

**APPENDIX A  
COACH OPERATORS AND VAN OPERATORS  
WAGE SCHEDULES**

Wage rates to be effective January 1 of each year.

<b>COACH OPERATORS</b>	<b>TIME</b>	<b>JANUARY 2009</b>	<b>JANUARY 2010</b>	<b>JANUARY 2011</b>
Operator I	12 months	14.89	15.41	15.95
Operator II	12 months	15.94	16.50	17.08
Operator III	12 months	17.08	17.67	18.29
Operator IV	12 months	18.30	18.94	19.61
Operator V	12 months	19.55	20.24	20.94
Operator VI	12 months	20.94	21.67	22.43
Operator VII		22.58	23.37	24.19

<b>VAN OPERATORS</b>	<b>TIME</b>	<b>JANUARY 2009</b>	<b>JANUARY 2010</b>	<b>JANUARY 2011</b>
Operator I	12 months	13.79	14.35	14.92
Operator II	12 months	15.23	15.85	16.49
Operator III	12 months	16.68	17.35	18.05
Operator IV	12 months	18.13	18.86	19.63
Operator V		19.58	20.37	21.19

**APPENDIX B  
DIAL-A-LIFT DISPATCH SPECIALISTS AND CUSTOMER SERVICE REPRESENTATIVES  
WAGE SCHEDULES**

Wage rates to be effective January 1 of each year.

<b>DIAL-A-LIFT DISPATCH SPECIALISTS</b>	<b>TIME</b>	<b>JANUARY 2009</b>	<b>JANUARY 2010</b>	<b>JANUARY 2011</b>
Probation	0 - 6 months	19.61	20.30	21.02
DAL Dispatch Specialist I	12 months	21.34	22.09	22.86
DAL Dispatch Specialist II	12 months	22.41	23.20	24.01
DAL Dispatch Specialist III	12 months	23.48	24.31	25.16
DAL Dispatch Specialist IV	12 months	24.53	25.39	26.28
DAL Dispatch Specialist V	12 months	25.64	26.53	27.46
DAL Dispatch Specialist VI		27.22	28.17	29.16

<b>CUSTOMER SERVICE REPRESENTATIVES</b>	<b>TIME</b>	<b>JANUARY 2009</b>	<b>JANUARY 2010</b>	<b>JANUARY 2011</b>
Probation	0 - 6 months	14.03	14.52	15.03
C.S. Representative I	12 months	15.43	15.97	16.53
C.S. Representative II	12 months	16.20	16.77	17.36
C.S. Representative III	12 months	17.01	17.61	18.23
C.S. Representative IV	12 months	17.89	18.51	19.16
C.S. Representative V	12 months	18.78	19.44	20.12
C.S. Representative VI		19.73	20.42	21.13
Lead C.S. Rep. I	12 months	19.95	20.65	21.37
Lead C.S. Rep. II	12 months	20.95	21.68	22.44
Lead C.S. Rep. III		21.99	22.76	23.55