0	0	0	0	0
e. Personal Care Attendants	0	4	7	5	5	1	22
f. Under 5	0	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0	0
h. PCA/Comp No Shows	0	1	2	2	6	1	12
I. Passenger No Show	0	2	0	4	0	0	6
j. Late Cancel	0	15	15	14	13	1	58
k. Unevaluated	0	0	2	1	4	1	8
l. Average Weekday Trips	0	15	16	10	12	14	13
m. Average Saturday Trips	0	3	5	4	6	0	4
n. Average Sunday Trips	0	2	0	0	0	0	0
o. Average Time of Trips	0:00	0:37	0:40	0:38	0:40	0:35	0:38
p. Average Trip Mileage	0	14	16	11	14	9	12.80
4. Completed Trip Mode							
a. Van Trip	0	38	44	34	35	6	157
b. Sedan Trip	0	2	0	1	2	2	7
c. Supplementary Service Trip	0	2	2	0	2	0	6
d. Taxi Trip	0	39	43	22	27	6	137
5. On-Time Performance							
a. On-Time Trips	0	75	78	49	60	11	273
b. Late Trips	0	6	11	8	6	3	34
c. Average Time Late	0:00	0:29	0:28	0:35	0:37	0:31	0:26
d. Maximum Time Late	0:00	1:00	0:51	1:00	1:15	0:45	1:15
e. Late 16 to 29 Minutes	0	5	8	6	4	2	25
f. Late 30 to 44 Minutes	0	0	3	0	1	1	5
g. Late 45 to 59 Minutes	0	1	0	2	0	0	3
h. Late 60 to 74 Minutes	0	0	0	0	1	0	1
I. Late 75 to 89 Minutes	0	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0	0
k. Missed Trips	0	2	3	0	1	1	7
6. Revenue							
a. Total Fare Collected	$0.00	$192.50	$205.00	$130.00	$152.50	$32.50	$712.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for January '05

Jurisdiction: All

Weekdays	**21**
Saturdays	**5**
Sundays	**5**

Performance Criteria	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	Month
1. Eligibility							
a. Total Registrants	14,762	14,885	14,918	15,028	15,094	15,052	**15,052**
b. Applications Received	0	102	56	93	83	38	**372**
c. Interviews	0	118	134	85	136	12	**485**
d. Functional Testing	0	118	134	85	136	12	**485**
e. Registered	0	72	69	100	55	14	**310**
f. Denied	0	3	6	5	4	0	**18**
g. Pending	326	343	357	397	463	491	**491**
h. Recertifications	0	51	33	40	43	15	**182**
2. Reservations							
a. Total Trip Requests	929	35,794	36,312	30,136	35,466	7,918	**146,555**
b. Demand Requests	873	18,721	19,037	17,459	17,556	3,931	**77,577**
c. Active Subscriptions	56	17,073	17,275	12,677	17,910	3,987	**68,978**
d. Trips Denied	0	0	0	0	0	0	**0**
e. Reservations	929	35,794	36,312	30,136	35,466	7,918	**146,555**
f. Early Cancellations	146	3,996	3,911	5,658	4,564	1,798	**20,073**
g. Trips Scheduled to Contract Carriers	783	31,798	32,401	24,478	30,902	6,120	**126,482**
h. Referred to Dedicated Carriers	612	20,903	21,390	17,136	20,946	3,994	**84,981**
i. Referred to Supplemental Carriers	0	572	587	352	594	112	**2,217**
j. Referred to Taxi	171	10,323	10,424	6,990	9,362	2,014	**39,284**
3. Trip Data							
a. Total Trips Completed	502	24,908	23,751	17,704	22,426	3,780	**93,071**
b. Ambulatory Trips	260	16,060	15,329	11,254	14,449	2,335	**59,687**
c. Wheelchair/Mobility Aid	155	6,186	5,939	4,571	5,704	1,044	**23,599**
d. Companions	6	53	44	47	66	12	**228**
e. Personal Care Attendants	79	2,514	2,352	1,778	2,139	377	**9,239**
f. Under 5	2	87	85	50	65	11	**300**
g. WMATA Employee	0	8	2	4	3	1	**18**
h. PCA/Comp No Shows	42	1,502	1,826	1,187	1,403	401	**6,361**
i. Passenger No Show	69	1,805	1,708	1,396	1,600	274	**6,852**
j. Late Cancel	115	2616	2528	2797	2972	844	**11,872**
k. Unevaluated	49	791	2,444	1,230	2,295	709	**7,518**
l. Average Weekday Trips	0	4,362	4,285	3,175	4,124	3,424	**3,960**
m. Average Saturday Trips	502	1,705	1,045	824	1,531	0	**1,122**
n. Average Sunday Trips	0	1,383	1,262	986	258	356	**849**
o. Average Time of Trips	0:24	0:33	0:34	0:35	0:34	0:34	**0:34**
p. Average Trip Mileage	**19.25**	**10.99**	**10.80**	**10.69**	**11.20**	**11.85**	**12.46**
4. Completed Trip Mode							
a. Van Trip	303	12,765	12,440	9,543	12,483	2,061	**49,595**
b. Sedan Trip	48	1,297	1,227	931	1,173	197	**4,873**
c. Supplementary Service Trip	63	2,978	2,785	2,466	2,856	503	**11,651**
d. Taxi Trip	88	7,868	7,299	4,764	5,914	1,019	**26,952**
5. On-Time Performance							
a. On-Time Trips	473	23,169	21,699	15,820	20,235	3,312	**84,708**
b. Late Trips	29	1,739	2,052	1,884	2,191	468	**8,363**
c. Average Time Late	0:13	0:31	0:34	0:39	0:35	0:41	**0:32**
d. Maximum Time Late	0:50	7:44	7:02	5:42	9:41	5:47	**9:41**
e. Late 16 to 29 Minutes	26	1,359	1,535	1,312	1,638	247	**6,117**
f. Late 30 to 44 Minutes	3	214	236	229	247	58	**987**
g. Late 45 to 59 Minutes	0	94	147	137	112	41	**531**
h. Late 60 to 74 Minutes	0	32	50	50	50	16	**198**
i. Late 75 to 89 Minutes	0	15	32	59	38	22	**166**
j. Late 90+ Minutes	0	25	52	97	106	84	**364**
k. Missed Trips	6	176	144	164	206	112	**808**
6. Revenue							
a. Total Fare Collected	$1,050.00	$57,857.50	$55,070.09	$39,533.10	$50,358.71	$8,480.30	**$212,349.70**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	1/1/2005 1/1/2005	1/2/2005 1/8/2005	1/9/2005 1/15/2005	1/16/2005 1/22/2005	1/23/2005 1/29/2005	1/30/2005 1/31/2005	
a. Total Fleet Size	174	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	0	156	160	166	169	146	169
c. Maximum Saturday Vehicles Used	54	95	78	61	99	0	99
d. Maximum Sunday Vehicles Used	0	63	70	49	42	47	70
e. Average Weekday Spare Availability	156	-1	-6	-13	-17	5	-6
f. Average Weekday Vehicles OOS	18	19	20	21	22	23	11

7b. Fleet (Supplemental)							
a. Total Fleet Size	0	15	16	15	15	10	16
b. Maximum Weekday Vehicles Used	0	15	16	15	15	10	16
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0	0

7c. Fleet (Taxi)							
a. Total Fleet Size	0	56	64	50	45	28	64
b. Maximum Weekday Vehicles Used	0	56	64	50	45	28	64
c. Maximum Saturday Vehicles Used	3	32	33	26	29	0	33
d. Maximum Sunday Vehicles Used	0	72	42	41	15	15	72

7d. Fleet (SUMMARY ALL MODES)							
a. Total Fleet Size	174	245	254	239	234	212	254
b. Maximum Weekday Vehicles Used	0	227	240	231	229	184	240
c. Maximum Saturday Vehicles Used	57	127	111	87	128	0	128
d. Maximum Sunday Vehicles Used	0	135	112	90	57	62	135
e. Average Weekday Spare Availability	156	-1	-6	-13	-17	5	21
f. Average Weekday Vehicles OOS	18	19	20	21	22	23	23

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)							
a. Weekday Service Hours	0	10628	10885	9378	11187	2048	44,126
b. Weekday Revenue Hours	0	8843	8980	7580	9254	1629	36,286
c. Weekday Deadhead Hours	0	1,784	1,904	1,798	1,933	419	7,838
d. Weekday Service Miles	0	174305	176185	144023	178536	32168	705,217
e.Weekday Revenue Miles	0	156839	143145	115223	145714	25256	586,177
f. Weekday Deadhead Miles	0	17,466	33,040	28,800	32,822	6,912	119,040

8b. Saturday Service Operated (Dedicated)							
a. Saturday Service Hours	481	929	722	528	1024	0	3,684
b. Saturday Revenue Hours	335	752	515	396	814	0	2,812
c. Saturday Deadhead Hours	146	177	206	132	210	0	871
d. Saturday Service Miles	7899	15562	10396	6863	17148	0	57,868
e. Saturday Revenue Miles	5796	12293	7529	4950	13534	0	44,102
f. Saturday Deadhead Miles	2,103	3,269	2,867	1,913	3,614	0	13,766

8c. Sunday Servcice Operated(Dedicated)							
a. Sunday Service Hours	0	587	645	434	318	355	2,339
b. Sunday Revenue Hours	0	464	507	315	172	203	1,661
c. Sunday Deadhead Hours	0	123	138	119	146	152	678
d. Sunday Service Miles	0	9379	10422	6839	3665	4529	34,834
e. Sunday Revenue Miles	0	7356	8257	4890	2180	2989	25,672
f. Sunday Deadhead Miles	0	2,023	2,165	1,949	1,485	1,540	9,162

8d. Total Service Operated (Dedicated)							
a. Service Hours	481	12,144	12,252	10,340	12,529	2,403	50,149
b. Revenue Hours	335	10,059	10,002	8,291	10,240	1,832	40,759
c. Deadhead Hours	146	2,085	2,250	2,049	2,289	571	9,390
d. Service Miles	7,899	199,246	197,003	157,725	199,349	36,697	797,919
e. Revenue Miles	5,796	176,488	158,931	125,063	161,428	28,245	655,951
f. Deadhead Miles	2,103	22,758	38,072	32,662	37,921	8,452	141,968

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplemen	1/1/2005	1/2/2005	1/9/2005	1/16/2005	1/23/2005	1/30/2005	
	1/1/2005	1/8/2005	1/15/2005	1/22/2005	1/29/2005	1/31/2005	
a. Weekday Service Hours	0	324	324	207	311	46	1,212
b. Weekday Revenue Hours	0	324	324	207	311	46	1,212
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	0	2796	2644	1557	2546	422	9,965
e.Weekday Revenue Miles	0	2796	2644	1557	2546	422	9,965
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)							
a. Saturday Service Hours	0	1	0	1	0	0	2
b. Saturday Revenue Hours	0	1	0	1	0	0	2
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	0	14	0	8	14	0	36
e. Saturday Revenue Miles	0	14	0	8	14	0	36
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)							
a. Sunday Service Hours	0	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)							
a. Service Hours	0	325	324	208	311	46	1,214
b. Revenue Hours	0	325	324	208	311	46	1,214
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	0	2,810	2,644	1,565	2,560	422	10,001
e. Revenue Miles	0	2,810	2,644	1,565	2,560	422	10,001
f. Deadhead Miles	0	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)							
a. Weekday Service Hours	62	3537	3645	2390	3595	600	13,829
b. Weekday Revenue Hours	62	3,537	3,645	2,390	3,595	600	13,829
c. Weekday Deadhead Hours	0	0	0	0	0	0	0
d. Weekday Service Miles	1096	56511	60308	36669	57139	9837	221,560
e.Weekday Revenue Miles	1,096	56,511	60,308	36,669	57,139	9,837	221,560
f. Weekday Deadhead Miles	0	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)							
a. Saturday Service Hours	62	242	216	123	205	0	848
b. Saturday Revenue Hours	62	242	216	123	205	0	848
c. Saturday Deadhead Hours	0	0	0	0	0	0	0
d. Saturday Service Miles	1096	4051	3868	1827	3449	0	14,291
e. Saturday Revenue Miles	1096	4051	3868	1827	3449	0	14,291
f. Saturday Deadhead Miles	0	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)							
a. Sunday Service Hours	0	252	211	216	70	90	839
b. Sunday Revenue Hours	0	252	211	216	70	90	839
c. Sunday Deadhead Hours	0	0	0	0	0	0	0
d. Sunday Service Miles	0	4,682	3,964	4,113	1,233	1,530	15,522
e. Sunday Revenue Miles	0	4,682	3,964	4,113	1,233	1,530	15,522
f. Sunday Deadhead Miles	0	0	0	0	0	0	0

10d. Total Service Operated (Taxi)							
a. Service Hours	124	4,031	4,072	2,729	3,870	690	15,516
b. Revenue Hours	124	4,031	4,072	2,729	3,870	690	15,516
c. Deadhead Hours	0	0	0	0	0	0	0
d. Service Miles	2,192	65,244	68,140	42,609	61,821	11,367	251,373
e. Revenue Miles	2,192	65,244	68,140	42,609	61,821	11,367	251,373
f. Deadhead Miles	0	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)							
a. Service Hours	605	16,500	16,648	13,277	16,710	3,139	66,879
b. Revenue Hours	459	14,415	14,398	11,228	14,421	2,568	57,489
c. Deadhead Hours	146	2,085	2,250	2,049	2,289	571	9,390
d. Service Miles	10,091	267,300	267,787	201,899	263,730	48,486	1,059,293
e. Revenue Miles	7,988	244,542	229,715	169,237	225,809	40,034	917,325
f. Deadhead Miles	2,103	22,758	38,072	32,662	37,921	8,452	141,968

February 2005

LogistiCare Final Monthly Report for February '05

Jurisdiction: Alexandria

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	203	202	203	204	202	202
b. Applications Received	0	3	4	1	0	8
c. Interviews	0	2	1	1	0	4
d. Functional Testing	0	2	1	1	0	4
e. New Registered	0	0	2	2	0	4
f. Denied	0	0	0	0	0	0
g. Pending	4	5	8	8	8	8
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	398	485	496	443	100	1,922
b. Demand Requests	213	256	276	274	56	1,075
c. Active Subscriptions	185	229	220	169	44	847
d. Trips Denied	0	0	0	0	0	0
e. Reservations	398	485	496	443	100	1,922
f. Early Cancellations	41	70	64	84	49	308
g. Trips Scheduled to Contract Carriers	357	415	432	359	51	1,614
h. Referred to Dedicated Carriers	227	287	295	279	42	1,130
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	130	128	137	80	9	484
3. Trip Data						
a. Total Trips Completed	294	324	356	299	48	1,321
b. Ambulatory Trips	217	217	250	212	34	930
c. Wheelchair/Mobility Aid	72	103	91	68	13	347
d. Companions	0	0	1	3	0	4
e. Personal Care Attendants	5	4	14	14	1	38
f. Under 5	0	0	0	2	0	2
g. WMATA Employee	0	0	0	0	0	0
h. No Show	12	16	15	11	1	55
i. PCA/Companion No Show	19	24	15	12	2	72
j. Late Cancel	21	42	39	25	0	127
k. Unevaluated	7	7	4	5	0	23
l. Average Weekday Trips	68	57	63	48	31	57
m. Average Saturday Trips	21	26	27	35	0	27
n. Average Sunday Trips	0	10	14	20	17	15
o. Average Time of Trips	0:34	0:35	0:33	0:30	0:28	0:32
p. Average Trip Mileage	11	11	12	10	9	11
4. Completed Trip Mode						
a. Van Trip	200	230	254	235	39	958
b. Sedan Trip	0	1	0	0	0	1
c. Supplementary Service Trip	1	0	0	0	0	1
d. Taxi Trip	93	93	102	64	9	361
5. On-Time Performance						
a. On-Time Trips	257	286	324	268	44	1,179
b. Late Trips	37	38	32	31	4	142
c. Average Time Late	0:29	0:38	0:35	0:29	0:27	0:31
d. Maximum Time Late	1:06	2:30	1:27	1:56	0:46	2:30
e. Late 16 to 29 Minutes	32	26	22	25	3	108
f. Late 30 to 44 Minutes	3	7	7	5	1	23
g. Late 45 to 59 Minutes	2	3	2	0	0	7
h. Late 60 to 74 Minutes	0	1	1	0	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	1	0	1	0	2
k. Missed Trips	4	2	3	7	0	16
6. Revenue						
a. Total Fare Collected	$722.50	$800.00	$855.00	$707.50	$117.50	$3,202.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Arlington

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	954	957	960	968	964	**964**
b. Applications Received	1	14	10	5	0	**30**
c. Interviews	5	6	10	8	0	**29**
d. Functional Testing	5	6	10	8	0	**29**
e. New Registered	0	1	4	9	2	**16**
f. Denied	0	1	1	0	0	**2**
g. Pending	25	29	33	36	36	**36**
h. Recertifications	3	3	2	2	1	**11**
2. Reservations						
a. Total Trip Requests	326	355	368	343	84	**1,476**
b. Demand Requests	209	190	214	210	43	**866**
c. Active Subscriptions	117	165	154	133	41	**610**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	326	355	368	343	84	**1,476**
f. Early Cancellations	41	38	35	76	40	**230**
g. Trips Scheduled to Contract Carriers	285	317	333	267	44	**1,246**
h. Referred to Dedicated Carriers	188	217	245	180	29	**859**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	97	100	88	87	15	**387**
3. Trip Data						
a. Total Trips Completed	202	237	242	199	35	**915**
b. Ambulatory Trips	163	182	174	159	27	**705**
c. Wheelchair/Mobility Aid	21	37	44	27	6	**135**
d. Companions	0	0	0	0	0	**0**
e. Personal Care Attendants	18	17	21	13	1	**70**
f. Under 5	0	1	3	0	1	**5**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	25	28	30	12	1	**96**
i. PCA/Companion No Show	20	14	19	22	0	**75**
j. Late Cancel	29	31	32	26	5	**123**
k. Unevaluated	9	6	7	6	3	**31**
l. Average Weekday Trips	46	38	42	32	21	**38**
m. Average Saturday Trips	18	17	13	13	0	**15**
n. Average Sunday Trips	0	27	18	25	14	**21**
o. Average Time of Trips	0:24	0:25	0:24	0:28	0:26	**0:25**
p. Average Trip Mileage	6	8	7	9	6	**7**
4. Completed Trip Mode						
a. Van Trip	137	157	184	140	25	**643**
b. Sedan Trip	0	1	0	2	0	**3**
c. Supplementary Service Trip	1	1	0	2	0	**4**
d. Taxi Trip	64	78	58	55	10	**265**
5. On-Time Performance						
a. On-Time Trips	187	213	218	189	34	**841**
b. Late Trips	15	24	24	10	1	**74**
c. Average Time Late	0:26	0:25	0:27	0:49	0:21	**0:29**
d. Maximum Time Late	0:50	1:15	1:20	2:08	0:21	**2:08**
e. Late 16 to 29 Minutes	13	22	19	4	1	**59**
f. Late 30 to 44 Minutes	2	1	3	4	0	**10**
g. Late 45 to 59 Minutes	0	0	1	1	0	**2**
h. Late 60 to 74 Minutes	0	1	1	0	0	**2**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	1	0	**1**
k. Missed Trips	0	1	3	2	0	**6**
6. Revenue						
a. Total Fare Collected	$460.00	$547.50	$545.00	$465.00	$82.50	**$2,100.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3l) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: District of Columbia

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4086	4115	4151	4174	4129	**4129**
b. Applications Received	22	25	35	37	0	**119**
c. Interviews	30	40	42	26	1	**139**
d. Functional Testing	30	40	42	26	1	**139**
e. New Registered	22	23	28	24	7	**104**
f. Denied	1	2	1	1	0	**5**
g. Pending	109	113	124	142	142	**142**
h. Recertifications	17	9	12	9	4	**51**
2. Reservations						
a. Total Trip Requests	6866	8869	8657	7537	1940	**33,869**
b. Demand Requests	4542	5829	5494	4938	1220	**22,023**
c. Active Subscriptions	2324	3040	3163	2599	720	**11,846**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	6866	8869	8657	7537	1940	**33,869**
f. Early Cancellations	526	810	923	1286	567	**4,112**
g. Trips Scheduled to Contract Carriers	6340	8059	7734	6521	1373	**30,027**
h. Referred to Dedicated Carriers	4732	6062	5999	4954	1090	**22,837**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	1608	1997	1735	1297	283	**6,920**
3. Trip Data						
a. Total Trips Completed	4653	6054	5736	4596	1006	**22,045**
b. Ambulatory Trips	2516	3398	3162	2584	531	**12,191**
c. Wheelchair/Mobility Aid	1479	1830	1780	1429	326	**6,844**
d. Companions	27	25	32	15	5	**104**
e. Personal Care Attendants	604	770	723	544	136	**2,777**
f. Under 5	27	29	38	21	8	**123**
g. WMATA Employee	0	2	1	3	0	**6**
h. No Show	391	431	418	296	82	**1,618**
i. PCA/Companion No Show	412	503	492	374	100	**1,881**
j. Late Cancel	724	923	961	838	174	**3,620**
k. Unevaluated	58	89	74	378	8	**607**
l. Average Weekday Trips	1027	1031	963	753	599	**922**
m. Average Saturday Trips	545	499	508	492	0	**511**
n. Average Sunday Trips	0	399	409	335	407	**388**
o. Average Time of Trips	0:32	0:32	0:32	0:31	0:31	**0:31**
p. Average Trip Mileage	6	6	6	6	6	**6**
4. Completed Trip Mode						
a. Van Trip	2560	3385	3303	2671	569	**12,488**
b. Sedan Trip	586	770	742	612	150	**2,860**
c. Supplementary Service Trip	336	377	410	366	83	**1,572**
d. Taxi Trip	1171	1522	1281	947	204	**5,125**
5. On-Time Performance						
a. On-Time Trips	4120	5538	5215	4227	934	**20,034**
b. Late Trips	533	516	521	369	72	**2,011**
c. Average Time Late	0:29	0:28	0:28	0:26	0:25	**0:27**
d. Maximum Time Late	2:04	3:03	2:50	1:55	1:04	**3:03**
e. Late 16 to 29 Minutes	424	412	415	322	62	**1,635**
f. Late 30 to 44 Minutes	64	69	64	27	5	**229**
g. Late 45 to 59 Minutes	22	19	16	15	5	**77**
h. Late 60 to 74 Minutes	15	5	12	3	0	**35**
i. Late 75 to 89 Minutes	3	3	4	0	0	**10**
j. Late 90+ Minutes	5	8	10	2	0	**25**
k. Missed Trips	102	59	53	39	3	**256**
6. Revenue						
a. Total Fare Collected	$10,055.00	$13,132.50	$12,435.00	$10,070.00	$2,155.00	**$47,847.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Falls Church

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	28	28	28	28	28	28
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	113	130	132	110	19	504
b. Demand Requests	25	34	32	27	2	120
c. Active Subscriptions	88	96	100	83	17	384
d. Trips Denied	0	0	0	0	0	0
e. Reservations	113	130	132	110	19	504
f. Early Cancellations	5	26	18	33	14	96
g. Trips Scheduled to Contract Carriers	108	104	114	77	5	408
h. Referred to Dedicated Carriers	72	72	76	56	3	279
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	36	32	38	21	2	129
3. Trip Data						
a. Total Trips Completed	79	83	101	60	2	325
b. Ambulatory Trips	75	80	98	60	2	315
c. Wheelchair/Mobility Aid	2	3	2	0	0	7
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	2	0	1	0	0	3
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	4	5	6	1	22
i. PCA/Companion No Show	1	0	0	0	0	1
j. Late Cancel	20	12	8	9	0	49
k. Unevaluated	2	3	0	1	2	8
l. Average Weekday Trips	18	16	19	10	0	15
m. Average Saturday Trips	4	1	2	6	0	3
n. Average Sunday Trips	0	0	2	1	2	1
o. Average Time of Trips	0:35	0:34	0:32	0:30	0:20	0:32
p. Average Trip Mileage	12	11	10	10	2	11
4. Completed Trip Mode						
a. Van Trip	54	60	65	43	1	223
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	25	23	36	17	1	102
5. On-Time Performance						
a. On-Time Trips	67	76	87	56	2	288
b. Late Trips	12	7	14	4	0	37
c. Average Time Late	0:27	0:31	0:34	0:30	0:00	0:24
d. Maximum Time Late	0:55	1:00	0:55	0:53	0:00	1:00
e. Late 16 to 29 Minutes	11	6	10	3	0	30
f. Late 30 to 44 Minutes	1	1	4	1	0	7
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	2	0	1	0	3
6. Revenue						
a. Total Fare Collected	$192.50	$207.50	$250.00	$150.00	$5.00	$805.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Fairfax City

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	39	39	39	39	39	39
b. Applications Received	0	0	0	0	0	0
c. Interviews	1	0	0	0	0	1
d. Functional Testing	1	0	0	0	0	1
e. New Registered	1	0	0	0	0	1
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	1	0	0	0	0	1
2. Reservations						
a. Total Trip Requests	115	115	120	92	22	464
b. Demand Requests	39	39	49	28	11	166
c. Active Subscriptions	76	76	71	64	11	298
d. Trips Denied	0	0	0	0	0	0
e. Reservations	115	115	120	92	22	464
f. Early Cancellations	15	15	7	22	7	66
g. Trips Scheduled to Contract Carriers	100	100	113	70	15	398
h. Referred to Dedicated Carriers	71	71	81	58	6	287
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	29	29	32	12	9	111
3. Trip Data						
a. Total Trips Completed	66	66	91	55	6	284
b. Ambulatory Trips	37	37	58	41	6	179
c. Wheelchair/Mobility Aid	29	29	28	12	0	98
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	0	0	5	2	0	7
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	5	5	3	3	0	16
i. PCA/Companion No Show	5	5	9	2	4	25
j. Late Cancel	17	17	9	8	2	53
k. Unevaluated	6	7	0	0	3	16
l. Average Weekday Trips	11	11	14	7	2	10
m. Average Saturday Trips	5	5	8	8	0	7
n. Average Sunday Trips	4	4	9	8	4	6
o. Average Time of Trips	0:34	0:34	0:35	0:32	0:26	0:33
p. Average Trip Mileage	16	16	14	12	9	14
4. Completed Trip Mode						
a. Van Trip	46	46	68	44	4	208
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	20	20	23	11	2	76
5. On-Time Performance						
a. On-Time Trips	59	59	82	50	5	255
b. Late Trips	7	7	9	5	1	29
c. Average Time Late	0:38	0:38	0:33	0:20	0:45	0:34
d. Maximum Time Late	1:00	1:00	1:00	0:45	0:45	1:00
e. Late 16 to 29 Minutes	5	5	7	4	0	21
f. Late 30 to 44 Minutes	1	1	1	1	1	5
g. Late 45 to 59 Minutes	1	1	1	0	0	3
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	1	0	1	2	0	4
6. Revenue						
a. Total Fare Collected	$165.00	$165.00	$215.00	$132.50	$15.00	$692.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Fairfax County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	1524	1535	1537	1551	1552	**1552**
b. Applications Received	1	25	7	6	0	**39**
c. Interviews	9	13	16	9	0	**47**
d. Functional Testing	9	13	16	9	0	**47**
e. New Registered	11	6	5	7	3	**32**
f. Denied	0	0	0	0	0	**0**
g. Pending	46	57	61	66	66	**66**
h. Recertifications	4	8	4	7	3	**26**
2. Reservations						
a. Total Trip Requests	3229	3986	3999	3592	770	**15,576**
b. Demand Requests	1501	1819	1870	1761	307	**7,258**
c. Active Subscriptions	1728	2167	2129	1831	463	**8,318**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	3229	3986	3999	3592	770	**15,576**
f. Early Cancellations	428	545	490	1011	323	**2,797**
g. Trips Scheduled to Contract Carriers	2801	3441	3509	2581	447	**12,779**
h. Referred to Dedicated Carriers	1964	2411	2546	1993	384	**9,298**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	837	1030	963	588	63	**3,481**
3. Trip Data						
a. Total Trips Completed	2248	2766	2854	1990	339	**10,197**
b. Ambulatory Trips	1704	2098	2118	1473	247	**7,640**
c. Wheelchair/Mobility Aid	449	535	581	428	72	**2,065**
d. Companions	8	19	19	11	4	**61**
e. Personal Care Attendants	80	101	125	72	15	**393**
f. Under 5	7	13	11	6	1	**38**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	111	136	132	119	18	**516**
i. PCA/Companion No Show	150	191	202	125	16	**684**
j. Late Cancel	210	250	249	297	60	**1,066**
k. Unevaluated	61	62	44	27	14	**208**
l. Average Weekday Trips	523	512	523	353	246	**464**
m. Average Saturday Trips	154	115	136	135	0	**135**
n. Average Sunday Trips	0	89	99	88	93	**92**
o. Average Time of Trips	0:37	0:35	0:35	0:34	0:31	**0:35**
p. Average Trip Mileage	13	13	13	12	11	**13**
4. Completed Trip Mode						
a. Van Trip	1615	1989	2104	1527	293	**7,528**
b. Sedan Trip	2	0	0	5	0	**7**
c. Supplementary Service Trip	0	1	0	1	0	**2**
d. Taxi Trip	631	776	750	457	46	**2,660**
5. On-Time Performance						
a. On-Time Trips	2004	2524	2588	1845	313	**9,274**
b. Late Trips	244	242	266	145	26	**923**
c. Average Time Late	0:33	0:32	0:30	0:35	0:25	**0:31**
d. Maximum Time Late	2:15	2:00	1:30	2:05	1:05	**2:15**
e. Late 16 to 29 Minutes	189	192	213	104	24	**722**
f. Late 30 to 44 Minutes	38	32	33	19	0	**122**
g. Late 45 to 59 Minutes	8	12	17	13	2	**52**
h. Late 60 to 74 Minutes	4	5	1	4	0	**14**
i. Late 75 to 89 Minutes	0	0	2	0	0	**2**
j. Late 90+ Minutes	5	1	0	5	0	**11**
k. Missed Trips	21	36	28	23	0	**108**
6. Revenue						
a. Total Fare Collected	$5,402.50	$6,630.00	$6,795.00	$4,780.00	$807.50	**$24,415.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Montgomery County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	3836	3853	3865	3896	3875	**3875**
b. Applications Received	13	57	24	14	2	**110**
c. Interviews	29	27	33	21	7	**117**
d. Functional Testing	29	27	33	21	7	**117**
e. New Registered	2	13	15	10	0	**40**
f. Denied	0	1	0	0	0	**1**
g. Pending	60	82	90	96	98	**98**
h. Recertifications	6	21	10	21	0	**58**
2. Reservations						
a. Total Trip Requests	8,360	10391	10206	9293	2187	**40,437**
b. Demand Requests	3799	4574	4537	4411	924	**18,245**
c. Active Subscriptions	4561	5817	5669	4882	1263	**22,192**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	8,360	10,391	10,206	9,293	2,187	**40,437**
f. Early Cancellations	837	1086	982	1587	590	**5,082**
g. Trips Scheduled to Contract Carriers	7523	9305	9224	7706	1597	**35,355**
h. Referred to Dedicated Carriers	4982	6040	6018	5272	1006	**23,318**
i. Referred to Supplemental Carriers	412	516	528	417	98	**1,971**
j. Referred to Taxi	2129	2749	2678	2017	493	**10,066**
3. Trip Data						
a. Total Trips Completed	5955	7556	7446	5767	1079	**27,803**
b. Ambulatory Trips	3709	4672	4653	3519	634	**17,187**
c. Wheelchair/Mobility Aid	1485	1899	1819	1412	281	**6,896**
d. Companions	15	31	40	22	3	**111**
e. Personal Care Attendants	736	938	925	800	157	**3,556**
f. Under 5	8	8	8	8	2	**34**
g. WMATA Employee	2	8	1	6	2	**19**
h. No Show	214	267	233	283	61	**1,058**
i. PCA/Companion No Show	605	675	687	504	98	**2,569**
j. Late Cancel	529	633	610	721	136	**2,629**
k. Unevaluated	181	142	214	402	216	**1,155**
l. Average Weekday Trips	1397	1367	1345	1017	797	**1,252**
m. Average Saturday Trips	367	410	395	409	0	**395**
n. Average Sunday Trips	0	311	322	272	282	**297**
o. Average Time of Trips	0:34	0:33	0:34	0:32	0:32	**0:33**
p. Average Trip Mileage	10	10	11	10	10	**10**
4. Completed Trip Mode						
a. Van Trip	2002	2517	2507	1966	373	**9,365**
b. Sedan Trip	336	415	422	319	62	**1,554**
c. Supplementary Service Trip	1975	2452	2365	1868	313	**8,973**
d. Taxi Trip	1642	2172	2152	1614	331	**7,911**
5. On-Time Performance						
a. On-Time Trips	5427	6946	6824	5440	995	**25,632**
b. Late Trips	528	610	622	327	84	**2,171**
c. Average Time Late	0:31	0:31	0:29	0:28	0:28	**0:29**
d. Maximum Time Late	3:10	3:10	3:07	2:24	1:26	**3:10**
e. Late 16 to 29 Minutes	407	490	499	258	67	**1,721**
f. Late 30 to 44 Minutes	60	62	63	44	7	**236**
g. Late 45 to 59 Minutes	36	27	28	15	4	**110**
h. Late 60 to 74 Minutes	7	12	9	2	6	**36**
i. Late 75 to 89 Minutes	7	6	6	3	0	**22**
j. Late 90+ Minutes	11	13	17	5	0	**46**
k. Missed Trips	39	32	34	29	7	**141**
6. Revenue						
a. Total Fare Collected	$13,022.50	$16,505.00	$16,280.00	$12,382.50	$2,295.00	**$60,485.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Prince George's County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4328	4359	4377	4424	4409	**4409**
b. Applications Received	20	22	39	25	0	**106**
c. Interviews	40	27	33	30	0	**130**
d. Functional Testing	40	27	33	30	0	**130**
e. New Registered	17	21	11	37	11	**97**
f. Denied	4	3	1	6	0	**14**
g. Pending	90	96	114	123	123	**123**
h. Recertifications	19	15	14	13	1	**62**
2. Reservations						
a. Total Trip Requests	9857	12788	12459	11385	2753	**49,242**
b. Demand Requests	5056	6606	6225	6083	1342	**25,312**
c. Active Subscriptions	4801	6182	6234	5302	1411	**23,930**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	9857	12788	12459	11385	2753	**49,242**
f. Early Cancellations	1069	1345	1212	2599	932	**7,157**
g. Trips Scheduled to Contract Carriers	8788	11443	11247	8786	1821	**42,085**
h. Referred to Dedicated Carriers	5373	7119	7088	5630	1100	**26,310**
i. Referred to Supplemental Carriers	39	61	60	50	12	**222**
j. Referred to Taxi	3376	4263	4099	3106	709	**15,553**
3. Trip Data						
a. Total Trips Completed	6964	9307	9163	6782	1383	**33,599**
b. Ambulatory Trips	4798	6368	6290	4635	937	**23,028**
c. Wheelchair/Mobility Aid	1573	2102	2095	1473	315	**7,558**
d. Companions	18	26	12	8	3	**67**
e. Personal Care Attendants	556	784	748	641	127	**2,856**
f. Under 5	18	25	18	25	1	**87**
g. WMATA Employee	1	2	0	0	0	**3**
h. No Show	443	558	516	469	119	**2,105**
i. PCA/Companion No Show	368	498	400	358	88	**1,712**
j. Late Cancel	735	800	901	801	192	**3,429**
k. Unevaluated	152	183	190	326	26	**877**
l. Average Weekday Trips	1584	1621	1609	1148	919	**1,457**
m. Average Saturday Trips	627	727	649	614	0	**654**
n. Average Sunday Trips	0	475	467	428	464	**459**
o. Average Time of Trips	0:36	0:36	0:36	0:34	0:32	**0:35**
p. Average Trip Mileage	12	12	12	11	11	**12**
4. Completed Trip Mode						
a. Van Trip	4071	5492	5404	3961	734	**19,662**
b. Sedan Trip	108	185	177	158	42	**670**
c. Supplementary Service Trip	137	226	246	190	56	**855**
d. Taxi Trip	2648	3404	3336	2473	551	**12,412**
5. On-Time Performance						
a. On-Time Trips	6382	8663	8474	6379	1309	**31,207**
b. Late Trips	582	644	689	403	74	**2,392**
c. Average Time Late	0:32	0:27	0:28	0:28	0:28	**0:28**
d. Maximum Time Late	4:16	2:40	3:07	2:17	1:05	**4:16**
e. Late 16 to 29 Minutes	465	544	583	332	54	**1,978**
f. Late 30 to 44 Minutes	62	68	63	48	16	**257**
g. Late 45 to 59 Minutes	31	21	27	13	4	**96**
h. Late 60 to 74 Minutes	8	6	8	4	0	**26**
i. Late 75 to 89 Minutes	7	3	3	5	0	**18**
j. Late 90+ Minutes	9	2	5	1	0	**17**
k. Missed Trips	126	97	77	50	13	**363**
6. Revenue						
a. Total Fare Collected	$15,972.50	$21,240.00	$20,992.50	$15,290.00	$3,137.50	**$76,632.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: Visitor

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	33	35	36	41	40	**40**
b. Applications Received	1	3	2	14	0	**20**
c. Interviews	0	0	1	0	0	**1**
d. Functional Testing	0	0	1	0	0	**1**
e. New Registered	0	2	3	7	0	**12**
f. Denied	0	0	0	0	0	**0**
g. Pending	5	5	7	16	16	**16**
h. Recertifications	0	0	0	2	0	**2**
2. Reservations						
a. Total Trip Requests	80	104	193	126	23	**526**
b. Demand Requests	22	32	122	73	7	**256**
c. Active Subscriptions	58	72	71	53	16	**270**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	80	104	193	126	23	**526**
f. Early Cancellations	6	10	45	23	8	**92**
g. Trips Scheduled to Contract Carriers	74	94	148	103	15	**434**
h. Referred to Dedicated Carriers	48	55	100	55	10	**268**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	26	39	48	48	5	**166**
3. Trip Data						
a. Total Trips Completed	55	71	108	81	12	**327**
b. Ambulatory Trips	37	53	64	53	6	**213**
c. Wheelchair/Mobility Aid	14	14	30	22	3	**83**
d. Companions	0	0	0	0	1	**1**
e. Personal Care Attendants	4	4	14	6	2	**30**
f. Under 5	0	0	0	0	0	**0**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	3	5	5	6	0	**19**
i. PCA/Companion No Show	0	0	5	4	0	**9**
j. Late Cancel	14	17	29	10	3	**73**
k. Unevaluated	0	0	1	2	0	**3**
l. Average Weekday Trips	12	13	21	13	9	**15**
m. Average Saturday Trips	5	4	3	9	0	**5**
n. Average Sunday Trips	0	0	0	3	3	**2**
o. Average Time of Trips	0:34	0:37	0:39	0:31	0:43	**0:35**
p. Average Trip Mileage	14	12	16	11	13	**13**
4. Completed Trip Mode						
a. Van Trip	31	36	65	39	3	**174**
b. Sedan Trip	0	0	4	1	1	**6**
c. Supplementary Service Trip	5	3	3	4	3	**18**
d. Taxi Trip	19	32	36	37	5	**129**
5. On-Time Performance						
a. On-Time Trips	49	67	103	75	10	**304**
b. Late Trips	6	4	5	6	2	**23**
c. Average Time Late	0:21	0:19	0:29	0:32	0:20	**0:24**
d. Maximum Time Late	0:43	0:22	0:41	0:45	0:23	**0:45**
e. Late 16 to 29 Minutes	6	4	5	2	2	**19**
f. Late 30 to 44 Minutes	0	0	0	4	0	**4**
g. Late 45 to 59 Minutes	0	0	0	0	0	**0**
h. Late 60 to 74 Minutes	0	0	0	0	0	**0**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	0	0	**0**
k. Missed Trips	2	1	0	0	0	**3**
6. Revenue						
a. Total Fare Collected	$127.50	$167.50	$235.00	$187.50	$25.00	**$742.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

LogistiCare Final Monthly Report for February '05

Jurisdiction: All

Weekdays	**20**
Saturdays	**4**
Sundays	**4**

Performance Criteria	2/1/2005 - 2/5/2005	2/6/2005 - 2/12/2005	2/13/2005 - 2/19/2005	2/20/2005 - 2/26/2005	2/27/2005 - 2/28/2005	Month
1. Eligibility						
a. Total Registrants	15,031	15,123	15,196	15,325	15,238	**15,238**
b. Applications Received	58	149	121	102	2	**432**
c. Interviews	114	115	136	95	8	**468**
d. Functional Testing	114	115	136	95	8	**468**
e. New Registered	53	66	68	96	23	**306**
f. Denied	5	7	3	7	0	**22**
g. Pending	343	391	441	491	493	**493**
h. Recertifications	50	56	42	54	9	**211**
2. Reservations						
a. Total Trip Requests	29,344	37,223	36,630	32,921	7,898	**144,016**
b. Demand Requests	15,406	19,379	18,819	17,805	3,912	**75,321**
c. Active Subscriptions	13,938	17,844	17,811	15,116	3,986	**68,695**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	29,344	37,223	36,630	32,921	7,898	**144,016**
f. Early Cancellations	2,968	3,945	3,776	6,721	2,530	**19,940**
g. Trips Scheduled to Contract Carriers	26,376	33,278	32,854	26,470	5,368	**124,346**
h. Referred to Dedicated Carriers	17,657	22,334	22,448	18,477	3,670	**84,586**
i. Referred to Supplemental Carriers	451	577	588	467	110	**2,193**
j. Referred to Taxi	8,268	10,367	9,818	7,256	1,588	**37,297**
3. Trip Data						
a. Total Trips Completed	20,516	26,464	26,097	19,829	3,910	**96,816**
b. Ambulatory Trips	13,256	17,105	16,867	12,736	2,424	**62,388**
c. Wheelchair/Mobility Aid	5,124	6,552	6,470	4,871	1,016	**24,033**
d. Companions	68	101	104	59	16	**348**
e. Personal Care Attendants	2,005	2,618	2,576	2,092	439	**9,730**
f. Under 5	60	76	78	62	13	**289**
g. WMATA Employee	3	12	2	9	2	**28**
h. No Show	1,210	1,450	1,357	1,205	283	**5,505**
i. PCA/Companion No Show	1,580	1,910	1,829	1,401	308	**7,028**
j. Late Cancel	2,299	2,725	2,838	2,735	572	**11,169**
k. Unevaluated	476	499	534	1,147	272	**2,928**
l. Average Weekday Trips	4,686	4,666	4,599	3,381	2,624	**4,230**
m. Average Saturday Trips	1,746	1,804	1,741	1,721	0	**1,753**
n. Average Sunday Trips	4	1,315	1,340	1,180	1,286	**1,280**
o. Average Time of Trips	0:33	0:33	0:33	0:31	0:29	**0:32**
p. Average Trip Mileage	**10.33**	**10.34**	**10.32**	**10.99**	**11.89**	**11**
4. Completed Trip Mode						
a. Van Trip	10,716	13,912	13,954	10,626	2,041	**51,249**
b. Sedan Trip	1,032	1,372	1,345	1,097	255	**5,101**
c. Supplementary Service Trip	2,455	3,060	3,024	2,431	455	**11,425**
d. Taxi Trip	6,313	8,120	7,774	5,675	1,159	**29,041**
5. On-Time Performance						
a. On-Time Trips	18,552	24,372	23,915	18,529	3,646	**89,014**
b. Late Trips	1,964	2,092	2,182	1,300	264	**7,802**
c. Average Time Late	0:29	0:29	0:30	0:30	0:24	**0:28**
d. Maximum Time Late	4:16	3:10	3:07	2:24	1:26	**4:16**
e. Late 16 to 29 Minutes	1,552	1,701	1,773	1,054	213	**6,293**
f. Late 30 to 44 Minutes	231	241	238	153	30	**893**
g. Late 45 to 59 Minutes	100	83	92	57	15	**347**
h. Late 60 to 74 Minutes	34	30	32	13	6	**115**
i. Late 75 to 89 Minutes	17	12	15	8	0	**52**
j. Late 90+ Minutes	30	25	32	15	0	**102**
k. Missed Trips	295	230	199	153	23	**900**
6. Revenue						
a. Total Fare Collected	$46,120.00	$59,395.00	$58,602.50	$44,165.00	$8,640.00	**$216,922.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	174	174	174	174	174	174
c. Maximum Saturday Vehicles Used	93	95	97	109	0	109
d. Maximum Sunday Vehicles Used	0	66	64	71	74	74
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	-2
f. Average Weekday Vehicles OOS	2	2	2	2	2	2

7b. Fleet (Supplemental)						
a. Total Fleet Size	15	14	15	9	9	15
b. Maximum Weekday Vehicles Used	15	14	15	9	9	15
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	54	54	41	41	21	54
b. Maximum Weekday Vehicles Used	54	54	41	41	21	54
c. Maximum Saturday Vehicles Used	27	37	32	28	0	37
d. Maximum Sunday Vehicles Used	0	50	62	43	38	62

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	243	242	230	224	204	243
b. Maximum Weekday Vehicles Used	243	242	230	224	204	243
c. Maximum Saturday Vehicles Used	120	132	129	137	0	137
d. Maximum Sunday Vehicles Used	0	116	126	114	112	126
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	-2
f. Average Weekday Vehicles OOS	2	2	2	2	2	2

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	9,139	11,478	11,590	9,791	2,020	44,018
b. Weekday Revenue Hours	7,554	9,536	9,604	7,819	1,512	36,025
c. Weekday Deadhead Hours	1,585	1,942	1,986	1,972	508	7,993
d. Weekday Service Miles	150,534	186,283	187,425	156,079	29,456	709,777
e.Weekday Revenue Miles	122,636	152,705	152,733	121,230	21,565	570,869
f. Weekday Deadhead Miles	27,898	33,578	34,692	34,849	7,891	138,908

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	922	936	977	1,066	0	3,901
b. Saturday Revenue Hours	739	765	783	875	0	3,162
c. Saturday Deadhead Hours	183	171	194	191	0	739
d. Saturday Service Miles	14,948	15,343	16,724	17,489	0	64,504
e. Saturday Revenue Miles	11,809	12,302	12,590	14,148	0	50,849
f. Saturday Deadhead Miles	3,139	3,041	4,134	3,341	0	13,655

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	637	589	659	700	2,585
b. Sunday Revenue Hours	0	507	470	508	549	2,034
c. Sunday Deadhead Hours	0	130	119	151	151	551
d. Sunday Service Miles	0	10,819	9,212	10,560	11,863	42,454
e. Sunday Revenue Miles	0	8,638	6,962	8,573	9,272	33,445
f. Sunday Deadhead Miles	0	2,181	2,250	1,987	2,591	9,009

8d. Total Service Operated (Dedicated)						
a. Service Hours	10,061	13,051	13,156	11,516	2,720	50,504
b. Revenue Hours	8,293	10,808	10,857	9,202	2,061	41,221
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	9,283
d. Service Miles	165,482	212,445	213,361	184,128	41,319	816,735
e. Revenue Miles	134,445	173,645	172,285	143,951	30,837	655,163
f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	161,572

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplemen	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Weekday Service Hours	288	308	317	163	50	1,126
b. Weekday Revenue Hours	288	308	317	163	50	1,126
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,079	2,670	2,577	1,490	582	9,398
e.Weekday Revenue Miles	2,079	2,670	2,577	1,490	582	9,398
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	0	1	2	1	0	4
b. Saturday Revenue Hours	0	1	2	1	0	4
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4	8	14	8	0	34
e. Saturday Revenue Miles	4	8	14	8	0	34
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	288	309	319	164	50	1,130
b. Revenue Hours	288	309	319	164	50	1,130
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,083	2,678	2,591	1,498	582	9,432
e. Revenue Miles	2,083	2,678	2,591	1,498	582	9,432
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	3,105	3,653	3,497	2,501	344	13,100
b. Weekday Revenue Hours	3,105	3,653	3,497	2,501	344	13,100
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	49,240	59,105	57,216	41,194	5,615	212,370
e.Weekday Revenue Miles	49,240	59,105	57,216	41,194	5,615	212,370
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	261	260	232	203	0	956
b. Saturday Revenue Hours	261	260	232	203	0	956
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4,118	4,605	3,796	3,556	0	16,075
e. Saturday Revenue Miles	4,118	4,605	3,796	3,556	0	16,075
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	259	261	170	207	897
b. Sunday Revenue Hours	0	259	261	170	207	897
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,507	4,881	3,312	3,872	16,572
e. Sunday Revenue Miles	0	4,507	4,881	3,312	3,872	16,572
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	3,366	4,172	3,990	2,874	551	14,953
b. Revenue Hours	3,366	4,172	3,990	2,874	551	14,953
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	53,358	68,217	65,893	48,062	9,487	245,017
e. Revenue Miles	53,358	68,217	65,893	48,062	9,487	245,017
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	13,715	17,532	17,465	14,554	3,321	66,587
b. Revenue Hours	11,947	15,289	15,166	12,240	2,662	57,304
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	9,283
d. Service Miles	220,923	283,340	281,845	233,688	51,388	1,071,184
e. Revenue Miles	189,886	244,540	240,769	193,511	40,906	909,612

f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	**161,572**

March 2005

LogistiCare Final Monthly Report for March '05

Jurisdiction: Alexandria

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	205	206	208	208	208	208	
b. Applications Received	2	2	2	1	0	7	
c. Interviews	3	2	1	0	0	6	
d. Functional Testing	3	2	1	0	0	6	
e. New Registered	2	0	3	0	0	5	
f. Denied	0	0	0	0	0	0	
g. Pending	7	9	11	12	12	12	
h. Recertifications	0	1	0	0	0	1	
2. Reservations							
a. Total Trip Requests	413	476	475	486	337	2,187	
b. Demand Requests	240	252	248	249	152	1,141	
c. Active Subscriptions	173	224	227	237	185	1,046	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	413	476	475	486	337	2,187	
f. Early Cancellations	75	67	76	66	71	355	
g. Trips Scheduled to Contract Carriers	338	[illegible]	[illegible]	[illegible]	[illegible]	1,832	
h. Referred to Dedicated Carriers	266	310	325	338	212	1,451	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	72	99	74	82	54	381	
3. Trip Data	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. Total Trips Completed	272	355	327	332	213	1,499	
b. Ambulatory Trips	186	235	217	220	141	999	
c. Wheelchair/Mobility Aid	74	104	99	99	67	443	
d. Companions	2	2	0	0	2	6	
e. Personal Care Attendants	10	14	10	13	3	50	
f. Under 5	0	0	1	0	0	1	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	17	14	14	26	4	75	
i. PCA/Companion No Show	13	7	15	16	8	59	
j. Late Cancel	28	26	20	37	33	144	
k. Unevaluated							
l. Average Weekday Trips	60	63	59	57	51	58	
m. Average Saturday Trips	30	28	19	25	0	26	
n. Average Sunday Trips	0	12	10	21	8	13	
o. Average Time of Trips	0:32	0:31	0:33	0:33	0:32	0:32	
p. Average Trip Mileage	11	11	12	11	12	11	
4. Completed Trip Mode	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. Van Trip	216	272	267	271	170	1,196	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip	[illegible]	2	[illegible]	[illegible]	[illegible]	[illegible]	
d. Taxi Trip							
5. On-Time Performance	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. On-Time Trips	245	320	307	307	197	1,376	90.07%
b. Late Trips	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9.93%
c. Average Time Late	0:31	0:30	0:39	0:30	0:35	0:33	
d. Maximum Time Late	1:10	1:35	2:05	1:13	1:21	2:05	
e. Late 16 to 29 Minutes	21	29	13	20	12	95	7.72%
f. Late 30 to 44 Minutes	4	4	4	4	2	18	1.47%
g. Late 45 to 59 Minutes	2	1	0	1	1	5	0.74%
h. Late 60 to 74 Minutes	0	0	1	0	1	2	0.00%
i. Late 75 to 89 Minutes	0	1	1	0	0	2	0.00%
j. Late 90+ Minutes	0	0	1	0	0	1	0.00%
k. Missed Trips	4	2	3	2	6	17	
6. Revenue							
a. Total Fare Collected	$650.00	$847.50	$790.00	$797.50	$525.00	$3,610.00	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.14%	93.88%	92.47%	92.49%	#REF!	91.79%
9.86%	6.12%	7.53%	7.51%	#REF!	8.21%
8.17%	3.98%	6.02%	5.63%	#REF!	6.34%
1.13%	1.22%	1.20%	0.94%	#REF!	1.20%
0.28%	0.00%	0.30%	0.47%	#REF!	0.33%
0.00%	0.31%	0.00%	0.47%	#REF!	0.13%
0.28%	0.31%	0.00%	0.00%	#REF!	0.13%
0.00%	0.31%	0.00%	0.00%	#REF!	0.07%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Arlington

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	965	973	980	977	987	987	
b. Applications Received	3	7	7	2	3	22	
c. Interviews	9	8	3	7	8	35	
d. Functional Testing	9	8	3	7	8	35	
e. New Registered	2	8	6	0	9	25	
f. Denied	0	0	0	0	0	0	
g. Pending	23	24	26	27	30	30	
h. Recertifications	2	1	1	0	2	6	
2. Reservations							
a. Total Trip Requests	291	382	370	363	276	1,682	
b. Demand Requests	180	243	230	225	173	1,051	
c. Active Subscriptions	111	139	140	138	103	631	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	291	382	370	363	276	1,682	
f. Early Cancellations	37	58	44	59	29	227	
g. Trips Scheduled to Contract Carriers						1,455	
h. Referred to Dedicated Carriers	190	230	259	227	197	1,103	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	64	94	67	77	50	352	
3. Trip Data	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. Total Trips Completed	203	246	228	194	181	1,052	
b. Ambulatory Trips	158	191	165	152	138	804	
c. Wheelchair/Mobility Aid	35	39	42	27	25	168	
d. Companions	0	2	1	2	3	8	
e. Personal Care Attendants	10	14	20	13	15	72	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	14	24	14	34	8	94	
i. PCA/Companion No Show	18	25	35	17	24	119	
j. Late Cancel	16	28	41	51	30	166	
k. Unevaluated							
l. Average Weekday Trips	44	43	36	32	38	38	
m. Average Saturday Trips	25	14	22	20	0	20	
n. Average Sunday Trips	0	17	25	10	27	20	
o. Average Time of Trips	0:28	0:26	0:25	0:28	0:28	0:26	
p. Average Trip Mileage	8	8	7	8	9	8	
4. Completed Trip Mode	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. Van Trip	151	179	181	149	140	800	
b. Sedan Trip	0	1	0	1	0	2	
c. Supplementary Service Trip	0	1	[illegible]	[illegible]	[illegible]	[illegible]	
d. Taxi Trip	52	65					
5. On-Time Performance	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. On-Time Trips	182	218	208	173	161	942	89.66%
b. Late Trips	21						10.34%
c. Average Time Late	0:27	0:28	0:27	0:30	0:29	0:28	
d. Maximum Time Late	0:50	1:00	1:01	0:50	2:00	2:00	
e. Late 16 to 29 Minutes	19	21	17	18	17	92	9.36%
f. Late 30 to 44 Minutes	2	6	2	3	2	15	0.99%
g. Late 45 to 59 Minutes	0	1	1	0	0	2	0.00%
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0.00%
j. Late 90+ Minutes	0	0	0	0	1	1	0.00%
k. Missed Trips	2	0	2	3	1	8	
6. Revenue							
a. Total Fare Collected	$477.50	$560.00	$520.08	$437.50	$400.00	$2,395.08	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

88.62%	91.23%	89.18%	88.95%	#REF!	89.54%
11.38%	8.77%	10.82%	11.05%	#REF!	10.46%
8.54%	7.46%	9.28%	9.39%	#REF!	8.75%
2.44%	0.88%	1.55%	1.10%	#REF!	1.43%
0.41%	0.44%	0.00%	0.00%	#REF!	0.19%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.55%	#REF!	0.10%

LogistiCare Final Monthly Report for March '05

Jurisdiction: District of Columbia

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	4079	4114	4163	4170	4183	4183	
b. Applications Received	25	32	29	26	31	143	
c. Interviews	32	41	39	29	27	168	
d. Functional Testing	32	41	39	29	27	168	
e. New Registered	13	24	32	8	15	92	
f. Denied	3	0	0	1	1	5	
g. Pending	130	139	150	163	189	189	
h. Recertifications	2	12	17	15	11	57	
2. Reservations							
a. Total Trip Requests	6875	8821	8791	8606	6152	39,245	
b. Demand Requests	4533	5768	5686	5491	3808	25,286	
c. Active Subscriptions	2342	3053	3105	3115	2344	13,959	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	6875	8821	8791	8606	6152	39,245	
f. Early Cancellations	770	719	719	761	678	3,647	
g. Trips Scheduled to Contract Carriers						35,598	
h. Referred to Dedicated Carriers	4643	6351	6428	6448	4474	28,344	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	1462	1751	1644	1397	1000	7,254	
3. Trip Data							
a. Total Trips Completed	4665	6145	6227	6033	4140	27,210	
b. Ambulatory Trips	2540	3310	3307	3183	2196	14,536	
c. Wheelchair/Mobility Aid	1449	1986	2036	1977	1354	8,802	
d. Companions	25	33	25	38	21	142	
e. Personal Care Attendants	629	782	827	804	551	3,593	
f. Under 5	21	34	32	29	17	133	
g. WMATA Employee	1	0	0	2	1	4	
h. No Show	339	427	380	355	240	1,741	
i. PCA/Companion No Show	383	471	515	489	374	2,232	
j. Late Cancel	615	903	791	816	612	3,737	
k. Unevaluated							
l. Average Weekday Trips	1022	1027	1036	1021	937	1,011	
m. Average Saturday Trips	575	560	581	458	0	544	
n. Average Sunday Trips	0	447	465	469	392	443	
o. Average Time of Trips	0:32	0:32	0:31	0:31	0:31	0:31	
p. Average Trip Mileage	6	6	6	6	6	6	
4. Completed Trip Mode							
a. Van Trip	2716	3718	3761	3688	2590	16,473	
b. Sedan Trip	586	739	818	861	498	3,502	
c. Supplementary Service Trip	282	402	888	884	278	1,732	
d. Taxi Trip	1081	1286					
5. On-Time Performance	4665	6145	6227	6033	4140	27,210	
a. On-Time Trips	4665	6145	6227	6033	4140	27,210	
b. Late Trips	4209	5579	5698	5527	3830	24,843	90.23%
c. Average Time Late	0:28	0:26	0:25	0:28	0:27	0:26	9.77%
d. Maximum Time Late	3:48	2:08	3:09	2:30	1:51	3:48	
e. Late 16 to 29 Minutes	376	480	464	408	259	1,987	8.06%
f. Late 30 to 44 Minutes	51	58	41	63	30	243	1.09%
g. Late 45 to 59 Minutes	13	16	19	21	14	83	0.28%
h. Late 60 to 74 Minutes	8	7	0	4	2	21	0.17%
i. Late 75 to 89 Minutes	2	3	2	7	4	18	0.04%
j. Late 90+ Minutes	6	2	3	3	1	15	0.13%
k. Missed Trips	60	67	44	78	32	281	
6. Revenue							
a. Total Fare Collected	$10,252.60	$13,550.03	$13,384.70	$12,908.04	$8,982.85	$59,078.22	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.79%	91.50%	91.61%	92.51%	#REF!	91.30%
9.21%	8.50%	8.39%	7.49%	#REF!	8.70%
7.81%	7.45%	6.76%	6.26%	#REF!	7.30%
0.94%	0.66%	1.04%	0.72%	#REF!	0.89%
0.26%	0.31%	0.35%	0.34%	#REF!	0.31%
0.11%	0.00%	0.07%	0.05%	#REF!	0.08%
0.05%	0.03%	0.12%	0.10%	#REF!	0.07%
0.03%	0.05%	0.05%	0.02%	#REF!	0.06%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Falls Church

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	28	28	28	29	29	29	
b. Applications Received	0	0	0	0	0	0	
c. Interviews	0	0	2	0	0	2	
d. Functional Testing	0	0	2	0	0	2	
e. New Registered	0	0	0	0	0	0	
f. Denied	0	0	0	0	0	0	
g. Pending	0	0	0	0	0	0	
h. Recertifications	0	0	1	1	0	2	
2. Reservations							
a. Total Trip Requests	110	124	123	110	94	561	
b. Demand Requests	27	22	22	10	15	96	
c. Active Subscriptions	83	102	101	100	79	465	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	110	124	123	110	94	561	
f. Early Cancellations	18	20	13	18	5	74	
g. Trips Scheduled to Contract Carriers						487	
h. Referred to Dedicated Carriers	71	76	85	79	75	386	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	21	28	25	13	14	101	
3. Trip Data							
a. Total Trips Completed	77	87	88	76	74	402	
b. Ambulatory Trips	76	78	86	74	70	384	
c. Wheelchair/Mobility Aid	1	7	2	2	4	16	
d. Companions	0	0	0	0	0	0	
e. Personal Care Attendants	0	2	0	0	0	2	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	5	5	8	3	0	21	
i. PCA/Companion No Show	0	0	2	0	0	2	
j. Late Cancel	9	9	8	11	15	52	
k. Unevaluated							
l. Average Weekday Trips	17	16	16	15	17	16	
m. Average Saturday Trips	6	2	3	0	0	3	
n. Average Sunday Trips	0	1	2	0	3	2	
o. Average Time of Trips	0:35	0:34	0:37	0:41	0:38	0:36	
p. Average Trip Mileage	11	12	13	13	11	12	
4. Completed Trip Mode							
a. Van Trip	60	64	66	64	60	314	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip	0	0	0	0	0	0	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	74	79	82	69	70	374	96.10%
b. Late Trips							3.90%
c. Average Time Late	0:29	0:33	0:53	0:30	0:35	0:36	
d. Maximum Time Late	0:38	0:55	1:40	0:45	1:20	1:40	
e. Late 16 to 29 Minutes	3	6	2	6	3	20	3.90%
f. Late 30 to 44 Minutes	0	2	2	1	0	5	0.00%
g. Late 45 to 59 Minutes	0	0	1	0	0	1	0.00%
h. Late 60 to 74 Minutes	0	0	0	0	1	1	0.00%
i. Late 75 to 89 Minutes	0	0	1	0	0	1	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	1	0	1	1	0	3	
6. Revenue							
a. Total Fare Collected	$192.50	$212.50	$217.50	$190.00	$185.00	$997.50	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.80%	93.18%	90.79%	94.59%	#REF!	93.03%
9.20%	6.82%	9.21%	5.41%	#REF!	6.97%
6.90%	2.27%	7.89%	4.05%	#REF!	4.98%
2.30%	2.27%	1.32%	0.00%	#REF!	1.24%
0.00%	1.14%	0.00%	0.00%	#REF!	0.25%
0.00%	0.00%	0.00%	1.35%	#REF!	0.25%
0.00%	1.14%	0.00%	0.00%	#REF!	0.25%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Fairfax City

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	28	38	38	38	38	38	
b. Applications Received	0	0	1	0	0	1	
c. Interviews	0	0	0	0	0	0	
d. Functional Testing	0	0	0	0	0	0	
e. New Registered	0	0	0	0	0	0	
f. Denied	0	0	0	0	0	0	
g. Pending	1	1	2	2	2	2	
h. Recertifications	0	0	0	0	0	0	
2. Reservations							
a. Total Trip Requests	97	116	114	131	86	544	
b. Demand Requests	40	44	40	55	27	206	
c. Active Subscriptions	57	72	74	76	59	338	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	97	116	114	131	86	544	
f. Early Cancellations	14	23	21	17	4	79	
g. Trips Scheduled to Contract Carriers						465	
h. Referred to Dedicated Carriers	63	75	71	95	62	366	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	20	18	22	19	20	99	
3. Trip Data							
a. Total Trips Completed	56	64	62	91	59	332	
b. Ambulatory Trips	39	48	37	59	30	213	
c. Wheelchair/Mobility Aid	15	14	22	24	25	100	
d. Companions	1	0	0	2	0	3	
e. Personal Care Attendants	1	2	3	5	4	15	
f. Under 5	0	0	0	1	0	1	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	4	2	6	2	4	18	
i. PCA/Companion No Show	3	7	9	8	8	35	
j. Late Cancel	15	18	13	6	10	62	
k. Unevaluated							
l. Average Weekday Trips	11	9	9	14	13	11	
m. Average Saturday Trips	11	10	9	9	0	10	
n. Average Sunday Trips	0	9	7	12	4	8	
o. Average Time of Trips	0:36	0:28	0:25	0:31	0:30	0:29	
p. Average Trip Mileage	14	10	11	12	13	12	
4. Completed Trip Mode							
a. Van Trip	44	53	48	77	45	267	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip	0	0	0	0	0	0	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	49	53	55	79	53	289	87.50%
b. Late Trips							12.50%
c. Average Time Late	0:35	0:29	0:23	0:38	0:32	0:31	
d. Maximum Time Late	1:15	1:03	0:46	1:15	1:15	1:15	
e. Late 16 to 29 Minutes	5	8	2	8	3	26	8.93%
f. Late 30 to 44 Minutes	1	2	5	2	1	11	1.79%
g. Late 45 to 59 Minutes	0	1	0	1	0	2	0.00%
h. Late 60 to 74 Minutes	1	0	0	1	2	4	1.79%
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	3	1	1	5	1	11	
6. Revenue							
a. Total Fare Collected	$135.00	$155.00	$147.50	$212.50	$137.50	$787.50	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

82.81%	88.71%	86.81%	89.83%	#REF!	87.05%
17.19%	11.29%	13.19%	10.17%	#REF!	12.95%
12.50%	3.23%	8.79%	5.08%	#REF!	7.83%
3.13%	8.06%	2.20%	1.69%	#REF!	3.31%
1.56%	0.00%	1.10%	0.00%	#REF!	0.60%
0.00%	0.00%	1.10%	3.39%	#REF!	1.20%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Fairfax County

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	1544	1555	1561	1553	1563	1563	
b. Applications Received	13	3	12	4	2	34	
c. Interviews	12	10	7	8	14	51	
d. Functional Testing	12	10	7	8	14	51	
e. New Registered	3	11	6	2	11	33	
f. Denied	0	0	0	1	0	1	
g. Pending	52	54	59	60	61	61	
h. Recertifications	1	3	1	2	2	9	
2. Reservations							
a. Total Trip Requests	3076	3986	3903	3756	2993	17,714	
b. Demand Requests	1353	1797	1775	1596	1299	7,820	
c. Active Subscriptions	1723	2189	2128	2160	1694	9,894	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	3076	3986	3903	3756	2993	17,714	
f. Early Cancellations	437	511	494	645	441	2,528	
g. Trips Scheduled to Contract Carriers						15,186	
h. Referred to Dedicated Carriers	2008	2686	2737	2496	2118	12,045	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	631	789	672	615	434	3,141	
3. Trip Data							
a. Total Trips Completed	2144	2829	2681	2489	2092	12,235	
b. Ambulatory Trips	1590	2085	1977	1820	1589	9,061	
c. Wheelchair/Mobility Aid	435	596	565	554	398	2,548	
d. Companions	19	23	17	2	10	71	
e. Personal Care Attendants	94	111	111	113	92	521	
f. Under 5	6	14	11	0	3	34	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	110	145	120	105	79	559	
i. PCA/Companion No Show	112	167	198	154	138	769	
j. Late Cancel	226	278	304	302	198	1,308	
k. Unevaluated							
l. Average Weekday Trips	500	514	492	457	504	493	
m. Average Saturday Trips	142	161	140	121	0	141	
n. Average Sunday Trips	0	95	77	79	76	82	
o. Average Time of Trips	0:35	0:35	0:35	0:34	0:34	0:34	
p. Average Trip Mileage	13	13	13	13	13	13	
4. Completed Trip Mode							
a. Van Trip	1658	2222	2178	2008	1738	9,804	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip		0	0	0	0	0	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	1954	2567	2405	2215	1910	11,051	91.14%
b. Late Trips							8.86%
c. Average Time Late	0:33	0:32	0:29	0:32	0:30	0:31	
d. Maximum Time Late	1:57	1:45	1:35	2:00	2:00	2:00	
e. Late 16 to 29 Minutes	148	193	235	209	148	933	6.90%
f. Late 30 to 44 Minutes	20	34	28	38	20	140	0.93%
g. Late 45 to 59 Minutes	14	18	8	18	9	67	0.65%
h. Late 60 to 74 Minutes	3	7	4	5	4	23	0.14%
i. Late 75 to 89 Minutes	3	7	1	1	0	12	0.14%
j. Late 90+ Minutes	2	3	0	3	1	9	0.09%
k. Missed Trips	17	42	25	23	22	129	
6. Revenue							
a. Total Fare Collected	$5,067.58	$6,715.02	$6,372.50	$6,182.50	$4,985.00	$29,322.60	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.74%	89.71%	88.99%	91.30%	#REF!	90.32%
9.26%	10.29%	11.01%	8.70%	#REF!	9.68%
6.82%	8.77%	8.40%	7.07%	#REF!	7.63%
1.20%	1.04%	1.53%	0.96%	#REF!	1.14%
0.64%	0.30%	0.72%	0.43%	#REF!	0.55%
0.25%	0.15%	0.20%	0.19%	#REF!	0.19%
0.25%	0.04%	0.04%	0.00%	#REF!	0.10%
0.11%	0.00%	0.12%	0.05%	#REF!	0.07%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Montgomery County

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	3860	3897	3909	3915	3934	3934	
b. Applications Received	26	40	14	22	51	153	
c. Interviews	24	26	22	40	21	133	
d. Functional Testing	24	26	22	40	21	133	
e. New Registered	22	34	10	12	19	97	
f. Denied	0	3	0	2	1	6	
g. Pending	66	73	78	85	127	127	
h. Recertifications	6	9	4	6	12	37	
2. Reservations							
a. Total Trip Requests	7,904	10298	10516	10217	7692	46,627	
b. Demand Requests	3349	4556	4708	4395	3204	20,212	
c. Active Subscriptions	4555	5742	5808	5822	4488	26,415	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	7,904	10,298	10,516	10,217	7,692	46,627	
f. Early Cancellations	855	944	984	923	859	4,565	
g. Trips Scheduled to Contract Carriers						42,062	
h. Referred to Dedicated Carriers	4673	6113	6142	6211	4507	27,646	
i. Referred to Supplemental Carriers	392	484	478	471	379	2,204	
j. Referred to Taxi	1984	2757	2912	2612	1947	12,212	
3. Trip Data							
a. Total Trips Completed	5673	7626	7660	7304	5444	33,707	
b. Ambulatory Trips	3587	4721	4771	4495	3397	20,971	
c. Wheelchair/Mobility Aid	1362	1867	1880	1795	1355	8,259	
d. Companions	28	20	21	22	17	108	
e. Personal Care Attendants	693	1008	980	977	666	4,324	
f. Under 5	3	10	8	15	9	45	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	242	259	258	261	199	1,219	
i. PCA/Companion No Show	498	651	672	619	478	2,918	
j. Late Cancel	475	679	671	826	516	3,167	
k. Unevaluated							
l. Average Weekday Trips	1309	1386	1383	1323	1284	1,341	
m. Average Saturday Trips	434	416	449	378	0	419	
n. Average Sunday Trips	0	280	296	310	307	298	
o. Average Time of Trips	0:34	0:34	0:33	0:34	0:33	0:33	
p. Average Trip Mileage	10	10	10	10	11	10	
4. Completed Trip Mode							
a. Van Trip	1955	2553	2543	2518	1886	11,455	
b. Sedan Trip	284	377	415	431	306	1,813	
c. Supplementary Service Trip		2453					
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	5195	7125	7071	6750	5076	31,217	91.57%
b. Late Trips							8.43%
c. Average Time Late	0:31	0:31	0:29	0:27	0:30	0:29	
d. Maximum Time Late	3:23	6:51	2:28	4:50	8:56	8:56	
e. Late 16 to 29 Minutes	366	389	447	439	298	1,939	6.45%
f. Late 30 to 44 Minutes	56	62	71	69	34	292	0.99%
g. Late 45 to 59 Minutes	19	17	39	23	19	117	0.33%
h. Late 60 to 74 Minutes	8	11	16	12	4	51	0.14%
i. Late 75 to 89 Minutes	10	8	13	5	2	38	0.18%
j. Late 90+ Minutes	19	14	3	6	11	53	0.33%
k. Missed Trips	27	31	38	43	32	171	
6. Revenue							
a. Total Fare Collected	$12,385.08	$16,457.50	$16,617.52	$15,725.36	$12,115.25	$73,300.71	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

93.43%	92.31%	92.42%	93.24%	#REF!	92.61%
6.57%	7.69%	7.58%	6.76%	#REF!	7.39%
5.10%	5.84%	6.01%	5.47%	#REF!	5.75%
0.81%	0.93%	0.94%	0.62%	#REF!	0.87%
0.22%	0.51%	0.31%	0.35%	#REF!	0.35%
0.14%	0.21%	0.16%	0.07%	#REF!	0.15%
0.10%	0.17%	0.07%	0.04%	#REF!	0.11%
0.18%	0.04%	0.08%	0.20%	#REF!	0.16%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Prince George's County

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	4369	4406	4425	4446	4483	4483	
b. Applications Received	64	28	39	11	54	196	
c. Interviews	39	27	32	32	34	164	
d. Functional Testing	39	27	32	32	34	164	
e. New Registered	1	28	22	28	38	117	
f. Denied	0	2	1	2	1	6	
g. Pending	107	113	124	129	167	167	
h. Recertifications	2	10	4	1	16	33	
2. Reservations							
a. Total Trip Requests	10038	12897	13083	12703	9501	58,222	
b. Demand Requests	5084	6648	6710	6280	4617	29,339	
c. Active Subscriptions	4999	6249	6373	6423	4884	28,928	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	10083	12897	13083	12703	9501	58,267	
f. Early Cancellations	1182	1343	1414	1517	1025	6,481	
g. Trips Scheduled to Contract Carriers						51,742	
h. Referred to Dedicated Carriers	5683	7452	7621	7508	5805	34,069	
i. Referred to Supplemental Carriers	47	49	49	51	39	235	
j. Referred to Taxi	3171	4053	3999	3627	2632	17,482	
3. Trip Data							
a. Total Trips Completed	7251	9477	9536	9053	6822	42,139	
b. Ambulatory Trips	4999	6533	6613	6246	4684	29,075	
c. Wheelchair/Mobility Aid	1615	2125	2103	2062	1512	9,417	
d. Companions	14	10	21	17	23	85	
e. Personal Care Attendants	599	778	775	713	576	3,441	
f. Under 5	23	30	24	15	27	119	
g. WMATA Employee	1	1	0	0	0	2	
h. No Show	398	508	494	449	363	2,212	
i. PCA/Companion No Show	399	437	500	518	374	2,228	
j. Late Cancel	660	921	880	952	720	4,133	
k. Unevaluated							
l. Average Weekday Trips	1626	1652	1680	1590	1595	1,630	
m. Average Saturday Trips	745	671	684	581	0	670	
n. Average Sunday Trips	0	546	450	519	440	489	
o. Average Time of Trips	0:37	0:36	0:36	0:37	0:37	0:36	
p. Average Trip Mileage	12	12	13	12	13	12	
4. Completed Trip Mode							
a. Van Trip	4406	5811	5944	5740	4426	26,327	
b. Sedan Trip	87	183	159	165	130	724	
c. Supplementary Service Trip	[illegible]	234	[illegible]	[illegible]	[illegible]	[illegible]	
d. Taxi Trip							
5. On-Time Performance	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. On-Time Trips	6492	8737	8756	8349	6323	38,657	89.53%
b. Late Trips							10.47%
c. Average Time Late	0:42	0:29	0:28	0:29	0:29	0:31	0
d. Maximum Time Late	3:05	3:15	1:35	3:10	2:50	3:15	
e. Late 16 to 29 Minutes	550	608	669	559	400	2,786	7.59%
f. Late 30 to 44 Minutes	61	78	84	98	63	384	0.84%
g. Late 45 to 59 Minutes	25	29	22	27	21	124	0.34%
h. Late 60 to 74 Minutes	19	13	4	10	4	50	0.26%
i. Late 75 to 89 Minutes	16	5	1	3	1	26	0.22%
j. Late 90+ Minutes	88	7	0	7	10	112	1.21%
k. Missed Trips	66	81	82	81	63	373	
6. Revenue							
a. Total Fare Collected	$16,552.62	$21,640.63	$21,790.14	$20,805.72	$16,238.61	$97,027.72	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

92.19%	91.82%	92.22%	92.69%	#REF!	91.74%
7.81%	8.18%	7.78%	7.31%	#REF!	8.26%
6.42%	7.02%	6.17%	5.86%	#REF!	6.61%
0.82%	0.88%	1.08%	0.92%	#REF!	0.91%
0.31%	0.23%	0.30%	0.31%	#REF!	0.29%
0.14%	0.04%	0.11%	0.06%	#REF!	0.12%
0.05%	0.01%	0.03%	0.01%	#REF!	0.06%
0.07%	0.00%	0.08%	0.15%	#REF!	0.27%

LogistiCare Final Monthly Report for March '05

Jurisdiction: Visitor

Performance Criteria	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	Month	
1. Eligibility							
a. Total Registrants	43	43	44	46	47	47	
b. Applications Received	3	2	0	2	2	9	
c. Interviews	1	1	0	0	0	2	
d. Functional Testing	1	1	0	0	0	2	
e. New Registered	4	1	1	3	3	12	
f. Denied	0	0	0	0	0	0	
g. Pending	13	14	14	14	14	14	
h. Recertifications	0	0	0	0	0	0	
2. Reservations							
a. Total Trip Requests	110	113	137	134	111	605	
b. Demand Requests	55	39	64	62	57	277	
c. Active Subscriptions	55	74	73	72	54	328	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	110	113	137	134	111	605	
f. Early Cancellations	9	3	6	16	5	39	
g. Trips Scheduled to Contract Carriers	101					566	
h. Referred to Dedicated Carriers	74	68	65	81	66	354	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	27	42	66	37	40	212	
3. Trip Data							
a. Total Trips Completed	72	88	110	97	94	461	
b. Ambulatory Trips	48	51	61	69	64	293	
c. Wheelchair/Mobility Aid	20	29	37	18	16	120	
d. Companions	0	0	0	1	0	1	
e. Personal Care Attendants	4	8	12	9	14	47	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	11	2	7	6	4	30	
i. PCA/Companion No Show	2	4	3	2	2	13	
j. Late Cancel	16	15	9	13	6	59	
k. Unevaluated							
l. Average Weekday Trips	17	16	19	18	23	18	
m. Average Saturday Trips	4	4	9	3	0	5	
n. Average Sunday Trips	0	2	4	4	0	3	
o. Average Time of Trips	0:32	0:37	0:38	0:31	0:36	0:34	
p. Average Trip Mileage	12	16	17	13	15	15	
4. Completed Trip Mode							
a. Van Trip	49	52	55	61	49	266	
b. Sedan Trip	3	0	0	2	6	11	
c. Supplementary Service Trip	3	0	0	0	2	5	
d. Taxi Trip	17						
5. On-Time Performance	72	88	110	97	94	461	
a. On-Time Trips	60	83	101	90	89	423	83.33%
b. Late Trips	12						16.67%
c. Average Time Late	0:33	0:43	0:32	0:31	0:31	0:34	0
d. Maximum Time Late	1:00	1:10	1:00	0:51	0:45	1:10	
e. Late 16 to 29 Minutes	8	2	7	5	4	26	11.11%
f. Late 30 to 44 Minutes	3	2	1	2	1	9	4.17%
g. Late 45 to 59 Minutes	1	1	1	0	0	3	1.39%
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	0	1	1	0	0	2	
6. Revenue							
a. Total Fare Collected	$170.00	$200.00	$245.01	$217.50	$200.00	$1,032.51	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

94.32%	91.82%	92.78%	94.68%	#REF!	91.76%
5.68%	8.18%	7.22%	5.32%	#REF!	8.24%
2.27%	6.36%	5.15%	4.26%	#REF!	5.64%
2.27%	0.91%	2.06%	1.06%	#REF!	1.95%
1.14%	0.91%	0.00%	0.00%	#REF!	0.65%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Final Monthly Report for March '05

Jurisdiction: All

Weekdays	23
Saturdays	4
Sundays	4

Performance Criteria	3/1/2005 - 3/5/2005	3/6/2005 - 3/12/2005	3/13/2005 - 3/19/2005	3/20/2005 - 3/26/2005	3/27/2005 - 3/31/2005	Month
1. Eligibility						
a. Total Registrants	15,121	15,260	15,356	15,382	15,472	15,472
b. Applications Received	136	114	104	68	143	565
c. Interviews	120	115	106	116	104	561
d. Functional Testing	120	115	106	116	104	561
e. New Registered	47	106	80	53	95	381
f. Denied	3	5	1	6	3	18
g. Pending	399	427	464	492	602	602
h. Recertifications	13	36	28	25	43	145
2. Reservations						
a. Total Trip Requests	28,914	37,213	37,512	36,506	27,242	167,387
b. Demand Requests	14,861	19,369	19,483	18,363	13,352	85,428
c. Active Subscriptions	14,098	17,844	18,029	18,143	13,890	82,004
d. Trips Denied	0	0	0	0	0	0
e. Reservations	28,959	37,213	37,512	36,506	27,242	167,432
f. Early Cancellations	3,397	3,688	3,771	4,022	3,117	17,995
g. Trips Scheduled to Contract Carriers	25,518	33,525	33,741	32,484	24,125	149,393
h. Referred to Dedicated Carriers	17,671	23,361	23,733	23,483	17,516	105,764
i. Referred to Supplemental Carriers	439	533	527	522	418	2,439
j. Referred to Taxi	7,452	9,631	9,481	8,479	6,191	41,234
3. Trip Data						
a. Total Trips Completed	20,413	26,917	26,919	25,669	19,119	119,037
b. Ambulatory Trips	13,223	17,252	17,234	16,318	12,309	76,336
c. Wheelchair/Mobility Aid	5,006	6,767	6,786	6,558	4,756	29,873
d. Companions	89	90	85	84	76	424
e. Personal Care Attendants	2,040	2,719	2,738	2,647	1,921	12,065
f. Under 5	53	88	76	60	56	333
g. WMATA Employee	2	1	0	2	1	6
h. No Show	1,140	1,386	1,301	1,241	901	5,969
i. PCA/Companion No Show	1,428	1,769	1,949	1,823	1,406	8,375
j. Late Cancel	2,060	2,877	2,737	3,014	2,140	12,828
k. Unevaluated	297	351	638	501	402	
l. Average Weekday Trips	4,606	4,726	4,730	4,527	4,462	4,617
m. Average Saturday Trips	1,972	1,866	1,916	1,595	0	1,837
n. Average Sunday Trips	0	1,409	1,336	1,424	1,257	1,357
o. Average Time of Trips	0:33	0:32	0:32	0:33	0:33	0:32
p. Average Trip Mileage	10.66	10.39	10.52	10.70	10.73	11
4. Completed Trip Mode						
a. Van Trip	11,255	14,924	15,043	14,576	11,104	66,902
b. Sedan Trip	960	1,300	1,392	1,460	940	6,052
c. Supplementary Service Trip	2,348	3,092	3,093	2,922	2,239	13,694
d. Taxi Trip	5,850	7,601	7,391	6,711	4,836	32,389
5. On-Time Performance	20,413	26,917	26,919	25,669	19,119	119,037
a. On-Time Trips	18,460	24,761	24,683	23,559	17,709	109,172
b. Late Trips	1,953	2,156	2,236	2,110	1,410	9,865
c. Average Time Late	0:32	0:31	0:31	0:30	0:30	0:31
d. Maximum Time Late	3:48	6:51	3:09	4:50	8:56	8:56
e. Late 16 to 29 Minutes	1,496	1,736	1,856	1,672	1,144	7,904
f. Late 30 to 44 Minutes	198	248	238	280	153	1,117
g. Late 45 to 59 Minutes	74	84	91	91	64	404
h. Late 60 to 74 Minutes	39	38	25	32	18	152
i. Late 75 to 89 Minutes	31	24	19	16	7	97
j. Late 90+ Minutes	115	26	7	19	24	191
k. Missed Trips	180	225	197	236	157	995
6. Revenue						
a. Total Fare Collected	$45,882.88	$60,338.18	$60,084.95	$57,476.62	$43,769.21	$267,551.84

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	175	180	176	181	184	184
c. Maximum Saturday Vehicles Used	106	112	102	106	0	112
d. Maximum Sunday Vehicles Used	0	74	71	73	58	74
e. Average Weekday Spare Availability	-19	-25	-24	-27	-29	-26
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	9	9	11	11	7	11
b. Maximum Weekday Vehicles Used	9	9	11	11	7	11
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	50	46	54	36	41	54
b. Maximum Weekday Vehicles Used	50	46	54	36	41	54
c. Maximum Saturday Vehicles Used	51	38	36	33	0	51
d. Maximum Sunday Vehicles Used	0	54	45	57	41	57

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	233	229	239	221	222	239
b. Maximum Weekday Vehicles Used	234	235	241	228	232	241
c. Maximum Saturday Vehicles Used	157	150	138	139	0	157
d. Maximum Sunday Vehicles Used	0	128	116	130	99	130
e. Average Weekday Spare Availability	-19	-25	-24	-27	-29	-25
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	9,588	12,183	12,182	12,139	9,840	55,932
b. Weekday Revenue Hours	7,902	9,995	10,065	10,118	8,172	46,252
c. Weekday Deadhead Hours	1,686	2,188	2,117	2,021	1,668	9,680
d. Weekday Service Miles	155,825	199,161	201,672	199,794	165,506	921,958
e.Weekday Revenue Miles	126,278	160,207	165,318	164,582	135,042	751,427
f. Weekday Deadhead Miles	29,547	38,954	36,354	35,212	30,464	170,531

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	1,078	1,099	1,020	1,008	0	4,205
b. Saturday Revenue Hours	879	868	819	823	0	3,389
c. Saturday Deadhead Hours	199	231	201	185	0	816
d. Saturday Service Miles	17,716	19,165	16,670	16,884	0	70,435
e. Saturday Revenue Miles	13,519	14,591	13,149	13,263	0	54,522
f. Saturday Deadhead Miles	4,197	4,574	3,521	3,621	0	15,913

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	713	647	710	554	2,624
b. Sunday Revenue Hours	0	576	504	559	446	2,085
c. Sunday Deadhead Hours	0	137	143	151	108	539
d. Sunday Service Miles	0	11,557	10,407	11,321	9,220	42,505
e. Sunday Revenue Miles	0	8,894	8,350	9,023	7,234	33,501
f. Sunday Deadhead Miles	0	2,663	2,057	2,298	1,986	9,004

8d. Total Service Operated (Dedicated)						
a. Service Hours	10,666	13,995	13,849	13,857	10,394	62,761
b. Revenue Hours	8,781	11,439	11,388	11,500	8,618	51,726
c. Deadhead Hours	1,885	2,556	2,461	2,357	1,776	11,035
d. Service Miles	173,541	229,883	228,749	227,999	174,726	1,034,898
e. Revenue Miles	139,797	183,692	186,817	186,868	142,276	839,450

f. Deadhead Miles	33,744	46,191	41,932	41,131	32,450	**195,448**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	3/1/2005 3/5/2005	3/6/2005 3/12/2005	3/13/2005 3/19/2005	3/20/2005 3/26/2005	3/27/2005 3/31/2005	
a. Weekday Service Hours	223	312	311	259	193	1,298
b. Weekday Revenue Hours	223	312	311	259	193	1,298
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	1,832	2,445	2,177	1,974	1,677	10,105
e.Weekday Revenue Miles	1,832	2,445	2,177	1,974	1,677	10,105
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	1	0	1	0	0	2
b. Saturday Revenue Hours	1	0	1	0	0	2
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	8	8	6	0	0	22
e. Saturday Revenue Miles	8	8	6	0	0	22
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	224	312	312	259	193	1,300
b. Revenue Hours	224	312	312	259	193	1,300
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	1,840	2,453	2,183	1,974	1,677	10,127
e. Revenue Miles	1,840	2,453	2,183	1,974	1,677	10,127
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	2,912	3,363	3,362	3,003	2,105	14,745
b. Weekday Revenue Hours	2,912	3,363	3,362	3,003	2,105	14,745
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	47,403	55,414	55,046	48,307	34,436	240,606
e.Weekday Revenue Miles	47,403	55,414	55,046	48,307	34,436	240,606
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	276	189	256	170	0	891
b. Saturday Revenue Hours	276	189	256	170	0	891
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	5,249	3,824	4,481	3,131	0	16,685
e. Saturday Revenue Miles	5,249	3,824	4,481	3,131	0	16,685
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	235	224	259	254	972
b. Sunday Revenue Hours	0	235	224	259	254	972
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,201	4,232	4,390	4,668	17,491
e. Sunday Revenue Miles	0	4,201	4,232	4,390	4,668	17,491
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	3,188	3,787	3,842	3,432	2,359	16,608
b. Revenue Hours	3,188	3,787	3,842	3,432	2,359	16,608

c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	52,652	63,439	63,759	55,828	39,104	274,782
e. Revenue Miles	52,652	63,439	63,759	55,828	39,104	274,782
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	14,078	18,094	18,003	17,548	12,946	80,669
b. Revenue Hours	12,193	15,538	15,542	15,191	11,170	69,634
c. Deadhead Hours	1,885	2,556	2,461	2,357	1,776	11,035
d. Service Miles	228,033	295,775	294,691	285,801	215,507	1,319,807
e. Revenue Miles	194,289	249,584	252,759	244,670	183,057	1,124,359
f. Deadhead Miles	33,744	46,191	41,932	41,131	32,450	195,448

April 2005

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Alexandria

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	208	206	206	209	207	207	
b. Applications Received	0	3	1	1	1	6	
c. Interviews	0	0	2	4	0	6	
d. Functional Testing	0	0	2	4	0	6	
e. New Registered	0	0	0	2	1	3	
f. Denied	0	0	1	0	0	1	
g. Pending	2	2	2	2	3	3	
h. Recertifications	0	0	1	1	0	2	
2. Reservations							
a. Total Trip Requests	112	478	494	440	441	1,965	
b. Demand Requests	64	259	281	199	207	1,010	
c. Active Subscriptions	48	219	213	241	234	955	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	112	478	494	440	441	1,965	
f. Early Cancellations	15	48	66	70	86	285	
g. Trips Scheduled to Contract Carriers	97					1,680	
h. Referred to Dedicated Carriers	79	345	355	336	302	1,417	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	18	85	73	34	53	263	
3. Trip Data							
a. Total Trips Completed	73	338	302	209	195	1,117	
b. Ambulatory Trips	51	224	185	129	121	710	
c. Wheelchair/Mobility Aid	21	105	110	74	68	378	
d. Companions	1	0	1	0	0	2	
e. Personal Care Attendants	0	9	5	6	6	26	
f. Under 5	0	0	1	0	0	1	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	4	21	12	12	22	71	
i. PCA/Companion No Show	4	11	17	4	6	42	
j. Late Cancel	12	38	30	35	37	152	
k. Unevaluated							
l. Average Weekday Trips	51	58	54	36	34	46	
m. Average Saturday Trips	22	31	22	23	19	23	
n. Average Sunday Trips	0	15	8	6	2	8	
o. Average Time of Trips	0:29	0:33	0:36	0:37	0:36	0:34	
p. Average Trip Mileage	11	11	11	11	12	11	
4. Completed Trip Mode							
a. Van Trip	58	279	252	207	194	990	
b. Sedan Trip	0	0	0	0	1	1	
c. Supplementary Service Trip	3	1	0	0	0	4	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	64	293	260	174	157	948	87.67%
b. Late Trips							12.33%
c. Average Time Late	0:29	0:38	0:33	0:35	0:38	0:34	
d. Maximum Time Late	0:45	2:10	1:49	1:20	1:48	2:10	
e. Late 16 to 29 Minutes	8	31	31	24	28	122	10.96%
f. Late 30 to 44 Minutes	1	7	6	6	1	21	1.37%
g. Late 45 to 59 Minutes	0	5	2	0	3	10	0.00%
h. Late 60 to 74 Minutes	0	1	2	5	4	12	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	1	1	0.00%
j. Late 90+ Minutes	0	1	1	0	1	3	0.00%
k. Missed Trips	1	6	5	12	9	33	
6. Revenue							
a. Total Fare Collected	$180.00	$822.50	$737.50	$507.50	$472.50	$2,720.00	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

86.69%	86.09%	83.25%	80.51%	#REF!	84.87%
13.31%	13.91%	16.75%	19.49%	#REF!	15.13%
9.17%	10.26%	11.48%	14.36%	#REF!	10.92%
2.07%	1.99%	2.87%	0.51%	#REF!	1.88%
1.48%	0.66%	0.00%	1.54%	#REF!	0.90%
0.30%	0.66%	2.39%	2.05%	#REF!	1.07%
0.00%	0.00%	0.00%	0.51%	#REF!	0.09%
0.30%	0.33%	0.00%	0.51%	#REF!	0.27%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Arlington

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	980	985	995	998	1001	1001	
b. Applications Received	0	9	4	13	12	38	
c. Interviews	0	4	13	4	3	24	
d. Functional Testing	0	4	13	4	3	24	
e. New Registered	2	6	9	1	4	22	
f. Denied	0	0	0	0	0	0	
g. Pending	6	8	10	22	34	34	
h. Recertifications	0	0	4	2	1	7	
2. Reservations							
a. Total Trip Requests	81	373	374	347	355	1,530	
b. Demand Requests	54	241	238	215	219	967	
c. Active Subscriptions	27	132	136	132	136	563	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	81	373	374	347	355	1,530	
f. Early Cancellations	3	55	61	54	31	204	
g. Trips Scheduled to Contract Carriers						1,326	
h. Referred to Dedicated Carriers	67	250	247	241	264	1,069	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	11	68	66	52	60	257	
3. Trip Data							
a. Total Trips Completed	62	241	176	134	158	771	
b. Ambulatory Trips	41	185	140	92	114	572	
c. Wheelchair/Mobility Aid	17	39	26	29	27	138	
d. Companions	0	2	1	3	1	7	
e. Personal Care Attendants	4	15	9	10	16	54	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	3	20	14	17	16	70	
i. PCA/Companion No Show	5	25	22	10	17	79	
j. Late Cancel	6	19	33	25	32	115	
k. Unevaluated							
l. Average Weekday Trips	40	38	30	21	26	29	
m. Average Saturday Trips	22	25	9	15	18	18	
n. Average Sunday Trips	0	26	14	13	9	16	
o. Average Time of Trips	0:28	0:28	0:27	0:29	0:26	0:27	
p. Average Trip Mileage	10	8	8	8	8	8	
4. Completed Trip Mode							
a. Van Trip	52	194	149	127	157	679	
b. Sedan Trip	0	1	0	1	1	3	
c. Supplementary Service Trip	0	1	0	0	0	1	
d. Taxi Trip	10	45					
5. On-Time Performance							
a. On-Time Trips	51	217	149	116	134	667	82.26%
b. Late Trips	11						17.74%
c. Average Time Late	0:32	0:27	0:31	0:35	0:40	0:33	
d. Maximum Time Late	1:06	1:15	1:05	1:33	1:35	1:35	
e. Late 16 to 29 Minutes	9	20	20	13	11	73	14.52%
f. Late 30 to 44 Minutes	1	3	5	2	8	19	1.61%
g. Late 45 to 59 Minutes	1	0	2	2	0	5	1.61%
h. Late 60 to 74 Minutes	0	1	0	0	4	5	0.00%
i. Late 75 to 89 Minutes	0	0	0	1	1	2	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	0	4	6	2	6	18	
6. Revenue							
a. Total Fare Collected	$145.00	$565.00	$415.00	$305.00	$350.00	$1,780.00	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.04%	84.66%	86.57%	84.81%	#REF!	86.51%
9.96%	15.34%	13.43%	15.19%	#REF!	13.49%
8.30%	11.36%	9.70%	6.96%	#REF!	9.47%
1.24%	2.84%	1.49%	5.06%	#REF!	2.46%
0.00%	1.14%	1.49%	0.00%	#REF!	0.65%
0.41%	0.00%	0.00%	2.53%	#REF!	0.65%
0.00%	0.00%	0.75%	0.63%	#REF!	0.26%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: District of Columbia

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	4150	4146	4122	4149	4188	4188	
b. Applications Received	0	33	33	29	32	127	
c. Interviews	1	28	37	47	24	137	
d. Functional Testing	1	28	37	47	24	137	
e. New Registered	0	6	39	18	19	82	
f. Denied	0	0	1	0	3	4	
g. Pending	60	75	99	127	158	158	
h. Recertifications	0	9	14	12	34	69	
2. Reservations							
a. Total Trip Requests	2254	9291	8926	8947	8685	38,103	
b. Demand Requests	1440	6193	5755	5825	5575	24,788	
c. Active Subscriptions	814	3098	3171	3122	3110	13,315	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	2254	9291	8926	8947	8685	38,103	
f. Early Cancellations	224	929	935	966	866	3,920	
g. Trips Scheduled to Contract Carriers						34,183	
h. Referred to Dedicated Carriers	1662	6584	6251	6175	6221	26,893	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	368	1778	1740	1806	1598	7,290	
3. Trip Data							
a. Total Trips Completed	1531	5974	5670	4489	4435	22,099	
b. Ambulatory Trips	778	3135	2969	2138	2063	11,083	
c. Wheelchair/Mobility Aid	497	2068	1927	1815	1819	8,126	
d. Companions	17	30	28	22	26	123	
e. Personal Care Attendants	221	695	714	483	496	2,609	
f. Under 5	18	44	31	31	31	155	
g. WMATA Employee	0	2	1	0	0	3	
h. No Show	92	435	403	341	313	1,584	
i. PCA/Companion No Show	112	523	461	436	403	1,935	
j. Late Cancel	211	890	798	885	847	3,631	
k. Unevaluated							
l. Average Weekday Trips	1028	998	953	757	737	869	
m. Average Saturday Trips	503	580	450	373	445	470	
n. Average Sunday Trips	0	403	451	331	302	372	
o. Average Time of Trips	0:32	0:31	0:32	0:32	0:32	0:31	
p. Average Trip Mileage	6	6	6	6	6	6	
4. Completed Trip Mode							
a. Van Trip	962	3595	3560	3250	3270	14,637	
b. Sedan Trip	218	915	811	797	793	3,534	
c. Supplementary Service Trip	106	406	[illegible]	[illegible]	[illegible]	[illegible]	
d. Taxi Trip	245	1058					
5. On-Time Performance	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
a. On-Time Trips	1411	5328	5085	3991	4095	19,910	92.16%
b. Late Trips							7.84%
c. Average Time Late	0:27	0:26	0:27	0:29	0:27	0:27	
d. Maximum Time Late	3:00	5:54	3:00	7:51	2:10	7:51	
e. Late 16 to 29 Minutes	98	541	476	402	285	1,802	6.40%
f. Late 30 to 44 Minutes	12	67	63	69	27	238	0.78%
g. Late 45 to 59 Minutes	6	25	21	13	17	82	0.39%
h. Late 60 to 74 Minutes	2	6	10	8	7	33	0.13%
i. Late 75 to 89 Minutes	0	2	9	2	0	13	0.00%
j. Late 90+ Minutes	2	5	6	4	4	21	0.13%
k. Missed Trips	20	83	62	101	92	358	
6. Revenue							
a. Total Fare Collected	$3,210.00	$13,788.04	$12,265.52	$12,757.52	$9,710.00	$51,731.08	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

89.19%	89.68%	88.91%	92.33%	#REF!	90.09%
10.81%	10.32%	11.09%	7.67%	#REF!	9.91%
9.06%	8.40%	8.96%	6.43%	#REF!	8.15%
1.12%	1.11%	1.54%	0.61%	#REF!	1.08%
0.42%	0.37%	0.29%	0.38%	#REF!	0.37%
0.10%	0.18%	0.18%	0.16%	#REF!	0.15%
0.03%	0.16%	0.04%	0.00%	#REF!	0.06%
0.08%	0.11%	0.09%	0.09%	#REF!	0.10%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Falls Church

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	27	27	29	29	30	30	
b. Applications Received	0	1	0	1	1	3	
c. Interviews	0	0	2	1	0	3	
d. Functional Testing	0	0	2	1	0	3	
e. New Registered	0	0	1	0	0	1	
f. Denied	0	0	0	0	0	0	
g. Pending	2	0	0	1	2	2	
h. Recertifications	0	0	1	0	1	2	
2. Reservations							
a. Total Trip Requests	31	131	128	129	137	556	
b. Demand Requests	7	27	30	33	43	140	
c. Active Subscriptions	24	104	98	96	94	416	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	31	131	128	129	137	556	
f. Early Cancellations	6	30	19	25	16	96	
g. Trips Scheduled to Contract Carriers						460	
h. Referred to Dedicated Carriers	21	83	100	80	87	371	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	4	18	9	24	34	89	
3. Trip Data							
a. Total Trips Completed	18	78	70	48	62	276	
b. Ambulatory Trips	18	69	62	46	60	255	
c. Wheelchair/Mobility Aid	0	6	7	2	2	17	
d. Companions	0	1	0	0	0	1	
e. Personal Care Attendants	0	2	1	0	0	3	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	0	2	5	4	3	14	
i. PCA/Companion No Show	0	0	0	0	0	0	
j. Late Cancel	6	14	12	14	9	55	
k. Unevaluated							
l. Average Weekday Trips	14	13	13	8	12	12	
m. Average Saturday Trips	4	9	2	2	0	3	
n. Average Sunday Trips	0	2	3	3	0	2	
o. Average Time of Trips	0:34	0:34	0:32	0:42	0:31	0:34	
p. Average Trip Mileage	9	11	9	14	11	11	
4. Completed Trip Mode							
a. Van Trip	14	66	67	44	62	253	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip	0	0	0	0	0	0	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	18	72	58	42	50	240	100.00%
b. Late Trips							0.00%
c. Average Time Late	0:00	0:30	0:37	0:35	0:33	0:27	
d. Maximum Time Late	0:00	0:47	1:00	0:58	1:35	1:35	
e. Late 16 to 29 Minutes	0	5	7	5	11	28	0.00%
f. Late 30 to 44 Minutes	0	1	4	1	0	6	0.00%
g. Late 45 to 59 Minutes	0	0	1	0	0	1	0.00%
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	1	1	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	1	2	2	2	4	11	
6. Revenue							
a. Total Fare Collected	$45.00	$187.50	$172.50	$120.00	$155.00	$680.00	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

92.31%	82.86%	87.50%	80.65%	#REF!	86.96%
7.69%	17.14%	12.50%	19.35%	#REF!	13.04%
6.41%	10.00%	10.42%	17.74%	#REF!	10.14%
1.28%	5.71%	2.08%	0.00%	#REF!	2.17%
0.00%	1.43%	0.00%	0.00%	#REF!	0.36%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	1.61%	#REF!	0.36%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Fairfax City

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	38	38	38	38	38	38	
b. Applications Received	0	0	0	0	0	0	
c. Interviews	0	0	0	0	0	0	
d. Functional Testing	0	0	0	0	0	0	
e. New Registered	0	0	0	0	0	0	
f. Denied	0	0	0	0	0	0	
g. Pending	1	1	1	1	1	1	
h. Recertifications	0	0	0	0	0	0	
2. Reservations							
a. Total Trip Requests	30	114	115	119	122	500	
b. Demand Requests	12	42	47	45	50	196	
c. Active Subscriptions	18	72	68	74	72	304	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	30	114	115	119	122	500	
f. Early Cancellations	2	2	2	12	18	36	
g. Trips Scheduled to Contract Carriers						464	
h. Referred to Dedicated Carriers	25	95	95	93	86	394	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	3	17	18	14	18	70	
3. Trip Data							
a. Total Trips Completed	26	88	84	58	58	314	
b. Ambulatory Trips	17	51	47	35	36	186	
c. Wheelchair/Mobility Aid	8	32	34	18	21	113	
d. Companions	1	1	0	0	0	2	
e. Personal Care Attendants	0	4	3	5	1	13	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	0	5	0	3	6	14	
i. PCA/Companion No Show	2	13	13	4	4	36	
j. Late Cancel	0	3	4	11	6	24	
k. Unevaluated							
l. Average Weekday Trips	17	14	14	9	9	12	
m. Average Saturday Trips	9	8	5	6	5	7	
n. Average Sunday Trips	0	6	8	5	5	6	
o. Average Time of Trips	0:33	0:31	0:33	0:31	0:42	0:33	
p. Average Trip Mileage	12	13	15	11	14	13	
4. Completed Trip Mode							
a. Van Trip	23	75	72	55	58	283	
b. Sedan Trip	0	0	0	0	0	0	
c. Supplementary Service Trip	0	0	0	0	0	0	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	21	73	70	52	49	265	80.77%
b. Late Trips							19.23%
c. Average Time Late	0:25	0:31	0:23	0:32	0:41	0:30	
d. Maximum Time Late	1:00	0:56	0:50	0:43	1:40	1:40	
e. Late 16 to 29 Minutes	4	11	13	6	7	41	15.38%
f. Late 30 to 44 Minutes	0	4	1	0	1	6	0.00%
g. Late 45 to 59 Minutes	1	0	0	0	0	1	3.85%
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	1	1	0.00%
j. Late 90+ Minutes	0	0	0	0	0	0	0.00%
k. Missed Trips	0	1	1	0	2	4	
6. Revenue							
a. Total Fare Collected	$62.50	$207.50	$202.50	$132.50	$142.50	$747.50	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

82.95%	83.33%	89.66%	84.48%	#REF!	84.39%
17.05%	16.67%	10.34%	15.52%	#REF!	15.61%
12.50%	15.48%	10.34%	12.07%	#REF!	13.06%
4.55%	1.19%	0.00%	1.72%	#REF!	1.91%
0.00%	0.00%	0.00%	0.00%	#REF!	0.32%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	1.72%	#REF!	0.32%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Fairfax County

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	1555	1561	1576	1581	1592	1592	
b. Applications Received	0	22	10	14	21	67	
c. Interviews	0	7	13	17	4	41	
d. Functional Testing	0	7	13	17	4	41	
e. New Registered	5	5	10	2	8	30	
f. Denied	0	0	0	0	0	0	
g. Pending	16	26	29	43	64	64	
h. Recertifications	1	3	6	3	8	21	
2. Reservations							
a. Total Trip Requests	982	4073	3942	4036	3968	17,001	
b. Demand Requests	496	1858	1778	1892	1835	7,859	
c. Active Subscriptions	486	2215	2164	2144	2133	9,142	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	982	4073	3942	4036	3968	17,001	
f. Early Cancellations	134	463	467	609	535	2,208	
g. Trips Scheduled to Contract Carriers						14,793	
h. Referred to Dedicated Carriers	698	2860	2764	2925	2914	12,161	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	150	750	711	502	519	2,632	
3. Trip Data							
a. Total Trips Completed	658	2820	2356	1709	2003	9,546	
b. Ambulatory Trips	487	2091	1692	1213	1442	6,925	
c. Wheelchair/Mobility Aid	131	596	551	385	448	2,111	
d. Companions	6	12	12	18	20	68	
e. Personal Care Attendants	30	113	100	88	92	423	
f. Under 5	4	8	1	5	1	19	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	33	178	116	116	118	561	
i. PCA/Companion No Show	54	177	185	128	125	669	
j. Late Cancel	75	300	258	269	234	1,136	
k. Unevaluated							
l. Average Weekday Trips	533	524	435	308	371	415	
m. Average Saturday Trips	125	130	105	85	95	108	
n. Average Sunday Trips	0	66	73	80	52	68	
o. Average Time of Trips	0:32	0:34	0:35	0:35	0:38	0:35	
p. Average Trip Mileage	12	12	13	12	13	12	
4. Completed Trip Mode							
a. Van Trip	555	2271	1908	1644	2000	8,378	
b. Sedan Trip	2	4	0	3	0	9	
c. Supplementary Service Trip	0	1	0	2	0	3	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	562	2489	2095	1425	1647	8,218	85.41%
b. Late Trips							14.59%
c. Average Time Late	0:30	0:34	0:34	0:34	0:37	0:33	
d. Maximum Time Late	1:22	4:30	2:00	2:10	2:58	4:30	
e. Late 16 to 29 Minutes	75	235	182	200	249	941	11.40%
f. Late 30 to 44 Minutes	15	61	42	51	57	226	2.28%
g. Late 45 to 59 Minutes	4	22	23	22	22	93	0.61%
h. Late 60 to 74 Minutes	2	5	5	7	12	31	0.30%
i. Late 75 to 89 Minutes	0	4	7	2	10	23	0.00%
j. Late 90+ Minutes	0	4	2	2	6	14	0.00%
k. Missed Trips	12	44	40	53	112	261	
6. Revenue							
a. Total Fare Collected	$2,045.00	$11,925.01	$5,629.02	$4,025.01	$7,105.00	$30,729.04	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

88.26%	88.92%	83.38%	82.23%	#REF!	86.09%
11.74%	11.08%	16.62%	17.77%	#REF!	13.91%
8.33%	7.72%	11.70%	12.43%	#REF!	9.86%
2.16%	1.78%	2.98%	2.85%	#REF!	2.37%
0.78%	0.98%	1.29%	1.10%	#REF!	0.97%
0.18%	0.21%	0.41%	0.60%	#REF!	0.32%
0.14%	0.30%	0.12%	0.50%	#REF!	0.24%
0.14%	0.08%	0.12%	0.30%	#REF!	0.15%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Montgomery County

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	3897	3908	3914	3938	3962	3962	
b. Applications Received	3	2	47	26	6	84	
c. Interviews	7	29	32	29	17	114	
d. Functional Testing	7	29	32	29	17	114	
e. New Registered	2	16	15	18	12	63	
f. Denied	0	2	1	4	0	7	
g. Pending	40	41	74	98	104	104	
h. Recertifications	7	10	14	17	22	70	
2. Reservations							
a. Total Trip Requests	2,536	10285	10399	10451	10049	43,720	
b. Demand Requests	1263	4636	4867	4866	4301	19,933	
c. Active Subscriptions	1273	5649	5532	5585	5748	23,787	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	2,536	10,285	10,399	10,451	10,049	43,720	
f. Early Cancellations	247	856	1016	926	1104	4,149	
g. Trips Scheduled to Contract Carriers						39,571	
h. Referred to Dedicated Carriers	1613	6397	6467	6597	6437	27,511	
i. Referred to Supplemental Carriers	94	490	467	477	453	1,981	
j. Referred to Taxi	582	2542	2449	2451	2055	10,079	
3. Trip Data							
a. Total Trips Completed	1614	6322	6138	5358	5273	24,705	
b. Ambulatory Trips	972	4021	3922	3457	3401	15,773	
c. Wheelchair/Mobility Aid	407	1569	1491	1282	1292	6,041	
d. Companions	9	21	20	30	20	100	
e. Personal Care Attendants	217	699	689	578	556	2,739	
f. Under 5	9	11	15	10	4	49	
g. WMATA Employee	0	1	1	1	0	3	
h. No Show	78	280	275	241	227	1,101	
i. PCA/Companion No Show	150	536	447	366	312	1,811	
j. Late Cancel	203	732	733	732	670	3,070	
k. Unevaluated							
l. Average Weekday Trips	1283	1165	1121	990	972	1,073	
m. Average Saturday Trips	331	335	323	270	257	303	
n. Average Sunday Trips	0	160	209	135	152	164	
o. Average Time of Trips	0:32	0:34	0:34	0:33	0:33	0:33	
p. Average Trip Mileage	10	10	11	11	10	10	
4. Completed Trip Mode							
a. Van Trip	670	2663	2747	2757	2747	11,584	
b. Sedan Trip	112	435	429	438	446	1,860	
c. Supplementary Service Trip	[illegible]	2425	[illegible]	[illegible]	[illegible]	[illegible]	
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	1498	5848	5691	4975	5020	23,032	92.81%
b. Late Trips							7.19%
c. Average Time Late	0:27	0:28	0:27	0:28	0:26	0:27	
d. Maximum Time Late	3:15	3:50	8:00	3:40	3:41	8:00	
e. Late 16 to 29 Minutes	97	381	352	311	226	1,367	6.01%
f. Late 30 to 44 Minutes	7	53	42	42	22	166	0.43%
g. Late 45 to 59 Minutes	7	25	31	12	3	78	0.43%
h. Late 60 to 74 Minutes	2	6	11	12	0	31	0.12%
i. Late 75 to 89 Minutes	2	1	4	1	0	8	0.12%
j. Late 90+ Minutes	1	8	7	5	2	23	0.06%
k. Missed Trips	16	48	48	65	30	207	
6. Revenue							
a. Total Fare Collected	$3,457.50	$13,972.50	$13,527.51	$11,837.50	$11,677.52	$54,472.53	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

92.50%	92.72%	92.85%	95.20%	#REF!	93.23%
7.50%	7.28%	7.15%	4.80%	#REF!	6.77%
6.03%	5.73%	5.80%	4.29%	#REF!	5.53%
0.84%	0.68%	0.78%	0.42%	#REF!	0.67%
0.40%	0.51%	0.22%	0.06%	#REF!	0.32%
0.09%	0.18%	0.22%	0.00%	#REF!	0.13%
0.02%	0.07%	0.02%	0.00%	#REF!	0.03%
0.13%	0.11%	0.09%	0.04%	#REF!	0.09%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Prince George's County

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	4461	4506	4512	4510	4520	4520	
b. Applications Received	0	46	18	41	40	145	
c. Interviews	0	34	27	46	0	107	
d. Functional Testing	0	34	27	46	0	107	
e. New Registered	0	32	17	18	19	86	
f. Denied	0	5	1	1	1	8	
g. Pending	58	88	104	144	184	184	
h. Recertifications	0	16	5	7	26	54	
2. Reservations							
a. Total Trip Requests	3303	13036	13160	13124	12895	55,518	
b. Demand Requests	1814	6676	6816	6777	6497	28,580	
c. Active Subscriptions	1489	6360	6344	6347	6398	26,938	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	3303	13036	13160	13124	12895	55,518	
f. Early Cancellations	395	1317	1400	1282	1440	5,834	
g. Trips Scheduled to Contract Carriers						49,684	
h. Referred to Dedicated Carriers	1937	7878	7755	7910	7913	33,393	
i. Referred to Supplemental Carriers	14	57	53	45	49	218	
j. Referred to Taxi	957	3784	3952	3887	3493	16,073	
3. Trip Data							
a. Total Trips Completed	2294	9059	8475	6526	6217	32,571	
b. Ambulatory Trips	1546	6204	5657	4167	3914	21,488	
c. Wheelchair/Mobility Aid	520	2143	2129	1936	1846	8,574	
d. Companions	16	35	29	13	22	115	
e. Personal Care Attendants	197	634	616	386	412	2,245	
f. Under 5	15	43	44	24	22	148	
g. WMATA Employee	0	0	0	0	1	1	
h. No Show	133	480	488	395	300	1,796	
i. PCA/Companion No Show	130	453	466	338	329	1,716	
j. Late Cancel	250	943	955	949	998	4,095	
k. Unevaluated							
l. Average Weekday Trips	1664	1593	1503	1160	1113	1,358	
m. Average Saturday Trips	630	600	463	379	390	492	
n. Average Sunday Trips	0	494	496	344	259	398	
o. Average Time of Trips	0:34	0:37	0:38	0:38	0:37	0:37	
p. Average Trip Mileage	12	12	13	12	12	12	
4. Completed Trip Mode							
a. Van Trip	1435	6099	6028	5970	5863	25,395	
b. Sedan Trip	63	191	191	153	170	768	
c. Supplementary Service Trip							
d. Taxi Trip							
5. On-Time Performance							
a. On-Time Trips	2080	8220	7735	5973	5772	29,780	90.67%
b. Late Trips							9.33%
c. Average Time Late	0:26	0:28	0:30	0:30	0:30	0:28	0
d. Maximum Time Late	1:34	2:28	2:00	2:15	1:45	2:28	
e. Late 16 to 29 Minutes	181	691	614	427	358	2,271	7.89%
f. Late 30 to 44 Minutes	23	90	68	85	40	306	1.00%
g. Late 45 to 59 Minutes	4	34	31	24	39	132	0.17%
h. Late 60 to 74 Minutes	0	11	12	8	3	34	0.00%
i. Late 75 to 89 Minutes	6	5	7	4	4	26	0.26%
j. Late 90+ Minutes	0	8	8	5	1	22	0.00%
k. Missed Trips	23	84	95	116	71	389	
6. Revenue							
a. Total Fare Collected	$5,177.60	$20,903.04	$19,483.50	$15,262.50	$14,390.00	$75,216.64	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.74%	91.27%	91.53%	92.84%	#REF!	91.43%
9.26%	8.73%	8.47%	7.16%	#REF!	8.57%
7.63%	7.24%	6.54%	5.76%	#REF!	6.97%
0.99%	0.80%	1.30%	0.64%	#REF!	0.94%
0.38%	0.37%	0.37%	0.63%	#REF!	0.41%
0.12%	0.14%	0.12%	0.05%	#REF!	0.10%
0.06%	0.08%	0.06%	0.06%	#REF!	0.08%
0.09%	0.09%	0.08%	0.02%	#REF!	0.07%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Prince George's County

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	4461	4506	4512	4510	4520	4520	
b. Applications Received	0	46	18	41	40	145	
c. Interviews	0	34	27	46	0	107	
d. Functional Testing	0	34	27	46	0	107	
e. New Registered	0	32	17	18	19	86	
f. Denied	0	5	1	1	1	8	
g. Pending	58	88	104	144	184	184	
h. Recertifications	0	16	5	7	26	54	
2. Reservations							
a. Total Trip Requests	3303	13036	13160	13124	12895	55,518	
b. Demand Requests	1814	6676	6816	6777	6497	28,580	
c. Active Subscriptions	1489	6360	6344	6347	6398	26,938	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	3303	13036	13160	13124	12895	55,518	
f. Early Cancellations	395	1317	1400	1282	1440	5,834	
g. Trips Scheduled to Contract Carriers						49,684	
h. Referred to Dedicated Carriers	1937	7878	7755	7910	7913	33,393	
i. Referred to Supplemental Carriers	14	57	53	45	49	218	
j. Referred to Taxi	957	3784	3952	3887	3493	16,073	
3. Trip Data							
a. Total Trips Completed	2294	9059	8475	6526	6217	32,571	
b. Ambulatory Trips	1546	6204	5657	4167	3914	21,488	
c. Wheelchair/Mobility Aid	520	2143	2129	1936	1846	8,574	
d. Companions	16	35	29	13	22	115	
e. Personal Care Attendants	197	634	616	386	412	2,245	
f. Under 5	15	43	44	24	22	148	
g. WMATA Employee	0	0	0	0	1	1	
h. No Show	133	480	488	395	300	1,796	
i. PCA/Companion No Show	130	453	466	338	329	1,716	
j. Late Cancel	250	943	955	949	998	4,095	
k. Unevaluated							
l. Average Weekday Trips	1664	1593	1503	1160	1113	1,358	
m. Average Saturday Trips	630	600	463	379	390	492	
n. Average Sunday Trips	0	494	496	344	259	398	
o. Average Time of Trips	0:34	0:37	0:38	0:38	0:37	0:37	
p. Average Trip Mileage	12	12	13	12	12	12	
4. Completed Trip Mode							
a. Van Trip	1435	6099	6028	5970	5863	25,395	
b. Sedan Trip	63	191	191	153	170	768	
c. Supplementary Service Trip	61	228	207	170	184	838	
d. Taxi Trip							
5. On-Time Performance	2294	9059	8476	6526	6217	32,571	
a. On-Time Trips	2294	9059	8476	6526	6217	32,571	
b. Late Trips	2080	8220	7735	5973	5772	29,780	90.67%
c. Average Time Late							9.33%
d. Maximum Time Late	0:26	0:28	0:30	0:30	0:30	0:28	0
e. Late 16 to 29 Minutes	1:34	2:28	2:00	2:15	1:45	2:28	
f. Late 30 to 44 Minutes	181	691	614	427	358	2,271	7.89%
g. Late 45 to 59 Minutes	23	90	68	85	40	306	1.00%
h. Late 60 to 74 Minutes	4	34	31	24	39	132	0.17%
i. Late 75 to 89 Minutes	0	11	12	8	3	34	0.00%
j. Late 90+ Minutes	6	5	7	4	4	26	0.26%
k. Missed Trips	0	8	8	5	1	22	0.00%
	23	84	95	116	71	389	
6. Revenue							
a. Total Fare Collected	$5,177.60	$20,903.04	$19,483.50	$15,262.50	$14,390.00	$75,216.64	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

As of 6/1/2005

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

90.74%	91.27%	91.53%	92.84%	#REF!	91.43%
9.26%	8.73%	8.47%	7.16%	#REF!	8.57%
7.63%	7.24%	6.54%	5.76%	#REF!	6.97%
0.99%	0.80%	1.30%	0.64%	#REF!	0.94%
0.38%	0.37%	0.37%	0.63%	#REF!	0.41%
0.12%	0.14%	0.12%	0.05%	#REF!	0.10%
0.06%	0.08%	0.06%	0.06%	#REF!	0.08%
0.09%	0.09%	0.08%	0.02%	#REF!	0.07%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: Visitor

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month	
1. Eligibility							
a. Total Registrants	53	57	59	59	62	62	
b. Applications Received	0	3	3	0	5	11	
c. Interviews	0	1	0	0	0	1	
d. Functional Testing	0	1	0	0	0	1	
e. New Registered	0	3	2	0	3	8	
f. Denied	0	0	0	0	0	0	
g. Pending	9	9	10	10	12	12	
h. Recertifications	0	1	0	0	0	1	
2. Reservations							
a. Total Trip Requests	22	181	173	158	138	672	
b. Demand Requests	9	113	110	89	76	397	
c. Active Subscriptions	13	68	63	69	62	275	
d. Trips Denied	0	0	0	0	0	0	
e. Reservations	22	181	173	158	138	672	
f. Early Cancellations	5	32	16	25	17	95	
g. Trips Scheduled to Contract Carriers	17					577	
h. Referred to Dedicated Carriers	12	106	96	95	91	400	
i. Referred to Supplemental Carriers	0	0	0	0	0	0	
j. Referred to Taxi	5	43	61	38	30	177	
3. Trip Data							
a. Total Trips Completed	16	119	100	64	66	365	
b. Ambulatory Trips	14	67	72	36	39	228	
c. Wheelchair/Mobility Aid	2	35	20	22	23	102	
d. Companions	0	0	1	1	0	2	
e. Personal Care Attendants	0	17	7	5	4	33	
f. Under 5	0	0	0	0	0	0	
g. WMATA Employee	0	0	0	0	0	0	
h. No Show	0	6	6	3	2	17	
i. PCA/Companion No Show	0	1	1	6	2	10	
j. Late Cancel	0	14	21	16	19	70	
k. Unevaluated							
l. Average Weekday Trips	12	22	18	11	12	16	
m. Average Saturday Trips	4	5	3	5	4	4	
n. Average Sunday Trips	0	1	3	0	2	2	
o. Average Time of Trips	0:31	0:33	0:34	0:34	0:45	0:35	
p. Average Trip Mileage	13	13	16	12	17	14	
4. Completed Trip Mode							
a. Van Trip	12	83	63	54	60	272	
b. Sedan Trip	0	5	0	4	0	9	
c. Supplementary Service Trip	0	2	1	2	0	4	
d. Taxi Trip	4						
5. On-Time Performance	16	119	100	64	66	365	
a. On-Time Trips	14	110	88	51	55	318	87.50%
b. Late Trips	2						12.50%
c. Average Time Late	0:25	0:26	0:38	0:32	0:29	0:30	0
d. Maximum Time Late	0:26	1:02	1:05	2:00	0:46	2:00	
e. Late 16 to 29 Minutes	2	7	6	7	10	32	12.50%
f. Late 30 to 44 Minutes	0	0	4	3	1	8	0.00%
g. Late 45 to 59 Minutes	0	2	2	1	0	5	0.00%
h. Late 60 to 74 Minutes	0	0	0	0	0	0	0.00%
i. Late 75 to 89 Minutes	0	0	0	0	0	0	0.00%
j. Late 90+ Minutes	0	0	0	2	0	2	0.00%
k. Missed Trips .	0	0	1	5	0	6	
6. Revenue							
a. Total Fare Collected	$40.00	$255.00	$230.00	$147.50	$155.00	$827.50	

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

92.44%	88.00%	79.69%	83.33%	#REF!	87.12%
7.56%	12.00%	20.31%	16.67%	#REF!	12.88%
5.88%	6.00%	10.94%	15.15%	#REF!	8.77%
0.00%	4.00%	4.69%	1.52%	#REF!	2.19%
1.68%	2.00%	1.56%	0.00%	#REF!	1.37%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	0.00%	0.00%	#REF!	0.00%
0.00%	0.00%	3.13%	0.00%	#REF!	0.55%

LogistiCare Initial Monthly Report for April '05

Jurisdiction: All

Weekdays	21
Saturdays	5
Sundays	4

Performance Criteria	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	Month
1. Eligibility						
a. Total Registrants	15,369	15,434	15,451	15,511	15,600	15,600
b. Applications Received	3	119	116	125	118	481
c. Interviews	8	103	126	148	48	433
d. Functional Testing	8	103	126	148	48	433
e. New Registered	9	68	93	59	66	295
f. Denied	0	7	4	5	4	20
g. Pending	194	250	329	448	562	562
h. Recertifications	8	39	45	42	92	226
2. Reservations						
a. Total Trip Requests	9,351	37,962	37,711	37,751	36,790	159,565
b. Demand Requests	5,159	20,045	19,922	19,941	18,803	83,870
c. Active Subscriptions	4,192	17,917	17,789	17,810	17,987	75,695
d. Trips Denied	0	0	0	0	0	0
e. Reservations	9,351	37,962	37,711	37,751	36,790	159,565
f. Early Cancellations	1,031	3,732	3,982	3,969	4,113	16,827
g. Trips Scheduled to Contract Carriers	8,320	34,230	33,729	33,782	32,677	142,738
h. Referred to Dedicated Carriers	6,114	24,598	24,130	24,452	24,315	103,609
i. Referred to Supplemental Carriers	108	547	520	522	502	2,199
j. Referred to Taxi	2,098	9,085	9,079	8,808	7,860	36,930
3. Trip Data						
a. Total Trips Completed	6,292	25,039	23,371	18,595	18,467	91,764
b. Ambulatory Trips	3,924	16,047	14,746	11,313	11,190	57,220
c. Wheelchair/Mobility Aid	1,603	6,593	6,295	5,563	5,546	25,600
d. Companions	50	102	92	87	89	420
e. Personal Care Attendants	669	2,188	2,144	1,561	1,583	8,145
f. Under 5	46	106	92	70	58	372
g. WMATA Employee	0	3	2	1	1	7
h. No Show	343	1,427	1,319	1,132	1,007	5,228
i. PCA/Companion No Show	457	1,739	1,612	1,292	1,198	6,298
j. Late Cancel	763	2,953	2,844	2,936	2,852	12,348
k. Unevaluated	392	2,800	4,323	9,471	8,827	
l. Average Weekday Trips	4,642	4,425	4,141	3,300	3,286	3,829
m. Average Saturday Trips	1,650	1,723	1,382	1,158	1,233	1,429
n. Average Sunday Trips	0	1,173	1,265	917	783	1,035
o. Average Time of Trips	0:31	0:32	0:33	0:34	0:35	0:33
p. Average Trip Mileage	11.85	11.39	12.05	14.55	14.67	13
4. Completed Trip Mode						
a. Van Trip	3,781	15,325	14,846	14,108	14,411	62,471
b. Sedan Trip	395	1,551	1,431	1,396	1,411	6,184
c. Supplementary Service Trip	706	3,064	3,003	2,694	2,645	12,112
d. Taxi Trip	1,410	5,099	4,091	397	0	10,997
5. On-Time Performance						
a. On-Time Trips	5,719	22,650	21,231	16,799	16,979	83,378
b. Late Trips	573	2,389	2,140	1,796	1,488	8,386
c. Average Time Late	0:24	0:29	0:31	0:32	0:33	0:30
d. Maximum Time Late	3:15	5:54	8:00	7:51	3:41	8:00
e. Late 16 to 29 Minutes	474	1,922	1,701	1,395	1,185	6,677
f. Late 30 to 44 Minutes	59	286	235	259	157	996
g. Late 45 to 59 Minutes	23	113	113	74	84	407
h. Late 60 to 74 Minutes	6	30	40	40	30	146
i. Late 75 to 89 Minutes	8	12	27	10	18	75
j. Late 90+ Minutes	3	26	24	18	14	85
k. Missed Trips	73	272	260	356	326	1,287
6. Revenue						
a. Total Fare Collected	$14,362.60	$62,626.09	$52,663.05	$45,095.03	$44,157.52	$218,904.29

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	
a. Total Fleet Size	212	212	212	212	212	212
b. Maximum Weekday Vehicles Used	184	185	182	181	185	185
c. Maximum Saturday Vehicles Used	106	119	105	103	104	119
d. Maximum Sunday Vehicles Used	0	73	66	68	68	73
e. Average Weekday Spare Availability	10	8	8	11	8	9
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

7b. Fleet (Supplemental)						
a. Total Fleet Size	8	9	8	9	9	9
b. Maximum Weekday Vehicles Used	8	9	8	9	9	9
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	35	59	44	40	35	59
b. Maximum Weekday Vehicles Used	35	59	44	40	35	59
c. Maximum Saturday Vehicles Used	33	26	25	30	31	33
d. Maximum Sunday Vehicles Used	0	54	55	39	54	55

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	255	280	264	261	256	280
b. Maximum Weekday Vehicles Used	227	253	234	230	229	253
c. Maximum Saturday Vehicles Used	139	145	130	133	135	145
d. Maximum Sunday Vehicles Used	0	127	121	107	122	127
e. Average Weekday Spare Availability	10	8	8	11	8	9
f. Average Weekday Vehicles OOS	18	19	22	20	19	11

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	2,541	12,778	12,495	12,134	12,534	52,482
b. Weekday Revenue Hours	2,129	10,601	10,290	124,353	10,358	157,731
c. Weekday Deadhead Hours	412	2,177	2,205	-112,219	2,176	-105,249
d. Weekday Service Miles	43,121	213,014	207,484	200,024	205,207	868,850
e.Weekday Revenue Miles	35,000	172,214	167,619	159,937	168,281	703,051
f. Weekday Deadhead Miles	8,121	40,800	39,865	40,087	36,926	165,799

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	1,025	1,201	1,016	1,037	1,047	5,326
b. Saturday Revenue Hours	840	983	790	822	811	4,246
c. Saturday Deadhead Hours	185	218	226	215	236	1,080
d. Saturday Service Miles	16,609	19,018	17,549	16,471	15,916	85,563
e. Saturday Revenue Miles	13,175	15,471	13,333	12,781	12,174	66,934
f. Saturday Deadhead Miles	3,434	3,547	4,216	3,690	3,742	18,629

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	694	655	680	628	2,657
b. Sunday Revenue Hours	0	541	521	544	473	2,079
c. Sunday Deadhead Hours	0	153	134	136	155	578
d. Sunday Service Miles	0	11,202	10,811	10,622	10,274	42,909
e. Sunday Revenue Miles	0	8,762	9,005	8,579	7,613	33,959
f. Sunday Deadhead Miles	0	2,440	1,806	2,043	2,661	8,950

8d. Total Service Operated (Dedicated)						
a. Service Hours	3,566	14,673	14,166	13,851	14,209	60,465
b. Revenue Hours	2,969	12,125	11,601	125,719	11,642	164,056
c. Deadhead Hours	597	2,548	2,565	-111,868	2,567	-103,591
d. Service Miles	59,730	243,234	235,844	227,117	231,397	997,322
e. Revenue Miles	48,175	196,447	189,957	181,297	188,068	803,944

f. Deadhead Miles	11,555	46,787	45,887	45,820	43,329	**193,378**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplement	4/1/2005 4/2/2005	4/3/2005 4/9/2005	4/10/2005 4/16/2005	4/17/2005 4/23/2005	4/24/2005 4/30/2005	
a. Weekday Service Hours	50	272	276	215	231	1,044
b. Weekday Revenue Hours	50	272	276	215	231	1,044
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	406	2,216	2,102	2,424	2,464	9,612
e.Weekday Revenue Miles	406	2,216	2,102	2,424	2,464	9,612
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	0	1	0	1	0	2
b. Saturday Revenue Hours	0	1	0	1	0	2
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	0	10	3	6	0	19
e. Saturday Revenue Miles	0	10	3	6	0	19
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	50	273	276	216	231	1,046
b. Revenue Hours	50	273	276	216	231	1,046
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	406	2,226	2,105	2,430	2,464	9,631
e. Revenue Miles	406	2,226	2,105	2,430	2,464	9,631
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	773	3,305	3,417	3,568	3,261	14,324
b. Weekday Revenue Hours	773	3,305	3,417	3,568	3,261	14,324
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	13,092	51,736	52,780	53,200	47,539	218,347
e.Weekday Revenue Miles	13,092	51,736	52,780	53,200	47,539	218,347
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	204	179	260	218	180	1,041
b. Saturday Revenue Hours	204	179	260	218	180	1,041
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	3,802	2,986	4,432	3,791	3,202	18,213
e. Saturday Revenue Miles	3,802	2,986	4,432	3,791	3,202	18,213
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	234	259	245	231	969
b. Sunday Revenue Hours	0	234	259	245	231	969
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,537	4,302	4,810	4,225	17,874
e. Sunday Revenue Miles	0	4,537	4,302	4,810	4,225	17,874
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	977	3,718	3,936	4,031	3,672	16,334
b. Revenue Hours	977	3,718	3,936	4,031	3,672	16,334

c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	16,894	59,259	61,514	61,801	54,966	254,434
e. Revenue Miles	16,894	59,259	61,514	61,801	54,966	254,434
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	4,593	18,664	18,378	18,098	18,112	77,845
b. Revenue Hours	3,996	16,116	15,813	129,966	15,545	181,436
c. Deadhead Hours	597	2,548	2,565	-111,868	2,567	-103,591
d. Service Miles	77,030	304,719	299,463	291,348	288,827	1,261,387
e. Revenue Miles	65,475	257,932	253,576	245,528	245,498	1,068,009
f. Deadhead Miles	11,555	46,787	45,887	45,820	43,329	193,378

LogistiCare Final Monthly Report for December '04

Jurisdiction: Alexandria

Performance Criteria	12/1/2004 12/4/2004	12/5/2004 12/11/2004	12/12/2004 12/18/2004	12/19/2004 12/25/2004	12/26/2004 12/31/2004	Month
1. Eligibility						
a. Total Registrants	184	188	191	191	195	195
b. Applications Received	3	0	1	1	1	6
c. Interviews	4	1	2	3	4	14
d. Functional Testing	4	1	2	3	4	14
e. New Registered	2	4	2	0	0	8
f. Denied	0	0	0	0	0	0
g. Pending	7	7	7	8	9	9
h. Recertifications	1	0	1	1	4	7
2. Reservations						
a. Total Trip Requests	290	435	498	417	317	1,957
b. Demand Requests	162	214	277	235	154	1,042
c. Active Subscriptions	128	221	221	182	163	915
d. Trips Denied	0	0	0	0	0	0
e. Reservations	290	435	498	417	317	1,957
f. Early Cancellations	61	65	74	119	71	390
g. Trips Scheduled to Contract Carriers	229	370	424	298	246	1,567
h. Referred to Dedicated Carriers	149	244	254	200	178	1,025
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	80	126	170	98	68	542
3. Trip Data						
a. Total Trips Completed	186	296	324	229	177	1,212
b. Ambulatory Trips	124	198	204	160	132	818
c. Wheelchair/Mobility Aid	52	76	103	56	37	324
d. Companions	0	0	0	1	0	1
e. Personal Care Attendants	9	20	16	12	8	65
f. Under 5	1	2	1	0	0	4
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	28	29	21	17	101
i. PCA/Companion No Show	4	11	14	12	7	48
j. Late Cancel	26	26	47	24	32	155
k. Unevaluated	4	7	7	9	12	39
l. Average Weekday Trips	57	51	55	40	32	46
m. Average Saturday Trips	13	30	27	8	0	20
n. Average Sunday Trips	0	10	18	18	16	16
o. Average Time of Trips	0:37	0:38	0:34	0:33	0:30	0:34
p. Average Trip Mileage	12	12	11	10	11	11
4. Completed Trip Mode						
a. Van Trip	125	199	192	158	135	809
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	1	2	1	0	4
d. Taxi Trip	61	96	130	70	42	399
5. On-Time Performance						
a. On-Time Trips	169	250	284	213	172	1,088
b. Late Trips	17	46	40	16	5	124
c. Average Time Late	0:28	0:32	0:33	0:34	0:19	0:29
d. Maximum Time Late	1:00	1:30	1:41	1:43	0:30	1:43
e. Late 16 to 29 Minutes	16	31	35	13	5	100
f. Late 30 to 44 Minutes	0	9	3	1	0	13
g. Late 45 to 59 Minutes	1	4	1	1	0	7
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	2	1	1	0	4
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	3	2	3	3	1	12
6. Revenue						
a. Total Fare Collected	$432.51	$682.50	$742.50	$535.00	$420.00	$2,812.51

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

AMENDMENT 5

Serial Number:RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 30, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

June 22, 2005

AMENDMENT NO. 5
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

For the purpose of the Contractor's proposal, the Authority is looking for the "best value" in the "number of hours and blended hourly rate" for the dedicated vehicles and the "number of trips and the blended trip rate" for the non-dedicated vehicles that will best accomplish the goals set forth in this RFP. Clarifications to the Contractor's proposal will be handled during the "evaluation, and oral and written discussions with all offerors in the competitive range."

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. ***The proposal due date is extended to June 30, 2005 at 4:00 PM.*** .

2. Solicitation Instructions #20, page 51, Type of Contract is revised to read,"The Authority contemplates award of a ***requirements*** contract with incentives and disincentives.

3. The baseline date for fuel calculations will be the current On-Highway Gasoline and Diesel Price per gallon, including all taxes, in effect on the ***Monday June 27, 2005*** based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

   Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

4. Based on YTD FY05 calculations, trips per hour is 1.19 excluding Personal Care Attendants and Companions.

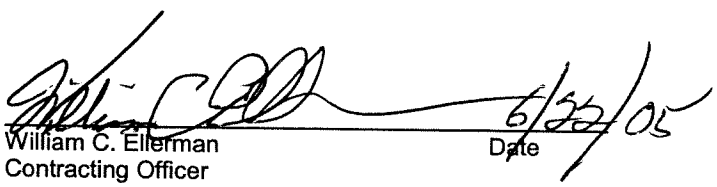
5. Based on historical data and past experience, the life expectancy of vehicles for the new contract is 5 years.

6. WMATA will provide office furniture, including workstations to the new provider.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

Failure to acknowledge all amendments may cause the proposal offer unacceptable.



William C. Ellerman
Contracting Officer

Date

Serial Number:RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 30, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

June 22, 2005

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TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

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Signed June 22, 2005
William C. Ellerman Date
Contracting Officer

REVISED

Solicitation, Offer and Award
Continuation Sheets
Pages 3- 36

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOLICITATION, OFFER AND AWARD

CONTRACT NO.	SOLICITATION NO.	DATE ISSUED	ADDRESS OFFER TO OFFICE OF PROCUREMENT
	RFP C05108/CR ☐ ADVERTISED ☒ NEGOTIATED	4/22/05	600 Fifth Street, NW, Room 3C-02 Washington, DC 20001-2651

In advertised procurement, "offeror" shall be construed to mean "bid" and "bidder."

SOLICITATION

Sealed offer in two originals and **See Solicitation Instructions** copies as specified herein for furnishing the supplies or services in the schedules will be received at the Authority until **June 8, 2005** at **2:00 P.M.** local time .

If this is an advertised solicitation, offers will be publicly opened at that time.

CAUTION -- LATE OFFERS: See paragraph 6 of Solicitation Instructions.

All offers are subject to the following:
1. The Solicitation Instructions which are attached.
2. The General Provisions, which are attached.
3. The Schedule included herein and/or attached hereto.
4. Such other provisions, representations, certifications, and specifications, as are attached or incorporated herein by reference.

FOR INFORMATION CALL (No collect calls) Cathy Rooths - 202-962-2469 or Email - crooths@wmata.com

SCHEDULE

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	Paratransit Services for Maryland, Virginia and Washington, D.C. (See continuation of schedule on page 2)				

DUN & BRADSTREET ID NUMBER:

OFFEROR

Name and Address (Street, city, county, state, and zip code)

☐ Check if remittance is different from above — enter such address in Schedule

Name and Title of Person Authorized to Sign Offer (Print or Type)

Signature

Offer Date

AWARD (To be completed by The Authority)

ACCEPTANCE AND AWARD ARE HEREBY MADE FOR THE FOLLOWING ITEM(S):

ITEM NO.	QUANTITY	UNIT	UNIT PRICE

The total amount of this award is $ _____

Name of Contracting Officer (Print of Type)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

AWARD DATE

This page not used

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		
NAME OF OFFEROR OR CONTRACTOR:			

REVISED PRICE SCHEDULE

Base Year One - 66% Dedicated Vehicles
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

2. AVL units (222 each)

Mfg. Name_____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost year One)

3. MDC units (222 each)

Mfg. Name_____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)
$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)
$_____ (Van Unit Price)

6. Year One (1) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		
NAME OF OFFEROR OR CONTRACTOR: ***REVISED PRICE SCHEDULE***			
Base Year One - 66% Dedicated Vehicles ***Please refer to Notes to Bidders for pricing instructions***			

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Year One)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Year One)
	Total Cost Year One		$_____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR ONE
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR ONE - 66 % Dedicated Vehicles
Blended Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
'ehicle Insurance	$_____
uel	$_____
Other (Overhead)	$_____
Profit	$_____

Total $_____
Blended Hourly Rate

FLEET INFORMATION

7a. Fleet (Dedicated)	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Total Fleet Size	174	174	174	174	174	**174**
b. Maximum Weekday Vehicles Used	174	174	174	174	174	**174**
c. Maximum Saturday Vehicles Used	93	95	97	109	0	**109**
d. Maximum Sunday Vehicles Used	0	66	64	71	74	**74**
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	**-2**
f. Average Weekday Vehicles OOS	2	2	2	2	2	**2**

7b. Fleet (Supplemental)						
a. Total Fleet Size	15	14	15	9	9	**15**
b. Maximum Weekday Vehicles Used	15	14	15	9	9	**15**
c. Maximum Saturday Vehicles Used	0	0	0	0	0	**0**
d. Maximum Sunday Vehicles Used	0	0	0	0	0	**0**

7c. Fleet (Taxi)						
a. Total Fleet Size	54	54	41	41	21	**54**
b. Maximum Weekday Vehicles Used	54	54	41	41	21	**54**
c. Maximum Saturday Vehicles Used	27	37	32	28	0	**37**
d. Maximum Sunday Vehicles Used	0	50	62	43	38	**62**

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	243	242	230	224	204	**243**
b. Maximum Weekday Vehicles Used	243	242	230	224	204	**243**
c. Maximum Saturday Vehicles Used	120	132	129	137	0	**137**
d. Maximum Sunday Vehicles Used	0	116	126	114	112	**126**
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	**-2**
f. Average Weekday Vehicles OOS	2	2	2	2	2	**2**

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	9,139	11,478	11,590	9,791	2,020	**44,018**
b. Weekday Revenue Hours	7,554	9,536	9,604	7,819	1,512	**36,025**
c. Weekday Deadhead Hours	1,585	1,942	1,986	1,972	508	**7,993**
d. Weekday Service Miles	150,534	186,283	187,425	156,079	29,456	**709,777**
e.Weekday Revenue Miles	122,636	152,705	152,733	121,230	21,565	**570,869**
f. Weekday Deadhead Miles	27,898	33,578	34,692	34,849	7,891	**138,908**

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	922	936	977	1,066	0	**3,901**
b. Saturday Revenue Hours	739	765	783	875	0	**3,162**
c. Saturday Deadhead Hours	183	171	194	191	0	**739**
d. Saturday Service Miles	14,948	15,343	16,724	17,489	0	**64,504**
e. Saturday Revenue Miles	11,809	12,302	12,590	14,148	0	**50,849**
f. Saturday Deadhead Miles	3,139	3,041	4,134	3,341	0	**13,655**

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	637	589	659	700	**2,585**
b. Sunday Revenue Hours	0	507	470	508	549	**2,034**
c. Sunday Deadhead Hours	0	130	119	151	151	**551**
d. Sunday Service Miles	0	10,819	9,212	10,560	11,863	**42,454**
e. Sunday Revenue Miles	0	8,638	6,962	8,573	9,272	**33,445**
f. Sunday Deadhead Miles	0	2,181	2,250	1,987	2,591	**9,009**

8d. Total Service Operated (Dedicated)						
a. Service Hours	10,061	13,051	13,156	11,516	2,720	**50,504**
b. Revenue Hours	8,293	10,808	10,857	9,202	2,061	**41,221**
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	**9,283**
d. Service Miles	165,482	212,445	213,361	184,128	41,319	**816,735**
e. Revenue Miles	134,445	173,645	172,285	143,951	30,837	**655,163**
f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	**161,572**

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplemen	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Weekday Service Hours	288	308	317	163	50	1,126
b. Weekday Revenue Hours	288	308	317	163	50	1,126
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,079	2,670	2,577	1,490	582	9,398
e.Weekday Revenue Miles	2,079	2,670	2,577	1,490	582	9,398
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	0	1	2	1	0	4
b. Saturday Revenue Hours	0	1	2	1	0	4
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4	8	14	8	0	34
e. Saturday Revenue Miles	4	8	14	8	0	34
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	288	309	319	164	50	1,130
b. Revenue Hours	288	309	319	164	50	1,130
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,083	2,678	2,591	1,498	582	9,432
e. Revenue Miles	2,083	2,678	2,591	1,498	582	9,432
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	3,105	3,653	3,497	2,501	344	13,100
b. Weekday Revenue Hours	3,105	3,653	3,497	2,501	344	13,100
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	49,240	59,105	57,216	41,194	5,615	212,370
e.Weekday Revenue Miles	49,240	59,105	57,216	41,194	5,615	212,370
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	261	260	232	203	0	956
b. Saturday Revenue Hours	261	260	232	203	0	956
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4,118	4,605	3,796	3,556	0	16,075
e. Saturday Revenue Miles	4,118	4,605	3,796	3,556	0	16,075
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	259	261	170	207	897
b. Sunday Revenue Hours	0	259	261	170	207	897
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,507	4,881	3,312	3,872	16,572
e. Sunday Revenue Miles	0	4,507	4,881	3,312	3,872	16,572
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	3,366	4,172	3,990	2,874	551	14,953
b. Revenue Hours	3,366	4,172	3,990	2,874	551	14,953
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	53,358	68,217	65,893	48,062	9,487	245,017
e. Revenue Miles	53,358	68,217	65,893	48,062	9,487	245,017
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	13,715	17,532	17,465	14,554	3,321	66,587
b. Revenue Hours	11,947	15,289	15,166	12,240	2,662	57,304
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	9,283
d. Service Miles	220,923	283,340	281,845	233,688	51,388	1,071,184
e. Revenue Miles	189,886	244,540	240,769	193,511	40,906	909,612

As of 4/28/2005

f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	**161,572**

No. 10

APPENDIX F

WMATA Information Technology Standards

WMATA Information Technology Standard
Last Updated Date: February 10, 2005

Information System Operating Environment

The attached "Computer System Configuration Information" describes the WMATA mainframe, midrange and PC operating environments as of February 10,2005. Through the normal life cycle process the configurations(hardware and software) will change, due to new technology, upgrades and replacements. It is the responsibility of the contractor to provide hardware and software which is at the most current levels available and is compatible with the Authority's Information System environment at the time of system turnover and acceptance.

The Information Technology Department places some restrictions on access and/or use of the Authority's computer facilities and resources. The Computer Operations facility located at WMATA's headquarters building, is open 24 hours a day, seven days a week. However, databases are generally closed nightly (weekdays) for backups and reorganizations between 12:00A.M. and 6:00 A.M. Also on going database and system to be unavailable during this time. Contractors must notify the IT department in advance of anticipated mainframe, servers and or Local Area Network/Wide Area Network availability needs beyond the normal 8:00 A.A. to 6:00 P.M. work hours. Outages are also planned periodically for system upgrades and testing. The IT department advertises these as far in advance as possible. Unplanned outages occur very infrequently.

Contractors must notify the IT department in advance in writing of any resource requirements which the Contractor expects the Authority to provide such as LAN, Mainframe user accounts dial-in support or VPN access development and testing environments etc.

Dial-in support over normal telephone line or VPN support over broadband are available on a limited basis for local calls only. VPN on a existing broadband connection. Contractor will pay any telephone charges for long distance telephone calls associated with calling-back the Contractor for security. VPN, please reference WMATA VPN policy for more information.

Contractors must provide estimates for computer resources required for system implementation and the associated impact on existing systems including disk space requirements, communications lines, bandwidth, CPU consumption, transaction rates, database instances, Web servers, number of workstations, processor speeds etc.

In general systems implemented by the contractor should produce sub-second response times and have little or no impact on existing systems.

General Software Requirements

Commercial Off The Shelf(COTS) software is preferred.

Software must be fully compatible and integrated into ITSV's existing software application environment.

Standard Software

The contractor is expected to use WMATA standard software as listed. Any exceptions must be noted.

Mainframe: **CICS**
COBOL
Oracle Database
TCP/IP

Open System:
Oracle Application Server
Oracle Database
J2EE
Web Server
TCP/IP
Novell
Windows OS
Linux
IBM AIX
SUN Solaris

Custom Developed Software

Custom developed software should include all phases of system development life cycle including requirements analysis design programming testing debugging implementation and documentation. Period design reviews are required. Detailed design documents must be submitted for approval before commencing coding, testing and installation.

All database should be normalized. Custom designed databases must be submitted for prior approval. Data should be stored in display format to allow for easy data analysis with off-the-shelf reporting tools, without the need for complex conversions or table look ups.

Where possible, all data collection and transmission to or from outside companies/customers must be done through the Internet via the Authority's website. This provides a standard interface to all Authority customers. It alo alleviates software distribution and licensing problems, hardware incompatibilities and eliminates the need for additional hardware such as modem, switch, firewall, router, lines etc.

Reports

Standard reports should include:

Detail and Summary reports
Exception reports to identify errors, problems etc.
Reports with variable section and sort parameters AD Hoc reporting

Documentation

System documentation and user documentation must be provided for all software. The contractor will provide appropriate documentation on the functioning and flow of each program or routine. The documentation must be sufficient details for application programming support. All coding should be annotated and self documenting.

Training

The contract must provide training on all delivered software and hardware. The training should be in enough detail to allow the Authority's IT staff to operate, change, upgrade the software independent of the contractor.

Source Code

ITSV requires the contractor to provide all source code for modules which becomes part of the delivered application. This includes software written or supplied by the contractor.

Custom developed or customized code must conform to ITSV standards and naming conventions as specified in the ITSV standards and Procedures Handbook.

Development Tools (Web)

Web Database Development Tools
Oracle JDeveloper
Oracle Portal
Oracle 10g HTMLDB
Oracle PL/SQL - Web Tool Kit
Borland JBuilder (Bus Farebox)
Cold Fusion (PIMS)
Java Language
J2EE Industry Standard
HTML
JDBC
WebLogic Workshop
Peoplesoft Peopletools

Development Tools (Web) con't

Web Workflow Tools
- Oracle Workflow

Web Authorize Tools
- Microsoft Frontpage
- Macromedia Dreamweaver
- Adobe Acobat
- Adobe Web Collection:
  - Adobe Golive
  - Adobe Photoshop
  - Adobe Illustrator
  - Adobe LiveMotion

Web Reporting Tools
- Oracle Discoverer
- Oracle Report
- Hummingbird BI (Bus Farebox)

Data Warehousing
- Oracle Discoverer
- Oracle OLAP
- Oracle Express
- Hummingbird BI (Bus Farebox)

Client/Server
- Borland Delphi
- QuickReport
- Report Smith
- Digital Metaphors Report Builder
- Crystal Report
- Java Applet
- Oracle Jdeveloper
- ODBC

Web Application Server (J2EE)
- Oracle 9i Application Server- Apache Engine
- IBM WebSphere® Application Server
- BEA Weblogic
- Peoplesoft Tuxedo
- Maximo

Development Tools (Web) con't

Web Content Server
- Microsoft IIS
- Documentum

BBS
- WebBoard

Document Management System
- Documentum Suite

Web Browser
- Microsoft IE
- Netscape

IT Standard - Supported Desktop Applications

Corel WordPerfect Suite
- Corel Paradox
- Corel Quattro Pro
- Corel WordPerfect
- Corel Presentations

Microsoft Office
- Word
- Excel
- PowerPoint

Adobe
- Acrobat Reader/Writer
- Excel
- PowerPoint

Email Client
- Novell Groupwise
- Microsoft Outlook

Oracle Database
- Personnel Edition
- Lite

IT Standard - Supported Database System

Oracle 8, 8i, 9i, and 10g
Microsoft SQL Server 2000, 2003
CA-Datacom

IT Standard - Supported Operating System

Microsoft Windows NT 4.0
Microsoft Windows 2000 Professional/Server/Advance Server/Data Center Server
Microsoft Windows 2003 Professional/Server/Advance Server/Data Center Server
Novell OES Netware, Linux
Linux
Sun Solaris 8+
HP/COMPAQ True 64(ROCS Only)
IBM AIX 5L+
IBM Z/OS

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) _____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

. AVL units (11 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Year Two)

3. MDC units (11 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Year Two)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X _____ 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)
$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X _____ 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)
$_____ (Van Unit Price)

6. Year Two (2) Non-vehicle fixed cost _____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Year Two
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Year Two
	Total Cost Year Two						$_____

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description					***Monthly Cost***		***Total Price***
1. AVL units (14 each)							
Mfg. Name_____					$_____ Unit Price	=	$_____ Total Cost Year Two
2. MDC units (14 each)							
Mfg. Name_____					$_____ Unit Price	=	$_____ Total Cost Year Two
3. Lease of vehicles/sedans $_____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost	=	$_____ Total Cost Year Two
4. Lease of vehicles/vans $_____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost	=	$_____ Total Cost Year Two
5. Year Two (2) Non-vehicle fixed cost	12 Number of Months	X			$_____ Per Month Cost	=	$_____ Total Cost Year Two
6. Blended Hourly Rate	_____ Number of Hours	X			$_____ Hourly Rate	=	$_____ Total Cost Year Two
7. Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$_____ Per Trip Cost	=	$_____ Total Cost Year Two

TOTAL ***$***_____

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BASE YEAR TWO
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR TWO - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
'ehicle Insurance	$_____
uel	$_____
Other (overhead)	$_____
Sub-total	$_____
Profit	$_____
Total	$_____ ***Blended Hourly Rate***

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) _____12_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

2. AVL units (30 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Year Three)

3. MDC units (30 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Year Three)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price)

_____ (No. of Vehicles) X _____12_____ (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

5. Lease of vehicles/vans

$_____ (Van Unit Price)

_____ (No. of Vehicles) X _____12_____ (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

6. Year Three (3) Non-vehicle fixed cost

_____12_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

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NAME OF OFFEROR OR CONTRACTOR: ***REVISED PRICE SCHEDULE - 66% Dedicated Vehicles***			
Base Year Three ***Please refer to Notes to Bidders for pricing instructions***			

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Year Three
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Year Three
	Total Cost Year Three						$_____

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description						***Monthly Cost***		***Total Price***
1.	AVL units (36 each)								
	Mfg. Name_____						$_____ Unit Price	=	$_____ Total Cost Year Three
2.	MDC units (36 each)								
	Mfg. Name_____						$_____ Unit Price	=	$_____ Total Cost Year Three
3.	Lease of vehicles/sedans $_____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost		=	$_____ Total Cost Year Three
4.	Lease of vehicles/vans $_____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost		=	$_____ Total Cost Year Three
5.	Year Three (3) Non-vehicle fixed cost	12 Number of Months	X	$_____ Per Month Cost				=	$_____ Total Cost Year Three
6.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate				=	$_____ Total Cost Year Three
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost				=	$_____ Total Cost Year Three

TOTAL ***$***_____

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BASE YEAR THREE
66% Dedicated Non-Vehicles Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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BASE YEAR THREE - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Four

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

2. AVL units (15 each)

Mfg. Name_____ $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

3. MDC units (15 each)

Mfg. Name_____ $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

$_____ (Van Unit Price)

6. Year Four (4) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Four

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Year Four
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Year Four
	Total Cost Year Four						$_____

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Four
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description						***Monthly Cost***		***Total Price***
1. AVL units (18 each)								
Mfg. Name _____						$ _____ Unit Price	=	$ _____ Total Cost Year Four
2. MDC units (18 each)								
Mfg. Name _____						$ _____ Unit Price	=	$ _____ Total Cost Year Four
3. Lease of vehicles/sedans $ _____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		=	$ _____ Total Cost Year Four
4. Lease of vehicles/vans $ _____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		=	$ _____ Total Cost Year Four
5. Year Four (4) Non-vehicle fixed cost	12 Number of Months	X	$ _____ Per Month Cost				=	$ _____ Total Cost Year Four
6. Blended Hourly Rate	_____ Number of Hours	X	$ _____ Hourly Rate				=	$ _____ Total Cost Year Four
7. Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$ _____ Per Trip Cost				=	$ _____ Total Cost Year Four

TOTAL ***$*** _____

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NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR FOUR
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR FOUR - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
Fuel	$_____	
Other (overhead)	$_____	
Sub-Total		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) — 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

. AVL units (36 each)

Mfg. Name _____ $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

3. MDC units (36 each)

Mfg. Name _____ $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)
$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)
$_____ (Van Unit Price)

6. Year One (1) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year One

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Opt 1 Yr. 1
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Opt 1 Yr. 1

Total Cost Option 1 Year One $_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
1.	AVL units (44 each)							
	Mfg. Name_____					$_____ Per Month Cost	=	$_____ Total Cost Opt 1 Yr. 1
2.	MDC units (44 each)							
	Mfg. Name_____					$_____ Per Month Cost	=	$_____ Total Cost Opt 1 Yr. 1
3.	Lease of vehicles/sedans	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost	=	$_____ Total Cost Opt 1 Yr. 1
	$_____ Sedan Unit Price							
4.	Lease of vehicles/vans	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost	=	$_____ Total Cost Opt 1 Yr. 1
	$_____ Van Unit Price							
5.	Year One (1) Non-vehicle fixed cost	12 Number of Months	X			$_____ Per Month Cost	=	$_____ Total Cost Opt 1 Yr. 1
6.	Blended Hourly Rate	_____ Number of Hours	X			$_____ Hourly Rate	=	$_____ Total Cost Opt 1 Yr. 1
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$_____ Per Trip Cost	=	$_____ Total Cost Opt 1 Yr. 1

TOTAL ***$***_____

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NAME OF OFFEROR OR CONTRACTOR:			

Option 1 - Year One
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year One - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

. AVL units (41 each)

Mfg. Name_____ $_____ (Unit Price) = $_____ (Total Cost Opt 1 Yr. 2)

3. MDC units (41 each)

Mfg. Name_____ $_____ (Unit Price) = $_____ (Total Cost Opt 1 Yr. 2)

4. Lease of vehicles/sedans $_____ (Sedan Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

5. Lease of vehicles/vans $_____ (Van Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

6. Year Two (2) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Opt 1 Yr. 2
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Opt 1 Yr. 2
	Total Cost Option 1 Year Two						$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	AVL units (50 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Opt 1 Yr. 2
2.	MDC units (50 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Opt 1 Yr. 2
3.	Lease of vehicles/sedans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost =	$ _____ Total Cost Opt 1 Yr. 2
	$ _____ Sedan Unit Price						
4.	Lease of vehicles/vans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost =	$ _____ Total Cost Opt 1 Yr. 2
	$ _____ Van Unit Price						
5.	Year Two (2) Non-vehicle fixed cost	12 Number of Months	X			$ _____ Per Month Cost =	$ _____ Total Cost Opt 1 Yr. 2
6.	Blended Hourly Rate	_____ Number of Hours	X			$ _____ Hourly Rate =	$ _____ Total Cost Opt 1 Yr. 2
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$ _____ Per Trip Cost =	$ _____ Total Cost Opt 1 Yr. 2
						TOTAL	***$*** _____

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NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year Two
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

2. AVL units (47 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 1)

3. MDC units (47 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 1)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

$_____ (Van Unit Price)

6. Year Two (2) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr. 1)

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehciles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description			***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate	=	$_____ Total Cost Opt 2 Yr. 1
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips		$_____ Per Trip Cost	=	$_____ Total Cost Opt 2 Yr. 1
	Total Cost Option 2 Year One					$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description						***Monthly Cost***	***Total Price***
1.	AVL units (47 each)							
	Mfg. Name _____						$ _____ Unit Price	= $ _____ Total Cost Opt 2 Yr. 1
2.	MDC units (47 each)							
	Mfg. Name _____						$ _____ Unit Price	= $ _____ Total Cost Opt 2 Yr. 1
3.	Lease of vehicles/sedans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 2 Yr. 1
	$ _____ Sedan Unit Price							
4.	Lease of vehicles/vans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 2 Yr. 1
	$ _____ Van Unit Price							
5.	Year One (1) Non-vehicle fixed cost			12 Number of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 2 Yr. 1
7.	Blended Hourly Rate			_____ Number of Hours	X	$ _____ Hourly Rate		= $ _____ Total Cost Opt 2 Yr. 1
8.	Blended Trip Rate for Non-dedicated vehicles			_____ Number of Trips	X	$ _____ Per Trip Cost		= $ _____ Total Cost Opt 2 Yr. 1

TOTAL ***$*** _____

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Option 2 - Year One
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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Option 2 - Year One - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Sub-Total		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

. AVL units (54 each)

Mfg. Name_____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 2)

3. MDC units (54 each)

Mfg. Name_____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 2)

4. Lease of vehicles/sedans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

$_____ (Sedan Unit Price)

5. Lease of vehicles/vans _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

$_____ (Van Unit Price)

6. Year Two (2) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr. 2)

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Option 2 - Year Two ***Please refer to Notes to Bidders for pricing instructions***			

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate	=		$_____ Total Cost Opt 2 Yr. 2
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost	=		$_____ Total Cost Opt 2 Yr. 2
	Total Cost Option 2 Year Two						$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	AVL units (65 each)						
	Mfg. Name_____					$_____ Unit Price =	$_____ Total Cost Opt 2 Yr. 2
2.	MDC units (65 each)						
	*fg. Name_____					$_____ Unit Price =	$_____ Total Cost Opt 2 Yr. 2
3.	Lease of vehicles/sedans $_____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X $_____ Per Month Cost	=	$_____ Total Cost Opt 2 Yr. 2
4.	Lease of vehicles/vans $_____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X $_____ Per Month Cost	=	$_____ Total Cost Opt 2 Yr. 2
5.	Year Two (2) Non-vehicle fixed cost	12 Number of Months	X	$_____ Per Month Cost		=	$_____ Total Cost Opt 2 Yr. 2
6.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate		=	$_____ Total Cost Opt 2 Yr. 2
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost		=	$_____ Total Cost Opt 2 Yr. 2

TOTAL ***$***_____

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Option 2 - Year Two
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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Option 2 - Year 2 - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED

Notes to Bidders/Offerors
Pages 31 - 32

NOTES TO BIDDERS/OFFERORS

1. All Price Schedule pages for the Base Years, Option Periods, Itemized Non-Vehicle Fixed Costs, Itemized Blended Hourly Rate and Price Summary are to be completed and submitted with the Cost Proposal.

2. The Total Proposal Price will be the sum of the Base Years and Option Periods One and Two.

3. All extensions of the unit prices shown will be subject to verification by the Authority. In case of variation between the unit prices and the extension, the unit price will be considered the bid.

4. Fuel Adjustments - Fuel Price Escalation/De-escalation Provision

This price escalation/de-escalation provision will be utilized in the event of a twenty percent (20%) increase/decrease in the price of fuel, based on the index listed below. The price of fuel will be evaluated every year on the anniversary of the contract award date. If the rate is readjusted, the new rate will prevail for the following year and the blended hourly rate will be adjusted accordingly.

The initial contract "baseline" price for gasoline will be the current On-Highway Diesel Price per gallon, including all taxes, in effect on the Monday prior to the date of the award of the Contract. This price is based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

The Contractor will obtain the most current rate as published on the Energy Information Administration Gasoline/Diesel Fuel Index when developing their cost proposal and best and final offer (if requested).

If the price of fuel, as indicated by the previously specified index, should escalate/de-escalate by twenty percent (20%) or more during the preceding twelve month period, the differential (average) percentage will be computed. That percentage will be multiplied by the proportionate % amount of fuel cost contained within the total cost breakdown that forms the basis for the contractor's best and final offer of the blended hourly rate. The product of that calculation will be used to increase/decrease the blended hourly rate for the following twelve month period.

Example:

Baseline Gasoline/Diesel Price = $ 1.86 per gallon.
Average price (based on the index) for the preceding 12 month period evaluation period = $ 2.47 (33% escalation).
Rate per revenue hour (includes diesel fuel cost per hour) = $40.00
Rate per revenue hour $40.00 x 5% (Proportionate amount of fuel to total cost in contractor's proposal) = $2.00 (33% price increase less 20%) $2.00 x 13% = $ .26 per revenue hour
In the example cited above. the blended hourly rate would be increased by $.26 .

NOTES TO BIDDERS/OFFERORS CONTINUED

5. The AVL and MDC quantities have been revised to reflect the correct quantity for the out years of the contract. Quantities provided are ***estimates*** based on Vehicle Requirements, Appendix C.

6. For comparison purposes only, the Authority requires the cost information for Dedicated Vehicles Fleet at 80%. Items that will be affected are AVL/MDC's, lease of vehicles, sedans/vans and non-vehicle fixed costs.

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Section 5 - 5.2.2
Incentives and Disincentives
Pages 134 - 137

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5.2.2 Incentive and Disincentives

Incentives and disincentives will be provided in the following categories: on-time performance, missed trips, productivity (customer trips per hour), total complaints, safety (passenger injuries) and telephone response time. The monthly incentive if all performance standards are attained is $125,000. The performance standards, incentives, and disincentives included herein are based on anticipated improvements from current performance levels. While reducing cost per trip is important, the PM must strive at all times to provide service in a manner which also maximizes customer service.

1. On-Time Performance

On-time performance shall be measured based on the difference between scheduled pick - up time as reflected on the drivers' manifests and actual pick - up times as recorded on the vehicles MDC for dedicated providers and recorded on drivers' manifests for non-dedicated providers and taxis. The incentive for on-time performance will not be paid where the on-time performance is not based on documentation provided by the AVL/MDC devices for dedicated vehicles and by WMATA for non-dedicated vehicles and taxis.

The On-Time Performance portion of the incentive payment will be calculated as follows:

a. For dedicated vehicles equipped which shall be equipped with AVL/MDC terminals, on-time performance will be determined solely by the time stamp data captured by the AVL/MDC equipment. The contractor will provide WMATA with this AVL/MDC data in a form specified by WMATA and shall not, in any way, alter, modify, or correct the time stamp data. The AVL/MDC data shall account for no less than ninety-five percent (95%) of trips provided by dedicated vehicles. In the event that the AVL/MDC data accounts for fewer than 95% of trips, the on-time performance incentive payment will not be paid.

b. For non-dedicated vehicles and taxis, WMATA will verify on-time performance by randomly sampling not less than one percent (1%) and not more than three percent (3%) of non-dedicated vehicle trips. At no cost to the contractor, WMATA will use its own personnel to randomly observe the exact time that the non-dedicated vehicle arrives for pick-up. Arrival time shall be documented by digital photograph with time and date. These observations shall be the sole basis of determining whether non-dedicated vehicle trips met the on-time performance goal.

c. In calculating on-time performance, "no shows" shall be counted as "on-time" and "vehicle no shows" or "missed trips" shall be counted as "late."

d. The average on-time performance for dedicated and non-dedicated vehicles will be computed by adding the total number of dedicated and non-dedicated trips measured in accordance with Section 5.2.2 (1 A and B).

To compute the percentage of those trips that arrive within the on-time window, the number of on-time trips in Section 5.2.2, 1A will be added to the number of on-time trips in Section 5.2.2, 1B and that number will be divided by the total number of completed trips plus missed trips.

The PM shall be entitled to earn an incentive payment in the amount of $30,000 if the on-time performance is 95% or greater. Where on-time performance is 92% or lower, WMATA will assess a disincentive in the amount of $30,000. Where on-time performance is less than 93.5%, the PM will meet with WMATA staff to confer about the reasons for lower on-time performance and develop solutions to improve performance.

2. *Missed Trips/Excessively Late Trips*

Missed trip shall mean any trip not performed, other than a "Customer late cancellation" or "Customer No-Show", because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip. Excessively late trip shall mean a trip, which arrives more than 30 minutes outside of the scheduled pick-up window, and the customer accepts the trip.

The contractor shall be entitled to earn an incentive payment of $30,000 per month if missed trips and excessively late trips do not exceed 1.00% of completed trips for the month. If missed trips and excessively late trips exceed 1.5% of completed trips for the month, the PM will be assessed a disincentive of $12,500. Where missed trips and excessively lat trips are greater than 1.25%, the PM will meet with WMATA staff to confer about the reasons for the increased number of missed trips and excessively late trips and develop solutions to improve performance.

3. *Productivity (Customer Trips Per Hour)*

Productivity shall mean a measure of service efficiency based on the percentage of revenue hours in which the contractor has completed trips. Productivity shall be measured by the total number of MetroAccess customer (registrant) trips completed per the total number of revenue hours. Personal Care Attendants (PCAs), companions, or children under the age of five years old who accompany customers shall not be counted as trips for the purpose of measuring productivity. The PM shall be entitled to earn an incentive payment in the amount of $30,000 if productivity is 1.4 or greater. If productivity is 1.1 or lower, WMATA will assess a disincentive in the amount of $30,000. Where productivity is less than 1.25 trips per hour, the PM will meet with WMATA staff to confer about the reasons for lower productivity and develop solutions to improve productivity.

It is expected that productivity will increase each year of the contract. Accordingly, the PM is required to achieve the anticipated productivity. The anticipated productivity for the life of the contract is as follows:

Productivity Chart

CY 2006	1.25 trips per hour
CY 2007 - 2008	1.35 trips per hour
CY 2009 - 2013	1.45 trips per hour

The proposal shall fully describe how the PM shall fulfill this requirement.

4. Safety: Passenger Injuries

Passenger injuries shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital or medical facility from the scene of the accident. The PM shall be entitled to earn an incentive payment in the amount of $22,500 if passenger injuries are below 2.5 per 100,000 trips. If passenger injuries greater than 3.3 per 100,000 trips, WMATA will assess a disincentive in the amount of $22,5000. Where passenger injuries are greater than 2.90 per 100,000 trips, the PM will meet with WMATA staff to confer about the reasons for decreased passenger safety and solution to improve performance.

5. Complaints Against the PM

Complaints against the PM will include complaints from or on behalf of customers or the general public concerning the PM or the PM's subcontractors under this agreement. They do not include complaints against WMATA policies or complaints about eligibility determinations. Complaints will not be counted if the PM demonstrates that they are without merit. The PM shall be entitled to earn an incentive payment in the amount of $20,000 if total customer complaints are below on (1) per thousand trips requested. If customer complaints are above five (5) per thousand trips requested. WMATA will assess a disincentive in the amount of $20,000. Where total complaints exceed three (3) per thousand trips requested, the PM will meet with WMATA staff to confer about the reasons for the increased complaints and develop solutions to improve performance.

6. Telephone Response Time - Incoming Calls

Telephone response time shall mean a measure of service efficiency based on the percentage of total calls offered, which are answered within two minutes, with the average talk time no more than two minutes, and the call abandonment rate less than four percent. The PM shall be entitled to earn an incentive payment in the amount of $10,000 if telephone response time is 95% or greater. If telephone response time is 92% or lower, WMATA will assess a disincentive in the amount of $10,000. Where telephone response time is less than 93 percent, the PM will meet with WMATA staff to confer about the reasons for increased telephone response time and develop solutions to improve performance.

Contract Incentives and Disincentives

Performance Factors	*Incentive/ Disincentive Amount*	*Incentive*	*Goal*	*Disincentive*
On-Time Performance	*$30,000*	*95%*	*93.5%*	*92%*
Missed Trips/Excessively Late	*$30,000*	*1.0%*	*1.25%*	*1.5%*
Productivity: Customer Trips per Hour	*$30,000*	*1.4*	*1.25*	*1.1*
Safety: Passenger Injuries	*$10,000*	*2.5/100,000*	*2.9/100,000*	*3.3/100,000*
Total Complaints	*$15,000*	*1/1,000*	*3/1,000*	*5/1,000*
Telephone Response Time	*$10,000*	*95%*	*93%*	*91%*

5.2.3 Disincentive Exceptions

Disincentives will not be assessed if the PM's performance fails to meet the goals due to extraordinary and/or unanticipated occurrences beyond the control and without the fault or negligence of the PM or its subcontractors. Examples include vehicle recalls, labor strikes, earthquakes, fires and/or floods that result in performance below the stated goals. Traffic congestion or accidents are not acceptable reasons for poor performance.

Disincentives will also not be assessed if performance below the baseline results from policies imposed by WMATA on the PM and the PM advises WMATA that the new policies will affect performance goals. The baseline service performance levels will be adjusted to reflect changes resulting from any policy changes required by WMATA, if necessary. Examples of such potential policy changes could include changing the on-time performance window or dwell time when picking up passengers.

REVISED

Section 6 - 6.2
Employee Recruiting, Selection, Training and Placement
Pages 140 - 146

6.2 *Employee Recruiting, Selection, Training and Placement*

The PM is responsible for recruiting, selecting, training and supervising all PM employees. A detailed description of the procedures to recruit, select, train and retrain employees shall be submitted. The PM shall also describe the procedures to ensure and document that -- prior to being placed "in service" -- all employees of the PM or its subcontractor's who interact with persons with disabilities receive the mandatory sensitivity training required by federal regulations.

6.2.1 *REVISED*

The PM shall have in its employment, at all times, sufficient numbers of qualified staff to execute the requirements of this contract. WMATA reserves the right to change the number of staff required by providing the PM with at least 30 days notice of the required change.

The PM's staff shall, at all times, present themselves and carry out their functions in a highly professional manner, befitting their role of customer service representatives. The PM shall employ methods that will ensure a positive public perception of WMATA and utilize industry standard operations and guidelines for customer service.

Each PM employee working on this contract shall be a citizen of the United States or an alien who has been lawfully admitted for permanent residence as evidenced by an alien registration receipt card. The term employee in this specification shall refer to employees of the PM or employees of the subcontractor(s) used by the PM to erform these services.

Each employee must be sufficiently versed in the English language to be able to communicate effectively, both orally and in writing, with WMATA staff and MetroAccess patrons in performing their assigned responsibilities. All PM employees under this contract are expected to be able to comprehensively understand questions asked by patrons and WMATA staff and respond in a clear, coherent and understandable manner in English. Any employees found to have insufficient command of the English language by WMATA staff shall be reported to the PM for immediate replacement. WMATA encourages the employment of multilingual employees.

All PM employees who must operate vehicles as part of their job duties, must have and maintain a valid driver's license issued by Virginia, Maryland, or the District of Columbia. The PM shall also ensure that each successful candidate has on file a statement from a licensed physician that they are medically fit to drive. These employees must provide proof of such license and physician's statement prior to the commencement of their employment on this Contract. The Contract must also confirm the validity of the driver's licenses every six months. The PM will be required to report and/or remove any employee whose license is invalidated or suspended.

Person(s) undergoing sentence of imprisonment, except as provided by Public Law 89-176, September 10, 1965 (18 U.S.C. 4082)©)(2) and Executive Order 11755, December 29, 1973, as amended, will not be employed by the PM in connection with this contract.

Background checks of all PM employees working on this contract will be required. WMATA will provide the PM with background check consent forms that the PM's employees must complete and sign. The forms will require the employee's to provide their full legal name, including middle initial if applicable, as well as their social security number in addition to other information that will be pertinent to the background check. Upon receipt of the signed forms, WMATA will arrange for background checks including criminal court searches and social security number verifications on all employees. These background checks are expected to take seven (7) business days for processing, so the PM must allow sufficient time for completion. WMATA will pay for up to 100 background checks. Subsequent background checks will be arranged by WMATA but funded by the PM. The cost per background check is not expected to exceed $35.

The PM shall provide WMATA with a directory of phone numbers including office, cell phone, and home phone numbers for all management employees assigned to this contract or who have a direct role over contract functions and any senior management to whom these people directly report.

WMATA acknowledges that the PM has the right and obligation to hire, train, and dismiss personnel to carry out the contract requirements. However, deficiencies in performance, noted by WMATA, on the part of PM employees shall be brought to the PM's attention for the PM's immediate corrective action. Upon WMATA's requirement and notification, without need of any previous warning or notice by WMATA, the PM shall remove from employment at any WMATA facility any employee(s) that WMATA determines: (1) cannot effectively speak or write the English language, (2) are careless or fraudulent with report forms and/or receipts, (3) are not well groomed or in full uniform, (4) are careless with or cause harm to WMATA equipment and/or facilities, (5) are not polite and courteous to MetroAccess patrons or WMATA employees, or (6) who violate any WMATA policies including the acceptance of gratuities. The PM assumes all liability and agrees to hold WMATA harmless from any subsequent claims or actions on behalf of the employee(s).

The PM shall maintain and provide WMATA with an employee roster which will identify the names of all drivers who are assigned duties under the MetroAccess program to ensure that drivers do not work for more than one carrier and that driver's who are terminated by their respective employers or are otherwise removed from providing service under the MetroAccess program are not hired by another subcontractor of the PM.

The PM shall also maintain a list of all employee names with Social Security Numbers who are terminated by the PM while working under this contract for reasons of performance or rule violations. This list shall be kept updated and a copy given to WMATA on a monthly basis.

The wages paid to all non-probationary parking customer assistance representatives and non supervisory level employees shall be not less than $2.00 over the Federal Minimum Wage, but no less than the minimum wage established by the jurisdiction in which the employee works, i.e., Maryland, Virginia and the District of Columbia. The PM shall provide a benefits package, which shall include health care services, having a value to employees of not less than 25% of the employee's base hourly wages. The benefits package may include sick and annual leave, but shall exclude any governmentally imposed FICA, unemployment or workers compensation taxes and charges. The Federal Minimum Wage currently, established is $5.15 per hour, will be in force on the first day of this contract, but is subject to escalation. A probationary period, if any, shall last not more than three months.

No PM employee shall accept payment, gratuities, or other forms of compensation for service provided. Any PM employee found in violation of this policy will face release from the Contract.

6.2.2 - DELETED

6.2.3 Driver Training

Driver training shall consist of at a minimum the following courses: vehicle orientation, defensive driving, accidents and vehicle emergencies procedures, basic first aid, map reading, fare structure and collection, schedule reading and completion, system familiarization, mobile two-way vehicle and land-line communications, use of AVL's/MDC's and customer assistance requirements. The specifics of the courses required by the PM shall be consistent for all of the providers. All MetroAccess and PM personnel, will be trained in a Customer Sensitivity Course, as mandated by federal regulations. Training shall be provided by the PM. The course content shall be approved by WMATA. The PM must provide an annual minimum of eight hours behind the wheel training for each driver on an on-going basis to be followed by a formal evaluation of driving skills lasting at least one hour. Further, drivers should be re-certified annually. The PM shall describe the process/procedures to be followed for annual driver re-certification.

As part of the driver training program, WMATA staff will provide and conduct training on WMATA's mission, goals, espoused values, drug and alcohol testing requirements, as well as, other areas of importance to WMATA.

6.2.4 Driver Dress Code

Dedicated MetroAccess drivers are required to wear uniforms. The uniform shall consist of a white blouse or shirt with pocket, dark blue slacks or trouser, a dark baseball type cap (optional) and depending upon the season, a dark blue jacket and other dark blue outer garments. Shoes shall be black and serviceable having flat, non-skid soles. No high heels, tennis shoes or open sandals are allowed. Tee-shirts, tank tops, jeans and shorts are prohibited. The PM shall ensure that the drivers adhere to the dress code and take appropriate corrective action if the driver(s) fail to comply with the dress code.

No driver shall wear or display any insignia, patch or emblem other than those supplied by the carrier and approved by WMATA. Each driver shall wear an identification badge supplied by the PM to be worn on the shirt, blouse or jacket in a manner visible to customers. The badge will state the carrier and driver's name and the word "MetroAccess". Each driver must carry an accurate timepiece. Each driver is to verify the time with dispatch at least once each day, preferably prior to leaving the garage or during shift change.

6.2.5 Drivers Requirements

Drivers shall report to dispatch any service problems as they occur, including but not limited to: accidents, injuries, vehicle condition, manifest errors, schedule adherence problems, customer no-show, traffic condition, customer behavior problems, excessive customer assistance requirement, customer identification problems, fare payment problems, and any other clarification required by the driver.

Drivers are required to conduct 100 percent ID card checks and validations of all customers for all trips (See Appendix - A for policy) and to be knowledgeable about the WMATA paratransit fare tariff and any changes in the fare tariff communicated by WMATA to the PM.

6.2.6

Drivers shall inspect their vehicles prior to pull-out. Any equipment malfunctions shall be reported to dispatch. Equipment malfunctions included, but are not limited to the following: inoperable wheelchair lifts, inoperable AVL/MDC's, inoperable heating or cooling, cracked mirrors or windshields. The PM shall develop a checklist for the drivers to use in their daily inspection. The checklist shall be provided to dispatch prior to pull-out. Determination to "pull" a vehicle off the road is the responsibility of the dispatch, in coordination with the PM.

6.2.7

Drivers of dedicated vehicles shall activate and log-on their respective MDC upon pullout. Drivers of dedicated vehicles are required to process customer and trip information, including time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs, using the MDC. For supplemental vehicles and taxicabs, drivers are required to ACCURATELY, LEGIBLY and COMPLETELY record on the daily vehicle manifest the time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs at the times of the trips. Altered, illegible or incomplete manifests will not be accepted and the PM may not invoice WMATA for the time involved with any trip where the trip ticket or manifest is altered, inaccurate, illegible, or incomplete.

.2.8

Drivers shall be required to fulfill the daily vehicle manifest, carrying out each pick up, drop-off and other stop in the sequence given. Unauthorized deviation from the schedule sequence or falsification of information (written or oral) by the driver is sufficient grounds to remove the driver from service. Unauthorized deviation from the schedule includes, but is not limited to, running errands and/or side trips for the customer that have not been scheduled. In instances where manifests are used, the original manifest will be made available to the AR to review for alterations, accuracy, legibility, and completeness. The AR will review the documents for on-time performance. For non-dedicated and supplemental vehicles where AVL/MDC's are not available, drivers will use the manifest to document the trips. The AR will review manifests as part of the reconciliation of on-time performance goals.

6.2.9

Drivers shall assist customers unable to sign a trip ticket by signing for them and noting on the ticket that the driver has done so. In the event that a driver cannot locate a customer upon arrival, the driver will immediately contact dispatch for assistance. Dispatch will attempt by telephone to locate the customer and will provide further instructions to the driver. The driver will not leave the pick up location until authorized to do so by carrier dispatcher. Prior to leaving the pick up location the driver will use the MDC device to document his/her location. Where the vehicle is not equipped with an MDC device, the driver shall note the no-show and the arrival and departure times on the trip ticket and driver manifest. If not supported, the PM may not invoice for the time involved in traveling to the pick up location.

For service provided using dedicated vehicles, each customer no-show shall be supported by a report from the AVL/MDC (See Appendix - A for policy). If not supported, by AVL/MDC, the PM may not invoice for the time involved in traveling to the pick up location.

6.2.10

Drivers will notify the PM's central dispatch in instances when they arrive at a pick up or drop-off location more than 15 minutes ahead or behind schedule. The PM's central dispatch shall document each occurrence of early or late arrival and provide a daily report to the PM and the AR.

MetroAccess schedules trips to specific times, within a 30-minute pick up window. Once vehicles arrive at the designated pick up location, the drivers must wait ten (10) minutes for customers to arrive. Drivers will contact dispatch for instructions whenever customers do not arrive at the designated pick- up locations within ten (10) minutes after the vehicles arrive. In no instance will the driver leave without authorization from his/her dispatcher. (See Appendix - A)

REVISED

Appendix B
Paratransit Glossary
Pages 174 - 178

Glossary

The following terms use in this Contract shall, except where, by the context, it is clear that another meaning is intended, be construed as follows:

1. **"Accident"** shall mean an event causing property damage or any personal injury that occurs during the carrier's operation of any Revenue Vehicle in MACS service.

2. **"Add-Ons"** or **"Trip Insertions"** shall mean trips not included in the daily Manifest that are dispatched real-time to the Vehicle Operator.

3. **"Amendment"** shall mean the additional Contract provisions relating to the Contract issued in writing by the Authority prior to the Award Date.

4. **"American with Disabilities Act of 1990"** or **"ADA"** shall mean the Federal civil rights legislation, 42 U.S.C. §§ 12101 et. seq. and 49 U.S.C. § 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; and Section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. § 1612, requiring, among other things, that paratransit service comparable to fixed route service be provided to persons with disabilities who meet ADA paratransit eligibility criteria.

5. **"Assistive Device"** shall mean devices used by physically disabled persons for mobility and/or communication such as canes, walkers, oxygen equipment, etc.

6. **"Authority"** or **"Metro"** or **"WMATA"** shall mean Washington Metropolitan Area Transit Authority, an interstate compact agency which by the terms of its enabling legislation, Public Law No. 89-774, 80 Statutes 1324 (1966) codified at D.C. Code § 9-1107.01 (2001 Ed.), is a common agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia.

7. **"Authority Representative" or "AR" -** The Authority Representative is the person responsible for post award execution of an authority contract in the most effective, economical, and timely manner. The Authority Representative is the Authority's primary point of contact with the Contractor. The Authority Representative may, at his or her discretion, delegate certain responsibilities to other designees. Unless the Contractor is directed to the contrary, all correspondence with respect to this Contract shall be sent to the Authority Representative.

8. **"Automated Reservation & Scheduling System"** shall mean the automated reservation, scheduling and dispatch software system, used by the contractor to provide centralized trip reservation and scheduling.

9. **"Automatic Vehicle Locator"** (**"AVL"**) shall mean a computerized system that utilizes a global positioning system with mobile data computers to produce two-way wireless data communication concerning the speed and directional movement of subject vehicle(s) via dynamic, graphic display screen at remote dispatch/control location(s).

10. **"Carrier"** or **"Provider"** shall mean an operator of the MACS service; also referred to as the Contractor's driver of a Revenue Vehicle, including dedicated and non-dedicated vehicles and taxis.

11. **"Companion"** shall mean any person accompanying a MACS Customer other than the Personal Care Attendant.

12. **"Collision"** shall mean contact between the MACS Revenue Vehicle with any other object(s), to include vehicle(s), person(s), and/or other fixed object.

13. **"Contract"** or **"Contract Documents"** shall mean the Attachments, Appendix, Contractor's Proposal, General Provisions, Information For Proposers, Special Provisions, Schedules deemed included (if any), Technical Specifications (if any), Scope of Work, all Addenda hereafter issued (if any), and the Notice of Award.

14. **"Contracting Officer's Technical Representative"** (**"COTR"**) shall mean the WMATA employee who will act as the principle point of contact with the Contractor for purposes of contract administration and daily operations.

15. **"Contractor"** or **"PM"** shall mean the Proposer to whom this Contract is awarded. For convenience, the Contractor may be hereinafter referred to as if the Contractor were an individual. The word "he" shall, as the sense may require include "she," "it" and "they"; the word "him" shall include "her," "it" and "them"; and the word "his" shall include "her," "its" and "their".

16. **"Customer"** shall mean an individual with disabilities who WMATA has determined meets ADA paratransit eligibility criteria and has been issued a MACS identification card.

17. **"Customer No-Show"** shall mean the failed to meet the vehicle as scheduled, declines the trip or is unable for any reason to take the trip when the Vehicle Operator has arrived and waited for the Customer in accordance with the Contract standards and procedures.

18. **"Dedicated Service"** shall mean paratransit service performed by dedicated vehicles.

19. **"Dedicated Vehicles"** shall mean Revenue Vehicles purchased by the Contractor exclusively for performance of MACS paratransit service. Dedicated vehicles, includes accessible wheelchair vans and full-size sedans.

20. **"Dispatcher"** shall mean the individual responsible for directing, monitoring and communicating with Vehicle Operators/Providers.

21. **"Excessively Late Trip"** shall mean a trip, which arrives more than thirty (30) minutes outside of the scheduled pick-up window, and the customer accepts the trip.

22. **"Federal"** or words of like import shall mean the United States of America.

23. **"Federal Transit Administration" ("FTA")** shall mean the federal agency of the USDOT that, *inter alia*, promulgates and enforces drug and alcohol testing program regulations for public transportation provides, including their contractors, pursuant to the Federal Omnibus Transportation Employee Testing Act of 1991. The regulations are set forth at 49 C.F.R. Parts 653 and 654. FTA also promulgates and enforces regulations implementing the Americans with Disabilities Act of 1990, including regulations applicable to the provision of paratransit services. These regulations are set forth at 49 C.F.R. Par 37, Subpart F.

24. **"Fiscal Year"** shall mean July 1 through June 30.

25. **"Holiday"** shall mean New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day.

26. **"Incident"** shall mean an event impacting the quality or timeliness of the service that occurs during the carrier's operation of any Revenue Vehicles in MACS service that does not cause property damage in excess of $7,500 or personal injury.

27. **"Injury"** shall mean an accident or incident where the driver and/or passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

28. **"Late Pick-Up"** shall mean any MACS' customer pick-up that occurs past the Scheduled Pick-Up Window.

29. **"Late Trip Cancellation"** shall mean Customer cancellation after 4:30 pm the night before a scheduled trip.

30. **"Liens"** shall mean any and every lien of any kind whatsoever again the Work, against any monies due or to become due from the Authority to Contractor, and/or against any other property of the Authority, for or on account of the Work, including any Public Lien.

31. **"Manifest"** shall mean the schedule provided to a Vehicle Operator listing all stops and time points during a vehicle tour or route.

32. **"MetroAccess" ("MACS")** shall mean Washington Metropolitan Area Transit Authority paratransit service.

33. **"Non-Dedicated Service"** shall mean paratransit service performed by non-dedicated vehicles.

34. **"Non-Dedicated Vehicles"** shall mean Revenue Vehicles used by the Contractor for the performance of MACS paratransit service. Non-dedicated vehicles, includes accessible wheelchair vans.

35. **"Notice"** shall mean a written notice.

36. **"Notice of Award"** shall mean a document that apprises the Contractor that this Contract has been approved by WMATA.

37. **"Office Equipment"** shall mean standard office furnishings and equipment such as telephones, computers, fax machines and supplies used by the Contractor to perform the Contract.

38. **"Office of Customer Service" ("CSVC")** shall mean an office of WMATA, which provides customer information and complaint management.

39. **"On-Time Performance"** shall mean a measure of service reliability based on the percentage of completed trips in which the Contractor has picked up a Customer within the Scheduled Pick-Up Window.

40. **"Passenger"** shall mean all persons other than the ADA eligible Customer who are authorized to travel with the Customer, such as Personal Care Attendants or Companions.

41. **"Passenger Injury"** shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

42. **"Personal Care Attendant"** (**"PCA"**) shall mean a person who is authorized or required by WMATA to accompany the Customer for the purpose of providing travel and other assistance to the Customer.

43. **"Project Manager"** (**"PM"**) shall mean an individual designated as such by WMATA to administer this Contract or his duly authorized representative.

44. **"Pull-In"** shall mean the return of a Revenue Vehicle to the assigned depot or garage upon completion of a Revenue Service Tour.

45. **"Pull-Out"** shall mean the departure of a Revenue Vehicle from the assigned depot or garage to perform Revenue Service.

46. **"Revenue Hour"** shall mean the period of time the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading and any contractually agreed upon lunch interval. Revenue hour shall mean the period of time from the first customer pick-up until the last customer drop-off.

47. **"Revenue Mile"** shall mean the mileage the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading. Revenue mile shall mean the mileage from the first customer pick-up until the last customer drop-off.

48. **"Revenue Service Start Date"** shall mean the date on which the Contractor places its first vehicle in to Revenue Service.

49. **"Revenue Vehicles"** shall mean the vehicles used by the Contractor to perform the Customer transportation services required under this Contract.

50. **"Scheduled Pick-Up Time (Window)"** shall mean the confirmed pick-up window as agreed upon by the Customer and the Contractor and that appears on the manifest.

51. **"Service Hour"** shall mean the period of time from pull-out to pull-in.

52. **"Service Mile"** shall mean the mileage from pull-out to pull-in.

53. **"Service Ready"** shall mean that the vehicle is clean, mechanically safe and reliable, and all accessories are operable.

54. **"Service Route"** or **"Route"** shall mean Revenue Service performed according to the time schedule and order of pick-ups and drop-offs listed in the Manifest.

55. **"Subcontractor"** shall mean an individual or organization who enters into a contract to furnish labor services only or labor and materials or apparatus in connection with the work directly or indirectly for or on behalf of the Contractor and whether or not in privity of contract with the Contractor.

56. **"Supplemental Service"** shall mean paratransit service complementary to Dedicated providers. This service is intended to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems, such as vehicle breakdown or unavailability. Supplemental service includes service performed by non-dedicated vehicles and taxis. However, in any given month not more than 20 percent of the service will be operated by taxis, except as expressly authorized by WMATA.

57. **"Trip Identification (Confirmation) Number"** shall mean the individual number generated and assigned by the automated reservation & scheduling system when reserving and scheduling a trip.

58. **"Trip Ticket"** shall mean a document that includes the date of the trip, pick-up and destination locations, beginning and ending odometer readings, and the Trip Identification (Confirmation) Number.

59. **"Vehicle No-Show,"** or **"Missed Trip"** shall mean any trip not performed, other than a Customer "Late Cancellation" or "Customer No-Show"; because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip.

Vehicle Requirements
80% Dedicated Vehicle Fleet

	Projected Trips [1]	Estimated Dedicated Vehicle Trips[2]	Estimated Non-Dedicated Vehicle Trips[3]	Estimated Taxicab Trips[4]	Ded. Veh. Trips Adjusted for Increased Productivity [5]	Estimated Dedicated Vehicle Requirement[6]	12% D.V. Spare Ratio	Total Estimated Dedicated Vehicle Requirement
FY2006	1,445,620	1,156,496	144,562	144,562	925,197	219	26	245
FY2007	1,648,007	1,318,405	164,801	164,801	976,597	231	28	259
FY2008	1,878,728	1,502,982	187,873	187,873	1,113,320	264	32	295
FY2009	2,141,750	1,713,400	214,175	214,175	1,181,655	280	34	313
FY2010	2,441,595	1,953,276	244,159	244,159	1,347,087	319	38	357
FY2011	2,783,418	2,226,734	278,342	278,342	1,535,679	364	44	407
FY2012	3,173,096	2,538,477	317,310	317,310	1,750,674	414	50	464
FY2013	3,617,330	2,893,864	361,733	361,733	1,995,768	472	57	529

Assumptions:

1. Constant growth rate of 14%
2. 80% of projected trips.
3. 10% of projected trips.
4. 10% of projected trips.
5. Productivity of 1.25 trips per revenue hour in FY 2006; 1.35 trips per revenue hour from FY2007 through FY2008 and 1.45 trips per revenue hour from FY2009 through FY2013.
6. Estimated dedicated vehicle trips adjusted for productivity/352 trips per dedicated vehicle per month.

Monthly Reservations
&
Dispatch Activity Calls
June 2004 - March 2005

Monthly Reservations and Dispatch Activity Calls

Jun-04

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,935	2,766	159	0:00:28	0:00:59	1,905	1,891	11	0:00:36	0:02:18
9:00	10:00AM	2,956	2,788	174	0:00:40	0:00:43	2,469	2,435	18	0:00:41	0:02:38
10:00	11:00AM	2,944	2,639	272	0:00:16	0:01:22	2,698	2,662	37	0:01:39	0:02:12
11:00	12:00PM	2,802	2,547	246	0:00:23	0:00:53	2,702	2,617	71	0:01:36	0:02:27
12:00	1:00PM	2,711	2,441	292	0:00:18	0:00:51	2,814	2,664	134	0:02:36	0:02:24
1:00	2:00PM	2,561	2,266	328	0:00:37	0:00:33	3,002	2,803	143	0:02:37	0:02:35
2:00	3:00PM	2,804	2,435	378	0:00:33	0:00:48	3,713	3,592	168	0:02:53	0:02:34
3:00	4:00PM	3,176	2,784	365	0:00:23	0:00:50	4,934	4,543	294	0:03:16	0:02:28
4:00	5:00PM	1,587	1,359	212	0:00:52	0:00:45	2,838	2,775	165	0:03:45	0:02:44
Total:		**24,476**	**22,025**	**2,426**	**0:00:31**	**0:00:56**	**27,075**	**25,982**	**1,041**	**0:00:10**	**0:02:37**

Monthly Reservations a 'spatch Activity Calls
Jul-0

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,789	2,629	152	0:01:28	0:00:59	1,868	1,830	25	0:00:36	0:02:18
9:00	10:00AM	2,781	2,568	206	0:01:40	0:00:43	2,303	2,250	46	0:00:41	0:02:38
10:00	11:00AM	2,714	2,453	250	0:01:16	0:01:22	2,618	2,567	45	0:01:39	0:02:12
11:00	12:00PM	2,761	2,476	267	0:01:23	0:00:53	2,869	2,682	143	0:01:36	0:02:27
12:00	1:00PM	2,608	2,375	247	0:02:16	0:00:51	2,967	2,771	175	0:02:36	0:02:24
1:00	2:00PM	2,393	2,175	222	0:02:07	0:00:33	3,363	3,139	267	0:02:37	0:02:35
2:00	3:00PM	2,623	2,403	243	0:02:33	0:00:48	3,968	3,728	218	0:02:53	0:02:34
3:00	4:00PM	2,823	2,587	229	0:03:23	0:00:50	5,380	4,910	350	0:03:16	0:02:28
4:00	5:00PM	1,557	1,391	137	0:02:52	0:00:45	3,194	3,058	255	0:03:45	0:02:44
Total:		**23,049**	**21,057**	**1,953**	**0:00:25**	**0:00:56**	**28,530**	**26,935**	**1,524**	**0:00:17**	**0:02:23**

Monthly Reservations a Dispatch Activity Calls
Aug-0

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,886	2,426	441	0:01:28	0:00:59	1,826	1,811	12	0:00:36	0:02:18
9:00	10:00AM	2,922	2,452	462	0:01:40	0:01:03	2,374	2,337	25	0:00:41	0:02:38
10:00	11:00AM	2,770	2,308	444	0:01:16	0:01:02	2,678	2,627	45	0:01:49	0:02:12
11:00	12:00PM	2,612	2,249	376	0:01:23	0:01:03	2,766	2,623	114	0:01:36	0:02:27
12:00	1:00PM	2,418	2,106	324	0:02:36	0:01:01	2,986	2,764	196	0:02:36	0:02:24
1:00	2:00PM	2,313	1,984	335	0:02:07	0:00:54	3,223	2,967	228	0:02:37	0:02:35
2:00	3:00PM	2,413	2,128	281	0:02:36	0:01:08	4,246	3,945	307	0:02:53	0:02:34
3:00	4:00PM	3,022	2,628	376	0:03:23	0:01:09	5,741	5,161	464	0:03:16	0:02:28
4:00	5:00PM	1,421	1,242	157	0:02:52	0:01:15	3,532	3,209	360	0:03:45	0:02:44
Total:		**22,777**	**19,523**	**3,196**	**0:00:48**	**0:01:00**	**29,372**	**27,444**	**1,751**	**0:00:32**	**0:02:26**

Monthly Reservations / Dispatch Activity Calls
Sep-0

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,510	2,853	573	0:01:28	0:00:59	1,944	1,916	63	0:00:36	0:02:10
9:00	10:00AM	3,817	3,120	687	0:01:40	0:01:03	2,762	2,687	64	0:00:41	0:02:38
10:00	11:00AM	3,211	2,572	666	0:02:16	0:01:02	2,980	2,879	89	0:01:49	0:02:12
11:00	12:00PM	2,987	2,668	340	0:02:23	0:01:03	3,103	2,838	213	0:01:36	0:02:27
12:00	1:00PM	2,782	2,442	370	0:02:06	0:01:01	3,258	2,883	344	0:02:20	0:02:24
1:00	2:00PM	2,538	2,221	288	0:02:07	0:00:59	3,869	3,482	382	0:02:37	0:02:35
2:00	3:00PM	2,670	2,386	295	0:02:36	0:01:08	4,692	4,262	418	0:02:53	0:02:34
3:00	4:00PM	3,080	2,584	440	0:03:23	0:01:09	6,117	5,548	533	0:03:16	0:02:28
4:00	5:00PM	3,041	2,447	608	0:02:52	0:01:15	4,262	3,448	357	0:03:45	0:02:44
Total:		**27,636**	**23,293**	**4,267**	**0:02:18**	**0:01:05**	**32,987**	**29,943**	**2,463**	**0:02:16**	**0:02:18**

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,544	2,864	629	0:01:28	0:00:59	2,323	2,272	42	0:00:31	0:02:10
9:00	10:00AM	3,394	2,849	570	0:01:44	0:01:03	2,728	2,674	45	0:00:41	0:02:38
10:00	11:00AM	3,093	2,592	487	0:02:16	0:01:02	3,016	2,948	57	0:00:49	0:02:32
11:00	12:00PM	3,041	2,627	391	0:02:23	0:01:03	3,118	2,906	162	0:01:36	0:02:27
12:00	1:00PM	2,893	2,404	510	0:02:16	0:01:01	3,296	2,986	285	0:02:24	0:02:24
1:00	2:00PM	2,613	2,213	406	0:02:07	0:00:59	3,704	3,320	379	0:02:37	0:02:30
2:00	3:00PM	2,739	2,271	456	0:02:36	0:01:08	4,514	4,103	394	0:02:53	0:02:34
3:00	4:00PM	3,276	2,677	571	0:03:23	0:01:09	5,627	5,084	457	0:03:16	0:02:28
4:00	5:00PM	2,747	2,311	460	0:02:52	0:01:15	3,793	3,019	341	0:03:45	0:02:44
Total:		**27,340**	**22,808**	**4,480**	**0:02:32**	**0:01:05**	**32,119**	**29,312**	**2,162**	**0:01:51**	**0:02:33**

Monthly Reservations and Dispatch Activity Calls
Nov-04

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,366	3,025	300	00:01:28	00:01:05	2,676	2,580	85	00:00:31	00:02:10
9:00	10:00AM	3,130	2,808	318	00:01:44	00:01:07	3,158	3,024	98	00:00:41	00:02:38
10:00	11:00AM	3,021	2,525	462	00:02:16	00:01:08	3,213	3,114	121	00:00:49	00:02:32
11:00	12:00PM	2,752	2,410	378	00:02:23	00:01:16	3,231	2,918	232	00:01:36	00:02:27
12:00	1:00PM	2,726	2,493	250	00:02:06	00:01:04	3,453	3,044	349	00:02:24	00:02:24
1:00	2:00PM	2,533	2,308	193	00:02:03	00:01:06	3,706	3,190	471	00:03:07	00:02:30
2:00	3:00PM	2,737	2,330	384	00:02:36	00:01:08	4,344	3,899	451	00:02:53	00:02:30
3:00	4:00PM	3,154	2,563	581	00:03:23	00:01:08	5,313	4,663	520	00:03:07	00:02:28
4:00	5:00PM	3,194	2,658	581	00:02:52	00:01:11	3,575	2,793	352	00:03:45	00:02:44
Total:		**26,613**	**23,120**	**3,447**	**00:02:18**	**00:01:08**	**32,669**	**29,225**	**2,679**	**00:02:12**	**00:02:29**

Monthly Reservations and tch Activity Calls
Dec-04

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,425	3,130	275	00:01:18	00:01:04	2,627	2,580	35	00:00:18	00:02:00
9:00	10:00AM	3,342	3,052	279	00:01:23	00:01:07	3,064	3,042	19	00:00:16	00:02:24
10:00	11:00AM	3,367	2,875	455	00:02:02	00:01:03	3,250	3,192	39	00:00:24	00:02:31
11:00	12:00PM	3,127	2,683	447	00:02:06	00:01:07	3,241	3,098	112	00:00:40	00:02:23
12:00	1:00PM	3,006	2,789	255	00:01:37	00:01:02	3,355	3,195	143	00:01:09	00:02:20
1:00	2:00PM	2,800	2,525	254	00:01:32	00:01:05	3,439	3,260	173	00:01:21	00:02:36
2:00	3:00PM	2,971	2,617	338	00:01:56	00:01:07	4,258	4,069	196	00:01:14	00:02:27
3:00	4:00PM	3,509	2,728	698	00:03:18	00:01:09	5,512	5,072	310	00:01:46	00:02:23
4:00	5:00PM	3,272	2,790	584	00:02:44	00:01:09	3,962	3,198	272	00:02:48	00:02:22
Total:		**28,819**	**25,189**	**3,585**	**00:01:59**	**00:01:06**	**32,708**	**30,706**	**1,299**	**00:01:10**	**00:02:24**

Monthly Reservations and D[illegible]tch Activity Calls
Jan-05

Interval		Dispatch					Reservation				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	4,107	3,491	580	00:02:00	0:01:05	2,811	2,683	105	00:00:38	00:01:37
9:00	10:00AM	3,683	3,336	362	00:01:36	0:01:07	3,159	3,102	52	00:00:25	00:02:04
10:00	11:00AM	3,545	3,054	466	00:01:55	0:01:08	3,409	3,318	92	00:00:37	00:02:08
11:00	12:00PM	3,322	2,752	536	00:02:19	0:01:16	3,588	3,355	171	00:01:06	00:02:01
12:00	1:00PM	3,198	2,681	524	00:02:35	0:01:04	3,813	3,526	287	00:01:33	00:01:50
1:00	2:00PM	2,903	2,438	464	00:02:12	0:01:06	3,922	3,757	200	00:01:08	00:02:03
2:00	3:00PM	2,976	2,528	458	00:02:00	0:01:08	4,542	4,243	228	00:01:07	00:02:13
3:00	4:00PM	3,490	2,857	590	00:02:34	0:01:08	5,844	5,400	390	00:01:42	00:02:04
4:00	5:00PM	3,443	2,947	553	00:02:07	0:01:11	4,092	3,254	295	00:02:44	00:02:03
Total:		**30,667**	**26,084**	**4,533**	**00:02:07**	**0:01:08**	**35,180**	**32,638**	**1,820**	**00:01:16**	**00:02:01**

Monthly Reservations and Dispat tivity Calls
Feb-05

	Dispatch					Reservations				
Interval	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00 9:00AM	3,144	2,949	186	00:00:51	00:01:02	2,471	2,431	28	00:00:15	00:01:50
9:00 10:00AM	3,151	2,979	188	00:00:56	00:01:07	2,601	2,587	15	00:00:10	00:02:17
10:00 11:00AM	2,932	2,710	205	00:01:02	00:01:05	2,901	2,884	15	00:00:12	00:02:21
11:00 12:00PM	2,680	2,580	127	00:00:37	00:01:05	2,897	2,824	65	00:00:25	00:02:25
12:00 1:00PM	2,567	2,429	118	00:00:44	00:01:04	2,909	2,778	109	00:00:45	00:02:05
1:00 2:00PM	2,520	2,412	112	00:00:39	00:01:05	3,211	3,145	73	00:00:26	00:02:21
2:00 3:00PM	2,702	2,625	91	00:00:30	00:01:01	3,862	3,819	37	00:00:18	00:02:27
3:00 4:00PM	3,110	2,893	189	00:00:47	00:01:07	5,115	4,963	118	00:00:36	00:02:15
4:00 5:00PM	3,107	2,974	158	00:00:43	00:01:07	3,633	3,007	127	00:01:16	00:02:09
Total:	**25,913**	**24,551**	**1,374**	**00:00:46**	**00:01:05**	**29,600**	**28,438**	**587**	**00:00:30**	**00:02:15**

Monthly Reservations and Disp Activity Calls
Mar-05

Interval		Dispatch					Reservation				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,451	3,333	112	00:00:24	00:01:02	2,622	2,594	26	00:00:10	00:02:11
9:00	10:00AM	3,385	3,287	96	00:00:20	00:01:06	2,977	2,954	13	00:00:06	00:02:28
10:00	11:00AM	3,433	3,295	129	00:00:31	00:01:06	3,140	3,118	25	00:00:08	00:02:34
11:00	12:00PM	3,200	3,089	120	00:00:25	00:01:07	3,060	2,946	82	00:00:24	00:02:25
12:00	1:00PM	3,148	3,031	114	00:00:29	00:01:06	3,485	3,364	121	00:00:43	00:02:16
1:00	2:00PM	2,891	2,815	77	00:00:19	00:01:03	3,574	3,500	71	00:00:24	00:02:33
2:00	3:00PM	3,027	2,926	89	00:00:21	00:01:04	4,445	4,364	73	00:00:22	00:02:29
3:00	4:00PM	3,841	3,544	252	00:00:41	00:01:07	6,306	5,984	226	00:00:51	00:02:13
4:00	5:00PM	3,714	3,531	221	00:00:43	00:01:06	4,775	4,056	228	00:01:38	00:02:05
Total:		**30,090**	**28,851**	**1,210**	**00:00:29**	**00:01:05**	**34,384**	**32,880**	**865**	**00:00:35**	**00:02:21**

Manifest and Trip Ticket Samples

MANIFEST SAMPLE

MANIFEST SAMPLE

DATE: 06/01/2005 RTE#: 0201 COMPANY: ALTERNA-TRANS HOURLY
PRINTED ON: 06/01/2005 AT 08:33 PAGE: 1 of 2
P/OUT TIME:_____ P/OUT MILES:_____ DRIVER:_____
IN TIME:_____ P/IN MILES:_____ VEHICLE #_____

PICKUP: 18:00 DROPOFF: 11:00 JOB#: 61-B FARE: 2.50 MILES: 14
NAME: ERIKSON, EDWARD L. PH#: (800) 950-6264 # d Ambulatory
PICKUP: 2107 WILSON BLVD APT/RM: CITY: ARLINGTON
DIRECTIONS: FRONT ENTR COLIONIAL PLACE 3 LAST BLDG
DROPOFF: 13411 PARKLAND DR APT/RM: CITY: ASPEN HILL
DIRECTIONS: FRONT ENTR
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____

CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

PICKUP: 20:00 DROPOFF: JOB#: 404-C FARE: 2.50 MILES: 5
NAME: THOMPKINS, JAMES V. PH#: (703) 823-7940 # d Ambulatory
PICKUP: 5150 DUKE ST APT/RM: CITY: ALEXANDRIA CITY
DIRECTIONS: F/E
DROPOFF: 3816 FLORENCE DR APT/RM: .2 CITY: ALEXANDRIA CITY
DIRECTIONS: F/E
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____

CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

PICKUP: 21:15 DROPOFF: 09:00 JOB#: 2556-B FARE: 2.50 MILES: 8
NAME: MONTGOMERY, KATHERINE J. PH#: (703) 625-1154 # d Wheelchair
PICKUP: 8925 LEESBURG PIKE APT/RM: CITY: TYSONS CORNER (Vien
DIRECTIONS: frt entr van w\lift cannot trans
DROPOFF: 3223 APEX CIR APT/RM: 1 CITY: SEVEN CORNERS (Fal
DIRECTIONS: frt entr
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____

CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

I CERTIFY UNDER PENALTY OF FRAUD THAT ALL THE INFORMATION THAT I HAVE
INDICATED ABOVE IS TRUE AND CORRECT:

_____
<Driver Signature>

LC

4900 NICHOLSON CT., KENSINGTON, MD 20895 (301) 984-8294

CHARGE ACCOUNT NAME: LOGISTICARE	ACCOUNT #: 12390	TICKET #: 876834	DATE OF SERVICE: 09/24/04
		CONFIRMATION #: 2720	
FROM: 102 Irving St NW DC	ZONE	REQUESTED P/U TIME: AM PM	
SERVICE ORDERED BY (SIGN) X		ACTUAL P/U TIME: 16:22 AM PM	
TO	ZONE	SERVICE RECEIVED: ☑ TAXICAB ☐ SEDAN ☐ VAN ☐ BUS	
EXTRA STOP: 2700 Barker St M			
SERVICE RECEIVED BY (SIGN) X			
PRINTED PASSENGER NAME: DEBRUCE ,KEVIN N.	CLIENT CODE: 268481		
SPECIAL INSTRUCTIONS: PP	TRIP # JOB #: ~~2586a~~ AGT #: 147	DRIVER #: ~~100848~~ VEHICLE #: 0618	DRIVERS NAME PRINTED AND SIGNATURE

Job# 2586-B

By signing this document, I understand that I am an independent contractor and certify that these charges are accurate. I am responsible to repay any overcharge.

A TRIP RATE	
TRIP RATE	$ 31.80
WAITING TIME ____ Min. Initial	$ 2.00
B MILEAGE RATE	
# MILES ____ @ $ ____	$ 29.30
AS DIRECTED Initial	$
C HOURLY RATE	
HOURLY RATE ____ Hrs.	$
ADDITIONAL CHARGES	
MISC.	$
INITIAL TIP T-1	$ 1.20
PARKING, TOLLS, OTHER	$
CELLULAR Min. $	$
GRAND TOTAL	$ 34.30

SERVICE PROVIDER - COPY

C# 2720

Barwood Taxi
CAB# 618
TRIP 2223
DATE 09-24-04
START 04:22Pm
END 05:13Pm
RATE # 1
MILES 11.648
FARE $ 31.30
EXTRA 0.50
TOTAL $ 31.80
Thank You for
Choosing Barwood
FOR RESERVATIONS
CAL 301-984-1900
K. BEBRUCE

TRIP TICKET SAMPLE

TRIP TICKET SAMPLE

VEHICLE LISTING

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3553	3/5/2003	W/C	1FBSS31L52HB22813
3554	3/5/2003	W/C	1FBSS31LX2HB22810
3556	3/5/2003	W/C	1FBSS31L92HB22815
3557	3/5/2003	W/C	1FBSS31L12HB22808
3558	3/5/2003	W/C	1FBSS31L82HB22823
3561	3/5/2003	W/C	1FBSS31L42HB28148
3562	3/5/2003	W/C	1FBSS31L62HB22805
3563	3/5/2003	W/C	1FBSS31L82HB28153
3564	3/5/2003	W/C	1FBSS31L62HB28149
3565	3/5/2003	W/C	1FBSS31L22HB28150
3566	3/5/2003	W/C	1FBSS31LX2HB28154
3578	3/5/2003	W/C	1FBSS31L92HB70525
3579	3/5/2003	W/C	1FBSS31L72HB70524
3580	3/5/2003	W/C	1FBSS31L42HB75549
3581	3/5/2003	W/C	1FBSS31L62HB75553
3582	3/5/2003	W/C	1FBSS31L12HB75556
3583	3/5/2003	W/C	1FBSS31L22HB80054
3584	3/5/2003	W/C	1FBSS31L42HB80055
3585	3/5/2003	W/C	1FBSS31L12HB80059
3586	3/5/2003	W/C	1FBSS31L82HB80060
3587	3/5/2003	W/C	1FBSS31L02HB70526
3588	3/5/2003	W/C	1FBSS31L22HB70527
3589	3/5/2003	W/C	1FBSS31L32HB75560
3590	3/5/2003	W/C	1FBSS31L72HB81054
3591	3/5/2003	W/C	1FBSS31L82HB75554
3600	3/5/2003	W/C	1FBSS31L12HB80062
3601	3/5/2003	W/C	1FBSS31L22HB81057
3602	3/5/2003	W/C	1FBSS31L02HB81056
3603	3/5/2003	W/C	1FBSS31L92HB81055
3604	3/5/2003	W/C	1FBSS31L92HB80066
3605	3/5/2003	W/C	1FBSS31LX2HB75555
3625	3/5/2003	W/C	1FBSS31L13HA25917
3626	3/5/2003	W/C	1FBSS31L83HA41922
3701	2/5/2005	W/C	1FTSS34S75HA24028
3702	2/5/2005	W/C	1FTSS34S95HA24029
3703	2/5/2005	W/C	1FTSS34S55HA24030
3704	2/5/2005	W/C	1FTSS34S75HA24031

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3705	2/5/2005	W/C	1FTSS34S95HA24032
3706	2/5/2005	W/C	1FTSS34S05HA24033
3707	2/5/2005	W/C	1FTSS34S25HA24034
3708	2/5/2005	W/C	1FTSS34S75HA27852
3709	2/5/2005	W/C	1FTSS34SX5HA27859
3710	2/5/2005	W/C	1FTSS34S85HA27858
3711	2/5/2005	W/C	1FTSS34S65HA27857
3712	2/5/2005	W/C	1FTSS34S45HA27856
3713	2/5/2005	W/C	1FTSS34S25HA27855
3714	2/5/2005	W/C	1FTSS34S05HA27854
3715	2/5/2005	W/C	1FTSS34S15HA51533
3716	2/5/2005	W/C	1FTSS34S35HA51534
3717	2/5/2005	W/C	1FTSS34S75HA51536
3718	2/5/2005	W/C	1FTSS34S95HA51537
3719	2/5/2005	W/C	1FTSS34S05HA51538
3720	2/5/2005	W/C	1FTSS34S25HA51539
3721	2/5/2005	W/C	1FTSS34S85HA51545
3722	2/5/2005	W/C	1FTSS34S95HA51540
3723	2/5/2005	W/C	1FTSS34S25HA51542
3724	2/5/2005	W/C	1FTSS34S65HA51544
3725	2/5/2005	W/C	1FTSS34SX5HA51546
3726	2/5/2005	W/C	1FTSS34S15HA51547
3727	2/5/2005	W/C	1FTSS34S35HA51548
3728	2/5/2005	W/C	1FTSS34S55HA51549
3729	2/5/2005	W/C	1FTSS34S35HA51551
3730	2/5/2005	W/C	1FTSS34S55HA51552
3731	2/5/2005	W/C	1FTSS34S95HA51554
3732	2/5/2005	W/C	1FTSS34S05HA51555
3733	2/5/2005	W/C	1FTSS34S25HA51556
3734	2/5/2005	W/C	1FTSS34S45HA51557
3735	2/5/2005	W/C	1FTSS34S65HA51558
3736	2/5/2005	W/C	1FTSS34S05HA51541
3737	2/5/2005	W/C	1FTSS34S65HA51530
3738	2/5/2005	W/C	1FTSS34S85HA51531
3739	2/5/2005	W/C	1FTSS34S75HA51553
3740	2/5/2005	W/C	1FTSS34S15HA51550
3741	2/5/2005	W/C	1FTSS34SX5HA51529
3742	2/5/2005	W/C	1FTSS34SX5HA51532
3743	2/5/2005	W/C	1FTSS34S55HA51535
3744	2/5/2005	W/C	1FTSS34S85HA63971
3745	2/5/2005	W/C	1FTSS34SX5HA63972
3746	2/5/2005	W/C	1FTSS34S65HA63984

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3747	2/5/2005	W/C	1FTSS34S95HA63977
3748	2/5/2005	W/C	1FTSS34S85HA63985
3749	2/5/2005	W/C	1FTSS34S15HA63987
3750	2/5/2005	W/C	1FTSS34S65HA69395
3751	2/5/2005	W/C	1FTSS34S95HA63980
3752	2/5/2005	W/C	1FTSS34S05HA63978
5401	2/5/2005	SEDAN	2FAFP70W05X135044
5402	2/5/2005	SEDAN	2FAFP70W25X135045
5403	2/5/2005	SEDAN	2FAFP70W35X132686
5404	2/5/2005	SEDAN	2FAFP70W45X135046
5405	2/5/2005	SEDAN	2FAFP70W55X132687
5406	2/5/2005	SEDAN	2FAFP70W55X135041
5407	2/5/2005	SEDAN	2FAFP70W75X132688
5408	2/5/2005	SEDAN	2FAFP70W75X135042
5409	2/5/2005	SEDAN	2FAFP70W75X139334
5410	2/5/2005	SEDAN	2FAFP70W95X132689
5411	2/5/2005	SEDAN	2FAFP70W95X135043
5412	2/5/2005	SEDAN	2FAFP70W95X139335

No. 8

APPENDIX D

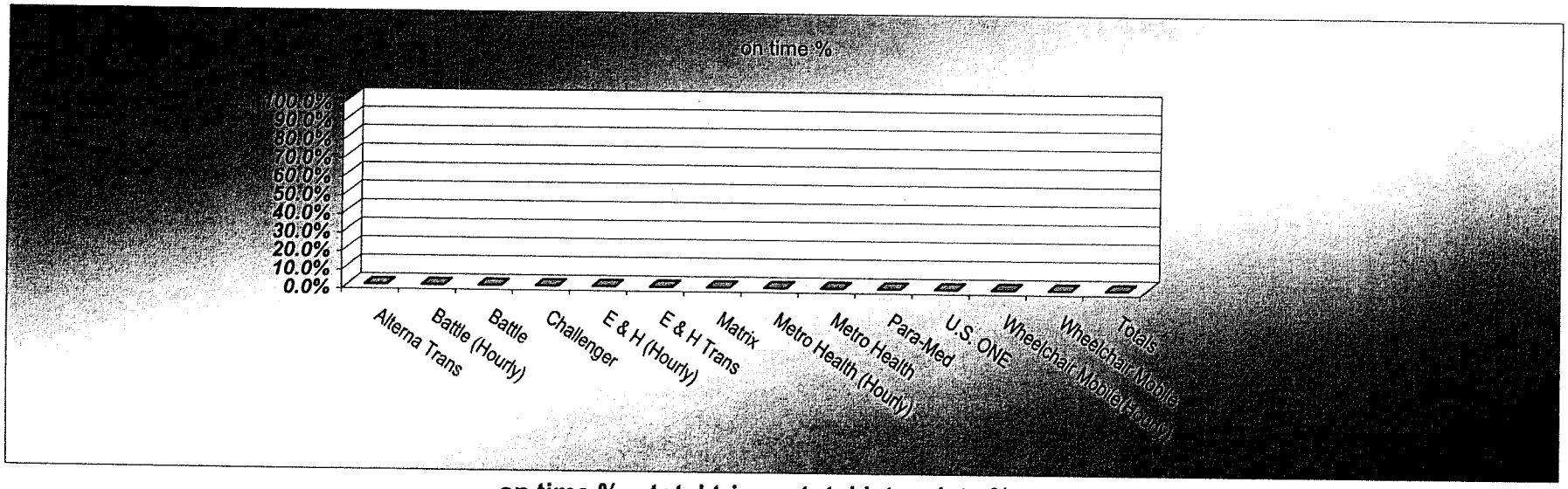
Report Samples

WMATA Weekly Report

Week Ending 3/19/05

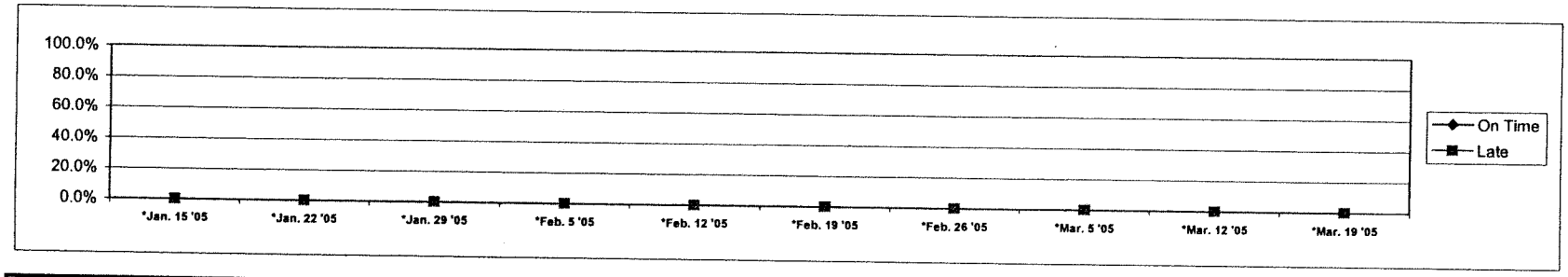
Day	Trips	Denials	No Shows	Late Pickups	On-Time%
13-Mar	0	0	0	0	#DIV/0!
14-Mar	0	0	0	0	#DIV/0!
15-Mar	0	0	0	0	#DIV/0!
16-Mar	0	0	0	0	#DIV/0!
17-Mar	0	0	0	0	#DIV/0!
18-Mar	0	0	0	0	#DIV/0!
19-Mar	0	0	0	0	#DIV/0!
Totals:	-	0	-	0	#DIV/0!

ON-TIME PERFORMANCE BY PROVIDER
W/E MARCH 19, 2005



	on time %	total trips	total late	late %	< 30	30-60	60-90	90+
Alterna Trans	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Battle (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Battle	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Challenger	#DIV/0!	0	0	#DIV/0!	0	0	0	0
E & H (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
E & H Trans	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Matrix	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Metro Health (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Metro Health	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Para-Med	#DIV/0!	0	0	#DIV/0!	0	0	0	0
U.S. ONE	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Wheelchair Mobile(Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Wheelchair Mobile	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Totals	#DIV/0!	0	0	#DIV/0!	**6.5%**	**1.2%**	**0.1%**	**0.0%**

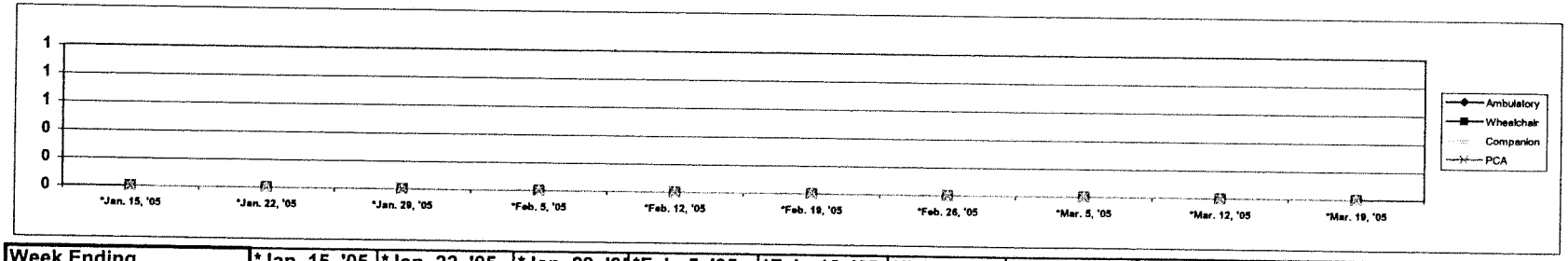
Contract Carrier Performance



Week Ending	*Jan. 15 '05	*Jan. 22 '05	*Jan. 29 '05	*Feb. 5 '05	*Feb. 12 '05	*Feb. 19 '05	*Feb. 26 '05	*Mar. 5 '05	*Mar. 12 '05	*Mar. 19 '05
On Time	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!
Late	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!

*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

Distribution of Completed Trips by Passenger Type (Contract Carriers*)



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Ambulatory	0	0	0	0	0	0	0	0	0	0
Wheelchair	0	0	0	0	0	0	0	0	0	0
Companion	0	0	0	0	0	0	0	0	0	0
PCA	0	0	0	0	0	0	0	0	0	0

*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

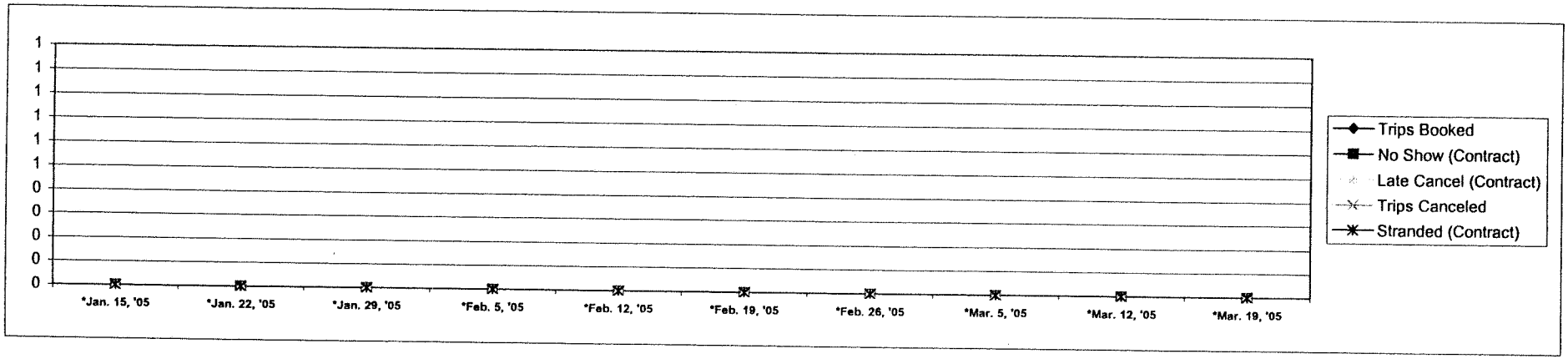
Distribution of Riders by Jurisdiction

Week Ending	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Alexandria	0	0	0	0	0	0	0
Arlington	0	0	0	0	0	0	0
Fairfax City	0	0	0	0	0	0	0
Fairfax County	0	0	0	0	0	0	0
Falls Church	0	0	0	0	0	0	0
Montgomery County	0	0	0	0	0	0	0
Prince Georges County	0	0	0	0	0	0	0
District of Columbia	0	0	0	0	0	0	0
Visitors	0	0	0	0	0	0	0
Eligible Rider Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Under Review	0	0	0	0	0	0	0
Ineligible Applicants	0	0	0	0	0	0	0

***Statistics represent current client totals, including moves between jurisdictions**

Unscheduled Occurrences



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Booked	0	0	0	0	0	0	0	0	0	0
No Show (Contract)	0	0	0	0	0	0	0	0	0	0
Late Cancel (Contract)	0	0	0	0	0	0	0	0	0	0
Trips Canceled	0	0	0	0	0	0	0	0	0	0
Stranded (Contract)	0	0	0	0	0	0	0	0	0	0

*Does not include some completed taxi and supplemental trips not yet billed by carrier

**Trips Booked - The number of trip requests accommodated

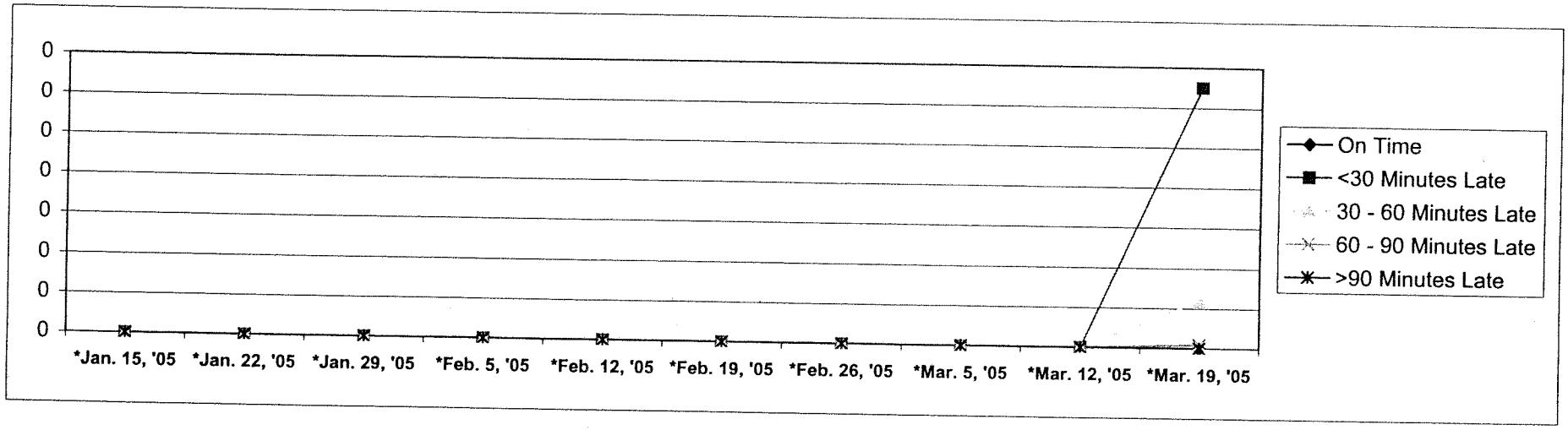
**No Show (Contract) - Vehicle arrived within +/- 15 minute window, waited 10 minutes according to policy, but patron did not arrive at pick-up point

**Late Cancel (Contract) - Scheduled trip canceled by patron after 4:30pm the day prior to schedule trip

**Trips Cancelled - A trip canceled by a patron not later than 4:30pm the day before travel is scheduled

**Stranded Trip (Contract) - Vehicle arrived outside +/- 15 minutes window and passenger did not take the trip

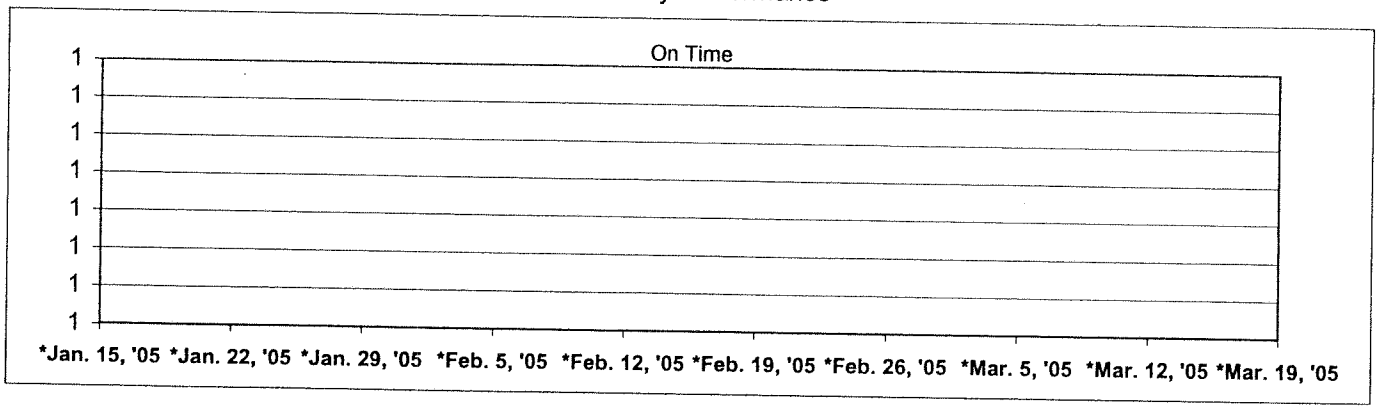
On Time Performance



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
On Time	0	0	0	0	0	0	0	0	0	#DIV/0!
<30 Minutes Late	0	0	0	0	0	0	0	0	0	6.5%
30 - 60 Minutes Late	0	0	0	0	0	0	0	0	0	1.2%
60 - 90 Minutes Late	0	0	0	0	0	0	0	0	0	0.1%
>90 Minutes Late	0	0	0	0	0	0	0	0	0	0.0%

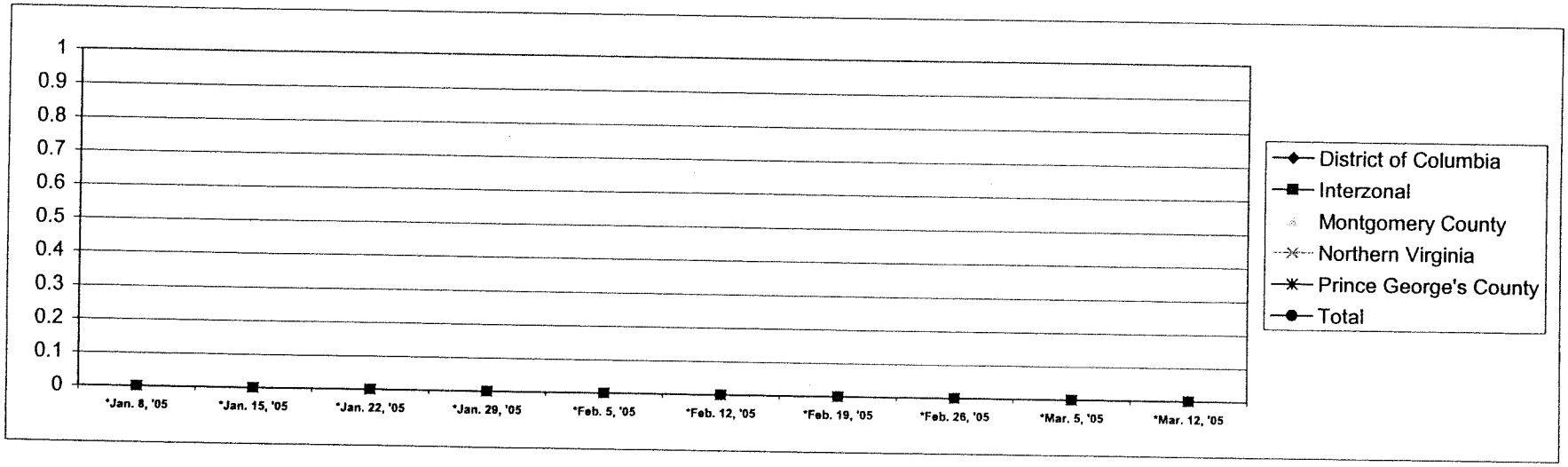
*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

Weekly Performance



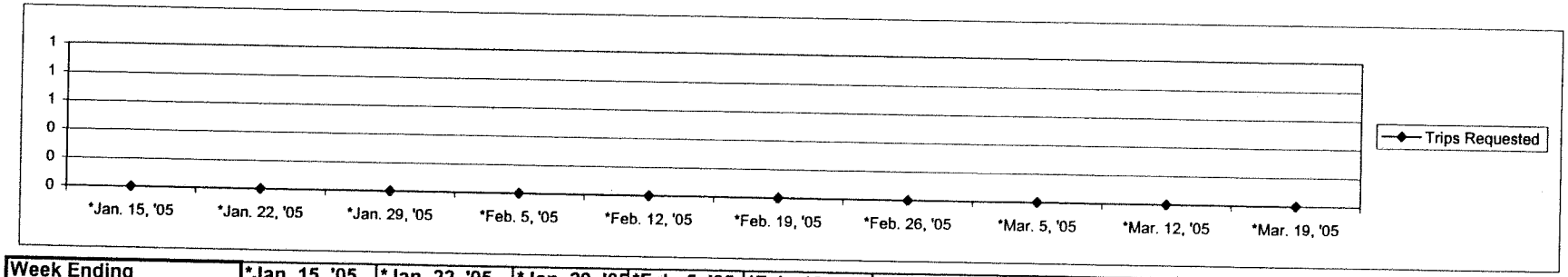
Printed 4/[illegible]05

Denial Summary by Zone



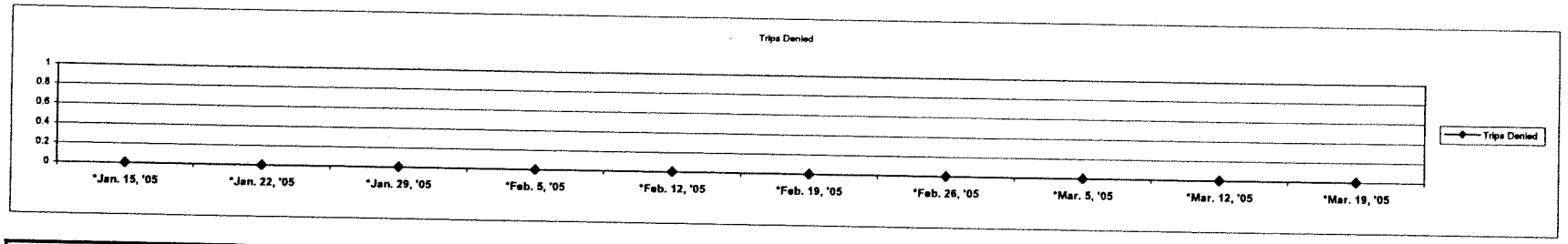
Week Ending	*Jan. 8, '05	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05
District of Columbia	0	0	0	0	0	0	0	0	0	0
Interzonal	0	0	0	0	0	0	0	0	0	0
Montgomery County	0	0	0	0	0	0	0	0	0	0
Northern Virginia	0	0	0	0	0	0	0	0	0	0
Prince George's County	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Trips Requested



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Requested	0	0	0	0	0	0	0	0	0	0

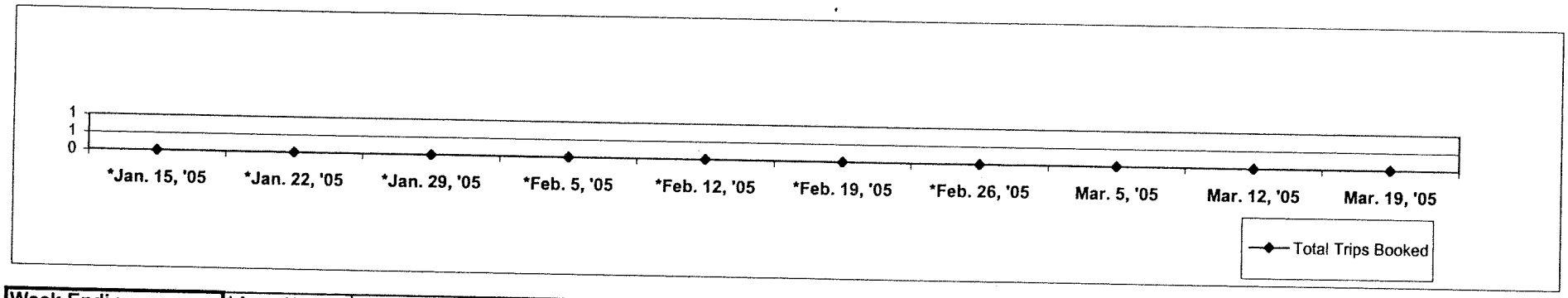
Trips Denied



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Denied	0	0	0	0	0	0	0	0	0	0

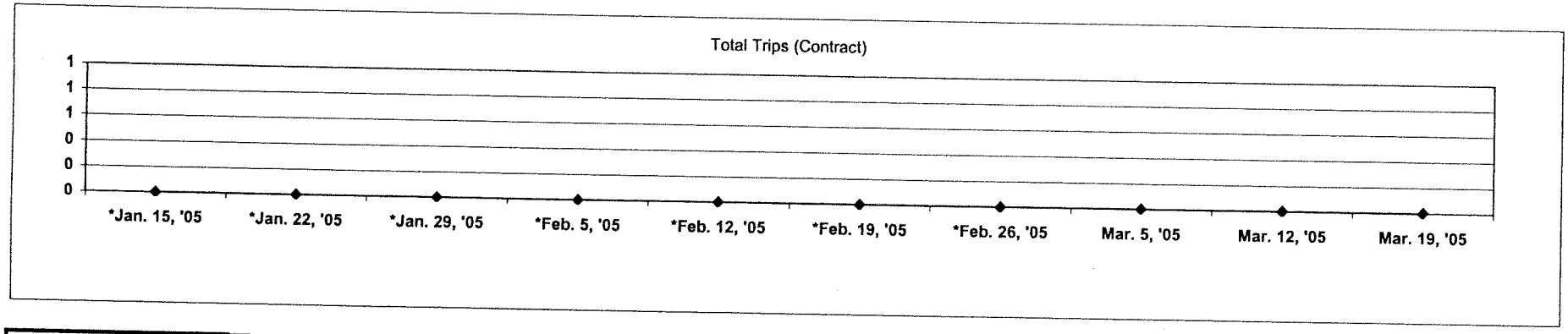
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Total Trips Booked



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	Mar. 5, '05	Mar. 12, '05	Mar. 19, '05
Total Trips Booked	0	0	0	0	0	0	0	0	0	0

Distribution of Trips Booked by Carrier Type



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	Mar. 5, '05	Mar. 12, '05	Mar. 19, '05
Total Trips (Contract)	0	0	0	0	0	0	0	0	0	0
Early Cancellations	0	0	0	0	0	0	0	0	0	0

Printed 4/ 005

APPENDIX D

TRIP ANALYSIS AND PROJECTIONS

RESERVATION TRENDS

COMPLETE TRIPS

Metro Access Trip Analysis and Projections

2000 Actual Results

Actual Count (from Monthly WMATA Revised Reports including Taxi Re-bills)

	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00		Annual Total	Jul-Dec
							MC TAKE OVER OF TRANSPORTATION								
Total Trip Reservations	58,029	57,983	64,812	63,378	71,158	70,877	65,718	72,812	71,044	79,679	76,880	76,818		829,188	442,951
Completed Trips Contract Comp.s	16,814	20,274	24,178	23,098	25,457	26,273	39,075	44,222	42,115	47,547	46,146	43,070		398,269	262,175
% Comp Trips/Resv *(1)	28.98%	34.97%	37.30%	36.44%	35.78%	37.07%	59.46%	60.73%	59.28%	59.67%	60.02%	56.07%		48.03%	59.19%
MC Taxi	16633	20262	21002	17715	18912	18899									
Other Taxi	82	956	944	812	1130	1029	9322	8894	8066	9755	9189	7843		171445	
Total Trips Completed	33,529	41,492	46,124	41,625	45,499	46,201	39,075	44,222	42,115	47,547	46,146	43,070		516,645	
Taxi % of Complete Trips	49.85%	51.14%	47.58%	44.51%	44.05%	43.13%	23.86%	20.11%	19.15%	20.52%	19.91%	18.21%			

**(1) MC was still performing their own transportation through June. MC Taxi data is from MC.*

2001 Actual Results

Actual Count (from Monthly WMATA Revised Reports including Taxi Re-bills)

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01		Annual Total	Jan & June Removed	
Total Trip Reservations	75,616	76,343	86,694	85,938	90,148	78,463	82,902	91,640	87,614	102,854	98,435	97,856		1,054,503	900,424	
Demand Reservations	38,067	39,392	41,852	41,568	48,393	50,721	41,539	47,530	48,069	57,267	55,839	55,822		566,059	43543	per CSR
Completed Trips	46,753	42,870	52,799	50,819	53,634	49,913	51,409	54,901	49,064	61,544	57,690	56,171		627,567	530,901	
% Comp Trips/Resv	61.83%	56.15%	60.90%	59.13%	59.50%	63.61%	62.01%	59.91%	56.00%	59.84%	58.61%	57.40%		59.51%	58.96%	
Growth % Reservations Yr over Yr	30.31%	31.66%	33.76%	35.60%	26.69%	10.70%	26.15%	25.86%	23.32%	29.09%	28.04%	27.39%	*(5)& *(6)	27.17%		
Growth % Comp Trips Yr over Yr	39.44%	3.32%	14.47%	22.09%	17.88%	8.03%	31.56%	24.15%	16.50%	29.44%	25.02%	30.42%		21.47%		
TaxiTrips Completed	9653	9653	10182	8550	8963	9820	9530	10106	10752	13749	13903	13321		128,182		
Taxi % of Complete Trips	20.65%	22.52%	19.28%	16.82%	16.71%	19.67%	18.54%	18.41%	21.91%	22.34%	24.10%	23.72%		20.43%		

**(5) January 01 increase is skewed because of particularly bad weather in Jan 2000 and it was out first month of operation.*

**(6) June of 2001 is skewed because of compter system failure. Lost 2 weeks of reservations and service issues caused by the failure reduced demand through July.*

2002 Actual

A Combination of Actual and Projected Data

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02		Annual Total		
					Projected Growth using last years year over year.											
Total Trip Reservations	101,957	97,546	110,975	119,414	126,617	120,960	132,730	131,147	126,379	137,105	129,700	136,239	*(7)& (8)	1,470,769	Reservations	
Demand Reservations	56,047	54,187	61,839	65,172	67,882	66,520	69,795	70,862	71,500	74,874	72,904	74,627		806,209	Demand Reservations	
% Increase Demand Reservations	32.08%	27.30%	32.32%	36.22%	28.71%	23.75%	40.48%	32.93%	32.77%	23.52%	23.41%	25.20%		29.79%	47424	per CSR
Completed Trips	61,975	60,674	67,810	72,344	74,281	70,232	74,080	76,690	76,706	86,301	78,858	75,313		875,264	Completed Trips	
% Comp Trips/Resv	60.79%	62.20%	61.10%	60.58%	58.67%	58.06%	55.81%	58.48%	60.70%	62.95%	60.80%	55.28%		59.51%		
Growth % Reservations Yr over Yr	34.84%	27.77%	28.01%	38.95%	40.45%	54.16%	60.10%	43.11%	44.25%	33.30%	31.76%	39.22%		39.48%		
Growth % Comp Trips Yr over Yr	32.56%	41.53%	28.43%	42.36%	38.50%	40.71%	44.10%	39.69%	56.34%	40.23%	36.69%	34.08%		39.47%		
TaxiTrips Completed	14062	14661	15692	17082	17734	17252	18538	19072	20256	20443	16342	16567		207,701		
Taxi % of Complete Trips	22.69%	24.16%	23.14%	23.61%	23.87%	24.56%	25.02%	24.87%	26.41%	23.69%	20.72%	22.00%		23.73%		

**(7) Projected Year over Year growth based on 2001 over 2000 and continuing trend in 2002 through April.*

**(8) September of 2001 the growth was negatively impacted by the events of September 11th at the Pentagon & World Trade Center.*

2003 Projections

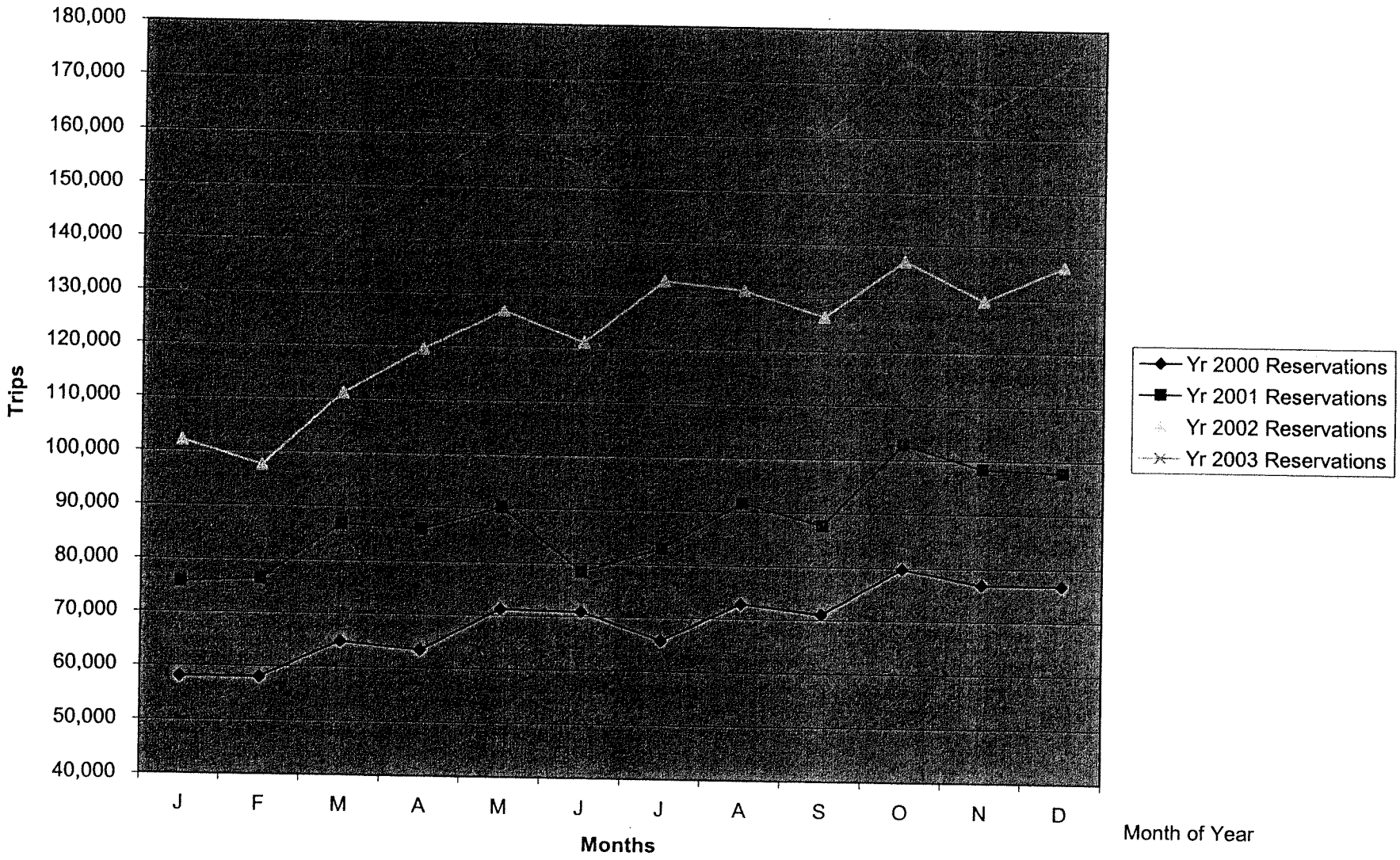
Projected Growth for 2003

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03		Annual Total

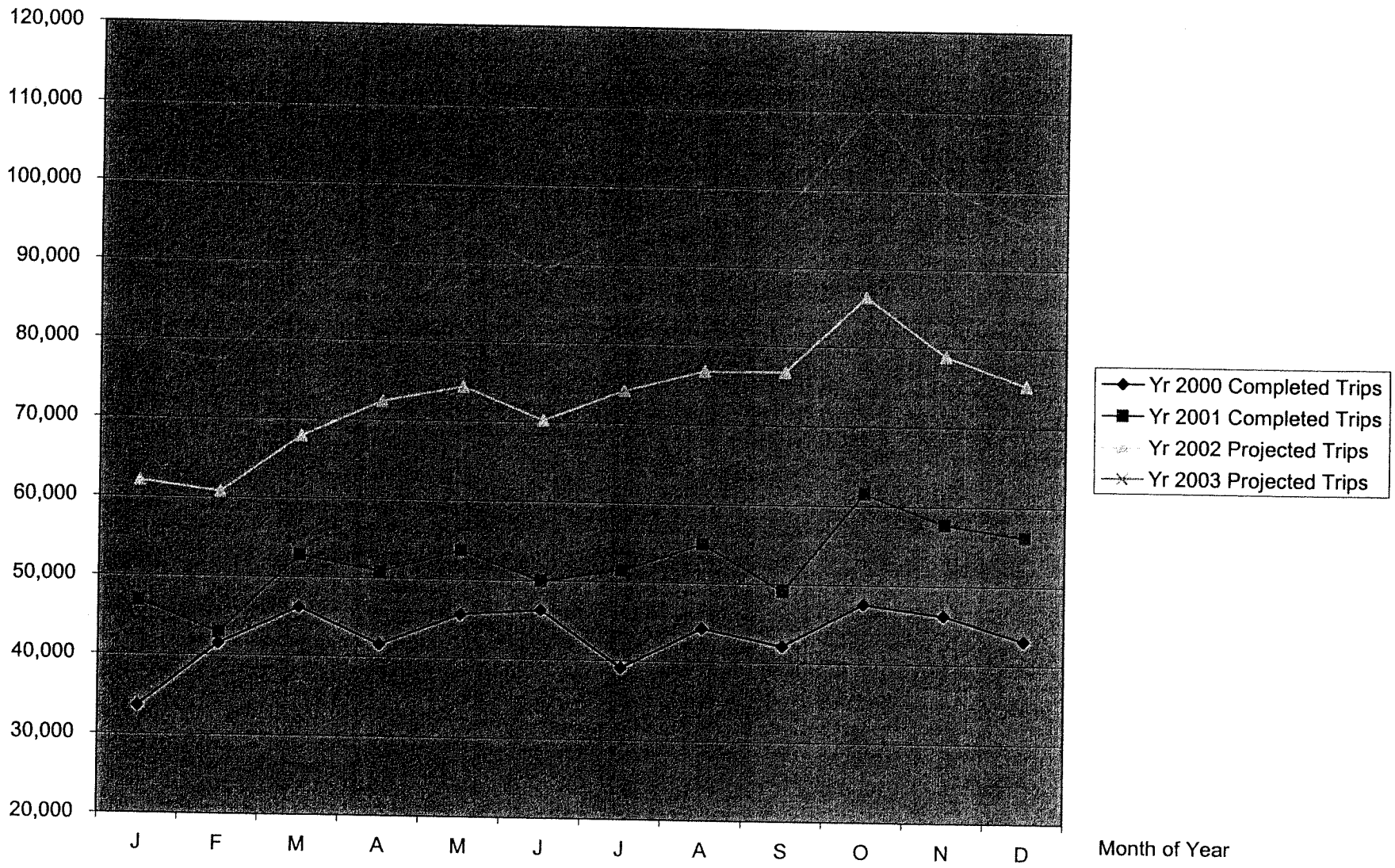
Metro Access Trip Analysis and Projections

						Projected Growth 2003 Using 27% as the growth factor.										
Total Trip Reservations		129,485	123,883	140,938	151,656	160,804	153,619	168,567	166,557	160,501	174,123	164,719	173,024		1,867,877	Reservations
Completed Trips		78,708	77,056	86,119	91,877	94,337	89,195	94,082	97,396	97,417	109,602	100,150	95,648		1,111,585	Completed Trips
% Comp Trips/Resv		60.79%	62.20%	61.10%	60.58%	58.67%	58.06%	55.81%	58.48%	60.70%	62.95%	60.80%	55.28%		59.51%	
Growth % Reservations Yr over Yr		27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%		27.00%	
Growth % Comp Trips Yr over Yr		27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%		27.00%	

Metro Access Reservations Trends



MetroAccess Complete Trips



No. 9

APPENDIX E

Performance Criteria
Calendar Year 2001, 2002, 2003, 2004
By Jurisdiction

Jurisdiction: Alexandria (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	18,522	14,309	19,748	20,233	**72,812**
b. Demand Requests	7,815	7,900	10,708	10,769	**37,192**
c. Active Subscriptions	10,706	6,409	9,076	9,464	**35,655**
Trip Data					
a. Total Trips Completed	10,113	8,229	11,941	13,184	**43,467**
b. Ambulatory Trips	7,836	5,570	7,060	8,220	**28,686**
c. Wheelchair/Mobility Aid	1,833	2,265	4,213	4,243	**12,554**
d. Companions	75	61	93	59	**288**
e. Personal Care Attendants	358	321	537	612	**1,828**
f. Under 5	11	12	38	49	**110**
g. WMATA Employee		0	0	0	**0**
h. Average Weekday Trips	34	27	39	44	**24**
i. Average Weekend Trips	17	37	28	37	**20**
4. Completed Trip Mode					
a. Van Trip	5,072	4,558	8,163	9,435	**27,228**
b. Sedan Trip	1,786	382	19	23	**2,210**
c. Supplementary Service Trip	791	329	37	208	**1,365**
d. Taxi Trip	2,464	2,960	3722	3518	**12,664**

As of 4/28/2005

Jurisdiction: Arlington (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	15,416	19,583	18,134	17,587	**70,720**
b. Demand Requests	11,059	13,874	13,083	12,410	**50,426**
c. Active Subscriptions	4,357	5,709	5,051	5,177	**20,294**
Trip Data					
a. Total Trips Completed	8,933	11,116	10,619	11,258	**41,926**
b. Ambulatory Trips	5,864	7,600	7,187	8,111	**28,762**
c. Wheelchair/Mobility Aid	2,449	3,654	2,312	2,113	**10,528**
d. Companions	121	148	140	76	**485**
e. Personal Care Attendants	488	813	964	936	**3,201**
f. Under 5	10	14	15	21	**60**
g. WMATA Employee	0	0	1	1	**2**
h. Average Weekday Trips	30	41	34	34	**23**
i. Average Weekend Trips	18	45	26	38	**21**
4. Completed Trip Mode					
a. Van Trip	4,078	6,421	7,466	7,879	**25,844**
b. Sedan Trip	1,667	333	20	22	**2,042**
c. Supplementary Service Trip	403	452	185	34	**1,074**
d. Taxi Trip	2,785	5,023	2948	3323	**14,079**

As of 4/28/2005

Jurisdiction: District of Columbia (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	266,708	347,725	405,291	414,467	**1,434,191**
b. Demand Requests	158,264	202,309	242,882	258,962	**862,417**
c. Active Subscriptions	108,474	145,416	162,409	155,505	**571,804**
Trip Data					
a. Total Trips Completed	153,465	195,242	233,439	264,224	**846,370**
b. Ambulatory Trips	101,389	125,584	134,168	145,697	**506,838**
c. Wheelchair/Mobility Aid	38,390	52,645	70,186	84,278	**245,499**
d. Companions	1,773	1,624	1,823	1,529	**6,749**
e. Personal Care Attendants	11,489	15,035	26,647	31,490	**84,661**
f. Under 5	416	337	608	1,189	**2,550**
g. WMATA Employee	8	17	7	41	**73**
h. Average Weekday Trips	503	659	761	846	**462**
i. Average Weekend Trips	342	749	539	773	**401**
4. Completed Trip Mode					
a. Van Trip	91,830	106,134	140,943	163,484	**502,391**
b. Sedan Trip	27,661	38,159	39,632	36,861	**142,313**
c. Supplementary Service Trip	24,975	28,480	24,721	22,395	**100,571**
d. Taxi Trip	8,829	22,469	28140	41484	**100,922**

As of 4/28/2005

Jurisdiction: Falls Church (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	2461	1,680	2883	5814	**12,838**
b. Demand Requests	1408	1,154	1569	2089	**6,220**
c. Active Subscriptions	1053	526	1314	3725	**6,618**
Trip Data					
a. Total Trips Completed	1457	1,120	2,058	4,258	**8,893**
b. Ambulatory Trips	1046	1,026	1,942	3,983	**7,997**
c. Wheelchair/Mobility Aid	377	78	94	93	**642**
d. Companions	8	8	4	2	**22**
e. Personal Care Attendants	26	8	18	179	**231**
f. Under 5	0	0	0	1	**1**
g. WMATA Employee	0	0	0	0	**0**
h. Average Weekday Trips	5	3	6	14	**5**
i. Average Weekend Trips	1	6	6	8	**4**
4. Completed Trip Mode					
a. Van Trip	565	625	1258	2549	**4,997**
b. Sedan Trip	303	16	0	1	**320**
c. Supplementary Service Trip	32	5	3	6	**46**
d. Taxi Trip	557	474	797	1702	**3,530**

As of 4/28/2005

Jurisdiction: Fairfax City (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	4,387	2,168	2538	4234	**13,327**
b. Demand Requests	2,509	1,561	1644	2178	**7,892**
c. Active Subscriptions	1878	607	894	2056	**5,435**
Trip Data					
a. Total Trips Completed	2831	1,408	1,737	3,012	**8,988**
b. Ambulatory Trips	1852	801	734	1,135	**4,522**
c. Wheelchair/Mobility Aid	940	579	924	1545	**3,988**
d. Companions	15	2	4	33	**54**
e. Personal Care Attendants	24	26	75	296	**421**
f. Under 5	0	0	0	3	**3**
g. WMATA Employee	0	0	0	0	**0**
h. Average Weekday Trips	10	5	6	10	**5**
i. Average Weekend Trips	3	1	2	6	**2**
4. Completed Trip Mode					
a. Van Trip	1,139	590	1,032	2,081	**4,842**
b. Sedan Trip	329	19	0	1	**349**
c. Supplementary Service Trip	136	8	3	1	**148**
d. Taxi Trip	1,227	791	702	929	**3,649**

As of 4/28/2005

Jurisdiction: Fairfax County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	140767	177,053	208040	215851	**741,711**
b. Demand Requests	72246	93,034	100275	100715	**366,270**
c. Active Subscriptions	68521	84,019	107765	115136	**375,441**
Trip Data					
a. Total Trips Completed	90102	109,871	130,699	145,993	**476,665**
b. Ambulatory Trips	67327	79,605	94,848	106,872	**348,652**
c. Wheelchair/Mobility Aid	18803	25,299	29267	29926	**103,295**
d. Companions	724	617	607	769	**2,717**
e. Personal Care Attendants	3073	4,075	5555	7945	**20,648**
f. Under 5	163	240	405	473	**1,281**
g. WMATA Employee	12	35	18	8	**73**
h. Average Weekday Trips	304	387	456	502	**275**
i. Average Weekend Trips	126	306	180	237	**142**
4. Completed Trip Mode					
a. Van Trip	36837	54,806	83711	102596	**277,950**
b. Sedan Trip	16786	3,965	117	80	**20,948**
c. Supplementary Service Trip	2509	3,069	945	616	**7,139**
d. Taxi Trip	33970	48,031	45926	42701	**170,628**

As of 4/28/2005

Jurisdiction: Montgomery County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	355736	448,420	516063	521510	**1,841,729**
b. Demand Requests	186764	231,456	267551	239451	**925,222**
c. Active Subscriptions	168974	216,964	248512	282059	**916,509**
Trip Data					
a. Total Trips Completed	215398	272,330	327,513	346,581	**1,161,822**
b. Ambulatory Trips	154222	181,948	205,912	212,373	**754,455**
c. Wheelchair/Mobility Aid	54754	74,995	83932	86311	**299,992**
d. Companions	1536	1,830	1078	1001	**5,445**
e. Personal Care Attendants	4657	13,135	35918	38380	**92,090**
f. Under 5	227	414	654	494	**1,789**
g. WMATA Employee	2	8	19	21	**50**
h. Average Weekday Trips	754	966	1117	1162	**667**
i. Average Weekend Trips	297	730	525	676	**372**
4. Completed Trip Mode					
a. Van Trip	95013	101,153	127209	113897	**437,272**
b. Sedan Trip	23917	22,293	15648	16543	**78,401**
c. Supplementary Service Trip	27569	69,912	101908	113869	**313,258**
d. Taxi Trip	68899	78,972	82658	102272	**332,801**

As of 4/28/2005

Jurisdiction: Prince George's County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	335102	487,448	538316	590142	**1,951,008**
b. Demand Requests	200773	269,554	303044	321074	**1,094,445**
c. Active Subscriptions	152311	217,891	235272	269068	**874,542**
Trip Data					
a. Total Trips Completed	191458	271,853	326,823	1061987	**1,852,121**
b. Ambulatory Trips	134990	180,518	217,826	713852	**1,247,186**
c. Wheelchair/Mobility Aid	44510	65,490	74349	249839	**434,188**
d. Companions	2267	2,428	1721	8844	**15,260**
e. Personal Care Attendants	9088	21,604	61539	113835	**206,066**
f. Under 5	603	1,782	1354	5521	**9,260**
g. WMATA Employee	2	31	34	98	**165**
h. Average Weekday Trips	635	981	1082	1206	**651**
i. Average Weekend Trips	410	986	669	1158	**538**
4. Completed Trip Mode					
a. Van Trip	93224	131,861	185603	221947	**632,635**
b. Sedan Trip	19055	44,658	23670	11507	**98,890**
c. Supplementary Service Trip	63543	48,356	36865	23631	**172,395**
d. Taxi Trip	15636	46,978	80685	133263	**276,562**

As of 4/28/2005

Jurisdiction: All (provided by calendar year)		2001	2002	2003
	Weekdays	264	261	261
	Weekends	101	104	104

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	1,139,099	1,498,386	1,711,013	1,789,838	**6,138,336**
b. Demand Requests	640,838	820,842	940,756	947,648	**3,350,084**
c. Active Subscriptions	516,274	677,541	770,293	842,190	**2,806,298**
Trip Data					
a. Total Trips Completed	673,757	871,169	1,044,829	1,850,497	**4,440,252**
b. Ambulatory Trips	474,526	582,652	669,677	1,200,243	**2,927,098**
c. Wheelchair/Mobility Aid	162,056	225,005	265,277	458,348	**1,110,686**
d. Companions	6,519	6,718	5,470	12,313	**31,020**
e. Personal Care Attendants	29,203	55,017	131,253	193,673	**409,146**
f. Under 5	1,430	2,799	3,074	7,751	**15,054**
g. WMATA Employee	24	91	79	169	**363**
h. Average Weekday Trips	2,274	3,069	3,501	3,817	**2,112**
i. Average Weekend Trips	1,214	2,861	1,975	2,933	**1,498**
Completed Trip Mode					
a. Van Trip	327,758	406,148	555,385	623,868	**1,913,159**
b. Sedan Trip	91,504	109,825	1,481,128	1,350,921	**3,033,378**
c. Supplementary Service Trip	119,958	150,611	164,667	160,760	**595,996**
d. Taxi Trip	134,367	205,698	245,578	329,192	**914,835**

DEDICATED FLEET SERVICE

Weekday Service Operated (Dedicated)	2001	2002	2003	2004	
a. Weekday Service Hours	199495	425,099	527256	549275	**1,701,125**
b. Weekday Revenue Hours	166823	341,143	433682	459762	**1,401,410**
c. Weekday Deadhead Hours	32,672	83,956	93,572	89,513	**299,713**
d. Weekday Service Miles	3173156	6,439,477	8350898	8906479	**26,870,010**
e.Weekday Revenue Miles	2536785	5,097,768	6703060	7345139	**21,682,752**
f. Weekday Deadhead Miles	636,371	1,341,709	1,647,838	1,561,340	**5,187,258**

Weekend Service Operated (Dedicated)					
a. Saturday Service Hours	34766	72,817	82906	75816	**266,305**
b. Saturday Revenue Hours	27917	56,806	66788	62195	**213,706**
c. Saturday Deadhead Hours	6,849	16,011	16,118	13,619	**52,597**
d. Saturday Service Miles	562029	1,174,855	1402022	1285883	**4,424,789**
e. Saturday Revenue Miles	449893	904,393	1096325	1050064	**3,500,675**
f. Saturday Deadhead Miles	112,136	270,462	411,424	235,819	**1,029,841**

Total Service Operated (Dedicated)					
a. Service Hours	451,624	497,916	610,162	625,091	**2,184,793**
b. Revenue Hours	372,465	397,949	500,470	521,957	**1,792,841**
c. Deadhead Hours	79,159	99,967	109,692	103,134	**391,952**
d. Service Miles	7,232,891	7,614,332	9,752,920	10,192,362	**34,792,505**
e. Revenue Miles	5,786,109	6,002,161	7,799,385	8,395,203	**27,982,858**
f. Deadhead Miles	1,446,782	1,612,171	1,953,535	1,797,159	**6,809,647**

SUPPLEMENTAL FLEET SERVIC

Weekday Service Operated (Supplemental)	2001	2002	2003	2004	
a. Weekday Service Hours	11511	8,466	19871	16309	**56,157**
b. Weekday Revenue Hours	11511	8466	19871	16309	**56,157**
c. Weekday Deadhead Hours	0	0	0	0	**0**
d. Weekday Service Miles	152522	101,359	190708	149829	**594,418**
e.Weekday Revenue Miles	152522	101359	190708	149879	**594,468**
f. Weekday Deadhead Miles	0	0	0	0	**0**

Weekend Service Operated (Supplemental)					
a. Saturday Service Hours	4259	485	425	97	**5,266**
b. Saturday Revenue Hours	4259	485	425	97	**5,266**
c. Saturday Deadhead Hours	0	0	0	0	**0**
d. Saturday Service Miles	580	5,775	4333	1198	**11,886**
e. Saturday Revenue Miles	580	5775	4333	1198	**11,886**
f. Saturday Deadhead Miles	0	0	0	0	**0**

Total Service Operated (Supplemental)					
a. Service Hours	15,770	8,951	20,296	16,406	**61,423**
b. Revenue Hours	15,770	8,951	20,296	16,406	**61,423**
c. Deadhead Hours	0	0	0	0	**0**
d. Service Miles	153,102	107,134	195,041	151,027	**606,304**
e. Revenue Miles	153,102	107,134	195,041	151,077	**606,354**
f. Deadhead Miles	0	0	0	-50	**-50**

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)					
a. Weekday Service Hours	49756	87,277	134218	166156	**437,407**
b. Weekday Revenue Hours	49,756	87,277	134,218	166,156	**437,407**
c. Weekday Deadhead Hours	0	0	0	0	**0**
d. Weekday Service Miles	857788	1,588,754	2161992	2621408	**7,229,942**
e.Weekday Revenue Miles	857,788	1,588,754	2,161,992	2,621,408	**7,229,942**
f. Weekday Deadhead Miles	0	0	0	0	**0**

10b. Saturday Service Operated (Taxi)					
a. Saturday Service Hours	6054	11,691	17983	22731	**58,459**
b. Saturday Revenue Hours	6,054	11,691	17,983	22,731	**58,459**
c. Saturday Deadhead Hours	0	0	0	0	**0**
d. Saturday Service Miles	107163	219,692	319881	602047	**1,248,783**
e. Saturday Revenue Miles	107163	219692	319881	602047	**1,248,783**
f. Saturday Deadhead Miles	0	0	0	0	**0**

10d. Total Service Operated (Taxi)					
a. Service Hours	55,810	98,968	152,201	188,887	**495,866**
b. Revenue Hours	55,810	98,968	152,201	188,887	**495,866**
c. Deadhead Hours	0	0	0	0	**0**
d. Service Miles	964,951	1,808,446	2,481,873	3,223,455	**8,478,725**
e. Revenue Miles	964,951	1,808,446	2,481,873	3,223,455	**8,478,725**
f. Deadhead Miles	0	0	0	0	**0**

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)					
a. Service Hours	523,204	605,835	782,659	830,384	**2,742,082**
b. Revenue Hours	444,045	505,868	672,967	727,250	**2,350,130**
c. Deadhead Hours	79,159	99,967	109,692	103,134	**391,952**
d. Service Miles	8,350,944	9,529,912	12,429,834	13,566,844	**43,877,534**
e. Revenue Miles	6,904,162	7,917,741	10,476,299	11,769,735	**37,067,937**
f. Deadhead Miles	1,446,782	1,612,171	1,953,535	1,797,109	**6,809,597**

APPENDIX F

Performance Criteria
By Jurisdiction - February 2005

Initial Monthly Report for February '05

Jurisdiction: Alexandria

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	203	202	203	204	202	202
b. Applications Received	0	3	4	1	0	8
c. Interviews	0	2	1	1	0	4
d. Functional Testing	0	2	1	1	0	4
e. New Registered	0	0	2	2	0	4
f. Denied	0	0	0	0	0	0
g. Pending	4	5	8	8	8	8
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	398	485	496	443	100	1,922
b. Demand Requests	213	256	276	274	56	1,075
c. Active Subscriptions	185	229	220	169	44	847
d. Trips Denied	0	0	0	0	0	0
e. Reservations	398	485	496	443	100	1,922
f. Early Cancellations	41	70	64	84	49	308
g. Trips Scheduled to Contract Carriers	357	415	432	359	51	1,614
h. Referred to Dedicated Carriers	227	287	295	279	42	1,130
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	130	128	137	80	9	484
3. Trip Data						
a. Total Trips Completed	294	324	356	299	48	1,321
b. Ambulatory Trips	217	217	250	212	34	930
c. Wheelchair/Mobility Aid	72	103	91	68	13	347
d. Companions	0	0	1	3	0	4
e. Personal Care Attendants	5	4	14	14	1	38
f. Under 5	0	0	0	2	0	2
g. WMATA Employee	0	0	0	0	0	0
h. No Show	12	16	15	11	1	55
i. PCA/Companion No Show	19	24	15	12	2	72
j. Late Cancel	21	42	39	25	0	127
k. Average Weekday Trips	68	57	63	48	31	57
l. Average Saturday Trips	21	26	27	35	0	27
m. Average Sunday Trips	0	10	14	20	17	15
n. Average Time of Trips	0:34	0:35	0:33	0:30	0:28	0:32
o. Average Trip Mileage	11	11	12	10	9	11
4. Completed Trip Mode						
a. Van Trip	200	230	254	235	39	958
b. Sedan Trip	0	1	0	0	0	1
c. Supplementary Service Trip	1	0	0	0	0	1
d. Taxi Trip	93	93	102	64	9	361
5. On-Time Performance						
a. On-Time Trips	257	286	324	268	44	1,179
b. Late Trips	37	38	32	31	4	142
c. Average Time Late	0:29	0:38	0:35	0:29	0:27	0:31
d. Maximum Time Late	1:06	2:30	1:27	1:56	0:46	2:30
e. Late 16 to 29 Minutes	32	26	22	25	3	108
f. Late 30 to 44 Minutes	3	7	7	5	1	23
g. Late 45 to 59 Minutes	2	3	2	0	0	7
h. Late 60 to 74 Minutes	0	1	1	0	0	2
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	1	0	1	0	2
k. Missed Trips	4	2	3	7	0	16
6. Revenue						
a. Total Fare Collected	$722.50	$800.00	$855.00	$707.50	$117.50	$3,202.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Arlington

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	954	957	960	968	964	**964**
b. Applications Received	1	14	10	5	0	**30**
c. Interviews	5	6	10	8	0	**29**
d. Functional Testing	5	6	10	8	0	**29**
e. New Registered	0	1	4	9	2	**16**
f. Denied	0	1	1	0	0	**2**
g. Pending	25	29	33	36	36	**36**
h. Recertifications	3	3	2	2	1	**11**
2. Reservations						
a. Total Trip Requests	326	355	368	343	84	**1,476**
b. Demand Requests	209	190	214	210	43	**866**
c. Active Subscriptions	117	165	154	133	41	**610**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	326	355	368	343	84	**1,476**
f. Early Cancellations	41	38	35	76	40	**230**
g. Trips Scheduled to Contract Carriers	285	317	333	267	44	**1,246**
h. Referred to Dedicated Carriers	188	217	245	180	29	**859**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	97	100	88	87	15	**387**
3. Trip Data						
a. Total Trips Completed	202	237	242	199	35	**915**
b. Ambulatory Trips	163	182	174	159	27	**705**
c. Wheelchair/Mobility Aid	21	37	44	27	6	**135**
d. Companions	0	0	0	0	0	**0**
e. Personal Care Attendants	18	17	21	13	1	**70**
f. Under 5	0	1	3	0	1	**5**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	25	28	30	12	1	**96**
i. PCA/Companion No Show	20	14	19	22	0	**75**
j. Late Cancel	29	31	32	26	5	**123**
k. Average Weekday Trips	46	38	42	32	21	**38**
l. Average Saturday Trips	18	17	13	13	0	**15**
m. Average Sunday Trips	0	27	18	25	14	**21**
n. Average Time of Trips	0:24	0:25	0:24	0:28	0:26	**0:25**
o. Average Trip Mileage	6	8	7	9	6	**7**
4. Completed Trip Mode						
a. Van Trip	137	157	184	140	25	**643**
b. Sedan Trip	0	1	0	2	0	**3**
c. Supplementary Service Trip	1	1	0	2	0	**4**
d. Taxi Trip	64	78	58	55	10	**265**
5. On-Time Performance						
a. On-Time Trips	187	213	218	189	34	**841**
b. Late Trips	15	24	24	10	1	**74**
c. Average Time Late	0:26	0:25	0:27	0:49	0:21	**0:29**
d. Maximum Time Late	0:50	1:15	1:20	2:08	0:21	**2:08**
e. Late 16 to 29 Minutes	13	22	19	4	1	**59**
f. Late 30 to 44 Minutes	2	1	3	4	0	**10**
g. Late 45 to 59 Minutes	0	0	1	1	0	**2**
h. Late 60 to 74 Minutes	0	1	1	0	0	**2**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	1	0	**1**
k. Missed Trips	0	1	3	2	0	**6**
6. Revenue						
a. Total Fare Collected	$460.00	$547.50	$545.00	$465.00	$82.50	**$2,100.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: District of Columbia

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4086	4115	4151	4174	4129	**4129**
b. Applications Received	22	25	35	37	0	**119**
c. Interviews	30	40	42	26	1	**139**
d. Functional Testing	30	40	42	26	1	**139**
e. New Registered	22	23	28	24	7	**104**
f. Denied	1	2	1	1	0	**5**
g. Pending	109	113	124	142	142	**142**
h. Recertifications	17	9	12	9	4	**51**
2. Reservations						
a. Total Trip Requests	6866	8869	8657	7537	1940	**33,869**
b. Demand Requests	4542	5829	5494	4938	1220	**22,023**
c. Active Subscriptions	2324	3040	3163	2599	720	**11,846**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	6866	8869	8657	7537	1940	**33,869**
f. Early Cancellations	526	810	923	1286	567	**4,112**
g. Trips Scheduled to Contract Carriers	6340	8059	7734	6521	1373	**30,027**
h. Referred to Dedicated Carriers	4732	6062	5999	4954	1090	**22,837**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	1608	1997	1735	1297	283	**6,920**
3. Trip Data						
a. Total Trips Completed	4653	6054	5736	4596	1006	**22,045**
b. Ambulatory Trips	2516	3398	3162	2584	531	**12,191**
c. Wheelchair/Mobility Aid	1479	1830	1780	1429	326	**6,844**
d. Companions	27	25	32	15	5	**104**
e. Personal Care Attendants	604	770	723	544	136	**2,777**
f. Under 5	27	29	38	21	8	**123**
g. WMATA Employee	0	2	1	3	0	**6**
h. No Show	391	431	418	296	82	**1,618**
i. PCA/Companion No Show	412	503	492	374	100	**1,881**
j. Late Cancel	724	923	961	838	174	**3,620**
k. Average Weekday Trips	1027	1031	963	753	599	**922**
l. Average Saturday Trips	545	499	508	492	0	**511**
m. Average Sunday Trips	0	399	409	335	407	**388**
n. Average Time of Trips	0:32	0:32	0:32	0:31	0:31	**0:31**
o. Average Trip Mileage	6	6	6	6	6	**6**
4. Completed Trip Mode						
a. Van Trip	2560	3385	3303	2671	569	**12,488**
b. Sedan Trip	586	770	742	612	150	**2,860**
c. Supplementary Service Trip	336	377	410	366	83	**1,572**
d. Taxi Trip	1171	1522	1281	947	204	**5,125**
5. On-Time Performance						
a. On-Time Trips	4120	5538	5215	4227	934	**20,034**
b. Late Trips	533	516	521	369	72	**2,011**
c. Average Time Late	0:29	0:28	0:28	0:26	0:25	**0:27**
d. Maximum Time Late	2:04	3:03	2:50	1:55	1:04	**3:03**
e. Late 16 to 29 Minutes	424	412	415	322	62	**1,635**
f. Late 30 to 44 Minutes	64	69	64	27	5	**229**
g. Late 45 to 59 Minutes	22	19	16	15	5	**77**
h. Late 60 to 74 Minutes	15	5	12	3	0	**35**
i. Late 75 to 89 Minutes	3	3	4	0	0	**10**
j. Late 90+ Minutes	5	8	10	2	0	**25**
k. Missed Trips	102	59	53	39	3	**256**
6. Revenue						
a. Total Fare Collected	$10,055.00	$13,132.50	$12,435.00	$10,070.00	$2,155.00	**$47,847.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Falls Church

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	28	28	28	28	28	28
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	113	130	132	110	19	504
b. Demand Requests	25	34	32	27	2	120
c. Active Subscriptions	88	96	100	83	17	384
d. Trips Denied	0	0	0	0	0	0
e. Reservations	113	130	132	110	19	504
f. Early Cancellations	5	26	18	33	14	96
g. Trips Scheduled to Contract Carriers	108	104	114	77	5	408
h. Referred to Dedicated Carriers	72	72	76	56	3	279
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	36	32	38	21	2	129
3. Trip Data						
a. Total Trips Completed	79	83	101	60	2	325
b. Ambulatory Trips	75	80	98	60	2	315
c. Wheelchair/Mobility Aid	2	3	2	0	0	7
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	2	0	1	0	0	3
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	4	5	6	1	22
i. PCA/Companion No Show	1	0	0	0	0	1
j. Late Cancel	20	12	8	9	0	49
k. Average Weekday Trips	18	16	19	10	0	15
l. Average Saturday Trips	4	1	2	6	0	3
m. Average Sunday Trips	0	0	2	1	2	1
n. Average Time of Trips	0:35	0:34	0:32	0:30	0:20	0:32
o. Average Trip Mileage	12	11	10	10	2	11
4. Completed Trip Mode						
a. Van Trip	54	60	65	43	1	223
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	25	23	36	17	1	102
5. On-Time Performance						
a. On-Time Trips	67	76	87	56	2	288
b. Late Trips	12	7	14	4	0	37
c. Average Time Late	0:27	0:31	0:34	0:30	0:00	0:24
d. Maximum Time Late	0:55	1:00	0:55	0:53	0:00	1:00
e. Late 16 to 29 Minutes	11	6	10	3	0	30
f. Late 30 to 44 Minutes	1	1	4	1	0	7
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	2	0	1	0	3
6. Revenue						
a. Total Fare Collected	$192.50	$207.50	$250.00	$150.00	$5.00	$805.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Fairfax City

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	39	39	39	39	39	39
b. Applications Received	0	0	0	0	0	0
c. Interviews	1	0	0	0	0	1
d. Functional Testing	1	0	0	0	0	1
e. New Registered	1	0	0	0	0	1
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	1	0	0	0	0	1
2. Reservations						
a. Total Trip Requests	115	115	120	92	22	464
b. Demand Requests	39	39	49	28	11	166
c. Active Subscriptions	76	76	71	64	11	298
d. Trips Denied	0	0	0	0	0	0
e. Reservations	115	115	120	92	22	464
f. Early Cancellations	15	15	7	22	7	66
g. Trips Scheduled to Contract Carriers	100	100	113	70	15	398
h. Referred to Dedicated Carriers	71	71	81	58	6	287
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	29	29	32	12	9	111
3. Trip Data						
a. Total Trips Completed	66	66	91	55	6	284
b. Ambulatory Trips	37	37	58	41	6	179
c. Wheelchair/Mobility Aid	29	29	28	12	0	98
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	0	0	5	2	0	7
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	5	5	3	3	0	16
i. PCA/Companion No Show	5	5	9	2	4	25
j. Late Cancel	17	17	9	8	2	53
k. Average Weekday Trips	11	11	14	7	2	10
l. Average Saturday Trips	5	5	8	8	0	7
m. Average Sunday Trips	4	4	9	8	4	6
n. Average Time of Trips	0:34	0:34	0:35	0:32	0:26	0:33
o. Average Trip Mileage	16	16	14	12	9	14
4. Completed Trip Mode						
a. Van Trip	46	46	68	44	4	208
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	20	20	23	11	2	76
5. On-Time Performance						
a. On-Time Trips	59	59	82	50	5	255
b. Late Trips	7	7	9	5	1	29
c. Average Time Late	0:38	0:38	0:33	0:20	0:45	0:34
d. Maximum Time Late	1:00	1:00	1:00	0:45	0:45	1:00
e. Late 16 to 29 Minutes	5	5	7	4	0	21
f. Late 30 to 44 Minutes	1	1	1	1	1	5
g. Late 45 to 59 Minutes	1	1	1	0	0	3
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	1	0	1	2	0	4
6. Revenue						
a. Total Fare Collected	$165.00	$165.00	$215.00	$132.50	$15.00	$692.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Fairfax County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	1524	1535	1537	1551	1552	**1552**
b. Applications Received	1	25	7	6	0	**39**
c. Interviews	9	13	16	9	0	**47**
d. Functional Testing	9	13	16	9	0	**47**
e. New Registered	11	6	5	7	3	**32**
f. Denied	0	0	0	0	0	**0**
g. Pending	46	57	61	66	66	**66**
h. Recertifications	4	8	4	7	3	**26**
2. Reservations						
a. Total Trip Requests	3229	3986	3999	3592	770	**15,576**
b. Demand Requests	1501	1819	1870	1761	307	**7,258**
c. Active Subscriptions	1728	2167	2129	1831	463	**8,318**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	3229	3986	3999	3592	770	**15,576**
f. Early Cancellations	428	545	490	1011	323	**2,797**
g. Trips Scheduled to Contract Carriers	2801	3441	3509	2581	447	**12,779**
h. Referred to Dedicated Carriers	1964	2411	2546	1993	384	**9,298**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	837	1030	963	588	63	**3,481**
3. Trip Data						
a. Total Trips Completed	2248	2766	2854	1990	339	**10,197**
b. Ambulatory Trips	1704	2098	2118	1473	247	**7,640**
c. Wheelchair/Mobility Aid	449	535	581	428	72	**2,065**
d. Companions	8	19	19	11	4	**61**
e. Personal Care Attendants	80	101	125	72	15	**393**
f. Under 5	7	13	11	6	1	**38**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	111	136	132	119	18	**516**
i. PCA/Companion No Show	150	191	202	125	16	**684**
j. Late Cancel	210	250	249	297	60	**1,066**
k. Average Weekday Trips	523	512	523	353	246	**464**
l. Average Saturday Trips	154	115	136	135	0	**135**
m. Average Sunday Trips	0	89	99	88	93	**92**
n. Average Time of Trips	0:37	0:35	0:35	0:34	0:31	**0:35**
o. Average Trip Mileage	13	13	13	12	11	**13**
4. Completed Trip Mode						
a. Van Trip	1615	1989	2104	1527	293	**7,528**
b. Sedan Trip	2	0	0	5	0	**7**
c. Supplementary Service Trip	0	1	0	1	0	**2**
d. Taxi Trip	631	776	750	457	46	**2,660**
5. On-Time Performance						
a. On-Time Trips	2004	2524	2588	1845	313	**9,274**
b. Late Trips	244	242	266	145	26	**923**
c. Average Time Late	0:33	0:32	0:30	0:35	0:25	**0:31**
d. Maximum Time Late	2:15	2:00	1:30	2:05	1:05	**2:15**
e. Late 16 to 29 Minutes	189	192	213	104	24	**722**
f. Late 30 to 44 Minutes	38	32	33	19	0	**122**
g. Late 45 to 59 Minutes	8	12	17	13	2	**52**
h. Late 60 to 74 Minutes	4	5	1	4	0	**14**
i. Late 75 to 89 Minutes	0	0	2	0	0	**2**
j. Late 90+ Minutes	5	1	0	5	0	**11**
k. Missed Trips	21	36	28	23	0	**108**
6. Revenue						
a. Total Fare Collected	$5,402.50	$6,630.00	$6,795.00	$4,780.00	$807.50	**$24,415.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Montgomery County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	3836	3853	3865	3896	3875	**3875**
b. Applications Received	13	57	24	14	2	**110**
c. Interviews	29	27	33	21	7	**117**
d. Functional Testing	29	27	33	21	7	**117**
e. New Registered	2	13	15	10	0	**40**
f. Denied	0	1	0	0	0	**1**
g. Pending	60	82	90	96	98	**98**
h. Recertifications	6	21	10	21	0	**58**
2. Reservations						
a. Total Trip Requests	8,360	10391	10206	9293	2187	**40,437**
b. Demand Requests	3799	4574	4537	4411	924	**18,245**
c. Active Subscriptions	4561	5817	5669	4882	1263	**22,192**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	8,360	10,391	10,206	9,293	2,187	**40,437**
f. Early Cancellations	837	1086	982	1587	590	**5,082**
g. Trips Scheduled to Contract Carriers	7523	9305	9224	7706	1597	**35,355**
h. Referred to Dedicated Carriers	4982	6040	6018	5272	1006	**23,318**
i. Referred to Supplemental Carriers	412	516	528	417	98	**1,971**
j. Referred to Taxi	2129	2749	2678	2017	493	**10,066**
3. Trip Data						
a. Total Trips Completed	5955	7556	7446	5767	1079	**27,803**
b. Ambulatory Trips	3709	4672	4653	3519	634	**17,187**
c. Wheelchair/Mobility Aid	1485	1899	1819	1412	281	**6,896**
d. Companions	15	31	40	22	3	**111**
e. Personal Care Attendants	736	938	925	800	157	**3,556**
f. Under 5	8	8	8	8	2	**34**
g. WMATA Employee	2	8	1	6	2	**19**
h. No Show	214	267	233	283	61	**1,058**
i. PCA/Companion No Show	605	675	687	504	98	**2,569**
j. Late Cancel	529	633	610	721	136	**2,629**
k. Average Weekday Trips	1397	1367	1345	1017	797	**1,252**
l. Average Saturday Trips	367	410	395	409	0	**395**
m. Average Sunday Trips	0	311	322	272	282	**297**
n. Average Time of Trips	0:34	0:33	0:34	0:32	0:32	**0:33**
o. Average Trip Mileage	10	10	11	10	10	**10**
4. Completed Trip Mode						
a. Van Trip	2002	2517	2507	1966	373	**9,365**
b. Sedan Trip	336	415	422	319	62	**1,554**
c. Supplementary Service Trip	1975	2452	2365	1868	313	**8,973**
d. Taxi Trip	1642	2172	2152	1614	331	**7,911**
5. On-Time Performance						
a. On-Time Trips	5427	6946	6824	5440	995	**25,632**
b. Late Trips	528	610	622	327	84	**2,171**
c. Average Time Late	0:31	0:31	0:29	0:28	0:28	**0:29**
d. Maximum Time Late	3:10	3:10	3:07	2:24	1:26	**3:10**
e. Late 16 to 29 Minutes	407	490	499	258	67	**1,721**
f. Late 30 to 44 Minutes	60	62	63	44	7	**236**
g. Late 45 to 59 Minutes	36	27	28	15	4	**110**
h. Late 60 to 74 Minutes	7	12	9	2	6	**36**
i. Late 75 to 89 Minutes	7	6	6	3	0	**22**
j. Late 90+ Minutes	11	13	17	5	0	**46**
k. Missed Trips	39	32	34	29	7	**141**
6. Revenue						
a. Total Fare Collected	$13,022.50	$16,505.00	$16,280.00	$12,382.50	$2,295.00	**$60,485.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Prince George's County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4328	4359	4377	4424	4409	**4409**
b. Applications Received	20	22	39	25	0	**106**
c. Interviews	40	27	33	30	0	**130**
d. Functional Testing	40	27	33	30	0	**130**
e. New Registered	17	21	11	37	11	**97**
f. Denied	4	3	1	6	0	**14**
g. Pending	90	96	114	123	123	**123**
h. Recertifications	19	15	14	13	1	**62**
2. Reservations						
a. Total Trip Requests	9857	12788	12459	11385	2753	**49,242**
b. Demand Requests	5056	6606	6225	6083	1342	**25,312**
c. Active Subscriptions	4801	6182	6234	5302	1411	**23,930**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	9857	12788	12459	11385	2753	**49,242**
f. Early Cancellations	1069	1345	1212	2599	932	**7,157**
g. Trips Scheduled to Contract Carriers	8788	11443	11247	8786	1821	**42,085**
h. Referred to Dedicated Carriers	5373	7119	7088	5630	1100	**26,310**
i. Referred to Supplemental Carriers	39	61	60	50	12	**222**
j. Referred to Taxi	3376	4263	4099	3106	709	**15,553**
3. Trip Data						
a. Total Trips Completed	6964	9307	9163	6782	1383	**33,599**
b. Ambulatory Trips	4798	6368	6290	4635	937	**23,028**
c. Wheelchair/Mobility Aid	1573	2102	2095	1473	315	**7,558**
d. Companions	18	26	12	8	3	**67**
e. Personal Care Attendants	556	784	748	641	127	**2,856**
f. Under 5	18	25	18	25	1	**87**
g. WMATA Employee	1	2	0	0	0	**3**
h. No Show	443	558	516	469	119	**2,105**
i. PCA/Companion No Show	368	498	400	358	88	**1,712**
j. Late Cancel	735	800	901	801	192	**3,429**
k. Average Weekday Trips	1584	1621	1609	1148	919	**1,457**
l. Average Saturday Trips	627	727	649	614	0	**654**
m. Average Sunday Trips	0	475	467	428	464	**459**
n. Average Time of Trips	0:36	0:36	0:36	0:34	0:32	**0:35**
o. Average Trip Mileage	12	12	12	11	11	**12**
4. Completed Trip Mode						
a. Van Trip	4071	5492	5404	3961	734	**19,662**
b. Sedan Trip	108	185	177	158	42	**670**
c. Supplementary Service Trip	137	226	246	190	56	**855**
d. Taxi Trip	2648	3404	3336	2473	551	**12,412**
5. On-Time Performance						
a. On-Time Trips	6382	8663	8474	6379	1309	**31,207**
b. Late Trips	582	644	689	403	74	**2,392**
c. Average Time Late	0:32	0:27	0:28	0:28	0:28	**0:28**
d. Maximum Time Late	4:16	2:40	3:07	2:17	1:05	**4:16**
e. Late 16 to 29 Minutes	465	544	583	332	54	**1,978**
f. Late 30 to 44 Minutes	62	68	63	48	16	**257**
g. Late 45 to 59 Minutes	31	21	27	13	4	**96**
h. Late 60 to 74 Minutes	8	6	8	4	0	**26**
i. Late 75 to 89 Minutes	7	3	3	5	0	**18**
j. Late 90+ Minutes	9	2	5	1	0	**17**
k. Missed Trips	126	97	77	50	13	**363**
6. Revenue						
a. Total Fare Collected	$15,972.50	$21,240.00	$20,992.50	$15,290.00	$3,137.50	**$76,632.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Visitor

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	33	35	36	41	40	40
b. Applications Received	1	3	2	14	0	20
c. Interviews	0	0	1	0	0	1
d. Functional Testing	0	0	1	0	0	1
e. New Registered	0	2	3	7	0	12
f. Denied	0	0	0	0	0	0
g. Pending	5	5	7	16	16	16
h. Recertifications	0	0	0	2	0	2
2. Reservations						
a. Total Trip Requests	80	104	193	126	23	526
b. Demand Requests	22	32	122	73	7	256
c. Active Subscriptions	58	72	71	53	16	270
d. Trips Denied	0	0	0	0	0	0
e. Reservations	80	104	193	126	23	526
f. Early Cancellations	6	10	45	23	8	92
g. Trips Scheduled to Contract Carriers	74	94	148	103	15	434
h. Referred to Dedicated Carriers	48	55	100	55	10	268
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	26	39	48	48	5	166
3. Trip Data						
a. Total Trips Completed	55	71	108	81	12	327
b. Ambulatory Trips	37	53	64	53	6	213
c. Wheelchair/Mobility Aid	14	14	30	22	3	83
d. Companions	0	0	0	0	1	1
e. Personal Care Attendants	4	4	14	6	2	30
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	3	5	5	6	0	19
i. PCA/Companion No Show	0	0	5	4	0	9
j. Late Cancel	14	17	29	10	3	73
k. Average Weekday Trips	12	13	21	13	9	15
l. Average Saturday Trips	5	4	3	9	0	5
m. Average Sunday Trips	0	0	0	3	3	2
n. Average Time of Trips	0:34	0:37	0:39	0:31	0:43	0:35
o. Average Trip Mileage	14	12	16	11	13	13
4. Completed Trip Mode						
a. Van Trip	31	36	65	39	3	174
b. Sedan Trip	0	0	4	1	1	6
c. Supplementary Service Trip	5	3	3	4	3	18
d. Taxi Trip	19	32	36	37	5	129
5. On-Time Performance						
a. On-Time Trips	49	67	103	75	10	304
b. Late Trips	6	4	5	6	2	23
c. Average Time Late	0:21	0:19	0:29	0:32	0:20	0:24
d. Maximum Time Late	0:43	0:22	0:41	0:45	0:23	0:45
e. Late 16 to 29 Minutes	6	4	5	2	2	19
f. Late 30 to 44 Minutes	0	0	0	4	0	4
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	2	1	0	0	0	3
6. Revenue						
a. Total Fare Collected	$127.50	$167.50	$235.00	$187.50	$25.00	$742.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: All

Weekdays	20
Saturdays	4
Sundays	4

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	15,031	15,123	15,196	15,325	15,238	**15,238**
b. Applications Received	58	149	121	102	2	**432**
c. Interviews	114	115	136	95	8	**468**
d. Functional Testing	114	115	136	95	8	**468**
e. New Registered	53	66	68	96	23	**306**
f. Denied	5	7	3	7	0	**22**
g. Pending	343	391	441	491	493	**493**
h. Recertifications	50	56	42	54	9	**211**
2. Reservations						
a. Total Trip Requests	29,344	37,223	36,630	32,921	7,898	**144,016**
b. Demand Requests	15,406	19,379	18,819	17,805	3,912	**75,321**
c. Active Subscriptions	13,938	17,844	17,811	15,116	3,986	**68,695**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	29,344	37,223	36,630	32,921	7,898	**144,016**
f. Early Cancellations	2,968	3,945	3,776	6,721	2,530	**19,940**
g. Trips Scheduled to Contract Carriers	26,376	33,278	32,854	26,470	5,368	**124,346**
h. Referred to Dedicated Carriers	17,657	22,334	22,448	18,477	3,670	**84,586**
i. Referred to Supplemental Carriers	451	577	588	467	110	**2,193**
j. Referred to Taxi	8,268	10,367	9,818	7,256	1,588	**37,297**
3. Trip Data						
a. Total Trips Completed	20,516	26,464	26,097	19,829	3,910	**96,816**
b. Ambulatory Trips	13,256	17,105	16,867	12,736	2,424	**62,388**
c. Wheelchair/Mobility Aid	5,124	6,552	6,470	4,871	1,016	**24,033**
d. Companions	68	101	104	59	16	**348**
e. Personal Care Attendants	2,005	2,618	2,576	2,092	439	**9,730**
f. Under 5	60	76	78	62	13	**289**
g. WMATA Employee	3	12	2	9	2	**28**
h. No Show	1,210	1,450	1,357	1,205	283	**5,505**
i. PCA/Companion No Show	1,580	1,910	1,829	1,401	308	**7,028**
j. Late Cancel	2,299	2,725	2,838	2,735	572	**11,169**
k. Average Weekday Trips	4,686	4,666	4,599	3,381	2,624	**4,230**
l. Average Saturday Trips	1,746	1,804	1,741	1,721	0	**1,753**
m. Average Sunday Trips	4	1,315	1,340	1,180	1,286	**1,280**
n. Average Time of Trips	0:33	0:33	0:33	0:31	0:29	**0:32**
o. Average Trip Mileage	**10.33**	**10.34**	**10.32**	**10.99**	**11.89**	**11**
4. Completed Trip Mode						
a. Van Trip	10,716	13,912	13,954	10,626	2,041	**51,249**
b. Sedan Trip	1,032	1,372	1,345	1,097	255	**5,101**
c. Supplementary Service Trip	2,455	3,060	3,024	2,431	455	**11,425**
d. Taxi Trip	6,313	8,120	7,774	5,675	1,159	**29,041**
5. On-Time Performance						
a. On-Time Trips	18,552	24,372	23,915	18,529	3,646	**89,014**
b. Late Trips	1,964	2,092	2,182	1,300	264	**7,802**
c. Average Time Late	0:29	0:29	0:30	0:30	0:24	**0:28**
d. Maximum Time Late	4:16	3:10	3:07	2:24	1:26	**4:16**
e. Late 16 to 29 Minutes	1,552	1,701	1,773	1,054	213	**6,293**
f. Late 30 to 44 Minutes	231	241	238	153	30	**893**
g. Late 45 to 59 Minutes	100	83	92	57	15	**347**
h. Late 60 to 74 Minutes	34	30	32	13	6	**115**
i. Late 75 to 89 Minutes	17	12	15	8	0	**52**
j. Late 90+ Minutes	30	25	32	15	0	**102**
k. Missed Trips	295	230	199	153	23	**900**
6. Revenue						
a. Total Fare Collected	$46,120.00	$59,395.00	$58,602.50	$44,165.00	$8,640.00	**$216,922.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

AMENDMENT 4

Serial Number: RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 24, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

June 17, 2005

AMENDMENT NO. 4
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. Responses to the final set of questions.

2. The spreadsheets for December 2004, and January and April 2005 Jurisdiction Monthly Report will be emailed in their entirety Friday, June 17, 2005.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

Failure to acknowledge all amendments may cause the proposal offer unacceptable.

William C. Ellerman
Contracting Officer

June 17, 2005
Date

Page 140, 6.2.1

1. Are there any restrictions for drivers that have criminal records such as felony convictions?

See Amendment 3, Item Number 6, mailed out June 14, 2005

The requirement for moving violations within one (1) year might eliminate many qualified applicants. Would WMATA consider a point system for moving violations and an agreement for zero points at the time of hire?

See Amendment 3, Item Number 6, mailed out June 14, 2005.

Does the "no moving violations within one year" specification apply to existing drivers in the system?

See Amendment 3, Item Number 6, mailed out June 14, 2005.

Does the "no moving violations within one year" specification apply to taxicab and non-dedicated drivers in the system?

See Amendment 3, Item Number 6, mailed out June 14, 2005.

Page 140, 6.2.3
Does the requirement for "basic first aid", mean certified first aid training?

No

Are drivers required to administer basic first aid if trained to do so?

Yes

Page 140, 6.2.4
Are the dress code requirements required for non-dedicated and taxicab drivers?

No

Would WMATA allow for dress shorts for drivers in the summer?

No

Page 144, 6.3.11
What is the securement policy for scooters that can not be secured by traditional four point tie-down systems?

Drivers are required to help secure infant seats, strollers, pet carriers, and any other equipment brought by customers that may need to be secured during transportation.

Page 146, 6.7
Does the contractor required to perform FTA alcohol and drug testing for taxicab drivers, mechanics, and other safety sensitive functions at taxicab companies?

Yes

Does the contractor have to perform FTA alcohol and drug testing for non-dedicated drivers, mechanics, and other safety sensitive functions performed at non-dedicated companies?

Yes

If transportation providers used sub-contracted maintenance facilities do they have to drug test their mechanics?

FTA still recognizes that recipients funded with 49 U.S.C. 5311 funds and which contract out maintenance service are excluded from the drug and alcohol testing rules. Also, maintenance providers of safety-sensitive functions for a grantee on an ad hoc or one-time basis are not required to comply

With productivity below 2 riders per hour, would WMATA consider the use of wheelchair accessible minivan's as dedicated vehicles?

This is a "best-value" contract. If the contractor wishes to use accessible mini-vans that is acceptable. The contractor needs to assure that productivity standards and customer service issues are addressed.

Do all taxicab drivers and non-dedicated van drivers need to be covered by workman's compensation insurance?

Yes

Does all excess liability coverage's for auto and general liability need to be carried to cover **completed operations** for taxicab companies and non-dedicated van companies?

Yes

Are taxicab companies such as the ones listed on page 23 required to be licensed by the jurisdictions that they serve?

No response. This is unrelated to the insurance requirements.

Currently all dedicated vehicles have Maryland plates. Does WMATA have any exemption from the Virginia Department of Motor Vehicles regulations for vans that are carrying passenger's intrastate Virginia for MetroAccess?

Do vehicles operating in Virginia need to be registered in the jurisdiction that the vehicles are garaged?

Is the contractor required to pay all local and state licensing and taxes such as personal property tax?

The response for the previous 3 questions follows:
The contractor must comply with all applicable state laws regarding licensing and registration of vehicles. WMATA's governmental status is not applicable to contractors. The contractor will be required to pay all applicable VA taxes. WMATA is exempt from states taxes - not contractors.

Please clarify. Does this mean WMATA will be providing the radio frequencies for communication between the call center/dispatch and the dedicated vehicles? If so, what is the frequency being provided and how many frequencies are available?

The contractor is responsible for the radio frequencies and communication between the call center and dispatch.

Amendment 1 does not provide enough information needed to develop maintenance cost and vehicle replacement estimates. Please provide the odometer reading for each vehicle in the fleet and the date the reading was taken.

97 vehicles will be provided for the new contract. 33 of the 97 were place in service March 2003, and 64 were place in February 2005. Based on current life expectancies of 3 years the 33 vehicles will need to be replace 2/06 and 64 vehicles 2005 will need to be replaced in 2008.

14. and 129.
While the data provided contains some of this information, it is critical we have at least a day's sample of the pickup addresses and the drop off addresses. Because reimbursement is on a revenue hour basis, it is critical to know where the volume of trips are originating and ending in order to locate facilities and estimate the cost of deadheading to the first pick and the last drop.

See Amendment 3, CD's contain data.

Question 23 was not answered. Please provide.

See Amendment 3

While we see the layout of the space, it is unclear what is included with this space. Please provide a list of furniture, workstations, computers, office equipment, phone equipment and other office related equipment that will be provided with this space.

Contractor is responsible for all furniture, workstations, computers and office equipment. WMATA will provide all phone equipment.

Where will the comparable space be located? If not know specifically will it be centrally located near the District?

8405 Colesville Rd., Silver Spring, Md. Location within the building has not been finalized.

Would WMATA consider a phased-in approach to startup that *precedes the termination* date of the existing operating agreement?

Yes

The following questions were not answered.
"Detail the client information captured in the current system".
"standing order information being captured", and
Call volume by week and time of day

See Amendment 3

In order for the service to become more productive, it will be necessary for the "scheduled pickup time" to move within the 30-minute window (but never before or after). Is that the understanding of WMATA and its customers?

Yes

Can WMATA provide the number of intrazonal trips from jurisdiction to jurisdiction?

This data is not currently available.

Please provide a map of the WMATA's service area.

See Scope of Work, Section 2 - Service Area, page 120. WMATA does not have a specific map for the Paratransit service areas.

See #36.

See Amendment 3

To what extent have customers been prepared for the advent of paratransit feeder service?

It has been discussed at regional task force meetings as a means to cut costs. But at this point it has not been elevated beyond the "discussion phase."

The question about *will calls* is critical to understanding this service. What is meant by the phrase "on a per occurrence basis" as it relates to open returns? Can WMATA provide the number of "open returns" by jurisdiction? What is WMATA's written policy on will calls?

There is no written policy on will calls. WMATA does not offered "same day" service; however, WMATA will not strand a customer as a result of service failures or weather conditions..

See #39.

See Amendment 2

Please clarify. TPH is calculated based upon *dedicated vehicle revenue hours* exclusively?

Yes

Would disincentives be waived in the event of circumstance arising from policies, procedures, etc. of the current PM?

No

We understand that this will be a different service delivery system. For non-incumbent bidders, however, we need to fully understand how things work now in order to plan improvements through our proposal. Please assist the bidders by providing basic information on how this program is managed. More specifically:

a) An organization chart of both the WMATA Access organization and the Logisticare Access operations

Organizational chart is not available from the current contractor.

b) A functional description of how reservations are now taken, processed, dispatched, and verified

This Scope of Services of the RFP are substantially different from the current contract, therefore this information is not relevant.

What does WMATA's research suggest about the impact on productivity of the 10-minute wait requirement before the declaration of a "No Show"?

While productivity should increase, wait time was reduced, it was determined based on discussions with the disabled community, disability advocacy groups, and the regional task force that the wait time should not be reduced at this time.

Must all vans have a minimum of three wheelchair positions?

Yes

Does WMATA have any role in approving who a contractor may use as a subcontractor?

See Scope of Work, Section 6 - Program Management, Part 6.12 - Subcontracting Restrictions.

96. In light of the fact that the proposers have just received Attachments G, H and I and the additional information required to fully develop a responsive, comprehensive proposal, we request the bid date be extended an additional four weeks. This will provide the necessary time to identify facilities, complete our service analysis and assemble a management team. While we recognize the timetable WMATA is trying to achieve, it is important to this project that proper planning and budgeting be performed in order to provide WMATA the quality proposal it seeks.

Also, we have requested a tour of the call center facility in Silver Spring. When will this be provided?

See Amendment 3

What is meant by a dedicated vs. a non-dedicated provider?

Please see Appendix B - Paratransit Glossary, #18, page 175 and #34, page 176.

Please clarify. If WMATA provides 97 vehicles and we are pricing for 174 AVL/MDT units, is the expectation the contractor will provide 77 vehicles? What does the 15% number mean?

See revised Price Schedule, Amendment 3.

How many years does this amount cover? What is the value of the last year of the contract?

See Amendment 2

Does the 95% requirement exclude calls pertaining to subscription service (establishing, modifying, suspending, etc.)?

Yes

No answer is provided #123.

See Amendment 3

The call volume for reservations is almost equal to dispatch calls. What are the types of calls coming to dispatch that generate this volume of calls?

Primarily "WHERE'S MY RIDE?" calls,

Please provide call volumes by time of day for a representative weekday, Saturday and Sunday.

Data is not available for weekend/week day call volume.

No answer is provided.

See Amendment 3

How did WMATA arrive at the standards set on page 137? What has been the historical performance of the system within each of these standards?

WMATA is soliciting a high quality service. The standards were based on historical performance, surveys of comparable paratransit agencies and are improvements from current performance levels.

Does the current PM dispatch any of the dedicated service directly or does the dispatch function reside with the subcontractor?

All dispatching is done by the current contractor.

The information provided does not contain pickup and drop off information. Could you please provide this.

See Amendment 3 - CD's.

Total cost for the WMATA project is a function of the number of hours that will be operated. Since the RFP does not specify a specific level of service for each year, the total costs may vary widely among bidders based not on price but on the number of hours assumed for the project. In order to insure an apples-to-apples comparison of price, please provide an revenue hour figure all bidders should use for each year of the contract.

Projected revenue hours should be a derivative anticipated productivity and projected trips which has been provided.

If a bidder is planning on operating a portion of the service themselves, can the fixed cost of operating facilities dedicated to the service be included in the monthly non-vehicle fixed cost?

Yes

3. Since the cost of vehicle insurance is directly tied to the vehicle, can insurance be included in the lease cost of the revenue vehicle?

See Itemized Price List for Blended Hourly Rate

Software costs typically are quoted as an initial purchase price plus annual licensing and support fees. Where should bidders show the first year, non-reoccurring cost for software?

See Amendment 3 - Revised Price Schedule. The purchase price of software will be paid over a 12 month period. The annual license and support costs should be shown on the applicable price schedule for that year. Reimbursement of annual license and support cost will be processed upon receipt of invoice.

The pricing forms do not reflect the cost of start-up. Can bidders propose a separate start-up budget for reimbursement?

Yes.

What costs are to be reflected in the "NoShow/Late/Cancellation" category of the non-vehicle fixed costs form?

Costs to administrate the program; i.e., personnel costs postage, letter, etc.

The hourly rate does not provide for overhead or profit and the fixed rate does not provide for overhead. Could these line items be added to the pricing forms?

See Revised Price Schedule, Amendment 3

Would WMATA provide us with the complete addresses for the top 20 trip generators on the MetroAccess service?

See Amendment 3- CD's. Analysis can be perform by proposers to extract (top 20) generators.

Please provide the total Service and Revenue hours budgeted for this contract for the following years:

a. 2006
b. 2007
c. 2008
d. 2009
e. 2010 Option 1
f. 2011 Option 1
g. 2012 Option 2
h. 2013 Option 2

(WMATA should have planned for and budgeted the amount of service and revenue hours anticipated for the above years)

The planning methodology used by WMATA's Office of MetroAccess is based on projected trips completed. This data was provided in Amendment 1, Appendix C – Vehicle Requirements.

2. Please provide anticipated revenue miles for the above years.

The planning methodology used by WMATA's Office of MetroAccess is based on projected trips completed. This data was provided in Amendment 1, Appendix C – Vehicle Requirements

Please provide a breakdown of percent to total of sedans to vans required of the dedicated fleet

Current ratio is 70/30 (vans/sedans). Contractor has the flexibility, under "best-value" premise to allocate differently to accommodate customers while maintaining high productivity

Can diesel vans be substituted for gasoline?

Yes, as long as they meet the specs and are ADA-compliant.

Is Attachment H the CD's provided? If not, please provide Attachment H

Yes, Attachment H is the CDs, which were provided.

There is no response to initial Question 23, please provide

Please refer to Amendment 2, Item Number 5 "Questions without responses will be addressed in the next Amendment"

Please clarify the responses to Question 64

The responses provided were the historical data for the past twelve months; May 2004 – April 2005. For example, in May 2004, there were 4.47 per 100,000 trips and 3.06 total complaints per 1,000 trips.

Please provide clarification on Question 86, Section 7 of the RFP does not state Vehicle Requirements, nor does the Amendment 1 have Vehicle Requirement information.

The revised vehicle requirements was provided in Amendment 3, which was mailed June 14, 2005.

Please clarify, the paratransit vans must have three wheelchair positions

The contract is a "best-value" procurement. The contractor has the flexibility to allocate the fleet. However, trip productivity, efficiency and customer service should be considered in the fleet allocation. Currently, vans can accommodate up to three wheelchairs.

We respectfully request that the Authority further extend the bid opening date by a period of at least two weeks. Considering that final questions are due by the 12th (a Sunday) and will not be responded to by the earliest, Monday of next week, this would only allow five business days during which to analyze the answers and adjust our technical/pricing proposal accordingly. An additional due date extension will allow all vendors to prepare a technically compliant and operationally responsible proposal.

Extended to 06/24/05.

We respectfully request further extension of the proposal due date, due to the fact that we will need additional information based upon the answers given in Addendum 2, as well as the attachment that was mailed and received on 6/8/05. The answers to the second round of questions will have significant impact on proposers submitting a responsible bid. Please extend the due date to allow proposers to receive and absorb the final information into technical and cost proposals.

Extended to 06/24/05.

Please clarify the specific definition of a revenue hour that the PM will bill WMATA for under this new contract?

"Revenue Hour" shall mean the period of time the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading and any contractually agreed upon lunch interval. Revenue hour shall mean the period of time from the first customer pick-up until the last customer drop-off.

In order for companies to provide a responsible hourly rate cost proposal, it is critical to understand the projected number of revenue hours that WMATA is considering for the new contract term. Please either (a) clarify the current productivity of the system and how these numbers were determined or (b) designate a specific number of projected revenue hours that all proposers should utilize in determining their cost proposal. This will allow WMATA to have a more "apples to apples" comparrison on cost proposals from each company.

1.3 trips per hour; dedicated trips completed divided by dedicated revenue hours.

Please confirm how eligibility is handled for this contract. The RFP states that WMATA is responsible for determination of eligibility, but also mentions the contractor is required to provide an eligibility element with the proposed software solution. Does WMATA intend to use the provided eligibility component to the software solution provided by the PM? Or will WMATA use own eligibility program? How will WMATA transfer the eligibility data to the PM, and how frequently is this done?

WMATA will be responsible for the administrative function of eligibility. We will require "access'" to the software to update the database for those individuals determined eligible for MetroAccess services. This update will occur as individuals become eligible.

With regards to eligibility, if it is confirmed that WMATA personnel perform the function of eligibility, please clarify if the same staff that handle eligibility are the same personnel that handle the customer complaint/comment intake calls?

No, the contractor is responsible for providing Quality Assurance staff and WMATA's Office of Customer Service will be the main conduit for customer complaint/comment intake calls

Please clarify what WMATA's expectations are regarding the content of required maintenance reports? Is there an example of maintenance reporting that meets the standards of the RFP that could be provided to proposers? If yes, please provide this example.

The required frequency for such reports are as requested. Such expectations regarding the content could include frequency and level of preventive maintenance, major/minor repairs, safety issues, etc. There is no example currently available.

Please clarify that none of the trip numbers for Northern VA displayed in the data published for this RFP are under the STAR program?

That is correct; all data reported are the trips provided by MetroAccess.

Will taxi companies be required to provide Worker's Compensation under this contract?

No

Please clarify what the Top 25 report consists of. Can an example be provided?

Top 25 Report could include top 25 complaints, top 25 late trips, top 25 good performers, top 25 poor performers, etc. There is no example currently available.

Would WMATA consider altering the specifications of the RFP to include the use of accessible mini-vans as dedicated vehicles the new PM could purchase and provide for the provision of this service?

This is a "best-value" contract. If the contractor wishes to use accessible mini-vans that is acceptable. The contractor needs to assure that productivity standards and customer service issues are addressed.

In response to Q. 13 (Amendment 2), WMATA states that the number of 174 refers to one AVL and MDC for each vehicle in the dedicated fleet. Our experience tells us that if only 20% of service were to be given to taxi companies, the number of dedicated vehicles will need to be much larger than 174 vehicles.

The data given in Attachment G *Trip Data by Jurisdiction* shows that the total dedicated fleet equals 212 vehicles. During this same time period 37% of those trips were provided by non-provider carriers. Given WMATA's requirement that a minimum of 66% of all trips

must be provided by a dedicated provider, the number of dedicated vehicles would need to increase to meet this requirement.

Please clarify the number of dedicated vehicles WMATA expects the proposer to provide

202 in FY06 @ 66% and 245 in FY06 @ 80%.

Based on question above, will there will be new price pages distributed to reflect a different amount of dedicated vehicles, or should the proposer note the change in proposed number of AVL and MDCs on the price pages originally published in RFP and Addendum 1?

New price schedule included in Amendment 3.

In response to Q. 6, WMATA states that there are FCC Voice and/or data frequency licenses that can be used by the contractor. In response to Q. 179, WMATA states that the communication system is the responsibility of the contractor. Please clarify who is responsible for the monthly cost of the license? Use of the frequency? Hardware associated with the communication system? Can the contractor utilize this frequency for communication with the MDC system?

The contractor is responsible for all monthly costs associated with the communication system.

In response to Q. 21, WMATA states that the new manager is expected to reduce utilization by increasing the number of denials based on eligibility and gatekeeping by 10%. If WMATA is handling the eligibility process, how will the contractor be expected to assist with the 10% reduction in utilization?

WMATA is responsible for eligibility and "gate-keeping"; however, may solicit ideas/comments from the contractor regarding utilization.

In response to Q. 23 there is no response to this question, and we have been unable to locate some of the requested information. Is this data available?

Please refer to Amendment 2, Item Number 5 "Questions without responses will be addressed in the next Amendment".

In contemplation of productivity goals (trips per hour), does this exclude non-dedicated service? Also, productivity for weekdays is naturally higher than for weekends. Is there consideration of different productivity goals for weekdays and weekends?

Productivity only includes dedicated service. At this time, there is no consideration of different productivity goals for weekdays and weekends.

Q. 55 states that currently 25-30% of trips are currently provided by taxis. The new RFP caps permitted taxi usage to 20%. Will the 20% cap include emergency fill-in trips?

Yes

Q. 67, Will taxi providers be required under this RFP to comply with drug and alcohol testing?

Not unless they are considered a "dedicated provider".

Q. 127 requests the current wages by position with regards to the current contractor's staff. This request is relevant to this RFP, in that a new contractor will be interested in retaining many of the current personnel (while providing enhanced training to meet new objectives) as possible; to take advantage of their knowledge of the WMATA Access system. It will be difficult for proposers to properly take their wage information into consideration while developing a responsible price proposal, without this information being provided. Please reconsider obtaining and sharing this information with all proposers. If possible, please provide the wage and benefits information of the current personnel, by job classification.

Wage rate information paid to the contractor's employees is not available to WMATA

Q. 188 states that all types of reservations must be available through WEB and Voice systems. We suggest that standing orders and subscription trips be excluded from this requirement, as there would need to be further levels of trip management involved for these for proper gate-keeping.

In this regards, reservations refers to those trips booked on a demand-responsive basis

At the prebid, it was stated that productivity was approximately 1.1 passengers per hour. The Trip Data provided shows a higher productivity. Please clarify what WMATA believes the current system wide productivity to be, and if this is based on scheduled trip productivity or completed trip productivity.

FY04 1.3 TPH based on completed trip productivity.

Please provide the December 2004 data for Alexandria; as illustrated in Attachment G for the other jurisdictions.

Data as received from current contractor will be in Excel spreadsheet and will follow in a separate email.

Please provide the January 2005 data for Prince George; as illustrated in Attachment G for the other jurisdictions.

See response above.

Please clarify what comprises the "unevaluated" trips. This number could dramatically skew the data provided depending if it were no-shows, early cancels, etc.

"Unevaluated trips" refers to trips reassigned to other providers because of service failures on the part of the original provider.

Please review and provide revised data for April of 2005. The service summary for all modes shows a large amount of revenue hours over the normal data reflected in previous months, reflecting a negative number for deadhead.

See response on previous page.

The data provided shows a large attrition of trips from scheduled to completed, tracking at over 30%. This seems extremely high based on our experience. Are there unusual circumstances within this system to create such a high difference between scheduled and completed trips?

Prior to implementation of the No Show/Late Cancellation Policy in September 2003, WMATA experience a high level of customer no shows and late cancellations. Those numbers have decreased somewhat since implementation of the policy.

Amendment No. 2 question 29 indicates that a comparable work space will be provided and then moved to another location previously occupied during implementation. Will WMATA pay for all related moving expenses?

Yes

Amendment No. 2 question 58 indicates that recurring phone line expenses are the responsibility of WMATA. Does this include recurring local and long distance charges?

Yes

Does the existing W/C van fleet include both gasoline and diesel engine vehicles? If so, please provide the vehicle count for each engine type.

Current fleet is all Gas

Does WMATA expect the bidders to include any anticipated incentive/disincentives in the cost proposal? If so, what page and line item of the cost sheets should this be included?

No

Please clarify if the productivity calculation is based on revenue hours or service hours.

Revenue hours

Item 8 on the summary cost sheets requires the taxi rate per trip and the total cost for each year. Please clarify if the blended trip rate for Non-dedicated vehicles should include both taxi and supplemental transport costs.

Yes

In the temporary location that WMATA will provide prior to and during start-up will WMATA provide the furniture, work stations and hardware for the staff. If not, please detail what physical assets will be provided by WMATA in both the temporary working location and the final working location.

Contractor is responsible for all furniture, workstations and hardware for staff in the temporary and permanent locations.

Will WMATA consider establishing a base price for both gasoline and diesel to be used in the pricing in the RFP response, or use the fuel prices quoted by the Energy Information Administration Gasoline/Diesel Fuel Index for the East Coast, Central Atlantic Region for June 13, 2005?

See Amendment 3, New Question #1, page 2.

Can WMATA explain the 180 day "Acceptance Period" as it relates to reviewing and awarding the contract? What is the projected award date? What is the first available date the new contractor will be able to occupy the temporary work location after the award is made.

180 acceptance period means the contractors prices/cost data are valid for 180 days after the solicitation closes. This also means WMATA has 180 days to award the contract.

Will the temporary (transition) work area that will be used by the new contractor be in the same physical building as the final call center location?

Yes

AMENDMENT 3

Serial Number:RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date:June 24, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

June 14, 2005

AMENDMENT NO. 3
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. ***The proposal due date is hereby extended to June 24, 2005 at 2:00 PM.*** Due to the Contract Award Schedule, the proposal due date will not be extended again.

2. The balance of questions and responses are attached. (Page 3)

3. The Solicitation, Offer and Award with Continuation Sheets (Price Schedule) has been ***revised in it's entirely*** to reflect various changes. In addition, a new price schedule has been added entitled ***"80% Dedicated Vehicles."*** This page will provide cost information for the Dedicated Vehicles fleet size at 80%. Completion of the detailed Itemized Price Schedule pages is not required for the 80% requirement. Please use the attached Revised Solicitation, Offer and Award Continuation sheets to submit the Cost Proposal. (Pages 3 - 36).

4. The Notes to Bidders/Offerors (Page 31) has been revised. Please see attached entitled Revised Notes to Bidders/Offerors.

5. Scope of Work, Section 5, Operating Plan, sub-paragraph 5.2, Performance Goals (page 134 - 137) has been revised. Please replace with "revised pages 134 - 137."

6. Scope of Work, Section 6, Program Management, sub-paragraph 6.2 - Employee Recruiting, Selection, Training and Placement, items 6.2.1 and 6.2.2 (page 140) has been deleted and replaced with "Revised 6.2.1". Please see attached. (Pages 140-146)

7. Appendix B - Paratransit Glossary, (pages 174 - 178) # 25, Holidays has been revised to include Columbus Day and Veterans Day. Revised glossary attached.

8. Vehicle Requirements - 80% Dedicated Vehicle Fleet has been added to aid in the calculations.

9. Monthly Reservations and Dispatch Activity calls - June 2004 - March 2005 in response to question # 23.(10 pages)

10. Manifest and Trip Ticket samples in response to question #153.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

Failure to acknowledge all amendments may cause the proposal offer unacceptable.

William C. Ellerman
Contracting Officer

6/14/05
Date

4. ***Question*** - - Page 123, 4.0 Goals, Item 2 - Will the WMATA provided ACD system also be used for IVR calls? How many IVR Ports will be dedicated to IVR calls?

   Response - Yes, WMATA will provide the ACD system. There are 23 IVR ports.

23. ***Question*** - Will the Authority please provide the last full year of telephony performance data including but not limited to the following; Number of inbound calls by hour of day, day of week; average talk time, average speed of answer, average abandonment rate; number of out-bound calls made to facilities, members etc. and the associated average talk time related to the out-bound call volume?

   Response - See Attachment entitled for Monthly Reservations & Dispatch Activity Calls from June 2004 - May 2005.

123. ***Question*** - Are the other telephone performance standards separate of the incentive/disincentive plan? Please clarify.

   Response - There are no other telephone performance standards separate of the incentive/disincentive plan. The only telephone performance standard subject to incentives/disincentives for this contract is the telephone response time.

153. ***Question*** - Please provide a sample of the current paper manifests being utilized.

   Response - See attachment entitled Manifest/Trip ticket

NEW QUESTION

1. ***Question*** - To provide consistency in pricing evaluation, will WMATA consider providing a base price for diesel and gasoline that all contractors will use in cost estimates?

   Response - As stated in Amendment 2, Question #33, the baseline fuel price will be based on June 20, 2005, the Monday before the solicitation due date.

REVISED

Solicitation, Offer and Award
Continuation Sheets
Pages 3- 36

metro

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOLICITATION, OFFER AND AWARD

CONTRACT NO.	SOLICITATION NO.	DATE ISSUED	ADDRESS OFFER TO OFFICE OF PROCUREMENT
	RFP C05108/CR ☐ ADVERTISED ☒ NEGOTIATED	4/22/05	600 Fifth Street, NW, Room 3C-02 Washington, DC 20001-2651

In advertised procurement, "offeror" shall be construed to mean "bid" and "bidder."

SOLICITATION

Sealed offer in two originals and **See Solicitation Instructions** copies as specified herein for furnishing the supplies or services in the schedules will be received at the Authority until **June 8, 2005** at **2:00 P.M.** local time .

If this is an advertised solicitation, offers will be publicly opened at that time.

CAUTION -- LATE OFFERS: See paragraph 6 of Solicitation Instructions.

All offers are subject to the following:
1. The Solicitation Instructions which are attached.
2. The General Provisions, which are attached.
3. The Schedule included herein and/or attached hereto.
4. Such other provisions, representations, certifications, and specifications, as are attached or incorporated herein by reference.

FOR INFORMATION CALL (No collect calls) Cathy Rooths - 202-962-2469 or Email - crooths@wmata.com

SCHEDULE

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	Paratransit Services for Maryland, Virginia and Washington, D.C. (See continuation of schedule on page 2)				

DUN & BRADSTREET ID NUMBER:

OFFEROR

Name and Address (Street, city, county, state, and zip code)	Name and Title of Person Authorized to Sign Offer (Print or Type)
☐ Check if remittance is different from above — enter such address in Schedule	Signature / Offer Date

AWARD (To be completed by The Authority)

ACCEPTANCE AND AWARD ARE HEREBY MADE FOR THE FOLLOWING ITEM(S):

ITEM NO.	QUANTITY	UNIT	UNIT PRICE

The total amount of this award is $ _____

Name of Contracting Officer (Print of Type) _____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY _____

AWARD DATE _____

This page not used

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		
NAME OF OFFEROR OR CONTRACTOR: ***REVISED PRICE SCHEDULE***			
Base Year One - 66% Dedicated Vehicles ***Please refer to Notes to Bidders for pricing instructions***			

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

2. AVL units (222 each)

Mfg. Name_____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost year One)

3. MDC units (222 each)

Mfg. Name_____ 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

5. Lease of vehicles/vans

$_____ (Van Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

Year One (1) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE

Base Year One - 66% Dedicated Vehicles
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Year One)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Year One)
	Total Cost Year One		$_____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
1.	AVL units (236 each)							
	Mfg. Name _____			12 (Number of Months)	X	$ _____ (Per Month Cost)	=	$ _____ (Total Cost Year One)
2.	MDC units (236 each)							
	Mfg. Name _____			12 (Number of Months)	X	$ _____ (Per Month Cost)	=	$ _____ (Total Cost Year One)
3.	Lease of vehicles/sedans	_____ (No. of Vehicles)	X	12 (No. of Months)	X	$ _____ (Per Month Cost)	=	$ _____ (Total Cost Year One)
	$ _____ (Sedan Unit Price)							
4.	Lease of vehicles/vans	_____ (No. of Vehicles)	X	12 (No. of Months)	X	$ _____ (Per Month Cost)	=	$ _____ (Total Cost Year One)
	$ _____ (Van Unit Price)							
5.	Year One (1) Non-vehicle fixed cost			12 (Number of Months)	X	$ _____ (Per Month Cost)	=	$ _____ (Total Cost Year One)
6.	Blended Hourly Rate			_____ (Number of Hours)	X	$ _____ (Hourly Rate)	=	$ _____ (Total Cost Year One)
7.	Blended Trip Rate for Non-dedicated vehicles			_____ (Number of Trips)	X	$ _____ (Per Trip Cost)	=	$ _____ (Total Cost Year One)

TOTAL $ _____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR ONE
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR ONE - 66 % Dedicated Vehicles
Blended Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Other (Overhead)	$_____
Profit	$_____
Total	$_____ ***Blended Hourly Rate***

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Two

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ Total Software Cost — 12 Number of Months X $_____ Per Month Cost = $_____ Total Cost Year Two

. AVL units (11 each)

Mfg. Name _____

$_____ Unit Price = $_____ Total Cost Year Two

3. MDC units (11 each)

Mfg. Name _____

$_____ Unit Price = $_____ Total Cost Year Two

4. Lease of vehicles/sedans

$_____ Sedan Unit Price

_____ No. of Vehicles X 12 No. of Months X $_____ Per Month Cost = $_____ Total Cost Year Two

5. Lease of vehicles/vans

$_____ Van Unit Price

_____ No. of Vehicles X 12 No. of Months X $_____ Per Month Cost = $_____ Total Cost Year Two

6. Year Two (2) Non-vehicle fixed cost

12 Number of Months X $_____ Per Month Cost = $_____ Total Cost Year Two

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Two

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Year Two)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Year Two)
		Total Cost Year Two	$_____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD
CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C5108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	AVL units (14 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Year Two
2.	MDC units (14 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Year Two
3.	Lease of vehicles/sedans $ _____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost =	$ _____ Total Cost Year Two
4.	Lease of vehicles/vans $ _____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost =	$ _____ Total Cost Year Two
5.	Year Two (2) Non-vehicle fixed cost	12 Number of Months	X			$ _____ Per Month Cost =	$ _____ Total Cost Year Two
6.	Blended Hourly Rate	_____ Number of Hours	X			$ _____ Hourly Rate =	$ _____ Total Cost Year Two
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$ _____ Per Trip Cost =	$ _____ Total Cost Year Two

TOTAL $ _____

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NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR TWO
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR:

BASE YEAR TWO - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Other (overhead)	$_____
Sub-total	$_____
Profit	$_____
Total	$_____ ***Blended Hourly Rate***

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) — 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

2. AVL units (30 each)

Mfg. Name _____

$_____ (Unit Price) = $_____ (Total Cost Year Three)

3. MDC units (30 each)

Mfg. Name _____

$_____ (Unit Price) = $_____ (Total Cost Year Three)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) — _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

5. Lease of vehicles/vans

$_____ (Van Unit Price) — _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

6. Year Three (3) Non-vehicle fixed cost

12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Three

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Year Three)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Year Three)
	Total Cost Year Three		$_____

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Three
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description						***Monthly Cost***	***Total Price***
1. AVL units (36 each)							
Mfg. Name _____						$ _____ Unit Price =	$ _____ Total Cost Year Three
2. MDC units (36 each)							
Mfg. Name _____						$ _____ Unit Price =	$ _____ Total Cost Year Three
3. Lease of vehicles/sedans $ _____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost	=	$ _____ Total Cost Year Three
4. Lease of vehicles/vans $ _____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost	=	$ _____ Total Cost Year Three
5. Year Three (3) Non-vehicle fixed cost	12 Number of Months	X	$ _____ Per Month Cost			=	$ _____ Total Cost Year Three
6. Blended Hourly Rate	_____ Number of Hours	X	$ _____ Hourly Rate			=	$ _____ Total Cost Year Three
7. Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$ _____ Per Trip Cost			=	$ _____ Total Cost Year Three

TOTAL ***$*** _____

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BASE YEAR THREE
66% Dedicated Non-Vehicles Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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BASE YEAR THREE - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
Fuel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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NAME OF OFFEROR OR CONTRACTOR: ***REVISED PRICE SCHEDULE - 66% Dedicated Vehicles***			
Base Year Four ***Please refer to Notes to Bidders for pricing instructions***			

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

. AVL units (15 each)

Mfg. Name_____

$_____ (Per Month Cost) = $_____ (Total Cost Year Four)

3. MDC units (15 each)

Mfg. Name_____

$_____ (Per Month Cost) = $_____ (Total Cost Year Four)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

5. Lease of vehicles/vans

$_____ (Van Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

6. Year Four (4) Non-vehicle fixed cost

12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Base Year Four

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Year Four)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Year Four)
	Total Cost Year Four		$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Base Year Four
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***		***Total Price***
1.	AVL units (18 each)							
	Mfg. Name _____					$ _____ Unit Price	=	$ _____ Total Cost Year Four
2.	MDC units (18 each)							
	Mfg. Name _____					$ _____ Unit Price	=	$ _____ Total Cost Year Four
3.	Lease of vehicles/sedans $ _____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X $ _____ Per Month Cost		=	$ _____ Total Cost Year Four
4.	Lease of vehicles/vans $ _____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost	=	$ _____ Total Cost Year Four
5.	Year Four (4) Non-vehicle fixed cost	12 Number of Months	X			$ _____ Per Month Cost	=	$ _____ Total Cost Year Four
6.	Blended Hourly Rate	_____ Number of Hours	X			$ _____ Hourly Rate	=	$ _____ Total Cost Year Four
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$ _____ Per Trip Cost	=	$ _____ Total Cost Year Four

TOTAL ***$*** _____

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BASE YEAR FOUR
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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BASE YEAR FOUR - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Sub-Total		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year One

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) — 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

2. AVL units (36 each)

Mfg. Name_____

$_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

3. MDC units (36 each)

Mfg. Name_____

$_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) — _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

5. Lease of vehicles/vans

$_____ (Van Unit Price) — _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

6. Year One (1) Non-vehicle fixed cost

12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 1)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description			***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate	=	$_____ Total Cost Opt 1 Yr. 1
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost	=	$_____ Total Cost Opt 1 Yr. 1

Total Cost Option 1 Year One $_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 1 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description						***Monthly Cost***	***Total Price***
1.	AVL units (44 each)							
	Mfg. Name _____						$ _____ Per Month Cost	= $ _____ Total Cost Opt 1 Yr. 1
2.	MDC units (44 each)							
	Mfg. Name _____						$ _____ Per Month Cost	= $ _____ Total Cost Opt 1 Yr. 1
3.	Lease of vehicles/sedans $ _____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 1
4.	Lease of vehicles/vans $ _____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 1
5.	Year One (1) Non-vehicle fixed cost	12 Number of Months	X			$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 1
6.	Blended Hourly Rate	_____ Number of Hours	X			$ _____ Hourly Rate		= $ _____ Total Cost Opt 1 Yr. 1
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$ _____ Per Trip Cost		= $ _____ Total Cost Opt 1 Yr. 1

TOTAL ***$*** _____

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Option 1 - Year One
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal	$_____	
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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Option 1 - Year One - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year Two

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

2. AVL units (41 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Opt 1 Yr. 2)

3. MDC units (41 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Opt 1 Yr. 2)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

5. Lease of vehicles/vans

$_____ (Van Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

6. Year Two (2) Non-vehicle fixed cost

12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr. 2)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Opt 1 Yr. 2)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Opt 1 Yr. 2)
	Total Cost Option 1 Year Two		$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 1 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description						***Monthly Cost***	***Total Price***
1.	AVL units (50 each)							
	Mfg. Name _____						$ _____ Unit Price	= $ _____ Total Cost Opt 1 Yr. 2
2.	MDC units (50 each)							
	Mfg. Name _____						$ _____ Unit Price	= $ _____ Total Cost Opt 1 Yr. 2
3.	Lease of vehicles/sedans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 2
	$ _____ Sedan Unit Price							
4.	Lease of vehicles/vans	_____ No. of Vehicles	X	12 No. of Months	X	$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 2
	$ _____ Van Unit Price							
5.	Year Two (2) Non-vehicle fixed cost	12 Number of Months	X			$ _____ Per Month Cost		= $ _____ Total Cost Opt 1 Yr. 2
6.	Blended Hourly Rate	_____ Number of Hours	X			$ _____ Hourly Rate		= $ _____ Total Cost Opt 1 Yr. 2
7.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X			$ _____ Per Trip Cost		= $ _____ Total Cost Opt 1 Yr. 2

TOTAL $ _____

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Option 1 - Year Two
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

AVL units (47 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 1)

3. MDC units (47 each)

Mfg. Name _____ $_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 1)

4. Lease of vehicles/sedans $_____ (Sedan Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

5. Lease of vehicles/vans $_____ (Van Unit Price) _____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.1)

6. Year Two (2) Non-vehicle fixed cost 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr. 1)

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NAME OF OFFEROR OR CONTRACTOR:

REVISED PRICE SCHEDULE - 66% Dedicated Vehciles

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description				***Monthly Cost***		***Total Price***
7.	Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate	=	$_____ Total Cost Opt 2 Yr. 1	
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips		$_____ Per Trip Cost	=	$_____ Total Cost Opt 2 Yr. 1	

Total Cost Option 2 Year One $_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 2 - Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description					***Monthly Cost***	***Total Price***
1.	AVL units (47 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Opt 2 Yr. 1
2.	MDC units (47 each)						
	Mfg. Name _____					$ _____ Unit Price =	$ _____ Total Cost Opt 2 Yr. 1
3.	Lease of vehicles/sedans	_____ No. of Vehicles	X	12 No. of Months	X $ _____ Per Month Cost	=	$ _____ Total Cost Opt 2 Yr. 1
	$ _____ Sedan Unit Price						
4.	Lease of vehicles/vans	_____ No. of Vehicles	X	12 No. of Months	X $ _____ Per Month Cost	=	$ _____ Total Cost Opt 2 Yr. 1
	$ _____ Van Unit Price						
5.	Year One (1) Non-vehicle fixed cost	12 Number of Months	X	$ _____ Per Month Cost		=	$ _____ Total Cost Opt 2 Yr. 1
7.	Blended Hourly Rate	_____ Number of Hours	X	$ _____ Hourly Rate		=	$ _____ Total Cost Opt 2 Yr. 1
8.	Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$ _____ Per Trip Cost		=	$ _____ Total Cost Opt 2 Yr. 1

TOTAL ***$*** _____

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Option 2 - Year One
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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Option 2 - Year One - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
'ehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Sub-Total		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 2 - Year Two

Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) — 12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

. AVL units (54 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 2)

3. MDC units (54 each)

Mfg. Name_____

$_____ (Unit Price) = $_____ (Total Cost Opt 2 Yr. 2)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price)

_____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

5. Lease of vehicles/vans

$_____ (Van Unit Price)

_____ (No. of Vehicles) X 12 (No. of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr.2)

6. Year Two (2) Non-vehicle fixed cost

12 (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr. 2)

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REVISED PRICE SCHEDULE - 66% Dedicated Vehicles

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

	Description	***Monthly Cost***	***Total Price***
7.	Blended Hourly Rate	_____ (Number of Hours) X $_____ (Hourly Rate) =	$_____ (Total Cost Opt 2 Yr. 2)
8.	Blended Trip Rate for Non-dedicated vehicles	_____ (Number of Trips) X $_____ (Per Trip Cost) =	$_____ (Total Cost Opt 2 Yr. 2)
	Total Cost Option 2 Year Two		$_____

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REVISED PRICE SCHEDULE
80% DEDICATED VEHICLES

Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description						***Monthly Cost***		***Total Price***
1. AVL units (65 each)								
Mfg. Name_____						$_____ Unit Price	=	$_____ Total Cost Opt 2 Yr. 2
2. MDC units (65 each)								
g. Name_____						$_____ Unit Price	=	$_____ Total Cost Opt 2 Yr. 2
3. Lease of vehicles/sedans $_____ Sedan Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost		=	$_____ Total Cost Opt 2 Yr. 2
4. Lease of vehicles/vans $_____ Van Unit Price	_____ No. of Vehicles	X	12 No. of Months	X	$_____ Per Month Cost		=	$_____ Total Cost Opt 2 Yr. 2
5. Year Two (2) Non-vehicle fixed cost	12 Number of Months	X	$_____ Per Month Cost				=	$_____ Total Cost Opt 2 Yr. 2
6. Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate				=	$_____ Total Cost Opt 2 Yr. 2
7. Blended Trip Rate for Non-dedicated vehicles	_____ Number of Trips	X	$_____ Per Trip Cost				=	$_____ Total Cost Opt 2 Yr. 2

TOTAL $_____

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NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year Two
66% Dedicated Non-Vehicle Fixed Cost
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(overhead)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year 2 - 66% Dedicated Vehicles
Blended Hourly Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____	
Vehicle Maintenance & Repairs	$_____	
Vehicle Tags & Registration	$_____	
Drivers' Salaries	$_____	
Driver Payroll Taxes	$_____	
Driver Fringe Benefits	$_____	
Vehicle Insurance	$_____	
uel	$_____	
Other (overhead)	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____ ***Blended Hourly Rate***

This page not used

REVISED

Notes to Bidders/Offerors
Pages 31 - 32

NOTES TO BIDDERS/OFFERORS

1. All Price Schedule pages for the Base Years, Option Periods, Itemized Non-Vehicle Fixed Costs, Itemized Blended Hourly Rate and Price Summary are to be completed and submitted with the Cost Proposal.

2. The Total Proposal Price will be the sum of the Base Years and Option Periods One and Two.

3. All extensions of the unit prices shown will be subject to verification by the Authority. In case of variation between the unit prices and the extension, the unit price will be considered the bid.

4. Fuel Adjustments - Fuel Price Escalation/De-escalation Provision

This price escalation/de-escalation provision will be utilized in the event of a twenty percent (20%) increase/decrease in the price of fuel, based on the index listed below. The price of fuel will be evaluated every year on the anniversary of the contract award date. If the rate is readjusted, the new rate will prevail for the following year and the blended hourly rate will be adjusted accordingly.

The initial contract "baseline" price for gasoline will be the current On-Highway Diesel Price per gallon, including all taxes, in effect on the Monday prior to the date of the award of the Contract. This price is based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

The Contractor will obtain the most current rate as published on the Energy Information Administration Gasoline/Diesel Fuel Index when developing their cost proposal and best and final offer (if requested).

If the price of fuel, as indicated by the previously specified index, should escalate/de-escalate by twenty percent (20%) or more during the preceding twelve month period, the differential (average) percentage will be computed. That percentage will be multiplied by the proportionate % amount of fuel cost contained within the total cost breakdown that forms the basis for the contractor's best and final offer of the blended hourly rate. The product of that calculation will be used to increase/decrease the blended hourly rate for the following twelve month period.

Example:

Baseline Gasoline/Diesel Price = $ 1.86 per gallon.
Average price (based on the index) for the preceding 12 month period evaluation period = $ 2.47 (33% escalation).
Rate per revenue hour (includes diesel fuel cost per hour) = $40.00
Rate per revenue hour $40.00 x 5% (Proportionate amount of fuel to total cost in contractor's proposal) = $2.00 (33% price increase less 20%) $2.00 x 13% = $ .26 per revenue hour
In the example cited above. the blended hourly rate would be increased by $.26 .

NOTES TO BIDDERS/OFFERORS CONTINUED

5. The AVL and MDC quantities have been revised to reflect the correct quantity for the out years of the contract. Quantities provided are ***estimates*** based on Vehicle Requirements, Appendix C.

6. For comparison purposes only, the Authority requires the cost information for Dedicated Vehicles Fleet at 80%. Items that will be affected are AVL/MDC's, lease of vehicles, sedans/vans and non-vehicle fixed costs.

REVISED

Section 5 - 5.2.2
Incentives and Disincentives
Pages 134 - 137

REVISED

5.2.2 Incentive and Disincentives

Incentives and disincentives will be provided in the following categories: on-time performance, missed trips, productivity (customer trips per hour), total complaints, safety (passenger injuries) and telephone response time. The monthly incentive if all performance standards are attained is $125,000. The performance standards, incentives, and disincentives included herein are based on anticipated improvements from current performance levels. While reducing cost per trip is important, the PM must strive at all times to provide service in a manner which also maximizes customer service.

1. On-Time Performance

On-time performance shall be measured based on the difference between scheduled pick - up time as reflected on the drivers' manifests and actual pick - up times as recorded on the vehicles MDC for dedicated providers and recorded on drivers' manifests for non-dedicated providers and taxis. The incentive for on-time performance will not be paid where the on-time performance is not based on documentation provided by the AVL/MDC devices for dedicated vehicles and by WMATA for non-dedicated vehicles and taxis.

The On-Time Performance portion of the incentive payment will be calculated as follows:

a. For dedicated vehicles equipped which shall be equipped with AVL/MDC terminals, on-time performance will be determined solely by the time stamp data captured by the AVL/MDC equipment. The contractor will provide WMATA with this AVL/MDC data in a form specified by WMATA and shall not, in any way, alter, modify, or correct the time stamp data. The AVL/MDC data shall account for no less than ninety-five percent (95%) of trips provided by dedicated vehicles. In the event that the AVL/MDC data accounts for fewer than 95% of trips, the on-time performance incentive payment will not be paid.

b. For non-dedicated vehicles and taxis, WMATA will verify on-time performance by randomly sampling not less than one percent (1%) and not more than three percent (3%) of non-dedicated vehicle trips. At no cost to the contractor, WMATA will use its own personnel to randomly observe the exact time that the non-dedicated vehicle arrives for pick-up. Arrival time shall be documented by digital photograph with time and date. These observations shall be the sole basis of determining whether non-dedicated vehicle trips met the on-time performance goal.

c. In calculating on-time performance, "no shows" shall be counted as "on-time" and "vehicle no shows" or "missed trips" shall be counted as "late."

d. The average on-time performance for dedicated and non-dedicated vehicles will be computed by adding the total number of dedicated and non-dedicated trips measured in accordance with Section 5.2.2 (1 A and B).

To compute the percentage of those trips that arrive within the on-time window, the number of on-time trips in Section 5.2.2, 1A will be added to the number of on-time trips in Section 5.2.2, 1B and that number will be divided by the total number of completed trips plus missed trips.

The PM shall be entitled to earn an incentive payment in the amount of $30,000 if the on-time performance is 95% or greater. Where on-time performance is 92% or lower, WMATA will assess a disincentive in the amount of $30,000. Where on-time performance is less than 93.5%, the PM will meet with WMATA staff to confer about the reasons for lower on-time performance and develop solutions to improve performance.

2. *Missed Trips/Excessively Late Trips*

Missed trip shall mean any trip not performed, other than a "Customer late cancellation" or "Customer No-Show", because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip. Excessively late trip shall mean a trip, which arrives more than 30 minutes outside of the scheduled pick-up window, and the customer accepts the trip.

The contractor shall be entitled to earn an incentive payment of $30,000 per month if missed trips and excessively late trips do not exceed 1.00% of completed trips for the month. If missed trips and excessively late trips exceed 1.5% of completed trips for the month, the PM will be assessed a disincentive of $12,500. Where missed trips and excessively lat trips are greater than 1.25%, the PM will meet with WMATA staff to confer about the reasons for the increased number of missed trips and excessively late trips and develop solutions to improve performance.

3. *Productivity (Customer Trips Per Hour)*

Productivity shall mean a measure of service efficiency based on the percentage of revenue hours in which the contractor has completed trips. Productivity shall be measured by the total number of MetroAccess customer (registrant) trips completed per the total number of revenue hours. Personal Care Attendants (PCAs), companions, or children under the age of five years old who accompany customers shall not be counted as trips for the purpose of measuring productivity. The PM shall be entitled to earn an incentive payment in the amount of $30,000 if productivity is 1.4 or greater. If productivity is 1.1 or lower, WMATA will assess a disincentive in the amount of $30,000. Where productivity is less than 1.25 trips per hour, the PM will meet with WMATA staff to confer about the reasons for lower productivity and develop solutions to improve productivity.

It is expected that productivity will increase each year of the contract. Accordingly, the PM is required to achieve the anticipated productivity. The anticipated productivity for the life of the contract is as follows:

Productivity Chart

CY 2006	1.25 trips per hour
CY 2007 - 2008	1.35 trips per hour
CY 2009 - 2013	1.45 trips per hour

The proposal shall fully describe how the PM shall fulfill this requirement.

4. Safety: Passenger Injuries

Passenger injuries shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital or medical facility from the scene of the accident. The PM shall be entitled to earn an incentive payment in the amount of $22,500 if passenger injuries are below 2.5 per 100,000 trips. If passenger injuries greater than 3.3 per 100,000 trips, WMATA will assess a disincentive in the amount of $22,5000. Where passenger injuries are greater than 2.90 per 100,000 trips, the PM will meet with WMATA staff to confer about the reasons for decreased passenger safety and solution to improve performance.

5. Complaints Against the PM

Complaints against the PM will include complaints from or on behalf of customers or the general public concerning the PM or the PM's subcontractors under this agreement. They do not include complaints against WMATA policies or complaints about eligibility determinations. Complaints will not be counted if the PM demonstrates that they are without merit. The PM shall be entitled to earn an incentive payment in the amount of $20,000 if total customer complaints are below on (1) per thousand trips requested. If customer complaints are above five (5) per thousand trips requested. WMATA will assess a disincentive in the amount of $20,000. Where total complaints exceed three (3) per thousand trips requested, the PM will meet with WMATA staff to confer about the reasons for the increased complaints and develop solutions to improve performance.

6. Telephone Response Time - Incoming Calls

Telephone response time shall mean a measure of service efficiency based on the percentage of total calls offered, which are answered within two minutes, with the average talk time no more than two minutes, and the call abandonment rate less than four percent. The PM shall be entitled to earn an incentive payment in the amount of $10,000 if telephone response time is 95% or greater. If telephone response time is 92% or lower, WMATA will assess a disincentive in the amount of $10,000. Where telephone response time is less than 93 percent, the PM will meet with WMATA staff to confer about the reasons for increased telephone response time and develop solutions to improve performance.

Contract Incentives and Disincentives

Performance Factors	*Incentive/ Disincentive Amount*	*Incentive*	*Goal*	*Disincentive*
On-Time Performance	*$30,000*	*95%*	*93.5%*	*92%*
Missed Trips/Excessively Late	*$30,000*	*1.0%*	*1.25%*	*1.5%*
Productivity: Customer Trips per Hour	*$30,000*	*1.4*	*1.25*	*1.1*
Safety: Passenger Injuries	*$10,000*	*2.5/100,000*	*2.9/100,000*	*3.3/100,000*
Total Complaints	*$15,000*	*1/1,000*	*3/1,000*	*5/1,000*
Telephone Response Time	*$10,000*	*95%*	*93%*	*91%*

5.2.3 Disincentive Exceptions

Disincentives will not be assessed if the PM's performance fails to meet the goals due to extraordinary and/or unanticipated occurrences beyond the control and without the fault or negligence of the PM or its subcontractors. Examples include vehicle recalls, labor strikes, earthquakes, fires and/or floods that result in performance below the stated goals. Traffic congestion or accidents are not acceptable reasons for poor performance.

Disincentives will also not be assessed if performance below the baseline results from policies imposed by WMATA on the PM and the PM advises WMATA that the new policies will affect performance goals. The baseline service performance levels will be adjusted to reflect changes resulting from any policy changes required by WMATA, if necessary. Examples of such potential policy changes could include changing the on-time performance window or dwell time when picking up passengers.

REVISED

Section 6 - 6.2
Employee Recruiting, Selection, Training and Placement
Pages 140 - 146

6.2 *Employee Recruiting, Selection, Training and Placement*

The PM is responsible for recruiting, selecting, training and supervising all PM employees. A detailed description of the procedures to recruit, select, train and retrain employees shall be submitted. The PM shall also describe the procedures to ensure and document that -- prior to being placed "in service" -- all employees of the PM or its subcontractor's who interact with persons with disabilities receive the mandatory sensitivity training required by federal regulations.

6.2.1 *REVISED*

The PM shall have in its employment, at all times, sufficient numbers of qualified staff to execute the requirements of this contract. WMATA reserves the right to change the number of staff required by providing the PM with at least 30 days notice of the required change.

The PM's staff shall, at all times, present themselves and carry out their functions in a highly professional manner, befitting their role of customer service representatives. The PM shall employ methods that will ensure a positive public perception of WMATA and utilize industry standard operations and guidelines for customer service.

Each PM employee working on this contract shall be a citizen of the United States or an alien who has been lawfully admitted for permanent residence as evidenced by an alien registration receipt card. The term employee in this specification shall refer to employees of the PM or employees of the subcontractor(s) used by the PM to perform these services.

Each employee must be sufficiently versed in the English language to be able to communicate effectively, both orally and in writing, with WMATA staff and MetroAccess patrons in performing their assigned responsibilities. All PM employees under this contract are expected to be able to comprehensively understand questions asked by patrons and WMATA staff and respond in a clear, coherent and understandable manner in English. Any employees found to have insufficient command of the English language by WMATA staff shall be reported to the PM for immediate replacement. WMATA encourages the employment of multilingual employees.

All PM employees who must operate vehicles as part of their job duties, must have and maintain a valid driver's license issued by Virginia, Maryland, or the District of Columbia. The PM shall also ensure that each successful candidate has on file a statement from a licensed physician that they are medically fit to drive. These employees must provide proof of such license and physician's statement prior to the commencement of their employment on this Contract. The Contract must also confirm the validity of the driver's licenses every six months. The PM will be required to report and/or remove any employee whose license is invalidated or suspended.

Person(s) undergoing sentence of imprisonment, except as provided by Public Law 89-176, September 10, 1965 (18 U.S.C. 4082)©)(2) and Executive Order 11755, December 29, 1973, as amended, will not be employed by the PM in connection with this contract.

Background checks of all PM employees working on this contract will be required. WMATA will provide the PM with background check consent forms that the PM's employees must complete and sign. The forms will require the employee's to provide their full legal name, including middle initial if applicable, as well as their social security number in addition to other information that will be pertinent to the background check. Upon receipt of the signed forms, WMATA will arrange for background checks including criminal court searches and social security number verifications on all employees. These background checks are expected to take seven (7) business days for processing, so the PM must allow sufficient time for completion. WMATA will pay for up to 100 background checks. Subsequent background checks will be arranged by WMATA but funded by the PM. The cost per background check is not expected to exceed $35.

The PM shall provide WMATA with a directory of phone numbers including office, cell phone, and home phone numbers for all management employees assigned to this contract or who have a direct role over contract functions and any senior management to whom these people directly report.

WMATA acknowledges that the PM has the right and obligation to hire, train, and dismiss personnel to carry out the contract requirements. However, deficiencies in performance, noted by WMATA, on the part of PM employees shall be brought to the PM's attention for the PM's immediate corrective action. Upon WMATA's requirement and notification, without need of any previous warning or notice by WMATA, the PM shall remove from employment at any WMATA facility any employee(s) that WMATA determines: (1) cannot effectively speak or write the English language, (2) are careless or fraudulent with report forms and/or receipts, (3) are not well groomed or in full uniform, (4) are careless with or cause harm to WMATA equipment and/or facilities, (5) are not polite and courteous to MetroAccess patrons or WMATA employees, or (6) who violate any WMATA policies including the acceptance of gratuities. The PM assumes all liability and agrees to hold WMATA harmless from any subsequent claims or actions on behalf of the employee(s).

The PM shall maintain and provide WMATA with an employee roster which will identify the names of all drivers who are assigned duties under the MetroAccess program to ensure that drivers do not work for more than one carrier and that driver's who are terminated by their respective employers or are otherwise removed from providing service under the MetroAccess program are not hired by another subcontractor of the PM.

The PM shall also maintain a list of all employee names with Social Security Numbers who are terminated by the PM while working under this contract for reasons of performance or rule violations. This list shall be kept updated and a copy given to WMATA on a monthly basis.

The wages paid to all non-probationary parking customer assistance representatives and non supervisory level employees shall be not less than $2.00 over the Federal Minimum Wage, but no less than the minimum wage established by the jurisdiction in which the employee works, i.e., Maryland, Virginia and the District of Columbia. The PM shall provide a benefits package, which shall include health care services, having a value to employees of not less than 25% of the employee's base hourly wages. The benefits package may include sick and annual leave, but shall exclude any governmentally imposed FICA, unemployment or workers compensation taxes and charges. The Federal Minimum Wage currently, established is $5.15 per hour, will be in force on the first day of this contract, but is subject to escalation. A probationary period, if any, shall last not more than three months.

No PM employee shall accept payment, gratuities, or other forms of compensation for service provided. Any PM employee found in violation of this policy will face release from the Contract.

6.2.2 - DELETED

6.2.3 Driver Training

Driver training shall consist of at a minimum the following courses: vehicle orientation, defensive driving, accidents and vehicle emergencies procedures, basic first aid, map reading, fare structure and collection, schedule reading and completion, system familiarization, mobile two-way vehicle and land-line communications, use of AVL's/MDC's and customer assistance requirements. The specifics of the courses required by the PM shall be consistent for all of the providers. All MetroAccess and PM personnel, will be trained in a Customer Sensitivity Course, as mandated by federal regulations. Training shall be provided by the PM. The course content shall be approved by WMATA. The PM must provide an annual minimum of eight hours behind the wheel training for each driver on an on-going basis to be followed by a formal evaluation of driving skills lasting at least one hour. Further, drivers should be re-certified annually. The PM shall describe the process/procedures to be followed for annual driver re-certification.

As part of the driver training program, WMATA staff will provide and conduct training on WMATA's mission, goals, espoused values, drug and alcohol testing requirements, as well as, other areas of importance to WMATA.

.2.4 Driver Dress Code

Dedicated MetroAccess drivers are required to wear uniforms. The uniform shall consist of a white blouse or shirt with pocket, dark blue slacks or trouser, a dark baseball type cap (optional) and depending upon the season, a dark blue jacket and other dark blue outer garments. Shoes shall be black and serviceable having flat, non-skid soles. No high heels, tennis shoes or open sandals are allowed. Tee-shirts, tank tops, jeans and shorts are prohibited. The PM shall ensure that the drivers adhere to the dress code and take appropriate corrective action if the driver(s) fail to comply with the dress code.

No driver shall wear or display any insignia, patch or emblem other than those supplied by the carrier and approved by WMATA. Each driver shall wear an identification badge supplied by the PM to be worn on the shirt, blouse or jacket in a manner visible to customers. The badge will state the carrier and driver's name and the word "MetroAccess". Each driver must carry an accurate timepiece. Each driver is to verify the time with dispatch at least once each day, preferably prior to leaving the garage or during shift change.

6.2.5 Drivers Requirements

Drivers shall report to dispatch any service problems as they occur, including but not limited to: accidents, injuries, vehicle condition, manifest errors, schedule adherence problems, customer no-show, traffic condition, customer behavior problems, excessive customer assistance requirement, customer identification problems, fare payment problems, and any other clarification required by the driver.

Drivers are required to conduct 100 percent ID card checks and validations of all customers for all trips (See Appendix - A for policy) and to be knowledgeable about the WMATA paratransit fare tariff and any changes in the fare tariff communicated by WMATA to the PM.

6.2.6

Drivers shall inspect their vehicles prior to pull-out. Any equipment malfunctions shall be reported to dispatch. Equipment malfunctions included, but are not limited to the following: inoperable wheelchair lifts, inoperable AVL/MDC's, inoperable heating or cooling, cracked mirrors or windshields. The PM shall develop a checklist for the drivers to use in their daily inspection. The checklist shall be provided to dispatch prior to pull-out. Determination to "pull" a vehicle off the road is the responsibility of the dispatch, in coordination with the PM.

6.2.7

Drivers of dedicated vehicles shall activate and log-on their respective MDC upon pullout. Drivers of dedicated vehicles are required to process customer and trip information, including time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs, using the MDC. For supplemental vehicles and taxicabs, drivers are required to ACCURATELY, LEGIBLY and COMPLETELY record on the daily vehicle manifest the time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs at the times of the trips. Altered, illegible or incomplete manifests will not be accepted and the PM may not invoice WMATA for the time involved with any trip where the trip ticket or manifest is altered, inaccurate, illegible, or incomplete.

.2.8

Drivers shall be required to fulfill the daily vehicle manifest, carrying out each pick up, drop-off and other stop in the sequence given. Unauthorized deviation from the schedule sequence or falsification of information (written or oral) by the driver is sufficient grounds to remove the driver from service. Unauthorized deviation from the schedule includes, but is not limited to, running errands and/or side trips for the customer that have not been scheduled. In instances where manifests are used, the original manifest will be made available to the AR to review for alterations, accuracy, legibility, and completeness. The AR will review the documents for on-time performance. For non-dedicated and supplemental vehicles where AVL/MDC's are not available, drivers will use the manifest to document the trips. The AR will review manifests as part of the reconciliation of on-time performance goals.

6.2.9

Drivers shall assist customers unable to sign a trip ticket by signing for them and noting on the ticket that the driver has done so. In the event that a driver cannot locate a customer upon arrival, the driver will immediately contact dispatch for assistance. Dispatch will attempt by telephone to locate the customer and will provide further instructions to the driver. The driver will not leave the pick up location until authorized to do so by carrier dispatcher. Prior to leaving the pick up location the driver will use the MDC device to document his/her location. Where the vehicle is not equipped with an MDC device, the driver shall note the no-show and the arrival and departure times on the trip ticket and driver manifest. If not supported, the PM may not invoice for the time involved in traveling to the pick up location.

For service provided using dedicated vehicles, each customer no-show shall be supported by a report from the AVL/MDC (See Appendix - A for policy). If not supported, by AVL/MDC, the PM may not invoice for the time involved in traveling to the pick up location.

6.2.10

Drivers will notify the PM's central dispatch in instances when they arrive at a pick up or drop-off location more than 15 minutes ahead or behind schedule. The PM's central dispatch shall document each occurrence of early or late arrival and provide a daily report to the PM and the AR.

MetroAccess schedules trips to specific times, within a 30-minute pick up window. Once vehicles arrive at the designated pick up location, the drivers must wait ten (10) minutes for customers to arrive. Drivers will contact dispatch for instructions whenever customers do not arrive at the designated pick- up locations within ten (10) minutes after the vehicles arrive. In no instance will the driver leave without authorization from his/her dispatcher. (See Appendix - A)

REVISED

Appendix B
Paratransit Glossary
Pages 174 - 178

Glossary

The following terms use in this Contract shall, except where, by the context, it is clear that another meaning is intended, be construed as follows:

1. **"Accident"** shall mean an event causing property damage or any personal injury that occurs during the carrier's operation of any Revenue Vehicle in MACS service.

2. **"Add-Ons"** or **"Trip Insertions"** shall mean trips not included in the daily Manifest that are dispatched real-time to the Vehicle Operator.

3. **"Amendment"** shall mean the additional Contract provisions relating to the Contract issued in writing by the Authority prior to the Award Date.

4. **"American with Disabilities Act of 1990"** or **"ADA"** shall mean the Federal civil rights legislation, 42 U.S.C. §§ 12101 et. seq. and 49 U.S.C. § 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; and Section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. § 1612, requiring, among other things, that paratransit service comparable to fixed route service be provided to persons with disabilities who meet ADA paratransit eligibility criteria.

5. **"Assistive Device"** shall mean devices used by physically disabled persons for mobility and/or communication such as canes, walkers, oxygen equipment, etc.

6. **"Authority"** or **"Metro"** or **"WMATA"** shall mean Washington Metropolitan Area Transit Authority, an interstate compact agency which by the terms of its enabling legislation, Public Law No. 89-774, 80 Statutes 1324 (1966) codified at D.C. Code § 9-1107.01 (2001 Ed.), is a common agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia.

7. **"Authority Representative" or "AR" -** The Authority Representative is the person responsible for post award execution of an authority contract in the most effective, economical, and timely manner. The Authority Representative is the Authority's primary point of contact with the Contractor. The Authority Representative may, at his or her discretion, delegate certain responsibilities to other designees. Unless the Contractor is directed to the contrary, all correspondence with respect to this Contract shall be sent to the Authority Representative.

8. **"Automated Reservation & Scheduling System"** shall mean the automated reservation, scheduling and dispatch software system, used by the contractor to provide centralized trip reservation and scheduling.

9. **"Automatic Vehicle Locator"** (**"AVL"**) shall mean a computerized system that utilizes a global positioning system with mobile data computers to produce two-way wireless data communication concerning the speed and directional movement of subject vehicle(s) via dynamic, graphic display screen at remote dispatch/control location(s).

10. **"Carrier"** or **"Provider"** shall mean an operator of the MACS service; also referred to as the Contractor's driver of a Revenue Vehicle, including dedicated and non-dedicated vehicles and taxis.

11. **"Companion"** shall mean any person accompanying a MACS Customer other than the Personal Care Attendant.

12. **"Collision"** shall mean contact between the MACS Revenue Vehicle with any other object(s), to include vehicle(s), person(s), and/or other fixed object.

13. **"Contract"** or **"Contract Documents"** shall mean the Attachments, Appendix, Contractor's Proposal, General Provisions, Information For Proposers, Special Provisions, Schedules deemed included (if any), Technical Specifications (if any), Scope of Work, all Addenda hereafter issued (if any), and the Notice of Award.

14. **"Contracting Officer's Technical Representative"** (**"COTR"**) shall mean the WMATA employee who will act as the principle point of contact with the Contractor for purposes of contract administration and daily operations.

15. **"Contractor"** or **"PM"** shall mean the Proposer to whom this Contract is awarded. For convenience, the Contractor may be hereinafter referred to as if the Contractor were an individual. The word "he" shall, as the sense may require include "she," "it" and "they"; the word "him" shall include "her," "it" and "them"; and the word "his" shall include "her," "its" and "their".

16. **"Customer"** shall mean an individual with disabilities who WMATA has determined meets ADA paratransit eligibility criteria and has been issued a MACS identification card.

17. **"Customer No-Show"** shall mean the failed to meet the vehicle as scheduled, declines the trip or is unable for any reason to take the trip when the Vehicle Operator has arrived and waited for the Customer in accordance with the Contract standards and procedures.

18. **"Dedicated Service"** shall mean paratransit service performed by dedicated vehicles.

19. **"Dedicated Vehicles"** shall mean Revenue Vehicles purchased by the Contractor exclusively for performance of MACS paratransit service. Dedicated vehicles, includes accessible wheelchair vans and full-size sedans.

20. **"Dispatcher"** shall mean the individual responsible for directing, monitoring and communicating with Vehicle Operators/Providers.

21. **"Excessively Late Trip"** shall mean a trip, which arrives more than thirty (30) minutes outside of the scheduled pick-up window, and the customer accepts the trip.

22. **"Federal"** or words of like import shall mean the United States of America.

23. **"Federal Transit Administration" ("FTA")** shall mean the federal agency of the USDOT that, *inter alia*, promulgates and enforces drug and alcohol testing program regulations for public transportation provides, including their contractors, pursuant to the Federal Omnibus Transportation Employee Testing Act of 1991. The regulations are set forth at 49 C.F.R. Parts 653 and 654. FTA also promulgates and enforces regulations implementing the Americans with Disabilities Act of 1990, including regulations applicable to the provision of paratransit services. These regulations are set forth at 49 C.F.R. Par 37, Subpart F.

24. **"Fiscal Year"** shall mean July 1 through June 30.

25. **"Holiday"** shall mean New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day.

26. **"Incident"** shall mean an event impacting the quality or timeliness of the service that occurs during the carrier's operation of any Revenue Vehicles in MACS service that does not cause property damage in excess of $7,500 or personal injury.

27. **"Injury"** shall mean an accident or incident where the driver and/or passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

28. **"Late Pick-Up"** shall mean any MACS' customer pick-up that occurs past the Scheduled Pick-Up Window.

29. **"Late Trip Cancellation"** shall mean Customer cancellation after 4:30 pm the night before a scheduled trip.

30. **"Liens"** shall mean any and every lien of any kind whatsoever again the Work, against any monies due or to become due from the Authority to Contractor, and/or against any other property of the Authority, for or on account of the Work, including any Public Lien.

31. **"Manifest"** shall mean the schedule provided to a Vehicle Operator listing all stops and time points during a vehicle tour or route.

32. **"MetroAccess" ("MACS")** shall mean Washington Metropolitan Area Transit Authority paratransit service.

33. **"Non-Dedicated Service"** shall mean paratransit service performed by non-dedicated vehicles.

34. **"Non-Dedicated Vehicles"** shall mean Revenue Vehicles used by the Contractor for the performance of MACS paratransit service. Non-dedicated vehicles, includes accessible wheelchair vans.

35. **"Notice"** shall mean a written notice.

36. **"Notice of Award"** shall mean a document that apprises the Contractor that this Contract has been approved by WMATA.

37. **"Office Equipment"** shall mean standard office furnishings and equipment such as telephones, computers, fax machines and supplies used by the Contractor to perform the Contract.

38. **"Office of Customer Service" ("CSVC")** shall mean an office of WMATA, which provides customer information and complaint management.

39. **"On-Time Performance"** shall mean a measure of service reliability based on the percentage of completed trips in which the Contractor has picked up a Customer within the Scheduled Pick-Up Window.

40. **"Passenger"** shall mean all persons other than the ADA eligible Customer who are authorized to travel with the Customer, such as Personal Care Attendants or Companions.

41. **"Passenger Injury"** shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

42. **"Personal Care Attendant" ("PCA")** shall mean a person who is authorized or required by WMATA to accompany the Customer for the purpose of providing travel and other assistance to the Customer.

43. **"Project Manager" ("PM")** shall mean an individual designated as such by WMATA to administer this Contract or his duly authorized representative.

44. **"Pull-In"** shall mean the return of a Revenue Vehicle to the assigned depot or garage upon completion of a Revenue Service Tour.

45. **"Pull-Out"** shall mean the departure of a Revenue Vehicle from the assigned depot or garage to perform Revenue Service.

46. **"Revenue Hour"** shall mean the period of time the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading and any contractually agreed upon lunch interval. Revenue hour shall mean the period of time from the first customer pick-up until the last customer drop-off.

47. **"Revenue Mile"** shall mean the mileage the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading. Revenue mile shall mean the mileage from the first customer pick-up until the last customer drop-off.

48. **"Revenue Service Start Date"** shall mean the date on which the Contractor places its first vehicle in to Revenue Service.

49. **"Revenue Vehicles"** shall mean the vehicles used by the Contractor to perform the Customer transportation services required under this Contract.

50. **"Scheduled Pick-Up Time (Window)"** shall mean the confirmed pick-up window as agreed upon by the Customer and the Contractor and that appears on the manifest.

51. **"Service Hour"** shall mean the period of time from pull-out to pull-in.

52. **"Service Mile"** shall mean the mileage from pull-out to pull-in.

53. **"Service Ready"** shall mean that the vehicle is clean, mechanically safe and reliable, and all accessories are operable.

54. **"Service Route"** or **"Route"** shall mean Revenue Service performed according to the time schedule and order of pick-ups and drop-offs listed in the Manifest.

55. **"Subcontractor"** shall mean an individual or organization who enters into a contract to furnish labor services only or labor and materials or apparatus in connection with the work directly or indirectly for or on behalf of the Contractor and whether or not in privity of contract with the Contractor.

56. **"Supplemental Service"** shall mean paratransit service complementary to Dedicated providers. This service is intended to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems, such as vehicle breakdown or unavailability. Supplemental service includes service performed by non-dedicated vehicles and taxis. However, in any given month not more than 20 percent of the service will be operated by taxis, except as expressly authorized by WMATA.

57. **"Trip Identification (Confirmation) Number"** shall mean the individual number generated and assigned by the automated reservation & scheduling system when reserving and scheduling a trip.

58. **"Trip Ticket"** shall mean a document that includes the date of the trip, pick-up and destination locations, beginning and ending odometer readings, and the Trip Identification (Confirmation) Number.

59. **"Vehicle No-Show,"** or **"Missed Trip"** shall mean any trip not performed, other than a Customer "Late Cancellation" or "Customer No-Show"; because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip.

Vehicle Requirements
80% Dedicated Vehicle Fleet

	Projected Trips [1]	Estimated Dedicated Vehicle Trips[2]	Estimated Non-Dedicated Vehicle Trips[3]	Estimated Taxicab Trips[4]	Ded. Veh. Trips Adjusted for Increased Productivity [5]	Estimated Dedicated Vehicle Requirement[6]	12% D.V. Spare Ratio	Total Estimated Dedicated Vehicle Requirement
FY2006	1,445,620	1,156,496	144,562	144,562	925,197	219	26	245
FY2007	1,648,007	1,318,405	164,801	164,801	976,597	231	28	259
FY2008	1,878,728	1,502,982	187,873	187,873	1,113,320	264	32	295
FY2009	2,141,750	1,713,400	214,175	214,175	1,181,655	280	34	313
FY2010	2,441,595	1,953,276	244,159	244,159	1,347,087	319	38	357
FY2011	2,783,418	2,226,734	278,342	278,342	1,535,679	364	44	407
FY2012	3,173,096	2,538,477	317,310	317,310	1,750,674	414	50	464
FY2013	3,617,330	2,893,864	361,733	361,733	1,995,768	472	57	529

Assumptions:

1. Constant growth rate of 14%
2. 80% of projected trips.
3. 10% of projected trips.
4. 10% of projected trips.
5. Productivity of 1.25 trips per revenue hour in FY 2006; 1.35 trips per revenue hour from FY2007 through FY2008 and 1.45 trips per revenue hour from FY2009 through FY2013.
6. Estimated dedicated vehicle trips adjusted for productivity/352 trips per dedicated vehicle per month.

Monthly Reservations
&
Dispatch Activity Calls
June 2004 - March 2005

Monthly Reservations a[illegible]patch Activity Calls
Jun-[illegible]

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,935	2,766	159	0:00:28	0:00:59	1,905	1,891	11	0:00:36	0:02:18
9:00	10:00AM	2,956	2,788	174	0:00:40	0:00:43	2,469	2,435	18	0:00:41	0:02:38
10:00	11:00AM	2,944	2,639	272	0:00:16	0:01:22	2,698	2,662	37	0:01:39	0:02:12
11:00	12:00PM	2,802	2,547	246	0:00:23	0:00:53	2,702	2,617	71	0:01:36	0:02:27
12:00	1:00PM	2,711	2,441	292	0:00:18	0:00:51	2,814	2,664	134	0:02:36	0:02:24
1:00	2:00PM	2,561	2,266	328	0:00:37	0:00:33	3,002	2,803	143	0:02:37	0:02:35
2:00	3:00PM	2,804	2,435	378	0:00:33	0:00:48	3,713	3,592	168	0:02:53	0:02:34
3:00	4:00PM	3,176	2,784	365	0:00:23	0:00:50	4,934	4,543	294	0:03:16	0:02:28
4:00	5:00PM	1,587	1,359	212	0:00:52	0:00:45	2,838	2,775	165	0:03:45	0:02:44
Total:		**24,476**	**22,025**	**2,426**	**0:00:31**	**0:00:56**	**27,075**	**25,982**	**1,041**	**0:00:10**	**0:02:37**

Monthly Reservations and Dispatch Activity Calls
Jul-(

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,789	2,629	152	0:01:28	0:00:59	1,868	1,830	25	0:00:36	0:02:18
9:00	10:00AM	2,781	2,568	206	0:01:40	0:00:43	2,303	2,250	46	0:00:41	0:02:38
10:00	11:00AM	2,714	2,453	250	0:01:16	0:01:22	2,618	2,567	45	0:01:39	0:02:12
11:00	12:00PM	2,761	2,476	267	0:01:23	0:00:53	2,869	2,682	143	0:01:36	0:02:27
12:00	1:00PM	2,608	2,375	247	0:02:16	0:00:51	2,967	2,771	175	0:02:36	0:02:24
1:00	2:00PM	2,393	2,175	222	0:02:07	0:00:33	3,363	3,139	267	0:02:37	0:02:35
2:00	3:00PM	2,623	2,403	243	0:02:33	0:00:48	3,968	3,728	218	0:02:53	0:02:34
3:00	4:00PM	2,823	2,587	229	0:03:23	0:00:50	5,380	4,910	350	0:03:16	0:02:28
4:00	5:00PM	1,557	1,391	137	0:02:52	0:00:45	3,194	3,058	255	0:03:45	0:02:44
Total:		**23,049**	**21,057**	**1,953**	**0:00:25**	**0:00:56**	**28,530**	**26,935**	**1,524**	**0:00:17**	**0:02:23**

Monthly Reservations ar spatch Activity Calls
Aug-0

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	2,886	2,426	441	0:01:28	0:00:59	1,826	1,811	12	0:00:36	0:02:18
9:00	10:00AM	2,922	2,452	462	0:01:40	0:01:03	2,374	2,337	25	0:00:41	0:02:38
10:00	11:00AM	2,770	2,308	444	0:01:16	0:01:02	2,678	2,627	45	0:01:49	0:02:12
11:00	12:00PM	2,612	2,249	376	0:01:23	0:01:03	2,766	2,623	114	0:01:36	0:02:27
12:00	1:00PM	2,418	2,106	324	0:02:36	0:01:01	2,986	2,764	196	0:02:36	0:02:24
1:00	2:00PM	2,313	1,984	335	0:02:07	0:00:54	3,223	2,967	228	0:02:37	0:02:35
2:00	3:00PM	2,413	2,128	281	0:02:36	0:01:08	4,246	3,945	307	0:02:53	0:02:34
3:00	4:00PM	3,022	2,628	376	0:03:23	0:01:09	5,741	5,161	464	0:03:16	0:02:28
4:00	5:00PM	1,421	1,242	157	0:02:52	0:01:15	3,532	3,209	360	0:03:45	0:02:44
Total:		**22,777**	**19,523**	**3,196**	**0:00:48**	**0:01:00**	**29,372**	**27,444**	**1,751**	**0:00:32**	**0:02:26**

Monthly Reservations a[illegible]ispatch Activity Calls
Sep-0[illegible]

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,510	2,853	573	0:01:28	0:00:59	1,944	1,916	63	0:00:36	0:02:10
9:00	10:00AM	3,817	3,120	687	0:01:40	0:01:03	2,762	2,687	64	0:00:41	0:02:38
10:00	11:00AM	3,211	2,572	666	0:02:16	0:01:02	2,980	2,879	89	0:01:49	0:02:12
11:00	12:00PM	2,987	2,668	340	0:02:23	0:01:03	3,103	2,838	213	0:01:36	0:02:27
12:00	1:00PM	2,782	2,442	370	0:02:06	0:01:01	3,258	2,883	344	0:02:20	0:02:24
1:00	2:00PM	2,538	2,221	288	0:02:07	0:00:59	3,869	3,482	382	0:02:37	0:02:35
2:00	3:00PM	2,670	2,386	295	0:02:36	0:01:08	4,692	4,262	418	0:02:53	0:02:34
3:00	4:00PM	3,080	2,584	440	0:03:23	0:01:09	6,117	5,548	533	0:03:16	0:02:28
4:00	5:00PM	3,041	2,447	608	0:02:52	0:01:15	4,262	3,448	357	0:03:45	0:02:44
Total:		**27,636**	**23,293**	**4,267**	**0:02:18**	**0:01:05**	**32,987**	**29,943**	**2,463**	**0:02:16**	**0:02:18**

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,544	2,864	629	0:01:28	0:00:59	2,323	2,272	42	0:00:31	0:02:10
9:00	10:00AM	3,394	2,849	570	0:01:44	0:01:03	2,728	2,674	45	0:00:41	0:02:38
10:00	11:00AM	3,093	2,592	487	0:02:16	0:01:02	3,016	2,948	57	0:00:49	0:02:32
11:00	12:00PM	3,041	2,627	391	0:02:23	0:01:03	3,118	2,906	162	0:01:36	0:02:27
12:00	1:00PM	2,893	2,404	510	0:02:16	0:01:01	3,296	2,986	285	0:02:24	0:02:24
1:00	2:00PM	2,613	2,213	406	0:02:07	0:00:59	3,704	3,320	379	0:02:37	0:02:30
2:00	3:00PM	2,739	2,271	456	0:02:36	0:01:08	4,514	4,103	394	0:02:53	0:02:34
3:00	4:00PM	3,276	2,677	571	0:03:23	0:01:09	5,627	5,084	457	0:03:16	0:02:28
4:00	5:00PM	2,747	2,311	460	0:02:52	0:01:15	3,793	3,019	341	0:03:45	0:02:44
Total:		**27,340**	**22,808**	**4,480**	**0:02:32**	**0:01:05**	**32,119**	**29,312**	**2,162**	**0:01:51**	**0:02:33**

Monthly Reservations and Dispatch Activity Calls
Nov-04

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,366	3,025	300	00:01:28	00:01:05	2,676	2,580	85	00:00:31	00:02:10
9:00	10:00AM	3,130	2,808	318	00:01:44	00:01:07	3,158	3,024	98	00:00:41	00:02:38
10:00	11:00AM	3,021	2,525	462	00:02:16	00:01:08	3,213	3,114	121	00:00:49	00:02:32
11:00	12:00PM	2,752	2,410	378	00:02:23	00:01:16	3,231	2,918	232	00:01:36	00:02:27
12:00	1:00PM	2,726	2,493	250	00:02:06	00:01:04	3,453	3,044	349	00:02:24	00:02:24
1:00	2:00PM	2,533	2,308	193	00:02:03	00:01:06	3,706	3,190	471	00:03:07	00:02:30
2:00	3:00PM	2,737	2,330	384	00:02:36	00:01:08	4,344	3,899	451	00:02:53	00:02:30
3:00	4:00PM	3,154	2,563	581	00:03:23	00:01:08	5,313	4,663	520	00:03:07	00:02:28
4:00	5:00PM	3,194	2,658	581	00:02:52	00:01:11	3,575	2,793	352	00:03:45	00:02:44
Total:		**26,613**	**23,120**	**3,447**	**00:02:18**	**00:01:08**	**32,669**	**29,225**	**2,679**	**00:02:12**	**00:02:29**

Monthly Reservations and Dispatch Activity Calls
Dec-04

Interval		Dispatch					Reservations				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	3,425	3,130	275	00:01:18	00:01:04	2,627	2,580	35	00:00:18	00:02:00
9:00	10:00AM	3,342	3,052	279	00:01:23	00:01:07	3,064	3,042	19	00:00:16	00:02:24
10:00	11:00AM	3,367	2,875	455	00:02:02	00:01:03	3,250	3,192	39	00:00:24	00:02:31
11:00	12:00PM	3,127	2,683	447	00:02:06	00:01:07	3,241	3,098	112	00:00:40	00:02:23
12:00	1:00PM	3,006	2,789	255	00:01:37	00:01:02	3,355	3,195	143	00:01:09	00:02:20
1:00	2:00PM	2,800	2,525	254	00:01:32	00:01:05	3,439	3,260	173	00:01:21	00:02:36
2:00	3:00PM	2,971	2,617	338	00:01:56	00:01:07	4,258	4,069	196	00:01:14	00:02:27
3:00	4:00PM	3,509	2,728	698	00:03:18	00:01:09	5,512	5,072	310	00:01:46	00:02:23
4:00	5:00PM	3,272	2,790	584	00:02:44	00:01:09	3,962	3,198	272	00:02:48	00:02:22
Total:		**28,819**	**25,189**	**3,585**	**00:01:59**	**00:01:06**	**32,708**	**30,706**	**1,299**	**00:01:10**	**00:02:24**

Monthly Reservations and Dispatch Activity Calls
Jan-05

Interval		Dispatch					Reservation				
		Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00	9:00AM	4,107	3,491	580	00:02:00	0:01:05	2,811	2,683	105	00:00:38	00:01:37
9:00	10:00AM	3,683	3,336	362	00:01:36	0:01:07	3,159	3,102	52	00:00:25	00:02:04
10:00	11:00AM	3,545	3,054	466	00:01:55	0:01:08	3,409	3,318	92	00:00:37	00:02:08
11:00	12:00PM	3,322	2,752	536	00:02:19	0:01:16	3,588	3,355	171	00:01:06	00:02:01
12:00	1:00PM	3,198	2,681	524	00:02:35	0:01:04	3,813	3,526	287	00:01:33	00:01:50
1:00	2:00PM	2,903	2,438	464	00:02:12	0:01:06	3,922	3,757	200	00:01:08	00:02:03
2:00	3:00PM	2,976	2,528	458	00:02:00	0:01:08	4,542	4,243	228	00:01:07	00:02:13
3:00	4:00PM	3,490	2,857	590	00:02:34	0:01:08	5,844	5,400	390	00:01:42	00:02:04
4:00	5:00PM	3,443	2,947	553	00:02:07	0:01:11	4,092	3,254	295	00:02:44	00:02:03
Total:		**30,667**	**26,084**	**4,533**	**00:02:07**	**0:01:08**	**35,180**	**32,638**	**1,820**	**00:01:16**	**00:02:01**

Monthly Reservations and Dispat[illegible]tivity Calls
Feb-05

	Dispatch					Reservations				
Interval	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time	Total Calls Offered	Total Calls Answd	Total Calls Aband	Avg Speed Answd	Avg Talk Time
8:00 9:00AM	3,144	2,949	186	00:00:51	00:01:02	2,471	2,431	28	00:00:15	00:01:50
9:00 10:00AM	3,151	2,979	188	00:00:56	00:01:07	2,601	2,587	15	00:00:10	00:02:17
10:00 11:00AM	2,932	2,710	205	00:01:02	00:01:05	2,901	2,884	15	00:00:12	00:02:21
11:00 12:00PM	2,680	2,580	127	00:00:37	00:01:05	2,897	2,824	65	00:00:25	00:02:25
12:00 1:00PM	2,567	2,429	118	00:00:44	00:01:04	2,909	2,778	109	00:00:45	00:02:05
1:00 2:00PM	2,520	2,412	112	00:00:39	00:01:05	3,211	3,145	73	00:00:26	00:02:21
2:00 3:00PM	2,702	2,625	91	00:00:30	00:01:01	3,862	3,819	37	00:00:18	00:02:27
3:00 4:00PM	3,110	2,893	189	00:00:47	00:01:07	5,115	4,963	118	00:00:36	00:02:15
4:00 5:00PM	3,107	2,974	158	00:00:43	00:01:07	3,633	3,007	127	00:01:16	00:02:09
Total:	**25,913**	**24,551**	**1,374**	**00:00:46**	**00:01:05**	**29,600**	**28,438**	**587**	**00:00:30**	**00:02:15**

Monthly Reservations and Dis Activity Calls
Mar-05

Interval		Dispatch Total Calls Offered	Dispatch Total Calls Answd	Dispatch Total Calls Aband	Dispatch Avg Speed Answd	Dispatch Avg Talk Time	Reservation Total Calls Offered	Reservation Total Calls Answd	Reservation Total Calls Aband	Reservation Avg Speed Answd	Reservation Avg Talk Time
8:00	9:00AM	3,451	3,333	112	00:00:24	00:01:02	2,622	2,594	26	00:00:10	00:02:11
9:00	10:00AM	3,385	3,287	96	00:00:20	00:01:06	2,977	2,954	13	00:00:06	00:02:28
10:00	11:00AM	3,433	3,295	129	00:00:31	00:01:06	3,140	3,118	25	00:00:08	00:02:34
11:00	12:00PM	3,200	3,089	120	00:00:25	00:01:07	3,060	2,946	82	00:00:24	00:02:25
12:00	1:00PM	3,148	3,031	114	00:00:29	00:01:06	3,485	3,364	121	00:00:43	00:02:16
1:00	2:00PM	2,891	2,815	77	00:00:19	00:01:03	3,574	3,500	71	00:00:24	00:02:33
2:00	3:00PM	3,027	2,926	89	00:00:21	00:01:04	4,445	4,364	73	00:00:22	00:02:29
3:00	4:00PM	3,841	3,544	252	00:00:41	00:01:07	6,306	5,984	226	00:00:51	00:02:13
4:00	5:00PM	3,714	3,531	221	00:00:43	00:01:06	4,775	4,056	228	00:01:38	00:02:05
Total:		**30,090**	**28,851**	**1,210**	**00:00:29**	**00:01:05**	**34,384**	**32,880**	**865**	**00:00:35**	**00:02:21**

Manifest and Trip Ticket Samples

MANIFEST SAMPLE

MANIFEST SAMPLE

DATE: 06/01/2005 RTE#: 0201 COMPANY: ALTERNA-TRANS HOURLY
PRINTED ON: 06/01/2005 AT 08:33 PAGE: 1 of 2
P/OUT TIME:_____ P/OUT MILES:_____ DRIVER:_____
N TIME:_____ P/IN MILES:_____ VEHICLE #_____

PICKUP: 18:00 DROPOFF: 11:00 JOB#: 61-B FARE: 2.50 MILES: 14
NAME: ERIKSON, EDWARD L. PH#: (800) 950-6264 # d Ambulatory
PICKUP: 2107 WILSON BLVD APT/RM: CITY: ARLINGTON
DIRECTIONS: FRONT ENTR COLIONIAL PLACE 3 LAST BLDG
DROPOFF: 13411 PARKLAND DR APT/RM: CITY: ASPEN HILL
DIRECTIONS: FRONT ENTR
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____
CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

PICKUP: 20:00 DROPOFF: JOB#: 404-C FARE: 2.50 MILES: 5
NAME: THOMPKINS, JAMES V. PH#: (703) 823-7940 # d Ambulatory
PICKUP: 5150 DUKE ST APT/RM: CITY: ALEXANDRIA CITY
DIRECTIONS: F/E
DROPOFF: 3816 FLORENCE DR APT/RM: .2 CITY: ALEXANDRIA CITY
DIRECTIONS: F/E
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____
CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

PICKUP: 21:15 DROPOFF: 09:00 JOB#: 2556-B FARE: 2.50 MILES: 8
NAME: MONTGOMERY, KATHERINE J. PH#: (703) 625-1154 # d Wheelchair
PICKUP: 8925 LEESBURG PIKE APT/RM: CITY: TYSONS CORNER (Vien
DIRECTIONS: frt entr van w\lift cannot trans
DROPOFF: 3223 APEX CIR APT/RM: 1 CITY: SEVEN CORNERS (Fal
DIRECTIONS: frt entr
SPECIAL:
COMPANION:0 UNDER5:0 PCA: NO

PICKUP:_____ ST-MILES:_____ FARE PAID:_____ PCA:_____(Y/N)
DROP-OFF:_____ E_MILES:_____ # AMB COMPANIONS:____ # W/C COMPS:_____
CLIENT SIGNATURE:_____
DRIVER REMARKS:_____ # UNDER 5:_____

==========

TIFY UNDER PENALTY OF FRAUD THAT ALL THE INFORMATION THAT I HAVE
NI TED ABOVE IS TRUE AND CORRECT:

_____
<Driver Signature>

LC

4900 NICHOLSON CT., KENSINGTON, MD 20895 (301) 984-8294

CHARGE ACCOUNT NAME: LOGISTICARE	ACCOUNT #: 12390	TICKET #: 876834	DATE OF SERVICE: 09/24/04
FROM: 102 Irving St NW DC	ZONE	CONFIRMATION #: 2720	REQUESTED P/U TIME AM PM
SERVICE ORDERED BY (SIGN) X			ACTUAL [illegible] 16:22 AM PM
TO	ZONE		SERVICE RECEIVED: ☑ TAXICAB ☐ SEDAN ☐ VAN ☐ BUS
EXTRA STOP 2700 Barker St NW		Job# 2586-B	
SERVICE RECEIVED BY (SIGN) X			
PRINTED PASSENGER NAME: DEBRUCE, KEVIN N.	CLIENT CODE: 268481		
SPECIAL INSTRUCTIONS: PP	TRIP # JOB #: ~~2586-B~~ AGT #: 147	DRIVER #: ~~100848~~ VEHICLE #: 0618	DRIVERS NAME PRINTED AND SIGNATURE

By signing this document, I understand that I am an independent contractor and certify that these charges are accurate. I am responsible to repay any overcharge.

A TRIP RATE	
TRIP RATE	$ 31.80
WAITING TIME ____ Min. Initial	$ 2.00
B MILEAGE RATE	
# MILES ____ @ $ ____	$ 29.30
AS DIRECTED Initial	$
C HOURLY RATE	
HOURLY RATE ____ Hrs.	$
ADDITIONAL CHARGES	
MISC.	$
INITIAL TIP T-1	$ 3.00
PARKING, TOLLS, OTHER	$
CELLULAR Min. $	$
GRAND TOTAL	$ 34.30

SERVICE PROVIDER - COPY

C# 2720

Barwood Taxi
CAB# 618
TRIP 2223
DATE 09-24-04
START 04:22PM
END 05:13PM
RATE # 1
MILES 11.648
FARE $ 31.30
EXTRA 0.50
TOTAL $ 31.80
Thank You for
Choosing Barwood
FOR RESERVATIONS
CAL 301-984-1900
K. DEBRUCE

TRIP TICKET SAMPLE

TRIP TICKET SAMPLE

AMENDMENT 2

Serial Number:RFP C05108/CR
Date of Issue:June 1, 2005
Proposal Closing Date:June 22, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

June 1, 2005

AMENDMENT NO. 2
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. ***The proposal due date has been extended to June 22, 2005.***

2. The last date to submit proposal questions is June 12, 2005.

3. Special Provisions, #16, entitled Insurance (pages 103 - 106) is replaced in its entirety by the attached document.

4. Please delete the Representations and Certifications (Buy America) pages 55 - 62. Buy America requirement is not applicable to this requirement.

5. This amendment provides some of the responses to the questions received in writing before and after the pre-proposal meeting of May 10, 2005. Questions without responses will be addressed in the next amendment.

6. The responses for questions #14, 14, 17, 30, 38, 64, 117, 158, and 172 are provided in Attachment G, Trip Data by Jurisdiction, May 2004 - April 2005. The responses for questions #128, 129, 157 are provided in Attachment H, Trip Data. The response for question #27 is provided in Attachment I - Floor Drawings. Attachments G, H and I will be mailed due to the large amounts of data.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

Failure to acknowledge all amendments may cause the proposal offer unacceptable.

William C. Ellerman

Contracting Officer

16. INSURANCE: OT(Dec/92)

INDEMNIFICATION AGREEMENT:

The Contractor will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in connection with this Contract and or any acts in connection with activities to be performed under this Contract resulting in whole or in part from the acts, errors or omissions of the Contractor any employee, agent or representative of the Contractor.

The Contractor agrees to include the above indemnity clause in each subcontract for work performed under the Contract. It is further agreed that the clause shall not be modified except to identify the subcontractor who will be subject to its provisions.

INSURANCE REQUIREMENTS :

The PM will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL)** : An insurance policy covering the liability of The Contractor for all work or operations under or in connection with this Project; and all obligations assumed by The Contractor under this Contract . Products, Completed Operations and Contractual Liability must be included, in addition to coverage for explosion, collapse, and underground hazards, wherever required.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$1,000,000 / $2,000,000 per occurrence/ aggregate
or combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the general liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$2,000,000 Combined Single Limit

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to activities related to this Contract.

4) **COMPREHENSIVE DISHONESTY, DISAPPEARANCE AND DESTRUCTION INSURANCE:** Contractor shall maintain and certify to WMATA a separate and distinct blanket crime insurance policy or a standard crime policy with segregated limits of liability covering losses caused by dishonesty of employees, loss of money or securities which being conveyed by messenger outside the premises. Such policy should also include loss caused by forgery of outgoing monies, but not limited to cash, securities or other forms of negotiable instruments, for loss caused by burglary, theft, robbery, and mysterious disappearance. The indemnity provisions under such policy should have the following limits:

Blanket Employee Dishonesty	$ 250,000
Forgery and Alterations	$ 250,000
Theft, Disappearance and Destruction	$ 250,000

(Limit is based on exposure)

Non- Dedicated Vehicles
(Van and Taxi Service)

INSURANCE REQUIREMENTS :

The Contractor and/or all Transportation Provider(s) and subcontract providers will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

Or

A policy complying with the mandatory requirements of the jurisdiction(s) in which work will be performed.

This coverage is mandatory for all contractors with 3 or more full-time employees.

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL) :** An insurance policy covering the liability of The Contractor for all work or operations under or in connection with the reference contract; and all obligations assumed by The Contractor under this Contract . Products, Completed Operations and Contractual Liability must be included.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY
$1,000,000 / $3,000,000 per occurrence/ aggregate
OR combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the Commercial General Liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to activities related to this Contract.

Contractors/transportation providers whose coverage is provided and only available through the Maryland or Virginia State Insurance Fund or the DC Office of Taxi Cabs the following limits are required per accident/per injury/per property damage.

TAXI service only

Limits not less than :

in MD & VA	**$100,000 / 300,000 / 50,000**
in DC	**$ 50,000 / 25,000 / 10,000**

VAN service only

Limits not less than :

in DC, MD & VA	**$2,000,000 combined single limit**

NOTE :
The PM is responsible for obtaining excess liability coverage for the auto liability and general liability above any State Insurance Plans and any other usual and customary coverage for operating a commercial business. The minimum limit of liability for the PM under this contract shall be $1,000,000 for each coverage. WMATA will be included as an additional insured under these policies with respect to all activities under this contract. Proof of insurance is required from all contractors and/or transportation providers.

1. ***Question*** - Page 60, Item 6 - Buy America: For the purposes of this procurement, is this project considered Rolling Stock or Manufactured Goods as defined by 49 CFR Part 661.13.

   Response - Buy America will not apply to this requirement.

2. ***Question*** - Page 121 , Section 3.0 - General Scope of Work: WMATA Responsibilities are stated as "Determining feasibility of using paratransit service as "feeder service" to fixed-route". What provisions (i.e. licenses, interface costs etc) are to be incorporated into vendor's proposals for checking fixed route alternatives?

   Response - All provisions should be incorporated into proposal at the time it is determined to conduct feasibility analysis of feeder service.

3. ***Question*** - Page 123, 4.0, Goals, Item 2 - Is the requirement to "Provide ability for ADA customer to "self-service" or book, change or cancel a trip reservation through a web-based application i.e. internet and a Integrated Voice Response System (IVR)" to be integrated with the current fixed route information and trip planning IVR system or is it intended to be a stand-alone system for just MetroAccess?

   Response - As a stand-alone system; unless proposal can show the cost effectiveness and greater efficiency through a **integration** with current fixed-route.

4. ***Question*** - - Page 123, 4.0 Goals, Item 2 - Will the WMATA provided ACD system also be used for IVR calls? How many IVR Ports will be dedicated to IVR calls?

   Response - Yes,

5. ***Question*** - Page 124, 4.1.2 - Reservation Module: Is the contractor to host the Web services or will this be handled by WMATA?

   Response - Web service will be handled by WMATA.

6. ***Question*** - Page 127, 4.2.3 Communications: - Does WMATA have FCC Voice and/or Data Frequency Licenses that can be used by the contractor?

   Response - Yes

7. ***Question*** - Page 136, Item 6, Telephone Response Time: What ACD system is used? Please provide contact information so an interface can be developed for reporting purposes.

   Response - Intervoice Bright is the ACD System used. Contact information is Angelo Iannicello, 301-924-0663.

8. ***Question*** - What are the current operational characteristics of the existing automated reservation and scheduling system? Is the current system capable of real-time online scheduling?

Response - The current system is not capable of real-time on-line scheduling and is proprietary software.

9. ***Question*** - Is a Nextel Phone System (or equivalent) considered an acceptable two-way radio system?

Response - Yes

10. ***Question*** - Can you please provide the vehicle type, age, mileage and count of the existing fleet?

Response - Please refer to Amendment 1.

11. ***Question*** - Can you please provide the number of transports by vehicle type for the most recent 12 months available?

Response - Please refer to Attachment H.

12. ***Question*** - Please provide a list of the current service providers.

Response - Please response for #101.

13. ***Question*** - On the price schedules, the AVL & MCD unit line items indicate 174 each. Can you please clarify what this measurement refers to?

Response - The contractor is required to supply 174 each AVL units and 174 each MDC units, one for each vehicle in the fleet..

14. ***Question*** - Please provide the following data for the most recent 12 months available:

Average mileage per trip per zone
Number of trips by transport type
Number of eligible recipients
Number of eligible recipients who utilize the program each month
Per trip cost by transport type
Number of transports originating in each zone
Monthly call volume
Paid driver hours per month
Total passengers per hour by type (amb., w/c, escort, attendant, etc)
Service hours per month
Average vehicle miles per month per vehicle type per zone

Average vehicle miles per provider each month
Detail related to 1 month of trips by transport type including passengers and escorts.

Please include the following fields: Date of Service, Time of Requested Pick-Up, Appointment Time, Transport Type [Pick Up Location, Destination Location (Location information should include Address, City, County, Zip, State, Latitude and Longitude.

Response - See Attachment G. Attachment G will be mailed.

15. ***Question*** - If this data is available, will the authority provide this trip detail via an electronic file or provide in detail the means in which to obtain this information?

Number and percent of total "no shows" where the member failed to show for the pick-up

Number and percent of total "where's my ride" where the transportation provider failed to show within the agreed upon pick up time window

Daily trip totals by vehicle and the associated on-time compliance with these trips.

Response - See Attachment G. Attachment G will be mailed.

16. ***Question*** - Can you provide policy documentation related to the current certification process?

Response - The eligibility certification process will be administered by WMATA.

17. ***Question*** - Do you have any information that shows certification trends by month for the past two-year period, including new enrollment, terminations and temporary suspensions?

Response - See Attachment G. Attachment G will be mailed.

18. ***Question*** - Can you please provide a detailed report demonstrating assessed liquidated damages and incentives for each area, service provider and by type? That is, what were the Liquidated damages assessed on a monthly basis and why?

What is the total cash assessed for each month.

Can you also address Liquidated damages and incentives assessed to the current broker and if possible for the previous broker.

Response - The scope of services of the RFP is substantially different from the current contract therefore this information is not relevant to the new requirement.

19. ***Question*** - Can you please provide a summary of the accident loss record annually for the last three years for each month by each region and by provider?

Also could you provide a description of the accident whether it is an accident or an incident and any lost runs for each occurrence?

Response - FY03, there were 30 passenger injuries and 182 collisions. In FY04 there were 34 passenger injuries and 39 collisions. Collisions are not FTA reportable and only passenger injuries are subject to incentives/disincentives

20. ***Question*** - What is the anticipated reduction in utilization the authority is expecting on a year by year basis with the new manager?

Response - There is no anticipated reduction in utilization

21. ***Question*** - It is anticipated that the new manager would reduce utilization by increasing the number of denials based on eligibility and gate keeping, if so what is the anticipated increase in the denial rate for these transports?

Response - Up to 10%

22. ***Question*** - It is anticipated that the new manager will reduce the overall cost of the service by "shifting" ambulatory members from para-transit to fixed route mass transit mode of transportation. If so, what is the anticipated "shift" of utilization from para-transit to fixed route mass transit?

Response - At this time, there is no "anticipated shift of utilization from paratransit to fixed route mass transit.

23. ***Question*** - Will the Authority please provide the last full year of telephony performance data including but not limited to the following; Number of inbound calls by hour of day, day of week; average talk time, average speed of answer, average abandonment rate; number of out-bound calls made to facilities, members etc. and the associated average talk time related to the out-bound call volume?

Response

24. ***Question*** - Will the authority provider the number and percent of total including the level of severity of complaints reported by members and transportation providers regarding the current broker (Mangers) service?

In addition, can you please provide the number and percent of the total number of complaints that resulted in either the provider or broker manager being placed on a specific corrective action plan?

Response - The scope of services of the RFP is substantially different from the current requirement, therefore this information is not relevant.

25. ***Question*** - Is the on-time compliance to be reported as a monthly or quarterly total?

Response - The on-time compliant will be reported monthly.

26. ***Question*** - What is the square footage total allocation that the Authority will make available for the new manager?

Response - 8,500 - 10,000 square feet

27. ***Question*** - Can the Authority provide detail in terms of call center or workstation area, data center for hardware, offices for managers invited guests, etc?

Can the authority publish a schematic of the work area that will be occupied by the new manager?

Response - The total allocation is 8,500 to 10,000 square feet. See Attachment I will be mailed.

28. ***Question*** - How does the Authority envision, the new manager to occupy space in preparation of the new award to covert data, train and configure the program requirements?

Will the new manager have a separate but comparable work space to implement the program and then move to another location previously occupied or will the new manger be expected to work side by side with the current broker manager?

Response - Separate but comparable work space will be provided and then move to another location previously occupied.

29. ***Question*** - Please explain what the intent of Page 46, 17c is, where it says that the contract will be awarded based on the determination that there is adequate price competition; therefore, the Offeror is not required to submit or certify cost or pricing date with its proposal.

Response - Adequate competition is 2 or more proposals rec'd. 17d states, "If, after receipt of the proposals, the Contracting Officer determines that adequate price competition does not exist in accordance with FAR 15.804-3, the offeror shall provide certified cost or pricing data as requested by the Contracting Officer."

30. ***Question*** - Please provide all relevant supporting information:
Reference (Scope of Services Page Number, etc.) 4.2 pages 125-127

Response - See Attachment G. Attachment G will be mailed.

31. ***Question*** - Will WMATA include MetroAccess on their Orbital contract to supply a medium

through which data would be transmitted?

This would facilitate timed-transfers between MetroAccess and fixed route transit. By having one vendor and one technology, WMATA should also save money.

Response - No, not at this time.

32. ***Question*** - Reference (Scope of Services Page Number, etc.) 4.6.1 pages128-129

Will WMATA require the vendor's software to include Interactive Voice Response and/or web-based capacity to allow consumers to cancel their own rides? This would reduce the number of disputes over whether the wrong trips were cancelled by vendor personnel.

Response - Yes

33. ***Question*** - Page 31 – *Fuel Adjustments* - Since Contractors will be submitting their pricing on June 8th, we request the baseline fuel price be based on the Monday prior to the proposal submission date, not prior to the award date. This insures adjustments capture potential changes in fuel pricing (up or down) that occurs between the proposal submission date and the award date.

Response - The baseline fuel price will be based on June 20, 2005, the Monday before the solicitation due date.

34. ***Question*** - Page 31 – *Fuel Adjustments* - The 20% threshold for fuel escalation/de-escalation is large and offers only catastrophic protection. As a result, the Contractor must hedge their estimates for the potential variation in fuel pricing less than 20%. The result will be higher pricing that reduces contractor risk by inflating base fuel prices to cover potential variations in price <20%. Since the method for adjustments has been established in the RFP, we request a lower threshold of +/- 5% in order to afford WMATA the best pricing possible.

Response - There will be no change in Fuel Adjustments current requirement.

35. ***Question*** - Page 43 – *DBE Requirements* - Please confirm our understanding of the RFP that there is no DBE requirement for this project.

Response - DBE participation/requirements are not required for this contract.

36. ***Question*** - Page 47 – Central Reservation, Scheduling and Transmission of Trips

When would PM be given access to client data base?
Please explain the agencies request for parallel operations?
Will the agency consider phasing in these functions over time?

Response - After award, during the transition period, the PM would be given access to the client data base. The incumbent contractor is responsible for working with the new contractor to provide this data. Parallel operations refers to the new contractor, under the new terms and conditions and operating requirements "perform" service to resolve any "glitches". The incumbent would continue to operate service under the existing terms and conditions and operating requirements. At this point, WMATA has no intention of phasing in the functions.

37. ***Question*** - Page 47 - Will the incumbent continue to book reservations and monitor old systems for a specified period of time or will the PM be required to learn and staff these redundant systems during the transition period?

Response - The incumbent will continue to book reservations and monitor old systems during the transition period.

38. ***Question*** - Page 47 – *Central Reservations, Scheduling and Transmission of Trips* The development of a detailed transition plan between software systems requires detailed information about the system currently in use.

- What software is currently in use? - ***Current software is proprietary - Entracker***
- Who owns the license to this software? - ***Logisticare owns the software license***
- Please detail the client information captured in the current system
- What is the rider-ship information by hour of day for by day of week for the last 12 months?
- Please detail the standing order information captured in the current system
- Total client records - ***As of April, 2005, total client records was 15,600***
- Average reservations by day of week, by hour of day
- Of the reservations above, average standing orders by day of week.
- Total call volume by day of week, time of day.
- What format are the data files currently stored (i.e ACCESS files, etc.) ***Proprietary data stored in Excel format.***
- Is the current operator required to provide access to the data files and the transfer of information to the new contractor without cost? - ***Yes***

Response - Information not in ***"bold print"*** is in Attachment G. Attachment G will be mailed.

39. ***Question*** - Page 48 – *Service Operations 2* - Does the statement regarding "missing customers" or those who cannot meet the van at the appointed time, mean that the PM will have the ability to book "new" same day trips?

Elsewhere throughout the RFP it states that the PM can never adjust the scheduled pick up time on a trip. Does this statement apply to the original scheduled trip in which case the status would be marked as a no-show?

Accommodating such customers would negatively impact the PM's performance that would ultimately lead to disincentives.
Response - Vehicle no shows or missed trips should negatively impact PM's performance; customer no shows will not.

40. ***Question*** - Page 97 - *Subcontractor Payments (January 2000)* – In order to comply with this, when are the PM invoices due to WMATA and when can the PM expect payment from the agency?

To assist the PM comply with rule, will the agency consider a procedure to automatically pay a percentage of the PM's invoice with minimum withholding while the bill is checked.

Response - WMATA will pay properly submitted invoices within approximately 30 days.

41. ***Question*** - Page 105 – Option Quantities - We request option year extensions be based on mutual consent of both parties.

Response - The Authority has the unilateral right to extend the contract by exercising the options or options (as applicable) subject to all terms and conditions herein.

The Authority may exercise the option(s) by written notice to the contractor prior to commencement of the option period; provided that the Authority shall give the contractor a preliminary notice of its intent at least 60 days prior to contract expiration. The preliminary notice does not commit the Authority to an extension

42. ***Question*** - Page 120 - Please explain "intrazonal". Understanding that the agency desires to provide origin to destination trips in one vehicle, we request the agency consider the restriction be limited to Category 1 eligible customers.

Response - "Intrazonal" refers to trips within the jurisdiction of origin. We will not restrict the requirement of providing origin to destination trips in one vehicle for only Category 1 eligible customers

43. ***Question*** - Page 122 - Are supplemental fares currently imposed?
Who makes the determination how much to charge?

Response - Yes, WMATA based on its 3/4 mile service area. WMATA determines the fees.

44. ***Question*** - Page 123 – Since casual trips can be booked 14 days in advance, would WMATA consider a three phase approach to startup? (i.e.: Phase 1–Scheduling, Phase 2-Reservations and Phase 3-Service Delivery)

Response - No

45. ***Question*** - Page 123 – *Goals* - The RFP states that the agency wants "paperless" driver information, why so many references to manifests specifically page 125 4.1.3? Please clarify.

Response - We recognize that not all paper manifests will be eliminated. It is our desire to got to a "paperless" environment. However, paper manifests may be necessary for taxis and non-dedicated vehicles that are not equipped with MDC's. Also, paper manifests may be needed to verify trips were a MDC malfunctions.

46. ***Question*** - Page 123 – Increase trips per hour – Since this is a revenue hour based contract, what incentive is there for the PM to increase TPH? An increase in TPH will actually result in decreased revenues.

Is the agency willing to consider guaranteeing revenues should the PM achieve higher levels of productivity with no increase in rider ship?

Response - WMATA will not guarantee the contractors revenues. Instead, WMATA will pay an incentive where the contractor meets the productivity goals.

47. ***Question*** - Page 123 – Improve *customer service flexibility* – What does this mean and how is it measured? What's the benchmark?

Response - Improved customer service flexibility refers to the ability and flexibility for customers to reserve trips, change trips, cancel trips and inquire about the status of trips via the internet and/or IVR. There is no measurement or benchmark.

48. ***Question***- Page 124 - *Enable use of paratransit service as "feeder service" to fixed-route* - Feeding into what parts of fixed route?
Buses and rail? Please explain the scope?

Response - WMATA has a very accessible fixed-route service, both bus and rail. Only 110 of the 1,467 revenue buses are inaccessible. Further, 66% of the 86 stations (45 "key" and all 12 new rail stations) meet all accessibility requirements required by the ADA. The scope is to feed into both parts of fixed-route.

49. ***Question*** - Page 124 – To what extent is feeder service currently being utilized?
If feeder service is currently utilized, please provide data over the last 12 months regarding these trips. What percentage of eligible users are Category 3?

Response - No feeder service is being utilized. We do not have a breakdown of eligible users by Category.

50. ***Question*** - Page 124 – *4.1.1 Eligibility Module* – What are these specified service rules?

Response - See No Show/Late Cancellation Policy in Appendix A.

51. ***Question*** - Page 124 – 4.1.2 - Is the current reservation system web-based?

Response - No

52. ***Question*** - Page 126 – 4.2.1 - Is the AVL/MDC system described in the RFP currently in operation?

Response - No

53. **Question** - Page 127 – *4.3.2* - What does the agency mean when you refer to "open returns?"
Response - "Open returns" in this instance, refers to will calls for the return trip.

Does the current system allow for will calls? -
Response - Yes, on a per occurrence basis

Are there currently any established procedures for this?
Response - No

54. ***Question*** - Page 129 – 4.7.1 - Please clarify the circumstances that would apply and when the clock starts for delayed trips.
Does this statement mean that the PM has 30 minutes from time of notification of an accident or vehicle breakdown to put another vehicle in service?

Response - In the event of an accident or vehicle breakdown, that prevents the provider from being able to complete the trips, the provider shall have a maximum of **30 minutes from the scheduled pick-up time** to pick-up passengers who have been delayed.

55. ***Question*** - Page 129 - What % of trips are currently provided by taxicabs?

Response - 25 - 30%

56. ***Question*** - Page 129 - Clarify the requirement that "the original scheduled PU time shall not be changed..." It is conceivable that the trip might move within the PU window. It is unrealistic to expect that reassigned trips will retain the same PU time.

Response - That's correct, it is conceivable that the trip might move within the PU window and unrealistic to expect that reassigned trips will retain the same PU time; however, for purposes of computing OTP the original scheduled pick-up time should be used if the trip was reassigned.

57. ***Question*** - Page 130 – 4.11- Please provide the make and model of the ACD equipment provided to the contractor by WMATA.

Response - Intervoice Bright is the ACD System used. Contact information is Angelo Iannicello, phone number 301-924-0663

58. ***Question*** - Page 130 – 4.11 - How many lines does the system require to operate current call volumes?
Response - Two T1s

What is the distribution of lines between the various functions?
Response - They are shared across functions

Are administrative calls routed through the ACD system?
Response - Yes

Is WMATA or the Contractor responsible for recurring phone line expenses?
Response - WMATA

Is WMATA responsible for the costs associated with installing this equipment?
Response - Yes

59. ***Question*** - Page 132 - What % of trips are outside of the ¾ mile range? Is the policy currently enforced?

Response - 3%, yes the policy is enforced

60. ***Question*** - Page 132 – Fares h. - Please explain what the expectation is of the PM when a customer travels beyond 12 miles or $4 outside of the Mandated ¾ mile service area?

Response - If service is currently provided, we will continue to provide.

Will this restriction be communicated and enforced to the customer?
Response - Yes

How many rides per day, week or month does this currently represent?
Response - Less than 1% of total trips

What is the approval process for the supplemental service area?
Response - Based on WMATA's current 3/4 mile service area.

61. ***Question*** - Page 133 - What % of trips are requested between 12:01 am and 0529?
Response - Less than 1%.

Is the policy currently and strictly enforced?
Response - Yes

62. ***Question*** - Page 133 - What is the average number of "Owl Service" trips per week?
Response - Less than 1 %.

Please provide the operational areas for Owl Service.
Response - Same as "regular service."

63. ***Question*** - Page 133 – Days and Hours of Service- Should WMATA elect to operate same day service during the performance of this contract, will this be viewed as a change of scope?
Response - yes

How might the agency consider pricing this change?
Response - Subject to negotiations

64. ***Question*** - Page 134 – 5.2.2 Incentives and Disincentives – It is important to have a full understanding of the operating challenges that the new contractor may face when operating this service.

Please provide performance reports for each of the past twelve months showing, at a minimum:

On-Time performance
Trip Denials
Missed Trips and Excessively late trips percentage
Productivity Customer Trips per Hour (Five year history)
Passenger Injuries/100,000 trips
Response - 4.47, 2.07, 2.05, 5.94, 6.17, 3.85, 3.85, 3.93, 5.86, 1.01, 1.03, 1.24 〉

Complaints per 1000 trips
Response - 3.06, 3.04, 3.12, 2.35, 2.99, 2.94, 4.39, 4.63, 2.9, 3.7, 3.4, 5.6

Telephone response time

Response - On-Time performance, Trip Denials, Missed Trips and Excessively, late trips percentage and Productivity Customer Trips per Hour (Five year history) is in Attachment G. Attachment G will be mailed.

65. ***Question*** - Please confirm the $30,000 incentive/disincentive payout is a monthly calculation.
Response - Yes, the "on-time" incentive is $30,000 per month

Response - Please define the term "on-time" - Please refer to the Glossary, page 177, No. 39 defines "on-time."

Is "on-time" measured on pick-ups only or both pick-ups and drop-offs?
Response - Pick-ups only.

How is it currently calculated?
Response - Number of trips picked up on time as a percentage of total trips completed.

66. ***Question*** - The telephone response time is measuring three factors. We do not fully understand the two minute average talk time measurement. The length of call can be a function of the customer and the trip request rather than the efficiency of the call center. We suggest this element be removed from the evaluation criteria.

Response - We anticipate that most calls will be completed within two minutes. Therefore, at this time we will not remove the average talk time measurement from the goal.

67. ***Question*** - Page 134 – 5.2 *Performance Goals* – According to section 5.2 it states that mandatory performance goals may result in disincentives up to $20K per month. Does this mean $20K is the maximum disincentive exposure?

Response - Failure to meet mandatory performance goals of zero denials and 100% compliance with FTA Drug and Alcohol Testing may result in the assessment of **liquidated damages** up to $20K per month ($10,000 each per service goal). Disincentives of $125,000 are the maximum disincentive exposure (per chart on page 137).

68. ***Question*** - Page 134 – 5.2.1 *Mandatory Performance Goals - a.* "0" denials. Does this mean that a single denied trip could incur a $10K disincentive?

Response - Yes, however for the last five years we have not had one single denial

69. ***Question*** - Page 134 – 5.2.2 *Incentives/Disincentives*

1. On Time Performance – First glance suggests a straight calculation from scheduled to actual PU time. How will OTP impact PM performance when trips are performed to comply with the agencies desire to not strand customers who have no other travel options, or who cannot make appointed scheduled pick ups, delayed due to accidents or vehicle breakdowns?
We'd like the agency to remove these trips from the OTP calculation.

Response - If the trip is performed to "recover" a stranded customer, who missed the trip at no fault of the contractor, then that trip would be considered a "new" trip with a "new" scheduled pick-up time. If the recovered trip is picked up within the window, then it is on-time and should be recorded as such. However, trips delayed due to accidents, vehicle breakdowns and/or vehicle no shows (missed trips) will not be removed from the OTP calculation.

70. ***Question*** - Page 135 - What is the current TPH and how is it calculated?
Are single taxi trips counted in productivity? If so, how?

Response - Current TPH - 1.1 TPH. The TPH is calculated by the total dedicated provider trips as a percentage of total dedicated providers revenue hours.
No, single taxi trips are not counted in productivity

71. ***Question*** - Page 136 – *Productivity Chart* – What incentive will there be for the PM to meet productivity goals?

Response - $30,000 per month

72. ***Question*** - Page 136 – *Safety: Passenger Injuries* – Do safety incentives/disincentives factor in fault or preventability?

In the event multiple people were on the same vehicle and there is a no fault accident resulting in injuries, do all of them count as individual injuries?

We request that incentives and disincentives only apply to at fault accidents.

Response - Safety incentives/disincentives are based on FTA reportable accidents/injuries.

73. ***Question*** - Page 136 – 5. *Complaints Against the PM*- The RFP states that the PM shall be entitled to earn an incentive payment in the amount of $20K if total customer complaints are below one (1) per thousand trips "req requested."

By requested, does this include trips that were scheduled, but then later cancelled?

Response - Yes

74. ***Question*** - Page 137 – The performance factor grid shows incentives and disincentives and the respective amounts. It appears that we could be assessed incentives totaling up to $125K per month or $1.5M annually.

Is this in addition to the performance goals in section 5.2 which could total an additional $20K per month or $240K annually?

Response - The maximum incentive is $125,000 per month or $1.5M annually. Section 5.2 refers to assessment of liquidated damages if mandatory performance goals are not met. There is **no** incentive for meeting mandatory performance goals.

75. ***Question*** - Page 137 – 5.2.3 Disincentive Exceptions – The potential exists for a complete redesign of the system in order to achieve WMATA's goals. Such a change will be complex and evolutionary.

We request disincentives not be applied for the first six months on the new contract to afford the contractor the opportunity to bring the system into full compliance without financial hardship.

Response - Incentives/Disincentives will begin at the start of the contract period and will be imposed accordingly. Disincentives will not be imposed if the PM's performance fails to meet the goals due to extraordinary and/or unanticipated occurrences beyond the control and without the fault or negligence of the PM or its subcontractors. Traffic congestion or accidents are not acceptable reasons for poor performance. Disincentives will also not be imposed if performance below the baseline results from policies imposed by WMATA on

the PM and the PM advises WMATA that the new policies will affect performance goals. The baseline service performance levels will be adjusted to reflect changes resulting from any policy changes required by WMATA, if necessary.

76. ***Question*** - Page 139 – 6.0 Transition – Please provide a copy of the contract and all amendments with the existing contractor to fully understand their contractual and financial responsibilities and obligations during the transition.

Response - Copy of the current contract with modifications will be available for review by appointment only. Contractors may come to 600 5th Street N.W, Washington, D.C. Please contact Cathy Rooths at email address crooths@wmata.com for appointment.

77. ***Question*** - Page 140 -6.2 - Please provide an organization chart and staffing plan for the existing contractor.

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

Will the proposer have access to the current staff to determine the potential interest to transfer to the new contractor?
Response - Yes

78. ***Question*** - Page 140 – *6.2.2* – Because subcontractors are independents under the rules of labor the contractor has no say so who they hire. We can however refuse to allow any operator who does not meet our pulled out of service for bad behavior or poor performance to work under this contract.

Response - Yes

79. ***Question*** - Page 140, 6.2.2 – A successful transition requires the new contractor to retain as many qualified existing drivers and subcontractors as possible. Please provide a list of current operators with seniority dates, pay rate and benefit rate.

If subcontracted, please provide the name, address, contact person and number of vehicles operated in ACCESS service for each subcontractor in this service.

Response - The successful proposer will have access to current staff during the transition period. Current contractor Information on drivers, seniority dates, pay rate and benefit rates is not accessible to the Authority.

80. ***Question*** - Page 140, 6.2.3 – Does WMATA require a minimum level of training hours for new hire and/or incumbent drivers?

Response - Yes, eight hours behind the wheel and four hours of wheelchair securement.

81. ***Question*** - Page 142 - What is the current driver wait time for customers?
Response - 10 minutes

In most systems five (5) minutes is the wait window; can you tell us from your research what impact 10 minutes has/or will have on system OTP?
Response - Current wait time is ten minutes and the current contractor has ranged from 91% to 94% OTP

82. ***Question*** - Page 142 – 6.2.10 - Please clarify if this section refers to early "arrivals" or early "pick ups"?

Response - Yes, it refers to both early "arrivals/pick ups" and late "arrivals/pick ups"

83. ***Question*** - Page 142 – 6.2.10 - In reference to the 10 minute wait time, does this also mean that an operator must wait 10 minutes before no showing a client?

Response - Yes, but cannot leave before the scheduled pick-up times.

84. ***Question*** - Page. 143 – *6.3.3 and 6.3.4* – Please clarify the agencies position regarding providing customer assistance. In 6.3.3, the language states..."drivers are prohibited from providing assistance to persons attempting to navigate more than one step".

In 6.3.4, it states that drivers are not required to assist customers **more than 100 feet** from the vehicle. Which is the correct answer?

Response - Both answers are correct. "...prohibited from providing assistance to persons attempting to navigate more than one step" refers to persons in wheelchairs or using walking aids and only requires the driver to provide assistance to navigate that one step, be it a curb or a step. "...drivers are not required to assist customers **more than 100 feet** from the vehicle" refers to maintaining sight of the vehicle.

85. ***Question*** - Page 144 – *6.3.10* – It says here that drinking of non-alcoholic beverages is allowed for certain disabilities which require either fluid replenishment or intake of sugars. How will the operator be able to discriminate between who is and isn't drinking for medicinal purposes?

Response - Drinking of alcoholic beverages is not allowed. Drinking of non-alcoholic beverages is allowed.

86. ***Question*** - Page 150 7.0 Vehicles – What is the total number of vehicles required for Metro Access?

Response - Please refer to Amendment 1, under Vehicle Requirements.

87. ***Question*** - Page 150, 7.0 Vehicles - Our copy of the RFP did not contain a vehicle list. In order to properly calculate the fleet size, what is the peak vehicle requirement?

Please confirm our understanding that WMATA will not be replacing any vehicle it provides for this contract and that such replacement is the responsibility of the contractor.

Response - Please refer to Amendment 1. WMATA will provide 97 vehicles to the contractor.

88. ***Question*** - Page 150, 7.1 Vehicle Specifications - How many tie-downs are required for the vans?

Response - Twelve tie-downs are required to accommodate three wheelchairs, four tie-downs per wheelchair.

89. ***Question*** - Page 151 – 7.2 Useful Life of Vehicles – Does WMATA expect sedans be driven less then 100 miles per day and vans less then 125 miles over the live of the base contract?
Vehicles would be in service only once during the service day.

Response - Yes, currently sedans and vans are driven approximately 105 miles per day over the life of the base contract

90. ***Question*** - What is the status of the SmarTrip technology?

Response - The status of the SmarTrip technology for MetroAccess is still in the pre-planning stage.

91. ***Question*** - Page 153 – Service Providers - Please provide a list of non-dedicated service providers currently in the program.

Response - Current contractor's information on service providers is not accessible to the Authority.

92. ***Question*** - Page 155 – Estimated Requirements - Please provide the trip requested information referenced in Section 10.

Response - See Amendment 1

93. ***Question*** - Page 155 – WMATA Provided Property – We request a tour of the facility on Colespring Rd. in Silver Spring.

Response - A tour of the facility can be provided, but must be coordinated through our Office of Procurement - Cathy Rooths, Contract Administrator, email address crooths@wmata.com.

94. ***Question*** - What is the value of the current contract year?

Response - The current fiscal year budget (FY05) for the current contract is $50.1 million.

95. ***Question*** - Would WMATA consider extending the current bid opening date?

This would provide sufficient time for prospective bidders to review and analyze question responses as well as information and appendices that were not included with the original RFP. An extension will also allow prospective bidders sufficient time during which to identify possible sub-contractors and local vendors.

Response -The proposal due date has been extended to June 22, 2005.

96. ***Question*** - Please verify the RFP timeline for submission of proposal, Award date, Notice to Proceed, startup date, etc.

Response - Timeline as follows:
RFP closing date - June 8, 2005.
Award - October 2005
Start new service - January 2006

97. ***Question*** - Will WMATA consider reviewing the fuel escalator adjustments on a monthly versus annual basis?

Response - No

98. ***Question*** - What software package is currently being used for scheduling?

Response - Proprietary software - Emtrack

99. ***Question*** - Please identify the model of existing AVL, MDT, MDC currently in service.

Response - None

100. ***Question*** - When does the Pre-Award Evaluation Data need submitted?

Response - Solicitation Instructions, No. 12b, page 44 states, "The Contracting Officer may conduct a pre-award survey to determine if the offeror eligible for award is responsible both financially and technically and has the capability to perform the work of the Contract in accordance with the requirements of the Specifications and within the times specified.

b. Accordingly, in order that an offer be fully considered, ***ALL OFFEROR'S SHALL FURNISH THE FOLLOWING INFORMATION WITH THEIR PROPOSAL.***

(1) A completed and signed Pre-Award Evaluation Data form (furnished with the solicitation), including, but not limited to, the following: A statement of the offeror's experience record, the type of concerns for which the work was performed, a statement by the financial institutions with which the offeror conducts business and a list of contracts, if

any, on which failure to complete within the specified time resulted in the assessment of liquidated damages.

(2) Complete financial statements for the last three years, including Statement of Financial Position (Balance Sheet), Results of Operations (Income Statement), Statement of Changes in Financial Position (Net Change in Resources) and Statement of Current and Retained Earnings.

(3) A brief history of the company emphasizing its services to the public.

(4) Evidence of insurability.

101. ***Question*** - How many subcontractors are used by the existing PM for service delivery?

Could you please identify and supply contact information for the current sub-contracted transportation providers?

Response - Nine dedicated providers, one non-dedicated and five taxis

Alterna-Trans (703) 541-3168 or (703) 541-0206 8823 Telegraph Road. Lorton, Va. 22079 Mark Mohebi cell# 240-793-5117	Americare Medical Transport Inc. 301 528-9180 14014 Falconcrest Road Suite 104 Germantown, MD 20874 Bertin Atontsa, President Cell# 202-423-3127 Serge M. Atonsa, Gen.Mgr. Cell# 301- 641-1242
Battle Transportation 202 832-6195 or 202 832-1483 1360 Okie Street, N.E., Washington, DC 20002 McKinley Battle (cell# 202-345-1407) Johnetta Grimes (cell# 202-321-1553)	Challenger 301- 990-3164 8210 Beechcraft Ave. Gaithersburg, MD. 20879 Mark Mohebi, Owner Mike Healy, Operations Cell# 240-372-7489
E+ H Transportation 301-408-1070 10115–A New Hampshire Ave. Silver Spring, Md. 20903 David Pearson, Owner Cell# (202) 253-7698	Matrix Ride, Inc. 703- 914-0003 6387 Little River Turnpike, Lower Level, Alexandria, Va. 22312 Sam Bhalla, President
Metro Health Tech Services 301-333-1782 99 Commerce Place, Suite150 Largo, MD. 20774 Jude Nyambi	US One 301- 218-3666 3022 Mitchelville Road Bowie, MD. 20716 Ola Atandaowo
Wheelchair Mobile 301- 294-0600 or 301- 294-4577 1119M Taft Street, Rockville, MD. 20850 Larry Lee, CEO/Owner	Wheelchair Mobile (301) 699-0327 6201 Riverdale Road, Ste. 104 Riverdale, MD.20737 Kevin Beaty

Barwood (301) 984-8294 4900 Nicholson Court Kensington MD. 20895 Lee Barnes, President & CEO (ext.204)	Blue Bird/Silver Cab 7705 Annapolis Rd. Lanham Md. 20706 Bob Nabely, Pres. & CEO -Cell # (301) 502-5201 (301) 577-2000 or (301) 577-7577 (301) 577-2111
Red Top Cab 3251 Washington Blvd. Arlington, Va. 22201 Von Pelot, Director of Sales & Marketing (703) 522-3333 or (703) 525-4500 ext. 2101 Cell# (703) 609-4910	Regency Cab 8210 Beechcraft Ave. Gaithersburg, MD. 20879 Mark Mohebi (240) 793-5117 Mike Healy, Operations Cell # 240-372-7489 (301) 990-9000
Loudon Taxi & Sedan, Inc. 101 East Holly Avenue, Ste. #17 Sterling, VA 20164 Jenny James, Gen. Mgr. Cell: 703-675-7097 703-430-8300 or 703-421-4500 703-421-6200	Tosca Taxi 5613 Leesburg Pike, Ste. 32 Falls Church, Va. 22041 Lee Hamed - CEO 703-430-8300 or 703-421-4500 or 703-421-6200 Cell # 703-930-7973 or 571-283-8514

102. ***Question*** - Is the existing fleet owned by the current contractor or subcontracted providers?

What is the current fleet configuration and size (i.e. number of vehicles)?

Response - The fleet is owned by the current contractor. WMATA "purchases" on a lease agreement. At the end of useful life WMATA the owns vehicle.

103. ***Question*** - What is the current reimbursement rate and structure for the sub-contracted providers?

Response - Current contractor's information on service providers reimbursement rate and structure is not accessible to WMATA.

104. ***Question*** - What is the existing contractor's pickup per hour rate by month for 2004?

Response - Current contractor's information on service providers pickup per hour rate is not accessible to WMATA.

105. ***Question*** - What are the existing contractors on time performance rate, by month for 2004?

Response - Current contractor's information on performance rates is not accessible to WMATA.

106. ***Question*** - How many non-WMATA sedans and vans does WMATA require the PM to provide to meet the service requirements?

Response - Approximately 15% of trips can be completed by non-WMATA sedans and vans excluding taxis.

107. ***Question*** - Please confirm the DBE requirement.

Response -There are no DBE requirements for this contract.

108. ***Question*** - Please state if there is a LDBE requirement for this procurement.

Response - See response above.

109. ***Question*** - What is the current annual total contract value?

Response - The total contract value is $167,586,413.00

Can you provide direct operating costs separate from administrative costs?
Response - The data is not available.

110. ***Question*** - What was the original, budgeted contract price between WMATA and the current contractor? Can you provide this by year?

Response - The scope of services of the RFP is substantially different from the current contract, therefore this information is not relevant.

111. ***Question*** - What is the current pricing methodology under which the current contractor is being reimbursed?

Response - The scope of services of the RFP is substantially different from the current contract, therefore this information is not relevant.

112. ***Question*** - How many complaints are currently received monthly by WMATA and/or the incumbent contractor relating to the Metro Access Paratransit program?

Response - The scope of services of the RFP is substantially different from the current contract, therefore this information is not relevant.

113. ***Question*** - Please note appendices C, D, E & G were left blank in the RFP document. What do these appendices include and how will they be provided?

Response - Please refer to Amendment 1.

114. ***Question*** - Detailed information is required to provide the smoothest transition from one contractor to another, thus;

Response - Are their employees union? - no
If so, which union, what is the local? -n/a
Please provide a seniority list -n/a
Please provide a copy of the contract - n/a

115. ***Question*** - In Section 5, Operating Plan, the RFP indicates that the contractor may use the "WMATA Ride Guide" based technology to assist in determining regular fixed route access.

Can you provide additional details regarding this technology?
Response - The Ride Guide technology is proprietary. However, there is an existing web services interface that can be used to interface with the Ride Guide system. Additional technical support will be provided as requested, at no cost to the contractor.

Is this route data that can be provided in electronic format which could then be imported within our automated scheduling software program?
Response - Yes

116. ***Question*** - In Section 5, Operating Plan, the RFP outlines specific performance measures and relating incentives and disincentives.

Can you provide the performance record of the current contractor under these performance expectations?

Including: denial rate, on-time performance, missed trips, productivity, passenger injuries, complaints against the PM, telephone response time?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

117. ***Question*** - What is the productivity rate, by month, for the current calendar year? What was the productivity rate for the past 3-years?

Response -See Attachment G. Attachment G will be mailed.

118. ***Question*** - Can you provide the total amount of incentives paid to the current contractor, by month, for the current contract year as well as the past 3-years?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

119. ***Question*** - Can you provide the total amount of disincentives assessed against the current contractor during the current contract year as well as over the past 3-years?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

120. ***Question*** - Please clarify the definition of "telephone response time" as it is referred to in Section 5, Operating Plan, of the RFP.

Response - "Telephone response time" refers to the number of calls answered and serviced within two minutes

121. ***Question*** - The RFP references an answer time of less than two minutes and a talk time of no more than two minutes and a call abandonment rate of no less than four percent, however the incentive is based on an overall response time of 95%.

Response - An incentive will be paid if 95% of all calls offered are answered and serviced within two minutes.

122. ***Question*** - Does the response time refer to 95% of all calls being answered within 2-minutes?

Response - Calls answered and serviced within two minutes.

123. ***Question*** - Are the other telephone performance standards separate of the incentive/disincentive plan? Please clarify.

Response

124. ***Question*** - Can you please provide the current call volume by month and the historic call volumes by month for the past two years?
Please include call statistics by day of week and time of day. In addition, please provide number of calls by classification (i.e. number of "where is my ride" calls, number of calls requesting reservations, number of complaints, cancellations, general information requests, etc).

Response - There are no call statistics by day of week and time of day available. Number of calls by the two major classifications from March 2004 through April 2005 are below. There is no Cinergy information available for calls received prior to March '04,

No call statistics by day of week and time of day is available. Number of calls by the two major classifications from March 2004 through April 2005 are as follows: No Cinergy information is available for calls received prior to March '04.

	Reservations*	Dispatch
March '04	26,437	26,367
April	26,114	25,234
May	26,650	24,686
June	27,075	24,476
July	28,530	23,049
August	29,372	22,777
September	32,987	27,636
October	32,119	27,340
November	32,669	26,613
December	32,708	28,819
January '05	35,180	30,667
February	29,600	25,913
March	34,384	30,090
April	38,818	31,406

* Does not include subscription trips/calls.

125. ***Question*** - Could a twelve month call statistic sample be provided, including average call time, average hold time, current abandonment rate, position productivity rate, etc?

Response - Twelve month call statistic sample data is not tracked based on the requested classifications/categories.

126. ***Question*** - Can you please provide the current staffing levels by job description for the current contractor?

For example, how may reservationists, dispatchers, schedulers, and quality control positions are currently employed by the current contractor?

Can you also indicate the number of full and part time positions?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

127. ***Question*** - Can you also provide the current wages by position?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

128. ***Question*** - Can you provide the number of trips by day for the current year? Can you also provide historic trip volumes for the past two years?

Response - See Attachment H. Attachment H will be mailed.

129. ***Question*** - Can you provide a breakdown of trips by origin and destination zip code or city, by day of week for the current year as well as historic trip information?

Response -See Attachment H. Attachment H will be mailed.

130. ***Question*** - How many trip requests are currently being referred to fixed route alternatives by the current contractor?

Response - None

131. ***Question*** - Considering that there are several capable automated scheduling software products currently on the market and that each product has specific advantages, would WMATA consider several different pricing proposals that would include different technical solutions?
For example, price proposal A would include pricing for Software Application X and price proposal B would include pricing for Software Application Y.
Would multiple pricing proposals of this nature be considered compliant under the terms of the RFP?

Response - Yes, but proposers must designate a complete base proposal, both technical and price.

132. ***Question*** - If the PM's supplemental vehicles and taxicabs operate AVL systems that are viewable by the PM's staff and can be monitored through a secondary application or website, but do not directly interface with the PM's AVL technology or COTS scheduling software, is this acceptable to WMATA?

Response - yes

133. ***Question*** - When taking a vehicle out of service does WMATA want all trips to be marked "unassigned" prior to them being re-scheduled, or does WMATA want an "unassigned" notation to be displayed through the dispatching software component to signify that trips have been removed from the original route when trips are placed directly on the replacement route?

Response - WMATA wants an "unassigned" notation to be displayed through the dispatching software component to signify that trips have been removed from the original route when trips are placed directly on the replacement route

134. ***Question*** - Can WMATA confirm that the applications of its choice will be able to communicate with the selected COTS scheduling and dispatching database through an industry standard ODBC connection, or specify the possible need for a custom interface provided by the PM for budgeting purposes?

Response - The application(s) of choice will be able to communicate with the selected COTS scheduling and dispatching database through an industry standard ODBC connection

135. ***Question*** - Is it WMATA's desire that the current ACD system be utilized for IVR interface to the COTS as well as for live customer service communication or is an additional phone system to be used for this purpose?

Response - Current system

136. ***Question*** - Can WMATA please provide a layout and samples of the format for all existing data that the PM will be required to convert so that accurate budgeting and planning can be addressed for the RFP?

Response -

137. ***Question*** - Is it possible to provide a list of names and contact numbers for the service providers providing services under the current contractor?

Response - See response to # 101.

138. ***Question*** - Pg 45, Section 13 - Please confirm the requirement for proposal submission is 1 UNBOUND original and 2 copies of Volume 1; and 1 BOUND original and 9 copies of Volume 2.

Response - **The original of Volume I shall be unbound,** all ***copies*** of **Volume I** and **Volume II** will be separately bound and all copies shall have the RFP number, the offeror's identity, volume number, and volume title printed on the cover page.

139. ***Question*** - Pg. 121 Section 3 - What are the specifications of the WMATA provided telecommunications system at the MetroAccess Office in Silver Spring, MD?

Response - Too broad; however, we do have the eadtelecom Millennium e80 switch, magnsyc recording, Octel voicemail system, Intervoice Brite, and LogiscTree IVRs.

140. ***Question*** - Pg. 129 4.6.2 - What are the performance standards achieved by the current contractor regarding call hold and answer times for the last six months?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

141. ***Question*** - Page 137 - Section 5.2.2 - What are the current average performance standards for the current contractor with regards to the performance factors on page 137?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

142. ***Question*** - Page 142 - Section 6.2.9 - Please clarify the current procedures for use of trip tickets (and customers required to sign trip tickets). Please provide a sample of a trip ticket.
Please also clarify if it is WMATA's intention to eliminate the trip ticket process as WMATA and the contractor successfully implement MDTs and a paperless system?

Response - Trip tickets/vouchers are used by taxi companies to validate the completion of the trip. The ticket/voucher annotates the date of service, confirmation number, origin and destination locations, passenger name, and requested pick-up time. The customer is required to sign the ticket/voucher confirming pick-up. Attached to the ticket/voucher is the taxi receipt validating start and end time, length of trip, and fare collected. The trip ticket/voucher process will not be eliminated until all taxis are processing trips through the MDCs.

143. ***Question*** - Page 145 - Section 6.5 - Please confirm the required accident frequency standard. Page 145 states no more than 2.05 passenger injuries per 100,000 trips; Page 136 states that incentives are received if passenger injuries are below 2.5 per 100,000 trips

Response - The PM shall be entitled to earn an incentive payment if passenger injuries are below 2.5 per 100,000 trips. A disincentive will be assessed if passenger injuries are greater than 3.3 per 100,000 trips.

144. ***Question*** - Page 147 Section 6.8.3 - References Appendix A to include Sanoke reports, but they are not contained in Appendix A. Please provide the sample reports, or point us in the right direction to locate them

Response - Please refer to Amendment 1

145. ***Question*** - Page 150 - Section 7.0 - References Appendix A to include Sanoke reports, but they are not contained in Appendix A. Please provide the sample reports, or point us in the right direction to locate them

References Appendix B to include vehicle data, but this data is not contained in Appendix B. Please provide vehicle data, or point us in the right direction to locate this information

Response - Please refer to Amendment 1

146. ***Question*** - Page 151 - Section 7.3 - It is our understanding that currently many of the subcontracted providers provide their own maintenance on the contractor provided vehicles.

Will this practice still be acceptable for the new contract term, or does WMATA desire the contractor to perform maintenance on the entire fleet of vehicles, including the ones that service subcontractors will use?

Response - The current practice of subcontractors providing maintenance is acceptable; however, maintenance will be monitored by WMATA to ensure compliance.

147. ***Question*** - Page 155 - Section 10 - References Appendix B to include trip information by zone, but this data is not contained in Appendix B. Please provide this trip information by zone, or point us in the right direction to locate this information.

Response - Please refer to Amendment 1

148. ***Question*** - Please confirm that 118 WMATA owned vehicles will be available to the successful contractor. Please specify how many (total) vehicles are being used by the current contractor for these services.

Response - 97 vehicles will be available. Currently 196 vehicles are utilized.

149. ***Question*** - What are WMATA's cleaning standards for the fleet of dedicated vehicles for this contract?

Response - Vehicle exteriors will be washed frequently to maintain a clean appearance, but no less than twice a week. The following are interior cleaning actions which must be performed as part of each respective cleaning activity: Daily - remove trash, sweep floor, wipe seats and dash with a clean cloth, and remove graffiti as required. Bi-weekly - clean floor, wash vehicle's interior using soap and water solution, clean all windows using window cleaner and clean dry cloth.

150. ***Question*** - Please confirm that the contractor is only permitted to operate 34% of the service directly each month.

Response - There is no limit to service the contractor can operate directly. The only service limit is that no more than 20% of trips can be completed by taxis.

151. ***Question*** - Please confirm that the contractor is required to provide a facility for operations, maintenance and vehicle storage. If yes, please specify any requirements that WMATA has for this facility

Response - Yes, the contractor is required to provide a facility for operations, maintenance and vehicle storage. There are no requirements.

152. ***Question*** - Please confirm that the WMATA provided space at 8405 Colesville Road is for Call Center operations only.

Response - Yes, Call Center Operations to include reservations and "Where's My Ride" calls, scheduling and administrative functions.

153. ***Question*** - Please provide a sample of the current paper manifests being utilized

Response

154. ***Question*** - Please provide a current organizational chart or listing of positions that is being provided for this contract by the current management contractor.

Please indicate the percent that these positions are dedicated to this contract.
Please provide job descriptions for these positions

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

155. ***Question*** - Please clarify if the Operations Center can speak with all drivers in the system, or just individual subcontractor dispatchers?

Response - The Operations Center is required to speak with all drivers in the system.

156. ***Question*** - We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.

This request pertains to the Management contractor. If this data is available for the service subcontractors, then please provide this as well

Response - Current contractor's information on service providers is not accessible to WMATA.

157. ***Question*** - For the purposes of insurance and wage costing, please provide the current annual revenue miles and revenue hours; current annual total miles and total hours; and current annual deadhead miles and deadhead hours for the provision of these services

Response - See Attachment H. Attachment H will be mailed.

158. ***Question*** - Please provide three recent days worth of trip data (electronically if possible)

Response -See Attachment G. Attachment G will be mailed.

159. ***Question*** - Please provide copies of the last three months of management reports from the contractor for this contract

Response - The scope of services of the RFP are substantially different from the current contract therefore this information is not relevant.

160. ***Question*** - Please provide copies of the last three months of invoices from the contractor for this contract

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

161. ***Question*** - Please provide a copy of the current contract for these services

Response - See response to #101.

162. ***Question*** - Are any of the current drivers part of a labor union? If yes, for which service, and please provide contact name and number for the union representative

Response - No, none that we are aware of.

163. ***Question*** - If the any of the drivers are part of a labor union, please provide a current copy of the collective bargaining agreement

Response - n/a

164. ***Question*** - Please provide information regarding the current rates/benefits of the current employees. Please include specific regarding co-pays, dependant coverage and amount of premium paid by employer

Response - Current contractor's information on service providers is not accessible to WMATA.

165. ***Question*** - Has service experienced problems due to driver shortages? If so, please explain.

Response - Current contractor's information on service providers is not accessible to WMATA.

166. ***Question*** - Please provide rate information for the incumbent service provider. Also, please provide the current contract rates for each of the service subcontractors

Response - Current contractor's information on service providers is not accessible to WMATA.

167. ***Question*** - Please provide a history of liquidated damages charged in the past 12 months

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

168. ***Question*** - Please specify the number of telephone lines required and specify the kind of data lines (T-1, TDD, dial-up, etc.) required, if any.

Response - No additional telephone lines or T1s are required.

168. ***Question*** - Please explain the current daily call volume, broken down by weekday, Saturday and Sunday if possible

Response - There is no Cinergy report available by day of week and time of day.

169. ***Question*** - Please explain what is the current level of productivity for the services provided (by subcontractor if possible).

Response - Current contractor's information on service providers is not accessible to WMATA.

170. ***Question*** - How many vehicles will be made available to an incoming contractor to perform training during the start-up period.

Response - None

171. ***Question*** - page 107 - Insurance: Subparagraph 3 states that the Paratransit Manager (PM) must have $2.0 Mil. Combined Single Limit Auto liability insurance. On page 109 it states that the PM must have $5.0 Mil. Combined Single Limit coverage. Please clarify the auto insurance requirement.

Response - Please refer to "revised insurance" document,

172. ***Question*** - Please provide information on the current number, types and cost of trips.

Response -See Attachment G. Attachment G will be mailed.

173. ***Question*** - pg 137 - What are the percentages of the current provider in all six categories of the chart on page 137, On-Time Performance, Missed Trips, Productivity: Customer Trips per Hour, Safety: Passenger Injuries, Total Complaints, Telephone Response Time?

Response - The scope of services of the RFP are substantially different from the current contract, therefore this information is not relevant.

174. ***Question*** - What percent of dedicated drivers and vehicles is required?

Response - The only limitation is to the number of trips that can be completed by taxis, which is 20% of total trips completed.

175. ***Question*** - Page 7 & 11 - Appendix B, though referenced in sections 7.0 and 11 as a vehicle data resource, in actuality is a Glossary in the Appendices. Please provide vehicle data as referred to in sections 7. & 11

Response - Please refer to Amendment 1

176. ***Question*** - Special Provisions are subcontractors required to carry the same level of insurance as contractors.

Response - Yes

177. ***Question*** - Is this service provided **only** to those who are ADA certified through WMATA?

Response - Yes and visitors

178. ***Question*** - What equipment/software/technology is owned by WMATA and is available to the contractor?

Response - None

179. ***Question*** - Is the two-way communication system owned by WMATA and is it available for this contract

Response - The communication system is the responsibility of the contractor.

180. ***Question*** - If the contractor has to purchase equipment/vehicles, can they be purchased through WMATA (a fleet contract, etc)?

Response - No, not at this time.

181. ***Question*** - Can fuel be purchased through WMATA thereby avoiding taxes?

Response - No, not at this time.

182. ***Question*** - Please let us know if the following interpretation of paragraph 4.1.2.1. is correct.
The bidder is required to provide the capability for customers to make reservations *both* through the WEB and over the phone without requiring the assistance of an agent.

Response - Yes, that is the correct interpretation.

Both systems must include the following features:

* Validation of data entered by the customer
* Unique passwords for each customer to be used for all subsequent data access functions through the system
* Confirmation of scheduling
* Access limited to customers with valid ID numbers
* The ability for system administrators to:
* Add, modify, or delete customer records
* Search the customer database by partial name or ID number

Response - Yes

With the WEB system, there must be automatic agent takeover when error threshold is reached, with retention of all entered data up to that point.
Response - Yes

The voice reservations method may use *either* (1) voice recognition, *or* (2) keypad data entry.
Response - Yes

183. ***Question*** - Must the scheduling confirmation be *immediate*, or may it come later through email or some kind of call-back notification?

Response - Immediate

184. ***Question*** - Is there some kind of acceptable agent intervention for the WEB-based system *other than* live on-line "chat" assistance?

Response - We do not have "chat" technology at present. If the proposer provides chat technology we must make sure it can be integrated with our web services. We will have to coordinate this with our Office of Information Technology and Services.

185. ***Question*** - May the error threshold in the WEB system trigger assistance that is *only* available to the customer through a phone call?

Response - Yes, if implemented. It should also work this way if voice recognition technology is used

186. ***Question*** - Do the error threshold and agent transfer features of the WEB system also have to be provided by the voice system? If so, then:

Must the voice system retain entered data, if an error threshold is reached and a reservation agent has to intervene.

Response - Yes

187. ***Question*** - In the voice system, must the intervention/assistance of an agent occur automatically *without* another call having to be made (or received) by the agent?

Response - The voice system should transfer the call and data collected to the next available agent prior to reaching the error threshold

188. ***Question*** - Must *all types* of reservations be available through both WEB and voice systems?

Response - Yes

189. ***Question*** - Must the voice/WEB systems be COTS, or is a custom application acceptable?

Response - Either is acceptable.

190. ***Question*** - Since WMATA provides the telephone system, who will be responsible for the cost of the voice system? Also, who is responsible for the cost to integrate with the existing PBX if the voice system proves to be premise based?

Response -WMATA

191. ***Question*** - Can you please provide information on the current WMATA telephone system. What IVR systems does this current system support?

Response - LogicTree

192. ***Question*** - Does either the voice or WEB system need to integrate *at all* with the current WMATA phone system? May a user that reaches the error threshold be sent to a special, distinct, call queue where an agent would service them?

Response - The voice system should transfer the call and data collected to the next available agent prior to reaching the error threshold

193. ***Question*** - Bidders will be able to ask questions up to 10 days before the due date for proposals.

Response - Yes, but the questions must be submitted in writing.

194. ***Question*** - Evaluation criteria in the RFP are listed in order of importance.

Response - Solicitation Instructions, No. 18 - Technical Proposals, page 47 states, "*Technical proposals will be evaluated on the basis of the following criteria, which are listed in their relative order of importance:* Automated Reservations and Scheduling, Operating Plan and Procedures, Program Management, corporate Experience, and History of Past Performance.

195. ***Question*** - Productivity standards will only be applied to WMATA-financed dedicated vehicles.

Response - Yes, TPH are only applicable to the dedicated fleet.

196. ***Question*** - MDC/AVL units are only expected to be installed in the 147 new vehicles by the start of service date. For vehicles in the existing fleet that will be made available to the PM, MDC/AVL units may be installed within a reasonable time after the service start date of the new contract.

Response - Yes

197. ***Question*** - WMATA will make available another office space for a new PM to use, at least initially.

Response - Yes

198. ***Question*** - WMATA requires the PM to utilize all WMATA-financed vehicles, whether new or used, that are offered to the PM under this RFP.

Response - Yes, the used vehicles are subject to inspection

199. ***Question*** - Does the adjectival rating system imply that for any two bidders *in the same adjectival category*, the one with the lower price bid will be preferred?

Response - Solicitation Instructions, No. 16, Basis for Award, page 46 states, "Award will be made to that proposer:

(1) *Whose offer is judged to by an integrated assessment of the evaluation criteria to be the most advantageous to the Authority based on technical merit and price ("best value"); and*

(2) That the Authority deems responsible in accordance with WMATA Procurement Procedures Manual.

b. BEST VALUE DETERMINATION:

(1) The technical merit of the proposal is more important than the price. The price must be fair and reasonable.

(2) The Authority may select other than the lowest price proposal if it is determined by value analysis, or technical/cost trade offs, that the proposal offers the greatest overall benefit to the Authority. As proposals become more technically equivalent, then price becomes more important.

200. ***Question*** - Under what conditions or circumstances does WMATA expect the PM to transport customers to the closest fixed route bus or rail stop? Is the PM to do this *whenever* the customer is capable of entering and riding buses and subway cars?

Response - Currently, there are no conditions or circumstances where WMATA expects the PM to transport customers to the closest fixed route bus or rail stop. However, at some point WMATA would like to pursue "feeder service".

201. ***Question*** - What if the fixed route system cannot deliver the customer to within ¼ mile of their desired destination? Must the PM then provide point-to-point paratransit service?

Response - The customer must be within the service area in order to be transported. We do not provide "point-to-point paratransit service.

202. ***Question*** - Page 151, Section 7.3.1 - Is the distribution of riders by jurisdiction based on jurisdiction of residence or jurisdiction of drop-offs?

Response - jurisdiction of residence

AMENDMENT 1

Serial Number: RFP C05108/CR
Date of Issue: April 22, 2005
Proposal Closing Date: June 8, 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

May 4, 2005

AMENDMENT NO. 1
TO
MetroAccess Program
Paratransit Services for Maryland, Virginia and Washington, D.C.
CONTRACT NO. C05108

TO WHOM IT MAY CONCERN:

A. The proposal documents accompanying solicitation RFP C05108/CR are hereby revised/changed in part as follows:

1. The date for the pre-proposal meeting has been rescheduled to Tuesday, May 10, 2005 at 600 5th Street N.W., Washington D.C., Room 701 from 9 am to 12 pm.

2. Solicitation, Offer and Award Continuation Sheets entitled Itemized Price Schedule - Blended Rate and Itemized Price Schedule Non-Vehicle Fixed Costs for Base Year One, Two, Three, Four and Option One, Years 1 and 2 and Option Two, Years 1 and 2 are revised to include a line item for profit. Revised pages are included in this amendment.

3. Special Provision Article 16 - Insurance, Sub-Article Van and Taxi Service, page 108, is revised to read Non-Dedicated and Taxi Service.

4. Special Provision Article 16 - Insurance, Sub-Article Non-Dedicated and Taxi Service, Insurance Requirements No. 3, Automobile Liability Insurance, page 109, is revised with the additional language, ***"WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to all activities (prime and sub-contractors) related to this Contract."*** A revised Special Provision, Article 16 - Insurance, is included in this amendment.

5. Scope of Services, Section 8 - Service Providers, Sub-section 8.2 - Non-Dedicated Service page 153 is revised per the attached.

6. Appendix A - Paratransit Policies , pages 159 - 179 are amended to add the following MetroAccess policies: Abusive Behavior Appeal Process Policy, MetroAccess Eligibility Appeal Process Policy and NSLC (No-Show/Late Cancellation) Appeal Process Policy.

7. Appendix C entitled Vehicle Requirements is added to the Scope of Services.

8. Appendix D entitled Report Samples is added to the Scope of Services.

9. Appendix E entitled Performance Criteria is added to the Scope of Services.

10. Appendix F entitled WMATA Information Technology Standard is added to the Scope of Services.

B. ACKNOWLEDGMENT

Proposers are required to acknowledge receipt of this amendment in writing on the Solicitation Form in the space provided on the Solicitation Form or by separate letter or facsimile.

Failure to acknowledge all amendments may cause the proposal offer unacceptable.

William C. Ellerman
Contracting Officer

No. 2

REVISED
Price Schedule Pages

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Two
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
ayroll Taxes	$_____	
inge Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Two
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
ſit	$_____
Total	$_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Three
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Three
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
Profit	$_____

Total $_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Four
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
ayroll Taxes	$_____	
inge Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Base Year Four
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
Profit	$_____
Total	$_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year 1
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		
NAME OF OFFEROR OR CONTRACTOR:	***Option 1 - Year 1***		
	Blended Rate		
	Please refer to Note to Bidders for pricing instructions		

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
Profit	$_____

Total $_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year 2
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year 2
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
Profit	$_____
Total	$_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year 1
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year 1
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
ıit	$_____

Total $_____

Blended Hourly Rate

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year 2
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
ayroll Taxes	$_____	
inge Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Profit	$_____	
Total		$_____

Monthly Non-Vehicle Fixed Cost

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	***REVISED***		

NAME OF OFFEROR OR CONTRACTOR:

Option 2 - Year 2
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____
Sub-total	$_____
fit	$_____
Total	$_____

Blended Hourly Rate

No. 3 & No. 4

REVISED
Special Provision
Article 16

Special Provision
Article 16

16. INSURANCE: OT(Dec/92)

INDEMNIFICATION AGREEMENT:

The Paratransit Manager (PM) will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in connection with this Contract and or any acts in connection with activities to be performed under this Contract resulting in whole or in part from the acts, errors or omissions of the PM, or any employee, agent or representative of the PM.

INSURANCE REQUIREMENTS :

The PM will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL)** : An insurance policy covering the liability of The Contractor for all work or operations under or in connection with this Project; and all obligations assumed by The Contractor under this Contract . Products, Completed Operations and Contractual Liability must be included, in addition to coverage for explosion, collapse, and underground hazards, wherever required.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$1,000,000 / $2,000,000 per occurrence/ aggregate
or combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the general liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$2,000,000 Combined Single Limit

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to activities related to this Contract.

4) **COMPREHENSIVE DISHONESTY, DISAPPEARANCE AND DESTRUCTION INSURANCE:** Contractor shall maintain and certify to WMATA a separate and distinct blanket crime insurance policy or a standard crime policy with segregated limits of liability covering losses caused by dishonesty of employees, loss of money or securities which being conveyed by messenger outside the premises. Such policy should also include loss caused by forgery of outgoing monies, but not limited to cash, securities or other forms of negotiable instruments, for loss caused by burglary, theft, robbery, and mysterious disappearance. The indemnity provisions under such policy should have the following limits:

Blanket Employee Dishonesty	**$ 250,000**
Forgery and Alterations	**$ 250,000**
Theft, Disappearance and Destruction	**$ 250,000**

(Limit is based on exposure)

Non-Dedicated and Taxi Service

INDEMNIFICATION AGREEMENT:

The Contractor/Transportation Provider will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in

connection with this Contract and or any acts in connection with activities to be performed under this Contract resulting in whole or in part from the acts, errors or omissions of the Contractor/Transportation Provider, or any employee, agent or representative of the Contractor/Transportation Provider.

INSURANCE REQUIREMENTS :

The Contractor/Transportation Provider will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

Or

A policy complying with the mandatory requirements of the jurisdiction(s) in which work will be performed.

This coverage is mandatory for all contractors with 3 or more full-time employees.

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL) :** An insurance policy covering the liability of The Contractor for all work or operations under or in connection with the reference contract; and all obligations assumed by The Contractor under this Contract . Products, Completed Operations and Contractual Liability must be included.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY
$1,000,000 / $3,000,000 per occurrence/ aggregate
OR combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the Commercial General Liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to all activities (prime and sub-contractors) related to this Contract.

The PM shall have Commercial Automobile Liability limits of $5,000,000 Combined Single Limit.

Contractors/transportation providers whose coverage is provided and only available through the Maryland or Virginia State Insurance Fund or the DC Office of Taxi Cabs the following limits are required per accident/per injury/per property damage.

TAXI service only

Limits not less than :

in MD & VA	**$100,000 / 300,000 / 50,000**
in DC	**$ 50,000 / 25,000 / 10,000**

VAN service only

Limits not less than :

in DC, MD & VA	**$1,000,000**

NOTE :
The PM is responsible for obtaining excess liability coverage for the auto liability and general liability above any State Insurance Plans and any other usual and customary coverage for operating a commercial business. The minimum limit of liability for the PM under this contract shall be $1,000,000 for each coverage. WMATA will be included as an additional insured under these policies with respect to all activities under this contract. Proof of insurance is required from all contractors and/or transportation providers.

No. 5

REVISED
Scope of Services
Section 8

Scope of Services
Section 8 - REVISED
Service Providers

8.0 Dedicated and Non-Dedicated Providers

Any combination of dedicated and non-dedicated vehicles and taxicab service can be used to meet this requirement, except that in any given month not more than 20 percent of the service will be operated by taxicabs.

8.0.1

The PM also shall provide non-dedicated accessible and accessible taxicab or other supplemental service when there are insufficient dedicated vehicles to meet demand or to provide relief where a customer's pick-up will be delayed. It is the providers' responsibility to ensure that the status of each of their respective trips is known by the PM's and its subcontractors' dispatch personnel at all times and that appropriate operating corrections are made to ensure timely replacement service is dispatched to cover and prevent late trips.

The PM shall monitor service to ensure timely pick-ups and will dispatch replacement or supplemental service to maintain on-time performance when scheduled service is delayed.

8.1 Dedicated Service

The PM shall provide the dedicated provider's capabilities including experience and location of their operating facilities. In all months, a minimum 66 percent of the service will be operated by dedicated providers. The PM shall also recommend the number and type of vehicles to be operated by the provider. the PM chooses to operate as a dedicated provider in one or more of the service areas, the PM shall describe its own capabilities.

8.2 Non-Dedicated Service

As part of its proposal, the PM shall identify supplemental services to complement dedicated providers, to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems such as vehicle breakdown or unavailability.

8.2.1

The PM can obtain this service through local taxicab companies and/or through other non-dedicated vehicle operators. The PM shall ensure that ADA regulations governing the use of taxicabs in complementary paratransit are observed and followed by the taxicab companies. It is the PM's responsibility to ensure that any taxicab company providing service maintain insurance coverage. The PM will provide WMATA with evidence of the taxicab company's commercial insurance coverage as set forth in Special Provision, Article 16. Providers that do not have AVL/MDC units in their vehicles will be required to provide trip documentation that provides at a minimum time stamp/verification of pick-up and drop off times. As part of its proposal, the PM shall demonstrate how all manual documentation from non-dedicated and taxi service provider will be incorporated into the software data for accountability.

No. 6

APPENDIX A

Paratransit Policies

MetroAccess Abusive Behavior Appeal Process Policy **April 2005**

The MetroAccess Abusive Behavior Appeal Process applies to instances where MetroAccess customers are cited for violating 49 CFR 37.5(h). Prior to suspending a customer, the Project Director of the paratransit manager contractor or his or her designee will investigate the alleged violation and provide a written determination, supporting documentation and recommendation to the MetroAccess Paratransit Specialist of WMATA's Office of MetroAccess Service. The Paratransit Specialist will concur or non-concur with the recommendation.

MetroAccess customers who are cited for violating 49 CFR 37.5(h) will be notified by certified mail, return receipt requested. Said customers and their representatives are eligible to participate in the appeal process hearing.

I. Filing an Appeal.

A. If a person believes that he or she has been wrongly cited for violating 49 CFR 37.5(h), he or she may file a written appeal which must be received by WMATA within fourteen (14) days from the date of mailing of the certified mail notification. If an appeal is not filed timely or at all, the action planned to be taken against the customer will take effect on the fifteenth (15th) day from the date of mailing of the certified mail notification. Except as itemized in I.B. below, the timely filing of an appeal stays the suspension until the conclusion of the appeal process.

1. If the appellant's disability prevents him or her from submitting a written appeal, he or she may submit the appeal on audio tape or in another alternative format. However, a telephone call is insufficient to file an appeal.

2. The fifteen (15) days deferral of action against the customer will not apply in any instance where the nature of the abusive behavior is so egregious as to warrant an immediate suspension of the customer's service. Behavior which (1) constitutes a felony, (2) is violent toward the customer, other patrons, or the driver, or (3) is seriously disruptive to the customer, other patrons or the driver are the types of behavior which my warrant an immediate suspension.

B. Appeals will be scheduled and heard in accordance with Section IV below. In an instance where the nature of the alleged violation is considered by WMATA to be so egregious as to warrant immediate suspension of a MetroAccess customer's service, the customer (appellant) may request that his or her appeal be handled on an accelerated basis. The granting of the request will be determined by WMATA.

C. Appeals are to be sent to the following mailing address:

WMATA - MetroAccess
ATTN: Director, Office of MetroAccess Service
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910

II. Content of Appeal. The appeal must indicate a disagreement with the suspension notice.

III. Appeal Committee. The Appeal Committee will hear and rule on appeals.

A. The Appeal Committee will consist of three individuals:

1. The Director of the WMATA Office of MetroAccess Service or his/her designee shall be on all panels as chairman and shall be a WMATA Office director or equivalent.

2. The remaining two (2) members shall be selected from the WMATA Regional Paratransit Coordinating (RPCC) Committee or the WMATA Elderly and Disabled (E&D) Transportation Advisory Committee.

B. Should an Appeal Committee member be unavailable when the Appeal Committee is scheduled to convene, a substitute may be appointed, provided he or she meets the profile (as outlined above) of the member who is being substituted for.

C. Participation in the appeal process by members of the E&D Committee is voluntary. Individuals will not be paid by WMATA for their work on the Appeal Committee.

IV. Appeal Committee Procedures.

A. Upon receiving a written appeal, WMATA will notify the appellant in writing within ten (10) business days of the date, time, and location of the appeal hearing, unless the appeal is handled under the immediate suspension rules.

B. The Appeal Committee will meet on weekdays during normal business hours when there are one or more appeals pending. Appeal hearings will normally be held at WMATA headquarters located at 600 5th Street, N.W., in the District of Columbia.

C. An appellant may elect to bring other individuals who can provide information or testimony in support of the appellant. No special arrangements or fees will be paid to any professional or other individual who provides information or attends the appeal hearing in support of an appellant's claim.

D. The following activities will take place as part of the Appeal Committee hearings:

1. The appellant has the right to participate in the hearing, including the presentation of oral argument.

2. Appeal Committee members will review all documentation, audio tapes, etc. which individually or collectively form the basis of the action taken against the appellant.

3. Appeal Committee members will review any supporting information, documentation, or material submitted by or on behalf of the appellant.

4. Appeal Committee members may conduct in-person interviews with the appellants in order to obtain information or seek clarification.

5. Appeal Committee members will discuss what was reviewed and the content of the interview. Deliberations of the Appeal Committee are closed.

6. Appeal Committee members will complete ballot forms to indicate their respective recommendations to sustain, modify, or overturn the action taken or planned to be taken against the appellant.

7. Appeal Committee members will review and tabulate the ballots and complete a decision form to record the majority decision of the Appeal Committee.

8. Appeal hearings shall be recorded and may be transcribed at a later date. Further, the rules of evidence are not applicable to appeal hearings.

9. Appeal hearings shall not exceed one (1) hour in length.

10. The rulings of the Appeal Committee are final and exhaust the MetroAccess appeal process.

E. This section IV, shall not apply to any appeal using the Appeal Committee Procedures for Immediate Suspensions outlined in section V.

V. Appeal Committee Procedures for Immediate Suspensions.

A. The use of these procedures as opposed to the standard procedures contained in section IV is at the option of the appellant, provided, however, that if the appellant does not comply with the time frames for action set forth in this section, his or her appeal will be processed under section IV. However, the immediate suspension from service will still be in effect until a ruling on the appeal is made.

B. Upon receiving an appeal either in writing via mail, in-person delivery, facsimile transmission, or electronic mail, the Authority shall notify the appellant of the scheduled hearing date within two business days. The hearing shall be held within four business days after the receipt of the appeal.

C. The Appeal Committee shall meet on any business day and at any time during that business day necessary to hear the appeal in a timely manner.

D. An appellant may elect to bring other individuals who can provide information or testimony in support of the appellant. No special arrangements or fees will be paid to any professional or other individual who provides information or attends the appeal hearing in support of an appellant's claim.

E. The following activities will take place as part of the Appeal Committee hearings:

1. The appellant has the right to participate in the hearing, including the presentation of oral argument.

2. Appeal Committee members will review all documentation, audio tapes, etc. which

3. Appeal Committee members will review any supporting information, documentation, or material submitted by or on behalf of the appellant.

4. Appeal Committee members may conduct in-person interviews with the appellants in order to obtain information or seek clarification.

5. Appeal Committee members will discuss what was reviewed and the content of the interview. Deliberations of the Appeal Committee are closed.

6. Appeal Committee members will complete ballot forms to indicate their respective recommendations to sustain, modify, or overturn the action taken or planned to be taken against the appellant.

7. Appeal Committee members will review and tabulate the ballots and complete a decision form to record the majority decision of the Appeal Committee.

8. Appeal hearings shall be recorded and may be transcribed at a later date. Further, the rules of evidence are not applicable to appeal hearings.

9. Appeal hearings shall not exceed one (1) hour in length.

10. The rulings of the Appeal Committee are final and exhaust the MetroAccess appeal process.

VI. Notification of Decision.

For decisions on appeals handled under section IV, the appellant will receive notification of the Appeal Committee's decision within five (5) business days of the appeal hearing. The notification will be given by certified mail and shall detail the Appeal Committee's reasons for its ruling.

For decisions on appeals handled under section V, the decision will be rendered within two (2) business days instead of five (5) business days and communicated by the quickest written means possible, including overnight delivery or electronic mail with a hard copy of the decision sent by certified mail, return receipt requested.

VII. Requests for Accommodations.

Pursuant to the Americans with Disabilities Act of 1990 (ADA), accommodations are available for individuals who require auxiliary aids or services. The need for and nature of the accommodation(s) must be made no later than two (2) business days before the appeal hearing.

VIII. Obtaining Information Regarding the Abusive Behavior Appeal Process. Questions regarding the MetroAccess Abusive Behavior Appeal Process should be directed to:

MetroAccess
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910
(301) 562-5360, Voice
(301) 588-7835, TDD or TTY

Filing an Appeal. If an applicant for MetroAccess service believes that he or she was wrongfully denied ADA paratransit eligibility service, he or she may file a written appeal within 60 calendar days of the date of the letter notifying the applicant of the determination of ineligibility. Where the appellant files an appeal because he or she was determined to be ineligible through the eligibility re-certification process, the appellant may continue to use MetroAccess for 60 calendar days after being notified of his or her ineligibility, or until seven (7) calendar days after the date of the letter notifying the applicant of the determination of ineligibility, whichever occurs earlier.

A. No special arrangements or fees will be paid to any health care professional or other individual providing information in support of the applicant's appeal.

B. If the applicant's disability prevents him or her from submitting a written appeal, he or she may submit the appeal on audio tape or in another alternative format. However, a telephone call is insufficient to file an appeal.

C. The appeal must be sent to the MetroAccess office at the following mailing address:

MetroAccess
Attn: Eligibility Department
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910

II. Content of Appeal. The appeal must indicate a disagreement with the finding of ineligibility and specify the basis of the appeal and should include information that supports the applicant's (appellant's) functional need for ADA-eligibility for paratransit service. This may include documentation from any one or more of the types of health care professionals listed in the MetroAccess application. The documentation must clearly and specifically indicate why the appellant is functionally unable to use accessible regular route service such as Metrobus or Metrorail.

III. Appeal Committee. The Appeal Committee will hear and rule on appeals.

A. The Appeal Committee will consist of three individuals:

1. The Director of the WMATA Office of MetroAccess Service or his/her designee shall be on all panels as chairman, or shall be a WMATA office director or equivalent.

2. The remaining two (2) members shall be selected from the WMATA Regional Paratransit Coordinating Committee or the WMATA Elderly and Disabled Transportation Advisory Committee (E&D Committee).

B. Participation in the appeal process by members of the E&D Committee is voluntary. Individuals will not be paid or otherwise compensated by WMATA for their work on the Appeal Committee.

IV. Appeal Committee Procedures.

A. The Appeal Committee will meet on weekdays during normal business hours when there are one or more appeals pending. Appeal hearings will normally be held at WMATA headquarters located at 600 5th Street, N.W., in the District of Columbia.

B. Upon receiving a written appeal, the appellant will be notified in writing within ten (10) business days of the date, time and location of the appeal hearing. Attendance by the appellant is not required.

C. An appellant may elect to bring other individuals who can provide information or testimony in support of the appellant. No special arrangements or fees will be paid to ay professional or other individual who provides information or attends the appeal hearing in support of an appellant. Upon request, MetroAccess will provide transportation for the appellant to and from the appeal hearing location at no cost to the appellant or his or her personal care attendant, where the appellant requires a personal care attendant.

D. The following activities will take place as part of the Appeal Committee hearings:

1. The appellant has the right to participate in the hearing, including the presentation of oral argument. If the appellant elects not to participate or fails to arrive at the time designated for his or her appeal to commence, the Appeal Committee will conduct the hearing as scheduled.

2. Appeal Committee members will review the original application and any supporting information, documentation, or material submitted by or on behalf of the appellant.

3. Appeal Committee members may conduct in-person interviews with the appellant in order to obtain information or seek clarification.

4. Appeal Committee members will discuss what was reviewed and the content of the interview. Deliberations of the Appeal Committee are closed.

5. Appeal Committee members will complete ballot forms to indicate their respective recommendations to sustain or overturn the finding of ineligibility.

6. Appeal Committee members will review and tabulate the ballots and complete a decision form to record the majority decision of the Appeal Committee.

7. Appeal hearings shall be recorded and may be transcribed at a later date. Further, the rules of evidence are not applicable to appeal hearings.

8. Appeal hearings shall not exceed one (1) hour in length.

9. The rulings of the Appeal Committee are final and exhaust the MetroAccess appeal process.

VI. Notification of Decision. The appellant will receive notification of the committee's decision within five (5) business days of the appeal hearing. The notification will be given by certified mail and shall detail the committee's reason(s) for its ruling. If the appellant is determined eligible for MetroAccess service, the appellant will also be contacted by telephone, provided a MetroAccess customer identification number and information on using the service, and advised the he or she may begin using the service immediately and that he or she also will receive - - by mail - - a photo ID card and literature about MetroAccess service policies.

VII. Request for Accommodations. Pursuant to the Americans with Disabilities Act of 1990 (ADA), accommodations are available for individuals who require auxiliary aids or services. The need for and nature of the accommodation(s) must be made no later than two (2) business days before the appeal hearing.

VIII. Obtaining Information Regarding the MetroAccess Eligibility Appeal Process. Questions regarding the MetroAccess Eligibility Appeal Process should be directed to:

MetroAccess
Attn: Eligibility Department
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910
(301) 562-5360, Voice
(301) 588-7835, TDD or TTY

MetroAccess No Show/Late Cancellation Appeal Process Policy **April 2005**

The MetroAccess No Show/Late Cancellation Policy Appeal Process applies to instances where MetroAccess customers are cited for violating the MetroAccess No Show/Late Cancellation Policy (Policy). Prior to citing a customer, the Project Director of the paratransit manager contractor or his or her designee will investigate the alleged violation and provide a written determination, supporting documentation and recommendation to the MetroAccess Paratransit Specialist of WMATA's Office of MetroAccess Service. The MetroAccess Paratransit Specialist will concur or non-concur with the recommendation.

MetroAccess customers who are cited for violating the Policy will be notified by mail. Said customers and their representatives are eligible to participate in the appeal process hearing.

I. Filing an Appeal.

A. If a person believes that he or she was wrongly cited for violating the Policy, he or she may file a written appeal which must be received by WMATA within fourteen (14) days from the date of mailing of the notification. If an appeal is not filed timely or at all, the action planned to be taken against the customer will take effect on the fifteenth (15th) day from the date of mailing of the notification. The timely filing of an appeal stays the proposed action until the conclusion of the appeal process.

If the appellant's disability prevents him or her from submitting a written appeal, he or she may submit the appeal on audio tape or in another alternative format. However, a telephone call is insufficient to file an appeal.

B. Appeals are to be sent to the following mailing address:

WMATA - MetroAccess
ATTN: Director, Office of MetroAccess Service
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910

II. Content of Appeal. The appeal must indicate a disagreement with the proposed action.

III. Appeal Committee. The Appeal Committee will hear and rule on appeals.

A. The Appeal Committee will consist of three individuals:

1. The Director of the WMATA Office of MetroAccess Service or his/her designee shall be on all panels as chairman, or shall be a WMATA office director or equivalent.

2. The remaining two (2) members shall be selected from the WMATA Regional Paratransit Coordinating Committee or the WMATA Elderly and Disabled Transportation Advisory Committee (E&D Committee).

B. Should an Appeal Committee member be unavailable when the Appeal Committee is scheduled to convene, a substitute may be appointed, provided he or she meets the profile (as outlined above) of the member who is being substituted for.

C. Participation in the appeal process by members of the E&D Committee is voluntary. Individuals will not be paid by WMATA for their work on the Appeal Committee.

IV. Appeal Committee Procedures.

A. Upon receiving a written appeal, WMATA will notify the appellant in writing within ten (10) business days of the date, time and location of the appeal hearing. Attendance by the appellant is not required.

B. The Appeal Committee will meet on weekdays during normal business hours when there are one or more appeals pending. Appeal hearings will normally be held at WMATA headquarters located at 600 5th Street, N.W., in the District of Columbia.

C. An appellant may elect to bring other individuals who can provide information or testimony in support of the appellant. No special arrangements or fees will be paid to any professional or other individual who provides information or attends the appeal hearing in support of an appellant's claim.

D. The following activities will take place as part of the Appeal Committee hearings:

1. The appellant has the right to participate in the hearing, including the presentation of oral argument.

2. Appeal Committee members will review all documentation, audio tapes, etc. which individually or collectively form the basis of the proposed action to be taken against the appellant.

3. Appeal Committee members will review any supporting information, documentation or material submitted by or on behalf of the appellant.

4. Appeal Committee members may conduct in-person interviews with the appellants in order to obtain information or seek clarification.

5. Appeal Committee members will discuss what was reviewed and the content of the interview. Deliberations of the Appeal Committee are closed.

6. Appeal Committee members will complete ballot forms to indicate their respective recommendations to sustain, modify, or overturn the action taken or planned to be taken against the appellant.

7. Appeal Committee members will review and tabulate the ballots and complete a decision form to record the majority decision of the Appeal Committee.

8. Appeal hearings shall be recorded and may be transcribed at a later date. Further, the rules of evidence are not applicable to appeal hearings.

9. Appeal hearings shall not exceed two (2) hours in length.

10. The rulings of the Appeal Committee are final and exhaust the MetroAccess appeal process.

V. Notification of Decision. For decisions on appeals handled under section IV, the appellant will receive notification of the Appeal Committee's decision within five (5) business days of the appeal hearing. The notification will be given by certified mail and shall detail the Appeal Committee's reasons for its ruling.

VI. Requests for Accommodations. Pursuant to the Americans with Disabilities Act of 1990 (ADA), accommodations are available for individuals who require auxiliary aids or services. The need for and nature of the accommodation(s) must be made no later than two (2) business days before the appeal

hearing.

VII. Obtaining Information Regarding the No Show/Late Cancellation Policy Appeal Process.

Questions regarding the MetroAccess No Show/Late Cancellation Appeal Process should be directed to:

MetroAccess
8405 Colesville Road - 4th Floor
Silver Spring, MD 20910
(301) 562-5360, Voice
(301) 588-7835, TDD or TTY

No. 7

APPENDIX C

Vehicle Requirements

VEHICLE REQUIREMENTS

FY	Projected Trips [1]	Estimated Dedicated Vehicle Trips [2]	Estimated Non-Dedicated Vehicle Trips [3]	Estimated Taxicab Trips [4]	Ded. Veh. Trips Adjusted for Increased Productivity [5]	Estimated Dedicated Vehicle Requirement [6]	12% D.V. Spare Ratio	Total Estimated Dedicated Vehicle Requirement
2006	1,445,620	954,109	202,387	289,124	795,091	188	23	211
2007	1,648,007	1,087,684	230,721	329,601	805,692	191	23	214
2008	1,878,728	1,239,960	263,022	375,746	918,489	217	26	244
2009	2,141,750	1,413,555	299,845	428,350	974,865	231	28	258
2010	2,441,595	1,611,452	341,823	488,319	1,111,347	263	32	295
2011	2,783,418	1,837,056	389,678	556,684	1,266,935	300	36	336
2012	3,173,096	2,094,244	444,233	634,619	1,444,306	342	41	383
2013	3,617,330	2,387,438	506,426	723,466	1,646,509	390	47	437

WMATA will provide to the contractor the existing MetroAccess fleet for performance of the contract. The existing fleet consists of 97 vehicles; 85 wheelchair vans and 12 sedans.

VEHICLE LISTING

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3553	3/5/2003	W/C	1FBSS31L52HB22813
3554	3/5/2003	W/C	1FBSS31LX2HB22810
3556	3/5/2003	W/C	1FBSS31L92HB22815
3557	3/5/2003	W/C	1FBSS31L12HB22808
3558	3/5/2003	W/C	1FBSS31L82HB22823
3561	3/5/2003	W/C	1FBSS31L42HB28148
3562	3/5/2003	W/C	1FBSS31L62HB22805
3563	3/5/2003	W/C	1FBSS31L82HB28153
3564	3/5/2003	W/C	1FBSS31L62HB28149
3565	3/5/2003	W/C	1FBSS31L22HB28150
3566	3/5/2003	W/C	1FBSS31LX2HB28154
3578	3/5/2003	W/C	1FBSS31L92HB70525
3579	3/5/2003	W/C	1FBSS31L72HB70524
3580	3/5/2003	W/C	1FBSS31L42HB75549
3581	3/5/2003	W/C	1FBSS31L62HB75553
3582	3/5/2003	W/C	1FBSS31L12HB75556
3583	3/5/2003	W/C	1FBSS31L22HB80054
3584	3/5/2003	W/C	1FBSS31L42HB80055
3585	3/5/2003	W/C	1FBSS31L12HB80059
3586	3/5/2003	W/C	1FBSS31L82HB80060
3587	3/5/2003	W/C	1FBSS31L02HB70526
3588	3/5/2003	W/C	1FBSS31L22HB70527
3589	3/5/2003	W/C	1FBSS31L32HB75560
3590	3/5/2003	W/C	1FBSS31L72HB81054
3591	3/5/2003	W/C	1FBSS31L82HB75554
3600	3/5/2003	W/C	1FBSS31L12HB80062
3601	3/5/2003	W/C	1FBSS31L22HB81057
3602	3/5/2003	W/C	1FBSS31L02HB81056
3603	3/5/2003	W/C	1FBSS31L92HB81055
3604	3/5/2003	W/C	1FBSS31L92HB80066
3605	3/5/2003	W/C	1FBSS31LX2HB75555
3625	3/5/2003	W/C	1FBSS31L13HA25917
3626	3/5/2003	W/C	1FBSS31L83HA41922
3701	2/5/2005	W/C	1FTSS34S75HA24028
3702	2/5/2005	W/C	1FTSS34S95HA24029
3703	2/5/2005	W/C	1FTSS34S55HA24030
3704	2/5/2005	W/C	1FTSS34S75HA24031

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3705	2/5/2005	W/C	1FTSS34S95HA24032
3706	2/5/2005	W/C	1FTSS34S05HA24033
3707	2/5/2005	W/C	1FTSS34S25HA24034
3708	2/5/2005	W/C	1FTSS34S75HA27852
3709	2/5/2005	W/C	1FTSS34SX5HA27859
3710	2/5/2005	W/C	1FTSS34S85HA27858
3711	2/5/2005	W/C	1FTSS34S65HA27857
3712	2/5/2005	W/C	1FTSS34S45HA27856
3713	2/5/2005	W/C	1FTSS34S25HA27855
3714	2/5/2005	W/C	1FTSS34S05HA27854
3715	2/5/2005	W/C	1FTSS34S15HA51533
3716	2/5/2005	W/C	1FTSS34S35HA51534
3717	2/5/2005	W/C	1FTSS34S75HA51536
3718	2/5/2005	W/C	1FTSS34S95HA51537
3719	2/5/2005	W/C	1FTSS34S05HA51538
3720	2/5/2005	W/C	1FTSS34S25HA51539
3721	2/5/2005	W/C	1FTSS34S85HA51545
3722	2/5/2005	W/C	1FTSS34S95HA51540
3723	2/5/2005	W/C	1FTSS34S25HA51542
3724	2/5/2005	W/C	1FTSS34S65HA51544
3725	2/5/2005	W/C	1FTSS34SX5HA51546
3726	2/5/2005	W/C	1FTSS34S15HA51547
3727	2/5/2005	W/C	1FTSS34S35HA51548
3728	2/5/2005	W/C	1FTSS34S55HA51549
3729	2/5/2005	W/C	1FTSS34S35HA51551
3730	2/5/2005	W/C	1FTSS34S55HA51552
3731	2/5/2005	W/C	1FTSS34S95HA51554
3732	2/5/2005	W/C	1FTSS34S05HA51555
3733	2/5/2005	W/C	1FTSS34S25HA51556
3734	2/5/2005	W/C	1FTSS34S45HA51557
3735	2/5/2005	W/C	1FTSS34S65HA51558
3736	2/5/2005	W/C	1FTSS34S05HA51541
3737	2/5/2005	W/C	1FTSS34S65HA51530
3738	2/5/2005	W/C	1FTSS34S85HA51531
3739	2/5/2005	W/C	1FTSS34S75HA51553
3740	2/5/2005	W/C	1FTSS34S15HA51550
3741	2/5/2005	W/C	1FTSS34SX5HA51529
3742	2/5/2005	W/C	1FTSS34SX5HA51532
3743	2/5/2005	W/C	1FTSS34S55HA51535
3744	2/5/2005	W/C	1FTSS34S85HA63971
3745	2/5/2005	W/C	1FTSS34SX5HA63972
3746	2/5/2005	W/C	1FTSS34S65HA63984

VEHICLE NUMBER	DATE IN SERVICE	TYPE	VIN NUMBER
3747	2/5/2005	W/C	1FTSS34S95HA63977
3748	2/5/2005	W/C	1FTSS34S85HA63985
3749	2/5/2005	W/C	1FTSS34S15HA63987
3750	2/5/2005	W/C	1FTSS34S65HA69395
3751	2/5/2005	W/C	1FTSS34S95HA63980
3752	2/5/2005	W/C	1FTSS34S05HA63978
5401	2/5/2005	SEDAN	2FAFP70W05X135044
5402	2/5/2005	SEDAN	2FAFP70W25X135045
5403	2/5/2005	SEDAN	2FAFP70W35X132686
5404	2/5/2005	SEDAN	2FAFP70W45X135046
5405	2/5/2005	SEDAN	2FAFP70W55X132687
5406	2/5/2005	SEDAN	2FAFP70W55X135041
5407	2/5/2005	SEDAN	2FAFP70W75X132688
5408	2/5/2005	SEDAN	2FAFP70W75X135042
5409	2/5/2005	SEDAN	2FAFP70W75X139334
5410	2/5/2005	SEDAN	2FAFP70W95X132689
5411	2/5/2005	SEDAN	2FAFP70W95X135043
5412	2/5/2005	SEDAN	2FAFP70W95X139335

No. 8

APPENDIX D

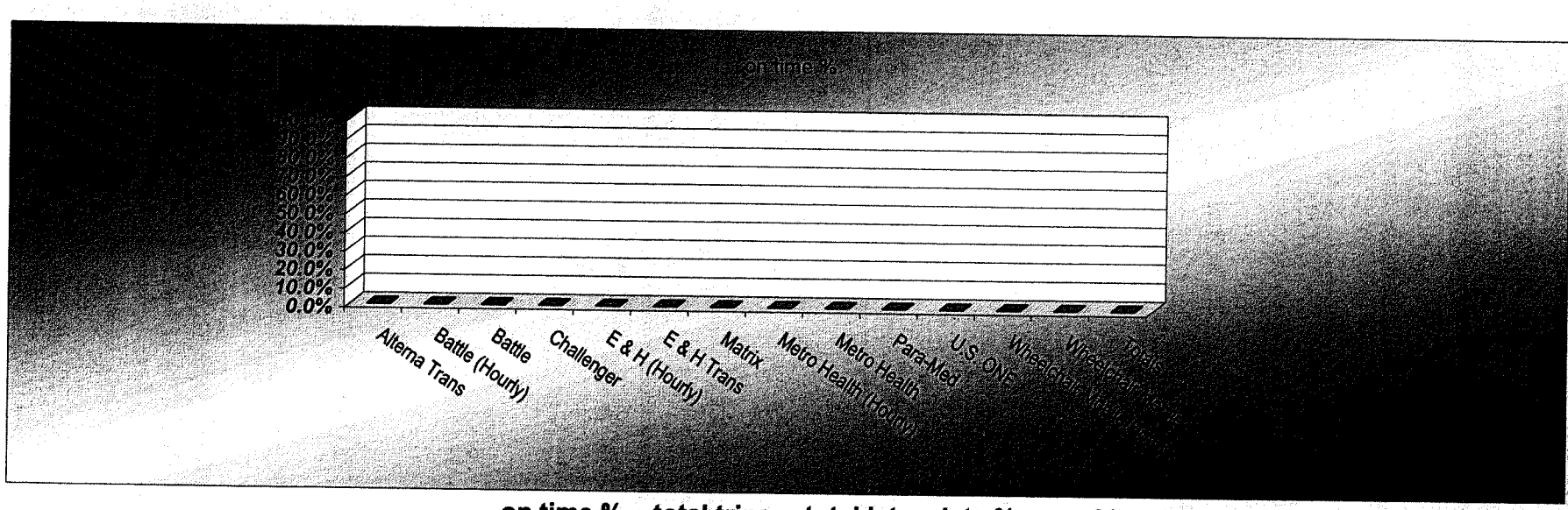
Report Samples

WMATA Weekly Report

Week Ending 3/19/05

Day	Trips	Denials	No Shows	Late Pickups	On-Time%
13-Mar	0	0	0	0	#DIV/0!
14-Mar	0	0	0	0	#DIV/0!
15-Mar	0	0	0	0	#DIV/0!
16-Mar	0	0	0	0	#DIV/0!
17-Mar	0	0	0	0	#DIV/0!
18-Mar	0	0	0	0	#DIV/0!
19-Mar	0	0	0	0	#DIV/0!
Totals:	-	0	-	0	#DIV/0!

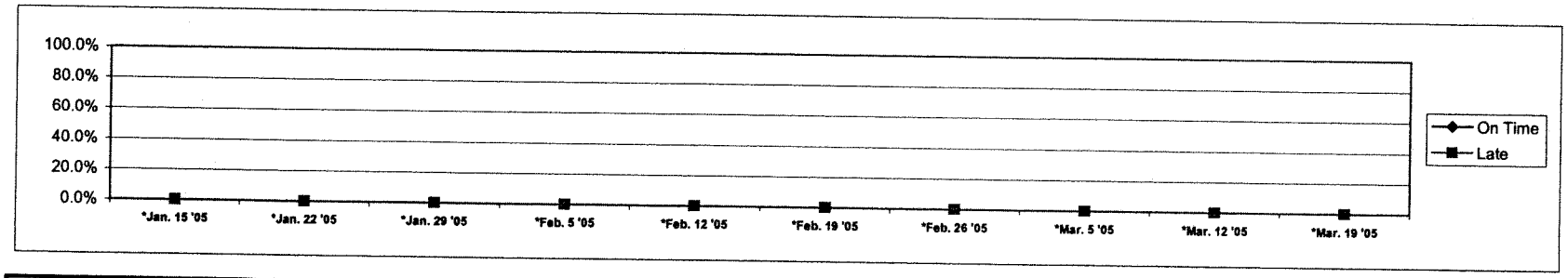
ON-TIME PERFORMANCE BY PROVIDER
W/E MARCH 19, 2005



	on time %	total trips	total late	late %	< 30	30-60	60-90	90+
Alterna Trans	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Battle (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Battle	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Challenger	#DIV/0!	0	0	#DIV/0!	0	0	0	0
E & H (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
E & H Trans	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Matrix	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Metro Health (Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Metro Health	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Para-Med	#DIV/0!	0	0	#DIV/0!	0	0	0	0
U.S. ONE	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Wheelchair Mobile(Hourly)	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Wheelchair Mobile	#DIV/0!	0	0	#DIV/0!	0	0	0	0
Totals	#DIV/0!	0	0	#DIV/0!	6.5%	1.2%	0.1%	0.0%

Printed 4/28/2005

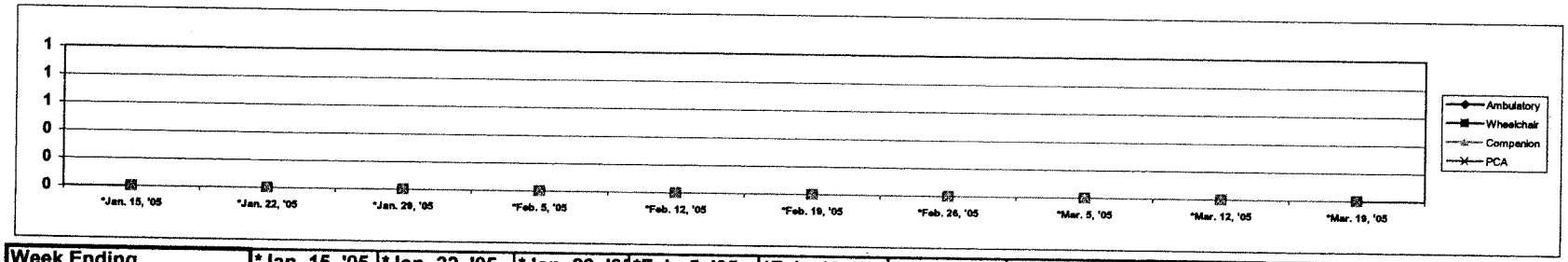
Contract Carrier Performance



Week Ending	*Jan. 15 '05	*Jan. 22 '05	*Jan. 29 '05	*Feb. 5 '05	*Feb. 12 '05	*Feb. 19 '05	*Feb. 26 '05	*Mar. 5 '05	*Mar. 12 '05	*Mar. 19 '05
On Time	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!
Late	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!

*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

Distribution of Completed Trips by Passenger Type (Contract Carriers*)



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Ambulatory	0	0	0	0	0	0	0	0	0	0
Wheelchair	0	0	0	0	0	0	0	0	0	0
Companion	0	0	0	0	0	0	0	0	0	0
PCA	0	0	0	0	0	0	0	0	0	0

*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

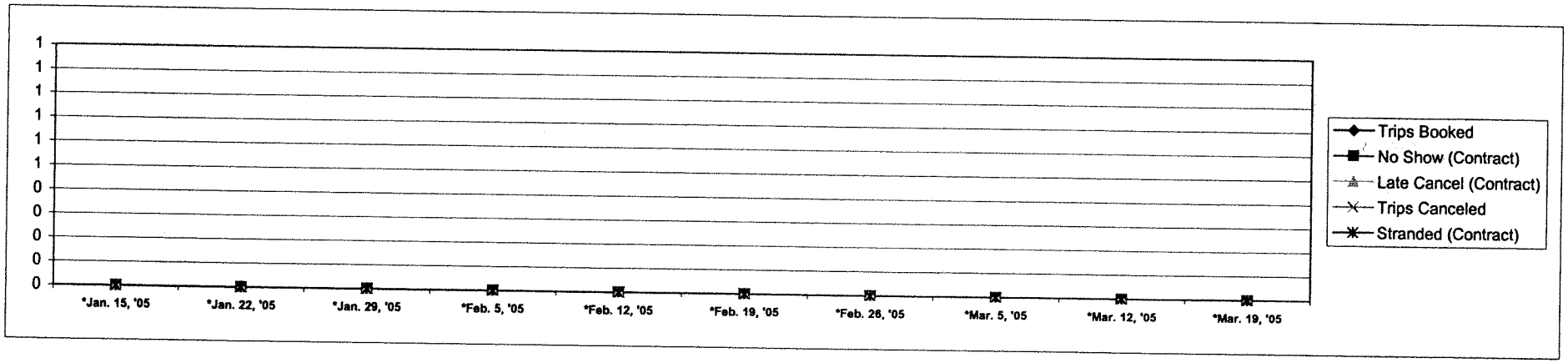
Distribution of Riders by Jurisdiction

Week Ending	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Alexandria	0	0	0	0	0	0	0
Arlington	0	0	0	0	0	0	0
Fairfax City	0	0	0	0	0	0	0
Fairfax County	0	0	0	0	0	0	0
Falls Church	0	0	0	0	0	0	0
Montgomery County	0	0	0	0	0	0	0
Prince Georges County	0	0	0	0	0	0	0
District of Columbia	0	0	0	0	0	0	0
Visitors	0	0	0	0	0	0	0
Eligible Rider Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Under Review	0	0	0	0	0	0	0
Ineligible Applicants	0	0	0	0	0	0	0

***Statistics represent current client totals, including moves between jurisdictions**

Unscheduled Occurrences



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Booked	0	0	0	0	0	0	0	0	0	0
No Show (Contract)	0	0	0	0	0	0	0	0	0	0
Late Cancel (Contract)	0	0	0	0	0	0	0	0	0	0
Trips Canceled	0	0	0	0	0	0	0	0	0	0
Stranded (Contract)	0	0	0	0	0	0	0	0	0	0

*Does not include some completed taxi and supplemental trips not yet billed by carrier

**Trips Booked - The number of trip requests accommodated

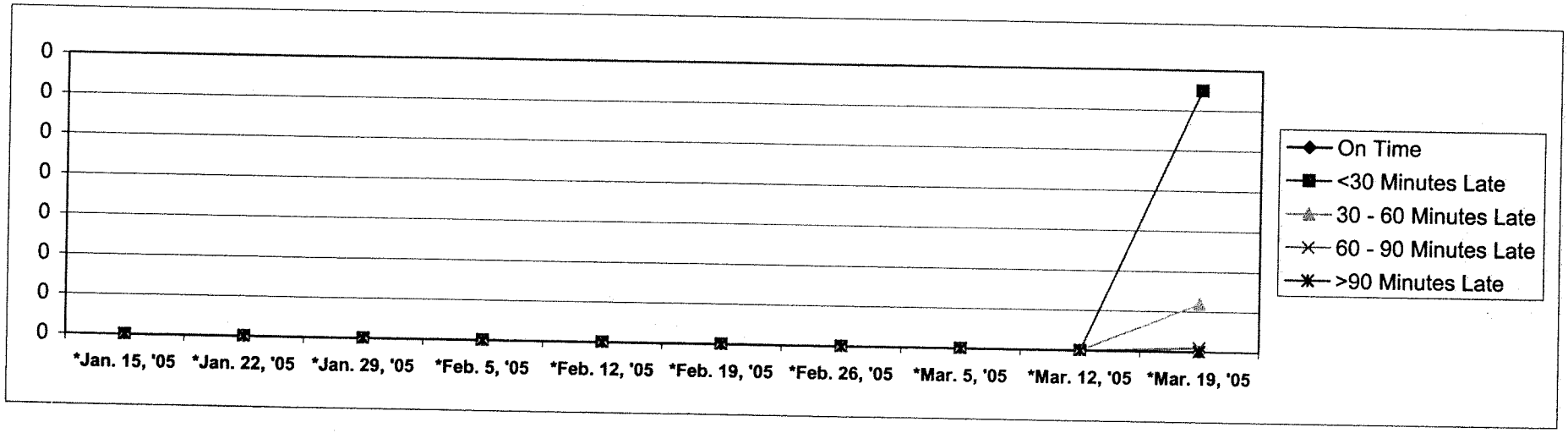
**No Show (Contract) - Vehicle arrived within +/- 15 minute window, waited 10 minutes according to policy, but patron did not arrive at pick-up point

**Late Cancel (Contract) - Scheduled trip canceled by patron after 4:30pm the day prior to schedule trip

**Trips Cancelled - A trip canceled by a patron not later than 4:30pm the day before travel is scheduled

**Stranded Trip (Contract) - Vehicle arrived outside +/- 15 minutes window and passenger did not take the trip

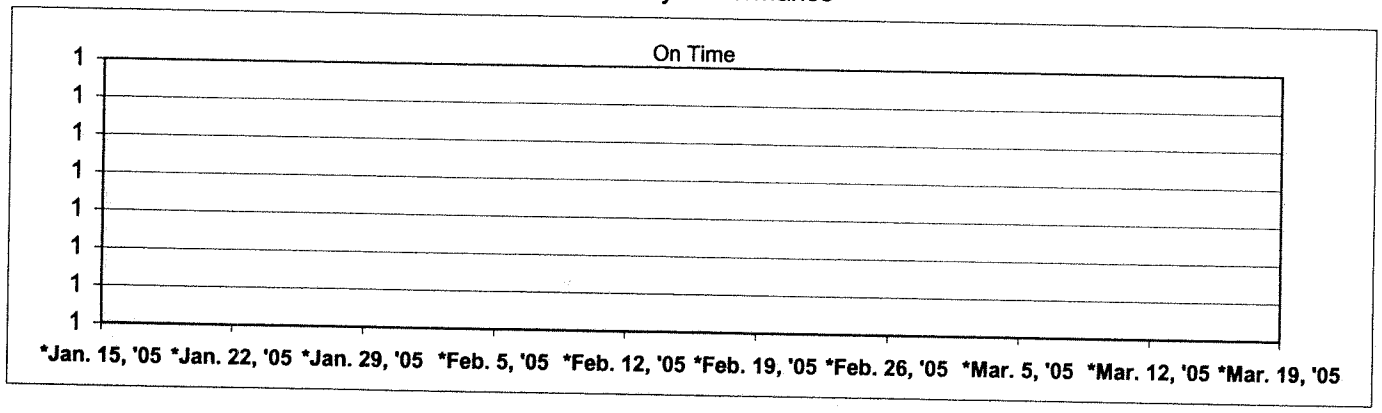
On Time Performance



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
On Time	0	0	0	0	0	0	0	0	0	#DIV/0!
<30 Minutes Late	0	0	0	0	0	0	0	0	0	6.5%
30 - 60 Minutes Late	0	0	0	0	0	0	0	0	0	1.2%
60 - 90 Minutes Late	0	0	0	0	0	0	0	0	0	0.1%
>90 Minutes Late	0	0	0	0	0	0	0	0	0	0.0%

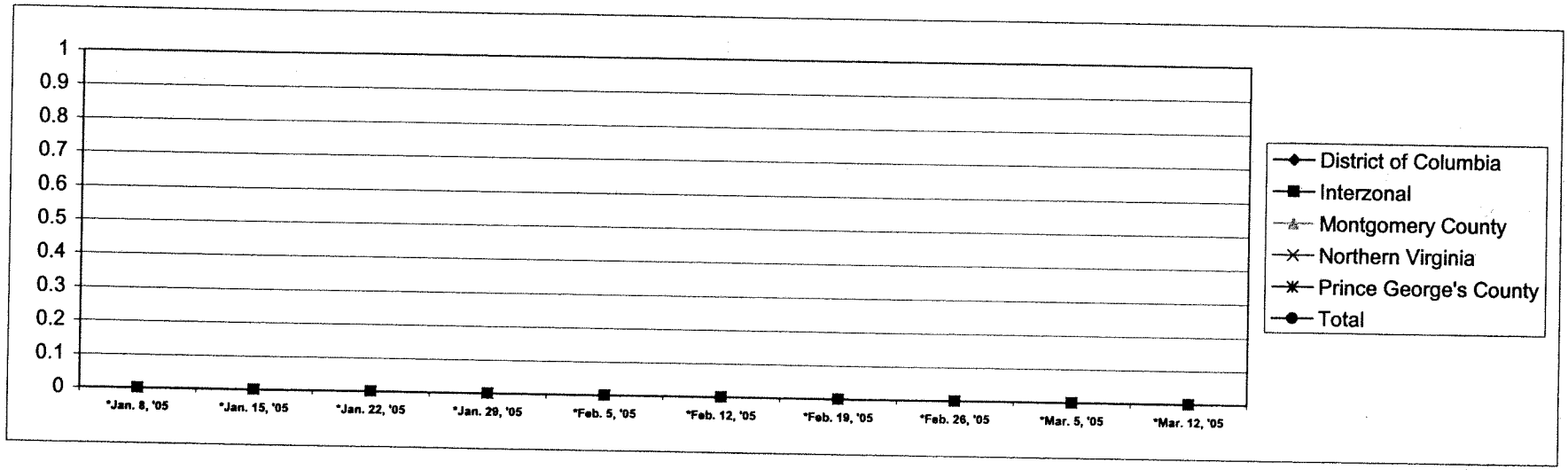
*based on completed/reconciled contract carrier trips: does not include some completed taxi and supplemental trips not yet billed by carrier

Weekly Performance



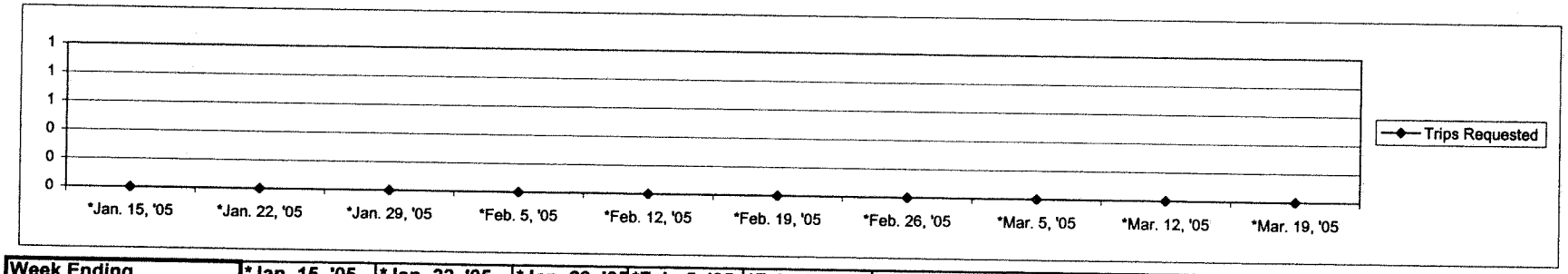
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Denial Summary by Zone



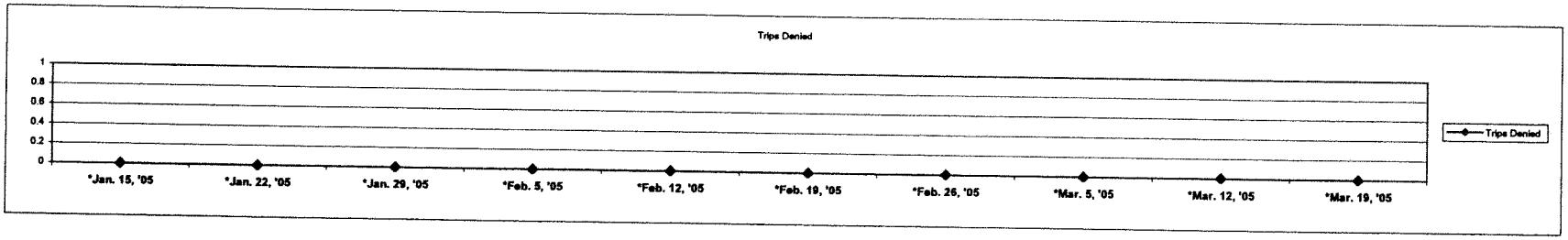
Week Ending	*Jan. 8, '05	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05
District of Columbia	0	0	0	0	0	0	0	0	0	0
Interzonal	0	0	0	0	0	0	0	0	0	0
Montgomery County	0	0	0	0	0	0	0	0	0	0
Northern Virginia	0	0	0	0	0	0	0	0	0	0
Prince George's County	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Trips Requested



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Requested	0	0	0	0	0	0	0	0	0	0

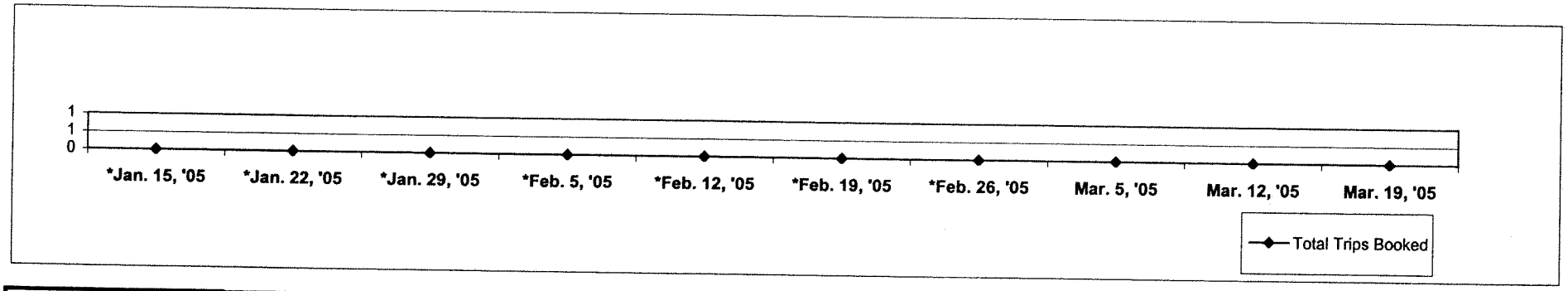
Trips Denied



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	*Mar. 5, '05	*Mar. 12, '05	*Mar. 19, '05
Trips Denied	0	0	0	0	0	0	0	0	0	0

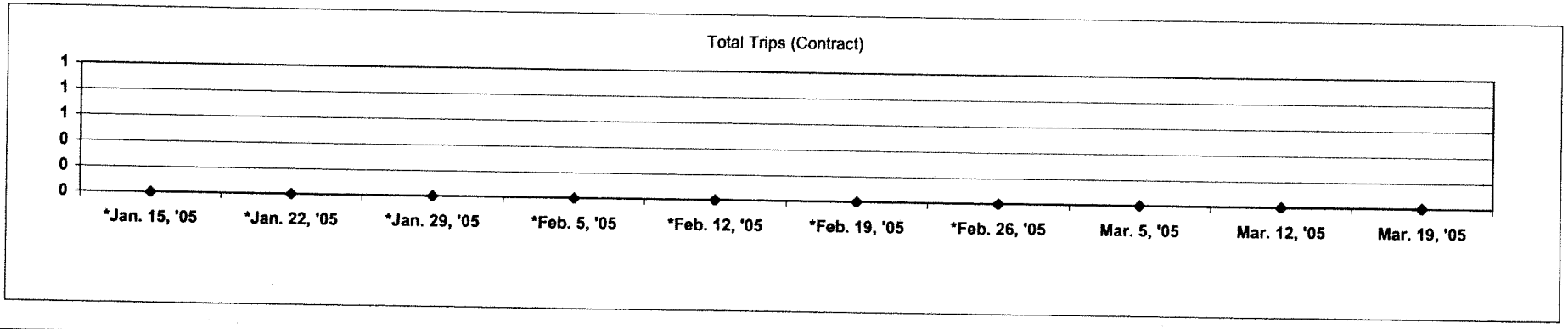
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Total Trips Booked



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	Mar. 5, '05	Mar. 12, '05	Mar. 19, '05
Total Trips Booked	0	0	0	0	0	0	0	0	0	0

Distribution of Trips Booked by Carrier Type



Week Ending	*Jan. 15, '05	*Jan. 22, '05	*Jan. 29, '05	*Feb. 5, '05	*Feb. 12, '05	*Feb. 19, '05	*Feb. 26, '05	Mar. 5, '05	Mar. 12, '05	Mar. 19, '05
Total Trips (Contract)	0	0	0	0	0	0	0	0	0	0
Early Cancellations	0	0	0	0	0	0	0	0	0	0

APPENDIX D

TRIP ANALYSIS AND PROJECTIONS

RESERVATION TRENDS

COMPLETE TRIPS

Metro Access Trip Analysis and Projections

2000 Actual Results

	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00		Annual Total	Jul-Dec
							MC TAKE OVER OF TRANSPORTATION								
Total Trip Reservations	58,029	57,983	64,812	63,378	71,158	70,877	65,718	72,812	71,044	79,679	76,880	76,818		829,188	442,951
Completed Trips Contract Comp.s	16,814	20,274	24,178	23,098	25,457	26,273	39,075	44,222	42,115	47,547	46,146	43,070		398,269	262,175
% Comp Trips/Resv *(1)	28.98%	34.97%	37.30%	36.44%	35.78%	37.07%	59.46%	60.73%	59.28%	59.67%	60.02%	56.07%		48.03%	59.19%
MC Taxi	16633	20262	21002	17715	18912	18899									
Other Taxi	82	956	944	812	1130	1029	9322	8894	8066	9755	9189	7843		171445	
Total Trips Completed	33,529	41,492	46,124	41,625	45,499	46,201	39,075	44,222	42,115	47,547	46,146	43,070		516,645	
Taxi % of Complete Trips	49.85%	51.14%	47.58%	44.51%	44.05%	43.13%	23.86%	20.11%	19.15%	20.52%	19.91%	18.21%			

(1) MC was still performing their own transportation through June. MC Taxi data is from MC.

2001 Actual Results

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01		Annual Total	
															Jan & June
Total Trip Reservations	75,616	76,343	86,694	85,938	90,148	78,463	82,902	91,640	87,614	102,854	98,435	97,856		1,054,503	Removed
Demand Reservations	38,067	39,392	41,852	41,568	48,393	50,721	41,539	47,530	48,069	57,267	55,839	55,822		566,059	900,424
Completed Trips	46,753	42,870	52,799	50,819	53,634	49,913	51,409	54,901	49,064	61,544	57,690	56,171		627,567	43543 per CSR
% Comp Trips/Resv	61.83%	56.15%	60.90%	59.13%	59.50%	63.61%	62.01%	59.91%	56.00%	59.84%	58.61%	57.40%		59.51%	530,901
Growth % Reservations Yr over Yr	30.31%	31.66%	33.76%	35.60%	26.69%	10.70%	26.15%	25.86%	23.32%	29.09%	28.04%	27.39%	*(5)& *(6)	27.17%	58.96%
Growth % Comp Trips Yr over Yr	39.44%	3.32%	14.47%	22.09%	17.88%	8.03%	31.56%	24.15%	16.50%	29.44%	25.02%	30.42%		21.47%	
TaxiTrips Completed	9653	9653	10182	8550	8963	9820	9530	10106	10752	13749	13903	13321		128,182	
Taxi % of Complete Trips	20.65%	22.52%	19.28%	16.82%	16.71%	19.67%	18.54%	18.41%	21.91%	22.34%	24.10%	23.72%		20.43%	

(5) January 01 increase is skewed because of particularly bad weather in Jan 2000 and it was out first month of operation.

(6) June of 2001 is skewed because of compter system failure. Lost 2 weeks of reservations and service issues caused by the failure reduced demand through July.

2002 Actual

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02		Annual Total	
					Projected Growth using last years year over year.										
Total Trip Reservations	101,957	97,546	110,975	119,414	126,617	120,960	132,730	131,147	126,379	137,105	129,700	136,239	*(7)& (8)	1,470,769	Reservations
Demand Reservations	56,047	54,187	61,839	65,172	67,882	66,520	69,795	70,862	71,500	74,874	72,904	74,627		806,209	Demand Reservations
% Increase Demand Reservations	32.08%	27.30%	32.32%	36.22%	28.71%	23.75%	40.48%	32.93%	32.77%	23.52%	23.41%	25.20%		29.79%	47424 per CSR
Completed Trips	61,975	60,674	67,810	72,344	74,281	70,232	74,080	76,690	76,706	86,301	78,858	75,313		875,264	Completed Trips
% Comp Trips/Resv	60.79%	62.20%	61.10%	60.58%	58.67%	58.06%	55.81%	58.48%	60.70%	62.95%	60.80%	55.28%		59.51%	
Growth % Reservations Yr over Yr	34.84%	27.77%	28.01%	38.95%	40.45%	54.16%	60.10%	43.11%	44.25%	33.30%	31.76%	39.22%		39.48%	
Growth % Comp Trips Yr over Yr	32.56%	41.53%	28.43%	42.36%	38.50%	40.71%	44.10%	39.69%	56.34%	40.23%	36.69%	34.08%		39.47%	
TaxiTrips Completed	14062	14661	15692	17082	17734	17252	18538	19072	20256	20443	16342	16567		207,701	
Taxi % of Complete Trips	22.69%	24.16%	23.14%	23.61%	23.87%	24.56%	25.02%	24.87%	26.41%	23.69%	20.72%	22.00%		23.73%	

(7) Projected Year over Year growth based on 2001 over 2000 and continuing trend in 2002 through April.

(8) September of 2001 the growth was negatively impacted by the events of September 11th at the Pentagon & World Trade Center.

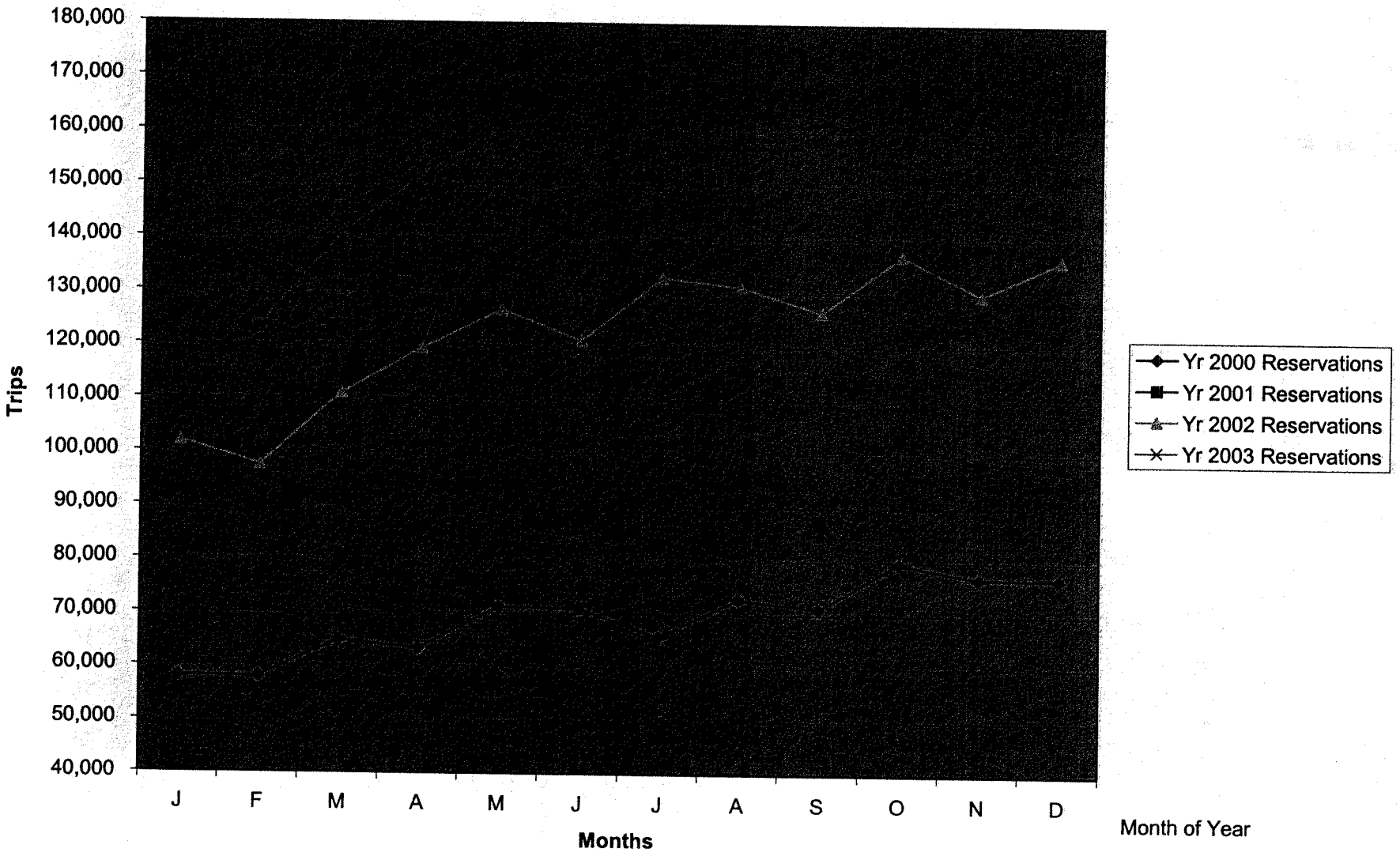
2003 Projections

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03		Annual Total	

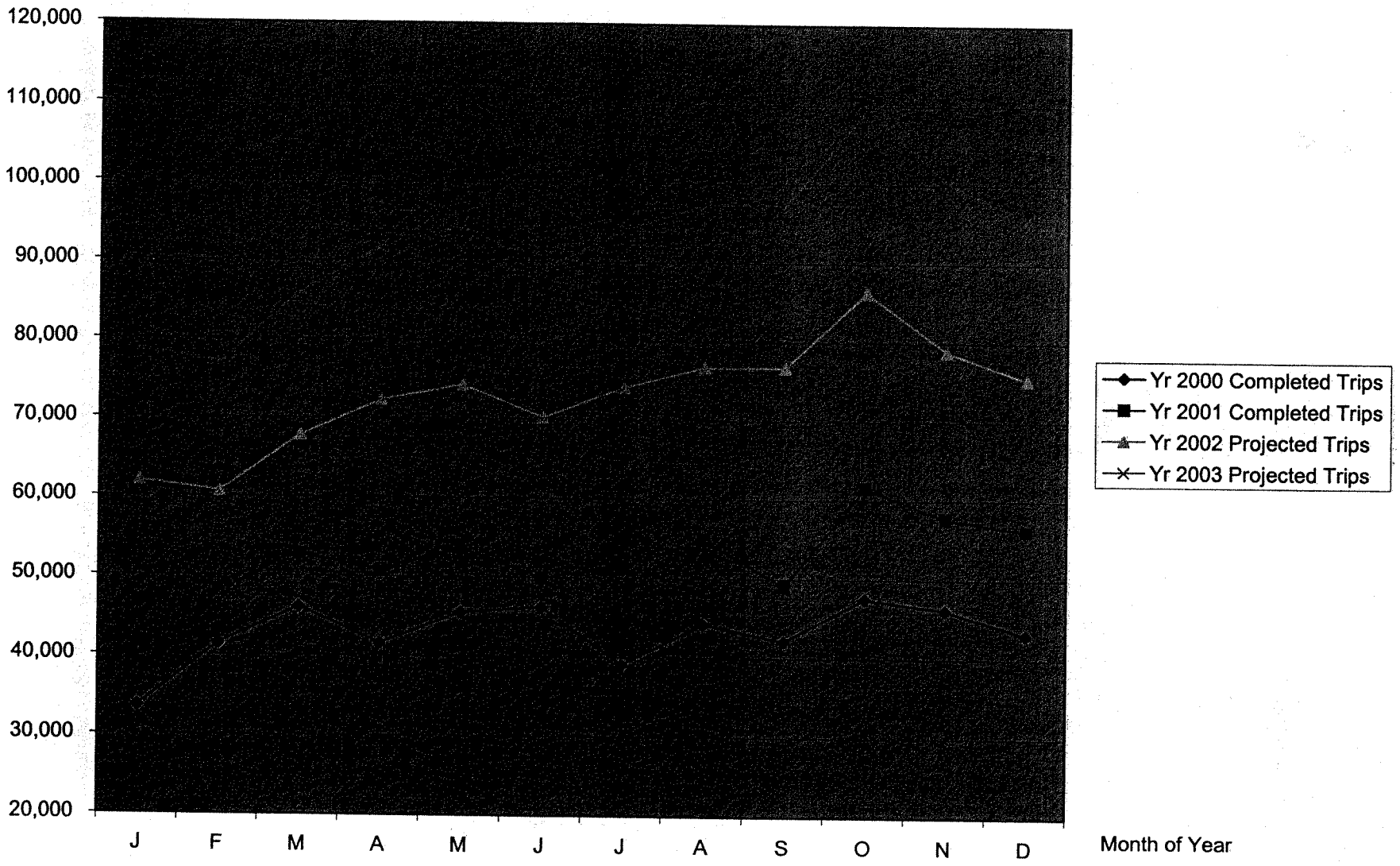
Metro Access Trip Analysis and Projections

						Projected Growth 2003 Using 27% as the growth factor.										
Total Trip Reservations	129,485	123,883	140,938	151,656	160,804	153,619	168,567	166,557	160,501	174,123	164,719	173,024		1,867,877	Reservations	
Completed Trips	78,708	77,056	86,119	91,877	94,337	89,195	94,082	97,396	97,417	109,602	100,150	95,648		1,111,585	Completed Trips	
% Comp Trips/Resv	60.79%	62.20%	61.10%	60.58%	58.67%	58.06%	55.81%	58.48%	60.70%	62.95%	60.80%	55.28%		59.51%		
Growth % Reservations Yr over Yr	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%		27.00%		
Growth % Comp Trips Yr over Yr	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%	27.00%		27.00%		

Metro Access Reservations Trends



MetroAccess Complete Trips



No. 9

APPENDIX E

Performance Criteria
Calendar Year 2001, 2002, 2003, 2004
By Jurisdiction

Jurisdiction: Alexandria (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	18,522	14,309	19,748	20,233	**72,812**
b. Demand Requests	7,815	7,900	10,708	10,769	**37,192**
c. Active Subscriptions	10,706	6,409	9,076	9,464	**35,655**
Trip Data					
a. Total Trips Completed	10,113	8,229	11,941	13,184	**43,467**
b. Ambulatory Trips	7,836	5,570	7,060	8,220	**28,686**
c. Wheelchair/Mobility Aid	1,833	2,265	4,213	4,243	**12,554**
d. Companions	75	61	93	59	**288**
e. Personal Care Attendants	358	321	537	612	**1,828**
f. Under 5	11	12	38	49	**110**
g. WMATA Employee		0	0	0	**0**
h. Average Weekday Trips	34	27	39	44	**24**
i. Average Weekend Trips	17	37	28	37	**20**
4. Completed Trip Mode					
a. Van Trip	5,072	4,558	8,163	9,435	**27,228**
b. Sedan Trip	1,786	382	19	23	**2,210**
c. Supplementary Service Trip	791	329	37	208	**1,365**
d. Taxi Trip	2,464	2,960	3722	3518	**12,664**

As of 4/28/2005

Jurisdiction: Arlington (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	15,416	19,583	18,134	17,587	**70,720**
b. Demand Requests	11,059	13,874	13,083	12,410	**50,426**
c. Active Subscriptions	4,357	5,709	5,051	5,177	**20,294**
Trip Data					
a. Total Trips Completed	8,933	11,116	10,619	11,258	**41,926**
b. Ambulatory Trips	5,864	7,600	7,187	8,111	**28,762**
c. Wheelchair/Mobility Aid	2,449	3,654	2,312	2,113	**10,528**
d. Companions	121	148	140	76	**485**
e. Personal Care Attendants	488	813	964	936	**3,201**
f. Under 5	10	14	15	21	**60**
g. WMATA Employee	0	0	1	1	**2**
h. Average Weekday Trips	30	41	34	34	**23**
i. Average Weekend Trips	18	45	26	38	**21**
4. Completed Trip Mode					
a. Van Trip	4,078	6,421	7,466	7,879	**25,844**
b. Sedan Trip	1,667	333	20	22	**2,042**
c. Supplementary Service Trip	403	452	185	34	**1,074**
d. Taxi Trip	2,785	5,023	2948	3323	**14,079**

Jurisdiction: District of Columbia (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	266,708	347,725	405,291	414,467	**1,434,191**
b. Demand Requests	158,264	202,309	242,882	258,962	**862,417**
c. Active Subscriptions	108,474	145,416	162,409	155,505	**571,804**
Trip Data					
a. Total Trips Completed	153,465	195,242	233,439	264,224	**846,370**
b. Ambulatory Trips	101,389	125,584	134,168	145,697	**506,838**
c. Wheelchair/Mobility Aid	38,390	52,645	70,186	84,278	**245,499**
d. Companions	1,773	1,624	1,823	1,529	**6,749**
e. Personal Care Attendants	11,489	15,035	26,647	31,490	**84,661**
f. Under 5	416	337	608	1,189	**2,550**
g. WMATA Employee	8	17	7	41	**73**
h. Average Weekday Trips	503	659	761	846	**462**
i. Average Weekend Trips	342	749	539	773	**401**
4. Completed Trip Mode					
a. Van Trip	91,830	106,134	140,943	163,484	**502,391**
b. Sedan Trip	27,661	38,159	39,632	36,861	**142,313**
c. Supplementary Service Trip	24,975	28,480	24,721	22,395	**100,571**
d. Taxi Trip	8,829	22,469	28140	41484	**100,922**

As of 4/28/2005

Jurisdiction: Falls Church (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	2461	1,680	2883	5814	**12,838**
b. Demand Requests	1408	1,154	1569	2089	**6,220**
c. Active Subscriptions	1053	526	1314	3725	**6,618**
Trip Data					
a. Total Trips Completed	1457	1,120	2,058	4,258	**8,893**
b. Ambulatory Trips	1046	1,026	1,942	3,983	**7,997**
c. Wheelchair/Mobility Aid	377	78	94	93	**642**
d. Companions	8	8	4	2	**22**
e. Personal Care Attendants	26	8	18	179	**231**
f. Under 5	0	0	0	1	**1**
g. WMATA Employee	0	0	0	0	**0**
h. Average Weekday Trips	5	3	6	14	**5**
i. Average Weekend Trips	1	6	6	8	**4**
4. Completed Trip Mode					
a. Van Trip	565	625	1258	2549	**4,997**
b. Sedan Trip	303	16	0	1	**320**
c. Supplementary Service Trip	32	5	3	6	**46**
d. Taxi Trip	557	474	797	1702	**3,530**

Jurisdiction: Fairfax City (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	4,387	2,168	2538	4234	**13,327**
b. Demand Requests	2,509	1,561	1644	2178	**7,892**
c. Active Subscriptions	1878	607	894	2056	**5,435**
Trip Data					
a. Total Trips Completed	2831	1,408	1,737	3,012	**8,988**
b. Ambulatory Trips	1852	801	734	1,135	**4,522**
c. Wheelchair/Mobility Aid	940	579	924	1545	**3,988**
d. Companions	15	2	4	33	**54**
e. Personal Care Attendants	24	26	75	296	**421**
f. Under 5	0	0	0	3	**3**
g. WMATA Employee	0	0	0	0	**0**
h. Average Weekday Trips	10	5	6	10	**5**
i. Average Weekend Trips	3	1	2	6	**2**
4. Completed Trip Mode					
a. Van Trip	1,139	590	1,032	2,081	**4,842**
b. Sedan Trip	329	19	0	1	**349**
c. Supplementary Service Trip	136	8	3	1	**148**
d. Taxi Trip	1,227	791	702	929	**3,649**

As of 4/28/2005

Jurisdiction: Fairfax County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	140767	177,053	208040	215851	**741,711**
b. Demand Requests	72246	93,034	100275	100715	**366,270**
c. Active Subscriptions	68521	84,019	107765	115136	**375,441**
Trip Data					
a. Total Trips Completed	90102	109,871	130,699	145,993	**476,665**
b. Ambulatory Trips	67327	79,605	94,848	106,872	**348,652**
c. Wheelchair/Mobility Aid	18803	25,299	29267	29926	**103,295**
d. Companions	724	617	607	769	**2,717**
e. Personal Care Attendants	3073	4,075	5555	7945	**20,648**
f. Under 5	163	240	405	473	**1,281**
g. WMATA Employee	12	35	18	8	**73**
h. Average Weekday Trips	304	387	456	502	**275**
i. Average Weekend Trips	126	306	180	237	**142**
4. Completed Trip Mode					
a. Van Trip	36837	54,806	83711	102596	**277,950**
b. Sedan Trip	16786	3,965	117	80	**20,948**
c. Supplementary Service Trip	2509	3,069	945	616	**7,139**
d. Taxi Trip	33970	48,031	45926	42701	**170,628**

Jurisdiction: Montgomery County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	355736	448,420	516063	521510	**1,841,729**
b. Demand Requests	186764	231,456	267551	239451	**925,222**
c. Active Subscriptions	168974	216,964	248512	282059	**916,509**
Trip Data					
a. Total Trips Completed	215398	272,330	327,513	346,581	**1,161,822**
b. Ambulatory Trips	154222	181,948	205,912	212,373	**754,455**
c. Wheelchair/Mobility Aid	54754	74,995	83932	86311	**299,992**
d. Companions	1536	1,830	1078	1001	**5,445**
e. Personal Care Attendants	4657	13,135	35918	38380	**92,090**
f. Under 5	227	414	654	494	**1,789**
g. WMATA Employee	2	8	19	21	**50**
h. Average Weekday Trips	754	966	1117	1162	**667**
i. Average Weekend Trips	297	730	525	676	**372**
4. Completed Trip Mode					
a. Van Trip	95013	101,153	127209	113897	**437,272**
b. Sedan Trip	23917	22,293	15648	16543	**78,401**
c. Supplementary Service Trip	27569	69,912	101908	113869	**313,258**
d. Taxi Trip	68899	78,972	82658	102272	**332,801**

As of 4/28/2005

Jurisdiction: Prince George's County (provided by calendar year)

Performance Criteria	2001	2002	2003	2004	Month
Reservations					
a. Total Trip Requests	335102	487,448	538316	590142	**1,951,008**
b. Demand Requests	200773	269,554	303044	321074	**1,094,445**
c. Active Subscriptions	152311	217,891	235272	269068	**874,542**
Trip Data					
a. Total Trips Completed	191458	271,853	326,823	1061987	**1,852,121**
b. Ambulatory Trips	134990	180,518	217,826	713852	**1,247,186**
c. Wheelchair/Mobility Aid	44510	65,490	74349	249839	**434,188**
d. Companions	2267	2,428	1721	8844	**15,260**
e. Personal Care Attendants	9088	21,604	61539	113835	**206,066**
f. Under 5	603	1,782	1354	5521	**9,260**
g. WMATA Employee	2	31	34	98	**165**
h. Average Weekday Trips	635	981	1082	1206	**651**
i. Average Weekend Trips	410	986	669	1158	**538**
4. Completed Trip Mode					
a. Van Trip	93224	131,861	185603	221947	**632,635**
b. Sedan Trip	19055	44,658	23670	11507	**98,890**
c. Supplementary Service Trip	63543	48,356	36865	23631	**172,395**
d. Taxi Trip	15636	46,978	80685	133263	**276,562**

As of 4/28/2005

Jurisdiction: All (provided by calendar year)		2001	2002	2003
	Weekdays	264	261	261
	Weekends	101	104	104

Performance Criteria	2001	2002	2003	2004	Total
Reservations					
a. Total Trip Requests	1,139,099	1,498,386	1,711,013	1,789,838	**6,138,336**
b. Demand Requests	640,838	820,842	940,756	947,648	**3,350,084**
c. Active Subscriptions	516,274	677,541	770,293	842,190	**2,806,298**
Trip Data					
a. Total Trips Completed	673,757	871,169	1,044,829	1,850,497	**4,440,252**
b. Ambulatory Trips	474,526	582,652	669,677	1,200,243	**2,927,098**
c. Wheelchair/Mobility Aid	162,056	225,005	265,277	458,348	**1,110,686**
d. Companions	6,519	6,718	5,470	12,313	**31,020**
e. Personal Care Attendants	29,203	55,017	131,253	193,673	**409,146**
f. Under 5	1,430	2,799	3,074	7,751	**15,054**
g. WMATA Employee	24	91	79	169	**363**
h. Average Weekday Trips	2,274	3,069	3,501	3,817	**2,112**
i. Average Weekend Trips	1,214	2,861	1,975	2,933	**1,498**
Completed Trip Mode					
a. Van Trip	327,758	406,148	555,385	623,868	**1,913,159**
b. Sedan Trip	91,504	109,825	1,481,128	1,350,921	**3,033,378**
c. Supplementary Service Trip	119,958	150,611	164,667	160,760	**595,996**
d. Taxi Trip	134,367	205,698	245,578	329,192	**914,835**

DEDICATED FLEET SERVICE

Weekday Service Operated (Dedicated)	2001	2002	2003	2004	
a. Weekday Service Hours	199495	425,099	527256	549275	**1,701,125**
b. Weekday Revenue Hours	166823	341,143	433682	459762	**1,401,410**
c. Weekday Deadhead Hours	32,672	83,956	93,572	89,513	**299,713**
d. Weekday Service Miles	3173156	6,439,477	8350898	8906479	**26,870,010**
e.Weekday Revenue Miles	2536785	5,097,768	6703060	7345139	**21,682,752**
f. Weekday Deadhead Miles	636,371	1,341,709	1,647,838	1,561,340	**5,187,258**

Weekend Service Operated (Dedicated)					
a. Saturday Service Hours	34766	72,817	82906	75816	**266,305**
b. Saturday Revenue Hours	27917	56,806	66788	62195	**213,706**
c. Saturday Deadhead Hours	6,849	16,011	16,118	13,619	**52,597**
d. Saturday Service Miles	562029	1,174,855	1402022	1285883	**4,424,789**
e. Saturday Revenue Miles	449893	904,393	1096325	1050064	**3,500,675**
f. Saturday Deadhead Miles	112,136	270,462	411,424	235,819	**1,029,841**

Total Service Operated (Dedicated)					
a. Service Hours	451,624	497,916	610,162	625,091	**2,184,793**
b. Revenue Hours	372,465	397,949	500,470	521,957	**1,792,841**
c. Deadhead Hours	79,159	99,967	109,692	103,134	**391,952**
d. Service Miles	7,232,891	7,614,332	9,752,920	10,192,362	**34,792,505**
e. Revenue Miles	5,786,109	6,002,161	7,799,385	8,395,203	**27,982,858**
f. Deadhead Miles	1,446,782	1,612,171	1,953,535	1,797,159	**6,809,647**

SUPPLEMENTAL FLEET SERVIC

Weekday Service Operated (Supplemental)	2001	2002	2003	2004	
a. Weekday Service Hours	11511	8,466	19871	16309	**56,157**
b. Weekday Revenue Hours	11511	8466	19871	16309	**56,157**
c. Weekday Deadhead Hours	0	0	0	0	**0**
d. Weekday Service Miles	152522	101,359	190708	149829	**594,418**
e.Weekday Revenue Miles	152522	101359	190708	149879	**594,468**
f. Weekday Deadhead Miles	0	0	0	0	**0**

Weekend Service Operated (Supplemental)					
a. Saturday Service Hours	4259	485	425	97	**5,266**
b. Saturday Revenue Hours	4259	485	425	97	**5,266**
c. Saturday Deadhead Hours	0	0	0	0	**0**
d. Saturday Service Miles	580	5,775	4333	1198	**11,886**
e. Saturday Revenue Miles	580	5775	4333	1198	**11,886**
f. Saturday Deadhead Miles	0	0	0	0	**0**

Total Service Operated (Supplemental)					
a. Service Hours	15,770	8,951	20,296	16,406	**61,423**
b. Revenue Hours	15,770	8,951	20,296	16,406	**61,423**
c. Deadhead Hours	0	0	0	0	**0**
d. Service Miles	153,102	107,134	195,041	151,027	**606,304**
e. Revenue Miles	153,102	107,134	195,041	151,077	**606,354**
f. Deadhead Miles	0	0	0	-50	**-50**

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)					
a. Weekday Service Hours	49756	87,277	134218	166156	**437,407**
b. Weekday Revenue Hours	49,756	87,277	134,218	166,156	**437,407**
c. Weekday Deadhead Hours	0	0	0	0	**0**
d. Weekday Service Miles	857788	1,588,754	2161992	2621408	**7,229,942**
e.Weekday Revenue Miles	857,788	1,588,754	2,161,992	2,621,408	**7,229,942**
f. Weekday Deadhead Miles	0	0	0	0	**0**

10b. Saturday Service Operated (Taxi)					
a. Saturday Service Hours	6054	11,691	17983	22731	**58,459**
b. Saturday Revenue Hours	6,054	11,691	17,983	22,731	**58,459**
c. Saturday Deadhead Hours	0	0	0	0	**0**
d. Saturday Service Miles	107163	219,692	319881	602047	**1,248,783**
e. Saturday Revenue Miles	107163	219692	319881	602047	**1,248,783**
f. Saturday Deadhead Miles	0	0	0	0	**0**

10d. Total Service Operated (Taxi)					
a. Service Hours	55,810	98,968	152,201	188,887	**495,866**
b. Revenue Hours	55,810	98,968	152,201	188,887	**495,866**
c. Deadhead Hours	0	0	0	0	**0**
d. Service Miles	964,951	1,808,446	2,481,873	3,223,455	**8,478,725**
e. Revenue Miles	964,951	1,808,446	2,481,873	3,223,455	**8,478,725**
f. Deadhead Miles	0	0	0	0	**0**

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)					
a. Service Hours	523,204	605,835	782,659	830,384	**2,742,082**
b. Revenue Hours	444,045	505,868	672,967	727,250	**2,350,130**
c. Deadhead Hours	79,159	99,967	109,692	103,134	**391,952**
d. Service Miles	8,350,944	9,529,912	12,429,834	13,566,844	**43,877,534**
e. Revenue Miles	6,904,162	7,917,741	10,476,299	11,769,735	**37,067,937**
f. Deadhead Miles	1,446,782	1,612,171	1,953,535	1,797,109	**6,809,597**

APPENDIX F

Performance Criteria
By Jurisdiction - February 2005

Initial Monthly Report for February '05

Jurisdiction: Alexandria

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	203	202	203	204	202	**202**
b. Applications Received	0	3	4	1	0	**8**
c. Interviews	0	2	1	1	0	**4**
d. Functional Testing	0	2	1	1	0	**4**
e. New Registered	0	0	2	2	0	**4**
f. Denied	0	0	0	0	0	**0**
g. Pending	4	5	8	8	8	**8**
h. Recertifications	0	0	0	0	0	**0**
2. Reservations						
a. Total Trip Requests	398	485	496	443	100	**1,922**
b. Demand Requests	213	256	276	274	56	**1,075**
c. Active Subscriptions	185	229	220	169	44	**847**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	398	485	496	443	100	**1,922**
f. Early Cancellations	41	70	64	84	49	**308**
g. Trips Scheduled to Contract Carriers	357	415	432	359	51	**1,614**
h. Referred to Dedicated Carriers	227	287	295	279	42	**1,130**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	130	128	137	80	9	**484**
3. Trip Data						
a. Total Trips Completed	294	324	356	299	48	**1,321**
b. Ambulatory Trips	217	217	250	212	34	**930**
c. Wheelchair/Mobility Aid	72	103	91	68	13	**347**
d. Companions	0	0	1	3	0	**4**
e. Personal Care Attendants	5	4	14	14	1	**38**
f. Under 5	0	0	0	2	0	**2**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	12	16	15	11	1	**55**
i. PCA/Companion No Show	19	24	15	12	2	**72**
j. Late Cancel	21	42	39	25	0	**127**
k. Average Weekday Trips	68	57	63	48	31	**57**
l. Average Saturday Trips	21	26	27	35	0	**27**
m. Average Sunday Trips	0	10	14	20	17	**15**
n. Average Time of Trips	0:34	0:35	0:33	0:30	0:28	**0:32**
o. Average Trip Mileage	11	11	12	10	9	**11**
4. Completed Trip Mode						
a. Van Trip	200	230	254	235	39	**958**
b. Sedan Trip	0	1	0	0	0	**1**
c. Supplementary Service Trip	1	0	0	0	0	**1**
d. Taxi Trip	93	93	102	64	9	**361**
5. On-Time Performance						
a. On-Time Trips	257	286	324	268	44	**1,179**
b. Late Trips	37	38	32	31	4	**142**
c. Average Time Late	0:29	0:38	0:35	0:29	0:27	**0:31**
d. Maximum Time Late	1:06	2:30	1:27	1:56	0:46	**2:30**
e. Late 16 to 29 Minutes	32	26	22	25	3	**108**
f. Late 30 to 44 Minutes	3	7	7	5	1	**23**
g. Late 45 to 59 Minutes	2	3	2	0	0	**7**
h. Late 60 to 74 Minutes	0	1	1	0	0	**2**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	1	0	1	0	**2**
k. Missed Trips	4	2	3	7	0	**16**
6. Revenue						
a. Total Fare Collected	$722.50	$800.00	$855.00	$707.50	$117.50	**$3,202.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Arlington

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	954	957	960	968	964	**964**
b. Applications Received	1	14	10	5	0	**30**
c. Interviews	5	6	10	8	0	**29**
d. Functional Testing	5	6	10	8	0	**29**
e. New Registered	0	1	4	9	2	**16**
f. Denied	0	1	1	0	0	**2**
g. Pending	25	29	33	36	36	**36**
h. Recertifications	3	3	2	2	1	**11**
2. Reservations						
a. Total Trip Requests	326	355	368	343	84	**1,476**
b. Demand Requests	209	190	214	210	43	**866**
c. Active Subscriptions	117	165	154	133	41	**610**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	326	355	368	343	84	**1,476**
f. Early Cancellations	41	38	35	76	40	**230**
g. Trips Scheduled to Contract Carriers	285	317	333	267	44	**1,246**
h. Referred to Dedicated Carriers	188	217	245	180	29	**859**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	97	100	88	87	15	**387**
3. Trip Data						
a. Total Trips Completed	202	237	242	199	35	**915**
b. Ambulatory Trips	163	182	174	159	27	**705**
c. Wheelchair/Mobility Aid	21	37	44	27	6	**135**
d. Companions	0	0	0	0	0	**0**
e. Personal Care Attendants	18	17	21	13	1	**70**
f. Under 5	0	1	3	0	1	**5**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	25	28	30	12	1	**96**
i. PCA/Companion No Show	20	14	19	22	0	**75**
j. Late Cancel	29	31	32	26	5	**123**
k. Average Weekday Trips	46	38	42	32	21	**38**
l. Average Saturday Trips	18	17	13	13	0	**15**
m. Average Sunday Trips	0	27	18	25	14	**21**
n. Average Time of Trips	0:24	0:25	0:24	0:28	0:26	**0:25**
o. Average Trip Mileage	6	8	7	9	6	**7**
4. Completed Trip Mode						
a. Van Trip	137	157	184	140	25	**643**
b. Sedan Trip	0	1	0	2	0	**3**
c. Supplementary Service Trip	1	1	0	2	0	**4**
d. Taxi Trip	64	78	58	55	10	**265**
5. On-Time Performance						
a. On-Time Trips	187	213	218	189	34	**841**
b. Late Trips	15	24	24	10	1	**74**
c. Average Time Late	0:26	0:25	0:27	0:49	0:21	**0:29**
d. Maximum Time Late	0:50	1:15	1:20	2:08	0:21	**2:08**
e. Late 16 to 29 Minutes	13	22	19	4	1	**59**
f. Late 30 to 44 Minutes	2	1	3	4	0	**10**
g. Late 45 to 59 Minutes	0	0	1	1	0	**2**
h. Late 60 to 74 Minutes	0	1	1	0	0	**2**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	1	0	**1**
k. Missed Trips	0	1	3	2	0	**6**
6. Revenue						
a. Total Fare Collected	$460.00	$547.50	$545.00	$465.00	$82.50	**$2,100.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: District of Columbia

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4086	4115	4151	4174	4129	**4129**
b. Applications Received	22	25	35	37	0	**119**
c. Interviews	30	40	42	26	1	**139**
d. Functional Testing	30	40	42	26	1	**139**
e. New Registered	22	23	28	24	7	**104**
f. Denied	1	2	1	1	0	**5**
g. Pending	109	113	124	142	142	**142**
h. Recertifications	17	9	12	9	4	**51**
2. Reservations						
a. Total Trip Requests	6866	8869	8657	7537	1940	**33,869**
b. Demand Requests	4542	5829	5494	4938	1220	**22,023**
c. Active Subscriptions	2324	3040	3163	2599	720	**11,846**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	6866	8869	8657	7537	1940	**33,869**
f. Early Cancellations	526	810	923	1286	567	**4,112**
g. Trips Scheduled to Contract Carriers	6340	8059	7734	6521	1373	**30,027**
h. Referred to Dedicated Carriers	4732	6062	5999	4954	1090	**22,837**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	1608	1997	1735	1297	283	**6,920**
3. Trip Data						
a. Total Trips Completed	4653	6054	5736	4596	1006	**22,045**
b. Ambulatory Trips	2516	3398	3162	2584	531	**12,191**
c. Wheelchair/Mobility Aid	1479	1830	1780	1429	326	**6,844**
d. Companions	27	25	32	15	5	**104**
e. Personal Care Attendants	604	770	723	544	136	**2,777**
f. Under 5	27	29	38	21	8	**123**
g. WMATA Employee	0	2	1	3	0	**6**
h. No Show	391	431	418	296	82	**1,618**
i. PCA/Companion No Show	412	503	492	374	100	**1,881**
j. Late Cancel	724	923	961	838	174	**3,620**
k. Average Weekday Trips	1027	1031	963	753	599	**922**
l. Average Saturday Trips	545	499	508	492	0	**511**
m. Average Sunday Trips	0	399	409	335	407	**388**
n. Average Time of Trips	0:32	0:32	0:32	0:31	0:31	**0:31**
o. Average Trip Mileage	6	6	6	6	6	**6**
4. Completed Trip Mode						
a. Van Trip	2560	3385	3303	2671	569	**12,488**
b. Sedan Trip	586	770	742	612	150	**2,860**
c. Supplementary Service Trip	336	377	410	366	83	**1,572**
d. Taxi Trip	1171	1522	1281	947	204	**5,125**
5. On-Time Performance						
a. On-Time Trips	4120	5538	5215	4227	934	**20,034**
b. Late Trips	533	516	521	369	72	**2,011**
c. Average Time Late	0:29	0:28	0:28	0:26	0:25	**0:27**
d. Maximum Time Late	2:04	3:03	2:50	1:55	1:04	**3:03**
e. Late 16 to 29 Minutes	424	412	415	322	62	**1,635**
f. Late 30 to 44 Minutes	64	69	64	27	5	**229**
g. Late 45 to 59 Minutes	22	19	16	15	5	**77**
h. Late 60 to 74 Minutes	15	5	12	3	0	**35**
i. Late 75 to 89 Minutes	3	3	4	0	0	**10**
j. Late 90+ Minutes	5	8	10	2	0	**25**
k. Missed Trips	102	59	53	39	3	**256**
6. Revenue						
a. Total Fare Collected	$10,055.00	$13,132.50	$12,435.00	$10,070.00	$2,155.00	**$47,847.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Falls Church

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	28	28	28	28	28	28
b. Applications Received	0	0	0	0	0	0
c. Interviews	0	0	0	0	0	0
d. Functional Testing	0	0	0	0	0	0
e. New Registered	0	0	0	0	0	0
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	0	0	0	0	0	0
2. Reservations						
a. Total Trip Requests	113	130	132	110	19	504
b. Demand Requests	25	34	32	27	2	120
c. Active Subscriptions	88	96	100	83	17	384
d. Trips Denied	0	0	0	0	0	0
e. Reservations	113	130	132	110	19	504
f. Early Cancellations	5	26	18	33	14	96
g. Trips Scheduled to Contract Carriers	108	104	114	77	5	408
h. Referred to Dedicated Carriers	72	72	76	56	3	279
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	36	32	38	21	2	129
3. Trip Data						
a. Total Trips Completed	79	83	101	60	2	325
b. Ambulatory Trips	75	80	98	60	2	315
c. Wheelchair/Mobility Aid	2	3	2	0	0	7
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	2	0	1	0	0	3
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	6	4	5	6	1	22
i. PCA/Companion No Show	1	0	0	0	0	1
j. Late Cancel	20	12	8	9	0	49
k. Average Weekday Trips	18	16	19	10	0	15
l. Average Saturday Trips	4	1	2	6	0	3
m. Average Sunday Trips	0	0	2	1	2	1
n. Average Time of Trips	0:35	0:34	0:32	0:30	0:20	0:32
o. Average Trip Mileage	12	11	10	10	2	11
4. Completed Trip Mode						
a. Van Trip	54	60	65	43	1	223
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	25	23	36	17	1	102
5. On-Time Performance						
a. On-Time Trips	67	76	87	56	2	288
b. Late Trips	12	7	14	4	0	37
c. Average Time Late	0:27	0:31	0:34	0:30	0:00	0:24
d. Maximum Time Late	0:55	1:00	0:55	0:53	0:00	1:00
e. Late 16 to 29 Minutes	11	6	10	3	0	30
f. Late 30 to 44 Minutes	1	1	4	1	0	7
g. Late 45 to 59 Minutes	0	0	0	0	0	0
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	0	2	0	1	0	3
6. Revenue						
a. Total Fare Collected	$192.50	$207.50	$250.00	$150.00	$5.00	$805.00

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Fairfax City

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	39	39	39	39	39	39
b. Applications Received	0	0	0	0	0	0
c. Interviews	1	0	0	0	0	1
d. Functional Testing	1	0	0	0	0	1
e. New Registered	1	0	0	0	0	1
f. Denied	0	0	0	0	0	0
g. Pending	2	2	2	2	2	2
h. Recertifications	1	0	0	0	0	1
2. Reservations						
a. Total Trip Requests	115	115	120	92	22	464
b. Demand Requests	39	39	49	28	11	166
c. Active Subscriptions	76	76	71	64	11	298
d. Trips Denied	0	0	0	0	0	0
e. Reservations	115	115	120	92	22	464
f. Early Cancellations	15	15	7	22	7	66
g. Trips Scheduled to Contract Carriers	100	100	113	70	15	398
h. Referred to Dedicated Carriers	71	71	81	58	6	287
i. Referred to Supplemental Carriers	0	0	0	0	0	0
j. Referred to Taxi	29	29	32	12	9	111
3. Trip Data						
a. Total Trips Completed	66	66	91	55	6	284
b. Ambulatory Trips	37	37	58	41	6	179
c. Wheelchair/Mobility Aid	29	29	28	12	0	98
d. Companions	0	0	0	0	0	0
e. Personal Care Attendants	0	0	5	2	0	7
f. Under 5	0	0	0	0	0	0
g. WMATA Employee	0	0	0	0	0	0
h. No Show	5	5	3	3	0	16
i. PCA/Companion No Show	5	5	9	2	4	25
j. Late Cancel	17	17	9	8	2	53
k. Average Weekday Trips	11	11	14	7	2	10
l. Average Saturday Trips	5	5	8	8	0	7
m. Average Sunday Trips	4	4	9	8	4	6
n. Average Time of Trips	0:34	0:34	0:35	0:32	0:26	0:33
o. Average Trip Mileage	16	16	14	12	9	14
4. Completed Trip Mode						
a. Van Trip	46	46	68	44	4	208
b. Sedan Trip	0	0	0	0	0	0
c. Supplementary Service Trip	0	0	0	0	0	0
d. Taxi Trip	20	20	23	11	2	76
5. On-Time Performance						
a. On-Time Trips	59	59	82	50	5	255
b. Late Trips	7	7	9	5	1	29
c. Average Time Late	0:38	0:38	0:33	0:20	0:45	0:34
d. Maximum Time Late	1:00	1:00	1:00	0:45	0:45	1:00
e. Late 16 to 29 Minutes	5	5	7	4	0	21
f. Late 30 to 44 Minutes	1	1	1	1	1	5
g. Late 45 to 59 Minutes	1	1	1	0	0	3
h. Late 60 to 74 Minutes	0	0	0	0	0	0
i. Late 75 to 89 Minutes	0	0	0	0	0	0
j. Late 90+ Minutes	0	0	0	0	0	0
k. Missed Trips	1	0	1	2	0	4
6. Revenue						
a. Total Fare Collected	$165.00	$165.00	$215.00	$132.50	$15.00	$692.50

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Fairfax County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	1524	1535	1537	1551	1552	**1552**
b. Applications Received	1	25	7	6	0	**39**
c. Interviews	9	13	16	9	0	**47**
d. Functional Testing	9	13	16	9	0	**47**
e. New Registered	11	6	5	7	3	**32**
f. Denied	0	0	0	0	0	**0**
g. Pending	46	57	61	66	66	**66**
h. Recertifications	4	8	4	7	3	**26**
2. Reservations						
a. Total Trip Requests	3229	3986	3999	3592	770	**15,576**
b. Demand Requests	1501	1819	1870	1761	307	**7,258**
c. Active Subscriptions	1728	2167	2129	1831	463	**8,318**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	3229	3986	3999	3592	770	**15,576**
f. Early Cancellations	428	545	490	1011	323	**2,797**
g. Trips Scheduled to Contract Carriers	2801	3441	3509	2581	447	**12,779**
h. Referred to Dedicated Carriers	1964	2411	2546	1993	384	**9,298**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	837	1030	963	588	63	**3,481**
3. Trip Data						
a. Total Trips Completed	2248	2766	2854	1990	339	**10,197**
b. Ambulatory Trips	1704	2098	2118	1473	247	**7,640**
c. Wheelchair/Mobility Aid	449	535	581	428	72	**2,065**
d. Companions	8	19	19	11	4	**61**
e. Personal Care Attendants	80	101	125	72	15	**393**
f. Under 5	7	13	11	6	1	**38**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	111	136	132	119	18	**516**
i. PCA/Companion No Show	150	191	202	125	16	**684**
j. Late Cancel	210	250	249	297	60	**1,066**
k. Average Weekday Trips	523	512	523	353	246	**464**
l. Average Saturday Trips	154	115	136	135	0	**135**
m. Average Sunday Trips	0	89	99	88	93	**92**
n. Average Time of Trips	0:37	0:35	0:35	0:34	0:31	**0:35**
o. Average Trip Mileage	13	13	13	12	11	**13**
4. Completed Trip Mode						
a. Van Trip	1615	1989	2104	1527	293	**7,528**
b. Sedan Trip	2	0	0	5	0	**7**
c. Supplementary Service Trip	0	1	0	1	0	**2**
d. Taxi Trip	631	776	750	457	46	**2,660**
5. On-Time Performance						
a. On-Time Trips	2004	2524	2588	1845	313	**9,274**
b. Late Trips	244	242	266	145	26	**923**
c. Average Time Late	0:33	0:32	0:30	0:35	0:25	**0:31**
d. Maximum Time Late	2:15	2:00	1:30	2:05	1:05	**2:15**
e. Late 16 to 29 Minutes	189	192	213	104	24	**722**
f. Late 30 to 44 Minutes	38	32	33	19	0	**122**
g. Late 45 to 59 Minutes	8	12	17	13	2	**52**
h. Late 60 to 74 Minutes	4	5	1	4	0	**14**
i. Late 75 to 89 Minutes	0	0	2	0	0	**2**
j. Late 90+ Minutes	5	1	0	5	0	**11**
k. Missed Trips	21	36	28	23	0	**108**
6. Revenue						
a. Total Fare Collected	$5,402.50	$6,630.00	$6,795.00	$4,780.00	$807.50	**$24,415.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Montgomery County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	3836	3853	3865	3896	3875	**3875**
b. Applications Received	13	57	24	14	2	**110**
c. Interviews	29	27	33	21	7	**117**
d. Functional Testing	29	27	33	21	7	**117**
e. New Registered	2	13	15	10	0	**40**
f. Denied	0	1	0	0	0	**1**
g. Pending	60	82	90	96	98	**98**
h. Recertifications	6	21	10	21	0	**58**
2. Reservations						
a. Total Trip Requests	8,360	10391	10206	9293	2187	**40,437**
b. Demand Requests	3799	4574	4537	4411	924	**18,245**
c. Active Subscriptions	4561	5817	5669	4882	1263	**22,192**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	8,360	10,391	10,206	9,293	2,187	**40,437**
f. Early Cancellations	837	1086	982	1587	590	**5,082**
g. Trips Scheduled to Contract Carriers	7523	9305	9224	7706	1597	**35,355**
h. Referred to Dedicated Carriers	4982	6040	6018	5272	1006	**23,318**
i. Referred to Supplemental Carriers	412	516	528	417	98	**1,971**
j. Referred to Taxi	2129	2749	2678	2017	493	**10,066**
3. Trip Data						
a. Total Trips Completed	5955	7556	7446	5767	1079	**27,803**
b. Ambulatory Trips	3709	4672	4653	3519	634	**17,187**
c. Wheelchair/Mobility Aid	1485	1899	1819	1412	281	**6,896**
d. Companions	15	31	40	22	3	**111**
e. Personal Care Attendants	736	938	925	800	157	**3,556**
f. Under 5	8	8	8	8	2	**34**
g. WMATA Employee	2	8	1	6	2	**19**
h. No Show	214	267	233	283	61	**1,058**
i. PCA/Companion No Show	605	675	687	504	98	**2,569**
j. Late Cancel	529	633	610	721	136	**2,629**
k. Average Weekday Trips	1397	1367	1345	1017	797	**1,252**
l. Average Saturday Trips	367	410	395	409	0	**395**
m. Average Sunday Trips	0	311	322	272	282	**297**
n. Average Time of Trips	0:34	0:33	0:34	0:32	0:32	**0:33**
o. Average Trip Mileage	10	10	11	10	10	**10**
4. Completed Trip Mode						
a. Van Trip	2002	2517	2507	1966	373	**9,365**
b. Sedan Trip	336	415	422	319	62	**1,554**
c. Supplementary Service Trip	1975	2452	2365	1868	313	**8,973**
d. Taxi Trip	1642	2172	2152	1614	331	**7,911**
5. On-Time Performance						
a. On-Time Trips	5427	6946	6824	5440	995	**25,632**
b. Late Trips	528	610	622	327	84	**2,171**
c. Average Time Late	0:31	0:31	0:29	0:28	0:28	**0:29**
d. Maximum Time Late	3:10	3:10	3:07	2:24	1:26	**3:10**
e. Late 16 to 29 Minutes	407	490	499	258	67	**1,721**
f. Late 30 to 44 Minutes	60	62	63	44	7	**236**
g. Late 45 to 59 Minutes	36	27	28	15	4	**110**
h. Late 60 to 74 Minutes	7	12	9	2	6	**36**
i. Late 75 to 89 Minutes	7	6	6	3	0	**22**
j. Late 90+ Minutes	11	13	17	5	0	**46**
k. Missed Trips	39	32	34	29	7	**141**
6. Revenue						
a. Total Fare Collected	$13,022.50	$16,505.00	$16,280.00	$12,382.50	$2,295.00	**$60,485.00**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K

PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

Initial Monthly Report for February '05

Jurisdiction: Prince George's County

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	4328	4359	4377	4424	4409	**4409**
b. Applications Received	20	22	39	25	0	**106**
c. Interviews	40	27	33	30	0	**130**
d. Functional Testing	40	27	33	30	0	**130**
e. New Registered	17	21	11	37	11	**97**
f. Denied	4	3	1	6	0	**14**
g. Pending	90	96	114	123	123	**123**
h. Recertifications	19	15	14	13	1	**62**
2. Reservations						
a. Total Trip Requests	9857	12788	12459	11385	2753	**49,242**
b. Demand Requests	5056	6606	6225	6083	1342	**25,312**
c. Active Subscriptions	4801	6182	6234	5302	1411	**23,930**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	9857	12788	12459	11385	2753	**49,242**
f. Early Cancellations	1069	1345	1212	2599	932	**7,157**
g. Trips Scheduled to Contract Carriers	8788	11443	11247	8786	1821	**42,085**
h. Referred to Dedicated Carriers	5373	7119	7088	5630	1100	**26,310**
i. Referred to Supplemental Carriers	39	61	60	50	12	**222**
j. Referred to Taxi	3376	4263	4099	3106	709	**15,553**
3. Trip Data						
a. Total Trips Completed	6964	9307	9163	6782	1383	**33,599**
b. Ambulatory Trips	4798	6368	6290	4635	937	**23,028**
c. Wheelchair/Mobility Aid	1573	2102	2095	1473	315	**7,558**
d. Companions	18	26	12	8	3	**67**
e. Personal Care Attendants	556	784	748	641	127	**2,856**
f. Under 5	18	25	18	25	1	**87**
g. WMATA Employee	1	2	0	0	0	**3**
h. No Show	443	558	516	469	119	**2,105**
i. PCA/Companion No Show	368	498	400	358	88	**1,712**
j. Late Cancel	735	800	901	801	192	**3,429**
k. Average Weekday Trips	1584	1621	1609	1148	919	**1,457**
l. Average Saturday Trips	627	727	649	614	0	**654**
m. Average Sunday Trips	0	475	467	428	464	**459**
n. Average Time of Trips	0:36	0:36	0:36	0:34	0:32	**0:35**
o. Average Trip Mileage	12	12	12	11	11	**12**
4. Completed Trip Mode						
a. Van Trip	4071	5492	5404	3961	734	**19,662**
b. Sedan Trip	108	185	177	158	42	**670**
c. Supplementary Service Trip	137	226	246	190	56	**855**
d. Taxi Trip	2648	3404	3336	2473	551	**12,412**
5. On-Time Performance						
a. On-Time Trips	6382	8663	8474	6379	1309	**31,207**
b. Late Trips	582	644	689	403	74	**2,392**
c. Average Time Late	0:32	0:27	0:28	0:28	0:28	**0:28**
d. Maximum Time Late	4:16	2:40	3:07	2:17	1:05	**4:16**
e. Late 16 to 29 Minutes	465	544	583	332	54	**1,978**
f. Late 30 to 44 Minutes	62	68	63	48	16	**257**
g. Late 45 to 59 Minutes	31	21	27	13	4	**96**
h. Late 60 to 74 Minutes	8	6	8	4	0	**26**
i. Late 75 to 89 Minutes	7	3	3	5	0	**18**
j. Late 90+ Minutes	9	2	5	1	0	**17**
k. Missed Trips	126	97	77	50	13	**363**
6. Revenue						
a. Total Fare Collected	$15,972.50	$21,240.00	$20,992.50	$15,290.00	$3,137.50	**$76,632.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: Visitor

Performance Criteria	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	Month
1. Eligibility						
a. Total Registrants	33	35	36	41	40	**40**
b. Applications Received	1	3	2	14	0	**20**
c. Interviews	0	0	1	0	0	**1**
d. Functional Testing	0	0	1	0	0	**1**
e. New Registered	0	2	3	7	0	**12**
f. Denied	0	0	0	0	0	**0**
g. Pending	5	5	7	16	16	**16**
h. Recertifications	0	0	0	2	0	**2**
2. Reservations						
a. Total Trip Requests	80	104	193	126	23	**526**
b. Demand Requests	22	32	122	73	7	**256**
c. Active Subscriptions	58	72	71	53	16	**270**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	80	104	193	126	23	**526**
f. Early Cancellations	6	10	45	23	8	**92**
g. Trips Scheduled to Contract Carriers	74	94	148	103	15	**434**
h. Referred to Dedicated Carriers	48	55	100	55	10	**268**
i. Referred to Supplemental Carriers	0	0	0	0	0	**0**
j. Referred to Taxi	26	39	48	48	5	**166**
3. Trip Data						
a. Total Trips Completed	55	71	108	81	12	**327**
b. Ambulatory Trips	37	53	64	53	6	**213**
c. Wheelchair/Mobility Aid	14	14	30	22	3	**83**
d. Companions	0	0	0	0	1	**1**
e. Personal Care Attendants	4	4	14	6	2	**30**
f. Under 5	0	0	0	0	0	**0**
g. WMATA Employee	0	0	0	0	0	**0**
h. No Show	3	5	5	6	0	**19**
i. PCA/Companion No Show	0	0	5	4	0	**9**
j. Late Cancel	14	17	29	10	3	**73**
k. Average Weekday Trips	12	13	21	13	9	**15**
l. Average Saturday Trips	5	4	3	9	0	**5**
m. Average Sunday Trips	0	0	0	3	3	**2**
n. Average Time of Trips	0:34	0:37	0:39	0:31	0:43	**0:35**
o. Average Trip Mileage	14	12	16	11	13	**13**
4. Completed Trip Mode						
a. Van Trip	31	36	65	39	3	**174**
b. Sedan Trip	0	0	4	1	1	**6**
c. Supplementary Service Trip	5	3	3	4	3	**18**
d. Taxi Trip	19	32	36	37	5	**129**
5. On-Time Performance						
a. On-Time Trips	49	67	103	75	10	**304**
b. Late Trips	6	4	5	6	2	**23**
c. Average Time Late	0:21	0:19	0:29	0:32	0:20	**0:24**
d. Maximum Time Late	0:43	0:22	0:41	0:45	0:23	**0:45**
e. Late 16 to 29 Minutes	6	4	5	2	2	**19**
f. Late 30 to 44 Minutes	0	0	0	4	0	**4**
g. Late 45 to 59 Minutes	0	0	0	0	0	**0**
h. Late 60 to 74 Minutes	0	0	0	0	0	**0**
i. Late 75 to 89 Minutes	0	0	0	0	0	**0**
j. Late 90+ Minutes	0	0	0	0	0	**0**
k. Missed Trips	2	1	0	0	0	**3**
6. Revenue						
a. Total Fare Collected	$127.50	$167.50	$235.00	$187.50	$25.00	**$742.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

As of 4/28/2005

Initial Monthly Report for February '05

Jurisdiction: All

Weekdays	**20**
Saturdays	**4**
Sundays	**4**

Performance Criteria	2/1/2005 - 2/5/2005	2/6/2005 - 2/12/2005	2/13/2005 - 2/19/2005	2/20/2005 - 2/26/2005	2/27/2005 - 2/28/2005	Month
1. Eligibility						
a. Total Registrants	15,031	15,123	15,196	15,325	15,238	**15,238**
b. Applications Received	58	149	121	102	2	**432**
c. Interviews	114	115	136	95	8	**468**
d. Functional Testing	114	115	136	95	8	**468**
e. New Registered	53	66	68	96	23	**306**
f. Denied	5	7	3	7	0	**22**
g. Pending	343	391	441	491	493	**493**
h. Recertifications	50	56	42	54	9	**211**
2. Reservations						
a. Total Trip Requests	29,344	37,223	36,630	32,921	7,898	**144,016**
b. Demand Requests	15,406	19,379	18,819	17,805	3,912	**75,321**
c. Active Subscriptions	13,938	17,844	17,811	15,116	3,986	**68,695**
d. Trips Denied	0	0	0	0	0	**0**
e. Reservations	29,344	37,223	36,630	32,921	7,898	**144,016**
f. Early Cancellations	2,968	3,945	3,776	6,721	2,530	**19,940**
g. Trips Scheduled to Contract Carriers	26,376	33,278	32,854	26,470	5,368	**124,346**
h. Referred to Dedicated Carriers	17,657	22,334	22,448	18,477	3,670	**84,586**
i. Referred to Supplemental Carriers	451	577	588	467	110	**2,193**
j. Referred to Taxi	8,268	10,367	9,818	7,256	1,588	**37,297**
3. Trip Data						
a. Total Trips Completed	20,516	26,464	26,097	19,829	3,910	**96,816**
b. Ambulatory Trips	13,256	17,105	16,867	12,736	2,424	**62,388**
c. Wheelchair/Mobility Aid	5,124	6,552	6,470	4,871	1,016	**24,033**
d. Companions	68	101	104	59	16	**348**
e. Personal Care Attendants	2,005	2,618	2,576	2,092	439	**9,730**
f. Under 5	60	76	78	62	13	**289**
g. WMATA Employee	3	12	2	9	2	**28**
h. No Show	1,210	1,450	1,357	1,205	283	**5,505**
i. PCA/Companion No Show	1,580	1,910	1,829	1,401	308	**7,028**
j. Late Cancel	2,299	2,725	2,838	2,735	572	**11,169**
k. Average Weekday Trips	4,686	4,666	4,599	3,381	2,624	**4,230**
l. Average Saturday Trips	1,746	1,804	1,741	1,721	0	**1,753**
m. Average Sunday Trips	4	1,315	1,340	1,180	1,286	**1,280**
n. Average Time of Trips	0:33	0:33	0:33	0:31	0:29	**0:32**
o. Average Trip Mileage	**10.33**	**10.34**	**10.32**	**10.99**	**11.89**	**11**
4. Completed Trip Mode						
a. Van Trip	10,716	13,912	13,954	10,626	2,041	**51,249**
b. Sedan Trip	1,032	1,372	1,345	1,097	255	**5,101**
c. Supplementary Service Trip	2,455	3,060	3,024	2,431	455	**11,425**
d. Taxi Trip	6,313	8,120	7,774	5,675	1,159	**29,041**
5. On-Time Performance						
a. On-Time Trips	18,552	24,372	23,915	18,529	3,646	**89,014**
b. Late Trips	1,964	2,092	2,182	1,300	264	**7,802**
c. Average Time Late	0:29	0:29	0:30	0:30	0:24	**0:28**
d. Maximum Time Late	4:16	3:10	3:07	2:24	1:26	**4:16**
e. Late 16 to 29 Minutes	1,552	1,701	1,773	1,054	213	**6,293**
f. Late 30 to 44 Minutes	231	241	238	153	30	**893**
g. Late 45 to 59 Minutes	100	83	92	57	15	**347**
h. Late 60 to 74 Minutes	34	30	32	13	6	**115**
i. Late 75 to 89 Minutes	17	12	15	8	0	**52**
j. Late 90+ Minutes	30	25	32	15	0	**102**
k. Missed Trips	295	230	199	153	23	**900**
6. Revenue						
a. Total Fare Collected	$46,120.00	$59,395.00	$58,602.50	$44,165.00	$8,640.00	**$216,922.50**

Unevaluated (3j) = 2h-3a-3g-3h-3i-5K
PCA/Comp No Show (3i) = PCA/comp no shows associated with completed trips

FLEET INFORMATION

7a. Fleet (Dedicated)	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Total Fleet Size	174	174	174	174	174	174
b. Maximum Weekday Vehicles Used	174	174	174	174	174	174
c. Maximum Saturday Vehicles Used	93	95	97	109	0	109
d. Maximum Sunday Vehicles Used	0	66	64	71	74	74
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	-2
f. Average Weekday Vehicles OOS	2	2	2	2	2	2

7b. Fleet (Supplemental)						
a. Total Fleet Size	15	14	15	9	9	15
b. Maximum Weekday Vehicles Used	15	14	15	9	9	15
c. Maximum Saturday Vehicles Used	0	0	0	0	0	0
d. Maximum Sunday Vehicles Used	0	0	0	0	0	0

7c. Fleet (Taxi)						
a. Total Fleet Size	54	54	41	41	21	54
b. Maximum Weekday Vehicles Used	54	54	41	41	21	54
c. Maximum Saturday Vehicles Used	27	37	32	28	0	37
d. Maximum Sunday Vehicles Used	0	50	62	43	38	62

7d. Fleet (SUMMARY ALL MODES)						
a. Total Fleet Size	243	242	230	224	204	243
b. Maximum Weekday Vehicles Used	243	242	230	224	204	243
c. Maximum Saturday Vehicles Used	120	132	129	137	0	137
d. Maximum Sunday Vehicles Used	0	116	126	114	112	126
e. Average Weekday Spare Availability	-2	-2	-2	-2	-2	-2
f. Average Weekday Vehicles OOS	2	2	2	2	2	2

DEDICATED FLEET SERVICE

8a. Weekday Service Operated (Dedicated)						
a. Weekday Service Hours	9,139	11,478	11,590	9,791	2,020	44,018
b. Weekday Revenue Hours	7,554	9,536	9,604	7,819	1,512	36,025
c. Weekday Deadhead Hours	1,585	1,942	1,986	1,972	508	7,993
d. Weekday Service Miles	150,534	186,283	187,425	156,079	29,456	709,777
e.Weekday Revenue Miles	122,636	152,705	152,733	121,230	21,565	570,869
f. Weekday Deadhead Miles	27,898	33,578	34,692	34,849	7,891	138,908

8b. Saturday Service Operated (Dedicated)						
a. Saturday Service Hours	922	936	977	1,066	0	3,901
b. Saturday Revenue Hours	739	765	783	875	0	3,162
c. Saturday Deadhead Hours	183	171	194	191	0	739
d. Saturday Service Miles	14,948	15,343	16,724	17,489	0	64,504
e. Saturday Revenue Miles	11,809	12,302	12,590	14,148	0	50,849
f. Saturday Deadhead Miles	3,139	3,041	4,134	3,341	0	13,655

8c. Sunday Servcice Operated(Dedicated)						
a. Sunday Service Hours	0	637	589	659	700	2,585
b. Sunday Revenue Hours	0	507	470	508	549	2,034
c. Sunday Deadhead Hours	0	130	119	151	151	551
d. Sunday Service Miles	0	10,819	9,212	10,560	11,863	42,454
e. Sunday Revenue Miles	0	8,638	6,962	8,573	9,272	33,445
f. Sunday Deadhead Miles	0	2,181	2,250	1,987	2,591	9,009

8d. Total Service Operated (Dedicated)						
a. Service Hours	10,061	13,051	13,156	11,516	2,720	50,504
b. Revenue Hours	8,293	10,808	10,857	9,202	2,061	41,221
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	9,283
d. Service Miles	165,482	212,445	213,361	184,128	41,319	816,735
e. Revenue Miles	134,445	173,645	172,285	143,951	30,837	655,163
f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	161,572

SUPPLEMENTAL FLEET SERVICE

9a. Weekday Service Operated (Supplemen	2/1/2005 2/5/2005	2/6/2005 2/12/2005	2/13/2005 2/19/2005	2/20/2005 2/26/2005	2/27/2005 2/28/2005	
a. Weekday Service Hours	288	308	317	163	50	1,126
b. Weekday Revenue Hours	288	308	317	163	50	1,126
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	2,079	2,670	2,577	1,490	582	9,398
e.Weekday Revenue Miles	2,079	2,670	2,577	1,490	582	9,398
f. Weekday Deadhead Miles	0	0	0	0	0	0

9b. Saturday Service Operated (Supplemental)						
a. Saturday Service Hours	0	1	2	1	0	4
b. Saturday Revenue Hours	0	1	2	1	0	4
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4	8	14	8	0	34
e. Saturday Revenue Miles	4	8	14	8	0	34
f. Saturday Deadhead Miles	0	0	0	0	0	0

9c. Sunday Servcice Operated(Supplemental)						
a. Sunday Service Hours	0	0	0	0	0	0
b. Sunday Revenue Hours	0	0	0	0	0	0
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	0	0	0	0	0
e. Sunday Revenue Miles	0	0	0	0	0	0
f. Sunday Deadhead Miles	0	0	0	0	0	0

9d. Total Service Operated (Supplemental)						
a. Service Hours	288	309	319	164	50	1,130
b. Revenue Hours	288	309	319	164	50	1,130
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	2,083	2,678	2,591	1,498	582	9,432
e. Revenue Miles	2,083	2,678	2,591	1,498	582	9,432
f. Deadhead Miles	0	0	0	0	0	0

TAXI FLEET SERVICE

10a. Weekday Service Operated (Taxi)						
a. Weekday Service Hours	3,105	3,653	3,497	2,501	344	13,100
b. Weekday Revenue Hours	3,105	3,653	3,497	2,501	344	13,100
c. Weekday Deadhead Hours	0	0	0	0	0	0
d. Weekday Service Miles	49,240	59,105	57,216	41,194	5,615	212,370
e.Weekday Revenue Miles	49,240	59,105	57,216	41,194	5,615	212,370
f. Weekday Deadhead Miles	0	0	0	0	0	0

10b. Saturday Service Operated (Taxi)						
a. Saturday Service Hours	261	260	232	203	0	956
b. Saturday Revenue Hours	261	260	232	203	0	956
c. Saturday Deadhead Hours	0	0	0	0	0	0
d. Saturday Service Miles	4,118	4,605	3,796	3,556	0	16,075
e. Saturday Revenue Miles	4,118	4,605	3,796	3,556	0	16,075
f. Saturday Deadhead Miles	0	0	0	0	0	0

10c. Sunday Servcice Operated(Taxi)						
a. Sunday Service Hours	0	259	261	170	207	897
b. Sunday Revenue Hours	0	259	261	170	207	897
c. Sunday Deadhead Hours	0	0	0	0	0	0
d. Sunday Service Miles	0	4,507	4,881	3,312	3,872	16,572
e. Sunday Revenue Miles	0	4,507	4,881	3,312	3,872	16,572
f. Sunday Deadhead Miles	0	0	0	0	0	0

10d. Total Service Operated (Taxi)						
a. Service Hours	3,366	4,172	3,990	2,874	551	14,953
b. Revenue Hours	3,366	4,172	3,990	2,874	551	14,953
c. Deadhead Hours	0	0	0	0	0	0
d. Service Miles	53,358	68,217	65,893	48,062	9,487	245,017
e. Revenue Miles	53,358	68,217	65,893	48,062	9,487	245,017
f. Deadhead Miles	0	0	0	0	0	0

SERVICE SUMMARY ALL MODES

11d. Total Service Operated (All Modes Combined)						
a. Service Hours	13,715	17,532	17,465	14,554	3,321	66,587
b. Revenue Hours	11,947	15,289	15,166	12,240	2,662	57,304
c. Deadhead Hours	1,768	2,243	2,299	2,314	659	9,283
d. Service Miles	220,923	283,340	281,845	233,688	51,388	1,071,184
e. Revenue Miles	189,886	244,540	240,769	193,511	40,906	909,612

f. Deadhead Miles	31,037	38,800	41,076	40,177	10,482	**161,572**

No. 10

APPENDIX F

WMATA Information Technology Standards

WMATA Information Technology Standard
Last Updated Date: February 10, 2005

Information System Operating Environment

The attached "Computer System Configuration Information" describes the WMATA mainframe, midrange and PC operating environments as of February 10,2005. Through the normal life cycle process the configurations(hardware and software) will change, due to new technology, upgrades and replacements. It is the responsibility of the contractor to provide hardware and software which is at the most current levels available and is compatible with the Authority's Information System environment at the time of system turnover and acceptance.

The Information Technology Department places some restrictions on access and/or use of the Authority's computer facilities and resources. The Computer Operations facility located at WMATA's headquarters building, is open 24 hours a day, seven days a week. However, databases are generally closed nightly (weekdays) for backups and reorganizations between 12:00A.M. and 6:00 A.M. Also on going database and system to be unavailable during this time. Contractors must notify the IT department in advance of anticipated mainframe, servers and or Local Area Network/Wide Area Network availability needs beyond the normal 8:00 A.A. to 6:00 P.M. work hours. Outages are also planned periodically for system upgrades and testing. The IT department advertises these as far in advance as possible. Unplanned outages occur very infrequently.

Contractors must notify the IT department in advance in writing of any resource requirements which the Contractor expects the Authority to provide such as LAN, Mainframe user accounts dial-in support or VPN access development and testing environments etc.

Dial-in support over normal telephone line or VPN support over broadband are available on a limited basis for local calls only. VPN on a existing broadband connection. Contractor will pay any telephone charges for long distance telephone calls associated with calling-back the Contractor for security. VPN, please reference WMATA VPN policy for more information.

Contractors must provide estimates for computer resources required for system implementation and the associated impact on existing systems including disk space requirements, communications lines, bandwidth, CPU consumption, transaction rates, database instances, Web servers, number of workstations, processor speeds etc.

In general systems implemented by the contractor should produce sub-second response times and have little or no impact on existing systems.

General Software Requirements

Commercial Off The Shelf(COTS) software is preferred.

Software must be fully compatible and integrated into ITSV's existing software application environment.

Standard Software

The contractor is expected to use WMATA standard software as listed. Any exceptions must be noted.

Mainframe: **CICS**
COBOL
Oracle Database
TCP/IP

Open System:
Oracle Application Server
Oracle Database
J2EE
Web Server
TCP/IP
Novell
Windows OS
Linux
IBM AIX
SUN Solaris

Custom Developed Software

Custom developed software should include all phases of system development life cycle including requirements analysis design programming testing debugging implementation and documentation. Period design reviews are required. Detailed design documents must be submitted for approval before commencing coding, testing and installation.

All database should be normalized. Custom designed databases must be submitted for prior approval. Data should be stored in display format to allow for easy data analysis with off-the-shelf reporting tools, without the need for complex conversions or table look ups.

Where possible, all data collection and transmission to or from outside companies/customers must be done through the Internet via the Authority's website. This provides a standard interface to all Authority customers. It alo alleviates software distribution and licensing problems, hardware incompatibilities and eliminates the need for additional hardware such as modem, switch, firewall, router, lines etc.

Reports

Standard reports should include:

Detail and Summary reports
Exception reports to identify errors, problems etc.
Reports with variable section and sort parameters AD Hoc reporting

Documentation

System documentation and user documentation must be provided for all software. The contractor will provide appropriate documentation on the functioning and flow of each program or routine. The documentation must be sufficient details for application programming support. All coding should be annotated and self documenting.

Training

The contract must provide training on all delivered software and hardware. The training should be in enough detail to allow the Authority's IT staff to operate, change, upgrade the software independent of the contractor.

Source Code

ITSV requires the contractor to provide all source code for modules which becomes part of the delivered application. This includes software written or supplied by the contractor.

Custom developed or customized code must conform to ITSV standards and naming conventions as specified in the ITSV standards and Procedures Handbook.

Development Tools (Web)

Web Database Development Tools
Oracle JDeveloper
Oracle Portal
Oracle 10g HTMLDB
Oracle PL/SQL - Web Tool Kit
Borland JBuilder (Bus Farebox)
Cold Fusion (PIMS)
Java Language
J2EE Industry Standard
HTML
JDBC
WebLogic Workshop
Peoplesoft Peopletools

Development Tools (Web) con't

Web Workflow Tools
- Oracle Workflow

Web Authorize Tools
- Microsoft Frontpage
- Macromedia Dreamweaver
- Adobe Acobat
- Adobe Web Collection:
  - Adobe Golive
  - Adobe Photoshop
  - Adobe Illustrator
  - Adobe LiveMotion

Web Reporting Tools
- Oracle Discoverer
- Oracle Report
- Hummingbird BI (Bus Farebox)

Data Warehousing
- Oracle Discoverer
- Oracle OLAP
- Oracle Express
- Hummingbird BI (Bus Farebox)

Client/Server
- Borland Delphi
- QuickReport
- Report Smith
- Digital Metaphors Report Builder
- Crystal Report
- Java Applet
- Oracle Jdeveloper
- ODBC

Web Application Server (J2EE)
- Oracle 9i Application Server- Apache Engine
- IBM WebSphere® Application Server
- BEA Weblogic
- Peoplesoft Tuxedo
- Maximo

Development Tools (Web) con't

Web Content Server
- Microsoft IIS
- Documentum

BBS
- WebBoard

Document Management System
- Documentum Suite

Web Browser
- Microsoft IE
- Netscape

IT Standard - Supported Desktop Applications

Corel WordPerfect Suite
- Corel Paradox
- Corel Quattro Pro
- Corel WordPerfect
- Corel Presentations

Microsoft Office
- Word
- Excel
- PowerPoint

Adobe
- Acrobat Reader/Writer
- Excel
- PowerPoint

Email Client
- Novell Groupwise
- Microsoft Outlook

Oracle Database
- Personnel Edition
- Lite

IT Standard - Supported Database System

Oracle 8, 8i, 9i, and 10g
Microsoft SQL Server 2000, 2003
CA-Datacom

IT Standard - Supported Operating System

Microsoft Windows NT 4.0
Microsoft Windows 2000 Professional/Server/Advance Server/Data Center Server
Microsoft Windows 2003 Professional/Server/Advance Server/Data Center Server
Novell OES Netware, Linux
Linux
Sun Solaris 8+
HP/COMPAQ True 64(ROCS Only)
IBM AIX 5L+
IBM Z/OS

SOLICITATION DOCUMENT

RFP- C05108/CR



Washington
Metropolitan
Area Transit
Authority

Request for Proposal

MetroAccess Program

Paratransit Services for Maryland, Virginia and Washington, D.C.

April 2005

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOLICITATION, OFFER AND AWARD

CONTRACT NO.	SOLICITATION NO.	DATE ISSUED	ADDRESS OFFER TO OFFICE OF PROCUREMENT
	RFP C05108/CR ☐ ADVERTISED ☒ NEGOTIATED	4/22/05	600 Fifth Street, NW, Room 3C-02 Washington, DC 20001-2651

In advertised procurement, "offeror" shall be construed to mean "bid" and "bidder."

SOLICITATION

Sealed offer in two originals and **See Solicitation Instructions** copies as specified herein for furnishing the supplies or services in the schedules will be received at the Authority until **June 8, 2005** at **2:00 P.M.** local time .

If this is an advertised solicitation, offers will be publicly opened at that time.

CAUTION – LATE OFFERS: See paragraph 6 of Solicitation Instructions.

All offers are subject to the following:
1. The Solicitation Instructions which are attached.
2. The General Provisions, which are attached.
3. The Schedule included herein and/or attached hereto.
4. Such other provisions, representations, certifications, and specifications, as are attached or incorporated herein by reference.

FOR INFORMATION CALL (No collect calls) Cathy Rooths - 202-962-2469 or Email - crooths@wmata.com

SCHEDULE

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	Paratransit Services for Maryland, Virginia and Washington, D.C. (See continuation of schedule on page 2)				

DUN & BRADSTREET ID NUMBER:

OFFEROR

Name and Address (Street, city, county, state, and zip code)	Name and Title of Person Authorized to Sign Offer (Print or Type)
☐ Check if remittance is different from above — enter such address in Schedule	Signature / Offer Date

AWARD (To be completed by The Authority)

ACCEPTANCE AND AWARD ARE HEREBY MADE FOR THE FOLLOWING ITEM(S):

ITEM NO.	QUANTITY	UNIT	UNIT PRICE

The total amount of this award is $ _____

Name of Contracting Officer (Print of Type)	WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY	AWARD DATE

Page Not Used

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED: RFP C5108/CR	DATE: 4/22/05	PAGE:	OF:
NAME OF OFFEROR OR CONTRACTOR:			

Base Year One
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

_____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

2. AVL units (174 each)

_____

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost year One)

3. MDC units (174 each)

_____

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

4. Lease of vehicles/sedans

_____

$_____ (Sedan Unit Price)

_____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

5. Lease of vehicles/vans

$_____ (Van Unit Price)

_____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

6. Year One (1) Non-vehicle fixed cost

_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year One)

7. Blended Hourly Rate

_____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Year One)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Year One)

Total Cost Year One $_____

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

Base Year One
Non-Vehicle Fixed Cost
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED:	DATE:	PAGE:	OF:
RFP C05108/CR	4/22/05		

NAME OF OFFEROR OR CONTRACTOR:

Base Year One
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____
Blended Hourly Rate

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NAME OF OFFEROR OR CONTRACTOR:

Base Year Two

Please refer to Note to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

2. AVL units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost year Two)

3. MDC units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) _____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

5. Lease of vehicles/vans

$_____ (Van Unit Price) _____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

6. Year One (1) Non-vehicle fixed cost

_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Two)

7. Blended Hourly Rate

_____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Year Two)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Year Two)

Total Cost Year Two $_____

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Base Year Two
Non-Vehicle Fixed Costs
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

Base Year Two
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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NAME OF OFFEROR OR CONTRACTOR: ***Base Year Three***

Please refer to Note to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software

Software Name/Mfg. _____

_____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

2. AVL units (174 each)

_____

Mfg. Name _____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

3. MDC units (174 each)

_____

Mfg. Name _____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

4. Lease of vehicles/sedans

_____ _____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

$_____ (Sedan Unit Price)

5. Lease of vehicles/vans

_____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

$_____ (Van Unit Price)

6. Year One (1) Non-vehicle fixed cost

_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Three)

7. Blended Hourly Rate

_____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Year Three)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Year Three)

Total Cost Year Three $_____

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NAME OF OFFEROR OR CONTRACTOR:	***Base Year Three***		
	Non-Vehicle Fixed Costs		
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SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____
Reservations	$_____
Scheduling	$_____
Dispatch	$_____
Administrative	$_____
No-Show/Late/Cancellation	$_____

Subtotal $_____

Payroll Taxes	$_____
Fringe Benefits	$_____
Equipment Rental	$_____
Maintenance & Repairs *(Non-vehicle)*	$_____
Radio Air Time	$_____
Telecommunication Expense	$_____
Professional Fees	$_____
Travel	$_____
Supplies	$_____
Licenses & Taxes	$_____
Drug and Alcohol Program Expense	$_____
Postage	$_____
Insurance *(General)*	$_____
Training	$_____
Other *(Specify)*	$_____

Subtotal $_____

Total $_____
Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR:

Base Year Three
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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NAME OF OFFEROR OR CONTRACTOR: ***Base Year Four***

Please refer to Note to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

2. AVL units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost year Four)

3. MDC units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price)

_____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

5. Lease of vehicles/vans

$_____ (Van Unit Price)

_____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

6. Year One (1) Non-vehicle fixed cost

_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Year Four)

7. Blended Hourly Rate

_____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Year Four)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Year Four)

Total Cost Year Four $_____

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NAME OF OFFEROR OR CONTRACTOR:	***Base Year Four***		
	Non-Vehicle Fixed Costs		
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SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____	
Reservations	$_____	
Scheduling	$_____	
Dispatch	$_____	
Administrative	$_____	
No-Show/Late/Cancellation	$_____	
Subtotal		$_____
Payroll Taxes	$_____	
Fringe Benefits	$_____	
Equipment Rental	$_____	
Maintenance & Repairs *(Non-vehicle)*	$_____	
Radio Air Time	$_____	
Telecommunication Expense	$_____	
Professional Fees	$_____	
Travel	$_____	
Supplies	$_____	
Licenses & Taxes	$_____	
Drug and Alcohol Program Expense	$_____	
Postage	$_____	
Insurance *(General)*	$_____	
Training	$_____	
Other *(Specify)*	$_____	
Subtotal		$_____
Total		$_____ ***Monthly Non-Vehicle Fixed Cost***

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NAME OF OFFEROR OR CONTRACTOR:

Base Year Four
Blended Rate
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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NAME OF OFFEROR OR CONTRACTOR:	***Option 1 - Year One***		
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SCHEDULE

Description			***Monthly Cost***	***Total Price***
1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software				
Software Name/Mfg. _____				
$_____ Total Software Cost	_____ Number of Months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
2. AVL units (174 each)				
Mfg. Name _____	_____ Number of Months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
3. MDC units (174 each)				
Mfg. Name _____	_____ Number of Months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
4. Lease of vehicles/sedans	_____ No. Of Vehicles X _____ No. Of months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
$_____ Sedan Unit Price				
5. Lease of vehicles/vans	_____ No. Of Vehicles X _____ No. Of Months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
$_____ Van Unit Price				
6. Year One (1) Non-vehicle fixed cost	_____ Number of Months	X	$_____ Per Month Cost	= $_____ Total Cost Option One
7. Blended Hourly Rate	_____ Number of Hours	X	$_____ Hourly Rate	= $_____ Total Cost Option One
8. Blended Trip Rate for Non-dedicated vehicles	Taxis: $_____ Per Trip Cost			$_____ Total Cost Option One
	Total Cost Option 1 Year One			$_____

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SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____
Reservations	$_____
Scheduling	$_____
Dispatch	$_____
Administrative	$_____
No-Show/Late/Cancellation	$_____

Subtotal $_____

Payroll Taxes	$_____
Fringe Benefits	$_____
Equipment Rental	$_____
Maintenance & Repairs *(Non-vehicle)*	$_____
Radio Air Time	$_____
Telecommunication Expense	$_____
Professional Fees	$_____
Travel	$_____
Supplies	$_____
Licenses & Taxes	$_____
Drug and Alcohol Program Expense	$_____
Postage	$_____
Insurance *(General)*	$_____
Training	$_____
Other *(Specify)*	$_____

Subtotal $_____

Total $_____
Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR:	***Option 1 - Year One Blended Rate*** ***Please refer to Note to Bidders for pricing instructions***		

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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NAME OF OFFEROR OR CONTRACTOR:

Option 1 - Year Two

Please refer to Note to Bidders for pricing instructions

SCHEDULE

Description	***Monthly Cost***	***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg. _____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

2. AVL units (174 each)

_____

Mfg. Name _____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

3. MDC units (174 each)

Mfg. Name _____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

4. Lease of vehicles/sedans

_____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

_____

$_____ (Sedan Unit Price)

5. Lease of vehicles/vans

_____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

$_____ (Van Unit Price)

6. Year One (1) Non-vehicle fixed cost

_____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 1 Yr 2)

7. Blended Hourly Rate

_____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Opt 1 Yr 2)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Opt 1 Yr 2)

_____ ***Total Cost Opt. 1 Year Two*** $_____

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SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____
Reservations	$_____
Scheduling	$_____
Dispatch	$_____
Administrative	$_____
No-Show/Late/Cancellation	$_____
Subtotal	$_____
Payroll Taxes	$_____
Fringe Benefits	$_____
Equipment Rental	$_____
Maintenance & Repairs *(Non-vehicle)*	$_____
Radio Air Time	$_____
Telecommunication Expense	$_____
Professional Fees	$_____
Travel	$_____
Supplies	$_____
Licenses & Taxes	$_____
Drug and Alcohol Program Expense	$_____
Postage	$_____
Insurance *(General)*	$_____
Training	$_____
Other *(Specify)*	$_____
Subtotal	$_____
Total	$_____ ***Monthly Non-Vehicle Fixed Cost***

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	Blended Rate		
	Please refer to Note to Bidders for pricing instructions		

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software & Scheduling Software

Software Name/Mfg._____

$_____ Total Software Cost _____ Number of Months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

2. AVL units (174 each)

_____

*Mfg. Name*_____ _____ Number of Months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

3. MDC units (174 each)

_____

*Mfg. Name*_____ _____ Number of Months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

4. Lease of vehicles/sedans

_____ _____ No. Of Vehicles X _____ No. Of months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

$_____ Sedan Unit Price

5. Lease of vehicles/vans

_____ No. Of Vehicles X _____ No. Of Months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

$_____ Van Unit Price

6. Year One (1) Non-vehicle fixed cost

_____ Number of Months X $_____ Per Month Cost = $_____ Total Cost Opt 2 Yr 1

7. Blended Hourly Rate

_____ Number of Hours X $_____ Hourly Rate = $_____ Total Cost Opt 2 Yr 1

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ Per Trip Cost $_____ Total Cost Opt 2 Yr 1

_____ ***Total Cost Opt. 2 Year One*** ***$***_____

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Option 2 - Year One
Non-Vehicle Fixed Costs
Please refer to Note to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____
Reservations	$_____
Scheduling	$_____
Dispatch	$_____
Administrative	$_____
No-Show/Late/Cancellation	$_____

Subtotal $_____

Payroll Taxes	$_____
Fringe Benefits	$_____
Equipment Rental	$_____
Maintenance & Repairs *(Non-vehicle)*	$_____
Radio Air Time	$_____
Telecommunication Expense	$_____
Professional Fees	$_____
Travel	$_____
Supplies	$_____
Licenses & Taxes	$_____
Drug and Alcohol Program Expense	$_____
Postage	$_____
Insurance *(General)*	$_____
Training	$_____
Other *(Specify)*	$_____

Subtotal $_____

Total $_____
Monthly Non-Vehicle Fixed Cost

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NAME OF OFFEROR OR CONTRACTOR:	***Option 2 - Year One***		
	Blended Rate		
	Please refer to Note to Bidders for pricing instructions		

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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Option 2 - Year Two
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Description ***Monthly Cost*** ***Total Price***

1. Initial purchase, installation & implementation of Automated Reservation & Scheduling Software

Software Name/Mfg._____

$_____ (Total Software Cost) _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

2. AVL units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

3. MDC units (174 each)

*Mfg. Name*_____ _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

4. Lease of vehicles/sedans

$_____ (Sedan Unit Price) _____ (No. Of Vehicles) X _____ (No. Of months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

5. Lease of vehicles/vans

$_____ (Van Unit Price) _____ (No. Of Vehicles) X _____ (No. Of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

6. Year One (1) Non-vehicle fixed cost _____ (Number of Months) X $_____ (Per Month Cost) = $_____ (Total Cost Opt 2 Yr 2)

7. Blended Hourly Rate _____ (Number of Hours) X $_____ (Hourly Rate) = $_____ (Total Cost Opt 2 Yr 2)

8. Blended Trip Rate for Non-dedicated vehicles

Taxis: $_____ (Per Trip Cost) $_____ (Total Cost Opt 2 Yr 2)

Total Cost Option 2 Year Two $_____

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Option 2 - Year Two
Non-Vehicle Fixed Costs
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Administrative Salaries

Management	$_____
Reservations	$_____
Scheduling	$_____
Dispatch	$_____
Administrative	$_____
No-Show/Late/Cancellation	$_____

Subtotal $_____

Payroll Taxes	$_____
Fringe Benefits	$_____
Equipment Rental	$_____
Maintenance & Repairs *(Non-vehicle)*	$_____
Radio Air Time	$_____
Telecommunication Expense	$_____
Professional Fees	$_____
Travel	$_____
Supplies	$_____
Licenses & Taxes	$_____
Drug and Alcohol Program Expense	$_____
Postage	$_____
Insurance *(General)*	$_____
Training	$_____
Other *(Specify)*	$_____

Subtotal $_____

Total $_____
Monthly Non-Vehicle Fixed Cost

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Option 2 - Year 2
Blended Rate
Please refer to Notes to Bidders for pricing instructions

SCHEDULE

Itemized Price Schedule

Subcontractors' Costs	$_____
Vehicle Maintenance & Repairs	$_____
Vehicle Tags & Registration	$_____
Drivers' Salaries	$_____
Driver Payroll Taxes	$_____
Driver Fringe Benefits	$_____
Vehicle Insurance	$_____
Fuel	$_____

Total $_____

Blended Hourly Rate

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SCHEDULE

PRICE SUMMARY

Base Year One Total $_____

Base Year Two Total $_____

Base Year Three Total $_____

Base Year Four Total $_____

Total Base Years $_____

Option 1, Yr. One $_____

Option 1, Yr. Two $_____

Total Option One $_____

Option 2, Yr. One $_____

Option 2, Yr. Two $_____

Total Option Two $_____

Total Proposal Price $_____

PAGE NOT USED

NOTES TO BIDDERS/OFFERORS

1. All Price Schedule pages for the Base Years, Option Periods, Itemized Non-Vehicle Fixed Costs, Itemized Blended Hourly Rate and Price Summary are to be completed and submitted with the Cost Proposal.

2. The Total Proposal Price will be the sum of the Base Years and Option Periods One and Two.

4. All extensions of the unit prices shown will be subject to verification by the Authority. In case of variation between the unit prices and the extension, the unit price will be considered the bid.

5. Fuel Adjustments - Fuel Price Escalation/De-escalation Provision

This price escalation/de-escalation provision will be utilized in the event of a twenty percent (20%) increase/decrease in the price of fuel, based on the index listed below. The price of fuel will be evaluated every year on the anniversary of the contract award date. If the rate is readjusted, the new rate will prevail for the following year and the blended hourly rate will be adjusted accordingly.

The initial contract "baseline" price for gasoline will be the current On-Highway Diesel Price per gallon, including all taxes, in effect on the Monday prior to the date of the award of the Contract. This price is based on official energy statistics from the U.S. Government Department of Energy Fuel Index for the East Coast, Central Atlantic Region, as published on the Energy Information Administration Gasoline/Diesel Fuel Index.

Updated information is published each Monday at 4:00 PM Eastern Standard Time by calling 202-586-6966 or www.eia.doe.gov on the Internet.

The Contractor will obtain the most current rate as published on the Energy Information Administration Gasoline/Diesel Fuel Index when developing their cost proposal and best and final offer (if requested).

If the price of fuel, as indicated by the previously specified index, should escalate/de-escalate by twenty percent (20%) or more during the preceding twelve month period, the differential (average) percentage will be computed. That percentage will be multiplied by the proportionate % amount of fuel cost contained within the total cost breakdown that forms the basis for the contractor's best and final offer of the blended hourly rate. The product of that calculation will be used to increase/decrease the blended hourly rate for the following twelve month period.

Example:

Baseline Gasoline/Diesel Price = $ 1.86 per gallon.

Average price (based on the index) for the preceding 12 month period evaluation period = $ 2.47 (33% escalation).

Rate per revenue hour (includes diesel fuel cost per hour) = $40.00

Rate per revenue hour $40.00 x 5% (Proportionate amount of fuel to total cost in contractor's proposal) = $2.00

(33% price increase less 20%) $2.00 x 13% = $ .26 per revenue hour
In the example cited above. the blended hourly rate would be increased by $.26 .

NOTES TO BIDDERS/OFFERORS
Continued

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING AMENDMENTS TO SOLICITATION _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Failure to acknowledge receipt of all amendments may render the offer unacceptable.

DIRECTIONS FOR SUBMITTING OFFER:

1. Read and comply with the Solicitation Instructions. The Solicitation offer and Award form is to be signed and submitted with the Price Schedule. Attached certifications must be completed and returned with the Proposal forms.

2. Pre-Award Data is required with your Proposal.

3. Envelopes containing Proposals, guarantees and related required documents must be sealed, marked and addressed as follows:

WASHINGTON METROPOLITAN AREA
TRANSIT AUTHORITY
ROOM 3C-02

OFFER UNDER SOLICITATION No. C05108/CR

OFFICE OF PROCUREMENT AND MATERIELS
600 FIFTH STREET, N.W.
WASHINGTON, DC 20001

PROPOSALS SHALL BE TIMELY MAILED OR HAND DELIVERED TO REACH WMATA BEFORE 2:00 P.M.(LOCAL TIME) ON DAY OF PROPOSAL CLOSING.

NOTICE TO OFFERORS

IN ORDER TO ENSURE THAT YOUR OFFER COMPLIES WITH WMATA'S PROCUREMENT REGULATIONS AND THAT IT WILL BE ACCEPTABLE TO THE AUTHORITY, THE FOLLOWING FORMS MUST BE COMPLETED & SUBMITTED AS PART OF YOUR OFFER:

1. SOLICITATION, OFFER & AWARD FORM (YOU MUST SIGN)
2. PRICE SCHEDULE
3. REPRESENTATIONS AND CERTIFICATIONS
4. ACKNOWLEDGMENT OF AMENDMENTS (IF ANY) IN PRICE SCHEDULE
5. PROPOSAL ENVELOPES MUST BE MARKED WITH SOLICITATION NUMBER

FAILURE TO SUBMIT ANY PORTION OF THESE REQUIREMENTS MAY CAUSE YOUR OFFER TO BE UNACCEPTABLE AND SUBSEQUENTLY REJECTED.

THE AUTHORITY WILL HOLD A PRE-PROPOSAL CONFERENCE SCHEDULED ON **MAY 11, 2005 AT 10:00 A.M.** IN THE AUTHORITY'S MEETING ROOM LOCATED AT 600 5TH STREET, N.W., WASHINGTON, D.C.

QUESTIONS CONCERNING THIS REQUEST FOR PROPOSAL MAY BE DIRECTED TO THE CONTRACT ADMINISTRATOR, CATHY ROOTHS, (202) 962-2469, FAX (202) 962-2038, E-MAIL: crooths@wmata.com.

Offeror's are encouraged to submit any questions prior to schedule Pre-Proposal Conference to the Attention of Cathy Rooths at 600 5th Street, N.W., Washington, D.C., email address - crooths@wmata.com

PARATRANSIT SYSTEM MANAGEMENT

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PART I - SCHEDULE and SUPPORTING SOLICITATION FORMS

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SOLICITATION INSTRUCTIONS

1. Definitions As used herein: RA(Nov/92)

a. The term "solicitation" means "Invitation for Bids (IFB)" where the procurement is competitive sealed bid, and "Request for Proposal (RFP)" where the procurement is negotiated.

b. The term "offer" means "bid" where the procurement is by competitive sealed bid, and "proposal" where the procurement is negotiated.

2. Preparation of Offers RA(Nov/92)

a. Offerors are expected to examine the drawings, specifications, Schedule, and all instructions. Failure to do so will be at the offeror's risk.

b. Each offeror shall furnish the information required by the solicitation. The offeror shall sign the solicitation and print or type his name on the Schedule and each Continuation Sheet thereof on which he makes any entry. Erasures or other changes must be initialed by the person signing the offer. Offers signed by an agent are to be accompanied by evidence of his authority, unless such evidence has been previously furnished to the issuing office.

c. Unit price for each unit offered shall be shown and such price shall include packing unless otherwise specified. A total shall be entered in the Amount column of the Schedule for each item offered. In case of a discrepancy between a unit price and extended price, the unit price will be presumed to be correct, subject, however, to correction to the same extent and in the same manner as any other mistake.

d. Offers for supplies or services other than those specified will not be considered unless authorized by the solicitation.

e. Offeror must state a definite time for delivery of supplies or for performance of services unless otherwise specified in the solicitation.

f. Time, if stated as a number of days, will include Saturdays, Sundays and holidays.

3. Explanation To Offerors RA(Nov/92)

Any explanation desired by an offeror regarding the meaning or interpretation of the solicitation drawings, specifications, etc., must be requested in writing and with sufficient time allowed for a reply to reach all prospective offerors before the submission of their offers. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective offeror concerning a solicitation will be furnished promptly to all prospective offerors as an amendment of the solicitation, if that information is necessary in submitting offers or if lack of such information would be prejudicial to other prospective offerors.

4. Acknowledgment of Amendments RA(Nov/92)

Receipt of an amendment to a solicitation by an offeror must be acknowledged (a) by signing and returning the amendment, (b) by identifying the amendment number and date on the Solicitation Offer and Award Form, ©) by letter or telegraphic or electronic, or (d) by facsimile, if facsimile offers are authorized in the solicitation. Such acknowledgment must be received prior to the hour and date specified for receipt of offers. If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

5. Submission of Offers RA(Nov/92)

a. Offers and modifications thereof shall be enclosed in sealed envelopes and addressed to the office specified in the solicitation. The offeror shall show the hour and date specified in the solicitation for receipt, the solicitation number, and the name and address of the offeror on the face of the envelope.

b. Telegraphic offers will not be considered unless authorized by the solicitation; however, offers may be modified or withdrawn by written or telegraphic notice, provided such notice is received prior to the hour and date specified for receipt.

c. Facsimile offers, modifications or withdrawals will not be considered unless authorized by the Authority.

6. Late Submissions, Modifications, and Withdrawals of Offers RA(Nov/92)

a. Offerors are responsible for submitting proposals, modifications and revisions so as to reach the designated delivery point by the time specified. Any proposal, modification or revision received at the office designated in the solicitation after the exact time specified for will not be considered unless it is received before award is made and

(1) It was sent through an electronic method authorized by the solicitation and received at the initial point of entry to the AGENCY infrastructure not less than twenty-four (24) hours prior to the time specified for receipt;

(2) There is acceptable evidence to establish that it was received at the designated AGENCY delivery point and was under AGENCY's control prior to the time specified for receipt; or

(3) Is the only proposal received.

b. Notwithstanding paragraph "a" above, a late modification of any otherwise successful proposal that makes its terms more favorable to the Authority will be considered at any time it is received and may be accepted.

7. Minimum Proposal Acceptance Period: RT(Jun/95)

a. "Acceptance period," as used in this provision, means the number of calendar days available to WMATA for awarding a contract from the date specified in this solicitation for receipt of proposals.

b. This provision supersedes any language pertaining to the acceptance period that may appear elsewhere in this solicitation.

c. WMATA requires a minimum acceptance period of **180** calendar days.

8. Contract Award RA(Nov/92)

If this solicitation is a Request for Proposals:

a. The Authority will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Authority cost or price and other factors, specified elsewhere in this solicitation, considered.

b. The Authority may (1) reject any or all offers if such action is in the public interest, (2) accept other than the lowest offer, and (3) waive informalities and minor irregularities in offers received.

c. The Authority may award a contract on the basis of initial offers received, without discussions (other than discussions conducted for the purpose of minor clarifications). Therefore, each initial offer should contain the offeror's best terms from a cost or price and technical standpoint. However, the Authority reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary.

d. A written award or acceptance of offer mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Authority may accept an offer (or part of an offer, as provided in paragraph (d) above) whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award. Negotiations conducted after receipt of an offer do not constitute a rejection or counteroffer by the Authority.

e. Neither financial data submitted with an offer, nor representations concerning facilities or financing will form a part of the resulting contract. However, if the resulting contract contains a clause providing for price reduction for defective cost or pricing data, the contract price will be subject to reduction if cost or pricing data furnished is incomplete, inaccurate, or not current.

f. The Authority may determine that an offer is unacceptable if the prices proposed are materially unbalanced between line items or sublime items. An offer is materially unbalanced when it is based on prices significantly less than cost for some work and prices which are significantly overstated in relation to cost for other work, and if there is a reasonable doubt that the offer will result in the lowest overall cost to the Authority even though it may be the low evaluated offer, or it is so unbalanced as to be tantamount to allowing an advance payment.

9. Disadvantaged Business Enterprise (DBE) Requirements OA(March/01)
Not Used.

10. Opportunity for Disadvantaged Business Enterprises to Propose RA(Nov/92)

The Washington Metropolitan Area Transit Authority hereby notifies all offerors that it will affirmatively ensure that in regard to any contract entered into pursuant to this solicitation, disadvantaged minority business enterprises will be afforded full opportunity to submit offers in response to this solicitation and will not be discriminated against on the ground of race, color, or national origin in consideration for award.

11. Notice of Protest Policy RA(May/93)

a. WMATA policy and procedure for the administrative resolution of protests is set forth in Chapter 20 of the Procurement Policy Manual (PPM) The PPM contains strict rules for filing a timely protest, for responding to a notice that a protest has been filed, and other procedural matters. The Contracting Officer can furnish a copy of Chapter 20 upon request.

b. FTA Circular 4220.lE, paragraph 7(l) addresses protests. Review of protests by FTA is discretionary and will be limited to:

(1) a grantee's failure to follow its protest procedures, or its failure to review a complaint or protest; or

(2) violations of Federal law or regulation.

A protester must exhaust all administrative remedies with the Authority before filling an appeal to the FTA. An appeal to FTA must be received by the cognizant FTA regional or Headquarters Office within five (5) working days of the date the protester learned or should have learned of an adverse decision by the grantee of other basis of appeal to FTA.

c. The judicial authorities having jurisdiction over court actions concerning protest decisions are the United States District Courts for the Districts of Maryland, Virginia, and the District of Columbia, and the local courts in Maryland, Virginia, and the District of Columbia.

12. Pre-Award Information RT(NOV/92)

a. The Contracting Officer may conduct a pre-award survey to determine if the offeror eligible for award is responsible both financially and technically and has the capability to perform the work of the Contract in accordance with the requirements of the Specifications and within the times specified.

b. Accordingly, in order that an offer be fully considered, ***ALL OFFEROR'S SHALL FURNISH THE FOLLOWING INFORMATION WITH THEIR PROPOSAL:***

(1) A completed and signed Pre-Award Evaluation Data form (furnished with the solicitation), including, but not limited to, the following: A statement of the offeror's experience record, the type of concerns for which the work was performed, a statement by the financial institutions with which the offeror conducts business and a list of contracts, if any, on which failure to complete within the specified time resulted in the assessment of liquidated damages.

(2) Complete financial statements for the last three years, including Statement of Financial Position (Balance Sheet), Results of Operations (Income Statement), Statement of Changes in Financial Position (Net Change in Resources) and Statement of Current and Retained Earnings.

(3) A brief history of the company emphasizing its services to the public.

(4) Evidence of insurability.

13. Proposal Requirements RT(Nov/92)

a. The technical proposal and the cost/price proposal shall be submitted in separate volumes. The Technical proposal ***shall not*** contain any cost/pricing information.

b. The offeror shall submit the following information:

(1) ***Volume 1*** shall contain ***3*** completed, signed (Ink Signature) solicitation packages. The solicitation package shall consist of the Solicitation Offer and Award Form, Price Schedule and with all representations and executed Representations and Certifications and Pre-Award data.

(2) ***Volume 2*** shall contain ***10*** copies of the technical proposal.

c. Technical Proposal. Each technical proposal shall enable WMATA evaluating personnel to make a thorough evaluation and arrive at a sound determination as to whether or not the proposal will meet the requirements of the Authority. To this end, each technical proposal shall be so specific, detailed, and complete as to clearly and fully demonstrate that the prospective contractor has a thorough knowledge and understanding of the requirements and has valid and practical solutions for technical problems. Statements which paraphrase the specifications or attest that "standard procedures will be employed," are inadequate to demonstrate how it is proposed to comply with the requirements of the specifications, and this clause.

The technical proposals which are to be evaluated should be organized as specified in the "Written Proposal Instructions" provision of the RFP, set forth below:

Volume I and II Markings

The original of Volume I shall be unbound, all ***copies*** of Volume I and Volume II will be separately bound and all copies shall have the RFP number, the offeror's identity, volume number, and volume title printed on the cover page.

ANY EXCEPTION TO THE AUTHORITY'S TECHNICAL PROPOSAL/SCOPE OF WORK MUST BE INCLUDED IN THE TECHNICAL PROPOSAL AND IN A COVER LETTER TO THE TECHNICAL PROPOSAL.

14. Restriction on Disclosure and Use of Data RT(DEC/92)

The Authority shall provide all reasonable precautions to insure that proprietary, technical and pricing information remains within the review process. Offerors shall attach to any proprietary data submitted with the solicitation the following legend:

a. This data furnished pursuant to this RFP shall not be duplicated, or used in whole or in part, for any purpose other than to evaluate the offer; provided that, if a contract is awarded on the basis of that offer, the Authority shall have the right to duplicate, use, and disclose this data, in any manner and for any purpose whatsoever.

b. Non-Authority advisors will have access to the technical proposals submitted by contractors.

c. This information does not limit the Authority's right to use information contained in this data if it is or has been obtained by the Authority from another independent legitimate source.

d. Except for the foregoing limitation, the Authority may duplicate, use, and disclose in any manner and for any purpose whatsoever and have others so do, all data furnished in response to this solicitation."

15. Award - Single Award for All Items RT(NOV/92)

The Authority will make a single award for all line items in the Schedule resulting from this solicitation.

16. Basis for Award

a. Award will be made to that proposer:

(1) Whose offer is judged to by an integrated assessment of the evaluation criteria to be the most advantageous to the Authority based on technical merit and price ("best value"); and

(2) That the Authority deems responsible in accordance with WMATA Procurement Procedures Manual.

b. BEST VALUE DETERMINATION:

(1) The technical merit of the proposal is more important than the price. The price must be fair and reasonable.

(2) The Authority may select other than the lowest price proposal if it is determined by value analysis, or technical/cost trade offs, that the proposal offers the greatest overall benefit to the Authority. As proposals become more technically equivalent, then price becomes more important.

c. Offerors are advised that award may be made without discussion or any contact with the offerors concerning the offers received. Therefore, offers should be submitted initially on the most favorable terms that the offeror can submit to the Authority.

d. Price evaluation will be based on the sum of the total estimated prices of the four year Base Period and the two, two year Option.

17. Price Proposal Evaluation Criteria RT(JAN/95)

a. Price offers will only be evaluated for those offerors whose technical offers have been determined to be technically acceptable.

b. Any offer which is materially unbalanced may be rejected. An unbalanced offer is one which is based on prices that are significantly overstated for some items and understated for other items.

c. It is expected that this contract will be awarded upon a determination that there is adequate price competition; therefore, the offeror is not required to submit or certify cost or pricing data with its

proposal.

d. If, after receipt of the proposals, the Contracting Officer determines that adequate price competition does not exist in accordance with FAR 15.804-3, the offeror shall provide certified cost or pricing data as requested by the Contracting Officer.

18. Technical Proposals

Technical proposals will be evaluated on the basis of the following criteria, which are listed in their relative order of importance: Automated Reservations and Scheduling, Operating Plan and Procedures, Program Management, corporate Experience, and History of Past Performance.

Further, WMATA is seeking your propsed creative ideas, strategies and solutions to be set forth in your proposal that will be implemented if you are the successful awardee in providing quality and superior service. Included with the Technical Proposal Evaluation Criteria is a list of paratransit management issues that can be addressed in many different ways. Offerors are free to respond to the questions asked and encouraged to include your proposed creative and innovative ideas, strategies and solutions which will be implemented to provide for a better understanding to add "best practice" areas that offerors feel are necessary to provide a better understanding of the superiority of their service and service plan.

1. Central Reservation, Scheduling and Transmission of Trips

The offeror's proposal shall describe the following:

Describe the proposed COTS Automated Reservation and Scheduling System and how it meets the system requirements.

The process of data conversion and transfer from the existing to the new system. Also, included in this section, is the transition between the current and new system, to include providing parallel reservation, scheduling, and dispatch operations.

The reports to be generated by the Automated Reservation and Scheduling System to meet the reporting requirements and provide samples.

How they will provide 100% utilization of the Automated Vehicle Locators (AVLs) and Mobile Data Computers (MDCs) to include reporting requirements, enforcement, and the process to be followed in the event of failure of an MDC device.

A. A critical component of the contract is the transition between the current and the new systems. This may involve providing parallel reservation, scheduling and dispatch operations. Also included in the transition is the accurate and complete conversion and transfer of all existing data (eligibility, customer trip history, no show/late cancellation history, etc.). What strategies, ideas and solutions will be employed to ensure a smooth transition between the current and new systems, which does not disrupt service and/or cause adverse impacts on the reservation and scheduling operations?

B. A major change to the new contract is the requirement that "commercial off-the-shelf" (COTS) automated reservation and scheduling software be used. The schedule from the proposed notice of award date to the anticipated start date for the system is very ambitious. What "best practices" will be employed to ensure a smooth transition from the existing reservation and scheduling software to the new reservation and scheduling software? Also, what "best practices" will be employed to ensure that on the anticipated start date (January 16, 2006) the new "off-the-shelf"

reservation and scheduling software will be purchased, installed, tested, implemented, and accepted by WMATA.

C. A critical component of this contract is to utilize the MDC/AVL technology to process trips. For the dedicated vehicles, WMATA requires 100% of all dedicated vehicles to be equipped with MDCs/AVLs and processing trips. For supplemental service (non-dedicated vehicles and taxis), it is WMATA's desire that this portion of the service also be equipped with the MDC/AVL technology, which is compatible with the PM"s technology. What "best practices" will be employed to ensure that (1) 100% of dedicated vehicle service is always equipped with and using MDC/AVL technology to process trips and (2) supplemental service using MDC/AVL technology to process trips is maximized?

2. *Operating Plan and Procedures*

The Operating Plan and Procedures shall describe the following:

A. How the offeror will provide services to include service recovery and "Where's My Ride?" calls. In addition, the offeror shall describe the procedures that will be used to ensure that the carriers do not reject trips, alter or modify the schedules generated or alter the pick-up times on re-assigned or failed trips.

B. The offerors management of the subcontractors who will provide services. The offeror shall also identify and describe the subcontractors which will operate dedicated service and the supplemental services which will complement the dedicated service providers, in each of the service areas, their experience in operating similar services, the location of the dedicated service provider's operating facility, including the number and type of vehicles to be operated by each dedicated service provider. The offeror shall describe and provide samples of the reports to be generated to meet the reporting requirements.

Fleet Management

1. Vehicle Maintenance and Repairs
2. Cleaning
3. Storage
4. Driver Work Rules
5. Other Service Requirements

Service Operations

1. WMATA's goal for on-time performance is high and is intended to offer the most efficient service to our paratransit customer. What strategies will be implemented and followed to ensure on-time performance meets or exceeds WMATA's goals?

2. WMATA understands that vehicle operators often have to deal with "missing customers" or that dispatchers often have to deal with customers who call to say they cannot meet their van at the appointed time. What are the solutions to work with customers who cannot take their scheduled ride home and have no other ride home to prevent the customer from being stranded?

3. Contracting for service that includes subcontracts requires a certain degree of trust but also monitoring to ensure that service information, including but not limited to vehicle, passenger, schedule adherence, incident and safety information are fully accurate. What are the strategies that can be implemented to ensure this happens?

4. WMATA understands that operators and/or their companies may inappropriately choose not to follow customer pick-up schedules that have been provided. This can result in the inability to monitor service efficiently and effectively, pick-up times that are inconsistent with those promised customers and prevent proper management of street service. What will be done to ensure that schedules created are followed by street operations? What corrective action will be taken if street operations do not follow schedules which have been created?

5. On a service hour contract, the use and scheduling of vehicles and operators and the development of productive passenger pickup schedules are critical to the final efficiency of service. What are "best practices" you will employ to maximize and then continually improve productivity while maintaining a high level of customer service? What is the "optimal" mix of vehicles (wheelchair vans to sedans) that will be employed to maximize productivity while maintaining a high level of customer service?

Customer Service

1. WMATA understands that customers want their trip requests responded to quickly and processed promptly. What are the innovative solutions that can be implemented to ensure this happens?

2. Customers seeking information about the status of their trip ("Where's My Ride") want accurate and timely information in response to their inquiry. What are the creative ideas that will be implemented to ensure this happens?

3. Certain disabilities, for example, service to persons with visual impairments, require reservationists, vehicle operators, dispatchers and supervisors to take additional steps to ensure that service is appropriately provided. What are the "best practices" that can be implemented to ensure this happens?

4. Federal regulations require that WMATA operate paratransit service on a "0%" denial basis. What is the plan of action can be implemented to ensure that all trip requests result in a scheduled trip?

Vehicle & Drivers

1. A critical component of paratransit service is the vehicle operator. What will be done in training to ensure that operators are capable of providing service that is necessary? What are the critical elements that will be addressed in a process?

2. The vehicle operator, in most cases, is the only individual the customer will have physical contact with. It is imperative that the operator recognize this and act accordingly. What "best practices" will be employed to monitor operator's performance and behavior and ensure corrective action is taken to address inappropriate performance and/or behavior?

3. It is vital that equipment used in providing the service be as safe and as reliable as possible. What are the "best practices" that can be implemented to ensure this happens?

Complaint Response

1. Customer complaints are a serious issue with the Authority especially when the customer feels their issue has not been addressed and/or corrective action has not taken place. What is the plan of action that will be implemented to ensure that recurring customer complaints are minimized and eventually do not occur?

2. WMATA is interested in your approach toward responding effectively to complaints to ensure that complaint trends are identified at every appropriate level and that necessary action is taken at every appropriate level to resolve the issue. What is the plan of action that can be implemented to ensure this happens?

3. Program Management

This section shall demonstrate that the offeror has the experience, skills and qualifications of key personnel and staff to perform the required services. Offerors shall present the management approach to be followed in the execution of the work and demonstrate sufficient understanding of the management techniques required for proper implementation and control of the work. At a minimum, the following will be addressed and included:

A. The Transition between the Current and New Service/Operation

Provide a detailed transition and service start-up plan and schedule describing all steps to be taken with anticipated completion dates to ensure a smooth transition for all services to be provided including, but not limited to, the implementation of the automated reservation and scheduling software, including conversion and transfer of all data, such as eligibility, customer trip history, no-show/late cancellation, National Transit Data Base (NTD) and other reporting data.

Describe all steps necessary for providing transportation to customers, including the detailed procurement plan for new vehicles, considering the WMATA-provided vehicles, necessary to provide first day service.

B. The Management Plan

C. Personnel and Staffing - Emloyee recruitment, selection, training and placement, to include resumes, background and qualifications. Provide an organization chart with a description of the responsibilities of all personnel.

D. Complaint Investigation, Resolution, and Response Process

E. Accident and Injury Investigation and Prevention

F. Fraud Prevention and Detection

G. Alcohol and Drug Testing

H. Reporting Requirements

I. Vehicle Procurement Program

4. Corporate Experience and History of Past Performance

This section shall demonstrate the offeror's experience in providing similar service on contracts managed over the last three years that are comparable to the work defined in the Scope of Work.

Offerors must provide at least three references with similar scope or similar sized clients where

similar systems were provided. The references must include the company name, contact person's name, and telephone number and email addresses. These firms may be contacted to verify satisfactory past performance.

C. ***Adjectival Rating***

Based upon the evaluations, an adjectival rating will be given depicting how well the proposal meets the stated evaluation factors and solicitation requirements for the Technical Proposal. The adjectival criteria are as follows:

1. ***Beneficially Exceeds:*** The proposal is responsive beyond the minimum requirements of the RFP with not significant weaknesses (and a few, if any, minor weaknesses) noted. Fulfilling the definition of beneficially exceeds indicates that, in terms of the specific factor, the proposal demonstrates a level-of-effort beyond that required by the RFP, and that this effort has, or could produce, results that should prove to be substantially beneficial to the Authority.

2. ***Acceptable***: The proposal is adequately responsive with no major weaknesses noted. A rating of acceptable indicates no exceptional features or innovations that could prove to be beneficial and/or only minor weaknesses to diminish the qualify of the offerors performance

3. ***Marginal***: Fails to meet evaluation standard, however, any significant weakness are correctable. Lacks essential information to support proposal.

4. ***Unacceptable***: The proposal is not adequately responsive or does not address the specific factor. The offeror's interpretation of the Authority's requirements is so superficial, incomplete, vague, incomprehensive, or incorrect as to be unsatisfactory. A rating of unacceptable indicates that an evaluator feels that mandatory corrective action would be required to prevent significant weaknesses from affecting the overall contract effort. In essence a complete rewrite of the offeror's proposal would be required.

19. Price Proposal Evaluation

Price proposals will be separately evaluated by the Contract Team Members (Contracting Officer and Contract Administrator) after the technical evaluations are completed. Price is a factor in the overall evaluation but not significantly more important than the technical portion. However, if offerors overall technical proposals become more and more equivalent based on the overall technical proposal evaluation, price becomes more significant in determining the overall best value to the Authority.

20. Type of Contract RT(NOV/92)

The Authority contemplates award of a firm fixed price contract with incentives and disincentive resulting from this solicitation.

21. Pre-Proposal Conference RT(NOV/92)

For the purpose of clarifying the terms, conditions and requirements of this Request for Proposal, a pre-proposal conference will be held to respond to question from interested offerors.

The pre-proposal conference will be held on Wednesday, **May 4th** in the Jackson Graham Building 1st floor Meeting Room located at 600 5th Street N.W., Washington, D.C. 20001. Offeror's are encouraged to submit their questions prior to the schedule conference date to the attention of Cathy Rooths, Room 3B01, 600 5th Street N.W., Washington, D.C. 20001., fax 202-962-2038 or email crooths@wmata.com.

22. Brand Name or Equal

(As used in this clause, the term "brand name" includes identification of products by make and model.)

a. If items called for by this Request for Proposal have been identified in the Schedule by a "brand name or equal" description, such identification is intended to be descriptive, but not restrictive, and is to indicate the quality and characteristics of products that will be satisfactory. Proposals offering "equal" products including products of the brand name manufacturer other than the one described by brand name will be considered for award if such products are clearly identified in the proposals and are determined by the Authority to meet fully the salient characteristics requirements in the Request for Proposals.

b. Unless the offeror clearly indicates in his proposal that he is offering an "equal" product, his proposal shall be considered as offering a brand name product referenced in the Request for Proposals.

c. (1) If the offeror proposes to furnish an "equal" product, the brand name, if any, of the product to be furnished in the space provided in the Request for Proposals, or such product shall be otherwise clearly identified in the proposal. The evaluation of proposals and the determination as to equality of the product offered shall be the responsibility of the Authority and will be based on information reasonable available to the Department of Procurement.

CAUTION TO OFFERORS. WMATA is not responsible for locating or securing any information which is not identified in the proposal and reasonably available to the Authority. Accordingly, to insure that sufficient information is available, the offeror must furnish as a part of his proposal all descriptive material (such as cuts, illustrations, drawings, or other information) necessary for the Authority to (I) determine whether the product offered meets the salient characteristics requirements of the Request for Proposals and (ii) establish exactly what the offeror proposes to furnish and what the Authority would be binding itself to purchase by making an award. The information furnished may include specific references to information previously furnished or to information otherwise available to the Authority.

(2) If the offeror proposes to modify a product so as to make it conform to the requirements of the Request for Proposals, he shall (I) include in his proposal a clear description of such proposed modifications, and (ii) clearly mark any descriptive material to show the proposed modifications.

(3) Modifications proposed after proposal closing to make a product conform to a brand name product referenced in the Request for Proposal may not be considered.

23. Proposal Guarantee: Not Used

REPRESENTATIONS AND CERTIFICATIONS (JUL/96)

(In advertised procurement the terms "offer" and "offeror" shall be construed to mean "bid" and "bidder.")

REPRESENTATIONS (Check or complete all applicable boxes or blocks)

The offeror represents as part of its offer that:

1. TYPE OF BUSINESS ORGANIZATION

It operates as [ ] an individual, [ ] a partnership, [ ] a nonprofit organization, or [ ] a corporation, incorporated under the laws of the State of _____.

2. DISADVANTAGED BUSINESS ENTERPRISE

It is [ ], [ ] is not, a disadvantaged business enterprise.

"Disadvantaged Business Enterprise" means a for-profit small business concern that is at least 51% owned by one or more individuals who are both socially and economically disadvantaged individuals or, in the case of a corporation, in which 51% of the stock is owned by one or mor such individuals; and whose management and daily business operations are controlled by one or more socially and economically disadvantaged individuals who own it.

"Socially and Economically Disadvantaged Individuals" means any individual who is a citizen (or other lawfully admitted permanent residents) of the United States and who is any individual who the Authority finds to be socially and economically disadvantaged individuals on a case-by-case basis, and any individual in the following groups, members of which are refutably presumed to be socially and economically disadvantages:

Black Americans, which includes persons having origins in any of the Black racial groups of Africa:

Hispanic Americans, which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;

Native Americans, which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians;

Asian-Pacific Americans, which includes persons whose origins are form Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, the Philippines, Brunei, Samoa, Guam, the U. S. Trust Territories of the Pacific Islands (Republic of Palau), the Commonwealth of the North Marianas Islands, Macao, Fiji, Tonga, Kiribati, Javalu, Nauru, Federated States of Micronesia, or Hong Kong:

Subcontinent Asian-Indian Americans, which includes persons whose origins are form India, Pakistan, Bangladesh, Bhutan, the Maldives Islands, Nepal or Sri Lanka;

Women; and

Any additional groups whose members are designated as socially and economically disadvantaged by the SBA, at such times as the SBA designation becomes effective.

3. AFFILIATION AND IDENTIFYING DATA:

Each offeror shall complete (a),(b) if applicable, ©) and (d) below:

a. It [ ] is, [ ] is not owned or controlled by a parent company. For this purpose, a parent company is defined as one which either owns or controls the activities and basic business policies of the proposer. To own another company means the parent company must own at least a majority, i.e., more than 50 percent, of the voting rights in that company. To control another company, such ownership is not required; if another company is able to formulate, determine or veto basic business policy decisions of the proposer, such other company is considered the parent of the proposer. This control may be exercised through the use of dominant minority voting rights, use of proxy voting, contractual arrangements or otherwise.

b. If the offeror is owned or controlled by a parent company, it shall insert in the space below the name and main office address of the parent company:

_____
Name of Parent Company

_____
Main Office Address (including ZIP Code)

_____

c. If the offeror has no parent company, it shall provide in the applicable space below its own Employer's Identification Number (E.I. No.), i.e., Federal Social Security Identification Number used on Federal Tax Returns or, if it has a parent company, the E.I. No. of its parent company.

Offeror's E.I. Number:_____ or, Parent Company's E.I. Number: _____

d. With respect to the Data Universal Numbering Systems (DUNS), the following applies.

1) The offeror shall insert the DUNS number applicable to the offeror's address entered on the Solicitation, Offer & Award Form:_____

2) If a DUNS number has not been established for the address indicated in paragraph (d) 1) of this provision, the Authority will arrange for the assignment of this number after award of a contract and will notify the Contractor accordingly.

4. REPRESENTATIONS: NONDISCRIMINATION CLAUSE:

a. It [ ] has, [ ] has not, participated in a previous contract or subcontract subject to either the Equal Opportunity Clause of this solicitation, or the clause originally contained in Section 310 of Executive Order Number 10925, or the clause contained in Section 201 of Executive Order Number 11114;

b. It [ ] has, [ ] has not, filed all required compliance reports; and

c. Representations indicating submittal of required compliance reports signed by proposed subcontractors will be obtained prior to subcontract awards.

d. The above representation need not be submitted in connection with contracts or subcontracts which are exempt from the clause.

5. AFFIRMATIVE ACTION COMPLIANCE: (See Attachment No. 1))

a. It has a workforce of _____ employees.

b. It [ ] has developed and has on file, [ ] has not developed and does not have on file, at each establishment, affirmative action programs required by the rules and regulations of the Secretary of Labor (41 CFR Parts 60-1 and 60-2), or

c. It [ ] has not previously had contracts subject to the written affirmative action program requirements of the rules and regulations of the Secretary of Labor.

CERTIFICATIONS (Check or complete all applicable boxes or blocks)

By signing and dating this offer, each offeror certifies that:

1. **DEBARRED OR INELIGIBLE CONTRACTORS**; Certification Regarding Debarment, Suspension, & Other Responsibility Matters Lower Tier Covered Transactions (**Third Party Contracts over $100,000**)

Instruction for Certification :

a. By signing and submitting this bid or proposal, the prospective offeror is providing the signed certification set out below.

b. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, WMATA may pursue available remedies, including suspension and/or debarment.

c. The prospective offeror shall provide immediate written notice to WMATA if at any time a prospective subcontractor (at any tier) learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

d. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "principal", "proposal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact the WMATA Contracting Officer for assistance in obtaining a copy of those regulations.

e. The offeror agrees by submitting this proposal that, should the contract be entered into, it shall not knowingly enter into any subcontract (at any tier) with a firm which is debarred suspended, declared in eligible, or voluntarily excluded, unless authorized in writing by the Contracting Officer.

f. The offeror further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all subcontracts and solicitations for subcontracts anticipated to exceed $100,000 in value.

g. A prime contractor may rely upon a certification of a subcontractor that it is not debarred, suspended, ineligible, or voluntarily excluded for the contracting, unless it knows that the certification is erroneous. A prime contractor may decide the method and frequency by which it determines the eligibility of its principals. Each prime contractor may, but is not required to, check the Non-procurement List issued by U.S. General Service Administration.

h. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

I. Except for transactions authorized under Paragraph 5 of these instruction, if a prime contractor under a WMATA contract knowingly enters into a subcontract (at any tier) with a firm which is suspended, debarred, ineligible, or voluntarily excluded from contracting, in addition to all remedies available to the Federal Government, WMATA may pursue available remedies including suspension and/or debarment.

"Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction"

a. The prospective offeror certifies, by submission of this bid or proposal, that neither it nor its "principals" (as defined at 49 C.F.R. Paragraph 29.105) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

b. When the prospective offeror is unable to certify to the statements in this certification, such prospective offeror shall attach an explanation to this proposal.

2. **CLEAN AIR AND WATER** [Applicable if the offer exceeds $100,000, or the Contracting Officer believes that orders under an indefinite contract in any year will exceed $100,000 or a facility to be used has been the subject of a conviction under the Clear Air Act (42 U.S.C. 7413©)(1) or the Water Act (33 U.S.C. 1319©)) and is listed by the Environmental Protection Agency(EPA) as a violating facility, and the acquisition is not otherwise exempt.]

a. Any facility to be utilized in the performance of this proposed contract [ ] is, or [ ] is not listed on the EPA list of Violating Facilities;

b. It will immediately notify the Contracting Officer, before award, of the receipt of any communications from the Administrator, or a designee of the EPA, indicating that any facility which it proposes to use for the performance of the contract is under consideration to be listed on the EPA List of Violating Facilities; and

c. It will include a certification substantially the same as this certification, including this paragraph ©), in every non-exempt subcontract.

3. **CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**:

a. It, and in the case of a joint offer, each party thereto, certifies as to its own organization that in connection with this procurement:

(1) The prices in this offer have been arrived at independently without consultation,

communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other competitor;

(2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the offeror and will not be knowingly disclosed by the offeror prior to the opening of bids in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly, to any other offeror or to any competitor; and

(3) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit an offer for the purpose of restricting competition.

b. Each person signing this offer certifies that:

(1) He or she is the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to (a)(1) through (a)(3) above; or

(2) (a) He/she is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated and will not participate, in any action contrary to (a)(1) through (a)(3) above, and as their agent does hereby so certify; and

(b) He/she has not participated, and will not participate, in any action contrary to (a)(1) through (a)(3) above.

4. **CERTIFICATION OF NONSEGREGATED FACILITIES**:

a. It does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control, where segregated facilities are maintained.

b. The bidder agrees that a breach of this certification is a violation of the Equal Opportunity Clause in the contract.

c. As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom or otherwise.

d. It further agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time periods) it will:

(1) Obtain identical certifications from proposed subcontractors before the award of subcontracts under which the subcontractor will be subject to the Equal Opportunity clause;

(2) Retain such certifications in its files; and

(3) Forward the following notice to such subcontractors (except if the proposed

subcontractors have submitted identical certifications for specific time periods):

Notice to Prospective Subcontractors of Requirements
for Certifications of Nonsegregated Facilities

A Certification of Nonsegregated Facilities must be submitted prior to award of a subcontract exceeding $10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for such subcontract or for all subcontracts during a period (i.e., quarterly, semiannually or annually).

5. **COVENANT AGAINST GRATUITIES**:

Neither it nor any of its employees, representatives or agents have offered or given gratuities (in the form of entertainment, gifts or otherwise) to any director, officer or employee of the Authority with the view toward securing favorable treatment in the awarding, amending, or the making of any determination with respect to the performing of the contract.

6. **SURFACE TRANSPORTATION ASSISTANCE ACT (BUY AMERICA) CERTIFICATIONS: (As a condition of responsiveness to this solicitation (49 CFR Part 661.13), one of the following certificates must be executed by the Offeror.)**

a. If iron, steel or manufactured products (as defined in 49 CFR Parts 661.3 & 661.5) are being procured, the appropriate certificate as set forth below shall be completed and submitted with the offer.

(1). [ ] Certificate of Compliance with Section 165(a)

The offeror hereby certifies that it will comply with the requirements of Sections 165(a) of the Surface Transportation Assistance Act of 1982 and the applicable regulations in 49 CFR Part 661.

Date: _____

Signature: _____

Title: _____

(2). [ ] Certificate for Non-Compliance with Section 165(a)

The offeror hereby certifies that it cannot comply with the requirements of Section 165(a) of the Surface Transportation Assistance Act of 1982, but it may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act and regulations in 49 CFR Part 661.7.

Date _____

Signature: _____

Title: _____

b. If buses or other rolling stock (including train control, communication, and traction power equipment), are being procured, the appropriate certificate as set forth below shall be completed and submitted

with the offer.

(1). [ ] Certificate of Compliance with Section 165(b)(3)

The offeror hereby certifies that it will comply with the requirements of Sections 165(b)(3) of the Surface Transportation Assistance Act of 1982 and the applicable regulations in 49 CFR Part 661.11

Date: _____

Signature: _____

Title: _____

(2). [ ] Certificate for Non-Compliance with Section 165(b)(3)

The offeror hereby certifies that it cannot comply with the requirements of Section 165(b)(3) of the Surface Transportation Assistance Act of 1982, but it may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act and regulations in 49 CFR Part 661.7.

Date _____

Signature: _____

Title: _____

Whether or not the offeror certifies that it will comply with the applicable requirement, such bidder or offeror is bound by its original certification and is not permitted to change its certification after bid opening. An offeror that certifies that it will comply with the applicable Buy America requirements is not eligible for a waiver of those requirements.

7. **CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (November 2000)**

a. The definitions and prohibitions contained in the clause, at Federal Acquisition Regulation, 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, are hereby incorporated by reference in paragraph (b) of this certification.

b. The offeror hereby certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress or any state legislature, an officer or employee of Congress or any state legislature, or an employee of a Member of Congress or state legislature on his or her behalf in connection with the awarding of any Federal contract, the making of any Federal Grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;

(2) If any funds other than Federal appropriated funds (including profit or fee under a covered Federal transaction) have been paid, or will be paid, to any person for

influencing or attempting to influence an officer or employee of any agency, a Member of Congress or state legislature, an officer or employee of Congress or state legislature, or an employee of a Member of Congress or state legislature on his or her behalf in connection with this solicitation, the offeror shall complete and submit, with its offer, OMB standard form LLL, "Disclosure of Lobbying Activities," to the Contracting Officer;

(3) The undersigned will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of $100,000 shall certify and disclose accordingly.

c. Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or emended by this provision, shall be subject to a civil penalty of not less than $10,000 and not more than $100,000, for each such failure.

Name of Contractor _____

Signature _____

Title _____

OA (Apr 95)

PRE-AWARD EVALUATION DATA

PROJECT DESCRIPTION: Paratransit Management System

1. Name of Firm _____

   _____

2. Address: _____

   _____

3. [ ] Individual [ ] Partnership [ ] Corporation [ ] Joint Venture

4. Date Organized _____.

   State in which incorporated _____.

5. Names of Officers or Partners:

   a. _____
   b. _____
   c. _____
   d. _____
   e. _____
   f. _____

6. How long has your firm been in business under its present name?

   _____

7. Attach as SCHEDULE ONE a list of similar current contracts which demonstrates your technical proficiency, each with contract amount, name of contracting party, character or type of work and percentage of completion.

8. Attach as SCHEDULE TWO a list of similar contracts, each with contract amount, name of contracting party, and character or type of work for similar contracts completed in the last two years.

9. In the last two years have you ever been denied an award where you were low bidder/offeror?

   _____

If the answer is YES, attach as SCHEDULE THREE the full particulars regarding each occurrence.

10. Have you ever failed to complete, in the last two years, any contract on which you were the low bidder/offeror? _____

If the answer is YES, attach as SCHEDULE FOUR, the full particulars regarding each occurrence.

11. Financial resources available as working capital for the Contract:

a. Cash on hand: $ _____

b. Sources of credit: _____

12. Attach as SCHEDULE FIVE financial statements and letters from banks regarding credit as required by the Pre-Award Information article.

13. What percentage of work (contract amount) do you intend performing with your own personnel? _____%.

14. Attach as SCHEDULE SIX a list of all principal subcontractors and the percentage and character of work (contract amount) which each will perform. Principal items of work shall include, but not be limited to, those items listed in the Pre-Award Information article of the Request for Proposal/Invitation for Bid.

15. If the Contractor or subcontractor is a joint venture, submit PRE-AWARD EVALUATION DATA forms for each member of the joint venture.

The above information is confidential and will not be divulged to any unauthorized personnel.

The undersigned certifies to the accuracy of all information.

COMPANY: _____

SIGNATURE: _____

NAME: _____

TITLE: _____

DATE: _____

Page Not Used

PART II - GENERAL/SPECIAL PROVISIONS

SECTION 1 - GENERAL PROVISIONS

1. DEFINITIONS

As used throughout this Contract, the following terms shall have the meanings set forth below:

a. The term Authority means The Washington Metropolitan Area Transit Authority created effective February 20, 1967, by Interstate Compact by and between Maryland, Virginia, and the District of Columbia, pursuant to Public Law 89-774, approved November 6, 1966.

b. The term Contracting Officer means the person executing this Contract on behalf of the Authority, and his or her successor, and the term includes, except as otherwise provided in this Contract, the authorized representative of a Contracting Officer acting within the limits of his authority.

c. Except as otherwise provided in this Contract, the term subcontracts includes purchase orders under this Contract.

d. Wherever in the scope of the work the words directed, ordered, designated, prescribed, or words of like import are used, it shall be understood that the direction, requirement, order, designation, or prescription of the Contracting Officer is intended and similarly the words approved, acceptable, satisfactory, or words of like import shall mean approved by, or acceptable to, or satisfactory to the Contracting Officer, unless otherwise expressly stated.

2. CHANGES (Revised 09/14/94)

a. The Contracting Officer may at any time, by a written order, and without notice to the sureties, make changes, within the general scope of this Contract, in any one or more of the following:

(1) Description of services to be performed.

(2) Time of performance (i.e., hours of the day, days of the week, etc.).

(3) Place of performance of the services.

(4) Drawings, designs, or specifications, where the supplies to be furnished are to be specially manufactured for the Authority, in accordance with the drawings, designs, or specifications.

(5) Method of shipment or packing of supplies.

(6) Place of delivery.

b. If any such change causes an increase or decrease in the cost of, or the time required for, the performance of any part of the work under this Contract, whether changed or not changed by the order, the Contracting Officer shall make an equitable adjustment in the Contract price, the delivery schedule, or both, and shall modify the Contract.

c. The Contractor must assert its right to an adjustment under this article within 30 days from the date of receipt of the written order. However, if the Contracting Officer decides that the facts justify it, the Contracting Officer may receive and act upon a proposal submitted before final payment of the contract.

d. If the Contractor's proposal includes the cost of property made obsolete or excess by the change, the Contracting Officer shall have the right to prescribe the manner of the disposition of the property.

e. Failure to agree to any adjustment shall be a dispute under the Disputes article. However, nothing in this article shall excuse the Contractor from proceeding with the contract as changed.

3. EXTRAS

Except as otherwise provided in this Contract, no payment for extras shall be made unless such extras and the price therefor have been authorized in writing in advance by the Contracting Officer.

4. VARIATION IN QUANTITY

No variation in the quantity of any item called for by this Contract will be accepted unless such variation has been caused by conditions of loading, shipping, or packing, or allowances in manufacturing processes, and then only to the extent, if any, specified elsewhere in this Contract.

5. INSPECTION

a. All supplies, which term throughout this article includes without limitation raw materials, components, intermediate assemblies, and end products, shall be subject to inspection and test by the Authority, to the extent practicable at all times and places including the period of manufacture, and in any event prior to acceptance.

b. In case any supplies or lots of supplies are defective in material or workmanship or otherwise not in conformity which the requirements of this Contract, the Authority shall have the right either to reject them (with or without instruction as to their disposition) or to require their correction. Supplies or lots of supplies which have been rejected or required to be corrected shall be removed or, if permitted or required by the Contracting Officer, corrected in place by and at the expense of the Contractor promptly after notice, and shall not thereafter be tendered for acceptance unless the former rejection or requirement of correction is disclosed. If the Contractor fails promptly to remove such supplies or lots of supplies which are required to be removed or promptly to replace or correct such supplies or lots of supplies, the Authority may either:

(1) By contract or otherwise replace or correct such supplies and charge to the Contractor the cost occasioned the Authority thereby; or

(2) Terminate this Contract for default as provided in the DEFAULT article of this Contract. Unless the Contractor corrects or replaces such supplies within the delivery schedule, the Contracting Officer may require the delivery of such supplies at a reduction in price which is equitable under the circumstances. Failure to agree to such reduction of price shall be a dispute concerning a question of fact within the meaning of the DISPUTES article of this Contract.

c. If any inspection or test is made by the Authority on the premises of the Contractor or a subcontractor, the Contractor without additional charge shall provide all reasonable facilities and assistance for the safety and convenience of the Authority inspectors in the performance of their duties. If Authority inspection or test is made at a point other than the premises of the Contractor or a subcontractor, it shall be at the expense of the Authority except as otherwise provided in this Contract; provided, that in case of rejection, the Authority shall not be liable for any reduction in value of samples used in connection with such inspection or test. All

inspections and tests by the Authority shall be performed in such a manner as not to unduly delay this work. The Authority reserves the right to charge to the Contractor any additional cost of Authority inspection and test when supplies are not ready at the time such inspection and test is requested by the Contractor or when reinspection or retest is necessitated by prior rejection. Acceptance or rejection of the supplies shall be made as promptly as practicable after delivery, except as otherwise provided in this Contract; but failure to inspect and accept or reject supplies shall neither relieve the Contractor from responsibility for such supplies as are not in accordance with the Contract requirements nor impose liability on the Authority therefor.

d. The inspection and test by the Authority of any supplies or lots thereof does not relieve the Contractor from any responsibility regarding defects or other failures to meet the Contract requirements which may be discovered prior to acceptance. Except as otherwise provided in this Contract, acceptance shall be conclusive except as regards latent defects, fraud, or such gross mistakes as amount to fraud.

e. The Contractor shall provide and maintain an inspection system acceptable to the Authority covering the supplies hereunder. Records of all inspection work by the Contractor shall be kept complete and available to the Authority during the performance of this Contract and for such longer period as may be specified elsewhere in this Contract.

6. RESPONSIBILITY FOR INSPECTION

Notwithstanding the requirements for any Authority inspection and test contained in Specifications applicable to this Contract, except where specialized inspections or tests are specified for performance solely by the Authority, the Contractor shall perform or have performed the inspections and tests required to substantiate that the supplies and services provided under the Contract conform to the Drawings, Specifications and Contract requirements.

7. TITLE AND RISK OF LOSS

a. Unless this Contract specifically provides for earlier passage of title, title to supplies covered by this Contract shall pass to the Authority upon formal acceptance, regardless of when or where the Authority takes physical possession.

b. (1) Unless this Contract specifically provides otherwise, risk of loss of or damage to supplies covered by this Contract shall remain with the Contractor until, and shall pass to the Authority upon:

(a) Delivery of the supplies to a carrier, if transportation is FOB origin;

(b) Acceptance by the Authority or delivery of possession of the supplies to the Authority at the destination specified in this Contract, whichever is later, if transportation is FOB destination.

(2) Notwithstanding b. (1) above, the risk of loss of or damage to supplies which so fail to conform to the Contract as to give a right of rejection shall remain with the Contractor until cure or acceptance, at which time (1) above shall apply.

c. Notwithstanding b. above, the Contractor shall not be liable for loss of or damage to supplies caused by the negligence of officers, agents, or employees of the Authority acting within the scope of their employment.

8. PAYMENTS

a. The Contractor shall be paid, upon the submission of proper invoices or vouchers, the prices stipulated herein for supplies delivered and accepted or services rendered and accepted, less deductions, if any, as specified.

b. Not Used.

c. Not Used.

9. DELAY OF WORK

a. If the performance of all or any part of the work is delayed or interrupted by an act of the Contracting Officer in the administration of this Contract, which act is not expressly or impliedly authorized by this Contract, or by his failure to act within the time specified, an adjustment (excluding profit) shall be made for any increase in the cost of performance of this Contract caused by such delay or interruption and the contract modified in writing accordingly. Adjustment shall be made also in the delivery or performance dates and any other contractual provision affected by such delay or interruption. However, no adjustment shall be made under this article for any delay or interruption

(1) to the extent that performance would have been delayed or interrupted by any other cause, including the fault or negligence of the Contractor; or

(2) for which an adjustment is provided or excluded under any other provision of this Contract.

b. No claim under this clause shall be allowed

(1) for any costs incurred more than 20 days before the Contractor shall have notified the Contracting Officer in writing of the act or failure to act involved; and

(2) unless the claim, in an amount stated, is asserted in writing as soon as practicable after the termination of such delay or interruption, but not later than the date of final payment under the Contract.

10. STOP WORK ORDER

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part of the work called for by this Contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. Any such order shall be specifically identified as a STOP WORK ORDER issued pursuant to this article. Upon receipt of such an order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop work order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:

(1) Cancel the stop work order, or

(2) Terminate the work covered by such order as provided in the TERMINATION FOR CONVENIENCE article of this Contract.

b. If a stop work order issued under this article is cancelled or the period of the order or any extension thereof expires, the Contractor shall resume work. An equitable adjustment shall

be made in the delivery schedule or Contract price, or both, and the Contract modified in writing accordingly, if:

(1) The stop work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this Contract, and

(2) The Contractor asserts a claim for such adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify such action, he may receive and act upon any such claim asserted at any time prior to final payment under this Contract.

c. If a stop work order is not cancelled and the work covered by such order is terminated for the convenience of the Authority, the reasonable costs resulting from the stop work order shall be allowed in arriving at the termination settlement.

11. DISPUTES (Revised 11/22/00)

a. Except as otherwise provided in this Contract, any dispute concerning a question of fact arising under or related to this Contract which is not disposed of by agreement shall be decided by the Contracting Officer, who shall reduce his/her decision to writing and mail or otherwise furnish a copy thereof to the Contractor. The decision of the Contracting Officer shall be final and conclusive unless, within thirty (30) calendar days from the date of receipt of such copy, the Contractor mails or otherwise furnishes to the Contracting Officer a written notice of appeal addressed to the Authority Board of Directors. Such notice would indicate that an appeal is intended and should reference the decision and contract number. The decision of the Board of Directors or its duly authorized representative for the determination of such appeals shall be final and conclusive unless in proceedings initiated by either party for review of such decision in a court of competent jurisdiction, the court determines the decision to have been fraudulent, or capricious, or arbitrary, or so grossly erroneous as necessarily to imply bad faith, or is not supported by substantial evidence. In connection with any appeal proceeding under this article, the Contractor, or the Authority, as the case may be, shall be afforded an opportunity to be heard and offer evidence in support of its appeal. Pending final decision of a dispute hereunder, the Contractor shall proceed diligently with the performance of the Contract and in accordance with the Contracting Officer's decision. The Armed Services Board of Contract Appeals is the authorized representative of the Board of Directors for finally deciding appeals to the same extent as could the Board of Directors.

b. This DISPUTES article does not preclude consideration of question of law in connection with decisions provided for in Section a. above. Nothing in the Contract, however, shall be construed as making final the decisions of the Board of Directors or its representative on a question of law.

12. DEFAULT

a. The Authority may, subject to the provisions of paragraph c. below, by written notice of default to the Contractor, terminate the whole or any part of this Contract in any one of the following circumstances:

(1) If the Contractor fails to make delivery of the supplies or to perform the services within the time specified herein or any extension thereof; or

(2) If the Contractor fails to perform any of the other provisions of this Contract, or so fails to make progress as to endanger performance of this Contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of 10 days (or such longer period as the Contracting Officer may authorize in

writing) after receipt of notice from the Contracting Officer specifying such failure.

b. In the event the Authority terminates this Contract in whole or in part as provided in paragraph a. of this article, the Authority may procure, upon such terms and in such manner as the Contracting Officer may deem appropriate, supplies or services similar to those so terminated, and the Contractor shall be liable to the Authority for any excess costs for such similar supplies or services; provided, that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this article.

c. Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of God or of the public enemy, acts of the Government in its sovereign capacity or the Authority in its contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any excess costs for failure to perform, unless the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required delivery schedule.

d. If this Contract is terminated as provided in paragraph a. of this article, the Authority, in addition to any other rights provided in this article, may require the Contractor to transfer title and deliver to the Authority, in the manner and to the extent directed by the Contracting Officer,

(1) any completed supplies, and

(2) such partially completed supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing materials") as the Contractor has specifically produced or specifically acquired for the performance of such part of this Contract as has been terminated; and the Contractor shall, upon direction of the Contracting Officer, protect and preserve property in the possession of the Contractor in which the Authority has an interest. Payment for completed supplies delivered to and accepted by the Authority shall be at the Contract price. Payment for manufacturing materials delivered to and accepted by the Authority and for the protection and preservation of property shall be in an amount agreed upon by the Contractor and Contracting Officer; failure to agree to such amount shall be a dispute concerning a question of fact within the meaning of the DISPUTES article of this Contract. The Authority may withhold from amounts otherwise due the Contractor for such completed supplies or manufacturing materials such sum as the Contracting Officer determines to be necessary to protect the Authority against loss because of outstanding liens or claims of former lien holders.

e. If, after notice of termination of this Contract under the provisions of article, it is determined for any reason that the Contractor was not in default under the provisions of this article, or that the default was excusable under the provisions of this article, the rights and obligations of the parties shall, if the Contract contains an article providing for termination for convenience of the Authority, be the same as if the notice of termination had been issued pursuant to such article. If, after notice of termination of this Contract under the provisions of this article, it is determined for any reason that the Contractor was not in default under the provisions of this article, and if this Contract does not contain an article providing for termination for convenience of the Authority, the Contract shall be equitably adjusted to compensate for such termination and the Contract modified accordingly; failure to agree to such adjustment shall be a dispute concerning a question of fact within the meaning of the

DISPUTES article of this Contract.

f. If the Contractor fails to deliver the supplies or perform the services within the time specified in this Contract, or any extension thereof, the actual damage to the Authority for the delay will be difficult or impossible to determine. Therefore in lieu of actual damages, the Contractor shall pay to the Authority as fixed, agreed and liquidated damages for each calendar day of delay, the amount set forth elsewhere in this Contract. Alternatively, the Authority may terminate this Contract in whole or in part as provided in paragraph a. of this article, and in that event the Contractor shall be liable, in addition to the excess costs provided in paragraph b. above, for such liquidated damages accruing until such time as the Authority may reasonably obtain delivery or performance of similar supplies or services. The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond the control and without the fault or negligence of the Contractor, as defined in paragraph c. above, and in such event, subject to the DISPUTES article, the Contracting Officer shall ascertain the facts and extent of the delay and shall extend the time for performance of the contract when in his judgment the findings of fact justify an extension.

g. The rights and remedies of the Authority provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

h. As used in paragraph c. of this clause, the terms subcontractor and subcontractors mean subcontractor(s) at any tier.

13. TERMINATION FOR CONVENIENCE OF THE AUTHORITY

a. The performance of work under this Contract may be terminated by the Authority in accordance with this article in whole, or from time to time in part, whenever the Contracting Officer shall determine that such termination is in the best interest of the Authority. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

b. After receipt of a Notice of Termination, and except as otherwise directed by the Contracting Officer, the Contractor shall:

(1) Stop work under the Contract on the date and to the extent specified in the Notice of Termination;

(2) Place no further orders or subcontracts for materials, services, or facilities, except as may be necessary for completion of such portion of the work under the Contract which is not terminated;

(3) Terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the Notice of Termination.

(4) Assign to the Authority, in the manner, at the time, and to the extent directed by the Contracting Officer, all of the rights, title, and interests of the Contractor under the orders and subcontracts so terminated, in which case the Authority shall have the right, in its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts;

(5) Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the Contracting Officer, to the extent he may require, which approval or ratification shall be final for all the purposes of this article;

(6) Transfer title to the Authority and deliver in the manner, at the times, and to the extent, if any, directed by the Contracting Officer:

(a) the fabricated or unfabricated parts, work in process, completed work, supplies, and other material produced as a part of, or acquired in connection with the performance of the work terminated by the Notice of Termination, and

(b) the completed or partially completed plans, drawings, information and other property which, if the Contract had been completed, would have been required to be furnished to the Authority;

(7) Use his best efforts to sell, in the manner, at the times, to the extent, and at the price or prices directed or authorized by the Contracting Officer, any property of the type referred to in paragraph 6. above; provided, however, that the Contractor

(a) shall not be required to extend credit to any purchaser, and

(b) may acquire any such property under the conditions prescribed by and at a price or prices approved by the Contracting Officer. And, provided further, that the proceeds of any such transfer or disposition shall be applied in reduction of any payments to be made by the Authority to the Contractor under this Contract or shall otherwise be credited to the price or cost of the work covered by the Contractor or paid in such other manner as the Contracting Officer may direct;

(8) Complete performance of such part of the work as shall not have been terminated by the Notice of Termination; and

(9) Take such action as may be necessary, or as the Contracting Officer may direct, for the protection and preservation of the property related to this Contract which is in the possession of the Contractor and in which the Authority has or may acquire an interest.

c. At any time after expiration of the plant clearance period, as defined in Subpart 45.6 of the Federal Acquisition Regulations (48 CFR 45.6), as the definition may be amended from time to time, the Contractor may submit to the Contracting Officer a list, certified as to quantity and quality, of any or all items of termination inventory not previously disposed of, exclusive of items the disposition of which has been directed or authorized by the Contracting Officer, and may request the Authority to remove such items or enter into a storage agreement covering them. Not later than 15 days thereafter, the Authority will accept title to such items and remove them or enter into a storage agreement covering the same. Provided, that the list submitted shall be subject to verification by the Contracting Officer upon removal of the items or, if the items are stored, within 45 days from the date of submittal of the list and any necessary adjustment to correct the list as submitted shall be made prior to final settlement.

d. After receipt of a Notice of Termination, the Contractor shall submit to the Contracting Officer his termination claim, in the form and with certification prescribed by the Contracting Officer. Such claims shall be submitted promptly but in no event later than one year from the effective date of termination, unless one or more extensions in writing are granted by the Contracting Officer upon request of the Contractor made in writing within such one-year period or authorized extension thereof. However, if the Contracting Officer determines that the facts justify such action, he may receive and act upon any such termination claim at any time after such one-year period or any extension thereof. Upon failure of the Contractor to submit his termination claim within the time allowed, the Contracting Officer may, subject to any review required by the contracting agency's procedures in effect as of the date of execution of this Contract, determine, on the basis of information available to him, the amount, if any, due the Contractor by reason of the termination and shall thereupon pay to the Contractor the amount

so determined.

e. Subject to the provisions of paragraph d., and subject to any review required by the contracting agency's procedures in effect as of the date of execution of this Contract, the Contractor and the Contracting Officer may agree upon the whole or any part of the amount or amounts to be paid to the Contractor by reason of the total or partial termination of work pursuant to this article, which amount or amounts may include a reasonable allowance for profit on work done. Provided, that such agreed amount or amounts, exclusive of settlement costs, shall not exceed the total Contract price as reduced by the amount of payments otherwise made and as further reduced by the Contract price of work not terminated. The Contract shall be amended accordingly, and the Contractor shall be paid the agreed amount. Nothing in paragraph f. of this article, prescribing the amount to be paid to the Contractor in the event of failure of the Contractor and the Contracting Officer to agree upon the whole amount to be paid to the Contractor by reason of the termination of work pursuant to this article, shall be deemed to limit, restrict, or otherwise determine or affect the amount or amounts which may be agreed upon to be paid to the Contractor pursuant to this paragraph e.

f. In the event of the failure of the Contractor and the Contracting Officer to agree as provided in paragraph e. upon the whole amount to be paid the Contractor by reason of the termination of work pursuant to this article, the Contracting Officer shall, subject to any review required by the contracting agency's procedures in effect as of the date of execution of this Contract, determine, on the basis of information available to him, the amount if any, due the Contractor by reason of the termination and shall pay to the Contractor the amounts determined as follows:

(1) For completed supplies accepted by the Authority [or sold or acquired as provided in paragraph b. (7) above] and not theretofore paid for a sum equivalent to the aggregate price for such supplies computed in accordance with the price or prices specified in the Contract, appropriately adjusted for any saving of freight or other charges;

(2) The total of:

(a) The costs incurred in the performance of the work terminated, including initial costs and preparatory expense allocable thereto, but exclusive of any costs attributable to supplies paid or to be paid for under paragraph f. (1) hereof;

(b) The cost of settling and paying claims arising out of the termination of work under subcontracts or orders, as provided in paragraph b. (5) above, which are properly chargeable to the terminated portion of the contract (exclusive of amounts paid or payable on account of supplies or materials delivered or services furnished by subcontractors or vendors prior to the effective date of the Notice of Termination, which amounts shall be included in the costs payable under (a) above; and

©) A sum, as profit on (a), above, determined by the Contracting Officer pursuant to Section 49.202 of the Federal Acquisition Regulations (48 CFR 49.202), in effect as of the date of execution of this contract, to be fair and reasonable. Provided, however, that if it appears that the Contractor would have sustained a loss on the entire Contract had it been completed, no profit shall be included or allowed under this subparagraph (d) and an appropriate adjustment shall be made reducing the amount of the settlement to reflect the indicated rate of loss; and

(3) The reasonable costs of settlement, including accounting, legal, clerical, and other expenses reasonably necessary for the preparation of settlement claims and

supporting data with respect to the terminated portion of the Contract and for the termination and settlement of subcontracts thereunder, together with reasonable storage, transportation, and other costs incurred in connection with the protection or disposition of property allocable to this Contract.

(4) The total sum to be paid to the Contractor under (1) and (2) of this paragraph f. shall not exceed the total Contract price as reduced by the amount of payments otherwise made and as further reduced by the Contract price of work not terminated. Except for normal spoilage, and except to the extent that the Authority shall have otherwise expressly assumed the risk of loss, there shall be excluded from the amounts payable to the Contractor as provided in f. (1) and (2) (a) above, the fair value, as determined by the Contracting Officer, of property which is destroyed, lost, stolen, or damaged so as to become undeliverable to the Authority, or to a buyer pursuant to paragraph b. (7).

g. Costs claimed, agreed to, or determined pursuant to paragraphs d., e. and f. of this article shall be in accordance with the applicable contract cost principles and procedures in Subpart 31.1 of the Federal Acquisition Regulations (48 CFR 31.1) in effect on the date of this Contract.

h. The Contractor shall have the right to appeal, under the DISPUTES article of this Contract from any determination made by the Contracting Officer under paragraph d. or f. above, except that, if the Contractor has failed to submit his claim within the time provided in paragraph d. above and has failed to request extension of such time, he shall have no such right of appeal. In any case where the Contracting Officer has made a determination of the amount due under paragraph d. or f. above, the Authority shall pay to the Contractor the following:

(1) if there is on right of appeal hereunder or if no timely appeal has been taken, the amount so determined by the Contracting Officer; or

(2) if an appeal has been taken, the amount finally determined on such appeal.

I. In arriving at the amount due the Contractor under this article there shall be deducted

(1) · all unliquidated advance or other payments on account theretofore made to the Contractor, applicable to the terminated portion of this Contract;

(2) any claim which the Authority may have against the Contractor in connection with this Contract; and

(3) the agreed price for, or the proceeds of sale of, any materials, supplies, or other things acquired by the Contractor or sold, pursuant to the provisions of this article, and not otherwise recovered by or credited to the Authority.

j. If the termination hereunder be partial, prior to the settlement of the terminated portion of this Contract, the Contractor may file with the Contracting Officer a request in writing for an equitable adjustment of the price or prices specified in the Contract relating to the continued portion of the Contract (the portion not terminated by the Notice of Termination), and such equitable adjustment as may be agreed upon shall be made in such price or prices.

k. The Authority may from time to time, under such terms and conditions as it may prescribe, make partial payments and payments on account against costs incurred by the Contractor in connection with the terminated portion of this Contract whenever in the opinion of the Contracting Officer the aggregate of such payments shall be within the amount to which the Contractor will be entitled hereunder. If the total of such payments is in excess of the amount finally agreed or determined to be due under this article, such excess shall be payable by the

Contractor to the Authority upon demand, together with interest computed at the rate of six percent per annum for the period from the date such excess payment is received by the Contractor to the date on which such excess is repaid to the Authority; provided, however, that no interest shall be charged with respect to any such excess payment attributable to a reduction in the Contractor's claim by reason of retention or other disposition of termination inventory until 10 days after the date of such retention or disposition, or such later date as determined by the Contracting Officer by reasons of the circumstances.

l. Unless otherwise provided for in this Contract, or by applicable statute, the Contractor, from the effective date of termination and for a period of three years after final settlement under this Contract, shall preserve and make available to the Authority at all reasonable times at the office of the Contractor but without direct charge to the Authority, all his books, records, documents, and other evidence bearing on the costs and expenses of the Contractor under this Contract and relating to the work terminated hereunder, or, to the extent approved by the Contracting Officer, photographs, micro photographs, or other authentic reproductions thereof.

14. FEDERAL, STATE AND LOCAL TAXES

a. Except as may be otherwise provided in this Contract, the Contract price includes all applicable Federal, State, and Local taxes and duties.

b. Nevertheless, with respect to any Federal excise tax or duty on the transactions or property covered by this Contract, if a statue, court decision, written ruling, or regulation takes effect after the Contract date, and:

(1) Results in the Contractor being required to pay or bear the burden of any such Federal excise tax or duty or increase in the rate thereof which would not otherwise have been payable on such transactions or property, the Contract price shall be increased by the amount of such tax or duty or rate increase, provided the Contractor warrants in writing that no amount for such newly imposed Federal excise tax or duty or rate increase was included in the Contract price as a contingency reserve or otherwise; or

(2) Results in the Contractor not being required to pay or bear the burden of, or in his obtaining a refund or drawback of, any such Federal excise tax or duty which would otherwise have been payable on such transactions or property or which was the basis of an increase in the Contract price, the Contract price shall be decreased by the amount of the relief, refund, or drawback, or that amount shall be paid to the Authority, as directed by the Contracting Officer. The Contract price shall be similarly decreased if the Contractor, through his fault or negligence or his failure to follow instructions of the Contracting Officer, is required to pay or bear the burden of, or does not obtain a refund or drawback of, any such Federal excise tax or duty.

c. Paragraph b. above shall not be applicable to social security taxes or to any other employment tax.

d. No adjustment of less than $100 shall be made in the Contract price pursuant to paragraph b. above.

e. As used in paragraph b. above, the term Contract date means the date set for bid opening, or if this is a negotiated contract, the Contract date. As to additional supplies or services procured by modification to this Contract, the term Contract date means the date of such modification.

f. Unless there does not exist any reasonable basis to sustain an exemption, the Authority upon

the request of the Contractor shall, without further liability, furnish evidence appropriate to establish exemption from any Federal, State or Local tax; provided that evidence appropriate to establish exemption from any Federal excise tax or duty which may give rise to either an increase or decrease in the Contract price will be furnished only at the discretion of the Authority.

g. The Contractor shall promptly notify the Contracting Officer of matters which will result in either an increase or decrease in the Contract price and shall take action with respect thereto as directed by the Contracting Officer.

15. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT-OVERTIME COMPENSATION

This Contract, to the extent that it is of a character specified in the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), is subject to the following provisions and to all other applicable provisions and exceptions of such Act and the regulations of the Secretary of Labor thereunder.

a. Overtime requirements: No Contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers, mechanics, apprentices, trainees, watchmen, and guards shall require or permit any laborer, mechanic, apprentice, trainee, watchman, or guard in any workweek in which he is employed on such work to work in excess of 40 hours in such work week on work subject to the provisions of the Contract Work Hours and Safety Standards Act unless such laborer, mechanic, apprentice, trainee, watchman, or guard receives compensation at a rate not less than one and one-half times his basic rate of pay for all such hours worked in excess of 40 hours in such work week.

b. Violation: liability for unpaid wages: liquidated damages. In the event of any violation of the provisions of paragraph a., the Contractor and any subcontractor responsible therefor shall be liable to any affected employee for his unpaid wages. In addition, such Contractor and subcontractor shall be liable to the Authority for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer, mechanic, apprentice, trainee, watchman, or guard employed in violation of the provision of paragraph a. in the sum of $10 for each calendar day on which such employee was required or permitted to be employed on such work in excess of his standard work week of 40 hours without payment of the overtime wages required by paragraph a.

c. Withholding for unpaid wages and liquidated damages: The Contracting Officer may withhold from the Authority Contractor, from any monies payable on account of work performed by the Contractor or subcontractor, such sums as may be administratively determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the provisions of paragraph b.

d. Subcontracts: The Contractor shall insert paragraphs a. through d. of this article in all subcontracts and shall require their inclusion in all subcontracts of any tier.

e. Records: The Contractor shall maintain payroll records containing the information specified in 29 CFR 516.2(a). Such records shall be preserved for three years from the completion of this Contract.

16. WALSH-HEALEY PUBLIC CONTRACTS ACT (DEC 1996)

If this Contract is for the manufacture or furnishing of materials, supplies, articles, or equipment in an amount which exceeds or may exceed $10,000 and is subject to the Walsh-Healey Public Contracts Act, as amended (41 U.S.C. 35-45), the following terms and conditions apply:

(a) All stipulations required by the Act and regulations issued by the Secretary of Labor (41 CFR Chapter 50) are incorporated by reference. These stipulations are subject to all applicable rulings and interpretations of the Secretary of Labor that are now, or may be hereafter, be in effect.

(b) All employees whose work relates to this contract shall be paid not less than the minimum wage prescribed by regulations issued by the Secretary of Labor (41 CFR 50-202.2). Learners, student learners, apprentices, and handicapped worker may be employed at less that the prescribed minimum wage (see 41 CFR 50-202.3) to the same extent that such employment is permitted under Section 14 of the Fir Labor Standards Act (41 U.S.C. 40).

17. EMPLOYMENT RESTRICTION WARRANTY

a. The Contractor warrants that it will not offer employment to any officer or employee of the Washington Metropolitan Area Transit Authority (WMATA) who has been involved, directly or indirectly, in any matter of financial interest to the Contractor until at least one year after the officer or employee has ceased involvement in or responsibility for the matter.

b. The Contractor further warrants that it will not employ any WMATA officer or employee who has had direct responsibility for any matter of financial interest to the Contractor within the year prior to the retirement or termination of the officer or employee until at least one full year after such officer or employee has left the employment of the Authority.

c. The one year requirement described in a. and b. above may be waived at the discretion of the Contracting Officer if the WMATA employee or former employee has been subject to a Reduction in Force; in such case, the Contracting Officer will provide the Contractor with a letter to that effect.

d. If a waiver is granted, or if a former employee of WMATA is eventually hired, the Contractor shall be responsible for ensuring that the former employee is not directly involved in negotiating or otherwise dealing with WMATA on any particular matter over which such employee had responsibility during his or her period of employment at WMATA.

e. Should the Contractor fail to comply with paragraphs a., b. or d. above, the Contracting Officer shall have the right to withhold payment under this Contract in an amount not to exceed 2% of the total Contract amount as liquidated damages to the Authority, such withholding to be in addition to any other withholding under this Contract. Further, the Contracting Officer shall consider such violation in evaluating the Contractor's responsibility in connection with award of any other Authority Contract.

18. OFFICIALS NOT TO BENEFIT

a. No member of or delegate to Congress, or resident commissioner, shall be admitted to any share or part of this Contract, or to any benefit that may arise therefrom; but this provision shall not be construed to extend to this Contract if made with a corporation for its general benefit.

b. No member, officer, or employee of the Public Body or of a local public body during his tenure or one year thereafter shall have any interest, direct or indirect, in this Contract or the proceeds thereof.

19. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Authority shall have the right to annul this Contract without liability or in its discretion, to deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

20. NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT

The provisions of this article shall be applicable only if the amount of this Contract exceeds $10,000.

a. The Contractor shall report to the Contracting Officer, promptly and in reasonable written detail, each notice or claim of patent or copyright infringement based on the performance of this Contract of which the Contractor has knowledge.

b. In the event of any claim or suit against the Authority on account of any alleged patent or copyright infringement arising out of the performance of this Contract or out of the use of any supplies furnished or work or services performed hereunder, the Contractor shall furnish to the Authority, when requested by the Contracting Officer, all evidence and information in possession of the Contractor pertaining to such suit or claim. Such evidence and information shall be furnished at the expense of the Authority except where the Contractor has agreed to indemnify the Authority.

c. This clause shall be included in all subcontracts.

21. NOTICE TO THE AUTHORITY OF LABOR DISPUTES

a. Whenever the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this Contract, the Contractor shall immediately give notice thereof, including all relevant information with respect thereto, to the Contracting Officer.

b. The Contractor agrees to insert the substance of this clause, including this paragraph b., in any subcontract hereunder as to which a labor dispute may delay the timely performance of this Contract; except that each such subcontract shall provide that in the event its timely performance is delayed or threatened by delay by any actual or potential labor dispute, the subcontractor shall immediately notify his next higher tier subcontractor, or the Contractor, as the case may be, of all relevant information with respect to such dispute.

22. PATENT INDEMNITY

a. If the amount of this Contract is in excess of $10,000, the Contractor shall indemnify the Authority and its officers, agents, and employees against liability, including costs, for infringement of any United States letters patent arising out of the manufacture or delivery of supplies under this Contract. The foregoing indemnity shall not apply unless the Contractor shall have been informed as soon as practicable by the Authority of the suite or action alleging such infringement, and shall have been given such opportunity as is afforded by applicable laws, rules, or regulations to participate in the defense thereof; and further, such indemnity shall not apply to:

(1) an infringement resulting from compliance with specific written instructions of the

Contracting Officer directing a change in the supplies to be delivered or in the materials or equipment to be used, or directing a manner or performance of the Contract not normally used by the Contractor;

(2) an infringement resulting from addition to, or change in, such supplies or components furnished which addition or change was made subsequent to delivery or performance by the Contractor; or

(3) a claimed infringement which is settled without the consent of the Contractor, unless required by final decree of court of competent jurisdiction.

23. ROYALTY INFORMATION

a. When the response to this solicitation contains costs or charges for royalties totaling more than $250, the following information shall be furnished with the offer, proposal, or quotation on each separate item of royalty or license fee:

(1) Name and address of licensor;

(2) Date of license agreement;

(3) Patent numbers, patent application serial numbers or other basis on which the royalty is payable;

(4) Brief description, including any part or model numbers of each contract item or component on which the royalty is payable;

(5) Percentage or dollar rate of royalty per unit;

(6) Unit price or Contract item;

(7) Number of units; and

(8) Total dollar amount of royalties.

b. In addition, if specifically requested by the Contracting Officer prior to execution of the Contract, a copy of the current license agreement and identification of applicable claims of specific patents shall be furnished.

24. RIGHTS IN TECHNICAL DATA (Revised June 1996)

a. The Authority shall have the right to use, duplicate or disclose technical data, which includes computer software, in whole or in part, in any manner and for any purpose whatsoever, and to have or permit others to do so:

(1) Any manuals, instructional materials prepared for installation, operation, maintenance or training purposes;

(2) Technical data pertaining to end items, components or processes which were prepared for the purpose of identifying sources, size, configuration, mating and attachment characteristics, functional characteristics and performance requirements ("form, fit and function" data; e.g., specification control drawings, catalog sheets, outline drawing; except that for computer software it means data identifying source, functional characteristics, and performance requirements but specifically excludes the source code, algorithm, process, formulae, and flow charts of the software);

(3) Other technical data which has been, or is normally furnished without restriction by the Contractor or subcontractor;

(4) Other specifically described technical data which the parties have agreed will be furnished without restriction.

b. The Authority shall have the right to use, duplicate, or disclose technical data other than that defined in paragraph a. in whole or in part, with the express limitation that such technical data shall not, without the written permission of the party furnishing such technical data, be

(1) released or disclosed in whole or in part outside the Authority,

(2) used in whole or in part by the Authority for manufacture, or

(3) used by a party other than the Authority except for emergency repair or overhaul work only, by or for the Authority where the item or process concerned is not otherwise reasonably available to enable timely performance of the work; provided, that the release or disclosure thereof outside the Authority shall be made subject to a prohibition against further use, release or disclosure.

c. Technical data provided in accordance with the provisions of paragraph b. shall be identified by a legend which suitably recites the aforesaid limitation. Nothing herein shall impair the right of the Authority to use similar or identical data acquired from other sources.

d. The term technical data as used in this article means technical writing, computer software, sound recordings, pictorial reproductions, drawings, or other graphic representations and works of a technical nature, whether or not copyrighted, which are specified to be delivered pursuant to this Contract. The term does not include financial reports, cost analyses, and other information incidental to Contract administration. Computer software as used in this article means computer programs, computer data bases, and documentation thereof.

e. Material covered by copyright:

(1) The Contractor agrees to and does hereby grant to the Authority, and to its officers, agents and employees acting within the scope of their official duties, a royalty-free, nonexclusive and irrevocable license throughout the world for Authority purposes to publish, translate, reproduce, deliver, perform, dispose of, and to authorize others so to do, all technical data now or hereafter covered by copyright.

(2) No such copyrighted matter shall be included in technical data furnished hereunder without the written permission of the copyright owner for the Authority to use such copyrighted matter in the manner above described.

(3) The Contractor shall report to the Authority (or higher-tier contractor) promptly and in reasonable written detail each notice or claim of copyright infringement received by the Contractor with respect to any technical data delivered hereunder.

f. Relation to patents: Nothing contained in this article shall imply a license to the Authority under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the Authority under any patent.

g. Any dispute under this article shall be subject to the Disputes article of this contract.

h. Notwithstanding any other payment provision in this contract, the Contracting Officer may retain from payment up to 10 percent of the contract price until final delivery and acceptance of the technical data defined in this article and as required to be furnished by the bid schedule or the contract specification.

25. TECHNICAL DATA — WITHHOLDING OF PAYMENT Not Used

26. AUDIT RECORDS-NEGOTIATION (Revised 4/20/01)

a. This clause is applicable if this Contract was entered into by means of negotiation and shall become operative with respect to any modification to this Contract whether this Contract was initially entered into by means of negotiation or by means of formal advertising.

b. As used in this clause, "records" includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form.

c. If this is a cost-reimbursement, incentive, time-and-materials, labor-hour, or price redeterminable contract, or any combination of these, the Contractor shall maintain and the Contracting Officer, or an authorized representative of the Contracting Officer, shall have the right to examine and audit all records and other evidence sufficient to reflect properly all costs claimed to have been incurred or anticipated to be incurred directly or indirectly in performance of this contract. This right of examination shall include inspection at all reasonable times of the Contractor's plants, or parts of them, engaged in performing this contract.

d. If the Contractor has been required to submit cost or pricing data in connection with any pricing action relating to this contract, the Contracting Officer, or an authorized representative of the Contracting Officer, in order to evaluate the accuracy, completeness, and currency of the cost or pricing data, shall have the right to examine and audit all of the Contractor's records, including computations and projections, related to the proposal for the contract, subcontract, or modification; the discussions conducted on the proposal(s), including those related to negotiating; pricing of the contract, subcontract or modification; or performance of the contract, subcontract or modification.

e. If the Contractor is required to furnish cost, funding, or performance reports, the Contracting Officer or an authorized representative of the Contracting Officer shall have the right to examine and audit the supporting records and materials, for the purpose of evaluating the effectiveness of the Contractor's policies and procedures to produce data compatible with the objectives of these reports; and the data reported.

f. The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence described above, for examination, audit or reproduction, until 3 years after final payment under this contract or for any shorter period specified in Subpart 4.7, Contractor Records Retention, of the Federal Acquisition Regulation (FAR), or for any longer period required by statute or by other clauses of this contract. In addition–

(1) If this contract is completely or partially terminated, the Contractor shall make available the records relating to the work terminated until 3 years after any resulting final termination settlement; and

(2) The Contractor shall make available records relating to appeals under the Disputes clause or to litigation or the settlement of claims arising under or relating to this contract until such appeals, litigation, or claims are fully resolved.

g. The Contractor shall insert a clause containing all the terms of this clause, including this paragraph (g), in all subcontracts under this contract that exceed the simplified acquisition threshold (currently $100,000 or less) and –

(1) That are cost reimbursable, incentive, time-and-material, labor-hour, or price re-

determinable type or any combination of these;

(2) For which cost or pricing data are required; or

(3) That require the contractor to submit reports as discussed in paragraph (e) of this clause.

27. GRATUITIES

a. In connection with performance of work required under this Contract, or any changes or modifications relative thereto, the giving of or offering to give gratuities (in the form of entertainment, gifts or otherwise) by the Contractor, or any agent, representative or other person deemed to be acting on behalf of the Contractor, or any supplier or subcontractor furnishing material to or performing work under this Contractor, or any agent, representative or other person deemed to be acting on behalf of such supplier or subcontractor, to any Director, Officer or employee of the Authority; or to any Director, Officer, employee or agent of any of the Authority's agents, consultants, representatives or other persons deemed to be acting for or on behalf of the Authority with a view toward securing a contract or securing favorable treatment with respect to the awarding or amending, or the making of any determinations with respect to the performing of such contract is expressly forbidden. The terms of this GRATUITIES article shall be strictly construed and enforced in the event of violations hereto.

b. Reported instances of the giving or offering to give gratuities within the context of this GRATUITIES article will be investigated by the Board of Directors or its duly authorized representative. A preliminary investigation will be made to determine whether there is probable cause to suspect that a violation of this article has been committed. If such probable cause is found to exist, the Board of Directors, or its duly authorized representative, shall formally notify the suspected donor corporation or individual in writing of the particulars of the event; and provide such donor the opportunity to be heard on the matter. The aims of the investigations and hearing shall be to ensure due process and to preserve the best interests and rights of all parties by the full and fair disclosure of all relevant and material information. Accordingly, the Board of Directors, or its duly authorized representative, shall require production of all pertinent documents and records, and sworn testimony from witnesses. During the pendency of any investigation or hearing treating with a violation of this GRATUITIES article, the Board of Directors, or its duly authorized representative may exercise its power granted by the Washington Metropolitan Area Transit Authority Compact, Public Law 774, 80 Star. 1324, Article V, General Powers, Subparagraph (k), by issuing subpoenas to compel the attendance of necessary witnesses, and to compel production of papers, records, accounts, ledgers and documents. The subpoenas shall be enforceable by order of an appropriate United States District Court. If, after notice and hearing, or notice of the opportunity to be heard, the Board of Directors, or its duly authorized representative, finds that a violation of this GRATUITIES article has been committed, the Authority shall have the right to:

(1) Require that the individual(s) giving or offering the gratuity be removed from further participation on any Authority projects (be terminated);

(2) Deny the Contractor any G & A (general and administrative) mark-ups for all changes and/or modifications found to be tainted by the giving of or offering to give gratuities;

(3) Preclude the Contractor from bidding on, receiving or participating as joint venturer, subcontractor or otherwise in any Authority project for a period of five years;

(4) Have complete access to all the Contractor's financial books, records and accounts for the purpose of performing a comprehensive audit of the entire project.

(5) In the event of repeated violations of this GRATUITIES article or of gross or extreme conduct indicative of a corrupt intent to gain special advantage, by written notice to the Contractor, terminate the right of the Contractor to proceed under the Contract.

c. The existence of the facts upon which the Board of Directors, or its duly authorized representative, makes findings in connection with investigations and hearings in consonance herewith shall be an issue and may be reviewed in any competent court.

d. In the event this Contract is terminated as provided in paragraph b. (5) hereof, the Authority shall be entitled

(1) to pursue the same remedies against the Contractor as it could pursue in the event of a breach of the Contract by the Contractor, and

(2) as a penalty in addition to any other damages to which it may be entitled by law, to exemplary damages in any amount (as determined by the Board or its duly authorized representative) which shall be not less than three nor more than ten times the costs incurred by the Contractor in providing any such gratuities to any such officer or employee.

e. The rights and remedies of the Authority provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

28. CONVICT LABOR

In connection with the performance of work under this Contract, the Contractor agrees not to employ any person undergoing sentence of imprisonment except as provided by Public Law 89-176, September 10, 1965.

29. LIMITATION ON WITHHOLDING PAYMENTS

If more than one article or schedule provision of this Contract authorizes the temporary withholding of amounts otherwise payable to the Contractor for supplies delivered or services performed, the total of the amounts so withheld at any one time shall not exceed the greatest amount which may be withheld under any one such article or schedule provision at that time; provided, that this limitation shall not apply to:

a. Withholdings pursuant to any clause relating to wages or hours of employees;

b. Withholdings not specifically provided for by this Contract; and

c. The recovery of overpayment.

30. PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA — PRICE ADJUSTMENTS

a. This article shall become operative only with respect to any modification of this Contract which involves aggregate increases and/or decreases in costs plus applicable profits in excess of $100,000 unless the modification is priced on the basis of adequate competition, established catalog or market prices of commercial items sold in substantial quantities to the general public, or prices set by law or regulation. The right to price reduction under this article is limited to defects in data relating to such modification.

b. If any price, including profit, or fee, negotiated in connection with any price adjustment under this Contract was increased by any significant sums because:

(1) The Contractor furnished cost or pricing data which was not complete, accurate and current as certified in the Contractor's Certificate of Current Cost or Pricing Data;

(2) A subcontractor, pursuant to the articles of this Contract entitled SUBCONTRACTOR COST OR PRICING DATA or SUBCONTRACTOR COST OR PRICING DATA--PRICE ADJUSTMENTS or any subcontract clause therein required, furnished cost or pricing data which was not complete, accurate and current as certified in the subcontractor's Certificate of Current Cost or Pricing Data;

(3) A subcontractor or prospective subcontractor furnished cost or pricing data which was required to be complete, accurate and current and to be submitted to support a subcontract cost estimate furnished by the Contractor but which was not complete, accurate and current as of the date certified in the Contractor's Certificate of Current Cost or Pricing Data; or

(4) The Contractor or a subcontractor or prospective subcontractor furnished any data, not within (1) or (3) above, which was not accurate, as submitted; the price shall be reduced accordingly and the Contract shall be modified in writing as may be necessary to reflect such reduction. However, any reduction in the Contract price due to defective subcontract data of a prospective subcontractor, when the subcontract was not subsequently awarded to such subcontractor, will be limited to the amount (plus applicable overhead and profit markup) by which the actual subcontract, or the actual cost to the Contractor, if there was no subcontract, was less than the prospective subcontract cost estimate submitted by the Contractor, provided that the actual subcontract price was not affected by defective cost or pricing data.

NOTE: Since the Contract is subject to reduction under this article by reason of defective cost or pricing data submitted in connection with certain subcontracts, it is expected that the Contractor may wish to include an article in each such subcontract, requiring the subcontractor to appropriately indemnify the Contractor. However, the inclusion of such an article and the terms thereof are matters for negotiation and agreement between the Contractor and the subcontractor and are not binding upon the Authority. It is also expected that any subcontractor subject to such indemnification will generally require substantially similar indemnification for defective cost or pricing data required to be submitted to his lower tier subcontractors.

31. RESERVED (Revised 4/20/01)

32. SUBCONTRACTOR COST AND PRICING DATA-PRICE ADJUSTMENTS

a. Paragraphs b. and c. of this article shall become operative only with respect to any change or other modification made pursuant to one or more provisions of this Contract which involves a price adjustment in excess of $100,000. The requirements of this article shall be limited to such price adjustments.

b. The Contractor shall require subcontractors hereunder to submit cost or pricing data under the following circumstances:

(1) prior to award of any cost-reimbursement type, incentive, or price re-determinable subcontract;

(2) prior to the award of any subcontract the price of which is expected to exceed $100,000;

(3) prior to the pricing of any subcontract change or other modification for which the price

adjustment is expected to exceed $100,000; except in the case of (2) or (3) where the price is based on adequate price competition, established catalog or market prices of commercial items sold in substantial quantities to the general public, or prices set by law or regulation.

c. The Contractor shall require subcontractors to certify that to the best of their knowledge and belief the cost and pricing data submitted under paragraph b. above is accurate, complete, and current as of the date of execution, which date shall be as close as possible to the date of agreement on the negotiated price of the Contract modification.

d. The Contractor shall insert the substance of this clause including this paragraph d. in each subcontract which exceeds $100,000.

33. NEW MATERIAL

Except as to any supplies and components which the Specifications or schedule specifically provides need not be new, the Contractor represents that the supplies and components to be provided under this Contract are new (not used or reconditioned, and not of such age or so deteriorated as to impair their usefulness or safety). If at any time during the performance of this Contract, the Contractor believes that the furnishing of supplies or components which are not new is necessary or desirable, he shall notify the Contracting Officer immediately, in writing, including the reasons therefor and proposing any consideration which will flow to the Authority if authorization to use such supplies is granted.

34. ORDER OF PRECEDENCE

In the event of an inconsistency in this Contract, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence in the following order:

a. The Bid Schedule;

b. General Provisions;

c. The other provisions of the Contract, whether incorporated by reference or otherwise;

d. The Specifications; and

e. Drawings.

35. CORRECTION OF DEFICIENCIES

a. Definitions: As used in this article:

(1) Deficiency means any condition or characteristics in any supplies (which term shall include related technical data) or services furnished hereunder, which is not in compliance with the requirements of this Contract.

(2) Correction means any and all actions necessary to eliminate any and all deficiencies.

(3) Supplies mean the end item(s) furnished by the Contractor and related services required under this Contract.

b. General:

(1) The rights and remedies of the Authority provided in this article:

(a) Shall not be affected in any way by any other provisions under this Contract concerning the conclusiveness of inspection and acceptance; and

(b) Are in addition to and do not limit any rights afforded to the Authority by any other article of this Contract.

(2) This article shall apply only to those deficiencies discovered by either the Authority or the Contractor within one year after acceptance.

(3) The Contractor shall not be responsible under this article for the correction of deficiencies in Authority furnished property, except for deficiencies in installation, unless the Contractor performs or is obligated to perform any modifications or other work on such property. In that event, the Contractor shall be responsible for correction of deficiencies to the extent of such modifications or other work.

(4) The Contractor shall not be responsible under this article for the correction of deficiencies caused by the Authority.

c. Deficiencies in accepted supplies or services:

(1) Notice to Contractor - Recommendation for Correction: If the Contracting Officer determines that a deficiency exists in any of the supplies or services accepted by the Authority under this Contract, he shall promptly notify the Contractor of the deficiency, in writing, within 30 days. Upon timely notification of the existence of such a deficiency, or if the Contractor independently discovers a deficiency in accepted supplies or services, the Contractor shall promptly submit to the Contracting Officer his recommendation for corrective actions, together with supporting information in sufficient detail for the Contracting Officer to determine what corrective action, if any, shall be undertaken.

(2) Direction to Contractor concerning correction of deficiencies: Within 30 days after receipt of the Contractor's recommendations for corrective action and adequate supporting information, the Contracting Officer, at his sole discretion, shall give the Contractor written notice not to correct any deficiency, or to correct or partially correct any deficiency within a reasonable time and at a specified location.

(3) Correction of deficiencies by Contractor: The Contractor shall promptly comply with any timely written direction by the Contracting Officer to correct or partially correct a deficiency, at no increase in the Contract price. The Contractor shall also prepare and furnish to the Authority data and reports applicable to any correction required under this article (including revision and updating of all other affected data called for under this Contract) at no increase in the Contract price.

(4) Modification of Contract With respect to uncorrected deficiencies: In the event of timely notice of a decision not to correct or only to partially correct, the Contractor shall promptly submit a technical and cost proposal to amend the Contract to permit acceptance of the affected supplies or services in accordance with the revised requirements, and an equitable reduction in Contract price shall promptly be negotiated by the parties and reflected in a supplemental agreement to this Contract.

d. Deficiencies in supplies or services not yet accepted: If the Contractor becomes aware at any time before acceptance by the Authority (whether before or after tender to the Authority) that a deficiency exists in any supplies or services, he shall promptly correct the deficiency or, if he elects to invoke the procedures in paragraph c. above, he shall promptly communicate information concerning the deficiency to the Contracting Officer, in writing, together with his

detailed recommendation for corrective action.

e. No extension in time for performance; no increase in Contract price.

(1) In no event shall the Authority be responsible for extension or delays in the schedule deliveries or periods of performance under this Contract as a result of the Contractor's obligations to correct deficiencies, nor shall there be any adjustment of the delivery schedule or period of performance as a result of such correction of deficiencies, except as may be agreed to by the Authority in a supplemental agreement with adequate consideration.

(2) It is hereby specifically recognized and agreed by the parties hereto that this article shall not be construed as obligating the Authority to increase the Contract price of this Contract.

f. Transportation charges:

(1) When the Authority returns supplies to the Contractor for correction or replacement pursuant to this article, the Contractor shall be liable for transportation charges up to an amount equal to the cost of transportation by the usual commercial method of shipment from the designated destination point under this Contract to the Contractor's plant, in addition to any charges provided for by (2) below. The Contractor shall also bear the responsibility for the supplies while in transit.

(2) When compliance with the terms of this article by the Contractor involves shipment of corrected or replacement supplies from the Contractor to the Authority, the Contractor shall be liable for transportation charges up to an amount equal to the cost of transportation by the usual commercial method of shipment from the Contractor's plant to the designated destination point under this Contract, in addition to any charges provided for by (1)above. The Contractor shall also bear the responsibility for the supplies while in transit.

g. Failure to correct: If the Contractor fails or refuses to

(1) present a detailed recommendation for corrective action in accordance with c. above,

(2) correct deficiencies in accordance with c. (3) above, or

(3) prepare and furnish data and reports in accordance with paragraph c. (3) above,

the Contracting Officer shall give the Contractor written notice specifying the failure or refusal and setting a period after receipt of the notice within which it must be cured. If the failure or refusal is not cured within the specified period, the Contracting Officer may, by contract or otherwise, as required:

(1) Obtain detailed recommendations for corrective action;

(2) (a) Correct the supplies or services, or

(b) Replace the supplies or services; and if the Contractor fails to furnish timely disposition instructions, the Contracting Officer may dispose of nonconforming supplies for the Contractor's account in a reasonable manner, in which case the Authority is entitled to reimbursement from the Contractor or from the proceeds for the reasonable expenses of care and disposition, as well as for excess costs incurred or to be incurred; and

(3) Obtain applicable data and reports and charge to the Contractor the cost occasioned

to the Authority thereby.

h. Correction of deficient replacements and re-performances: Any supplies or parts thereof corrected or furnished in replacement and any services re-performed pursuant to this article shall also be subject to all the provisions of the article to the same extent as supplies or services initially accepted.

I. Disassembly / reassembly expense: The Contractor shall be liable for reasonable cost of disassembly / reassembly of larger items necessary to remove the supplies to be inspected and/or returned for correction or replacement.

36. ASSIGNMENT (Revised 05/24/94)

a. The Contractor shall not transfer the rights and obligations of the Contract to third parties. The Authority may recognize a third party as successor in interest to the Contract where the third party's interest is incidental to the transfer of all the assets of the Contractor, i.e., sales of assets, transfer of assets pursuant to merger or consolation, or incorporation of a proprietorship or partnership. Such recognition of the transfer shall be within the discretion of the Contracting Officer after review of the facts and circumstances surrounding each request but the assignment shall not be approved unless the surety, in writing, agrees to that assignment and accepts the assignee as the Contractor and principal on the payment and/or performance bonds.

b. If this Contract provides for payments aggregating $1,000 or more, claims for monies due or to become due the Contractor from the Authority under this Contract may be assigned to a bank, trust company, or other financing institution, including any Federal lending agency, and may thereafter be further assigned and reassigned to any institution. (Notice of such assignment shall be made to the Authority.) Any such assignment or reassignment shall cover all amounts payable under this Contract and not already paid, and shall not be made to more than one party, except that any such assignment or reassignment may be made to one party as agent or trustee for two or more parties participating in such financing. It is the Authority's intent to recognize assignments only to bona fide lending institutions, therefore, assignment to any private corporation, business or individual which does not qualify as such is specifically prohibited.

c. Any attempt to transfer by assignment not authorized by this article shall constitute a breach of the Contract and the Authority may for such cause terminate the right of the Contractor to proceed as provided in the DEFAULT article of these General Provisions, and the Contractor and his sureties shall be liable to the Authority for any excess costs incurred by the Authority.

37. PRICING OF ADJUSTMENTS

a. When costs are a factor in any determination of a Contract price adjustment pursuant to the CHANGES AND CHANGED CONDITIONS article or any other provision of this Contract, such costs shall be in accordance with the Subpart 31.1 of the Federal Acquisition Regulations (48 CFR 31.1).

b. Notwithstanding any interpretation of the aforementioned contract cost principles and procedures to the contrary, the Authority will not be liable for interest, however represented, on or as a part of any claim, request, proposal or adjustment, including equitable adjustments, whether said claim, request, proposal or adjustment, including equitable adjustments, arises under the Contract or otherwise.

c. Where general and administrative expense is recoverable as part of any pricing adjustment under this contract, the adjustment shall be based on the relationship between the

Contractors' total general and administrative expenses allowable under FAR cost principles for all construction-type operations during the fiscal or calendar year covering the actual performance period of the work included in this pricing adjustment, and the Contractor's total cost input (excluding General and Administrative costs) for construction-type operations during the same period, expressed as a percentage, applied to the direct and overhead contract costs included in the pricing adjustment.

38. CERTIFICATE OF CURRENT COST OR PRICING DATA (Revised 11/22/00)

The Contractor shall provide a Certificate of Current Cost or Pricing Data as required in Subpart 15.4 of the Federal Acquisition Regulations (48 CFR 15.4) in support of any negotiated contract expected to exceed $100,000 any modification to a formally advertised or negotiated contract on which the aggregate of the increase and decreases in cost are expected to exceed $100,000; the Contracting Officer at his discretion may request cost or pricing data for modifications on which cost are $100,000 or less and an attendant certificate of current cost or pricing data.

39. ACCOUNTING AND RECORD KEEPING

a. Applicability. This Article shall become effective for and shall apply to any adjustment in the price of this Contract initiated by the Contractor or the Authority. However, where the original amount of this Contract is less than $1,000,000, paragraph c. of this Article does not apply unless the adjustment is expected to exceed $50,000.

b. Forward Priced Adjustments. Unless expressly waived in writing in advance by the Contracting Officer, the Contractor shall furnish to the Contracting Officer a cost proposal in advance of performance of any work for which a price adjustment is requested under this Contract. The proposal format shall be as detailed in Article 39. The Contractor shall originate such records as are necessary to substantiate all elements of the pricing proposal, current to the date of agreement on the pricing adjustment. Such records supporting the costs of each pricing adjustment request shall be specifically segregated and identified in the Contractor's accounting system as being applicable to the pricing adjustment request.

c. Post Pricing Adjustments. In addition to the records required to be originated under b. above, in the event pricing of an adjustment under this Contract is not agreed upon between the Contractor and the Contracting Officer prior to the commencement of work for which the pricing adjustment is requested, the Contractor and any subcontractor engaged in work for which the pricing adjustment is requested, shall maintain accounts and original cost records specifically segregated and identified by job order or other appropriate accounting procedures approved by the Contracting Officer of all incurred segregeteble costs related to the work for which the pricing adjustment is requested. The Contractor shall maintain accounts and records which segregate and account for the costs of all work associated with that part of the project for which the pricing adjustment is requested and shall allocate the costs so accumulated between (1) work required under the base Contract; (2) work requested to be reimbursed under the pricing adjustment; and (3) other claim, including but not limited to, changes, differing site conditions, and the like. The accounts and records so established shall accumulate such costs under logical costs groups, such as material, labor, equipment, subcontracts, field overhead and the like. The Contractor shall record these costs on a form approved by the Contracting Officer. Subject to agreement between the Contractor and the Contracting Officer, or upon direction of the Contracting Officer for work under Article 58, the Contractor shall use Form C-113 (Daily Report - Labor Materials and Equipment). The terms of Article 58.d of this Contract shall apply regardless of the form used.

d. Availability. The accounts, records and costs information required to be originated under b. and c. above together with all other accounts, records and costs information related to this Contract shall be maintained and made available by the Contractor and subcontractor(s).

(1) At the office of the Contractor or subcontractor(s) at all reasonable times for inspection, audit, reproduction or such other purposes as may be required by the Contracting Officer or by anyone authorized access to the records by the Contracting Officer or pursuant to any other provisions of this Contract.

(2) Until the expiration of three years from the date of payment of the final $100 (final payment) under this Contract or such lesser time as is specified in Subpart 4.7 of the Federal Acquisition Regulations and for such longer period, if any, as is required by applicable statute, or by other articles of this contract, or by paragraphs (a) and (b) below:

(a) If the Contract is completely or partially terminated, for a period of three years from either the date of any resulting final settlement or the date of final payment whichever is the greater period; and

(b) If a pricing adjustment is involved in any appeal under the Disputes Article of this Contract or in any litigation related to this Contract, for a period of one (1) year following the final disposition of the appeal or litigation.

e. When asserting a claim under the various provisions of this Contract, the Contractor shall grant the Authority access to review and ascertain the validity of the accounting records being maintained for segregation of costs, including base cost records, and to audit such costs as are deemed appropriate by the Contracting Officer. No payment shall be made to the Contractor on its claim until such records are made available and access is permitted.

f. Limitation on Pricing Adjustment. In the event the Contractor or any subcontractor fails to originate or to maintain, or to make available any accounts or records as required under this or any other Article of the Contract, any pricing adjustment or portion thereof previously granted by the Contracting Officer for which records are not available shall be rescinded and recompute, or if a pricing adjustment has not yet been granted shall be computed, in an amount not to exceed the direct costs for the affected work for which accounts or records are not available, plus a single mark-up for indirect expenses not to exceed ten percent of the direct costs so determined by the Contracting Officer. The adjustment will be established by the Contracting Officer based upon, at his or her election, either,

(1) an audit of any existing books and records of the Contractor or subcontractor; or

(2) an Authority estimate adopted by the Contracting Officer, or

(3) a combination of (1) and (2);

plus a single mark-up for indirect expenses not to exceed ten percent of the direct costs so determined by the Contracting Officer. The Contractor and subcontractors shall not be allowed any profit for the work for which the Contractor or subcontractor fails to originate, or to maintain, or to make available any accounts or records as required under this Contract.

g. The Contractor shall insert a clause containing all the provisions of this article in all subcontracts issued under this Contract, modified as necessary, for proper identification of the contracting parties and the Contracting Officer under this Contract.

40. COST OR PRICING DATA (Revised 11/22/00)

a. The Contractor shall submit to the Contracting Officer, either actually or by specific identification in writing, cost or pricing data under the conditions described in this paragraph and certify that, to the best of his knowledge and belief, the cost or pricing data submitted is accurate, complete, and current as of the date of execution, which date shall be as close as

possible to the date of agreement on the negotiated price of the Contract modification. The cost or pricing data shall be submitted at the time the Contractor submits his proposal for the pricing of any modification to this Contract, whether or not cost or pricing data was required in connection with the initial pricing of the Contract, when the modification involves aggregate increases and/or decreases in costs plus applicable profits expected to exceed $100,000, or less at the discretion of the Contracting Officer.

b. The submittal of certified cost or pricing data shall not be required if the price is based on adequate price competition, established catalog or market prices of commercial items sold in substantial quantities to the general public, or prices set by law or regulation. The Contractor agrees that the terms adequate price competition and established catalog or market prices of commercial items sold in substantial quantities to the general public shall be determined by the Contracting Officer in accordance with the guidelines as set forth in Subpart 15.4 of the Federal Acquisition Regulations (48 CFR 15.4).

c. Cost or pricing data consists of all facts existing up to the time of agreement on price which prudent buyers and sellers would reasonably expect to have a significant effect on the price negotiations for the modification. The definition of cost or pricing data embraces more than historical accounting data; it also includes where applicable, such factors as subcontractor, supplier and vendor quotations, non-recurring costs, changes in construction methods, unit cost trends such as those associated with labor efficiency and any management decisions which could reasonably be expected to have a significant bearing on costs under the proposed modification and the Contract work. Cost or pricing data consists of all facts which can reasonably be expected to contribute to sound estimates of future costs as well as to the validity of costs already incurred. Cost or pricing data, being factual, is that type of information which can be verified. Because the certificate pertains to cost or pricing data, it does not make representations as to the accuracy of the Contractor's judgment on the estimated portion of future costs or projections. The certificate does, however, apply to the data upon which the Contractor's judgment is based.

41. CARGO PREFERENCE REQUIREMENTS (Revised 4/3/01)

The Contractor agrees:

a. To utilize privately owned United States-Flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, materials, or commodities pursuant to this Contract to the extent such vessels are available at fair and reasonable rates for United States-Flag commercial vessels.

a. To furnish within 20 working days following the date of loading for shipments originating within the United States, or within 30 working days following the date of loading for shipments originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of-lading in English for each shipment of cargo described in paragraph (1) above to WMATA (through the Contractor in the case of a subcontractor's bills-of-lading) and to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, D.C. 20590.

c. To include these requirements in all subcontracts issued pursuant to this Contract when the subcontract may involve the transport of equipment, material, or commodities by ocean liner.

42. RESERVED

43. CIVIL RIGHTS (Revised October 20, 2000)

a. Nondiscrimination: In accordance with Title VI of the Civil Rights Act, as amended, 42. U.S.C. §2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §6102, section 202 of the American with Disabilities Act of 1990, 42 U.S.C. §12132, and Federal transit law at 49 U.S.C. §5332, the contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing regulations that FTA may issue.

b. Equal Employment Opportunity: The following equal employment opportunity requirements apply to this contract.

(1) Race, Color, Creed, National Origin, Sex: In accordance with Title VII of the Civil Rights Act, as amended, 42. U.S.C. §2000e, and Federal transit laws at 49 U.S.C. §5332, the Contractor agrees to comply with all applicable equal opportunity requirements of the U. S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, " 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Contract. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, creed, national origin, sex or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(2) Age: In accordance with Section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. §§ 623 and Federal transit law at 49 U.S.C. §5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) Disabilities: In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. §12112, the Contractor agrees that it will comply with the requirements of U. S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

c. The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

44. REVOLVING DOOR (See Article #17)

45. CONFLICT OF INTEREST (Revised 02/24/94)

a. Neither the Contractor nor any person or company affiliated with it shall have, during the term of this contract and any extensions thereof, any contractual or other financial relationship with the Authority, with any Authority prime Contractor, or with any subcontractor or supplier to any Authority prime Contractor other than the contractual relationship established under this Contract, unless an exception is granted as described below.

b. Upon request of the Contractor and upon full disclosure and for good cause the Contracting Officer may in his sole discretion grant an exception to the requirement of a., above, when in his judgment the exception will not create a conflict between the Contractor's duties and obligations under this contract and the duties and obligations imposed on the Contractor under the contractual or other relationship for which an exception is requested.

c. If, during the performance of this contract and any extension thereof, the Contractor becomes aware of any relationship, financial interest, or other activity in which it or an affiliated person or company is involved which is not in compliance with the provisions of a., above, it shall promptly notify the Contracting Officer in writing and fully disclose all circumstances thereof. Should the Contracting Officer not grant an exception to the requirements of this Article, the Contractor shall, within ten (10) days of written notice from the Contracting Officer to do so, take all action necessary to comply with the terms of a., above.

d. If the Contractor fails to comply with the terms of this Article, the Contracting Officer, may withhold payments due under the contract until such time as the Contractor is in compliance or, should the non-compliance remain uncorrected at the expiration of ten (10) days from written notice from the Contracting Officer as provided in c., above, terminate the contract for default pursuant to the Default Article of this contract.

e. The Contractor in performing this Contract shall avoid any conduct which might result in or give the appearance of creating for Directors, Officers or employees of the Authority in their relationship with the Contractor any conflicts of interest or favoritism and/or the appearance thereof and shall avoid any conduct which might result in a Director, Officer or employee failing to adhere to the Standards of Conduct adopted by the Authority's Board of Directors.

f. Any determination by the Contracting Officer under this Article shall be final and shall be considered a question of fact within the meaning of the Disputes Article of this Contract.

46. SUBCONTRACT PAYMENTS (January 2000)

a. The Contractor shall, under this contract, establish procedures to ensure timely payment of amounts due pursuant to the terms of their subcontracts. The Contractor shall pay each subcontractor for satisfactory performance of its contract, no later than ten (10) days from the date of the Contractor's receipt of payment from the Authority for work by that subcontractor. The Contractor shall also release, within ten (10) days of satisfactory completion of all work required by the subcontractor, any retention withheld from the subcontractor.

b. The Contractor shall certify on each payment request to the Authority that payment has been or will be made to all subcontractors in accordance with paragraph a above. The Contractor shall notify the contracting officer or other delegated authority representative with each payment request, of any situation in which scheduled subcontractor payments have not been made.

c. If a subcontractor alleges that the Contractor has failed to comply with this provision, the

Contractor agrees to support any Authority investigation, and, if deemed appropriate by the Authority, to consent to remedial measures to ensure subcontractor payment that is due.

d. The Contractor agrees that the Authority may provide appropriate information to interested subcontractors who want to determine the status of Authority payments to the Contractor.

e. Nothing in this provision is intended to create a contractual obligation between the Authority and any subcontractor or to alter or affect traditional concepts of privity of contract between all parties.

47. RIGHTS IN DATA AND COPYRIGHTS — FTA (June 1996)

a. The term "subject data" used in this section means recorded information, whether or not copyrighted, that is delivered or specified to be delivered under this contract. The term includes graphic or pictorial delineation in media such as drawings or photographs; text in specifications or related performance or design-type documents; machine forms such as punched cards, magnetic tape, or computer memory printouts; and information retained in computer memory. Examples include, but are not limited to: computer software, engineering drawings and associated lists; specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information. The term "subject data" does not include financial reports, cost analyses, and similar information incidental to Project administration.

b. The following restrictions apply to all subject data first produced in the performance of this contract.

(1) Except for its or WMATA's own internal use, the Contractor may not publish or reproduce subject data in whole or in part, or in any manner or form, nor may the Contractor authorize others to do so, without the written consent of the U.S. Government, until such time as the Government may have either released or approved the release of such data to the public; this restriction on publication, however, does not apply to Agreements with academic institutions.

(2) In accordance with 49 C.F.R. § 18.34 and 49 C.F.R. 19.36, the Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, the following subject data for Federal Government purposes:

(a) Any subject data developed under this contract whether or not a copyright has been obtained; and

(b) Any rights of copyright to which the contractor purchases ownership with Federal assistance.

c. When the Federal Transit Administration (FTA) provides financial assistance for a planning, research, development, or a demonstration project, it is FTA's general intention to increase mass transportation knowledge, rather than limit the benefits of the Project to participants in the Project. Therefore, unless FTA determines otherwise, the Contractor agrees that, in addition to the rights set forth in subsection b(2) of this clause, FTA may make available to any FTA recipient, sub-recipient, third party contractor, or third party subcontractor, either FTA's license in the copyright to the subject data derived under this contract or a copy of the subject data first produced under this contract. If this contract is not completed for any reason whatsoever, all data developed under this contract shall become subject data as defined in subsection a. of this clause and shall be delivered as the Government may direct.

d. Unless prohibited by state law, the Contractor agrees to indemnify, save, and hold harmless WMATA and the Government, their officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the contractor of proprietary rights, copyrights, or right of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any data furnished under this Contract. The Contractor shall not be required to indemnify WMATA and the Government for any such liability arising out of the wrongful acts of employees or agents of WMATA and the Government.

e. Nothing contained in this section on rights in data shall imply a license to WMATA or the Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to WMATA or the Government under any patent.

f. The requirements of subsections b. and c., do not apply to material furnished by the Authority to the Contractor and incorporated in the work carried out under the contract provided that the Contractor identifies the incorporated material at the time of delivery of the work.

g. Any dispute under this article shall be subject to the Disputes article of this contract.

h. Notwithstanding any other payment provision in this contract, the Contracting Officer may retain from payment up to 10 percent of the contract price until final delivery and acceptance of the subject data defined in this article and as required to be furnished by the bid schedule or the contract specification.

48. FEDERAL CHANGES (Revised 11/22/00)

a. Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Agreement (Form FTA MA (8) dated October 1, 2001) between the Authority and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a materiel breach of this contract.

b. The Contractor agrees to include this clause in each subcontract financed in whole or in part with Federal Assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

49. NO OBLIGATION BY THE FEDERAL GOVERNMENT (Revised 01/04/00)

a. The Authority and the Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of this contract, absence the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Authority, Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

b. The Contractor agrees to include this clause in each subcontract financed in whole or in part with Federal Assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

50. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS (Revised 01/04/00)

a. The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U. S. C. 3801 et seq and U. S. DOT Regulations, "Program Fraud Civil Remedies," 49 C.F. R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies and affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

b. The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U. S. C. 5307, the Government reserves the right to impose the penalties of 18 U. S. C. 1001 and 49 U. S. C 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

c. The Contractor agrees to include this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to the provisions.

51. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS (Revised 01/04/00)

a. The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1D, dated April 15, 1996, as mended by Change 1 thereto dated August 4, 1998, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any WMATA requests which would cause WMATA to be in violation of the FTA terms and conditions.

b. The Contractor agrees to include this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to the provisions.

52. SEAT BELT USE POLICY (November 2000)

The contractor agrees to comply with terms of Executive Order No. 13043 "Increasing Seat Belt Use in the United States " and is encouraged to include those requirements in each subcontract awarded for work relating to this contract.

53 BUY AMERICA (Revised 4/20/01)

The Contractor agrees to comply with 49 U.S.C. §5323(j) and its implementing regulations at 49 CFR Part 661, any amendments thereto and any implementing guidance issued by FTA. 49 CFR Part 661 provides that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA

or the product is subject to a general waiver. General waivers are listed in 49 CFR 661.7, and include 15 passenger wagons produced by Chrysler Corporation, microcomputer equipment including software of foreign origin, and small purchases (currently $100,000 or less) made with Federal funds. In the case of rolling stock, the cost of components and sub-components produced in the United States must be more than 60 percent of the cost of all components of the rolling stock; and final assembly of the rolling stock must occur in the United States.

54. FLY AMERICA REQUIREMENTS (April 2001)

The Contractor agrees to comply with 49 U. S. C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and sub-recipients of Federal funds and their contractors are required to use U. S. Flag carriers for U. S. Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U. S. flag carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

55. ENERGY CONSERVATION (April 2001)

The Contractor agrees to comply with mandatory standards and policies relating to the energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

56. CLEAN WATER (April 2001)

a. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U. S. C. 1251 et seq. The Contractor agrees to report each violation to the Authority and understands and agrees that the Authority will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

b. The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

57. ACCESS TO RECORDS (April 2001)

a. The Contractor agrees to provide the Authority, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. The Contractor also agrees, pursuant to 49 CFR. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U. S. C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U. S. C. 5307, 5309 or 5311.

b. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

c. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case the Contractor agrees to maintain same until the Authority, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(I)(11).

58. CLEAN AIR (April 2001)

a. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U. S. C. §§ 7401 et seq. The Contractor agrees to report each violation to the Authority and understands and agrees that the Authority will, in turn, report each violation as required to FTA and the appropriate EPA Regional Office.

b. The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

59. RECOVERED MATERIALS (April 2001)

The Contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA) as amended (42 U. S. C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

* * *

PART II, SECTION 2 - SPECIAL PROVISIONS

SPECIAL PROVISIONS

1. PERIOD OF PERFORMANCE: RT(MAR/95)

a. The period of performance is a ***four (4) year base with two (2), two (2) year option periods. (Total of 8 years).***

2. OPTION QUANTITIES : OT (MAY/95)

a. The Authority has the unilateral right to extend the contract by exercising the options or options (as applicable) subject to all terms and conditions herein.

b. The Authority may exercise the option(s) by written notice to the contractor prior to commencement of the option period; provided that the Authority shall give the contractor a preliminary notice of its intent at least 60 days prior to contract expiration. The preliminary notice does not commit the Authority to an extension.

3. PRICING: RT(MAR/95)

Prices on the Price Schedule Sheets submitted must include all associated costs, including but not limited to, travel, mark-ups, overhead, and profit.

4. PAYMENT TERMS: RT(Dec/92)

a. Discounts for prompt payment will not be considered in the evaluation of offers. However, any offered discount will form a part of the award, and will be taken if payment is made within the discount period indicated in the offer by the offeror.

b. Partial payments are authorized.

5. BILLING AND PAYMENT: RT(Jan/95)

a. Payment will be made after receipt of a properly completed invoice. Mail original and one copy of all invoices to the COTR for processing.

b. Invoices shall be prepared and submitted in quadruplicate (one copy shall be sequentially numbered and contain the following information; date, contract and order number (if any), item numbers, description of supplies or services, sizes, quantities, unit prices, and extended totals. Service contract invoices require the period of performance being invoiced. Final invoices must clearly be marked "FINAL" and cite the amount of the contract, amount previously paid, and the balance due.

6. POINT OF CONTACT: RT(Jun/95)

All inquiries are to be directed to:

Ms. Cathy Rooths
WMATA/PRMT
600 Fifth St, N.W., Room 3B01
Washington, D.C. 20001
(202) 962-2469
fax (202) 962-2038

email crooths@wmata.com

7. F.O.B. DESTINATION Not Used OA(Dec/92)

8. ORDERING Not Used OA(Dec/92)

9. DELIVERY-ORDER LIMITATIONS Not Used OA(Mar/95)

10. REQUIREMENTS Not Used

11. MILESTONES/SUBMITTALS: OT(May/95)

As required by the Scope of Services.

12. MOST FAVORED CUSTOMER OA(Dec/92)

The Contractor shall voluntarily provide the Authority with the benefits of any more favorable terms it has, or negotiates, with any organization or facility whose circumstances and operations are substantially the same as those of the Authority.

13. CONDITIONS AFFECTING THE WORK: OA(Dec/92)

The Contractor shall be responsible for having taken steps reasonably necessary to ascertain the nature and extent of the work, and the general and local conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve the Contractor from responsibility for successfully performing work without additional expense to the Authority. The Authority assumes no responsibility for any understanding or representations concerning conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations are expressly stated in the Contract.

14. WARRANTY Not Used OT(Jul/98)

15. INDEMNITY: RT(Jun/95)

The Contractor will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in connection with this Contract and or any acts in connection with activities to be performed under this Contract resulting in whole or in part from the acts, errors or omissions of the contractor, or any employee, agent or representative of the contractor.

16. INSURANCE: OT(Dec/92)

INDEMNIFICATION AGREEMENT:

The Paratransit Manager (PM) will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in connection with this Contract and or any acts in connection with activities to be performed under

this Contract resulting in whole or in part from the acts, errors or omissions of the PSM, or any employee, agent or representative of the PSM.

INSURANCE REQUIREMENTS :

The PM will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL) :** An insurance policy covering the liability of The Contractor for all work or operations under or in connection with this Project; and all obligations assumed by The Contractor under this Contract . Products, Completed Operations and Contractual Liability must be included, in addition to coverage for explosion, collapse, and underground hazards, wherever required.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$1,000,000 / $2,000,000 per occurrence/ aggregate
or combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the general liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY

$2,000,000 Combined Single Limit

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to activities related to this Contract.

4) **COMPREHENSIVE DISHONESTY, DISAPPEARANCE AND DESTRUCTION INSURANCE:** Contractor shall maintain and certify to WMATA a separate and distinct blanket crime insurance policy or a standard crime policy with segregated limits of liability covering losses caused by dishonesty of employees, loss of money or securities which being conveyed by messenger outside the premises. Such policy should also include loss caused by forgery of outgoing monies, but not limited to cash, securities or other forms of negotiable instruments, for loss caused by burglary, theft, robbery, and mysterious disappearance. The indemnity provisions under such policy should have the following limits:

Blanket Employee Dishonesty	**$ 250,000**
Forgery and Alterations	**$ 250,000**
Theft, Disappearance and Destruction	**$ 250,000**
	(Limit is based on exposure)

Van and Taxi Service

INDEMNIFICATION AGREEMENT:

The Contractor/Transportation Provider will save and keep harmless and indemnify WMATA against any and all liability claims, and the cost of whatsoever kind and nature arising or alleged to have arisen for injury, including personal injury to or death of person or persons, and for loss or damage occurring in connection with this Contract and or any acts in connection with activities to be performed under this Contract resulting in whole or in part from the acts, errors or omissions of the Contractor/Transportation Provider, or any employee, agent or representative of the Contractor/Transportation Provider.

INSURANCE REQUIREMENTS :

The Contractor/Transportation Provider will provide WMATA with evidence of their commercial insurance coverages for the following exposures:

1) **WORKER'S COMPENSATION:** An insurance policy complying with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and *if* there is any exposure to The Contractor or any of the Contractor's personnel due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, The Contractor will provide coverage for these exposures on an "if any" basis. The coverage under such an insurance policy or policies shall have limits not less than:

Worker's Compensation:	**STATUTORY LIMIT**	
Employer's Liability:	Each Accident	**$1,000,000**
	Disease Policy Limits	**$1,000,000**
	Disease - Each Employee	**$1,000,000**

Or

A policy complying with the mandatory requirements of the jurisdiction(s) in which work will be performed.

This coverage is mandatory for all contractors with 3 or more full-time employees.

2) **COMMERCIAL GENERAL LIABILITY INSURANCE (CGL) :** An insurance policy covering the liability of The Contractor for all work or operations under or in connection with the reference contract; and all obligations assumed by The Contractor under this Contract . Products,

Completed Operations and Contractual Liability must be included.

The coverage under such an insurance policy or policies shall have limits not less than:

BODILY INJURY AND PROPERTY DAMAGE LIABILITY
$1,000,000 / $3,000,000 per occurrence/ aggregate
OR combined single limit not less than **$2,000,000**

PREMISES MEDICAL PAYMENTS	$5,000
FIRE LEGAL LIABILITY	$1,000,000
PERSONAL INJURY / ADVERTISING	$1,000,000

WMATA shall be included as an additional insured under the Commercial General Liability insurance coverage with respect to activities related to this Contract.

3) **AUTOMOBILE LIABILITY INSURANCE:** An insurance policy covering the use of all owned, non-owned, hired, rented or leased vehicles bearing license plates appropriate for the circumstances for which they are being used, as required by the Motor Vehicle Laws of the District of Columbia, Maryland or Virginia, and not covered under The Contractor's aforementioned Commercial General Liability Insurance.

WMATA must be included as an additional insured under the automobile liability insurance coverage with respect to activities related to this Contract.

The PM shall have Commercial Automobile Liability limits of $5,000,000 Combined Single Limit.

Contractors/transportation providers whose coverage is provided and only available through the Maryland or Virginia State Insurance Fund or the DC Office of Taxi Cabs the following limits are required per accident/per injury/per property damage.

TAXI service only

Limits not less than :

in MD & VA	**$100,000 / 300,000 / 50,000**
in DC	**$ 50,000 / 25,000 / 10,000**

VAN service only

Limits not less than :

in DC, MD & VA **$1,000,000**

NOTE :
The PM is responsible for obtaining excess liability coverage for the auto liability and general liability above any State Insurance Plans and any other usual and customary coverage for operating a commercial business. The minimum limit of liability for the PM under this contract shall be $1,000,000 for each coverage. WMATA will be included as an additional insured under these policies with respect to all activities under this contract. Proof of insurance is required from all contractors and/or transportation providers.

17. LAWS AND REGULATIONS: RA(Dec/92)

Each offeror shall be responsible to fully inform themselves of the requirements for and to comply with any applicable State of Maryland, Commonwealth of Virginia, District of Columbia, Federal and jurisdictional laws and regulations governing the service to be provided under the contract. Further, each contractor shall be responsible to obtain, at its own cost and expense, any and all licenses/permits required to transact business in any political jurisdictions to be serviced.

18. FEDERAL/LOCAL/STATE SALES TAX: RA(Dec/92)

a. The Authority is exempt under this solicitation from all Federal, State and District of Columbia, municipal and local taxation.

b. This provision supersedes any language pertaining to payment of taxes that may appear elsewhere in this solicitation.

c. The Authority's tax exempt numbers are as follows: District of Columbia -- 5611-0082187-001; Maryland -- 30072210; Virginia -- 5280-0067.

19. PRIME CONTRACTOR DBE RESPONSIBILITIES: Not Used OA(Dec/92)

20. AUTHORITY REPRESENTATIVE (AR):

a. The work will be conducted under the general direction of the Contracting Officer. Authority will be delegated to the Authority's Representative (AR) to take the following actions;

(1) Act as the principal point of contact with the contractor.

(2) Review and approve invoices and payment estimates. Forward invoices and receipts to accounting. In those cases requiring release of final retained percentage of payment, the AR will make his recommendations in writing to the Contracting Officer;

(3) Coordinate correspondence with the CA if its importance significantly impacts the contractual terms and obligations. Where such coordination is unnecessary provides an information copy to the CA.

(4) Provide the CA with information copies of any memorandum for record which is relative to the contract.

(5) Notify the Contracting Officer whenever the AR has reason to believe that the estimated cost not-to-exceed amount will be exceeded.

(6) Prepare the Authority estimate for Proposed Contract Modifications. Participate in negotiations of modifications.

(7) Approve, in writing, the Contractor's progress schedule when required.

(8) Receive from the Contractor, monthly, if applicable, DBE status reports and forward then to the Office of Civil Rights (CIVR).

(9) Provide the Contract Administrator with a written notification after all supplies/services have been received with statement that AR is not aware of any open issues that would preclude closeout of the contract and that the Contract is ready for closeout. Return all records, correspondence, etc., to the Contract Administrator/ Purchasing Agent for closeout purposes.

(10) Provide the Contract Administrator with a written request (and requisition) to exercise

option(s) [if any] a minimum of 90 days prior to the expiration of the base period of the contract.

(11) Provide direction and respond to correspondence on matters from the contractor.

(12) Monitor contractor compliance with contract requirements; and initiate reviews by Authority staff, public agencies and utilities as required.

(13) Inspect services performed.

(14) Notify contractor when performance is not in compliance with contract requirements.

(15) Make unannounced spot checks at arious location to verify compliance with Scope of Services.

(16) Monitoring the incentive/disincentive program and make determination based on contractor reports if entitled to payment.

b. There are certain actions which are reserved for only the Contracting Officer. They are:

(1) Approval of contract modification proposals and/or other unilateral actions.

(2) Issuance of written orders to stop and/or resume work under Article 10, "Stop Work Order", of the General Provisions.

(3) Negotiation with the Contractor for adjustment of contract price and/or time.

(4) The AR is not authorized to render final decision under the DISPUTES article of the General Provisions.

(5) The AR is not authorized to issue Termination Notices pursuant to the terms of this contract.

c. The presence or absence of the AR or his inspectors shall not relieve the contractor from any requirements of the contract.

21. HAZARDOUS MATERIAL IDENTIFICATION AND MATERIAL SAFETY DATA - Not Used

22. SPECIAL DELIVERY INSTRUCTIONS Not used OT(May/95)

23. PACKAGING AND MARKING Not Used OT(May/95)

24. INSPECTION, TESTING AND ACCEPTANCE Not Used OT(Dec/92)

25. AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR : OT(May/95)

The Authority funds this contract for each fiscal year, which begins on July 1. ***Funds are not presently available for performance under this contract beyond June 30, 2006.*** The Authority's obligation for performance of this contract for each fiscal year is contingent upon the availability of funds from which payment for contract purposes can be made. No legal liability on the part of the Authority for any payment may arise for performance under this contract until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing, by the Contracting Officer. Any option exercised by the Authority which will be performed in whole or in part in a subsequent fiscal year is subject to availability of funds in the subsequent fiscal year and will be governed by the terms of this Article.

26. ORGANIZATIONAL CONFLICT OF INTEREST: RA(NOV/92)

Unless specifically exempted from the conditions of this provision by the Contracting Officer, any Authority contractor, subcontractor, subsidiary, or other entity which is legally related and which develops or drafts specifications, requirements, statement of work, invitation for bids, will be excluded from competing for the directly ensuing procurement.

27. SPARE PARTS FOR WMATA INVENTORY Not Used OA (SEP 94)

28. BUY AMERICA ACT RA(JUI/96)

a. SURFACE TRANSPORTATION ASSISTANCE ACT OF 1982
BUY AMERICA
SECTION 165

(1) Notwithstanding any other provision of law, the Secretary of Transportation shall not obligate any funds authorized to be appropriated by this Act or by any Act amended by this Act or, after the date of enactment of this Act, any funds authorized to be appropriated to carry out this Act, Title 23, United States Code, the Urban Mass Transportation Act of 1964, or the Surface Transportation Assistance Act of 1978 and administered by the Department of Transportation, unless steel and manufactured products used in such project are produced in the United States.

(2) The provisions of subsection (1) of this section shall not apply where the Secretary finds

I. that their application would be inconsistent with the public interest;

ii. that such materials and products are not produced in the United States in sufficient and reasonably available quantities and of a satisfactory quality;

iii. in the case of the procurement of bus and other rolling stock (including train control, communication, and traction power equipment) under the Urban Mass Transportation Act of 1964, that

(a). the cost of components and sub-components which are produced in the United States is more than 60 per cent of the cost of all components and sub-components of the vehicle or equipment described in this paragraph, and

(b). final assembly of the vehicle or equipment described in this paragraph has taken place in the United States;

iv. that inclusion of domestic material will increase the cost of the overall project contract by more than 25 per cent.

(3). For purposes of this section, in calculating components' cost, labor costs involved in final assembly shall not be included in the calculation.

(4). The Secretary of Transportation shall not impose any limitation or condition on assistance provided under this Act, the Urban Mass Transportation Act of 1964, the Surface Transportation Assistance Act of 1978, or Title 23, United States Code, which restricts any State from imposing more stringent requirements than this section on the use of articles, materials, and supplies mined, produced, or manufactured in foreign countries in projects carried out with such assistance or restricts any recipient

of such assistance from complying with such State imposed requirements.

(5). Section 401 of the Surface Transportation Assistance Act of 1978 is repealed.

b. The regulations implementing the Buy America Act set forth in 49 CFR Part 661 are hereby incorporated by reference into the provisions of this article of the Contract.

29. GARNISHMENT OF PAYMENTS RA(MAY/97)

Payment under this contract shall be subject to any garnishment and attachment orders issued pursuant to the laws of Maryland, Virginia, and the District of Columbia, and to levies under the laws of the United States.

30. MULTI-YEAR CONTRACTS -- Non-Availability of Funds : RT(Nov/98)

This contract is for the procurement of supplies or services for the total multi-year requirement and covers more than one (1) year, but not more than nine (9) program years. However, funding is only available for the first program year, and both the Authority's and the Contractor's obligation for performance under the contract beyond the first program year is contingent upon the availability of funds from which payment for contract purposes can be made. No legal liability on the part of the Authority for any payments may arise for performance under this contract beyond the first program year until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer. Furthermore, the Authority will not pay, nor be legally liable, for any cancellation charges resulting from the cancellation of program requirements during the second and subsequent years of the contract due to the non-availability of funds.

31. SAFETY REQUIREMENTS

As stated in the Scope of Services, Section 6, Part 6.3.

32. CONTRACTOR'S EMPLOYEES IDENTIFICATION REQUIREMENTS

a. Dedicated vehicle drivers are required to wear uniforms as specified in the Scope of Services, Section 6, Part 6.2.4. The PM and his subcontractors shall provide their personnel with distinctive badges showing the employer's name and employee's name or number. These badges shall be displayed in a prominent manner on each person while engaged in the work.

33. PROGRESS SCHEDULES Not Used

34. PROJECT MANAGEMENT AND SUPERINTENDENCE BY CONTRACTOR:

a. The PM agrees that the stability of the management personnel responsible for the operation of services under this Contract is a critical element in successful contract performance. To promote that objective, PM agrees that it will not transfer any management personnel listed for at least one year after the Commencement date, except (1) as required by any provision of this Contract, after providing notice to the WMATA, or (2) with the consent or at the request of the WMATA. In the event a vacancy in any such position occurs, the PM will fill the vacancy within 30 days.

b. PM agrees that the management team will be delegated sufficient authority from the PM so as to be able to exercise day-to-day decision making on all operational and business matters relating to the performance of this Contract. The PM further agrees that the Management

Team shall be assigned exclusively to WMATA operations and shall not perform functions in connection with any other Contractor service.

35. WORK BY OTHERS Not Used

36. RANDOM DRUG-TESTING PROGRAM:

Contractor and subcontractor employees, as stated in Section 6, part 6.7 of the Scope of Services, may be subject to random drug testing by the Authority in compliance with Federal Transit Administration (FTA) drug and alcohol regulations pertaining to Transit Authorities, 49 CFR Parts, 40, 653, 654, and as amended.

37. PERMITS AND RESPONSIBILITIES:

a. The Contractor shall, without additional expense to the Authority, be responsible for obtaining any necessary licenses and permits, and for complying with any applicable Federal, State, Local or Municipal laws, codes or regulations, in connection with the prosecution of the work. He shall be similarly responsible for all damages to persons or property that occur as a result of his fault or negligence. He shall take proper safety and health precautions to protect the work, the workers, the public and the property of others.

38. CONTRACTOR'S SUBMITTALS Not Used

39. SUBCONTRACTS :

a. Before entering into any subcontracts, the PM shall submit a written statement to the Contracting Officer or the delegated AR giving the name and address of the proposed subcontractor, the portion of the work and material which he is to perform and furnish, and any other information tending to prove that the proposed subcontractor has the necessary facilities, skill, integrity, past experience and financial resources to perform the work in accordance with the terms and conditions of this Contract.

b. No subcontractor shall be permitted to provide paratransit service until he, or the PM in compliance with the provisions of the INDEMNIFICATION AND INSURANCE article of these Special Conditions, has furnished satisfactory evidence of insurance as required.

c. The Contractor shall promptly, upon request, file with the AR conformed copy of the subcontract, with the price and terms of payment deleted.

d. The Authority or its representatives will not undertake to settle any difference between the Contractor and his subcontractors or between subcontractors.

40. OPERATION AND MAINTENANCE Not Used

41. HOURS OF WORK:

The core paratransit service hours are from 5:30 a.m. to midnight on weekdays and from 5:30 a.m. to 3:00 a.m. on weekends.

For additional Hours of Work information, refer to Section 5, - Operating Plan.

42. WORK, STORAGE AND PARKING AREA :

WMATA will provide office space located at 8405 Colesville Road, Silver Spring, Md., including utilities and eight (8) parking spaces.

Page Not Used

PART III SCOPE OF SERVICES

Section 1

Introduction

The purpose is to award a competitive contract to an entity to provide regional paratransit service for the Washington Metropolitan Area Transit Authority. The contractor selected shall be responsible for implementation, operation, program controls and day-to-day management of WMATA's ADA paratransit services, referred to as MetroAccess (MACS). The goal is to have an ADA compliant program that is safe, reliable, clean, responsive to the needs of customers and cost efficient.

1. Pursuant to the Americans with Disabilities Act of 1990 (ADA), the federal regulations included in 49 CFR, Part 37, Subpart F- Paratransit as a Complement to Fixed Route Service require that each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. WMATA operates bus and rail fixed route service and contracts for ADA paratransit service on behalf of its member jurisdictions, which are the District of Columbia, Maryland and Virginia. In Maryland, MetroAccess service is provided in Montgomery County and Prince George's County. In Virginia, MetroAccess service is provided in the City of Alexandria, Arlington County, the City of Falls Church, Fairfax City and Fairfax County. WMATA has contracted for the operation of ADA paratransit services since 1994.

2. The paratransit services will be structured to comply with Federal Transit Administration (FTA) reporting requirements and FTA Drug and Alcohol testing program requirements and, as referenced in Section 2.1, meet all ADA and other statutory requirements.

Section 2

Service Area

There are four service areas in this contract.

* District of Columbia
* Montgomery County, Maryland
* Prince George's County, Maryland
* Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County)

1. The PM will operate service for each area to include the use of MetroAccess service to provide feeder service to Metrorail, Metrobus and accessible local bus systems, where appropriate. Each service operation will be required to provide trips throughout all four service areas as scheduled by the PM. Based on past and current experience, however, trips will be intra-zonal. Customers shall be transported from their origins to their destinations without being transferred between providers.

Section 3

General Scope of Work

3.0 *WMATA Responsibilities*:

* Providing policy direction
* Program and contract management and oversight of all activities
* Determining feasibility of using paratransit service as "feeder service" to fixed-route
* Providing oversight to ensure safe and reliable service
* Ensuring PM compliance with applicable federal regulations governing the provision of ADA paratransit service, Federal Drug and Alcohol Testing Program, and National Transit Database reporting requirements
* Auditing of financial and performance data
* Providing timely annual updated estimates of service demand
* Final determination of on-time performance
* Performing checks on dedicated vehicle maintenance at WMATA facilities
* Providing service quality and traffic checking
* Providing quality assurance, oversight and auditing
* Providing telecommunications system and technical support (limited to the telephone system at the MetroAccess Office in Silver Spring, Md.)
* Ensuring PM complies with complaint investigation and resolution requirements
* Public and media relations
* PM performance monitoring
* Payment for services
* Eligibility Certification

3.1 Summary of Project Manager (PM) Scope of Work

For this procurement and to meet WMATA goals, WMATA will hire a single contractor to be the MetroAccess PM. The MetroAccess PM will be responsible for all phases of MetroAccess operation. The PM can either perform all services directly or subcontract out part or all of the work with the exception of centralized reservations and scheduling, which must be performed by the PM. The PM will be responsible for all items necessary to perform a successful MetroAccess operation including, but not limited to the following:

* Transition between current and new service/operation
* Project management of MetroAccess operations
* Project support
* Development, implementation, and enforcement of operating procedures
* Development and testing of Disaster Recovery, Continuity of Operations and Emergency Backup plans for systems' failures and/or power outages
* Procurement, installation, testing and operation of an automated reservations, and scheduling system, and peripheral devices
* Central reservation/schedule/dispatch of trips
* Response to "Where's My Ride?" calls
* Fare collection
* Fleet Management
* Procurement of MetroAccess dedicated service vehicles, equipped with Automated

Summary of Project Manager (PM) Scope of Work Con't

Vehicle Locators (AVL's) and Mobile Data Computers (MDC's), exclusive of WMATA-furnished vehicles
* Enforcement of compulsory use of AVL's and MDC's equipment
* Provision of supplemental capacity with non-dedicated and taxi services
* Vehicle fueling, preventive maintenance and parts
* Non-preventive minor and major vehicle repairs
* Field inspection of operating facilities
* On-street service monitoring and street supervisory oversight
* Vehicle cleaning
* Insurance coverage
* Mobile two-way vehicle and land line communications
* Employee recruiting, selection, training, and placement
* Accident and injury investigation and prevention
* Daily, weekly, monthly and annual operations reporting
* Customer complaint investigation and resolution
* Administration of an FTA-compliant Drug and Alcohol Testing Program
* Administration of the No Show/Late Cancellation Policy
* Administration of the Abusive Behavior Policy
* Implementation of Management Control Systems
* Implementation of Fraud Prevention and Detection Policies and Procedures
* Community Outreach
* Calculate trip fare, including supplemental fare outside of the 3/4 mile service area.

3.2 Development and Enforcement of All MACS Policies and Procedures

As part of its proposal the PM shall describe any standard operating procedures that will be provided as part of the management of the system. Existing procedures used by the PM in other contracts which may be written to comply with the requirements of this contract shall be included in the proposal. These operating procedures may include but are not limited to, trip reservations and scheduling, service recovery, "Where's My Ride" calls, driver rules, vehicle maintenance, complaint investigation, NTD reporting controls, FTA-compliant Drug and Alcohol Testing Program, accident investigation and prevention, Fraud Prevention and Detection Program, Disaster Recovery, Continuity of Operations, Emergency Backup Plans, etc. Final copies of the standard procedures will be delivered to WMATA for review and approval at least 45 days prior to service start-up.

Section 4

Automated Reservations and Scheduling System

The PM, as part of its proposal, shall provide a detailed transition and service start-up plan describing all steps to be taken to ensure a smooth transition between the current and the new PM. This may involve providing parallel reservation, scheduling, and dispatch operations. The PM's plan shall provide specific details as to ensure that the transition does not disrupt service or cause adverse impacts on the reservation and scheduling functions. The plan shall include the purchase, installation testing and operation of the automatic reservation and scheduling software and the purchase, installation, testing and operation of the AVL/MDC units. The transition plan shall include a milestone schedule for accomplishment of each work step.

4.0 Goals

The goals for the Automated Reservations/Scheduling Software and Mobile Data Computers/Automated Vehicle Locators are as follows:

1. Streamline operation and simplify record keeping and trip documentation.

   * Use software to automate and combine processes.
   * "Paperless" driver information (trip completion data, shift times, mileage, etc.)

2. Improve efficiency both in the office and in the vehicle

   * Increase trips per hour
   * Introduce real-time tools for dispatch (AVL, mapping, etc.)
   * Reduce overhead tasks (paperwork, etc.)
   * Provide ability for ADA customer to "self-service" or book, change or cancel a trip reservation through a web-based application i.e. internet and a Integrated Voice Response System (IVR)

3. Increase customer reliability

   * Assign trip confirmation/cancellation number
   * Provide customer data in a manner that is trackable and can be used for quality assurance purposes.
   * Provide trackable matrix (daily, monthly, annually, historically) that will gauge customer service reliability.

4. Improve customer service flexibility

5. Improve communications

6. Provide better management tools

7. Improve reporting with more reliable data

8. Enable use of paratransit service as "feeder service" to fixed-route

4.1 System Features and Capabilities

As part of its proposal, the PM shall identify and describe the capabilities of a demand responsive on-line, real time scheduling and dispatching software system. The system shall be commercial off-the-shelf (COTS) automated reservations and scheduling software that should include at a minimum modules for registering customers, creating advance reservation trips, creating fixed subscription (standing order) trips, scheduling customers to vehicles, dispatching vehicles and drivers, and recording actual trip events. The proposed software shall be a proven product for use for at least two or more major agencies operating a similar size partransit service.

1. The PM is responsible for installation and testing of software. The proposed system should be able to adapt to changes in WMATA's paratransit service system. The PM is responsible for making any WMATA directed changes to the software and will be responsible for system maintenance and system upgrades. Upgrades are subject to WMATA approval. The initial cost of the software will be invoiced to WMATA and payment will be processed as part of the "start-up/transition cost" as noted in the Notes to Bidders.

2. WMATA may request a demonstration of the daily work process of the automated reservations and scheduling software.

4.1.1 Eligibility Module

The eligibility module should record and track a customer's certification status, including temporary suspensions when customers violate specified service rules.

4.1.2 Reservation Module

The Reservation module should book subscription and advance reservation trips with access to customer and trip data as well as customer history and frequency traveled or special interest locations. Also, the application will automatically match customers for their recurring trips.

1. This module shall also include the capability for reservation via the WEB, Telephony system with both Voice options and by a reservation agent via a WEB based application. The WEB and Voice reservation functions must collect and validate all information required to register a customer without the help of a Reservation agent. The computer based application must include an error threshold where all information entered up to the point where the error threshold is met, is transferred to a reservation agent for completion. The component must provide each new customer with a unique password that will be used to identify the customer for all data access function. For system administrators, this component must provide the capability to add, modify or delete customer records

and must provide the capability to search the customer database by partial name or ID number. The goal is to have the majority of reservations completed via the WEB or voice enabled telephony system. This function will only be accessible by existing customers who can provide a valid customer ID. The module must provide the Customer with a confirmation verifying that the trip has been scheduled. Confirmations must be provided to the customer regardless of the method of reservation.

4.1.3 Scheduling Module

1. The Scheduling module shall assign routes of subscription trips (standing order) and demand responsive as part of a master schedule and refinement of the decisions the application has made.

2. The scheduling software should generate reports and forms. Forms include Trip Tickets and Manifests. Reports are generated for multiple purposes, e.g. service improvement, contract compliance, billing documentation, etc.

4.1.4 Dispatch Module

1. The Dispatch module should monitor and record vehicles, routes and trips, incidents, changes to street itineraries, completion of trips and adjustment of schedules in response to situations as they occur. The carrier's dispatch personnel can update trips only on the service performed by that carrier.

2. The system shall provide the capability for a customer to request the status of a trip on the WEB, by using a voice enabled application or using an IVR/Dispatch agent. All Customers must provide a valid customer ID to obtain current location information about their trip. For trips assigned to a dedicated vehicle, the customer should use the WEB or voice enable applications. If the dispatched vehicle is not a fleet vehicle then the WEB or voice enabled application should automatically transfer the customer to a dispatcher to obtain the required information.

4.2 Automated Vehicle Locators/Mobile Data Computers (AVL/MDC)

1. As part of its proposal, the PM shall identify and describe the proposed MDC coupled with AVL technology equipment (model number, manufacturer specifications or other technical data). The AVL's/MDC's will be used in all of the *dedicated vehicles* to allow real-time recording and trip data transmission and vehicle location, which interfaces with the reservations and scheduling system. The PM shall describe how they will enforce the use of AVL's/MDC's to include reporting requirements and the process to be followed in the event of failure of an MDC device.

2. It is WMATA's desire that the PM's supplemental vehicles and taxicabs operate AVL systems that are compatible with the PM's AVL technology. This is necessary to enable the PM to readily and independently determine the locations and status of supplemental vehicles and taxicabs involved in the provision of MetroAccess service. The proposal shall fully describe the extent the PM shall fulfill this requirement.

4.2.1 MDC Features and Functions

The MDC component will download trip manifests to each dedicated vehicle, collect trip information from each vehicle and display vehicle locations on a digital map on desktop computers located in MACS' and the PM's offices. Data from the vehicles will be collected via a data radio system in real-time and will provide Dispatchers and Supervisors with a view of the overall operational status of the vehicle. The MDC component will also provide a playback capability that will allow dispatchers and supervisors to review vehicle activities. This tool will be used for resolving customer complaints and to monitor driver performance. Each MDC shall be safely and securely mounted and positioned within convenient reach of the driver's seated position and where the drivers can easily read the MDC digital display and numeric/function keys. The MDC shall provide the following minimum features/capabilities expected from a proven text-based style device:

1. The MDC vehicle control heads shall produce audible tones when a message is received from the dispatcher that requires the driver's attention.

2. The MDC shall provide, store and forward capabilities to guarantee the delivery of messages when out of radio coverage. The MDC should provide normal operations in the absence of radio coverage, storing driver actions and forwarding them when radio coverage has resumed. This should be transparent to the driver and require no action on their part. At a minimum, arrives, departs, no show requests, and canned messages should be stored.

3. The PM shall provide odometer interface modules to allow the MDC to interface to the vehicle odometer. Mileage information shall be included in trip performance actions (arrive, depart, etc.) and transmitted to the computer-assisted registration, reservation, scheduling and dispatch system to automate mileage tracking. Logon and logoff screens should allow the capability for the driver to adjust the mileages to compensate for any error in the mileage readings reported by the MDC.

4.2.2 AVL Features and Functions

All dedicated vehicles should be equipped with AVL with GPS tracking, which should be ESRI ArcView to conform to WMATA standards. Further, the GPS must use the WMATA provided base map, NAVTECH, for which WMATA has a site license. The AVL solution shall interface with the scheduling software.

Each AVL shall, at a minimum, include:

1. ***GPS Antennas/Receivers and odometer interfaces for dedicated vehicles***

   The GPS receiver/antenna units will be installed on dedicated vehicles. The set includes an odometer interface unit for dead reckoning, in the event satellite tracking is interrupted.

2. ***Standard Scheduling System interface to proposed scheduling software***

   In conjunction with the AVL, the system includes the standard scheduling interface for obtaining scheduling data obtained from the proposed scheduling software. The scheduling interface is utilized to implement route and schedule adherence (RSA) function in the system. There are also a number of other features of RSA available, such as storage and retrieval of schedule performance data. The scheduling system includes a map component that will produce graphical

route traces on the AVL map. This is a critical item to support AVL RSA since it minimizes labor-intensive route-trace generation.

3. ***Long Term Database***

The system shall include a long term relational database server for storing and retrieving historical data. The data is stored in decoded, human-readable format protected from modification. Standard relations database reports support selective retrieval and sorting of the data based on combinations of user-specified selection criteria. Authorized users can display all historical data stored in either the short-term or long-term storage. Reporting information should be generated using Crystal reports, to conform to WMATA standards.

4.2.3 Communications

The AVL/MDC system shall maintain, at a minimum, two-way radio communication throughout the four service areas: District of Columbia, Montgomery County and Prince George's County, Maryland, and Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County).

4.3 DISPATCHING

The system shall provide an easy-to-use, intuitive Graphical User Interface (GUI) that allows the dispatcher to quickly assign workloads by matching drivers to vehicles and route to the driver-vehicle pairs. The system shall provide the capability to create weekly Work Assignment tables that are updated nightly to reflect the next day's workload. The system shall also provide the dispatcher with the ability to change the work assignment tables on a daily basis to reflect the availability of drivers and vehicles (i.e. drivers may call in sick or vehicles may experience mechanical problems) and any changes to workload.

4.3.1

The system shall be capable of taking a vehicle out of service. All trips previously assigned to that vehicle shall be changed to "unassigned". Additionally, the system shall allow the dispatcher to reassign the trips to another vehicle. The dispatcher must be able to individually reassign them to another vehicle. If the dispatcher cancels or changes the appointment time on a trip, the system must recalculate the remainder of the assignments on that route. In cases where customer(s) are impacted, the PM shall contact the customer and inform them of the change and the possible disruption in service. The dispatcher must be able to insert driver breaks at any point in the sequence of events for a route. The system shall allow for preset breaks at times assigned by the dispatcher or automatically within a dispatcher defined time period.

4.3.2

The system shall provide dispatching tools for making daily operational decisions, such as dealing with open returns, canceled trips, no-shows, late customers or vehicle breakdowns. The dispatcher shall have the capability to easily adjust the schedules. The system shall provide a display, which provides customer information and trip information so that dispatchers can quickly respond to drivers' questions and display

a downtime screen of any open times of the vehicles (for trip insertion).

4.4 Data Management and Reporting

The system shall contain a report generating capability to produce standard reports. The system shall provide access to ad hoc reporting of collected data as required. The system shall also have simple data import and export capabilities to standard PC software such as Excel, Quattro Pro, WordPerfect, MSWord, and Access. The system shall have the ability to copy names and addresses to a clipboard for use with PC software such as MSWord or WordPerfect.

4.4.1

WMATA will retain unrestricted rights to all information in the database and applications including the right to allow third party access at WMATA's discretion. WMATA must also have the real-time ability to query the database and export the data from the database using the applications of its choice.

4.5 Hardware Requirements

As part of its proposal, the PM shall identify and describe the PC equipment. ***The PM is responsible for purchasing, maintaining and repairing all PC equipment.*** The PM shall also provide and maintain the file servers, as well as supply instructions and ensure stability and reliable connectivity. The PM shall provide and maintain the modems, routers and/or backup file server equipment on-site. WMATA will verify that the T-1 used to communicate to the network is available. The PM shall provide the specifications for all of the equipment.

4.5.1

The PM shall provide and will be responsible for the network hub and wiring from the hub and wiring from the hub to each workstation and printer. The PM shall supply maintenance and ensure the reliability of the desktop operating system and network connectivity. All hardware and software installed in and on these desktops will be for the sole purpose of performing the function of the paratransit contract. WMATA reserves the right to delete or remove any unauthorized hardware or software. The PM shall allow for monitoring software to be loaded on these desktops for support purposes.

4.6 Centrally Reserving/Scheduling/Transmitting Trips

As part of its proposal, the PM shall describe the automated, centralized reservations and scheduling process and the method to be used by which trips for each service area can be scheduled and/or evaluated by personnel knowledgeable of the geography, street locations, and traffic patterns of their respective assigned service areas.

4.6.1

Trip reservations and cancellations shall be handled by the PM. Subcontracted providers shall not accept trip reservations or cancellations. The PM will accept reservations and cancellations from customers

between 8:00 a.m. and 4:30 p.m., seven days per week. The PM will reserve and schedule trips for dedicated providers and will transmit over-flow trips to taxis and/or other non-dedicated vehicle providers. Any combination of dedicated and non-dedicated vehicles and taxicab service can be used to meet this requirement, except that in any given month not more than 20 percent of the service will be operated by taxicabs. Under no circumstance shall the percent of trips assigned to taxicabs exceed 20 percent, except as expressly authorized in advance by WMATA.

4.6.2

The PM shall provide sufficient personnel to permit prompt answering and processing of all customer calls and have available persons who speak Spanish fluently. Calls are answered promptly if 93 percent of incoming calls are answered within two minutes by a reservation agent, the average talk time is no more than two (2) minutes and the call abandonment rate is less than four (4) percent. Reservation agents shall not process multiple calls concurrently. The mechanical answering of calls by an automated call distribution system does not satisfy the telephone response requirement for reservation agents.

4.6.3

The PM shall describe the procedures that will be used to ensure that the carriers do not reject trips, alter or modify the schedules generated or alter the pick up times on re-distributed or failed trips. When a trip is reassigned, the original, scheduled pick-up time for the trip shall not be changed and shall be used in calculating on-time performance. Under no circumstances shall the original scheduled trip pick-up times be changed. The PM shall also describe the procedures used to accept trip reservations by way of the internet, IVR and TDD/TTY devices and the processes to be followed in the event of failure of the automated reservations and scheduling system.

4.7 Responding To Control Dispatch and "Where's My Ride?" Calls

The PM shall be responsible for ensuring adequate supervision of drivers including pre-trip and post trip inspections of drivers by carrier dispatchers. Dispatchers will provide supervision to drivers in revenue service through a two-way radio or cellular phone system as stated in Section 4.2.3 - Communications. Dispatchers shall maintain records of all pull-out and pull-in times, vehicle and driver assignments, and operational difficulties and accidents.

4.7.1

In the event of an accident or vehicle breakdown, that prevents a provider from being able to complete the trips, the provider shall have a maximum of 30 minutes from the scheduled pick-up time to pick-up passengers whose trips have been delayed. The PM shall describe how they will promptly and accurately process customer requests for "Where's My Ride?" information, including the use of AVL global positioning technologies. The PM will establish direct communications to all of its dedicated and non-dedicated providers and to taxicab companies utilizing AVL global positioning technologies, to provide customers with "real-time" information regarding scheduled pick up and estimated arrival times .

4.7.2

Providing inaccurate arrival times, untimely/inaccurate information and/or slow or no phone response will result in an assessment of disincentives. The mechanical answering of calls by an automated call distribution system does not satisfy the telephone response requirement delineated herein.

4.8 Trip Cancellations

The PM shall provide sufficient personnel to accept advance and late cancellations during any time when vehicles are in revenue operation and to communicate those cancellations to drivers while in service. After hour cancellations may be accepted by recording devices but must be given to drivers along with driver manifests before pull-out. The PM and its providers shall take all reasonable measures and means to ensure that vehicles do not arrive to pick-up trips that were previously canceled.

4.9 Administration of No-Show/Late Cancellation and Abusive Behavior Policies

The PM shall provide sufficient personnel to administer the MetroAccess No-Show/Late Cancellation Policy and the Abusive Behavior Policy in accordance with the applicable policy and procedures provided in Appendix - A of this Scope of Services. Where appropriate, the PM shall recommend suspension of paratransit service for customers who violates either policy. The PM shall be responsible for obtaining all supplies, equipment, and postage necessary to administer the MetroAccess No-Show/Late Cancellation Policy and the Abusive Behavior Policy.

4.10 Enforcement of MetroAccess Operations Policies and Procedures

The PM shall at all times enforce MetroAccess policies and comply with the attendant procedures. These policies and procedures are provided in Appendix - A.

4.11 Automated Call Distribution and Call Recording Equipment

WMATA will provide the automated call distribution (ACD) and call recording equipment to be used by the PM throughout the duration of this contract. The ACD monitors and generates reports on the numbers of calls received, by phone group, during discrete time periods, time response to a call, length of calls, calls abandoned, etc. The telephone system provides automated menu selections and is capable of playing messages to customers calling in. The telephone system is connected to recording devices which tape all calls received by the PM's reservations, dispatch, "Where's My Ride?" and other customer assistance personnel, if any.

4.11.1

The recording device has search and find features which permit easy location and retrieval of a particular conversation and a method of downloading conversations to cassette. Recordings are maintained for a minimum period of 90 days. As required, the PM will record service change announcements regarding

MetroAccess service, special programs, or policies. Generally, these announcements pertain to service modifications due to holiday schedules, inclement weather, special events, or reminders or updates regarding MetroAccess policies.

Section 5

OPERATING PLAN

5.1 Compliance with the Americans with Disabilities Act

The PM and their subcontractors, if any, shall comply with, and assure that all work performed under this Agreement complies with, all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101 et. seq. and 49 U.S.C. § 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; and Section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. § 1612.

The PM must meet the ADA's six service criteria which are:

1. **Service Area**

   Montgomery County, Prince George's County, Washington D.C., City of Alexandria, Arlington County, Fairfax City, City of Falls Church and Fairfax County.

2. **Response Time**
   a. Requests accepted between 8:00 a.m. and 4:30 p.m., 7 days per week, 365 days per year, on a next day basis.
   b. Requests accepted up to 14 days in advance.
   c. Trips scheduled within one hour of requested pick up time.

3. **Fares**
   a. No more than twice the non-discounted, full adult fare for eligible individuals. The current MetroAccess base fare is $2.50.
   b. Companion base fare is $2.50.
   c. PCAs (one per paying customer) ride free.
   d. One child under the age of five rides free with a fare-paying customer.
   e. WMATA employees who are ADA-eligible ride free.
   f. Trips for eligibility interviews/functional assessments are free.
   g. Trips for registered MetroAccess customers to travel to and from MetroAccess Appeal Process Hearings are free.
   h. Customers and their companions will be charged a supplemental fare for all trips originating or terminating outside the federally-mandated 3/4 mile service area. PCAs will not be assessed supplemental fees. Where origin and destination qualify for a supplemental fare, the supplemental fare shall be based on the point which is the greater distance from the fixed-route system and not on both the origin and destination points. A charge of $1.00 for every three miles outside the federally-mandated 3/4 mile service area will be imposed with a maximum supplemental charge of $4.00 per one-way passenger trip. The maximum total fare is $6.50.

4. **Days and Hours of Service**

a. The core paratransit service hours are from 5:30 a.m. to midnight on weekdays and from 5:30 a.m. to 3:00 a.m. on weekends. MetroAccess does not operate same day service. However, WMATA may elect to operate same day paratransit service at some future time during the performance of this contract.

b. Metrorail service from terminal stations starts at 5:00 a.m. on weekdays. In order to provide complementary paratransit service as required by federal regulations, on weekdays, MetroAccess will accommodate a request for a 5:00 a.m. pickup from any location that is within 3/4 mile of a Metrorail station.

c. Regular route bus service is operated on some Metrobus and local bus system routes prior to 5:30 a.m. In order to provide complementary paratransit service as required by federal regulations, MetroAccess will accommodate a request for a pickup prior to 5:30 a.m. from any location that is within 3/4 mile of regular fixed route bus service.

d. The PM may use the WMATA Ride Guide based technology to determine if a requested pickup location is within 3/4 mile of a Metrorail station or regular fixed route bus service that operates prior to 5:30 a.m. and shall accommodate or not accommodate the trip request accordingly.

e. MetroAccess "Owl Service" hours are from 12:01 a.m. to 5:29 a.m. on weekdays and from 3:01 a.m. to 5:29 a.m. on weekends. MetroAccess Owl Service is only provided to and from locations which are within 3/4 mile of the given bus route that MetroAccess Owl Service complements.

f. On federally-observed holidays, subscription trips (standing orders) are canceled and MetroAccess service generally operates on a modified schedule. However, on a few days each year such as the 4th of July and New Year's Eve, WMATA may extend its fixed route service hours and paratransit service hours will be adjusted accordingly, as required by the ADA.

5. **Trip Purpose**

a. No restriction on types of trip by purpose of trip.
b. No prioritization by trip purpose.
c. No prioritization of trip scheduling.

6. **Capacity Constraints**

a. No restrictions on the number of trips an individual can take.
b. No waiting lists for access to the service.
c. No substantial number of significantly untimely pick ups for initial or return trips.
d. No trip denials.
e. No substantial number of trips with excessive trip lengths.
f. When capacity is unavailable, subscription trips are less than 50 percent.
g. No substantial number of missed trips.

5.2 Performance Goals

WMATA is soliciting a high quality service. The indices below describe the service goals for the PM. Failure to meet the mandatory performance goals may result in the assessment of liquidated damages in an amount up to $20,000 for any month where the PM fails to meet the goals.

5.2.1 Mandatory Performance Goals

a. Denial Rate - Goal is zero denials. Failure to meet the mandatory goal may result in the assessment of liquidated damages in the amount of $10,000 for any month where the PM fails to meet the goal of zero denials.

b. The PM is required to be 100% compliant with the FTA Drug and Alcohol Testing Program, including but not limited to 100% compliance with random, post-accident and reasonable assurance testing. No new hires shall begin safety sensitive work without full clearance of pre-employment and results requirements' testing. Compliance will be determined by WMATA. Failure to meet the goal may result in the assessment of liquidated damages in the amount of $10,000 for any month where the PM fails to be 100% compliant of the FTA Drug and Alcohol Testing Program.

5.2.2 Incentive and Disincentives

Incentives and disincentives will be provided in the following categories: on-time performance, missed trips, productivity (customer trips per hour), total complaints, safety (passenger injuries) and telephone response time. The monthly incentive if all performance standards are attained is $125,000. The performance standards, incentives, and disincentives included herein are based on anticipated improvements from current performance levels. While reducing cost per trip is important, the PM must strive at all times to provide service in a manner which also maximizes customer service.

1. On-Time Performance

On-time performance shall be measured based on the difference between scheduled pick - up time as reflected on the drivers' manifests and actual pick - up times as recorded on the vehicles MDC for dedicated providers and recorded on drivers' manifests for non-dedicated providers and taxis. The incentive for on-time performance will not be paid where the on-time performance is not based on documentation provided by the AVL/MDC devices for dedicated vehicles and by WMATA for non-dedicated vehicles and taxis.

The On-Time Performance portion of the incentive payment will be calculated as follows:

a. For dedicated vehicles equipped which shall be equipped with AVL/MDC terminals, on-time performance will be determined solely by the time stamp data captured by the AVL/MDC equipment. The contractor will provide WMATA with this AVL/MDC data in a form specified by WMATA and shall not, in any way, alter, modify, or correct the time stamp data. The AVL/MDC data shall account for no less than ninety-five percent (95%) of trips provided by dedicated vehicles. In the event that the AVL/MDC data accounts for fewer than 95% of trips, the on-time performance incentive payment will not be paid.

b. For non-dedicated vehicles and taxis, WMATA will verify on-time performance by randomly sampling not less than one percent (1%) and not more than three percent (3%) of non-

dedicated vehicle trips. At no cost to the contractor, WMATA will use its own personnel to randomly observe the exact time that the non-dedicated vehicle arrives for pick-up. Arrival time shall be documented by digital photograph with time and date. These observations shall be the sole basis of determining whether non-dedicated vehicle trips met the on-time performance goal.

c. In calculating on-time performance, "no shows" shall be counted as "on-time" and "vehicle no shows" or "missed trips" shall be counted as "late."

d. The average on-time performance for dedicated and non-dedicated vehicles will be computed by adding the total number of dedicated and non-dedicated trips measured in accordance with Section 5.2.2 (1 A and B). To compute the percentage of those trips that arrive within the on-time window, the number of on-time trips in Section 5.2.2, 1A will be added to the number of on-time trips in Section 5.2.2, 1B and that number will be divided by the total number of completed trips plus missed trips.

The PM shall be entitled to earn an incentive payment in the amount of $30,000 if the on-time performance is 95% or greater. Where on-time performance is 92% or lower, WMATA will assess a disincentive in the amount of $30,000. Where on-time performance is less than 93.5%, the PM will meet with WMATA staff to confer about the reasons for lower on-time performance and develop solutions to improve performance.

2. *Missed Trips*

Missed trip shall mean any trip not performed, other than a "Customer late cancellation" or "Customer No-Show", because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip. Excessively late trip shall mean a trip, which arrives more than 30 minutes outside of the scheduled pick-up window, and the customer accepts the trip.

The contractor shall be entitled to earn an incentive payment of $12,500 per month if missed trips and excessively late trips do not exceed 1.05% of completed trips for the month. If missed trips and excessively late trips exceed 2.0% of completed trips for the month, the PM will be assessed a disincentive of $12,500. Where missed trips and excessively lat trips are greater than 1.5%, the PM will meet with WMATA staff to confer about the reasons for the increased number of missed trips and excessively late trips and develop solutions to improve performance.

3. *Productivity (Customer Trips Per Hour)*

Productivity shall mean a measure of service efficiency based on the percentage of revenue hours in which the contractor has completed trips. Productivity shall be measured by the total number of MetroAccess customer (registrant) trips completed per the total number of revenue hours. Personal Care Attendants (PCAs), companions, or children under the age of five years old who accompany customers shall not be counted as trips for the purpose of measuring productivity. The PM shall be entitled to earn an incentive payment in the amount of $30,000 if productivity is 1.4 or greater. If productivity is 1.0 or lower, WMATA will assess a disincentive in the amount of $30,000. Where productivity is less than 1.2 trips per hours, the PM will meet with WMATA staff to confer about the reasons for lower productivity and develop solutions to improve productivity.

It is expected that productivity will increase each year of the contract. Accordingly, the PM is required to achieve the anticipated productivity. The anticipated productivity for the life of the contract is as follows:

Productivity Chart

CY 2006	1.2 trips per hour
CY 2007 - 2008	1.35 trips per hour
CY 2009 - 2013	1.45 trips per hour

The proposal shall fully describe how the PM shall fulfill this requirement.

4. Safety: Passenger Injuries

Passenger injuries shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital or medical facility from the scene of the accident. The PM shall be entitled to earn an incentive payment in the amount of $22,500 if passenger injuries are below 2.5 per 100,000 trips. If passenger injuries greater than 3.3 per 100,000 trips, WMATA will assess a disincentive in the amount of $22,5000. Where passenger injuries are greater than 2.90 per 100,000 trips, the PM will meet with WMATA staff to confer about the reasons for decreased passenger safety and solution to improve performance.

5. Complaints Against the PM

Complaints against the PM will include complaints from or on behalf of customers or the general public concerning the PM or the PM's subcontractors under this agreement. They do not include complaints against WMATA policies or complaints about eligibility determinations. Complaints will not be counted if the PM demonstrates that they are without merit. The PM shall be entitled to earn an incentive payment in the amount of $20,000 if total customer complaints are below on (1) per thousand trips requested. If customer complaints are above five (5) per thousand trips requested. WMATA will assess a disincentive in the amount of $20,000. Where total complaints exceed three (3) per thousand trips requested, the PM will meet with WMATA staff to confer about the reasons for the increased complaints and develop solutions to improve performance.

6. Telephone Response Time - Incoming Calls

Telephone response time shall mean a measure of service efficiency based on the percentage of total calls offered, which are answered within two minutes, with the average talk time no more than two minutes, and the call abandonment rate less than four percent. The PM shall be entitled to earn an incentive payment in the amount of $10,000 if telephone response time is 95% or greater. If telephone response time is 92% or lower, WMATA will assess a disincentive in the amount of $10,000. Where telephone response time is less than 93 percent, the PM will meet with WMATA staff to confer about the reasons for increased telephone response time and develop solutions to improve performance.

Contract Incentives and Disincentives

Performance Factors	*Incentive/ Disincentive Amount*	*Incentive*	*Goal*	*Disincentive*
On-Time Performance	*$30,000*	*95%*	*93.5%*	*92%*
Missed Trips	*$12,500*	*1.0%*	*1.5%*	*2.0%*
Productivity: Customer Trips per Hour	*$30,000*	*1.4*	*1.2*	*1.0*
Safety: Passenger Injuries	*$22,500*	*2.5/100,000*	*2.9/100,000*	*3.3/100,000*
Total Complaints	*$20,000*	*1/1,000*	*3/1,000*	*5/1,000*
Telephone Response Time	*$10,000*	*95%*	*93%*	*91%*

5.2.3 Disincentive Exceptions

Disincentives will not be assessed if the PM's performance fails to meet the goals due to extraordinary and/or unanticipated occurrences beyond the control and without the fault or negligence of the PM or its subcontractors. Examples include vehicle recalls, labor strikes, earthquakes, fires and/or floods that result in performance below the stated goals. Traffic congestion or accidents are not acceptable reasons for poor performance.

Disincentives will also not be assessed if performance below the baseline results from policies imposed by WMATA on the PM and the PM advises WMATA that the new policies will affect performance goals. The baseline service performance levels will be adjusted to reflect changes resulting from any policy changes required by WMATA, if necessary. Examples of such potential policy changes could include changing the on-time performance window or dwell time when picking up passengers.

5.3 Inclement Weather Operation

WMATA operates during inclement weather and requires the PM to operate in inclement weather. The MetroAccess inclement weather operating procedures are intended to provide safe and reliable transportation for MetroAccess customers and generally follow established WMATA policies governing the operation of Metrobus and Metrorail service under severe weather conditions. During severe winter weather conditions, however, additional consideration must be given to the problems that persons with disabilities may experience; e.g., the affects that cold temperatures have on some types of disabilities and the additional hazards persons with disabilities may encounter; e.g., uncleared or otherwise impassable sidewalks or curb cuts, difficulty or the impossibility of loading/unloading wheelchairs due to curb-side snow windows, and unplowed subdivision streets. Due to these factors, many customers with disabilities cancel their MetroAccess trips during periods of severe inclement weather. It is the goal of MetroAccess during severe inclement weather to transport customers to their requested destinations as long it is safe to do so. Generally, when weather conditions do not allow safe transport, outbound trips are discontinued and only

return trips are provided. Customers are notified if their trips are canceled. It is the policy of MetroAccess to attempt to operate all return or inbound trips before MetroAccess operations are discontinued.

In the event that extreme weather conditions or natural disaster prevents operation, the PM shall consult with the Authority's Representative (AR). With WMATA's approval, the PM may temporarily suspend or relax service standards. Under no circumstance will the PM or its providers modify or curtail the provision of service without the express approval of WMATA.

5.3.1

If services are suspended, the PM shall telephone all customers whose first trips are scheduled but have not started. The PM shall have the responsibility to contact customers who are awaiting transport home and shall provide such transport. ***In no event will a customer be left stranded due to inclement weather.***

The MetroAccess Inclement Weather Plan is provided in Appendix - A.

Section 6

PROGRAM MANAGEMENT

6.0 Transition Between Current and New Systems

The PM, as part of its proposal, shall provide a detailed transition and service start-up plan describing all steps to be taken to ensure a smooth transition between the current and new PM. This may involve providing parallel reservation, scheduling, and dispatch operations. The PM's plan shall provide specific details as to ensure that the transition does not disrupt service or cause adverse impacts on the reservation and scheduling functions. The transition plan shall include a milestone schedule for accomplishment of each work step.

Additionally, the PM is required to ensure accurate and complete conversion and transfer of all existing data, including eligibility and other records, customer trip history, customer no-show/late cancellation data, National Transit Data Base (NTD) and other reporting data, necessary to the uninterrupted operation and reporting of MetroAccess service.

6.1 Management Plan

As a part of the proposal, the PM shall submit their Management Plan for this program. The PM shall be responsible for the day-to-day management, supervision and operations planning of the service and is solely responsible for the quantity, quality, timeliness and compliance of all services provided. As part of its proposal, the PM shall provide its staffing plan for each function, to include number of staff and position title.

6.1.1 Personnel and Staffing

The PM shall designate a management team consisting of, at a minimum, the Project Manager, Operations Manager, Drug and Alcohol Program Manager, Information Technology Manager, Customer Relations Manager and Safety and Driver Training Manager. The names, resumes and titles of the proposed management team will be provided in the proposal. The management team shall be dedicated to the performance of this contract unless WMATA provides written authorization and exception. Personnel will be available to WMATA staff on a 24 hour, 7 days a week basis.

6.1.2

The PM shall submit to WMATA the resume of the proposed replacement of any management team member at least two weeks prior to the planned replacement action. At all times, WMATA shall have the right to approve or disapprove the assignment of personnel to the project. The PM will promptly replace personnel based on a request by WMATA.

6.2 *Employee Recruiting, Selection, Training and Placement*

The PM is responsible for recruiting, selecting, training and supervising all PM employees. A detailed description of the procedures to recruit, select, train and retrain employees shall be submitted. The PM shall also describe the procedures to ensure and document that -- prior to being placed "in service" -- all employees of the PM or its subcontractor's who interact with persons with disabilities receive the mandatory sensitivity training required by federal regulations.

6.2.1

In selecting operators, the PM will ensure that each successful driver candidate has on file a statement from a licensed physician that they are medically fit to drive. Drivers must be licensed drivers for at least five years, pass an alcohol and drug screen administered in compliance with FTA regulations, have safe driving records, with no previous suspensions for moving violations and no record of a moving violation within one year prior to service start, and be able to speak, read and write the English language sufficient to communicate with customers, dispatchers, etc., record data, and read maps.

6.2.2

The PM shall maintain a list of all drivers to ensure that drivers do not work for more than one carrier and that driver's who are terminated by their respective employers or are otherwise removed from providing service under the MetroAccess program and not hired by another subcontractor of the PM.

6.2.3 Driver Training

Driver training shall consist of at a minimum the following courses: vehicle orientation, defensive driving, accidents and vehicle emergencies procedures, basic first aid, map reading, fare structure and collection, schedule reading and completion, system familiarization, mobile two-way vehicle and land-line communications, use of AVL's/MDC's and customer assistance requirements. The specifics of the courses required by the PM shall be consistent for all of the providers. All MetroAccess and PM personnel, will be trained in a Customer Sensitivity Course, as mandated by federal regulations. Training shall be provided by the PM. The course content shall be approved by WMATA. The PM must provide an annual minimum of eight hours behind the wheel training for each driver on an on-going basis to be followed by a formal evaluation of driving skills lasting at least one hour. Further, drivers should be re-certified annually. The PM shall describe the process/procedures to be followed for annual driver re-certification.

As part of the driver training program, WMATA staff will provide and conduct training on WMATA's mission, goals, espoused values, drug and alcohol testing requirements, as well as, other areas of importance to WMATA.

6.2.4 Driver Dress Code

Dedicated MetroAccess drivers are required to wear uniforms. The uniform shall consist of a white blouse or shirt with pocket, dark blue slacks or trouser, a dark baseball type cap (optional) and depending upon the season, a dark blue jacket and other dark blue outer garments. Shoes shall be black and serviceable having flat, non-skid soles. No high heels, tennis shoes or open sandals are allowed. Tee-shirts, tank tops, jeans and shorts are prohibited. The PM shall ensure that the drivers adhere to the dress code and take appropriate corrective action if the driver(s) fail to comply with the dress code.

No driver shall wear or display any insignia, patch or emblem other than those supplied by the carrier and approved by WMATA. Each driver shall wear an identification badge supplied by the PM to be worn on the shirt, blouse or jacket in a manner visible to customers. The badge will state the carrier and driver's name and the word "MetroAccess". Each driver must carry an accurate timepiece. Each driver is to verify the time with dispatch at least once each day, preferably prior to leaving the garage or during shift change.

6.2.5 Drivers Requirements

Drivers shall report to dispatch any service problems as they occur, including but not limited to: accidents, injuries, vehicle condition, manifest errors, schedule adherence problems, customer no-show, traffic condition, customer behavior problems, excessive customer assistance requirement, customer identification problems, fare payment problems, and any other clarification required by the driver.

Drivers are required to conduct 100 percent ID card checks and validations of all customers for all trips (See Appendix - A for policy) and to be knowledgeable about the WMATA paratransit fare tariff and any changes in the fare tariff communicated by WMATA to the PM.

6.2.6

Drivers shall inspect their vehicles prior to pull-out. Any equipment malfunctions shall be reported to dispatch. Equipment malfunctions included, but are not limited to the following: inoperable wheelchair lifts, inoperable AVL/MDC's, inoperable heating or cooling, cracked mirrors or windshields. The PM shall develop a checklist for the drivers to use in their daily inspection. The checklist shall be provided to dispatch prior to pull-out. Determination to "pull" a vehicle off the road is the responsibility of the dispatch, in coordination with the PM.

6.2.7

Drivers of dedicated vehicles shall activate and log-on their respective MDC upon pullout. Drivers of dedicated vehicles are required to process customer and trip information, including time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs, using the MDC. For supplemental vehicles and taxicabs, drivers are required to ACCURATELY, LEGIBLY and COMPLETELY record on the daily vehicle manifest the time and mileage of all vehicles' pull-outs and pull-ins and all customer pick ups and drop-offs at the times of the trips. Altered, illegible or incomplete manifests will not be accepted and the PM may not invoice WMATA for the time involved with any trip where the trip ticket or manifest is altered, inaccurate, illegible, or incomplete.

6.2.8

Drivers shall be required to fulfill the daily vehicle manifest, carrying out each pick up, drop-off and other stop in the sequence given. Unauthorized deviation from the schedule sequence or falsification of information (written or oral) by the driver is sufficient grounds to remove the driver from service. Unauthorized deviation from the schedule includes, but is not limited to, running errands and/or side trips for the customer that have not been scheduled. In instances where manifests are used, the original manifest will be made available to the AR to review for alterations, accuracy, legibility, and completeness. The AR will review the documents for on-time performance. For non-dedicated and supplemental vehicles where AVL/MDC's are not available, drivers will use the manifest to document the trips. The AR will review manifests as part of the reconciliation of on-time performance goals.

6.2.9

Drivers shall assist customers unable to sign a trip ticket by signing for them and noting on the ticket that the driver has done so. In the event that a driver cannot locate a customer upon arrival, the driver will immediately contact dispatch for assistance. Dispatch will attempt by telephone to locate the customer and will provide further instructions to the driver. The driver will not leave the pick up location until authorized to do so by carrier dispatcher. Prior to leaving the pick up location the driver will use the MDC device to document his/her location. Where the vehicle is not equipped with an MDC device, the driver shall note the no-show and the arrival and departure times on the trip ticket and driver manifest. If not supported, the PM may not invoice for the time involved in traveling to the pick up location. For service provided using dedicated vehicles, each customer no-show shall be supported by a report from the AVL/MDC (See Appendix - A for policy). If not supported, by AVL/MDC, the PM may not invoice for the time involved in traveling to the pick up location.

6.2.10

Drivers will notify the PM's central dispatch in instances when they arrive at a pick up or drop-off location more than 15 minutes ahead or behind schedule. The PM's central dispatch shall document each occurrence of early or late arrival and provide a daily report to the PM and the AR.

MetroAccess schedules trips to specific times, within a 30-minute pick up window. Once vehicles arrive at the designated pick up location, the drivers must wait ten (10) minutes for customers to arrive. Drivers will contact dispatch for instructions whenever customers do not arrive at the designated pick- up locations within ten (10) minutes after the vehicles arrive. In no instance will the driver leave without authorization from his/her dispatcher. (See Appendix - A)

6.3 Driver Responsibilities for Safety

Drivers shall adhere to speed limits and parking restrictions. Complaints of reckless driving, excessive speeds, and/or illegal parking shall be reported to the PM. The PM will provide a written response to the complaints. The response will detail the findings and the corrective action(s) taken to preclude future occurrences. If a pattern persists, then corrective action such as suspension of the driver or removal of the driver from the program shall be considered.

6.3.1

Drivers shall announce stops for customers. Drivers shall use interior lighting of the vehicle at night to provide for a safe customer egress from the vehicle and shall not drop off customers into the path of traffic or at any location that would compromise the safety of customers or others.

6.3.2

Drivers shall operate heating and air conditioning systems so as to provide for the comfort of customers. At a minimum, air conditioning units should be operational by April 15th and heating units operational by October 15th. The driver is not authorized to open windows for ventilation in lieu of air conditioning unless vehicle air conditioning systems have failed. Drivers shall immediately report all such failures. The PM shall

manage the dedicated MetroAccess fleet to ensure that vehicles with heating and/or air conditioning problems are neither placed nor kept in service.

Drivers shall report any vehicle malfunction at the end of the shift, or immediately to dispatch if it is safety related.

6.3.3

Drivers are not required to provide personal care service to any customer who cannot travel unattended. WMATA provides free transportation to PCAs who accompany customers. In the event that a customer needs but does not have a PCA with him/her, the driver shall immediately notify dispatch which is required to immediately contact the PM for instruction. The PM shall not leave any customer in a situation where it is dangerous to the customer. Drivers are prohibited from entering buildings and from providing assistance to persons attempting to navigate more than one step.

6.3.4

For the safety of customers, drivers are not required to assist customers more than 100 feet from the vehicle or to provide assistance that would require the driver to lose sight of the vehicle. Drivers are required to stay within sight of the vehicle at all times.

6.3.5

In the event of medical emergency, the driver shall immediately pull his vehicle out of traffic and notify dispatch of the emergency. Dispatch shall immediately take appropriate measures to mitigate the emergency, including notifying the appropriate law enforcement or medical assistance personnel. The driver shall provide any assistance reasonably required and as required by the training provided by the PM. The driver shall stay with the customer until emergency assistance arrives.

6.3.6

In the event that any customer engages in any illegal act or in a manner that is unsafe to the customer or any other customer and/or strikes or otherwise abuses the driver or any other customer, the driver shall, at the earliest safe moment, report the incident to dispatch which will consult with the PM for further instructions.

6.3.7

Drivers shall operate vehicle lifts from outside of the vehicle using a remote device operated via pigtail or other device. Drivers shall provide assistance to customers using adaptive devices in entering and exiting the lift platform and the vehicle. Drivers shall also provide assistance to ambulatory customers who request to use the lift to enter and exit the vehicles.

6.3.8

Drivers shall observe and shall require customers to observe rules of carriage to include: no smoking, no drinking of alcoholic beverages, no standing while vehicle is in motion, no person will put a wheelchair in motion, occupied or unoccupied while the vehicle is moving, no person other than the driver will be allowed

to operate the vehicle or the vehicle's two-way radio, lift or ramp device, and no person will be allowed to operate a radio or any television set that can be heard by other customers.

6.3.9

Drivers shall not smoke or operate any type of audio device while transporting customers to their destinations. Use of cell phones while vehicles are in operation in any part of the service area is strictly prohibited unless for an emergency, and in the District of Columbia any use must be with a "hands-free" device.

6.3.10

For safety purposes, customers are prohibited from smoking, spitting, playing of music unless through headphones and consuming alcoholic beverages in vehicles. The driver shall, at the earliest, safest moment, report any incidents to dispatch which will consult with the PM for further instructions. Drinking of non-alcoholic beverages is allowed. This last provision is made for certain disabilities which require either fluid replenishment or intake of sugars.

6.3.11

Customers boarding in three-wheeled scooters may be requested but cannot be required to transfer to a seat. Drivers are required to help in the transfer if the transfer can be made without lifting or carrying the customer.

6.3.12

Drivers shall ensure that all occupants of a MetroAccess vehicle properly use securement devices, including seatbelts. Drivers are required to properly secure (lock-down or tie-down) wheelchairs, in addition to the proper use of seatbelts. Drivers will help secure infant seats, strollers, pet carriers, and any other equipment brought by customers that may need to be secured during transportation.

6.3.13 Driver Etiquette

Drivers shall keep confidential any information that the drivers may have about the medical or other condition of the customer except as needed to perform the work related to his or her position. The driver can report medical information to authorized medical assistance personnel who report to the scene of an accident or to the scene of any medical emergency.

6.3.14

Drivers are prohibited from soliciting, encouraging or accepting payment of a tip, gratuity, additional payment or any gift or service from any customer at any time. Engaging in such conduct is grounds for immediate removal from service.

6.3.15

Drivers shall at all times be courteous to customers. In the event of an abusive customer, drivers shall at all times comport themselves as they have been trained to do in the sensitivity training provided by the PM.

6.4 Complaint Investigation, Resolution and Correspondence

As part of its proposal, the PM shall describe their procedures to investigate, resolve and prevent reoccurrence of complaints and to comply with the notification, coordination, and response requirements delineated herein.

6.4.1

WMATA's Office of Customer Service is responsible for taking complaints and coordinating with the PM to ensure expeditious investigation and equitable resolution of complaints. WMATA advises all MetroAccess customers that complaints are to be phoned in or written to, or e-mailed to WMATA's Office of Customer Service. Notwithstanding, from time to time customers file complaints with WMATA's Office of MetroAccess Service or with other WMATA units. This does not prevent the PM from resolving service problems and assisting customers with problems to avoid a complaint. However, it is in the best interest of WMATA and WMATA's customers to have WMATA fully informed of uncorrected or recurring service deficiencies. In this connection, the PM shall notify customers who wish to file complaints directly with the PM that their complaints should be filed with WMATA's Office of Customer Service. In addition, the PM shall promptly provide to WMATA's Office of Customer Service the details and specifics of all complaints received directly by the PM.

6.4.2

Complaints received by WMATA will be forwarded to the PM's Customer Relations Manager for investigation and response to the WMATA Office of Customer Service or the WMATA Office of MetroAccess Service, as appropriate. Within five business days from the receipt of complaints, the PM will provide written responses to all complaints forwarded to the PM by WMATA. The responses will detail the findings of the investigation and the corrective actions taken to preclude future recurrences of the circumstances which gave rise to the complaints. In addition, the PM will draft and provide WMATA with a written response suitable to be mailed to the complainant.

6.4.3

If the PM fails to respond to the complaint in five days or fails to sufficiently investigate and resolve the complaint, or if the complaint is a reoccurring complaint from the same customer, the complaint shall be automatically counted as a valid complaint for the purposes of determining any incentives and/or disincentives.

6.5 Accident and Injury Investigation and Prevention

As part of its proposal, the PM shall provide a plan to control accidents and injuries and to provide a safe and effective service. This plan will include an active accident/injury prevention program, an accident/injury review program and incentives to personnel who provide safe service. The PM shall ensure that no more than 2.05 passenger injuries per 100,000 trips occurs. The PM shall provide monthly accident/injury reports

on an incident and cumulative basis. Safety reporting (accidents and injuries) is required to be documented in accordance with the Reporting appendices to this RFP.

6.6 *Fraud Prevention and Detection Policies and Procedures*

As a part of the proposal, the PM will submit their policies and procedures for fraud prevention and detection. The policies shall contain at a minimum the following:

1. A comprehensive employee training program to prevent investigate, and report alleged or suspected fraud, theft, or other criminal behavior;

2. A program for the review of subcontracted service providers and/or employees to detect any pattern or practice of inaccurate or fraudulent encounter or service reports;

3. A program for the review of subcontracted transportation providers and/or employees to detect any pattern or practice of overstated reports or levels of service;

4. A program for the review of subcontracted transportation providers and/or employees to detect any altered or falsified records, or destroyed records not consistent with records retention policy set forth in Section 6.14; and

5. A program for the review of subcontracted transportation providers to detect any false statements about credentials.

The PM must also immediately report to WMATA any and all instances of alleged or suspected provider, driver, employee or customer fraud or theft that is detrimental to service, of criminal nature and/or creates a potential unsafe environment.

6.6.1

Where the PM learns of any alleged or suspected fraudulent action by a provider, employee or customer, the PM shall immediately file a report with WMATA. At a minimum, the report shall contain the name of the provider, driver or customer, or contact information, and a description of the potentially or suspected fraudulent action. The report must include a description of corrective action(s) taken by the PM and/or the subcontractor(s). All such reports shall be submitted in writing to the Authority Representative (AR).

6.7 *Alcohol and Drug Testing*

This contract is subject to a Drug and Alcohol Testing Program consistent with 49 CFR Parts 40, 653 and 654. On a monthly or quarterly basis, as appropriate, WMATA's medical office and the Office of the Auditor General will monitor each provider's compliance with the Drug and Alcohol Testing Program. Additional information regarding this program is contained in Paragraph 35 of the Special provisions.

6.7.1

The PM is required to be 100 percent compliant with the FTA Drug and Alcohol Program, including but not limited to 100 percent compliance with random, post-accident and reasonable assurance testing. Further, no new hires shall begin safety sensitive work without full clearance of pre-employment and results requirements' testing. Compliance will be determined by WMATA.

6.8 Reporting Requirements

WMATA's reporting requirements are substantial. The reports must be accurate and are time sensitive. These reports are required to be provided to the WMATA Board of Directors, WMATA executive management, external auditors, internal auditors and the federal government. WMATA may require ad hoc reports from time to time and these will be provided by the PM within a reasonable time.

6.8.1

The reports and supporting data and records are subject to review by WMATA. Failure to provide accurate and timely reports that meet WMATA, NTD and/or federal government requirements may result in a forfeiture of incentives payments for the period(s) covered by the reports, as determined by WMATA.

6.8.2

WMATA's Office of MetroAccess and/or Office of Auditor General shall have the right to obtain and review random and/or selected samples of trip tickets, manifests, and Global Positioning System (AVL) data pertaining to all providers and/or taxis to review for determining the accuracy and reliability of the information provided by the Contractor for billing purposes, on-time performance and/or incentive payments.

6.8.3 Mandatory Reports

The following is a non-inclusive list of reports that the PM is required to submit to WMATA as indicated. WMATA will work with the PM to finalize the report content and format prior to the start-up of service. Samples of report data are provided in Appendix A.

Report Name	***Required Frequency***
Performance Summary	Daily
Late Trip Summary	Daily
Weekly Performance Indicators	Weekly (Wednesday)
List of all providers	Weekly (Wednesday)
Top 25 Report (various)	Bi-weekly
Monthly Performance Report	
* Initial Report	Monthly (by the 5th business day)
* Final Report	Monthly (by the 25th of the month)
Driver complaint list with resolution	Monthly

Alcohol and Drug Testing	Monthly
Vehicle Assignment and Mileage	Monthly
Subscription Trip Validation	Every six months
National Transit Database	Annually/Updates as requested
Vehicle Maintenance	As requested
Fraud Prevention	As per Section 6.6

6.9 Meetings

The PM will be required to meet with WMATA weekly. Additionally, WMATA meets with the MetroAccess Subcommittee, the WMATA Elderly and Disabled Transportation Advisory Committee (E&D Committee) and with the Regional Paratransit Coordinating Committee (RPCC). The purpose of these meetings is to exchange information, ideas, and strategies addressing paratransit issues. WMATA also meets occasionally with disability commissions, representatives from WMATA's member jurisdictions, advocacy organizations, and holds public meetings and public hearings with MetroAccess users and interested persons. WMATA will require the PM to attend the MetroAccess Subcommittee, E & D Committee and RPCC meetings regularly and other meetings as necessary.

6.9.1 Community Outreach Events

As required by WMATA, the PM shall participate in and represent WMATA at community outreach events where information or presentations on the MetroAccess program are required. Said events may occur during normal business hours, on weekdays after normal business hours, or on weekends.

6.10 Production and distribution of MetroAccess Service Bulletins

The PM shall reproduce and distribute on dedicated MetroAccess vehicles service bulletins issued by WMATA to advise customers of upcoming holiday schedule service changes, public hearings, and policy changes, as well as to provide general program information to MetroAccess customers.

6.11 Project Manager Corporate Support

The company selected shall provide the local PM team support sufficient to ensure that start-up and on-going requirements are met. Specific support is required to ensure that financial accounts and service reporting processes are established and provided in a manner acceptable to the WMATA Auditor General. The PM shall be required to provide annual financial statements and other financial information and/or documentation as requested by the WMATA Office of the Auditor General. Other types of corporate support required under this RFP to be available to the PM's local team include procurement, vehicle specification, operations, maintenance, and service management.

6.12 Subcontracting Restrictions

In connection with the services covered by this contract, any in-house personnel, subcontractors, and outside associates or consultants will be limited to the individuals or firms that were specifically identified and agreed to during the negotiations. The contractor shall obtain the written consent of WMATA before making any substitution for these designated in-house personnel, subcontractors, and outside associates or consultants. Further, the contractor also shall obtain written approval for the replacement of a

previously approved substitution. Where the PM wishes to make a Substitution or replacement requests shall be in writing and sent to the AR. The request will include sufficient documentation; i.e., resume, entity business history, and references to enable WMATA to evaluate the request.

6.13 Confidential Information

No reports, information, data, documents, or correspondence given to or prepared or assembled by the PM or the PM's subcontractors under this Agreement shall be made available to any individual or entity without prior written approval of WMATA.

6.13.1 Public Communication

The PM and its subcontractors shall not communicate with the print, television, radio or electronic media without the prior, express written approval of WMATA. All inquiries from the press, local, state and federal agencies, or by public interest or private for profit or non-profit interest groups directed to the PM and its subcontractors shall be redirected to WMATA. Failure to comply shall result in removal from the project of the individual(s) failing to follow this procedure.

6.13.2

The PM and its subcontractors are prohibited from conducting eligibility outreach or marketing of MetroAccess service except as specifically authorized by WMATA.

6.14 Retained Records

All data, records and work product produced by, for or on behalf of the PM and its subcontractors pursuant to this Contract shall become the sole property of WMATA. Work product includes such items as documents, audio recordings, field notes, records, computations, calculations, work sheets, sketches, drawings, specifications, cost estimates, laboratory data, test results, correspondence and all other products resulting from the work performed by the PM under this Contract. Final invoice shall not be paid until all such work product is transferred to WMATA by PM.

6.14.1

Records shall be retained in accordance with the following Records Retention Schedule:

Operator Manifests	Retain in office for one fiscal year, retire to WMATA's Record Center, and destroy after three years.
Customer Eligibility Files (Certifications, recertifications, denials, and appeals)	Retain in office for one fiscal year, retire to WMATA's Record Center, and microfilm after ten years.
Commendation/Complaint Files	Retain in office for one fiscal year and then destroy.

Section 7
FLEET MANAGEMENT

7.0 MetroAccess Vehicles

The PM is responsible for providing the vehicles used by the dedicated providers. The existing MetroAccess fleet that has useful life remaining will be provided to the PM for performance of the contract. It is anticipated that the existing MetroAccess fleet with useful life will consist of 118 vehicles, 106 vans and 12 sedans. All data such as quantity, vehicle type, age, mileage, physical condition and maintenance records is located in Appendix B.

7.0.1

As a part of the proposal, the PM shall submit a listing and specifications of the new vehicles that are not provided by WMATA. The vehicles shall be at a minimum for the model year 2005/2006 and previously untitled. The PM is responsible for the license, insurance, maintenance and replacement of older, WMATA provided vehicles in accordance with the scope of work.

7.1 Vehicle Specifications

Full Size Sedans
Color - white
4 door, up to six passengers
Automatic transmission
Standard V8
16 valve, 224 @ 4750
A/C

Vans - ADA Accessible*
Color - white
One (1) ton chassis
automatic transmission
Horsepower - 305 @ 4,250
Extended length chassis 30" raised top
A/C

*The Vans must be retrofitted with an ADA-compliant paratransit package approved by WMATA.

7.1.1

The cost of new vehicles will be invoiced to WMATA over a four-year period in equal monthly installments. Title to the vehicles shall pass to WMATA when the vehicles reach the end of their useful life and are removed from service. At any time during the contract WMATA may elect to pay the remaining unpaid balance due (vehicle cost divided by 48 times months remaining in the base term of the contract) on any or all vehicles and assume ownership of the vehicles. The maximum spare ratio allowed will be 12 percent of the peak number of vehicles in service.

WMATA reserves the right to explore alternative methods of purchasing vehicles and fuel using the Government Services Agency Federal Supply Schedule.

7.1.2

In any instance where a vehicle is replaced as the result of an accident, any insurance payment received by the PM for the vehicle shall be used to purchase a replacement vehicle. The total cost billed by the PM to WMATA for the replacement vehicle shall reflect a credit to WMATA for the amount of the insurance reimbursement.

7.1.3

Upon request, the PM will make vehicles available to WMATA for inspection by staff at the carriers' facilities, on WMATA property, or at a site designated by the AR. The PM will affix decals, MetroAccess logos, striping, and bumper placards to the vehicles before placing them in revenue service and remove same from the vehicles when the vehicles are returned to WMATA at the end of their useful life. WMATA will provide the decals, logos, striping, and bumper placards. Only WMATA provided decals, logos, striping and bumper placards are allowed to be placed on the vehicles. All other advertising is prohibited.

7.1.4

Vehicles used by the PM or its dedicated providers in the performance of this contract are to be used exclusively for MetroAccess service. Use of vehicles as take-home vehicles, or for other services other than MetroAccess, is prohibited. Vehicles used by street supervisors in the conduct of MetroAccess business are excluded from the take-home policy.

7.2 Useful Life of Vehicles

Sedans - 5 years or 175,000 miles
Vans - 5 years or 225,000 miles

Replacement of vehicles requires notification to and approval from the AR. WMATA shall have the option to keep vehicles in service beyond their scheduled replacement cycles if WMATA determines that it is mechanically practical and economically viable to do so.

7.3 Vehicle Maintenance

As part of their proposal, the PM shall provide a detailed schedule for minor and major vehicle maintenance, repair and inspection as outlined with the vehicle manufacturer maintenance/service manual.

7.3.1

The PM shall identify and describe the location, size and type of facility used to maintain the vehicles. Facilities should be located in the jurisdiction where the core service is operated in order to minimize "dead-heading hours and mileage. Vehicles are subject to periodic inspection by WMATA maintenance personnel. Any defects will be provided to the PM and repaired/replaced/ within 30 days or prior to returning the vehicle to service. Any safety defects reported will be corrected prior to returning the vehicle to service.

7.4 Vehicle Equipment

All vehicle equipment shall be manufactured to meet the harsh operational conditions found in the transit environment. All on-board equipment shall operate properly under the environmental

conditions encountered on board the vehicles including conditions pertaining to temperature, humidity, dust/dirt, power variations, shock, vibration, altitude, and EMI/RFI interference. All equipment housings shall be waterproof and dust-proof. The proposal shall define the power and environmental specifications of the proposed vehicle equipment and the environmental tests and standards to which the proposed vehicle equipment conforms.

7.4.1

The availability and location of space for equipment installation will differ according to the various types of vehicles in MACS fleet. The PM shall be responsible for inspecting each type of vehicle and for determining how and where the equipment can be mounted. The installation details and placement of on-board equipment shall be included in the System Design document.

7.5 Mobile Vehicle Dispatch Communication

As part of its proposal, the PM shall describe the mobile vehicle communications systems(s) that will be used throughout the duration of this contract.

7.5.1

In addition to an AVL/MDC device, each vehicle operated under the terms of this contract, shall be equipped with a two-way radio or cellular phone tuned to a base station operated by the PM and capable of communication throughout the four service areas: District of Columbia, Montgomery County and Prince George's County, Maryland, and Northern Virginia (Fairfax County, Fairfax City, City of Falls Church, City of Alexandria, Arlington County). Where, subcontractors are used to operate service, the PM shall ensure that its central dispatch function has the capability to communicate with the subcontractors.

Section 8
Service Providers

8.0 Dedicated and Non-Dedicated Providers

Any combination of dedicated and non-dedicated vehicles and taxicab service can be used to meet this requirement, except that in any given month not more than 20 percent of the service will be operated by taxicabs.

8.0.1

The PM also shall provide non-dedicated accessible and accessible taxicab or other supplemental service when there are insufficient dedicated vehicles to meet demand or to provide relief where a customer's pick-up will be delayed. It is the providers' responsibility to ensure that the status of each of their respective trips is known by the PM's and its subcontractors' dispatch personnel at all times and that appropriate operating corrections are made to ensure timely replacement service is dispatched to cover and prevent late trips.

The PM shall monitor service to ensure timely pick-ups and will dispatch replacement or supplemental service to maintain on-time performance when scheduled service is delayed.

8.1 Dedicated Service

The PM shall provide the dedicated provider's capabilities including experience and location of their operating facilities. In all months, a minimum 66 percent of the service will be operated by dedicated providers. The PM shall also recommend the number and type of vehicles to be operated by the provider. If the PM chooses to operate as a dedicated provider in one or more of the service areas, the PM shall describe its own capabilities.

8.2 Non-Dedicated Service

As part of its proposal, the PM shall identify supplemental services to complement dedicated providers, to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems such as vehicle breakdown or unavailability.

8.2.1

The PM can obtain this service through local taxicab companies and/or through other non-dedicated vehicle operators. The PM shall ensure that ADA regulations governing the use of taxicabs in complementary paratransit are observed and followed by the taxicab companies. It is the PM's responsibility to ensure that any taxicab company providing service maintain insurance coverage. The PM will provide WMATA with evidence of the taxicab company's commercial insurance coverage as set forth in Special Provision, Article 16.

Section 9
Fare Collection

Fares may be paid in cash or using tokens. Fares are required to be collected from customers. All fares required to be paid will be deducted from and credited against invoices presented to WMATA. Fares collected should be equal to the fares for all trips completed less trips completed for Personal Care Attendants (PCAs), one child under the age of five, WMATA employees who are ADA-eligible, and eligibility interviews/functional tests and appeal process hearings.

9.0

The PM shall immediately notify WMATA of any instance where it is believed that an individual traveling with a customer is using the PCA designation for the purpose of avoiding fare.

9.1

Any shortfall in the collection of fare revenue is the responsibility of the PM. The PM will provide in its monthly report of the total fare that should have been collected and what was actually collected. The PM shall surrender to WMATA's Revenue Collection Facility (RFC), located at 3301 Eisenhower Ave., Alexandria, Virginia, the tokens collected in a given month. The RFC will count the tokens and submit to the PM documentation of the dollar value of the tokens. The PM shall use the documentation as support to invoice WMATA for the tokens that were surrendered to the RFC.

9.2

In the future, WMATA may be assessing the feasibility of the PM accepting SmarTrip cards in lieu of cash and/or tokens for fare collection. WMATA will work with the PM and the SmarTrip contractors to devise a methodology for SmarTrip implementation on MetroAccess service.

Section 10
Estimated Requirements

Please see the attachment to this RFP (Appendix - B) which provides information by zone. Information includes the number of trip requests, the number of trips completed and service and revenue hours for calendar years 2001 through 2004.

Section 11
WMATA Provided Property

The following is an all-inclusive list of the property that WMATA will provide for use by the PM:

1. Office space (Located at 8405 Colesville Road, Silver Spring, Maryland)
2. Utilities
3. Vehicles (as stated in Appendix B)
4. Automated Call Distribution (ACD) and Call Recording Equipment
5. Television monitor with stand
6. Video cassette recorder/player
7. MetroAccess letterhead stationery
8. MetroAccess decals and striping for dedicated vehicles
9. Eight (8) Parking spaces

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APPENDIX A
PARATRANSIT POLICIES

Appendix - A
Attachments to the Scope of Services

A. 100 Percent Identification Card Inspection Policy

B. Policy on Nonpayment of MetroAccess Fare

C. MetroAccess Seatbelt and Securement Device Policy

D. Subscription Trip Policy

E. No-Show/Late Cancellation Policy

F. Drivers' Procedures For No-Show Occurrences

G. Administrative Procedures For No-Show/Late Cancellation Occurrences

H. MetroAccess Inclement Weather Policy

I. Emergency Operating Procedure In the Event of a Blackout

J. Continuity of Operations Plan

K. MetroAccess Abusive Behavior Appeal Policy

L. No-Show/Late Cancellation Appeal Policy

100 Percent Identification Card Inspection Policy

The purpose of this policy is to establish and delineate procedures to ensure that MetroAccess service is provided solely to persons who are certified ADA-eligible for paratransit service. This will be accomplished by ensuring that each customer possesses and presents a valid MetroAccess photograph identification (ID) card which shall be inspected by the MetroAccess operator prior to the customer being transported.

MetroAccess operators are required to inspect customers' ID cards to make certain that (1.) the individuals presenting the cards are the authorized MetroAccess users, (2.) the ID cards are not expired, and (3.) the ID cards have not been altered. If the photograph on the ID card is not that of the person presenting the card or if the card is expired or altered, the operator is not to transport the individual. The driver or his dispatcher is to contact MetroAccess central dispatch for instructions.

Where on a given trip a customer indicates that he or she does not have his or her ID card as a result of the card having been lost or misplaced, the operator is to contact MetroAccess central dispatch for instructions. All such incidents are to be documented so as to identify customers who need to be contacted, as well as customers who regularly do not display their ID cards. Reasonable accommodations will be made for customers who are unable to comply with the requirement to present their ID cards due to their qualifying disabilities.

Customers who do not have valid ID cards are to be notified by both telephone and mail that they must contact MetroAccess to arrange to come to the MetroAccess administrative office in Silver Spring, Maryland to obtain ID cards. Customers must pay the appropriate fares for the trips to and from the MetroAccess administrative office. Customers have five (5) business days from the date of the written notification to obtain replacement ID cards. Customers who fail to obtain replacement ID cards as required shall not be allowed to book trips until replacement ID cards are obtained. The notifications to customers shall include the ID card replacement policies and procedures delineated in this paragraph.

Customers who allow others to use their MetroAccess ID cards, customers who book trips and allow others to travel in their places, and persons who use the service fraudulently are subject to suspension of service or criminal prosecution, as appropriate and warranted.

Policy on Nonpayment of MetroAccess Fare

The purpose of this policy is to establish and delineate procedures for handling instances involving fare disputes or nonpayment of fares. Notwithstanding any stipulation herein, under no circumstances will any provision of this policy be interpreted or applied in a manner which would result in a confrontation with a customer, a customer being stranded away from home, or a violation of federal regulations governing the provision of paratransit service.

Unless indicated otherwise on the operator's manifest, all users of MetroAccess must pay the required fares. Persons who travel as companions with users of MetroAccess must also pay the required fares. Personal care attendants (PCA) and children less than 5-years old who accompany users of MetroAccess ride for free. The PM shall immediately notify WMATA of any instance where the PM has reason to believe that an individual traveling with a customer is using the PCA designation for the purpose of avoiding the requirement to pay a fare.

If a user of MetroAccess or his or her companion either refuses to pay or does not have sufficient funds to pay the required fare, the operator will contact the MetroAccess paratransit system manager's central dispatch office for instructions. Operators may not waive the requirement to pay the fare or otherwise take independent action.

If it is believed that the MetroAccess user has a mental or cognitive disability, every consideration is to be given to the possibility that the disability could be the cause of the failure of the user to understand the need to pay the fare. In such an instance, the user will be transported to his or her destination and the paratransit system manager will notify the contact person whose name appears on the user's application.

The user's contact person will be apprised of the incident and made aware that MetroAccess will not transport any individual who either refuses to pay the required fare or does not have sufficient funds to pay the required fare. Where appropriate, the paratransit system manager will advise the contact person of the user's right to be accompanied by a PCA. If the contact person wishes to arrange for a PCA and needs additional time to do so, additional time will be allowed and the booking of future trips placed on hold until such time as the user or someone on behalf of the user notifies MetroAccess that the arrangements are made. It should be noted that placing the booking of future trips on hold does not constitute suspension of service.

If a MetroAccess customer either refuses to pay the required fare or does not have sufficient funds to pay the required fare, the booking of future trips for said user will be placed on hold until the user agrees to pay the required fare prior to boarding or entering the vehicle providing the trip. It should be noted that placing the booking of future trips on hold does not constitute suspension of service.

The paratransit system manager will notify the Office of MetroAccess Service of all incidents where persons either refuse to pay the required fares or do not have sufficient funds to pay the required fares. In addition, the paratransit system manager will maintain and keep current by the cognizant user's name documentation of each incident and its final disposition.

MetroAccess Seatbelt and Securement Device Policy

MetroAccess first concern is the safety of its customers. To combat an increasing number of injuries to its customers, MetroAccess is establishing the following policy for use on all MetroAccess vehicles, including taxicabs.

MetroAccess requires the use of all working securement devices for all occupants of a MetroAccess vehicle. This expressly requires the use of seatbelts in addition to any other appropriate securement devices.

No driver shall transport any person who does not use a working securement device, including a seatbelt. A trip not provided because of the customer's refusal to use a working securement device, including a seatbelt, shall be treated as a trip for which the customer failed to show. All drivers shall note on the manifest this failure to use the securement device or seat belt in addition to any other actions required to record a trip for which the customer has failed to appear. However, if the refusal to use a securement device or seatbelt occurs on the trip returning to the customer's home, the MetroAccess provider shall transport the customer and make a report to the Director of the Office of MetroAccess Services.

A Personal Care Attendant who refuses to use a working seatbelt or any other appropriate securement device shall result in the customer being treated as if the customer had made the refusal, and handled accordingly.

A companion who refuses to use a working seatbelt or any other appropriate securement device shall not be transported at any time. In this case, the customer shall have the option of taking the scheduled trip without the companion or refusing the trip and having the trip treated as one for which the customer failed to appear.

A refusal to use a working securement device, including a seatbelt, on trips returning to the customer's home more than once in a given rolling twelve month period shall be considered abusive behavior and shall be addressed under the existing policy and procedures covering abusive behavior.

Claims that a customer cannot use a securement device, including a seatbelt, due to medical reasons shall serve as a mitigating factor in any suspension proceeding under the No-Show and Late Cancellation Policy if a signed letter from a physician in the appropriate medical specialty supports the claim. The letter must explain in detail why wearing a seatbelt or other securement device will cause physical harm to the customer. This letter is subject to review by a WMATA physician who may require an interview with or examination of the customer.

Subscription Trip Policy

Federal regulations do not require that MetroAccess provide subscription trip service. However, since it is recognized that there are inherent customer service and operations benefits to providing subscription trip service, WMATA has chosen to do so. Notwithstanding, in accordance with federal regulations, subscription trip service will not be provided to the extent that doing so impacts the ability of MetroAccess to accommodate requests for demand responsive service.

Upon request, subscription trip service will be provided to any MetroAccess customer who -- during each week of at least a two-month consecutive period -- makes one or more recurring trips from the same origin(s) to the same destination(s), on the same day(s) of the week, at the same time(s) of the day.

Subscription trip service will be validated every six months on a staggered basis. Notwithstanding, at any point, subscription trip service will be cancelled for any individual whose pattern of travel no longer meets the criteria stated herein. In addition, any and all subscription trip service will be cancelled under any of the following conditions:

- When in any rolling 30-day period, a customer accumulates any combination of early (advance) cancellations, late cancellations, or no-shows for the subscription trip service which total more than 10.

- When a customer who has subscription trip service indicates that he or she will always be accompanied by a personal care attendant (PCA) or companion and the PCA or companion does not travel with the customer on 10 one-way trips during any rolling 30-day period and the customer failed to notify MetroAccess accordingly in advance.

- When a customer's service is suspended pursuant to MetroAccess policy.

Any customer whose subscription trip service is cancelled pursuant to this policy will not be eligible for subscription trip service during the six month period immediately following said cancellation. During the six month period of ineligibility, the customer must request trips on a demand response basis, After the six month period of ineligibility, the customer may request reinstatement of subscription trip service.

Advanced notification of the intent to cancel subscription trip service shall not result in any adverse action against the customer when the customer cancels his or her service due to extended absences such as vacations, prolonged illnesses, or for other plausible reasons.

There is no formal internal appeal process or mechanism available to customers whose subscription trip services are cancelled. However, customers who wish to obtain reconsideration of cancellations may submit written requests to the Director of MetroAccess Service. All such requests will be considered on a case-by-case basis and reinstatement of the cancelled subscription trip service is within the sole discretion of WMATA.

No-Show/Late Cancellation Policy

1. A "no-show" is defined as an instance where a MetroAccess customer fails to meet the MetroAccess vehicle which arrived at the pick up point within +/- 15 minutes of the scheduled time and waited 10 minutes. A "no-show" does not apply to any instance where the MetroAccess vehicle arrives at the designated pick up point beyond the close of the "pick up window" and the MetroAccess customer fails to meet the vehicle.

2. A "late cancellation" is defined as an instance where a MetroAccess customer cancels his or her trip after 4:30 PM the day prior to the scheduled trip. A late cancellation does not apply in any instance when–on the day of scheduled service–a trip is canceled by the customer at any point in time beyond the close of the "pick up window" for the given trip.

The WMATA No-Show/Late Cancellation policy is as follows:

3. Any customer with three no-shows or six late cancellations in any 30 day period will result in a two week suspension of that customer from MetroAccess services.

4. Any customer with a second suspension in any twelve month period will result in a three week suspension of that customer from MetroAccess services.

5. Any customer with a third suspension in any twelve month period will result in a four week suspension of that customer from MetroAccess services.

6. Any further suspensions in any twelve month period shall result in a four week suspension of that customer from MetroAccess services.

The PM shall implement a no-show/late cancellation system as follows:

7. Identify MetroAccess customers who meet the definition of "no-show" or " late cancellation" and maintain their status against the WMATA No-Show/Late Cancellation policy.

8. Notify MetroAccess customers by letter of their no-show or late cancellation occurrence, of the WMATA no-show/late cancellation policy and their status in relation to that policy. Produce and mail the letter to the customers by regular mail within two business days of the occurrence. If the no-show/late cancellation incident is reported by a taxi cab or supplemental provider, produce and mail the letter to the customers by regular mail within two business days of the incident report from the taxi cab or supplemental provider.

9. Suspension of MetroAccess services in accordance with the WMATA No-Show/Late Cancellation policy. Suspension of service appeal may be granted if one or more no-shows or late cancellations was due to documented weather conditions, illness of rider or immediate family member, at the discretion of the Appeal Committee to prevent under rider hardship. The currently utilized Eligibility Appeals procedures and committee will be used the no-show and late cancellation appeals.

10. Endeavor to have taxi cab and supplemental providers report no-show incidents no later than three weeks after their occurrence.

11. Record no-shows using AVL/MDC technology when a MetroAccess dedicated vehicle is involved.

Supplemental Fare Policy

Effective Sunday, June 27, 2004, the base fare for a trip on MetroAccess will increase from $2.40 to $2.50. The $2.50 fare will apply to all MetroAccess customers and their companions. In addition, the WMATA Board of Directors approved that a supplemental fare be assessed on any trip that begins or ends at a location which is more than 3/4 mile beyond the weekday, peak, regular fixed route service operated by WMATA or its member jurisdictions.

The assessment of supplemental fares will apply to all MetroAccess customers and their companions and will go into effect on June 27, 2004, in conjunction with the ten cent (10¢) increase in the base MetroAccess fare.

When a customer makes a trip reservation, the MetroAccess reservationist will advise the customer if the trip is subject to a supplemental fare and if so, the total cost of the trip. Customers who have subscription trips that are subject to supplemental fares will be notified of the total fare for those trips.

Four zones have been established beyond the weekday, peak, fixed route service area. A supplemental fee of one dollar ($1) per zone will be assessed on trips that begin or end in the zones based on the following distances:

Zone 1. Trips that begin or end between 0.76 and 3.75 miles beyond the weekday, peak, fixed route service area will be assessed $1.

Zone 2. Trips that begin or end between 3.76 and 6.75 miles beyond the weekday, peak, fixed route service area will be assessed $2.

Zone 3. Trips that begin or end between 6.76 and 9.75 miles beyond the weekday, peak, fixed route service area will be assessed $3.

Zone 4. Trips that begin or end more than 9.76 miles beyond the weekday, peak, fixed route service area will be assessed $4.

Two supplemental fares will not be assessed for any trip. Where both the trip origin and destination points are more than 3/4 mile beyond the weekday, peak, fixed route service area, the supplemental fare will be calculated using the most distant zone. The maximum fare will not exceed $6.50.

Drivers' Procedures For No-Show Occurrences

Drivers should at all times be logged on to their Mobile Data Computers (MDC) and should process the proper information in the MDC for every trip. MDC provide vital trip verification information such as location and times.

When a driver arrives at the customer pick up location at the designated entrance and curb, he/she should announce him/herself to the customer, stating that he/she is from MetroAccess. If the driver finds that there is more than one person waiting, he/she should announce the name of the person that he/she is there to transport. The driver announcing him/herself is especially helpful whenever picking up visually impaired customers or when more than one person is waiting to be picked up. It is also important for drivers to look in the immediate vicinity of the vehicle if they do not readily see the customer. If the driver knows that the customer is visually impaired, the driver must also look for persons in the area that may be carrying white canes or using service animals. If the driver sees such an individual, the driver must ask the person if he/she is waiting for a MetroAccess vehicle and, if so, the driver must ask the individual their name.

Whenever a driver arrives at a customer pick up destination within the 30 minute window and waits five minutes during which time the customer appears and advises the driver that he/she is not going to take the trip, the driver will document this as a "late cancellation" incident. The driver will then either contact his/her base or the MetroAccess central dispatch to relay the designation. Whenever a driver arrives beyond the 30 minute window and the customer advises that he/she is not going to take the trip, the driver will document this as "Late Transportation, Missed Trip."

Whenever a driver arrives at the customer's pick up location within the 30 minute window and waits five minutes, but the customer does not appear, the driver must contact either his/her base or MetroAccess central dispatch and request authorization to "no-show" the customer. If authorization is granted, the driver will document the "no-show" incident. Whenever the driver arrives at the customer's pick up location beyond the 30-minute window and the customer does not appear, the driver must document this information as, "Late Transportation, Missed Trip."

Any driver found to have falsified information or documentation will be prohibited from transporting MetroAccess customers.

Administrative Procedures For No-Show/Late Cancellation Occurrences

The no-show/cancellation (NSLC) staff will run a report each morning which will identify the names of MetroAccess customers that either no-showed or late-cancelled the previous day. Staff will review computer-generated reports to validate the accuracy of the data. Staff will make every reasonable effort to verify all no-shows occurrences and retrieve information that will contribute to verification. The verification process will include reviews of trip manifests, checking Reservation Issues (RI) and Customer Issues (CI) notes, retrieving information from automatic vehicle locator/mobile data terminals (AVL/MDC) whenever possible, and as warranted or practicable, speaking with providers or the instant customers.

MetroAccess customers who have plausible explanations or documentation in support of their reasons for not taking their trips will not be cited for violations. The assessment of violations will be waived in instances where customers can document or otherwise provide explanations that reasonably demonstrate that the circumstances that gave rise to the late cancellation or validated no-show occurrences were beyond the control of the customers. Examples of such circumstances include, but are not limited to, adverse weather conditions, customers' illnesses or those of customers' immediate family members, or household-related emergencies. Notwithstanding, a waiver will not be granted when the PM can reasonably document and substantiate that a customer has established a pattern and practice of availing himself or herself of the waiver provision.

MetroAccess customers who have verified, actionable late cancellations or no-show occurrences will receive notices detailing the violations.

Customers who reach the threshold of suspension (3 no-shows or 6 late cancellations in a 30-day rolling period) will have their information reviewed and verified by NSLC staff and then referred to the LogistiCare Customer Relations Manager who will again review the information. Where the manager determines that a suspension is warranted, the manager will so advise the MetroAccess Paratransit Specialist in WMATA's Office of MetroAccess Service who will review the data and concur or not concur with the recommendation to suspend the customer. Any customer who is suspended will receive a letter to that effect, along with a copy of the appeal process. Customers may appeal the determination of suspension.

NSLC staff will be available from 8:00 a.m. until 7:00 p.m. Monday through Friday to take customers' calls if the customers wish to either explain the reasons for the violations or rebut being cited for the violations.

MetroAccess Inclement Weather Policy
Staffing and Operational Procedures

MetroAccess (MACS), the regional paratransit system, provides curb-to-curb complementary paratransit service to persons with disabilities as required by the Americans with Disabilities Act (ADA). ADA paratransit is the federally-mandated service for persons who are unable to use accessible fixed route service such as Metrobus or Metrorail due to their disability.

MACS service operates from 5:30 a.m. to 12:00 midnight, seven days a week, including holidays, except that MACS service operates until 3:00 a.m. on Saturdays and Sundays. MACS operates paratransit service throughout the WMATA service region, providing service to locations within 3/4 of a mile of regular fixed route service operated by Metrorail, Metrobus and WMATA Compact members.

Unlike Metrorail and Metrobus, MACS is not operated by WMATA. WMATA contracts for the provision of MACS service with a Paratransit System Manager (PM). The PM operates the MACS Call Center and the MACS Operations Control Center at 8405 Colesville Road, 4th Floor - Silver Spring, Maryland. The PM and/or its subcontractors is/are required to operate MACS service in accordance with the policies and procedures of the MACS Severe Weather/Emergency Operations Plan. Only the WMATA Snow Commander can authorize suspension of service.

The MACS inclement weather operating procedures are intended to provide safe and reliable transportation for MACS customers and generally follow established WMATA policies governing the operation of Metrobus and Metrorail service under severe weather conditions. During severe winter weather conditions, however, additional consideration must be given to the problems that persons with disabilities may experience; e.g., the affects that cold temperatures have on some types of disabilities and the additional hazards persons with disabilities may encounter; e.g., uncleared or otherwise impassable sidewalks or curb cuts. Other conditions such as difficulty or the impossibility of loading/unloading wheelchairs due to curb-side snow windrows, unplowed subdivision streets, and the fact that MACS operates on secondary and side roads also impact MACS severe weather operations. Due to these factors, many customers with disabilities cancel their MACS trips during periods of severe inclement weather.

It is the goal of MACS during severe inclement weather to transport customers to their requested destinations as long it is safe to do so. Generally, when weather conditions do not allow safe transport, outbound trips are discontinued and only return trips are provided. Customers are notified if their trips are canceled. It is the policy of MACS to attempt to operate all return or inbound trips before MACS operations are discontinued.

Emergency Operating Procedure In the Event of a Blackout

1. Objective:

   To develop an emergency operating procedure for MetroAccess in the event of power interruptions due to weather extremes or other disasters.

2. Purpose:

   To ensure facility readiness, employee safety, and continuity of operations by establishing a procedure on how a power outage emergency would be handled with less convenience to employees and without service interruption.

3. Scope:

   The emergency power outage handling procedure applies to all MetroAccess and PM employees working at 8405 Colesville Road, building 3, forth floor in Silver Spring, Maryland. All employees are required to adhere to and abide by the procedures outlined in this action plan.

4. Definition:

   Emergency Power Outage – Any blackout or power outage in the building or for the metropolitan area as a whole. Such outage may include natural or manmade such as weather extremes, terrorist act, or other nature of disasters that may result in a short or extended period of power outage that affect the normal power supply to the facility.

5. Responsibility:

   The Director of MetroAcess Service (MACS) will be responsible for administering/implementing the procedure in cooperation with other agencies/departments. The Director may assign or delegate the responsibility to staff or other designees as necessary.

6. Alternate Power Source:

   Unless otherwise stated, alternate power source under this procedure means the backup generator owned by WMATA that is located on the north side of building 3, at 8405 Colesville Road, in Silver Spring, Maryland.

7. Procedures:

   The backup generator located in the building produces more power than will be drawn by the combination of lighting and computer equipment that will be connected to the generator. This is important because if the equipment in the building draws more power than the generator can produce, it may blow a fuse on the generator or damage the connected equipment. Since the backup generator meets the requirements that is needed to supply power in the event of an emergency, the following operating procedure will be followed to use the generator during a power outage.

   7.1 Automatic Operation

7.1.1 In the event of a blackout, the backup generator is set to fire up automatically. WMATA's power department will be responsible for maintaining and refueling the generator.

7.2 If the generator does not turn on automatically during a blackout, the following procedures will be adopted.

7.2.1 An emergency response team coordinates emergency operations/evacuations as necessary. The team manages the crises, calm employees, and works with local and federal emergency disaster assistance to ensure employee safety and to coordinate appropriate response. The team consists of the Compliance and Financial Manager, the Paratransit Specialist, and the Paratransit Operations Coordinator for MetroAccess Service.

7.2.2 Upon learning of the power outage, the response team will immediately coordinate with and contact the Test Technician Supervisor of WMATA's Systems Maintenance Department at (202) 962-1058. For Issues related to communications systems, the coordinators will contact the communications supervisor at (202) 962-1900. WMATA's Systems Maintenance Department will handle every aspect of running the utility generator while the Communications Department ensures uninterrupted connection to Verizon.

7.2.3. A flashlight with extra bulbs and batteries will be used for a period of time until the generator is turned on or power restored. MACS will be responsible to ensure that proper outage kit such as flashlights and other materials necessary for emergency use are readily available. The flashlights and associated accessories will be stored at a location that is known and accessible to employees or shift supervisors.

7.2.4 A battery-powered portable radio with extra batteries will be purchased. During the blackout, the radio will be used for official information and instructions. This will enable employees in the building to understand what is going on in the area and follow further instructions to be given from federal or local governments concerning the blackout and the incidents that led to area power outage.

7.2.5 A first aid kit and first aid manual and needed medicines will be available for employees. Key personnel will be trained on first aid and CPR. Different personalities react to an emergency situation differently. There might be a need to assist employees who are facing sudden attacks or those with some form of disability that worsens with emergency encounters.

7.2.6 If requested to evacuate by government/federal disaster assistance, the emergency response team will assist employees to follow the instructions/announcements from law enforcement officers or the news media on where to go and the routes to follow during evacuation.

7.2.7 The response team should be familiar with the location of all exits. The team will have escape plans that would facilitate easy and quicker exit that employees use should evacuation become necessary.

7.2.8 MetroAccess and the response team will remain in touch with WMATA's Operations Command Center (OCC) for the duration of a blackout to obtain guidance and to provide required status reports as necessary.

7.2.9 During a blackout, MetroAccess will be operating service to the extent that emergency conditions permit continuity without compromising the safety of patrons and employees.

7.3 PM Responsibilities:

7.3.1 The PM should have a back up plan that will ensure continuity of operation during a blackout. The plan should be clear and must be communicated to the providers and the providers' employees.

7.3.2 The PM should assess the capabilities that each provider has to respond to a blackout and take appropriate measures to ensure their readiness.

7.3.3 The PM is expected to perform all essential service functions specified in the PM's contract with WMATA to minimize customer inconvenience and to prevent service interruptions to the extent possible.

7.3.4 The PM is expected to coordinate all emergency activities with MetroAccess and the emergency response team for the period of the blackout and must have all essential personnel available to perform the essential job functions.

7.3.5 The PM is expected to use all available communication equipment for field communication with its subcontractors and subcontractors' drivers. Such communication equipment includes, but is not limited to radio communication, AVL/MDC devices, telephone communication and other means necessary to continue paratransit services.

MetroAccess Continuity of Operations Plan

1. Data. The PM shall back up MetroAccess (MACS) data (customer, trip, and related information) each night on tape. The tapes are replaced each day and the back-up tapes are taken off site for storage. With prior notice of an impending facility problem or catastrophic event affecting the Silver Spring facility, the server used to store the data would be disconnected and transported to an emergency auxiliary location, where the server would be reconnected and made available for use.

   If the nature and circumstances of the incident is such that the server could not be retrieved or salvaged, the data shall be restored from the tape drive. This may require several hours. After the data are restored, the data would be accessible through the internet or from the site from which it were restored.

2, Operations and Personnel. In the event of a catastrophic event which required relocation to another facility, MetroAccess would operate under a decentralized structure at a primary or headquarter site of one of the PM's subcontractor provider facilities located within the service area. The PM shall designate a primary site. In the event the primary alternate is impacted and unavailable, the most geographically logical and safest of the other subcontractor locations would be selected as a secondary site. The PM shall ensure that the trip reservation function is transferred to and operated from one or several of the provider offices or from another PM facility. The Driving force here is the ability to redirect or establish alternate phone numbers. The scheduling, dispatch and "My Ride?" functions for a given section of the MetroAccess service area would be staffed by the PM's personnel and operated out of the PM's appropriate subcontractor location. The eligibility certification, quality assurance, and reconciliation functions would operate on a reduced scale, if at all.

3. Service Policy. The level and quantity of service will be driven by the location and magnitude of the catastrophic event. Generally, on the day of the event, regular outbound service would be suspended and inbound service would be suspended to the affected areas. The levels of service on days subsequent to the event would be determined after an assessment of all factors. Customers would be notified of the modified service via telephone or the media.

4. Volunteering Vans for Medical Transport. To the extent that PM's subcontractors' operators are available, MetroAccess rolling stock will be made available and used as needed and directed by WMATA.

APPENDIX B
Paratransit Glossary

Glossary

The following terms use in this Contract shall, except where, by the context, it is clear that another meaning is intended, be construed as follows:

1. **"Accident"** shall mean an event causing property damage or any personal injury that occurs during the carrier's operation of any Revenue Vehicle in MACS service.

2. **"Add-Ons"** or **"Trip Insertions"** shall mean trips not included in the daily Manifest that are dispatched real-time to the Vehicle Operator.

3. **"Amendment"** shall mean the additional Contract provisions relating to the Contract issued in writing by the Authority prior to the Award Date.

4. **"American with Disabilities Act of 1990"** or **"ADA"** shall mean the Federal civil rights legislation, 42 U.S.C. §§ 12101 et. seq. and 49 U.S.C. § 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; and Section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. § 1612, requiring, among other things, that paratransit service comparable to fixed route service be provided to persons with disabilities who meet ADA paratransit eligibility criteria.

5. **"Assistive Device"** shall mean devices used by physically disabled persons for mobility and/or communication such as canes, walkers, oxygen equipment, etc.

6. **"Authority"** or **"Metro"** or **"WMATA"** shall mean Washington Metropolitan Area Transit Authority, an interstate compact agency which by the terms of its enabling legislation, Public Law No. 89-774, 80 Statutes 1324 (1966) codified at D.C. Code § 9-1107.01 (2001 Ed.), is a common agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia.

7. **"Authority Representative" or "AR"** - The Authority Representative is the person responsible for post award execution of an authority contract in the most effective, economical, and timely manner. The Authority Representative is the Authority's primary point of contact with the Contractor. The Authority Representative may, at his or her discretion, delegate certain responsibilities to other designees. Unless the Contractor is directed to the contrary, all correspondence with respect to this Contract shall be sent to the Authority Representative.

8. **"Automated Reservation & Scheduling System"** shall mean the automated reservation, scheduling and dispatch software system, used by the contractor to provide centralized trip reservation and scheduling.

9. **"Automatic Vehicle Locator"** (**"AVL"**) shall mean a computerized system that utilizes a global positioning system with mobile data computers to produce two-way wireless data communication concerning the speed and directional movement of subject vehicle(s) via dynamic, graphic display screen at remote dispatch/control location(s).

10. **"Carrier"** or **"Provider"** shall mean an operator of the MACS service; also referred to as the Contractor's driver of a Revenue Vehicle, including dedicated and non-dedicated vehicles and taxis.

11. **"Companion"** shall mean any person accompanying a MACS Customer other than the Personal Care Attendant.

12. **"Collision"** shall mean contact between the MACS Revenue Vehicle with any other object(s), to include vehicle(s), person(s), and/or other fixed object.

13. **"Contract"** or **"Contract Documents"** shall mean the Attachments, Appendix, Contractor's Proposal, General Provisions, Information For Proposers, Special Provisions, Schedules deemed included (if any), Technical Specifications (if any), Scope of Work, all Addenda hereafter issued (if any), and the Notice of Award.

14. **"Contracting Officer's Technical Representative"** (**"COTR"**) shall mean the WMATA employee who will act as the principle point of contact with the Contractor for purposes of contract administration and daily operations.

15. **"Contractor"** or **"PM"** shall mean the Proposer to whom this Contract is awarded. For convenience, the Contractor may be hereinafter referred to as if the Contractor were an individual. The word "he" shall, as the sense may require include "she," "it" and "they"; the word "him" shall include "her," "it" and "them"; and the word "his" shall include "her," "its" and "their".

16. **"Customer"** shall mean an individual with disabilities who WMATA has determined meets ADA paratransit eligibility criteria and has been issued a MACS identification card.

17. **"Customer No-Show"** shall mean the failed to meet the vehicle as scheduled, declines the trip or is unable for any reason to take the trip when the Vehicle Operator has arrived and waited for the Customer in accordance with the Contract standards and procedures.

18. **"Dedicated Service"** shall mean paratransit service performed by dedicated vehicles.

19. **"Dedicated Vehicles"** shall mean Revenue Vehicles purchased by the Contractor exclusively for performance of MACS paratransit service. Dedicated vehicles, includes accessible wheelchair vans and full-size sedans.

20. **"Dispatcher"** shall mean the individual responsible for directing, monitoring and communicating with Vehicle Operators/Providers.

21. **"Excessively Late Trip"** shall mean a trip, which arrives more than thirty (30) minutes outside of the scheduled pick-up window, and the customer accepts the trip.

22. **"Federal"** or words of like import shall mean the United States of America.

23. **"Federal Transit Administration" ("FTA")** shall mean the federal agency of the USDOT that, *inter alia*, promulgates and enforces drug and alcohol testing program regulations for public transportation provides, including their contractors, pursuant to the Federal Omnibus Transportation Employee

Testing Act of 1991. The regulations are set forth at 49 C.F.R. Parts 653 and 654. FTA also promulgates and enforces regulations implementing the Americans with Disabilities Act of 1990, including regulations applicable to the provision of paratransit services. These regulations are set forth at 49 C.F.R. Par 37, Subpart F.

24. **"Fiscal Year"** shall mean July 1 through June 30.

25. **"Holiday"** shall mean New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

26. **"Incident"** shall mean an event impacting the quality or timeliness of the service that occurs during the carrier's operation of any Revenue Vehicles in MACS service that does not cause property damage in excess of $7,500 or personal injury.

27. **"Injury"** shall mean an accident or incident where the driver and/or passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

28. **"Late Pick-Up"** shall mean any MACS' customer pick-up that occurs past the Scheduled Pick-Up Window.

29. **"Late Trip Cancellation"** shall mean Customer cancellation after 4:30 pm the night before a scheduled trip.

30. **"Liens"** shall mean any and every lien of any kind whatsoever again the Work, against any monies due or to become due from the Authority to Contractor, and/or against any other property of the Authority, for or on account of the Work, including any Public Lien.

31. **"Manifest"** shall mean the schedule provided to a Vehicle Operator listing all stops and time points during a vehicle tour or route.

32. **"MetroAccess" ("MACS")** shall mean Washington Metropolitan Area Transit Authority paratransit service.

33. **"Non-Dedicated Service"** shall mean paratransit service performed by non-dedicated vehicles.

34. **"Non-Dedicated Vehicles"** shall mean Revenue Vehicles used by the Contractor for the performance of MACS paratransit service. Non-dedicated vehicles, includes accessible wheelchair vans.

35. **"Notice"** shall mean a written notice.

36. **"Notice of Award"** shall mean a document that apprises the Contractor that this Contract has been approved by WMATA.

37. **"Office Equipment"** shall mean standard office furnishings and equipment such as telephones, computers, fax machines and supplies used by the Contractor to perform the Contract.

38. **"Office of Customer Service" ("CSVC")** shall mean an office of WMATA, which provides customer information and complaint management.

39. **"On-Time Performance"** shall mean a measure of service reliability based on the percentage of completed trips in which the Contractor has picked up a Customer within the Scheduled Pick-Up Window.

40. **"Passenger"** shall mean all persons other than the ADA eligible Customer who are authorized to travel with the Customer, such as Personal Care Attendants or Companions.

41. **"Passenger Injury"** shall mean an accident or incident where the passenger was injured and required medical attention and was transported to the hospital from the scene of the incident.

42. **"Personal Care Attendant" ("PCA")** shall mean a person who is authorized or required by WMATA to accompany the Customer for the purpose of providing travel and other assistance to the Customer.

43. **"Project Manager" ("PM")** shall mean an individual designated as such by WMATA to administer this Contract or his duly authorized representative.

44. **"Pull-In"** shall mean the return of a Revenue Vehicle to the assigned depot or garage upon completion of a Revenue Service Tour.

45. **"Pull-Out"** shall mean the departure of a Revenue Vehicle from the assigned depot or garage to perform Revenue Service.

46. **"Revenue Hour"** shall mean the period of time the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading and any contractually agreed upon lunch interval. Revenue hour shall mean the period of time from the first customer pick-up until the last customer drop-off.

47. **"Revenue Mile"** shall mean the mileage the Vehicle Operator is performing the Customer transportation services required under this Contract, including authorized deadheading. Revenue mile shall mean the mileage from the first customer pick-up until the last customer drop-off.

48. **"Revenue Service Start Date"** shall mean the date on which the Contractor places its first vehicle in to Revenue Service.

49. **"Revenue Vehicles"** shall mean the vehicles used by the Contractor to perform the Customer transportation services required under this Contract.

50. **"Scheduled Pick-Up Time (Window)"** shall mean the confirmed pick-up window as agreed upon by the Customer and the Contractor and that appears on the manifest.

51. **"Service Hour"** shall mean the period of time from pull-out to pull-in.

52. **"Service Mile"** shall mean the mileage from pull-out to pull-in.

53. **"Service Ready"** shall mean that the vehicle is clean, mechanically safe and reliable, and all accessories are operable.

54. **"Service Route"** or **"Route"** shall mean Revenue Service performed according to the time schedule and order of pick-ups and drop-offs listed in the Manifest.

55. **"Subcontractor"** shall mean an individual or organization who enters into a contract to furnish labor services only or labor and materials or apparatus in connection with the work directly or indirectly for or on behalf of the Contractor and whether or not in privity of contract with the Contractor.

56. **"Supplemental Service"** shall mean paratransit service complementary to Dedicated providers. This service is intended to prevent denials due to reasonably anticipated occasional spikes in demand in excess of dedicated provider capacity, and to quickly provide replacement trips in the event of dedicated provider problems, such as vehicle breakdown or unavailability. Supplemental service includes service performed by non-dedicated vehicles and taxis. However, in any given month not more than 20 percent of the service will be operated by taxis, except as expressly authorized by WMATA.

57. **"Trip Identification (Confirmation) Number"** shall mean the individual number generated and assigned by the automated reservation & scheduling system when reserving and scheduling a trip.

58. **"Trip Ticket"** shall mean a document that includes the date of the trip, pick-up and destination locations, beginning and ending odometer readings, and the Trip Identification (Confirmation) Number.

59. **"Vehicle No-Show,"** or **"Missed Trip"** shall mean any trip not performed, other than a Customer "Late Cancellation" or "Customer No-Show"; because the provider did not show or arrived outside the pick-up window and the customer refused the trip or was unavailable to take the trip.