



January 29, 2008

To Whom It May Concern:

Ricardo Mendez has worked as an application specialist for our Chicago office for the past three years. During this time he has had a significant impact in the operations of our office. Ricardo has built three applications that are used in our office on a daily basis.

The Route Tracking System (RTS) is used not only as a route tracking tool, but also as our invoice system. RTS tracks routes, updates purchase orders and generates invoices for all our 28 school bus contractors. In a normal year, we pay more than \$90 million in services and track more than 2,500 school bus routes. Ricardo has been able to modify the application several times in response to changes in our operations.

The Telephone Accident/Incident Complaint System (TACS) is our incident, accident and complaint application. This application tracks more than 5,000 events on a yearly basis which makes us more accountable to our costumers. The Vehicle Audit System (VAS) was the third application created by Ricardo. We use this to track our contractor's audits. We audit more than 2,000 vehicles, driver and aide records several times during the year. This application assists our department with better data analysis and in minimizing the paper-trail.

Ricardo is very well organized, can work independently, is easily reachable, and is able to follow through to ensure that the job gets done. Based on our experience, any company should be very pleased to have Ricardo on board. He has done an excellent job and I would highly recommend him for any position in your company.

Sincerely,

A handwritten signature in black ink, appearing to read 'Arnaldo Cruz', with a long horizontal flourish extending to the right.

Arnaldo Cruz
Operations Manager
Bureau of Student Transportation
Chicago Public Schools
773-553-2878
aacruz@cps.k12.il.us