

**DDS Vendor Rate Study - Rate Models**  
**prepared for California Department of Developmental Services**

**Transportation Broker**

|   | All Regions    |
|---|----------------|
| Unit of Service   | Month          |
| <i>Transportation Planning Services</i>                           |                |
| - Route Design, Scheduling and Database Management                | \$13.99        |
| - Vendor Billing Administration Services                          | \$3.00         |
| - Vendor Contract Administration/ Vendor Development Support      | \$1.77         |
| <i>Quality Assurance (Field Operations)</i>                       |                |
| - Transportation Efficiency (QA)                                  | \$3.74         |
| - Vendor Compliance Audits  | \$10.44        |
| - Driver Training Workshops                                       | \$3.57         |
| <i>Call Center Support</i>  |                |
| - Customer Service  | \$6.91         |
| - Customer Satisfaction Survey                                    | \$2.01         |
| - Special Trip Coordination                                       | \$0.17         |
| <i>Mobility Training Services</i>                                 |                |
| - Mobility Training Program Administration                        | \$2.45         |
| <b>Cost per Month per Participant Before Inflation Adjustment</b> | <b>\$48.05</b> |
| Inflation Adjustment Factor (July 2021-July 2025)                 | 18.45%         |
| <b>Total Rate per Month per Participant</b>                       | <b>\$56.92</b> |