

# CapMetro

## DEMAND RESPONSE OPS (23-05)

Terry Follmer, VP of Internal Audit

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## Executive Summary

As part of our Fiscal Year 2023-24 Internal Audit Plan approved by the Capital Metro Board, we performed an audit to determine whether CMTA has sufficient controls in place to effectively monitor MTM's contract compliance. The audit results including the objective, scope, and conclusion are as follows.

## Background

Demand Response provides two services: paratransit services branded as MetroAccess and on-demand, shared-rider services branded as Pickup. The services are provided by a third-party vendor, MTM. MetroAccess paratransit program is for people who have a disability or medical condition that limits or prevents them from independently using accessible bus service as defined in the Americans with Disabilities Act. People certified by CapMetro under this program may ride Metro Access within three-quarters of a mile of CapMetro's non-commuter fixed-route bus service on the same days and during the same hours as the fixed-route service in their area. Pickup is an on-demand transit service introduced in 2019 that operates in 11 geographic zones in the Greater Austin Metro Area. This service takes multiple riders heading in the same direction and schedules them into a shared vehicle. There is no set route for the service, customers can be picked up and transported anywhere within a zone, and all vehicles are wheelchair accessible. Five of the 11 Pickup zones are collaborations with the Austin Transit Partnership (ATP).

In 2023, the Spare system was implemented and is used to track MetroAccess driver, vehicle and route scheduling, route creation, and customer trip information while Pickup uses the Via system is used to track driver, vehicle and customer trip information. The DR South base location includes 140 revenue vehicles and 266 MTM employees.

The contract with MTM for the South base operations was initiated in October 2018 and expires in September 2024. Modification #12 was signed in December of 2023 extending the contract to December 2024 for a total contract value of \$137,465,606. In April 2024, a request for proposal (RFP) was issued for services to begin January 2025.

CapMetro's Demand Response Oversight department has developed a Quality Assurance Surveillance Plan (QASP) which identified 67 key MTM service provider performance requirements from the contract related to overall program management which consists of administrative, quality assurance (field reviews), vehicle maintenance and building maintenance metrics. The department uses a QASP Audit Tracker spreadsheet to document their quality assurance (QA) evaluations of the contractual requirements. See excerpt of QASP Audit Tracker spreadsheet at **Appendix A**. CapMetro's Vehicle Maintenance department has developed an independent methodology using the Hexagon Asset Management System to document their QA of service provider's vehicle maintenance requirements which does not tie into the QASP Tracker. See **Appendix B**. CapMetro's Facilities department has not developed a methodology to evaluate the Building Maintenance requirements.

Most of the requirements of the QASP directly affect the amount paid to the service provider through incentives or disincentives (PDCs) based on the service provider's performance. The Program Manager (PM) is responsible for ensuring that the QA evaluations are performed to substantiate the monthly amounts submitted by MTM on their invoice. The PM has one quality analyst staff member to assist with the metric evaluations.

See excerpt from the January 2024 invoice at **Appendix D**. It is important to note that the variable hourly rate is only applied to the number of vehicle hours, not the number of employees or employee labor hours incurred. The monthly invoice incorporates incentives and/or performance deficiency

credits (PDCs) based on the level of service achieved during the month compared to benchmarks established in the contract. See excerpt of PDCs assessed for the January invoice at **Appendix E**.

## **Audit Objective & Scope**

The objective of the audit was to evaluate CapMetro's vendor contract compliance process which includes reviewing CapMetro's quality assurance testing process for the South Base operations and reviewing the vendor's monthly invoice for accuracy. We tested MTM's January 2024 invoice for appropriate CapMetro review and approval of the MTM charges, performance metrics and PDCs assessed. The North Base operations were scoped out of the review. The CapMetro MetroAccess eligibility processes were also excluded from this review.

## **Opinion**

In our opinion, internal controls are generally in place and properly functioning for Demand Response. We identified some areas where internal controls could be further enhanced as follows (see finding table below for full listing):

- Determine if a dedicated Facilities resource can be assigned to develop a Building Maintenance checklist that supports the QASP Audit Tracker
- Align Vehicle Maintenance QA Scorecard with the QASP Audit Tracker
- Define evidence that should be reviewed/collected for each compliance steps of the QASP Audit Tracker
- Establish standardized criteria and thresholds for approving PDC exemptions with approval levels based on the dollar value of the exemption request
- Investigate billing discrepancies and correct on next vendor invoice

More details regarding the issues/risks and recommendations can be found below in the detailed audit report.

This audit was conducted in accordance with US Government Accountability Office's Generally Accepted Government Auditing Standards (GAGAS) and the Institute of Internal Auditor's International Standards for the Professional Practice of Internal Auditing. These standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. The audit was conducted by the following staff members in the Capital Metro Internal Audit Department:

- Robert Moreno, Manager of Internal Audit
- Terry Follmer, VP of Internal Audit

Recommendations to strengthen controls and improve accountability were provided to management. Management agrees with the internal audit recommendations and has provided target completion dates which are included in the detailed audit report below. A follow-up audit is performed semi-annually (i.e., May and November) to ensure management action plans for all issued audit reports are completed in a timely manner.

We appreciate the cooperation and assistance provided to us throughout this audit.

# Audit Report

<i>Issues &amp; Risk</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
<p>1. <u>QASP Audit Tracker – Completion and Evidence</u>            CapMetro’s contract with MTM clearly outlines the key activities and requirements that MTM must perform. DR has developed an excellent QASP Audit Tracker (see Appendix A) that covers 67 different activities and deliverables (e.g. vehicle/building maintenance, etc.) that MTM must perform, and the QASP Audit Tracker (QASP) is used to monitor contract performance and compliance. We reviewed the May 2024 monthly FYTD QASP and noted the following opportunities for improvement:</p> <ul style="list-style-type: none"> <li>• <u>Completion</u> – For the first 6 months of FY24, the QASP has not been maintained to fully document all the testing performed. Because documentation was not updated on the QASP, it appears that only 6 % of monthly and 41% of quarterly QASP have been tested and documented each month. See <b>Appendix C</b>.</li> <li>• <u>Building Maintenance (BM)</u> – a BM QA resource has not been assigned to DR BM and related activities, therefore 0% (0 out of 11) QASP have been checked. Additionally, BM has not developed a BM QA Checklist.</li> <li>• <u>Vehicle Maintenance (VM)</u> – VM has developed an independent monthly QA Checklist (see Appendix B) and assigned a resource. VM has completed their QA, but the test results have not been consolidated into the QASP. As a result, the QASP does not indicate that any VM tests were performed as 0% (0 out of 18) have been listed as completed for this fiscal year.</li> <li>• <u>Evidence</u> – we noted that brief notes are recorded on the QASP Audit Tracker for steps performed, however, in general, evidence (e.g. pictures, Hexagon/Spare Reports, etc.) or links to review documentation are maintained is not recorded to support the compliance activities performed.</li> <li>• <u>Criteria &amp; Ratings</u> – clear ratings like Pass/Fail and criteria to achieve the rating have not been defined. Instead, the QASP Audit Tracker has three ratings (Good/Acceptable/Unsatisfactory) and the Vehicles QA Checklist has four ratings (Good/ Acceptable/ Marginal/Unacceptable).</li> </ul> <p>The QASP Audit Tracker is a key control to help monitor the monthly performance of both MTM and the CapMetro QA staff that have been assigned to the MTM contract. With the transition to the new contract model, DR Management will be more actively engaged with the service provider day-to-day activities and internal CapMetro departments to determine appropriate QA requirements that ensure adequate contract compliance controls are developed and documented for the Contract Monitoring Plan.</p>	<p>The VP of Demand Response and Director of DR Operations &amp; Contract Oversight should consider the following enhancements QASP Audit Tracker and contract compliance program:</p> <ol style="list-style-type: none"> <li>a) Facilities Maintenance – work with executive management to see if a dedicated Facilities resource can be assigned and a Facilities QA Checklist can be developed that supports the QASP Audit Tracker</li> <li>b) Vehicles Maintenance – work with Vehicles Maintenance to align their Vehicles QA Checklist with the QASP Audit Tracker From here ensure the vehicles section of the monthly FYTD QASP Audit Tracker is being properly completed and evidence (e.g. pictures, Hexagon/Spare Reports, etc.) is collected as needed.</li> <li>c) Evidence – define which evidence (e.g. pictures, Hexagon/Spare Reports, etc.) should be reviewed/collected for each of the contract compliance steps in the QASP Audit Tracker and provide links to appropriate file locations</li> <li>d) Criteria &amp; Ratings – simplify, define and align the rating systems used in the QASP Audit Tracker, the Vehicles QA Checklist, and to be developed Facilities QA Checklist.</li> </ol>	<p><b>Target Completion Date:</b> Jan 1<sup>st</sup>, 2025</p> <p><b>Key Action:</b></p> <p>Demand Response is working diligently on a Contract Monitoring Plan (CMP) that will replace the QASP for FY25 contract. This CMP will capture all contractor and internal CapMetro audits/deliverables for the contracted services. This plan will resolve each of the opportunities found from this audit related to the QASP.</p> <p><b>Detailed Actions:</b></p> <ol style="list-style-type: none"> <li>A. The Facilities Leadership is working assigning a resource to support Demand Response facilities. There will be a dedicated Facilities resource in place and an organized Facilities QA checklist that is reviewed Quarterly between DR &amp; Facilities throughout the contract lifecycle.</li> <li>B. Vehicle Maintenance has been completing their deliverables for the contract on time and documenting their findings in their own designated SharePoint location. Demand Response will ensure the Vehicle Maintenance Audits and other contract deliverables are effectively tracked within the FY25 Contract Monitoring Plan.</li> <li>C. Any contract compliance items that require evidence will be properly documented by each department supporting the contract scope area and will be integrated back to Demand Response’s FY25 Contract Monitoring Plan.</li> <li>D. As the FY25 Contract Monitoring Plan is developed with supporting departments, Demand Response will ensure proper criteria &amp; ratings are defined based on the contract compliance requirements. These criteria &amp; rating systems specific to each compliance area will be represented in the FY25 Contract Monitoring Plan.</li> </ol>

<i>Issues &amp; Risk</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
<p><b>2. <u>Enhance Approval Process for PDC Exemption Requests</u></b></p> <p>The PM is responsible for reviewing and approving the South base MTM’s monthly invoice, which is more than \$2 million per month, approving any PDC exemptions which reduce the invoiced amount, and submitting the final invoice to Accounts Payable. DR does not have a process for PDC exemption approvals based on the PDC dollar amounts, PDC recurrence, or PDC duration.</p> <p>We noted that MTM was assessed with a PDC in November 2023 for \$15,000 related to an unfilled key employee position. An exemption was requested and granted and the PDC was reversed in January 2024. The PDC was not assessed in December though the position was filled in December. The exemption was approved by the PM.</p> <p>The current process allows the opportunity for inconsistent application and approval of PDC exemptions.</p>	<p>The VP of DR and the Director DR Ops &amp; Contract Oversight develop an approval process to include</p> <ul style="list-style-type: none"> <li>a) Establishing standardized criteria and threshold for approving PDC exemptions, with approval level increasing based on the dollar value of the exemption request.</li> <li>b) Establishing a process to document all PDC exemption requests, justifications and the final determination of the exemption.</li> </ul> <p>Standardized criteria will help ensure that all exemptions are evaluated equally.</p>	<p><b><u>Target Completion Date:</u> 7/31/24</b></p> <ul style="list-style-type: none"> <li>A. Demand Response does have a process for exception requests and an exception request form. DR will update this process to include thresholds for approval (based on dollar value). It will have a threshold for the Director to approve, and a threshold for the VP to approve.</li> <li>B. Demand Response will ensure all exception requests, justifications, and determination documentation are effectively posted in SharePoint based on the month of the request.</li> </ul>

<i>Issues &amp; Risk</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
<p><b>3. <u>Ensure Details of Invoices Are Double Checked by Second Employee</u></b></p> <p>The Program Manager (PM) is responsible for checking all Invoices details, but there is no formal detailed review by a second employee and the monthly Invoices are \$2 million plus.</p> <p>The PM is the only one who checks and documents the review of the Invoice, therefore, if the PM fails to identify mischarges, the Invoice will get processed and paid at the incorrect amount.</p>	<p>The Director Ops &amp; Contract Oversight and the Program Manager, Paratransit Contracts should consider the following:</p> <ul style="list-style-type: none"> <li>a) Ensure two employees within DR perform a detailed documented review and approval of each monthly MTM Invoice before submitting the invoice to Accounts Payable for payment.</li> </ul>	<p><b><u>Target Completion Date:</u></b> Immediate</p> <p>Demand Response will ensure after the Program Manager’s review of the invoice that a DR QA also conducts a review to ensure the invoice is complete and accurate to the best of their knowledge.</p> <p>In addition, before invoice is submitted to Accounts Payable (AP), Program Manager will submit invoice to DR Budget Analyst for review of financial dimensions and budget impacts. Once the invoice is submitted into Oracle, the DR Director, Contract Oversight will review the invoice and backup one last time in detail in a final attempt to mitigate any discrepancies.</p>

# Appendices

## Appendix A QASP Audit Tracker

CAPMETRO QASP AUDIT LOG - SOUTHBASE										MITM SB SUMMARY OF AUDITS FY2024												
Last Updated: 1/17/2024																						
Exhibit	Paragraph	Operational Area	Responsible Party	Requirement	Verification Method	Audit Frequency	Risk	AUDIT RESULTS		2023	2023	2023	2024	2024	2024	2024	2024	2024	2024	2024		
								DATE	PERSON REVIEWING	REVIEW PROCESS DESCRIPTION	FINDINGS	ACTION REQUIRED										
1. MONTHLY	13	M	F	14.5.1	Operational Oversight	Program Management	Failure to perform a portion of or an entire run as assigned by the CMTA Control Center shall result in a PDC based on the sum of cumulative time missed per month.	Invoice Review	1. Monthly	Medium	FINAL STATUS											
											DATE											
											PERSON REVIEWING											
	14	M	F	14.7.6	Customer Service	Customer Service Rep	The ratio for complaints (ICR's minus compliments) shall be measured per 10,000 passengers transported.	Invoice Review	1. Monthly	High	FINAL STATUS											
											DATE											
											PERSON REVIEWING											
	15	M	F	17.3.1	Operational Oversight	DF Quality Assurance	Each incident of Service Provider Vehicle Operators not wearing the approved uniform in service shall result in a PDC of \$200 per instance.	Site Audit	1. Monthly	Low	FINAL STATUS	Good	Good	Good								
											DATE	10/25/2023	11/30/2023	12/14/2023								
											PERSON REVIEWING	R. Jones	R. Jones	R. Jones								
	16	M	F	13.2.1	Safety, Risk, Accessibility	DF Quality Assurance	Service Providers shall make disposable gloves and anti-microbial wipes available to all Vehicle Operators.	Site Audit	1. Monthly	Medium	FINAL STATUS	N/A	Good	Good								
											DATE		11/21/2023	12/14/2023								
											PERSON REVIEWING		R. Jones	R. Jones								
17	M	F	10.4.2	Safety, Risk, Accessibility	DF Quality Assurance	Failure to submit Vehicle Operator and Supervisor Accident reports, photographs and video within seven-four (24) hours shall result in a \$100 PDC per day per instance.	Report Review	1. Monthly	Medium	FINAL STATUS	Good	Good										
										DATE			Placed Order 12/9/23									
										PERSON REVIEWING												
18	M	F	10.4.4	Safety, Risk, Accessibility	Program Management	Details of every vehicle and passenger accident or incident, including vehicle number, damage estimates to CMTA vehicles, preventability claims and severity category shall be reported to CMTA in the format detailed in Attachment #30 Monthly Accident/Incident Log by the fifth (5th) business day of the following month.	Report Review	1. Monthly	Medium	FINAL STATUS	Acceptable	Good										
										DATE	11/13/2023	12/18/2023										
										PERSON REVIEWING	R. Jones	R. Jones										
										Report	Report											
										Collisions 0	Collisions 0											
										passenger	passenger											
										injury	injury											
										N/A	N/A											



## Appendix B - Vehicle Maintenance QA Review

### Monthly Score Card

Item	Completed	Late	Granted Exceptions	PDC
PM Inspection on time	71	0	0	\$0
Monthly Cleaning/Details	110	0	0	\$0
Quarterly Shampoo Cleaning	21	0	0	\$0
Exterior wash	540	1	0	\$250
Pest treatment	28	0	0	\$0
Unit down >30 days	6		6	\$0
Chargeable Roadcalls	36			
<b>MDBF</b>	<b>9,277</b>			<b>-0.50%</b>
Total				\$250

  

Item	Completed	Late
Electronics Quarterly	0	0
Fire Suppression	16	0

### Historical Score Card Results Tracking

Month	Link	Notes
Jan-23	<a href="#">hw759ae706ba7543f1848db6053775add8&amp;csf=1&amp;web=1&amp;e=oJ6okJ</a>	MBRC Desinsentive - 0.25%
Feb-23	MTM SB February 2023 End of Month Score Card Findings.xlsx	MBRC Desinsentive - 0.50%
Mar-23	<a href="#">w5034770585484f9e8f4fdfb3c26be10b&amp;csf=1&amp;web=1&amp;e=eDt0FE</a>	MBRC Desinsentive - 0.25%
Apr-23	<a href="#">w73e19b3212c44991beb9ba739a2d5cb&amp;csf=1&amp;web=1&amp;e=9TMeMy</a>	MBRC Desinsentive - 0.50%
May-23	<a href="#">w511d0882ee584364bb825d7166b7d2a5&amp;csf=1&amp;web=1&amp;e=OVkNhX</a>	MBRC Desinsentive - 0.50%
Jun-23	<a href="#">hw057b82c1d2bc4b4b86bd9897135f5f29&amp;csf=1&amp;web=1&amp;e=yvVR6D</a>	MBRC Desinsentive - 0.50%
Jul-23	<a href="#">w6bddde031993647f8a1791f929eac6155&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Aug-23	<a href="#">w54af0cb6a4414bab9f0cf4da59acb6b&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Sep-23	<a href="#">w29fe6710ceea4ce0897b9f00f5a7af48&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Oct-23	<a href="#">w5eab93d66af5465eb7bc0dc7a66c58cb&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Nov-23	<a href="#">we85794cd626b4eddb4e52608e3166f42&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.25%
Dec-23	<a href="#">wb50b7d6d8b514d56855584d8782f8ac7&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.25%
Jan-24	<a href="#">we780705ca83a4d97826e2c5663e1bfe4&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Feb-24	<a href="#">wd5cd2e8f77de40de89e8260087a928f4&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Mar-24	<a href="#">w58d37b90248a4d1a1b4a98d871050a19e&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%
Apr-24	<a href="#">w5e59dbcc17ad4aca88908268d4665925&amp;csf=1&amp;web=1</a>	MBRC Desinsentive - 0.50%

**Appendix C - QASP Metrics**

Table 1: Metric Frequency by Responsible Area

Responsible Area	Metric Frequency					
	Monthly	Quarterly	Annually	As Needed	Other	Total
Program Management	10	3	4	7	1	25
DR Quality Assurance	6	10	-	1	-	17
Vehicle Maintenance	9	-	-	5	14	13
Building Maintenance	7	4	-	-	-	11
<b>Total</b>	<b>32</b>	<b>17</b>	<b>4</b>	<b>13</b>	<b>1</b>	<b>67</b>

Table 2: Metrics Completed for 2024 through 2 quarters of activity

Responsible Area	Monthly QA				Quarterly QA			
	QA metrics documented as completed	QA metrics per month	Potential monthly (QA X 6 months)	Percentage Completed	QA metrics documented as completed	QA metrics per month	Potential quarterly (QA X 2 quarters)	Percentage Completed
Program Management	2	10	60	3.3%	1	3	6	16.7%
DR Quality Assurance	10	6	36	27.8%	13	10	20	65%
Vehicle Maintenance	0	9	54	0%	n/a	n/a	n/a	n/a
Building Maintenance	0	7	42	0%	0	4	8	0%
<b>Total</b>	<b>12</b>	<b>32</b>	<b>192</b>	<b>6.25%</b>	<b>14</b>	<b>17</b>	<b>34</b>	<b>41%</b>

## Appendix D - MTM Invoice January 2024

### Capital Metro Invoice Review SOUTHBASE TEMI Invoice # 01/25/2024

Service Provider	MTM South
Purchase Order	600013
Invoice ID	45012024
Service Period	Jan-24
Remittance Address	16 Hawk Ridge Drive Lake
Address Line 2	Saint Louis, MO. 63367

Leave blank for AP Received Dates amp

Fixed & Para Line Desc	Accounting Code	Rate	Units	Amount	CMTA REVIEW
a Paratransit Fixed Costs	510-620-5080325-031540	\$ 487,905.63	1.00	\$ 487,905.63	2024.03.04 - RS REVIEWED
b Paratransit Hourly	510-620-5080325-031540	\$ 60.07	21,369.41	\$ 1,283,660.46	2024.03.04 - RS REVIEWED
c Para Charter / Special Event Se	510-620-5080325-031540	\$ 60.07	0.00	\$ -	
d Paratransit PDCs	510-620-5080325-031540	See PDCs		\$ (28,556.37)	\$4,851.37 for Dec OTLL and - \$6,990 for Dec Missed Service
e Maintenance PDCs	510-620-5080325-031540	See PDCs		\$ (5,322.50)	2024.03.04 - RS REVIEWED
f Other Service PDCs	510-620-5080325-031540	See PDCs		\$ (16,167.50)	2024.03.04 - RS REVIEWED
Not Used				\$ -	
Not Used		\$ -	0.00	\$ -	
Not Used		\$ -	0.00	\$ -	
Not Used		\$ -	0.00	\$ -	
g PEPM Health and Wellness	510-620-5080325-031540	\$ 1,554.27	212.00	\$ 337,276.59	2024.03.04 - RS REVIEWED
				<b>\$ 2,058,796.31</b>	

7 \$ 71,815.30

Pickup Line Desc	Accounting Code	Rate	Units	Amount	
a Pickup Hourly	510-615-5080411-031519	\$ 60.07	2,545.27	\$ 152,894.37	2024.03.04 - RS REVIEWED
Pickup Charter / Special Event	510-615-5080411-031519	\$ 60.07	0.00	\$ -	
b Pickup PDCs	510-615-5080411-031519	See PDCs		\$ (907.00)	2024.03.04 - RS REVIEWED
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
				<b>\$ 151,987.37</b>	

ATP Costs	Accounting Code	Rate	Units	Amount	
ATP Fixed Costs	510-320-5080411-177998-XPC2307			\$ -	
a ATP Hourly Costs (Pickup)	510-320-5080411-177998-XPC2307	\$ 60.07	1,740.30	\$ 104,539.82	2024.03.04 - RS REVIEWED
ATP PDCs	510-320-5080411-177998-XPC2307	See PDCs		\$ -	2024.03.04 - RS REVIEWED
Not Used				\$ -	
Not Used				\$ -	
				<b>\$ 104,539.82</b>	

COVID Para & Supplement	Accounting Code	Rate	Units	Amount	
Food Deliveries	510-620-5080325-031540-COV2019			\$ -	
Cleaning Supplies	510-620-5080325-031540-COV2019			\$ -	
COVID Vehicle Cleanings	510-620-5080325-031540-COV2019			\$ -	
Vaccine PTO	510-620-5080325-031540-COV2019			\$ -	
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
				<b>\$ -</b>	

Only enter into the below if charging against a budget line not represented above

Misc Charges Desc	Accounting Code	Rate	Units	Amount	
Radio Maintenance	510-620-5030507-041519	\$ 3,165.93	-1.00	\$ (3,165.93)	2024.03.08 - RS Reconciling radio repairs, see chart on Unique Reimbursement tab
Other Payment Requests	510-620-5080325-031540	\$ 18,089.05	1.00	\$ 18,089.05	2024.03.06 - RS approving Holiday Overtime Delta reimbursement, New Years - MLK
Other Payment Requests	510-620-5080325-031540	\$ 34,364.88	0.00	\$ -	2024.03.06 - RS Rejected billing for 700 series repairs, not enough information from MTM
Other Payment Requests	510-620-5080325-031540	\$ 15,000.00	1.00	\$ 15,000.00	2024.03.08 - RS partial approval of exception request for Safety Key personnel Vacancy
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
Not Used				\$ -	
				<b>\$ 29,923.12</b>	

**GRAND TOTAL \$ 2,345,246.62**

## Appendix E - Excerpt of January 2024 Invoice PDC Detail

Paratransit Specific	Metric	Unit of Measure	RATE (See Table)	INCENTIVE / PDC	CMTA REVIEW
<b>PARA OTP / Productivity</b>	94.28% / 13	On Time Performance		\$ -	2024.03.08 - PS Reviewed
<b>PARA On Time Lot Lease</b>	80.21%	On Time Lease	-6.7591PDC	\$ (14,396.37)	2024.03.08 - PS Inclusive of \$4851.37 from Dec 2023 reconciliation
<b>PARA Missed Trip</b>	0.00	Each	\$ (200.00)	\$ -	2024.03.08 - PS Reviewed
<b>PARA Missed Service</b>	195.50	Per 30 Minute Interval	\$ (100.00)	\$ (19,550.00)	2024.03.08 - PS Inclusive of 65.3 MS from December 2023 reconciliation
<b>Not Used</b>			\$ -	\$ -	
			<b>Total</b>	<b>\$ (20,550.37)</b>	
<b>Pickup Specific</b>					
<b>PICKUP OTP / Productivity</b>	3.77%	On Time Performance		\$ -	
<b>PICKUP Late to Zones</b>		Each	\$ (50.00)	\$ -	
<b>PICKUP Unauthorized Early Departures</b>		Each	\$ (50.00)	\$ -	
<b>PICKUP Missed Trip</b>		Each	\$ (100.00)	\$ -	
<b>PICKUP Missed Service</b>	3.07	Per 30 Minute Interval	\$ (100.00)	\$ (307.00)	
<b>Not Used</b>			\$ -	\$ -	
			<b>Total</b>	<b>\$ (907.00)</b>	
<b>ATP Pickup Specific</b>					
<b>ATP PICKUP OTP / Productivity</b>	100%	On Time Performance		\$ -	
<b>ATP PICKUP Late to Zones</b>		Each	\$ (50.00)	\$ -	
<b>ATP PICKUP Unauthorized Early Departures</b>		Each	\$ (50.00)	\$ -	
<b>ATP PICKUP Missed Trip</b>		Each	\$ (100.00)	\$ -	
<b>ATP PICKUP Missed Service</b>		Per 30 Minute Interval	\$ (100.00)	\$ -	
<b>Not Used</b>			\$ -	\$ -	
			<b>Total</b>	<b>\$ -</b>	
<b>Other Service PDCs</b>					
<b>Complaint Rate (per 10k PAX)</b>	14.83	Per 10k Passengers	0.00%	\$ -	
<b>Accident Rate (per 100k miles)</b>	2.15	Per 100k SERVICE Miles	-0.90%	\$ (10,185.00)	2024.03.08 - PS Reviewed
<b>Passenger Accident Rate (per 10k PAX)</b>	6.77	Per 10k Passengers	-0.26%	\$ (5,072.63)	2024.03.08 - PS Reviewed
<b>Passage reconciliation deadline</b>		Each	\$ (500.00)	\$ -	
<b>Plan submission deadline</b>		Each	\$ (250.00)	\$ -	
<b>Failure to meet Action Plan deadline</b>		Each	\$ (100.00)	\$ -	
<b>Failure to respond to Observation Reports</b>		Each	\$ (100.00)	\$ -	
<b>CCR Response by 4th day</b>		Each	\$ (100.00)	\$ -	
<b>Replacement ID badge</b>	3.00	Each	\$ (50.00)	\$ (450.00)	Unreturned badges as of 2024.02.27
<b>GM vacancy &lt; 24 months</b>		Each	\$ (5,000.00)	\$ -	
<b>Key Personnel vacancy &lt; 24 months</b>		Each	\$ (10,000.00)	\$ -	
<b>Key Staff vacancy - GM</b>		Each	\$ (2,000.00)	\$ -	
<b>Key Staff vacancy - other</b>		Each	\$ (500.00)	\$ -	
<b>Late Site Eval</b>		Each	\$ (200.00)	\$ -	
<b>Improper Uniform</b>		Each	\$ (200.00)	\$ -	
<b>Late Accidents Report submission</b>		Each	\$ (100.00)	\$ -	
<b>Late monthly accident &amp; claims reporting</b>	5.00	Each	\$ (100.00)	\$ (500.00)	RJ 2024.02.29
<b>Late quarterly accident &amp; claims reporting</b>		Each	\$ (100.00)	\$ -	
<b>Late OSHA 300 log - quarterly</b>		Each	\$ (200.00)	\$ -	
<b>Operator in service w/o minimum training</b>		Each	\$ (500.00)	\$ -	
<b>Late MIS reporting</b>		Each	\$ (100.00)	\$ -	
<b>Late Daily Ops report</b>		Each	\$ (50.00)	\$ -	
<b>Late Monthly Ops report</b>		Each	\$ (100.00)	\$ -	
<b>Late monthly ee list</b>		Each	\$ (100.00)	\$ -	
<b>Late NTD</b>		Each	\$ (500.00)	\$ -	
<b>Late NTD</b>		Each	\$ (500.00)	\$ -	
<b>Late PIR submission</b>		Each	\$ (250.00)	\$ -	
<b>Late IT Access Termination Request</b>		Each	\$ (100.00)	\$ -	
<b>Not Used</b>			\$ -	\$ -	
<b>Not Used</b>			\$ -	\$ -	
			<b>Total</b>	<b>\$ (16,107.50)</b>	
<b>Maintenance PDCs</b>					
<b>Miles Between Road Calls</b>	3277.50	Per 100k TOTAL Miles	-0.25%	\$ (5,072.50)	RJ 2024.02.29
<b>Failure to clean areas after identified by BNQA</b>		Each	\$ (100.00)	\$ -	
<b>Failure to perform BM PM on time</b>		Each	\$ (100.00)	\$ -	
<b>Failure to address Spear deficiencies</b>		Each	\$ (100.00)	\$ -	
<b>Failure to close-out PM work order w/in 14 days (Environmental or Regulatory)</b>		Each	\$ (400.00)	\$ -	
<b>Failure to keep work areas clean</b>		Each	\$ (200.00)	\$ -	
<b>CMTA must rent alternate facility</b>		Each	\$ (300.00)	\$ -	
<b>CMTA must repair facility</b>		Each	\$ (500.00)	\$ -	
<b>Vehicle OUS &gt; 30 days</b>		Each	\$ (250.00)	\$ -	
<b>Maintenance shop cleanliness</b>		Each	\$ (200.00)	\$ -	
<b>Vehicle in operation past PM</b>		Each	\$ (100.00)	\$ -	
<b>Late Veh return to base (road call)</b>		Each	\$ (100.00)	\$ -	
<b>Vehicle dirty/not serviced</b>	1.00	Each	\$ (250.00)	\$ (250.00)	RJ 2024.02.29
<b>Vehicle not repaired</b>		Each	\$ (100.00)	\$ -	
<b>Not Used</b>			\$ -	\$ -	
<b>Not Used</b>			\$ -	\$ -	
			<b>Total</b>	<b>\$ (6,322.50)</b>	

Invoice line 1d

Invoice line 2b

Invoice line 1f

Invoice line 1e