

City of Coral Gables



Trolley Operations Services—RFP2017.03.MS

Proposal Due Date: May 8, 2017





May 4, 2017

Ms. Maritza Suarez, CPPB
Procurement Specialist
City of Coral Gables
2800 S.W. 72nd Avenue
Miami, FL 33155

Dear Ms. Suarez:

MV Transportation, Inc. and all subsidiaries, joint ventures, partnerships and affiliates, (or "MV") greatly appreciates the opportunity to submit its proposal in response to the City of Coral Gables Request for Proposal Number 2017.03.MS for Trolley Operations Services. I am hopeful that MV's demonstrated breadth of experience and tenure in the industry offers assurance that it is a stable and qualified partner.

As required, MV's proposed operating plan is contained herein. This plan follows MV's guiding management philosophy that service quality need not have a direct relationship to operating cost; rather it is created from a positive work environment that supports proactive employee relations and professional development.

MV understands City's interest in cost effective proposals and the difference between greatest value and low bid. The company is proud of its history in passenger transportation and offers high quality, high value service – delivered by highly competent and qualified personnel, at realistic and affordable costs. The company is confident that its proposed operating approach offers a competitive price and the best value for the City.

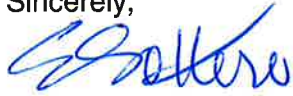
The City's primary contact for this procurement is Mr. Carl Sajous, director of business development; he and I are authorized to make representations for MV Transportation, Inc., to include all its subsidiaries, joint ventures, partnerships, and affiliates (the bidding entity). If awarded the contract, the Contracting Party will be MV Contract Transportation, Inc.

Carl can be reached any time of day at (631) 745-5960 or carl.sajous@mvtransit.com (email). Additionally, Mr. Matthew Veach, senior vice president will serve as your secondary contact; he can be reached any time of day at (630) 987-9660 or matthew.veach@mvtransit.com (email). Please direct all correspondence related to this and all future procurements to MV's bid office located at 479 Mason Street, Ste. 221 Vacaville, CA 95688.

MV's pricing is firm for a minimum of one-hundred and twenty (120) days. The company also acknowledges receipt of Addendum No. 1 issued April 12, 2017; Addendum No. 2 issued April 18, 2017; and Addendum No. 3 issued April 28, 2017 along with related attachments.

Thank you for your consideration; I encourage you to select MV Transportation as your partner for the provision of the Trolley Operations Services. We look forward to working with you throughout this procurement.

Sincerely,



Elyse Sottero
Capture Manager

MV has reviewed the City's request for proposal and respectfully requests discussion on the following items at the appropriate time during the procurement process:

RFP/Contract Section	Stated Language	Proposed Language	Explanation
Price Adjustment	N/A	Include provision that provides for price adjustments if Contractor's costs increase as a result of (i) changes to the scope of work / service hours requested by the City, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions. If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party.	Contractor needs price protection for changes requested by the City, or matters that were not contemplated at the time of Contractor's proposal.
Vehicle Acceptance Standards	N/A	Include Contractor's vehicle acceptance standards as the applicable standard against which all vehicles will be inspected. Include Contractor's vehicle acceptance agreement as an exhibit to the Agreement.	Upon delivery of the vehicles to Contractor, the vehicles must be in the same condition as the condition that Contractor is required to maintain.
Environmental	N/A	Include provision to make it clear that Contractor is not responsible for any environmental issues or releases of hazardous materials existing on or prior to the Contractor's occupancy of the Authority's facilities, or caused by any party other than Contractor.	Contractor should not be responsible for existing issues or issues caused by other parties.
RFP General Conditions, Section 4.3 – Non-Appropriation of Funds	City has unqualified right to terminate in the event insufficient funds are appropriated and budgeted	A termination for funding issue should be treated in the same manner as termination for convenience, in which case Contractor should be given 60 days' notice and payment of reasonable close-out costs	Contractor will have contract termination (e.g. vehicle and real estate lease termination) obligations and employment termination obligations as required by law (e.g. WARN Act notifications)
RFP General Conditions, Section 5.1; Professional Services Agreement, Section 4.3.1 – Indemnify, Defend and Hold Harmless & Insurance Requirements	Broad indemnity, including for claims caused in part by an indemnified party, or caused by any willful, intention, reckless or negligent act or omission of party not party to the Agreement.	Revise to limit indemnification to only those claims, damages, etc. caused by Contractor, and exclude claims, costs, or expenses arising from or relating to the City's active negligence or willful misconduct.	For damages resulting from the joint negligence of Contractor and the City, damages should be apportioned on a percentage of fault basis.
RFP General Conditions, Section 5.3; Professional Services Agreement Section 4.3.3 – Indemnify, Defend and	City may use the attorney or law firm of its choice, in which event the Contractor will pay such firm the fees it	Revise to allow Contractor to select counsel. Delete provisions regarding fees and revise to limit indemnification obligation to actual out-of-pocket fees and expenses incurred by City.	Contractor is required to indemnify the City for not only the cost of counsel, but the outcome of the dispute. Accordingly, Contractor should be able

RFP/Contract Section	Stated Language	Proposed Language	Explanation
Hold Harmless & Insurance Requirements	charges City. Indemnification shall include broad variety of fees and costs incurred by City.		to choose counsel since Contractor is the party "at risk." Further, Contractor shouldn't be required to use counsel that Contractor does not believe is capable of handling the defense.
Professional Services Agreement, Section 1.2 – Agreement Period	Recitals and RFP state that Agreement may be extended at sole discretion of City, while 1.1 states the extension is at the mutual agreement of the parties.	Provide for extension upon mutual agreement of the Parties.	Extension of the agreement should require mutual agreement.
Professional Services Agreement, Section 1.10 – Most Favored Public Entity	Prices charged in Agreement do not exceed those charged to other customers for substantially similar services; if Contractor's prices decline, such lower prices will be immediately extended to City.	Delete	Contractor provides services to clients across North America, and pricing, services, requirements, etc. vary (often significantly) by region and by contract (even within the same region). It is not possible for Contractor to guarantee most favored public entity pricing.
Professional Services Agreement, Section 6 – Sovereign Immunity	The City retains its sovereign immunity.	Revise to make it clear that the City is not immune to claims for breaches of contract.	Contractor should be able to maintain an action against the City for breaches of the Agreement, or damages caused by the acts of the City (or its employees, agents, representatives, etc.).
Professional Services Agreement, Section – Default and Termination	City may terminate the Agreement at any time upon 30 days' written notice.	Revise to provide for a minimum of 60 days' advance notice and payment of Contractor's reasonable close-out costs in the event of termination for convenience. Revise to provide 30 days cure period in the event of default.	Contractor will have contract termination costs as well as employment termination obligations required by law (WARN ACT, etc.). Contractor should have reasonable time to cure in the event of termination for default.
5.5.5 Required Endorsements 5.5.5.1.3	Notices of Cancellation/Non-renewal/Material Changes must be sent directly to the City of Coral Gables by the Insurance Company.	Regarding all the insurance policies required in this section, should the insurance company cancel, renew, or make a material change to the policy before the expiration date, the contractor will endeavor to mail the written insurance notice to the City thirty (30) calendar days prior.	The Insurance company only has a legal obligation to send such notices to the First Named Insured (MNVI) found in the policy.

Title Page

Trolley Operations Services RFP 2017.03.MS

City of Coral Gables

Date: May 4, 2017



Submitted To:

City of Coral Gables
Ms. Maritza Suarez, CPPB
Procurement Specialist
2800 S.W. 72nd Avenue
Miami, FL 33155
p: 305.441.5745
e: msuarez2@coralgables.com

Contact Person:

MV Transportation, Inc.
Mr. Carl Sajous, Director
2711 N Haskell Ave
Suite 1500, LB-2
Dallas, TX 75204
p: 631.745.5960
e: carl.sajous@mvtransit.com
www.mvtransit.com

MV Transportation, Inc. is a federal contractor or subcontractor which complies fully with Executive Order 11246, as amended, and the applicable regulations contained in 41 C.F.R. Parts 60-1 through 60-60; 29 U.S.C. Section 793 and the applicable regulations contained in 41 C.F.R. Part 60-741; 38 U.S.C. Section 4212 and the applicable regulations contained in 41 C.F.R. Part 60-250 and/or 60-300; and 29 CFR Part 471, Appendix A. MV is an Equal Employment Opportunity/Affirmative Action Employer.



Table of Contents

Executive Summary	4
SUBMITTAL - SECTION I: Title Page, Table of Contents, Required Forms, and Minimum Qualification Requirements	10
1) Title Page	10
2) Table of Contents	10
3) Proposer’s Acknowledgement Form.....	10
4) Solicitation Submission Check List.....	10
5) Proposer’s Affidavit and Schedules A through I	10
6) Bid Bond.....	10
7) Minimum Qualification Requirements	11
7.i. Transportation Experience	11
7.ii. Sufficient Resources	11
7.iii. References.....	12
8) Experience of Supervisor	13
SUBMITTAL - SECTION II: Operations Plan	14
1) Implementation Plan.....	14
2) Management Plan	18
2.i. Operations Plan.....	18
2.ii. Monitoring and Reporting.....	20
2.iii. Complaint Receipt and Investigation.....	21
3) Oversight Personnel	22
3.i. Training Programs	29
3.ii. Safety Program	38
3.iii. Drug & Alcohol Testing Program.....	46
3.iv. Recommendations for Operational Improvements and Efficiencies	47
SUBMITTAL - SECTION III: Experience and Key Personnel	53
1) Company History and Description	53





2) National, Regional, and Local Transportation Involvement 56

3) Relevant Experience 58

4) Summary of Qualifications..... 62

5) Wage and Benefits 67

6) Application, Qualifications, and Hiring Process 68

7) Policies and Procedures..... 72

8) Recruitment..... 73

9) Retention 74

SUBMITTAL - SECTION IV: Past Performance and References 75

1) Company References..... 75

2) Contracts with the City of Coral Gables..... 76

3) List of Past Clients..... 76

SUBMITTAL - SECTION V: Price Proposal..... 77

1) Price Proposal Form..... 77





Executive Summary

The City of Coral Gables (“City”) is a community that has rightfully earned the nickname “The City Beautiful.” Home to historic Art Deco landmarks, high end shopping and dining, and other attractions, Coral Gables is a world-class destination.



Consistent with this status, the City offers a free and convenient vintage-style trolley service to locals and visitors. The trolley service is a valuable amenity that connects passengers to 25 stops throughout downtown Coral Gables.

The City is seeking a qualified, experienced, and licensed firm specializing in the area of trolley operations. The successful bidder will manage and operate the City-owned Trolley system in accordance with the terms, conditions, and specifications contained in the Request for Proposal No. 2017.03.MS.

Choosing the right provider will ensure that the trolley service is:

- Safe - Pedestrian safety is a concern, particularly in areas of high foot traffic. As a pedestrian-friendly City, Coral Gables will have a service that protects pedestrians.
- Attractive – Passengers will be confident that a clean, well-maintained trolley will arrive on time. This ensures their ride will be pleasant and enjoyable, encouraging repeat ridership.
- Tourist-Friendly – Tourists and newcomers to the area will be able to easily travel within Coral Gables, with assistance from knowledgeable, professional, courteous operators.

Based on these needs, MV’s approach focuses on exceeding passenger expectations and reflecting the character of the community.





MV's Recommended Solutions

Tenured Local Leadership

The City's Trolley services will be supported by local Area Support Manager Anthony Rodriguez; he is currently MV's general manager for its Town of Miami Lakes and City of Hialeah operations. Mr. Rodriguez brings more than a decade of transportation industry experience – all of which have been within the State of Florida. He will fully support and mentor proposed General Manager Ross Steinberg to ensure safe, professional care is provided each day to City passengers.

Area Support Manager Anthony Rodriguez is committed to the City's Trolley services to ensure MV's performance meets or exceeds all City, contract, and passenger expectations.

The company's proposed General Manager Ross Steinberg is a Florida resident and brings nearly seven years of transportation experience to the City's Trolley operations. His background includes his current role as general manager and a prior safety management position as well as an investigative specialist for the Federal Bureau of Investigations.

Customer Service Focus

MV's team is dedicated to serving the needs of the communities within which it operates.

Operators for this service will receive training in local knowledge, including local destinations, landmarks, restaurants, and other information that will be useful to visitors and newcomers.

Operators and staff will also participate in the company's proprietary, newly deployed Platinum Connection Customer Service training program. MV is excited to invite the City's staff to participate in and provide feedback on the training program.

Understanding the diversity present in Miami-Dade County, many of MV's vehicle operators are also bilingual in English and Spanish. MV's Area Support Manager Anthony Rodriguez prequalifies and trains employees in passenger sensitivity.





Community Involvement

MV also proposes to partner with the City and local Institute of Fashion at Miami Dade College or the Miami International University of Art & Design to sponsor a uniform design contest. MV would invite students to submit designs for Trolley uniform shirts to compete for a prize. The contest will highlight the City's Trolley system and give additional exposure to the student passenger base. MV looks forward to (with approval and partnership with the city) in developing the criteria for the contest to include recognition for the student winner and the school.

Partnership in Efficiency and Initiatives

Route Analysis: The company offers the City the assistance of a professional runcutter and route analyst in Arthur Gaudet. Mr. Gaudet will review and assess Trolley routes to identify any picks/cuts and scheduling that can be restructured to optimize efficiency, resulting in increased on-time performance, enhanced passenger confidence, and extended fleet life.

Data Driven Management: The City will benefit from MV's proprietary KPI Dashboard reporting system. This dashboard will present General Manager Ross Steinberg and his team with charts and graphs of key statistical data. This data, viewable from both tablets and computers, shows real-time performance information. The dashboard reporting system and graphical monitoring capabilities client interface will be accessible to the City staff as well.

Mystery Rider Program: MV will initiate a Mystery Rider Program to gauge customer satisfaction and uncover opportunities to maximize service quality and efficiencies.

Commitment to Safety

The City's passengers will be greeted and assisted by a courteous and professional vehicle operator team. MV's training program offers 110 hours of classroom, behind-the-wheel, and on-road modules, including sensitivity and passenger assistance training and four hours of customer service training.

With City approval MV will bring the unique combination of DriveCam and Mobileye technologies. DriveCam, an event triggered camera system, saves recordings of any incident that causes g-force movement (fast turns, collisions, hard breaks, or, manually triggered events). The recordings are reviewed, rated, and delivered to MV's management team – who administer discipline,

MV's City of Coral Gables team will be committed to providing excellent customer service to the City's staff and Trolley passengers each service day.



coaching and/or retraining based on these findings. Events are classified in order to detect trends; these trends drive mass refresher training across the location. DriveCam also assists in clearly identifying causal events for insurance purposes.

Mobileye – a collision avoidance system – offers a unique solution to incident prevention. This system detects impending collisions with other vehicles, objects, bicyclists, and pedestrians. Using a windshield mounted camera, this system alerts operators of an impending collision – giving time to recover and prevent the incident.

Maintaining High Quality Operations

The Trolley operations will receive significant support from MV’s industry leaders.

Senior Vice President of Operations Russ Tieskoetter and Area Vice President Edward Overn will support MV’s local team. They will support Anthony and Ross Steinberg in all aspects of the City’s Trolley operations including aligning the Trolley services with the City’s contract requirements and passenger needs.

MV’s regional support team listed below will make periodic visits to the local facility to ensure service remains high quality.

Regional Team Member	Industry Tenure	Area of Support
Mr. Russ Tieskoetter, SVP of Operations	22 years	Overall operations support.
Mr. Ed Overn, Area VP	22 years	Management oversight
Ms. Eric Kahn, Director of Safety	21 years	State, local and federal laws and regulations
Mr. Wesley Adams, Director of Finance	31 years	Reporting, accounting, budget adherence

Why is MV the Right Choice?

The City can trust MV to deliver the approaches and initiatives outlined in the previous sections. Coral Gables can look to its peers in Beverly Hills and Palm Springs, California, as well as to MV’s tenure in the State of Florida, as examples of the premier service MV provides.

Experience in Similar Communities

Like Coral Gables, the Cities of Beverly Hills and Palm Springs are famous for their upscale shopping, hotels, and architecture, which attract visitors from all over the world.

In Beverly Hills, MV operates a trolley service that connects tourists and locals to key destinations, which include the world-famous Rodeo Drive, homes of stars from Hollywood’s Golden Age, and the iconic Beverly Hills Hotel.





MV also operates the Palm Springs Buzz, a trolley service that operates throughout the City. The Buzz connects visitors and residents to prime locations, such as downtown, resorts, and convention centers, and supports local special events.

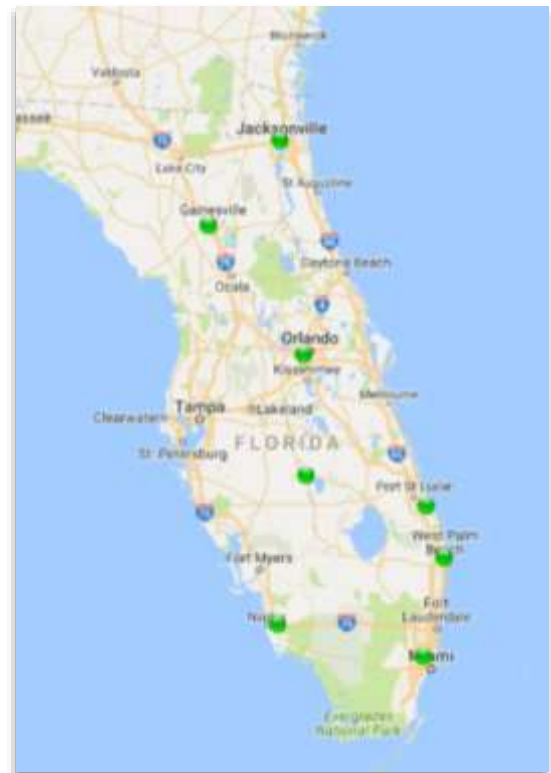
In each service, MV's team serves as ambassadors for the area. Operators and support staff are trained in customer service techniques and are well versed in local knowledge. This enables them to assist tourists in getting to their desired destinations, as well as providing additional information to enhance their travel experience.

Details regarding these services are provided later in this document.

Experience in Florida

MV's Transportation's history in Florida began in 2002; since that time, the company has grown its footprint in the State of Florida – specifically in Miami-Dade County. These contracts are listed below, and are also shown in the map to the right:

- ACCESS LYNX and LYNX NeighborLink Flex Route in Orlando
- Florida Commission for the Transportation Disadvantaged in Alachua County
- JTA Connexion in Jacksonville
- Miami Lakes Moover in the Town of Miami Lakes
- Marty Bus System Operations in Martin County
- Palm Tran Connection in Palm Beach
- City of Hialeah fixed route service



The City's Trolley services will benefit from the local network of resources in Miami-Dade County in the areas of backup vehicle operators, support vehicles, and any additional staff as needed to keep service on schedule.



For 15 years, MV has partnered with its Florida clients to provide operational system transparency with unwavering communications and a high commitment to customer service.

Closing

The City of Coral Gables will be well-represented by a tenured transportation provider. MV has solid experience with the Florida Miami-Dade County operational environment. The company understands local traffic/road conditions, tourist, and visitor passenger dynamics and brings unmatched service insight to the City's Trolley services. MV looks forward to the opportunity to operate the Trolley services and working with Coral Gables' staff and its riding community.



Section I: Title Page, Table of Contents, Required Forms, and Minimum Qualifications Requirements



SUBMITTAL - SECTION I: Title Page, Table of Contents, Required Forms, and Minimum Qualification Requirements

1) Title Page

The title page is provided at the beginning of this proposal submission.

2) Table of Contents

A table of content is provided immediately following the title page.

3) Proposer's Acknowledgement Form

The company has completed and provided the Proposer's Acknowledgement Form at the end of this section.

4) Solicitation Submission Check List

MV has completed the Solicitation Submission Check List and can be found at the end of this section.

5) Proposer's Affidavit and Schedules A through I

The company has completed and attached the Proposer's Affidavit and Schedules A through I at the end of this section.

6) Bid Bond

MV has provided a bid bond in the amount of five percent (5%) of the proposal total amount at the end of this section.





7) Minimum Qualification Requirements

A. Proposer shall:

7.i. Transportation Experience

The company's 60 years' of transportation industry combined with its 15 years' Florida-specific experience satisfies the City's minimum qualifications requirements of five years. The company has provided at the end of this section a Florida State Certificate evidencing MV's active status with the Florida Department of State, Division of Corporation.

7.ii. Sufficient Resources

MV has the resources and financial wherewithal to sustain the transition of this project. There are no projects in operation or planned for implementation over the next two years - and additional years thereafter that threatens MV's ability to transition and/or perform the services under this contract.

Financial Resources and Stability

MV is a privately held firm, and as such its financial statements are confidential and proprietary trade secret information.

Accordingly, MV's confidential audited financial statements for 2015-2016 are enclosed separately in a sealed envelope along with the original proposal. The company's financial position is solid, and has strengthened over the last two years as evidenced by the increase in working capital and working capital current ratios. The company has the financial resources and wherewithal to meet its financial obligations. For more information regarding the financial viability of MV, please contact Mr. Robert Pagorek, chief financial officer, at (972) 391-4641.

Judgments, Bankruptcies, or Lawsuits

Record of Judgements: As a national transportation management firm with numerous contracts and employees, MV is involved in claims and litigation in the normal course of business. MV has liability, workers' compensation and employment-related claims in the settlement or claims process. Company teams in legal and risk management work continuously to handle these matters, none of which are of a size or scope to impact this contract. The company maintains





insurance coverage with deductibles or self-insured retentions and limits that the Company believes are appropriate.

Bankruptcies: MV has no bankruptcies, pending lawsuits against the City or criminal activities involving moral turpitude, and does not have any conflicts of interest that have not been waived by the City Commission.

Lawsuits: There is presently no litigation against the company which is not subject to insurance coverage or which MV believes would threaten the financial stability of the company or its ability to perform any of its contractual obligations. The details of current and pending claims and litigation are confidential; if the City requires more information on claims for the purpose of evaluating MV, please contact Mr. Bob Hargis, executive vice president of risk management at (712) 764-3720.

7.iii. References

The company has provided the following contracts for its service references most similar to the City’s Trolley Services.

	Agency and Service	Contact Information
1.	City of Beverly Hills Dial-a-Ride and Trolley Services	Ms. Martha Eros, Transportation Planner 345 Foothill Road Beverly Hills, CA 90210 (310) 285-2542 meros@beverlyhills.org
2.	City of Palm Springs Trolley Services	Ms. Diana Shay, Redevelopment Coordinator 3200 E. Tahquitz Canyon Way Palm Springs, CA 92262 (760) 323-8260 diana.shay@palmspringsca.gov
3.	Town of Miami Lakes Miami Lakes Moover Fixed Route Services	Ms. Michelle Gonzalez Transportation Planner 6601 Main Street, Suite 208 Miami Lakes, FL 33014 (305) 364-6100 Ext 1200 gonzalezm@miamilakes-fl.gov
4.	City of Hialeah Fixed Route Services	Mr. Jorge de la Nuez, Transit Manager 900 E 56th Street Hialeah, FL 33013 (305) 681-5757 jdelanuez@hialeahfl.gov
5.	Martin County Deviated Fixed Route,	Ms. M. Beth Beltran, MPO/Transit Planning Manager 2401 SE Monterey Road





	Agency and Service	Contact Information
	Fixed Route, and ADA Paratransit Services	Stuart, FL 34996 (772) 288-5484 mbeltran@martin.fl.us
6.	Town of Cary C-Tran System Fixed Route Service and Door-to-Door Service	Ms. Christine Sondej, Transit Planner (Grants & Special Projects) 316 N. Academy Street Cary, NC 2751 (919) 481-2020 Ext. 14807 christine.sondej@townofcary.org and Mr. Adam Howell, Transit Planner 316 N. Academy Street Cary, NC 2751 (919) 469-4080 adam.howell@townofcary.org

B. Key Personnel

8) Experience of Supervisor

The company’s proposed general manager for the City of Coral Gables’ Trolley Operations Services is Mr. Ross Steinberg, who brings nearly seven years of transit management experience. A resume has provided at the end of SUBMITTAL - SECTION III:4) Summary of Qualifications.



PROPOSER'S ACKNOWLEDGEMENT FORM

CITY OF CORAL GABLES, FL

2800 SW 72nd Avenue, Miami, FL 33155
 Finance Department / Procurement Division
 Tel: 305-460-5102 / Fax: 305-261-1601

PROPOSER'S ACKNOWLEDGEMENT

<p>RFP Title: TROLLEY OPERATIONS SERVICES</p> <p>RFP No. 2017.03.MS</p> <p>A cone of silence is in effect with respect to this RFP. The Cone of Silence prohibits certain communication between potential vendors and the City. For further information, please refer to the City Code Section 2-1059 of the City of Coral Gables Procurement Code.</p>	<p>Sealed response submittals must be received prior to 1:00 p.m., April 28, 2017, by the Procurement Office, located at 2800 S.W. 72nd Avenue, Miami, FL 33155; and are to remain valid for at least 120 calendar days. Submittals received after the specified date and time will be returned unopened.</p> <p>Contact: Maritza Suarez, CPPB Title: Procurement Specialist Telephone: 305-441-5745 Facsimile: 305-261-1601 Email: msuarez2@coralgables.com / contracts@coralgables.com</p>
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Proposer Name: MV Transportation, Inc.	FEIN or SS Number: 94-2491705
Complete Mailing Address: 2711 N. Haskell Ave., Ste. 1500, LB-2 Dallas, TX 75204	Telephone No.: (972) 391-4600
	Cellular No.: (631) 745-5960
Indicate type of organization below: Corporation: <input checked="" type="checkbox"/> Partnership: <input type="checkbox"/> Individual: <input type="checkbox"/> Other: <input type="checkbox"/>	Fax No.: (707) 446-4177
Bid Bond / Security Bond (if applicable) 5 %	Email: carl.sajous@mvtransit.com

ATTENTION: THIS FORM ALONG WITH ALL REQUIRED RFP FORMS MUST BE COMPLETED, SIGNED (PREFERABLY IN BLUE INK), AND SUBMITTED WITH THE RESPONSE PRIOR TO THE SUBMITTAL DEADLINE. FAILURE TO DO SO MAY DEEM PROPOSER NON-RESPONSIVE.

THE PROPOSER CERTIFIES THAT THIS SUBMITTAL IS BASED UPON ALL CONDITIONS AS LISTED IN THE RFP DOCUMENTS AND THAT THE PROPOSER HAS MADE NO CHANGES IN THE RFP DOCUMENT AS RECEIVED. THE PROPOSER FURTHER AGREES IF THE RFP IS ACCEPTED, THE PROPOSER WILL EXECUTE AN APPROPRIATE AGREEMENT FOR THE PURPOSE OF ESTABLISHING A FORMAL CONTRACTUAL RELATIONSHIP BETWEEN THE PROPOSER AND THE CITY OF CORAL GABLES FOR THE PERFORMANCE OF ALL REQUIREMENTS TO WHICH THIS RFP PERTAINS. FURTHER, BY SIGNING BELOW PREFERABLY IN **BLUE INK**, ALL RFP PAGES ARE ACKNOWLEDGED AND ACCEPTED AS WELL AS ANY SPECIAL INSTRUCTION SHEET(S) IF APPLICABLE. THE UNDERSIGNED HEREBY DECLARES (OR CERTIFIES) ACKNOWLEDGEMENT OF THESE REQUIREMENTS AND THAT HE/SHE IS AUTHORIZED TO BIND PERFORMANCE OF THIS RFP FOR THE ABOVE PROPOSER.


 Elyse Sottero
 Authorized Name and Signature

Capture Manager
 Title

May 3, 2017
 Date

MANAGEMENT APPROVAL AUTHORITIES POLICY
DELEGATION OF AUTHORITY

The undersigned, being the Chief Marketing Officer of MV Transportation, Inc. ("MV"), hereby approves of the delegation of Amy Barry's signing authority on pricing and bid documents in her capacity as MV's Assistant Secretary to Elyse Sottero, MV's Capture Manager, when Ms. Barry is out of the office and unable to provide an original signature on such pricing and bid documents. Such delegation shall be effective solely for such documents in which (a) an original signature is required by the documents and (b) no other person authorized to sign the documents is available to do so pursuant to the requirements of the documents.

This delegation of authority shall immediately and automatically terminate upon (a) Ms. Sottero's resignation or termination from MV, (b) the revocation of this delegation of authority by the undersigned or the General Counsel or (c) any change in Ms. Sottero's position in MV whereby she no longer retains her Capture Manager title.

DocuSigned by:

72398F428F804E8
Yasminka Nemet

6/7/2016

Date

SOLICITATION SUBMISSION CHECKLIST

**SOLICITATION SUBMISSION REQUIREMENTS CHECKLIST (Rev.)
RFP 2017.03.MS TROLLEY OPERATIONS SERVICES**

COMPANY NAME: (Please Print): <u>MV Transportation, Inc.</u> Phone: <u>(972) 391-4600</u> Email: <u>carl.sajous@mvtransit.com</u>
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Please provide the **PAGE NUMBER** in the blanks provided as to where compliance information is located in your Submittal for each of the required submittal items listed below:

SUBMITTAL - SECTION I:

- 1) **Title Page:** Show the RFP number and title, the name of your firm, address, and telephone number, name of contact person, e-mail address, and date. 1
- 2) Provide a **Table of Contents** in accordance with and in the same order as the respective "**Sections**" listed below. Clearly identify the material by section and page number. 2
- 3) Fill out, sign, and submit the **Proposer's Acknowledgement Form**. 10
- 4) Fill out and submit this **Solicitation Submission Requirements Checklist**. 10
- 5) Fill out, sign, and submit the **Proposer's Affidavit and Schedules A through I**. 10
- 6) A **Bid Bond**, a certified check, cashier's check, Treasurer's check or bank draft of any State or National Bank, in accordance with Section 1.14. 10
- 7) **Minimum Qualification Requirements:** submit detailed verifiable information affirmatively documenting compliance with the Minimum Qualifications Requirements shown in Section 3. 11

SUBMITTAL - SECTION II: OPERATIONS PLAN

- 1) Describe implementation plan to take over operations of Trolleys forty (40) calendar days from the date of the "Notice of Intent to Award". 14
- 2) Describe in details the Proposers management plan for monitoring, reporting to and providing the services requested by the City. 18
- 3) Identify all personnel with oversight responsibilities, training programs, as well as recommendations for operational improvements and efficiencies. 22

SUBMITTAL - SECTION III: EXPERIENCE AND KEY PERSONNEL

(i) For Proposer:

- 1) Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs. Include any related or affiliated firms. 53
- 2) Describe in detail the Proposer's national, regional and local involvement in the transportation industry. 56
- 3) Describe the Proposer's relevant experience, during the past five (5) years, in providing similar scope of services to public sector agencies, particularly to municipal/local governments. 58

(ii) For Key Personnel:

- 1) Provide a summary of the qualifications, copy of applicable licenses/certifications, and experience of all proposed key personnel that will perform supervisory, management or oversight responsibilities. Include resumes (listing experience, education, licenses/certifications) for your proposed key personnel and specify the role and responsibilities of each team member in providing the services outlined in the RFP. 62

SUBMITTAL – SECTION IV: PAST PERFORMANCE AND REFERENCES

- 1) Provide a minimum of three (3) references from public sector agencies, particularly municipal/local government, for which Proposer has performed similar scope of services in the past five (5) years. Please include: (1) client name, (2) address, (3) contact name, (4) contact telephone number, (5) contact email address, (6) term of contract (start and end date), (7) contract amount, (8) services provided. **DO NOT include work/services performed for the City of Coral Gables or City employees as reference.** 75
- 2) If the City has previously awarded the Proposer a contract, identify the details of that award as well as the department and contract administrator for the contract. 76
- 3) Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process. 76

SUBMITTAL – SECTION V: PRICE PROPOSAL

- 1) Provide pricing utilizing the Price Proposal form under this section. 77

-- NOTICE --**BEFORE SUBMITTING YOUR PROPOSAL, MAKE SURE YOU:**

1. Carefully read and have a clear understanding of the RFP, including the Scope of Services and enclosed Professional Services Agreement (*draft*).
2. Carefully follow the "Submission Requirements" outlined in Section 6 of the RFP.
3. Prepare and submit ONE ORIGINAL RESPONSE and SIX (6) PHOTOCOPIES with ONE (1) digital copy on a CD or flash drive.
4. Clearly mark the following on the outside of your submittal package: RFP Number, RFP Title, Responder's Name and Return Address, Submittal Deadline.
5. Make sure your Proposal is submitted prior to the submittal deadline. **Late responses will not be accepted.**

FAILURE TO SUBMIT CHECKLIST AND THE REQUESTED DOCUMENTATION MAY RENDER YOUR RFP RESPONSE NON-RESPONSIVE AND CONSTITUTE GROUNDS FOR REJECTION. THIS PAGE IS TO BE RETURNED WITH YOUR RESPONSE PACKAGE.

SCHEDULES A THROUGH I

SECTION 9

Request for Proposal (RFP) No. 2017.03.MS

9.0: RESPONDER'S AFFIDAVIT INCLUDING SCHEDULES A THROUGH I

PROPOSER'S AFFIDAVIT

SUBMITTED TO: City of Coral Gables
 Procurement Division
 2800 SW 72 Avenue
 Miami, Florida 33155

The undersigned acknowledges and understands the information contained in response to this RFP Schedules A through I shall be relied upon by Owner awarding the contract and such information is warranted by Proposer to be true and correct. The discovery of any omission or misstatements that materially affects the Proposer to perform under the contract shall cause the City to reject the solicitation submittal, and if necessary, terminate the award and/or contract. I further certify that the undersigned name(s) and official signatures of those persons are authorized as (*Owner, Partner, Officer, Representative or Agent of the Proposer that has submitted the attached Response*). Schedules A through I are subject to Local, State and Federal laws (as applicable); both criminal and civil.

- SCHEDULE A – CERTIFICATE OF PROPOSER
- SCHEDULE B – NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT
- SCHEDULE C – DRUG-FREE STATEMENT
- SCHEDULE D – PROPOSER'S QUALIFICATION STATEMENT
- SCHEDULE E – STATEMENT OF NO-RESPONSE
- SCHEDULE F – CODE OF ETHICS, CONFLICT OF INTEREST, AND CODE OF SILENCE
- SCHEDULE G – AMERICANS WITH DISABILITIES ACT (ADA)
- SCHEDULE H – PUBLIC ENTITY CRIMES
- SCHEDULE I – ACKNOWLEDGEMENT OF ADDENDA

This affidavit is to be furnished to the City of Coral Gables with its RFP response. It is to be filled in, executed and notarized by the Proposer. If the Response is made by a Corporation, then it should be executed by its Chief Officer. This document MUST be submitted with the Response.

Signature: _____

Date: _____

5/2/17

Name and Title: Kevin A. Klika, President/ Chief Operating Officer _____

Company Name: MV Transportation, Inc. _____

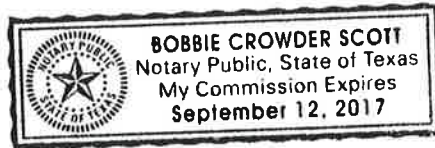
STATE OF Texas

COUNTY OF Dallas

On this 2nd day of MAY, 2017, before me the undersigned Notary Public of the State of TX, personally appeared Kevin A. Klika
(Name(s) of individual(s) who appeared before Notary)

And whose name(s) is/are subscribes to within the instrument(s), and acknowledges it's execution.

Bobbie Crowder Scott
NOTARY PUBLIC, STATE OF TX



Bobbie Crowder Scott
(Name of notary Public; Print, Stamp or Type as Commissioned.)

NOTARY PUBLIC
SEAL OF OFFICE:

Personally know to me, or Produced Identification:

(Type of Identification Produced)

SCHEDULE "A" CITY OF CORAL GABLES - CERTIFICATE OF PROPOSER

Neither I, nor the above firm, I here represent has:

- a. employed or retained for a commission, percentage brokerage, contingent fee, or other consideration, any firm or person (other than a bona fide employee working solely for me or the above Proposer) to solicit or secure this contract.
- b. agreed, as an express or implied condition for obtaining this contract, to employ or retain the services of any firm or person in connection with carrying out the contract, or
- c. paid, or agreed to pay, to any firm, organization or person (other than a bona fide employee working solely for me or the above Proposer) any fee, contribution, donation or consideration of any kind for, or in connection with, procuring or carrying out the contract except as here expressly stated (if any):

SCHEDULE "B" CITY OF CORAL GABLES - NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT

1. He/she is the President/ Chief Operating Officer
(Owner, Partner, Officer, Representative or Agent)
of the Proposer that has submitted the attached Response.
2. He/she is fully informed with respect to the preparation and contents of the attached Response and of all pertinent circumstances respecting such Response;
3. Said Response is made without any connection or common interest in the profits with any other persons making any Response to this solicitation. Said Response is on our part in all respects fair and without collusion or fraud. No head of any department, any employee or any officer of the City of Coral Gables is directly or indirectly interested therein. If any relatives of Proposer's officers or employees are employed by the City, indicate name and relationship below.

Name: None Relationship: _____

Name: _____ Relationship: _____

1. No lobbyist or other Proposer is to be paid on a contingent or percentage fee basis in connection with the award of this Contract.

SCHEDULE "C" CITY OF CORAL GABLES - VENDOR DRUG-FREE STATEMENT

Preference may be given to vendors submitting a certification with their bid/proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under solicitation a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under solicitation, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section. As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

I hereby certify that the company submitting this solicitation has established a Drug Free work place program in accordance with Sate Statute 287.087

SCHEDULE "D" CITY OF CORAL GABLES – PROPOSER'S QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and all answers to questions made hereinafter:

Company Name: MV Transportation, Inc.

Address: 2711 N. Haskell Ave., Ste. 1500 LB-2, Dallas, TX 75204
Street City State Zip Code

Telephone No: (972) 391-4600 Fax No: (707) 446 4177 Email: carl.sajous@mvtransit.com

How many years has your organization been in business under its present name? 27 Years

If Proposer is operating under Fictitious Name, submit evidence of compliance with Florida Fictitious Name Statue:

Not Applicable

Under what former names has your business operated? : Handy Wheels: 1975 (incorporated in 1978) – 1981 & California MediVan, Inc.: 1981– 1990

At what address was that business located? San Francisco, CA

Are You Certified? Yes _____ No X If Yes, **ATTACH COPY** of Certification.
Are You Licensed? Yes _____ No X If Yes, **ATTACH COPY** of License

Has your company or its senior officers ever declared bankruptcy?
Yes _____ No X If yes, explain: _____

Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP;

As a national transportation management firm with numerous contracts and employees, MV is involved in claims and litigation in the normal course of business. MV has liability, workers' compensation and employment-related claims in the settlement or claims process. Company teams in legal and risk management work continuously to handle these matters, none of which are of a size or scope to impact this contract. The company maintains insurance coverage with deductibles or self-insured retentions and limits that the Company believes are appropriate. There is presently no litigation against the company which is not subject to insurance coverage or which MV believes would threaten the financial stability of the company or its ability to perform any of its contractual obligations. The details of current and pending claims and litigation are confidential; if the City requires more information on claims for the purpose of evaluating MV, please contact Mr. Bob Hargis, executive vice president of risk management at (712) 764-3720.

Have you ever been debarred or suspended from doing business with any government entity?

Yes _____ No X If Yes, explain _____

*MV is authorized to do business in the state of Florida and has provided this certification following this form. Upon award MV will obtain all necessary certifications and licensees.

State of Florida

Department of State

I certify from the records of this office that MV CONTRACT TRANSPORTATION, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on January 2, 2004.

The document number of this corporation is F0400000020.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on March 21, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-first day of March,
2017*



Ken Rejzner
Secretary of State

Tracking Number: CC5289008758

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

SCHEDULE "E" CITY OF CORAL GABLES – STATEMENT OF NO-RESPONSE

NOTE: If you do not intend to propose on this RFP, please return this form immediately. Failure to return this form may result in your name being removed from the list of qualified Contractor's for the City of Coral Gables. Please indicate Request for Proposal name and number on the outside of the envelope.

MAIL TO: CITY OF CORAL GABLES
2800 S.W. 72nd AVENUE
MIAMI, FL 33155
ATTN: PROCUREMENT DIVISION

We, the undersigned have declined to respond for the following RFP 2015.10.26 Janitorial Maintenance Services reason:

- Insufficient time to respond to the Request for Proposal.
- We do not offer these services or an equivalent.
- Our schedule would not permit us to perform.
- Unable to meet specifications.
- Unable to meet Bond requirements.
- Specifications unclear (explain below).
- Unable to meet insurance requirements.
- Other (specify below)

REMARKS:

COMPANY NAME: _____

SIGNATURE: _____

ADDRESS: _____

TELEPHONE NO. _____

FAX NO. _____

EMAIL ADDRESS: _____

SCHEDULE "F" CITY OF CORAL GABLES – CODE OF ETHICS, CONFLICT OF INTEREST, AND CONE OF SILENCE

THESE SECTIONS OF THE CITY CODE CAN BE FOUND ON THE CITY'S WEBSITE, UNDER GOVERNMENT, CITY DEPARTMENT, PROCUREMENT, PROCUREMENT LINKS, ORDINANCE NO. 2009-53; SEC 2-1055; SEC 2-677; AND SEC 2-1059, RESPECTIVELY.

IT IS HEREBY ACKNOWLEDGED THAT THE ABOVE NOTED SECTIONS OF THE CITY OF CORAL GABLES CITY CODE ARE TO BE ADHERED TO PURSUANT TO THIS SOLICITATION NO. 2015.09.24

SCHEDULE "G" CITY OF CORAL GABLES - AMERICANS WITH DISABILITIES ACT (ADA) DISABILITY NONDISCRIMINATION STATEMENT

I, being duly first sworn state:

That the above named firm, corporation or organization is in compliance with and agreed to continue to comply with, and assure that any sub-contractor, or third party contractor under this project complies with all applicable requirements of the laws listed below including, but not limited to, those provisions pertaining to employment, provision of programs and service, transportation, communications, access to facilities, renovations, and new construction.

The American with Disabilities Act of 1990 (ADA), Pub. L. 101-336, 104 Stat 327, 42 U.S.C. 12101,12213 and 47 U.S.C. Sections 225 and 661 including Title I, Employment; Title 11, Public Services; Title III, Public Accommodations and Services Operated by Private Entities; Title IV, Telecommunications; and Title V, Miscellaneous Provisions.

The Florida Americans with Disabilities Accessibility Implementation Act of 1993, Sections 5553.501-553.513, Florida Statutes

The Rehabilitation Act of 1973, 29 U.S.C. Section 794

The Federal Transit Act, as amended, 49 U.S.C. Section 1612
The Fair Housing Act as amended, 42 U.S.C. Section 3601-3631

SCHEDULE "H" CITY OF CORAL GABLES - SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

1. I understand that a "public entity crime" as define in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
2. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
3. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
 1. A predecessor or successor of a person convicted of a public entity crime; or 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
4. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Proposals or applies to Proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
5. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **[indicate which statement applies.]**
 Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity subsequent to July 1, 1989.

 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by

the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list.

[attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

SCHEDULE "I" CITY OF CORAL GABLES - ACKNOWLEDGEMENT OF ADDENDA
Request for Proposal (RFP) No 2015.10.26

1. The undersigned agrees, if this RFP is accepted, to enter in a Contract with the CITY to perform and furnish all work as specified or indicated in the RFP and Contract Documents within the Contract time indicated in the RFP and in accordance with the other terms and conditions of the solicitation and contract documents.
2. Acknowledgement is hereby made of the following Addenda, if any (identified by number) received since issuance of the Request for Qualifications.

Addendum No. 1 Date 4/12/2017	Addendum No. _____ Date _____
Addendum No. 2 Date 4/18/2017	Addendum No. _____ Date _____
Addendum No. 3 Date 4/28/2017	Addendum No. _____ Date _____

BID BOND

BID BOND

STATE OF FLORIDA }
COUNTY OF MIAMI DADE }SS.
CITY OF CORAL GABLES }

KNOWN ALL MEN BY THESE PRESENTS, That we as Principal, and Atlantic Specialty Insurance Company, as Surety, are held and firmly bonded unto the City of Coral Gables as Owner in the penal sum of Dollars (\$5% of Bid * _____), lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents. * Five Percent of the Amount Bid

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has submitted to the City of Coral Gables the accompanying Bid, signed May 3, 2017, and dated May 3, 2017, for

**TROLLEY OPERATIONS SERVICES
RFP 2017.03.MS
CORAL GABLES, FLORIDA**

in accordance with the Plans and Specifications therefore, the call for Bids or Proposals, and the Instructions to Bidders, all of which are made a part hereof by reference as if fully set forth herein.

NOW, THEREFORE,

- (a) If the Principal shall not withdraw said bid within thirty (30) days after date of opening of the same, and shall within ten (10) days after written notice being given by the City Manager or his designee, of the award of the contract, enter into a written contract with the City, in accordance with the bid as accepted, and give bond with good and sufficient surety or sureties, as may be required for the faithful performance and proper fulfillment of such contract,
- (b) in the event of the withdrawal of said bid or proposal within the period specified, or the failure to enter into such contract and give such bond within the time specified, if the Principal shall pay the City the difference between the amount specified in said bid or proposal and the amount for which the City may procure the required work and/or supplies, if the latter amount be in excess of the former, the above obligation shall be void and of no effect, otherwise to remain in full force and effect.

BID BOND

IN WITNESS HEREOF, the above bounded parties have executed this instrument under their several seals this 3rd day of May, A.D., 2017, the name and corporate seal of each corporate party being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

WITNESS

(If Sole Ownership or Partnership, Two (2) Witnesses Required. If Corporation, Secretary Only will attest and affix seal).

(1) [Signature] Amy Barry
(2) _____

PRINCIPAL

MV Transportation, Inc.
Name of Firm
[Signature] (SEAL)
Signature of Authorized Officer
Capture Manager
Title
2711 N. Haskell Ave., Ste. 1500, LB-2
Business Address
Dallas TX
City, State



WITNESS:

(1) [Signature]
(2) _____

SURETY:

Atlantic Specialty Insurance Company
Corporate Surety
[Signature] (SEAL)
Attorney-In-Fact David A. Weise
10940 White Rock Rd. 2nd Floor
Business Address
Rancho Cordova CA
City, State
Wells Fargo Insurance Services, Inc.
Name of Local Agency

California All Purpose Acknowledgment

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Sacramento


On 5/3/17, before me, Rosalie A. Miskiel, Notary Public
Date Name & Title of Officer/Notary

personally appeared David A. Weise
Names(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Notary Public



~~OPTIONAL~~

(The information below is not required by law)

Description of Attached Document

Title/type of Document _____

Date of Document _____ No. of Pages _____

Other Signer(s) _____



Power of Attorney

KNOW ALL MEN BY THESE PRESENTS, that ATLANTIC SPECIALTY INSURANCE COMPANY, a New York corporation with its principal office in Plymouth, Minnesota, does hereby constitute and appoint: **Nicole S. Moon, Lynn E. Patton, David A. Weise**, each individually if there be more than one named, its true and lawful Attorney-in-Fact, to make, execute, seal and deliver, for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof; provided that no bond or undertaking executed under this authority shall exceed in amount the sum of: **sixty million dollars (\$60,000,000)** and the execution of such bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof in pursuance of these presents, shall be as binding upon said Company as if they had been fully signed by an authorized officer of the Company and sealed with the Company seal. This Power of Attorney is made and executed by authority of the following resolutions adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the President, any Senior Vice President or Vice-President (each an "Authorized Officer") may execute for and in behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and affix the seal of the Company thereto; and that the Authorized Officer may appoint and authorize an Attorney-in-Fact to execute on behalf of the Company any and all such instruments and to affix the Company seal thereto; and that the Authorized Officer may at any time remove any such Attorney-in-Fact and revoke all power and authority given to any such Attorney-in-Fact.

Resolved: That the Attorney-in-Fact may be given full power and authority to execute for and in the name and on behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and any such instrument executed by any such Attorney-in-Fact shall be as binding upon the Company as if signed and sealed by an Authorized Officer and, further, the Attorney-in-Fact is hereby authorized to verify any affidavit required to be attached to bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof.

This power of attorney is signed and sealed by facsimile under the authority of the following Resolution adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the signature of an Authorized Officer, the signature of the Secretary or the Assistant Secretary, and the Company seal may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing an Attorney-in-Fact for purposes only of executing and sealing any bond, undertaking, recognizance or other written obligation in the nature thereof, and any such signature and seal where so used, being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed.

IN WITNESS WHEREOF, ATLANTIC SPECIALTY INSURANCE COMPANY has caused these presents to be signed by an Authorized Officer and the seal of the Company to be affixed this eighth day of December, 2014.



By *Paul J. Brehm*
Paul J. Brehm, Senior Vice President

STATE OF MINNESOTA
HENNEPIN COUNTY

On this eighth day of December, 2014, before me personally came Paul J. Brehm, Senior Vice President of ATLANTIC SPECIALTY INSURANCE COMPANY, to me personally known to be the individual and officer described in and who executed the preceding instrument, and he acknowledged the execution of the same, and being by me duly sworn, that he is the said officer of the Company aforesaid, and that the seal affixed to the preceding instrument is the seal of said Company and that the said seal and the signature as such officer was duly affixed and subscribed to the said instrument by the authority and at the direction of the Company.



Tara Janelle Stafford
Notary Public

I, the undersigned, Assistant Secretary of ATLANTIC SPECIALTY INSURANCE COMPANY, a New York Corporation, do hereby certify that the foregoing power of attorney is in full force and has not been revoked, and the resolutions set forth above are now in force.

Signed and sealed. Dated 3rd day of MAY, 2017

This Power of Attorney expires
October 1, 2017



James G. Jordan
James G. Jordan, Assistant Secretary

**PROOF OF ACTIVE STATUS – FLORIDA STATE
CERTIFICATE**

State of Florida

Department of State

I certify from the records of this office that MV CONTRACT TRANSPORTATION, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on January 2, 2004.

The document number of this corporation is F04000000020.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on March 21, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-first day of March,
2017*



Ken DeJoy
Secretary of State

Tracking Number: CC5289008758

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

Section II: Operations Plan



SUBMITTAL - SECTION II: Operations Plan

1) Implementation Plan

MV's transition plan recognizes that a solid implementation methodology and strong management approach are critical to ensuring a smooth service transition. Using an extensive network of experienced support personnel, MV focuses on organization, efficiency, and quality service while delivering the right leadership and necessary resources, without bureaucracy and micromanagement from corporate headquarters. As a result, MV is able to transition service quickly and without service disruption.



Reputation for Excellence

MV has a reputation for transparency and building positive client relationships beginning from the startup period. No other firm possesses the experience in service transitions comparable to that of MV; MV has managed transitions for nearly every type of contracting model, including:

- Transitions from client-managed services
- Initiation of new services
- Overnight transitions of emergency contracts
- Transitions with accelerated timelines
- Phased-in transitions
- Transition-only contracts to prepare service to be taken in-house
- Transitioning management contracts to turnkey contracts
- Transitioning turnkey contracts to management contracts





- Contracts specifically for transition services
- Transitions resulting from bankruptcy of the incumbent contractor

Implementation Methodology

Effective communication and relentless attention to detail drive MV's transition approach.

MV's transition leadership team will hold biweekly meetings with City staff. Discussion topics for these meetings include the progress of the transition, task list changes and updates, potential challenges, and a look ahead to the next two weeks. In addition, MV's implementation team meets daily each morning to review the transition plan, outstanding tasks, current issues, and current task lists.

Transition Planning

MV follows a detailed startup schedule that identifies each task, subtask, dependent tasks, duration/timeline, and staff assignment. A draft startup schedule for this transition is included at this end of this section to demonstrate the tasks required during the transition. MV's transition team updates this document throughout the transition period; however no item on the schedule is marked "complete" without confirmation from the startup manager.

Management Approach

Area Vice President Ed Overn will oversee all startup activities and serve as MV's full-time transition manager for this project. He will work closely with Anthony Rodriguez, Ross Steinberg, and MV's support team to direct all elements of the transition. MV's transition team assigned for this project comprises the following team leaders:

Transition Duties	Responsible Team Member
Team Oversight	Ed Overn, Area Vice President & Transition Manager
Client Liaison & Contract Compliance	Russ Tieskoetter, Senior Vice President Ed Overn, Area Vice President & Transition Manager Ross Steinberg, General Manager
Scheduling & Operator Assignments	Anthony Rodriguez, Area Support Manager Ross Steinberg, General Manager





Transition Duties	Responsible Team Member
Operator Training & Recruiting	Ross Steinberg, General Manager Johnine Ayrans, Recruiter SW Region Eric Kahn, Director of Safety Anthony Rodriguez, Area Support Manager
Security / Emergency Planning & Assessments	Ross Steinberg, General Manager Eric Kahn, Director of Safety
Human Resources	Donna Harper, Director of Human Resources
Passenger Relations	Ed Overn, Area Vice President & Transition Manager Ross Steinberg, General Manager
Service Quality & Contract Liaison	Ed Overn, Area Vice President & Transition Manager Ross Steinberg, General Manager
Personnel & Training	Ross Steinberg, General Manager Eric Kahn, Director of Safety
Budgeting & Finance	Wes Adams Director of Finance Ed Overn, Area Vice President & Transition Manager Ross Steinberg, General Manager

Working with the Community

The transition period is an excellent opportunity to establish positive relations with the passengers and learn their perspective on service quality.

To foster regular and consistent communication, with the City's permission MV will establish a Passenger Transition Committee. This committee comprises passengers, City staff, MV staff, community members, and/or advocacy groups. Together, they proactively manage transition issues and challenges.

General Manager Ross Steinberg will facilitate this committee, and establish clear, open, and honest communication about how the transition is progressing.

Personnel Plan

Retaining the Existing Team

The continued presence of the current workforce promotes consistency, experience, and tenure in service. MV strives to retain as many of the current





employees as possible, provided they meet the minimum qualifications, have a strong employment record, and receive City approval. MV will retain these individuals at their current position and seniority.

All employment offers made will be subject to successful completion of duties with the current provider and pending completion of required pre-employment background checks, drug screens, and other required certifications.

Outreach

To ensure it keeps the existing workforce engaged and informed throughout the transition period, MV will meet with these employees immediately upon contract award.

MV will schedule meetings during off-peak service hours, where a representative will explain the transition process. Additional MV staff will be available at these meetings to assist existing personnel with the application process.

MV will also establish a toll free number for employees that wish to call with questions or concerns about the transition process. Providing multiple avenues for these employees to communicate with MV's team will build their confidence and trust during this important period.

MV recognizes that a few employees may not qualify or accept a position with MV. MV's transition team will actively recruit new employees during the transition period to fill any open positions.

Vehicle Operator Evaluation and Training

In addition to pre-employment screening, MV conducts on-road evaluations of all existing operators, and provides each with orientation, customer service, and refresher training. This training is essentially an abridged version of MV's operator training program. The transition team will schedule classes during weekends and nights to accommodate work schedules; during the day vehicle operators newly hired into the system will attend MV's full operator training program.

To minimize the impact that the transition has on the current workforce, MV will request to conduct operator evaluations in-service. If the incumbent contractor will not accommodate this request, MV will schedule evaluations during off-duty hours.

MV will also request access to each employee's training file. This information is legally available to each employee; however, it is more efficient to work directly with the outgoing service operator to obtain these files. If the incumbent





contractor will not accommodate this request, MV will advise employees to obtain copies of their training files directly.

Facilities Transition

The night before the facility transition, and early the morning of the new contract start, MV will have completed dry runs of where and how operations and administrative staff will begin the first day of service under MV. All new employees will be trained and ready for service. The majority of the transition team will be on duty the night of July 9th to be sure everything is in place for the start of service.

As employees arrive at the facility at the end of their last shift working for the City, additional MV personnel will be on site to answer any questions about the next day. This team will provide all shift and relevant operational information to the employees.

2) Management Plan

2.i. Operations Plan

When the operator reports to the facility, he or she will check in at dispatch. The general manager will be present, along with MV's dispatcher. The dispatcher will mark the operator as present and hand the operator his or her vehicle assignment, provide any written notices regarding service adjustments, changes, or announcements, and perform a "fit for duty" review of the operator. This review includes a uniform check, reasonable suspicion evaluation, and a review of each operator's license.

Daily Vehicle Inspections

The operator will proceed to the yard and locate his or her vehicle. When the operator arrives at the vehicle he or she will initiate the daily vehicle inspection (DVI, or "pre-trip") using MV's standard pre-trip inspection forms. All areas of the vehicle that are inspected and all results must be documented.

During peak pullout periods, the general manager or designate will be in the yard to oversee the DVI process. This person will monitor operators as they perform these inspections, respond to any questions operators may have, and ensure a timely and coordinated pullout.





If the operator detects an issue with the vehicle that presents a safety hazard and will prevent the vehicle from leaving the yard and entering service, the operator will notify dispatch, who will coordinate with City’s maintenance staff.

If the vehicle must be pulled from service, the City’s mechanic will communicate the change with the dispatcher, who will assign a backup vehicle (which is already pre-tripped) to the operator.

If the repair can be made quickly and easily, he or she will do so, and the operator will notify dispatch as he or she departs the yard and proceeds to the first stop.

If the operator does not detect a safety related defect that would prevent the vehicle from entering service, the operator will notify dispatch as he or she departs the yard and proceeds to the first stop.



Dispatch Operations

A dispatcher will be on during all hours of service to respond to issues and monitor service.

Route Initiation

Upon arrival at the first stop, the operator will change the vehicle head sign from “Out of Service” to the proper route number and name. If the operator is early, he or she will not leave the stop until the first scheduled departure time.

The operator will proceed to the next stop at the scheduled departure time. MV’s dispatch team will continually monitor service delivery in order to quickly resolve any issues that arise.

Standby Operators and Backup Service

MV’s supervision and safety programs will minimize the number of delays, preventable incidents, and road calls experienced in the system; however, MV’s team will be prepared for these unfortunate events should they occur.

A core component in service reliability is the appropriate deployment of backup service. MV’s operational plan offers the following measures to ensure service reliability, minimize deadhead, and improve operational efficiency:

- Daily assignment of standby operators





- Assignment of pre-tripped, standby vehicles at the operating facility
- Support vehicles dedicated to operator relief

Standby Operators

Standby operators are posted at the facility, and are available to relieve service in the event of an operator illness, road call, or any incident that results in a vehicle being placed out of service for any extended period of time.

When a standby service is required, the standby operator will respond directly to the scene of the incident, and when necessary, meet the in-service vehicle in order to efficiently transfer passengers. The standby operator will continue the remainder of the route until shift end or otherwise directed by dispatch. 1 standby operators are scheduled for 2.5 hours in the a.m. and 2.5 hours in the p.m.

Backup Vehicles

Backup vehicle are pre-tripped vehicles that are parked at the operating facility. These vehicles are available for use in the event of a service disruption such as a vehicle incident or road call.

End of Operator Shift

When the operator has completed his or her shift, they will fuel the vehicle, notify dispatch and head to the Trolley Depot.

The operator ending his or her shift will perform a walkthrough of the vehicle to collect any items left on board and dispose of any trash. Then the operator will perform a post trip inspection.

2.ii. Monitoring and Reporting

MV's dispatcher/road supervisor will serve as the go-to resource in the field for MV's operator team.

Along with the general manager, he or she performs incident investigations, administers drug and alcohol testing procedures, responds to road calls, and resolves passenger disputes as needed. Based on findings for these various activities, progressive discipline may be administered.

The dispatcher/road supervisor will perform operator evaluations to ensure that each operator is safely and correctly performing his or her job. Road





observations are performed discreetly (and unannounced) without disruption to service, and include the following review types:

- **Observed Ride Checks:** Observed ride checks are on-board evaluations of an operator's customer service and safety skills. Areas that are evaluated include safe vehicle operation and professional passenger interaction. During this check, the operator's credentials are checked to ensure proper certifications are up to date and in the operators' possession.
- **Unobserved Service Checks:** Unobserved service checks are random inspections that assess operators' driving and safety skills from the road. The dispatcher/road supervisor will perform these checks from his or her service vehicle (following the operator). Operators typically are unaware that these evaluations are being performed.
- **Mobility Device Securement Spot Checks:** These random inspections are on-vehicle reviews of an operators' ability to safely and properly secure a mobility device. The dispatcher/road supervisor meets the operator at a location where a passenger using a mobility device is being picked up, boards the vehicle, and closely observes the manner in which the mobility device is secured.
- **Pullout Inspections:** Pullout inspections are unannounced and occur daily. Here the dispatcher/road supervisor confirms that the operator is in proper uniform, has the appropriate credentials on his or her person, and is prepared for service that day. The dispatcher/road supervisor then checks the vehicle to confirm it is clean and ready for service.

2.iii. Complaint Receipt and Investigation

Expedient response to all complaints, comments, and commendations is critical to customer service excellence. All employees are taught to exhibit professionalism and care when receiving a complaint. The company's general guidelines to handling a customer complaint are as follows:

- Actively listen and document all necessary information.
- Respond politely and patiently, taking care to appropriately document and confirm the details of the comment.
- If the comment is a complaint, inform the customer that it will be investigated, and that a general manager may contact them directly as part of this investigation.



- Thank the caller for his or her time.

MV will immediately take appropriate actions and begin investigation of all complaints to determine validity. The company will respond to any complaint received by the general public or the City in writing within 48 hours of receipt. Complaints that are serious in nature must immediately be brought to the attention of the area vice president and the City. Depending on the nature of the complaint either the general manager and/or regional vice president will personally handle these types of complaint investigations.

Complaint investigation includes one or more of the following actions:

- Telephone conversation with the complainant to understand the details of the complaint
- Conversation with all operators, dispatcher/road supervisor and any other staff involved in the situation
- Review of any DriveCam clips related to the event
- Review of all dispatch logs, trip sheets/manifests

All steps taken during the investigation are documented and filed. If the results of the investigation yields a validated complaint, a copy of the complaint documentation is filed in the affected employee(s') employment file, and a letter acknowledging the complaint and remedial steps taken is issued to the complainant.

Employees who receive repeated valid complaints will be disciplined appropriately up to and including termination of employment. A formal complaint report will be provided to the City and the complaint will be logged and submitted with all monthly reports, as required.

3) Oversight Personnel

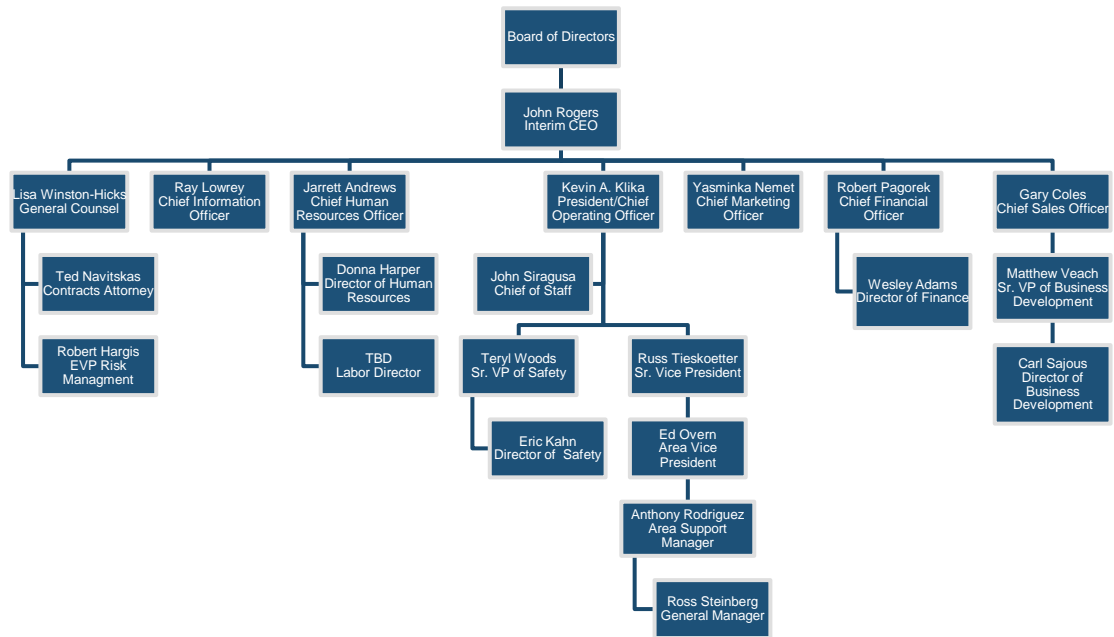
The City's Trolley services will be supported by industry leaders who are empowered and authorized to make decisions on behalf of the company. The City's regional support team is led by Senior Area Vice President Russ Tieskoetter, who is supported by several regional support staff including Area Vice President Ed Overn, Director of Safety Eric Kahn, and Director of Finance Wes Adams.

This team will provide on-going support to General Manager Ross Steinberg to ensure all aspects of operations are aligned with City's contract requirements, expectation levels, and passenger needs. The company's regional support team





will make periodic visits to the local facility to ensure service quality remains at the highest level. A biographical profile of the regional oversight personnel team as well as MV’s corporate support executive staff is presented below following the organizational chart.



Regional Support

Russell Tieskoetter, Senior Vice President



Mr. Russell “Russ” Tieskoetter is MV’s senior vice president for the Southeast Region. Russ provides direction and assistance to area vice presidents, regional directors of safety and maintenance, and local managers, and assists in contract compliance, service performance, and labor relations.

Russ previously served as MV’s regional vice president from 2002 to 2016, overseeing various regions of the company and participating in numerous service startups.

Prior to joining MV, Russ worked for five years as a district manager for Laidlaw Transit Services, overseeing contracts in South Carolina, Virginia, and Georgia. His responsibilities included the supervision of 12 projects, more than 200 employees, and nearly 300 vehicles.





Mr. Tieskoetter joined Laidlaw Transit Services, Inc. in 1995 as a project manager at the Durham, N.C. division. Holding full responsibility of the operation, Russ controlled all administrative functions including a \$1.5 million budget, payroll, and record keeping. While at this division he improved vehicle scheduling, which resulted in a significant savings to the customer.

Russ started his career in transportation as an operations manager for Mayflower Contract Services, Inc. in Raleigh, N.C. He was responsible for all day-to-day operations of a 42-vehicle fleet, operated by a team of 45 operators. He also provided oversight of all scheduling, dispatch and vehicle maintenance functions.

Mr. Tieskoetter holds a Bachelor of Science in Business Management from Elon University in Elon, N.C. He has served as an Officer in the U.S. Army, and is a member of the North Carolina Army National Guard.

Edward Overn, Regional Vice President

Edward (Ed) Overn has served as MV's regional vice president since 2005. He joined MV after serving in a variety of senior level positions in public transportation, working in both emergency transport and public transportation. For more than two decades Ed has served the transportation needs of individuals, focused primarily within Eastern and Midwest U.S.



The former district manager of Midwest operations at Laidlaw Transit Services Inc., Ed's resume demonstrates a unique breadth of operating and managerial experience across multiple modes of passenger transportation. While serving as the project manager under Laidlaw's contract with the Massachusetts Bay Transportation Authority, Ed was responsible for all ADA paratransit operations throughout Metro Boston. Mr. Overn also served as Vice President of Operations at MedTrans New England and American Medical Response.

Bringing superior understanding of contracted transportation management and publically funded operations, Ed and his team will support MV's local team and City in the operation of the Trolley services.

Ed is MV's representative for this operation, and will oversee MV's compliance with the terms and conditions of its contract. He will manage service quality and confirm that MV is living up to the promises made in this proposal. He leads the support team assigned to this contract, and will have authority over resource commitment and oversight.





If awarded a contract to operate these services, Ed will lead all of MV's transition activities, garnering all resources necessary to realize a smooth transition of service.

Eric Kahn, Director of Safety



Mr. Eric Kahn brings more than two decades of safety management and workplace safety experience. He is the former senior director of corporate environmental, health and safety program for the Metropolitan Transportation Authority's operation of the Long Island Bus, and has had oversight of workforces in excess of 1,000 people. He is a talented safety professional whose education in health and workplace safety spans a variety of industries; however, he holds demonstrated proficiency in transportation safety.

Eric joined MV in 2008 and serves as MV's director of safety, working closely with his assigned locations to ensure all safety and training procedures are within MV and client standards. Eric conducts audits of all safety and security related operations and works with the local team to garner any additional support needed in this critical area.

Prior to joining MV, Eric served as senior safety consultant at Safety Outsource Service, Ltd. in Bohemia, New York. He specialized in implementing procedures that ensured his clients adhered to all local, State, and Federal safety regulations.

Eric is a member of the American Society of Safety Engineers and holds a Master of Science in Safety Management. If awarded a contract to operate these services, Eric will serve as MV's transition lead in the area of safety and training. He will work with City staff, Ross Steinberg, and other key personnel to deploy MV's company-wide training and safety programs, and tailor these so that they address the unique attributes of the local operating environment and comply with all safety and training standards set forth by City.





Wesley Adams, Director of Accounting

Wesley (Wes) Adams joined MV in 2009 as its director of accounting for the Southeast region. For more than two decades, Wes has served as an accountant primarily in real estate before making the move to passenger transportation. Wes works with his operational support team to ensure all locations comply with contractual requirements, GAAP standards, and MV policy. Focusing on cost containment and fiscal responsibility, he works with MV's managers and division-level accounting teams to ensure all procedures are in place and all personnel are appropriately trained.



Wes began his career as a land accountant for General Homes, Inc. in Tampa, Fla., where he handled land related financial reporting. He later moved to real estate, working as a senior accountant for Walter Industries, Inc. in Tampa, Fla., and then as a controller for its subsidiary. From 2001 through 2009 he served as a regional vice president of financial operations for Mercedes Homes in Melbourne, Fla., where he had oversight of more than \$500M in revenue. Wes has a Master of Business Administration and a BA in accounting.

Wes will serve as MV's transition lead in all areas of finance and accounting. He will be onsite frequently to meet with Ross Steinberg and other key personnel, auditing the location records and ensuring sound business practices. He will work with MV's transition team to establish on-site procedures and coordinate all centralized functions.

Corporate Executive Oversight

Kevin A. Klika, President / Chief Operating Officer



Kevin A. Klika is the president and chief operating officer of MV Transportation, Inc. A 17-year veteran of the organization, Kevin's primary responsibilities lie in the overall management and growth of MV's transit operations.

Since joining MV, Kevin's leadership role has evolved with the company's growth and structural reorganization. He joined MV in 1999 as chief operating officer. In 2003 he assumed the role of president for the company's western U.S. locations. During this time Kevin oversaw the





company's expansion into a number of locations, including Anchorage, Alaska, and Vancouver, British Columbia.

In 2008, Kevin was asked by the board of directors to resume the role of chief operating officer/president of MV. His oversight of the company includes working with regional senior vice presidents to improve performance metrics, develop the company's entry into new markets, and sustain its ongoing growth.

Robert Pagoreck, Chief Financial Officer

Mr. Robert Pagorek joined MV in 2015 as chief financial officer. He is based at MV's Dallas headquarters and brings more than 30 years of experience to the firm.

Prior to joining MV, Robert served as vice president and chief information officer, as well as vice president of operations finance for Navistar International Corporation. Under his direction, Mr. Pagorek was integral in processing management and risk mitigation.



Robert served as chief financial officer for First Student in Cincinnati, OH. From 1999 through 2008, he served as vice president, controller and subsequently, the chief financial officer of this \$2.8 billion bus and rail company. From 2009 to 2010, Robert worked as executive vice president and chief financial officer for National Express Corporation (NEC) in Warrenville, IL.

Mr. Pagorek has a Bachelor's degree in Accounting from Illinois State University, and a Masters of Business Administration from the Illinois Institute of Technology; he also completed an Executive Program in Corporate Strategy at the University of Chicago.

Lisa Winston, Board Chair and General Counsel



Ms. Lisa M. Winston joined MV's executive team in the summer of 2012 as the company's general counsel and corporate secretary. She provides corporate compliance and governance guidance and direction to both MV's executive team and its board of directors, thereby ensuring the health and security of the corporation and its subsidiaries and affiliates.

Winston joined MV after serving an 8-year term with Dallas-based Energy Future Holdings Corp. From 1999 through 2004, Winston worked for Winstead Sechrest & Minick, one of the





largest law firms in the state of Texas. Here she represented employers in litigation and administrative actions involving claims of discrimination, sexual harassment, wrongful discharge, and breach of contract. She worked closely with employers, counseling many on the implementation of policy and procedure designed to limit litigation risk. While with Winstead Sechrest & Minick, Winston served chair of diversity committee and member of recruiting committee.

Between 1994 and 1998, Winston worked in Washington, D.C., in the U.S. Department of Justice and the White House. She served in a number of capacities at the Department of Justice, including as chief of staff for the Civil Rights Division and as counsel to the deputy attorney general, where she provided advice on civil rights and employment litigation, enforcement policy, legislative strategy and public relations.

As an associate counsel to the President of the United States, Winston provided legal and strategic advice to White House counsel, Office of Presidential Personnel, and Office of Legislative Affairs regarding selection and screening of candidates for presidentially-appointed and Senate-confirmed positions. She managed staff of five attorneys and provided legal and strategic advice to Cabinet departments and other federal executive branch agencies.

Jarrett Andrews, Chief Human Resources Officer

Mr. Jarrett Andrews is MV's chief human resources officer, leading MV's human resource management efforts. The scope of his responsibilities include labor relations and field human resources, drug and alcohol testing program compliance, compensation and benefits oversight, policy and procedure development, as well as employee recruiting, hiring, and retention.



Mr. Andrews joined MV in 2013 as vice president and associate general counsel overseeing labor, employment, and wage/hour compliance. He was named chief human resources office in 2015.

Previously serving as partner at Littler Mendelson, Jarrett's practice focused on litigating the full range of labor and employment claims and advising clients on HR compliance, labor relations strategies, and management and employee training.

Prior to joining Littler, Jarrett served as Managing Counsel for Energy Future Holdings, whose portfolio includes Texas' largest power generation and mining company as well as the state's largest retail electric provider. Jarrett was with the law firm of Winstead Sechrest & Minick before that. Jarrett received his





college degree from Texas Tech University in 1998, magna cum laude, and his law degree with honors from the University of Texas at Austin in 2001.

Esther Avalos, Director of Drug & Alcohol Compliance



Mrs. Esther Avalos is a highly recognized drug and alcohol program administrator and educator. Esther has more than fifteen years of experience and is considered an expert in the field of workplace drug and alcohol testing.

Mrs. Avalos began her career in 1995 as an account manager for National Medical Review Offices (NMRO), the nation's leading Medical Review Officer Services. Esther managed several large DOT and Third Party Administrator accounts. In 1997 she worked for

Pharmchem, a SAMHSA Certified Laboratory as an executive account manager. She was responsible for set-up, maintenance and providing technical support for all DOT accounts.

Since 2003, Mrs. Avalos has been MV Transportation's director of drug and alcohol compliance, with oversight of more than 150 compliance programs and random testing pools encompassing over 16,000 safety-sensitive employees.

Esther provides a wealth of knowledge from all aspects of DOT and non-DOT program administration and regulation implementation. Esther provides drug and alcohol testing program training seminars, employee education training, reasonable suspicion training and she also provides urine collector training.

3.i. Training Programs

The company requires each employee to be fully trained in all areas of a transit operations before representing the City through these services. All MV staff will be provided with four hours of customer-focused training plus sensitivity training, wheelchair securement, on-road, behind the wheel, and classroom training. When possible. The company's programs are long-term and continue through the employee's tenure comprising monthly refresher training, unannounced monitoring, and mandatory post-accident sessions. The company's training program for all staff is presented in the following sections.





Operator Training Program

Each operator will be professionally trained using the MV-Avatar Fleet operator training program.



Seamlessly blending classroom and hands-on learning, this training curriculum uses adult education techniques, keeping trainees engaged and interested throughout the duration of training.

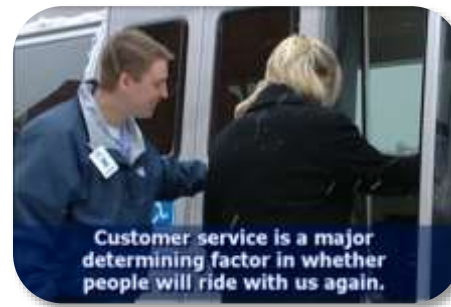
The program is supported across three principal domains, *affective*, *cognitive* and *behavioral*, through a blended approach to adult learning, based on Bandura's Social Learning Theory. Under this approach, this training program focuses on positive attitude (affective), knowledge building (cognitive) and skill development (behavioral).

Classroom training includes a combination of facilitator-led discussion, DVD presentations, and short quizzes. Students actively participate in these interactive sessions, and develop their skills first in closed course skills-building activities and then under structured behind the wheel training. Training is based on comprehensive *driving standards* that detail every aspect of safe and defensive driving.

This program offers consistent and thorough training to all new operators. Its module-based format offers trainers the necessary flexibility to provide refresher and/or abridged transition training, or customize training to address specific areas of concerns, e.g., unique service area, specific vehicle or service type, and dispatch procedures.

Training Formats

The entire new operator training program comprises five training formats: classroom training, pre-driving skills, observation, behind the wheel, and cadet training.



Classroom video presentations build knowledge while keeping employees engaged and excited to learn.





Classroom:	23.50 hours
Pre-Driving Skills:	5.50 hours
Observation:	34.00 hours
Behind the Wheel:	31.50 hours
Cadetting:	16.00 hours
Total:	110.50 hours

Classroom Training

The instructor-led classroom training is based on an adult-learning interactive training model and uses video training modules which are reinforced by the written training/study guide.

The video training is presented through an interactive, panel-hosted discussion led by MV personnel.

Topics include safety, defensive driving principles and techniques, hazards communication, security awareness, employee policies and



Interactive Employee Panel Training Discussion

procedures, employee wellness, sexual harassment, bloodborne pathogens, map reading, and on-road procedures. Detailed descriptions of the training modules are provided in the appendix of this proposal.

Testing occurs at the end of each module and at the end of classroom training with a cumulative, closed-book exam. Employees must pass with a score of 80 percent or higher in order to proceed to behind the wheel training.

Pre-Driving Skills

Designed to familiarize the student with the larger size and spacing of commercial vehicles before driving the vehicle on the street, the pre-driving skills course training requires that all students learn the use of multiple mirrors and vehicle controls.





Observation

Observation training is provided and gives students an opportunity to study the proper way to handle a vehicle. Once a student has successfully completed all pre-driving skills and observation training, they begin driving the vehicle on the street with a training instructor.

Behind the Wheel (BTW) Training

Behind the wheel (BTW) training focuses on honing specific basic driving maneuvers and skills necessary to ensure the safe operation of the vehicle under actual road operation. During BTW training, the student puts into practice what they have learned in the classroom and refines his/her driving skills with a certified trainer. During this period, the student must demonstrate mastery of 26 specific defensive driving and performance skills before graduation.

Cadet Training

After completion of the behind the wheel training, each trainee is provided with in-service cadet training with a line trainer. Operators will operate the vehicle and all on-board technology in service, and interact with the passengers on a practical level. During the training, the operator becomes familiarized with the service area.

During this period, the trainee is closely monitored and receives his/her final road and training evaluation. Any areas of needed remedial training are identified and documented.

Post-Training Testing and Remedial Training

Before a student is released into service, he/she is closely monitored and receives a final road and training evaluation. Recognizing that not every operator is one hundred percent ready to enter revenue service after the base training program, MV offers up to 40 hours of remedial training. During the cadetting period, any areas of needed retraining are identified and administered based on this need.

Training Highlights

Defensive Driving - LLLC

All accidents have a cause, which can always be traced back to one or more people – most commonly the operator of one of the vehicles involved in the





collision. This underscores the importance of an effective defensive driving training curriculum.

MV built its training curriculum upon the Triple L-C, an elegant and easy-to-memorize defensive driving course that teaches professionals *The Four Driving Principles to Safety™*:

- Look Ahead™
- Look Around™
- Leave Room™
- Communicate™

By using these four principles, operators maintain the maximum amount of room around their vehicle, improve their visibility, gain the extra time and information needed to make critical decisions while driving, and effectively interact with others on the road to prevent collisions. Developed throughout the course, these concepts provide MV's operators with everything they need to know to avoid collisions. Ultimately, the course helps operators see, think, and act their way through any driving situation.

Sensitivity and Passenger Assistance

MV places great importance on operator sensitivity and safeguarding the dignity of its passengers. MV's state-of-the-art, customized ADA Sensitivity Training Program is tailored to each contract and emphasizes courtesy, understanding, and the operator's responsibility to serve all passengers, regardless of background or disability.

Practice and role-playing sessions are held with trainees to foster an experiential understanding of the challenges of navigating the system as a visually impaired passenger or as one who uses a mobility device. Video and classroom training is augmented by the involvement of representatives from the community, local advocacy groups, and care facilities.

Operator training includes the study of different types of disabilities and mobility aids so that operators properly learn how to handle each one professionally and with utmost care. Training emphasizes how passengers in mobility devices generally require a greater level of time, attention, and particular sensitivity by the operator. It explains how the proper securement of the mobility device is critical to providing a safe, enjoyable ride for the passengers. To ensure ongoing safety for passengers, training and monitoring in this area extends beyond the initial training period.





Customer Service

MV is excited to present its brand new customer service program, Platinum Connection Customer Service (PCCS). Developed by a cross-functional MV- leadership team, and led by its Safety and Learning & Development departments, PCCS is based on the principle known as the Platinum Rule – do unto others as THEY would like to be treated.

During the transition period, MV will administer this training to each of its Trolley operators and dispatchers. It is important that this training is administered to every single employee across all departments; this ensures that each MV employee is working from the same playbook.

PCCS is a 4-hour, facilitator-led course that focuses on MV's vision of customer service and on how MV employees connect with customers. MV has a broad definition of the customer, and it is important that this is defined within this training: "A Customer is anyone who depends on you, whether it is your co-workers, clients or your passengers."

This program teaches employees how to make customer-centric, solution-focused choices with a focus on personal responsibility. This interactive program will use video examples of customer service situations from the MV Vault to guide participant discussion. Then the learning is locked in with engaging facilitator-led activities to enable participants to practice their customer service skills.

The program will build on the following questions:

Why does this matter to me?

- These skills makes your job easier and improve your work life satisfaction

What is PCCS?

- A customer-centric, solutions-focused approach to connecting with customers based on the platinum rule

How do I provide PCCS to my customers?

- By treating customers as they want to be treated.

How do I treat my customers as they want to be treated?

- We use A.C.E. to help participants remember the strategies.
- A= Awareness (self-awareness, awareness of customer expectations)
- C= Choice (Communication- verbal and non-verbal, conflict management)
- E= Empathy (putting yourself in someone else's shoes)



PCCS will also be incorporated into the Monthly Safety Meetings to keep customer service top of mind because treating our customers well is an important piece in creating a safe environment.

Dispatcher Training Program

MV's training program for fixed route dispatchers is designed to prepare dispatcher/road supervisors for effective service management. Topics include:

Prerequisite Training: Dispatcher/road supervisors are required to have completed 110.0 hours of MV's new operator training program prior to becoming a dispatcher/road supervisor. In addition, they receive the following training:

Customer Driven Service (4.0 hours): MV's proprietary four-hour customer service training program described in the previous section.

Service Overview (2.5 hours): Training begins with an introduction to MV and the Trolley services, followed by an overview of service and ADA regulations. This includes a discussion of employee expectations, service hours, and important phone numbers.

Radio Protocols (2 hours): Dispatcher/road supervisors learn radio communication codes and how to manage emergencies over the radio.

Vehicle Monitoring and Personnel Control (8.0 hours): This training covers the use of the rollout log, making bus assignments, use of standby, daily labor control, checking DVIs and paperwork, and reporting and troubleshooting vehicle maintenance problems.

Operator Supervision (4.0 hours): Dispatcher/road supervisors learn about reasonable suspicion and administering FTA drug and alcohol regulations. This includes instruction in basic discipline, attendance procedures, standby driver management, and time clock management.

Emergency Procedures (8.0 hours): This training familiarizes dispatcher/road supervisors with transit safety, accident/incident procedures, security and incident command system procedures, City and DOT emergency action plan implementation strategies, and communication and ensuring prompt and appropriate response. This training also prepares dispatchers for specific events, such as passenger illness on bus, natural disasters, vehicle breakdowns, severe weather, violent passengers, and other issues that may arise during service.

Observation and Supervised Job Performance (15 hours): Dispatcher/road supervisors shadow a senior agent while on the job. During this mentorship training, these team members observe the dispatcher's duties in action. After the





observation period, dispatchers perform their job duties while under supervision. Dispatcher/road supervisors are cleared for duty when they have demonstrated sufficient understanding and competency in the components of the dispatch/road supervisor office, how routes interline (in order to promote successful transfers), operator efficiency, and City's customer service standards.

Road Supervisor Training

Similar to the operator training program described earlier, MV's custom road supervisor development program was also developed in partnership with Avatar Fleet. All MV's dispatcher/road supervisors participate in road supervisor training.

The program comprises six (6) courses designed to improve coaching ability, increase safety awareness, and ultimately reduce incident frequency and improve customer satisfaction. The training program uses an adult learning platform that addresses the following topics:



- **Observation Techniques:** This provides an overview of the training and discusses the role of the dispatcher/road supervisor in shaping operator behavior. Trainees learn how to properly observe operator performance.
- **At-Risk Driver Behaviors:** Trainees learn to identify and correct behaviors that put drivers at risk for accidents.
- **Teaching Triple L-C in the Field:** Trainees learn how to give specific feedback to operators about driving defensively and preventing accidents by using the Four Driving Principles to Safety. (Look Ahead™, Look Around™, Leave Room™, Communicate™)
- **Communication Essentials:** Trainees learn effective communication methods and develop skills to improve driver outcomes through increased positive communication.
- **Coaching the Professional Driver:** This course teaches trainees the basics of coaching professional operators. A distinction will be made between coaching, training, and orientation. Additionally, this course will discuss the two types of coaching as well as teach general managers or supervisory staff how to coach and deliver feedback.





- **Accident Investigation & Follow-Up Procedures:** Trainees learn the techniques for gathering complete, accurate and objective accident data used to arrive at true root causes and determine corrective action. They learn to further examine and analyze data as a means of preventing injuries, property damage and financial losses.

Ongoing Training

In addition to refresher training provided during MV’s monthly safety meetings, MV requires mandatory retraining at the following points of an operators’ employment:

Type of Retraining	When it is provided	Length of Training	Description of Training
Return to Work (after 30 days or more of inactive status)	Required when an operator returns from “inactive” status (from a period of 30 days or more).	8 hours	This training consists of a 6-hour classroom review and a 2-hour behind the wheel road check. These focus on safety standards, defensive driving skill, and vehicle familiarity.
Post-Accident / for cause	Required for any driver who has received a “preventable” rating for an accident/ incident. This training must be scheduled and given within 10 days following the formal accident rating.	Varies based on the operator’s ability to perform the appropriate tasks to standard.	Post-accident retraining is focused on correcting driving deficiencies and standards that contributed to the accident. The operator must demonstrate ability to perform all of the required tasks to standard before being allowed back to driving duties.
Seasonal Refreshers	These refreshers are conducted in preparation of operations during certain periods of the	Varies based on location and topics.	The training will include topics/material appropriate for the region, inclement weather, environmental, and traffic conditions.





Type of Retraining	When it is provided	Length of Training	Description of Training
	year, typically in the fall.		
Biannually	At a minimum of every two years	8 hours	This training consists of a 6-hour classroom review and a 2-hour behind the wheel road check. These focus on safety standards, defensive driving skill, and vehicle familiarity.

Dispatch/road supervisor Personnel

In addition to the 12 hours per year for monthly safety meetings, monthly departmental meetings are held where relevant topics are discussed. Customer service, efficient reporting, best uses of provided technology, etc. are discussed providing an additional 12 hours of retraining per year.

3.ii. Safety Program



The City’s Trolley services will be managed by a safety-focused provider. Illustrated below, MV’s incident frequency rate is well below NTD reporting thresholds. The company continues to strive to ensure each staff personnel is equipped with the best practices to guide them safely through each service day.

The company’s safety program promotes proactive safety behaviors, while educating operators in how to defensively and safely react when encountered with high pedestrian traffic, road obstructions/closures, traffic congestion, or other disruptions stemming from a passenger’s cell phone, animal attendants, or young children.

MV’s general manager will lead all safety-focused programs and initiatives. He will guide the local team through each safety directive comprising on-road training, classroom training, safety blitzes, monthly safety meetings, and bonus incentive programs. MV’s fully encompassing safety program is detailed below.

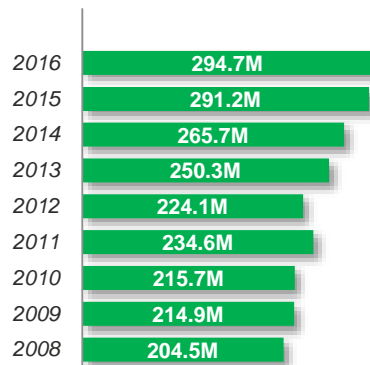
In 2016, MV has operated a total of 294,745,720 miles in areas of high density, extreme weather, and gridlock traffic. From the borough of Manhattan to downtown Los Angeles, to Anchorage, Alaska and Las Vegas, Nevada – MV provides passenger transportation service in some of the most challenging operating environments. MV has maintained stellar safety performance – with an accident frequency rating of just 0.051 preventable accidents that meet NTD



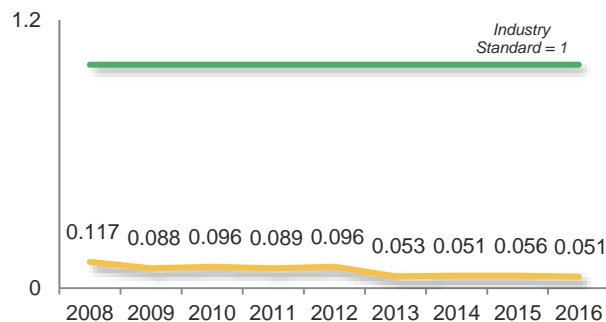


reporting thresholds.

MV Miles Driven



MV Accident Frequency*



Motivational Awards and Incentives

Employee recognition and positive reinforcement is an important part of a positive work culture and employee relations program. General Manager Ross Steinberg will lead this effort. MV ties this critical component of its operation to safety and security by creating fun, safety-focused teambuilding activities throughout the calendar year. Competitions, contests, raffles, and parties bring MV’s team together while promoting safety operating behaviors – creating an environment where safety remains the basis for the company’s culture, celebration, and reward.

MV’s team will work together to form either a safety committee or an employee steering committee. These groups will work together to develop motivational awards and company events that appeal to the local team. Some examples of successful programs include:

- **“DriveCam Event-Free” contest:** All operators participate in this monthly pool. A vehicle operator without a DriveCam incident within the 30 days, qualify to participate in a raffle to receive a gift certificate for dinner, movie tickets, and Target or Wal-Mart gift cards. The recipients are also recognized during monthly safety meetings and their name is displayed on the company’s service excellence announcement board.
- **Safety Challenges:** Employees that complete 30 days without a work related injury are eligible to win prizes including color TV’s and iPads.

In addition, each MV location participates in MV’s company-wide programs:





- **\$200 Safety Bonus:** Operators exhibiting safe driving behavior (no preventable incidents) and a strong attendance record receive a \$200 annual bonus on the anniversary of their hire date.
- **The Katherine McClary Operator Award:** This award recognizes MV's finest vehicle operators across the country. Qualifying operators must exhibit safe and professional driving behavior, a positive work attitude, excellent customer relationships skills and strong attendance record. Quarterly, annual, regional and national awards are presented and include cash prizes.
- **Safety Pins and Patches:** Operators are given safety pins and patches for each year completed without a preventable accident or injury.
- **Safety Blitzes and Other Safety Events:** MV's local management team will host safety blitzes and/or other employee events to promote safety messages.

Safety Awareness

Safety Messages

Daily, a corporate issued safety message is published and delivered to all MV locations. Each message is posted at the location and read over the radio by dispatch. Additionally, all meetings and conference calls must begin with a safety message.





Safety Board

MV will provide a safety board that displays audience-tailored content throughout the day, delivering safety messages, timely information, performance data, and import notifications from MV’s clients.



Corporate Information	Location Safety Scoreboard	Live Information
Daily Safety	Location Identifier	DriveCam Clips
CEO Messages	Accidents Month To Date	Current Weather
Company & Client Directives	Days Without A Preventable Accident	Breaking News
Monthly Required Safety Meeting Topics	Days Without A Work Related Injury	Live Traffic Map
	Safety Meeting Dates & Times	Live Tweets

Mandatory Safety Meetings

Safety meetings offer an opportunity to provide refresher training and address timely topics. All employees must attend this hour-long meeting each month.

All safety meeting agendas are issued by MV’s safety department, and address topics in fleet safety (for example: defensive driving, wheelchair securement, adverse weather) and injury prevention (for example: drug and alcohol, back safety, bloodborne pathogens, and heat safety).

Additionally, monthly safety tasks are assigned with the safety meeting schedule (see table below). These tasks include facility inspections, completion of annual OSHA logs, and emergency plan reviews.

All locations receive a safety meeting support packet to aid the meeting facilitator. Support packets include the meeting agenda, an outline for the meeting discussion, and supporting handouts and posters.





2017	Fleet Safety Topic	Injury Prevention Topic
January	Defensive Driving	Slips/Falls
February	Intersections and Pedestrians	Bloodborne Pathogen (operator edition)
March	Right Turns and Pedestrians	HAZCOM/ Lock Out–Tag Out
April	Left Turns and Pedestrians	Emergency Vehicle Evacuation
May	Following Distance	Ergonomics
June	Fixed Objects	Back Safety Using Wheelchair Securement
July	Mobility Device Securement	Heat Stress
August	Customer Service & ADA Sensitivity Announcements	Fatigue Management / Wellness
September	Pedestrians and Cyclists	Injury and Illness Prevention Program (IIPP)
October	Distracted Driving	Fire Safety / Fire Extinguisher Training
November	Adverse Weather	Emergency Action Plan / Fire Drill
December	Defensive Driving and Recap	11 Month Review

Certifications and Employee Development

LLLC Certification

MV’s defensive driving program, known as the Triple L-C, teaches professionals *The Four Driving Principles to Safety™*: Look Ahead™, Look Around™, Leave Room™, and Communicate™. These principles reinforce operators’ focus on maintaining ample room around their vehicle, while maximizing visibility and time needed to make safe operating decisions. This program has contributed to the company’s declining accident frequency and improved safe behavior year over year.

Behind the Wheel Certification

MV knows that operational safety is contingent on a strong and proven training program. The company’s steadfast commitment to transit training is demonstrated in its unique approach to behind the wheel (BTW) training – the company requires that all BTW trainers are certified by MV before being released





into service. Applicants that meet the following qualifications are considered for the role of a BTW Trainer:

- Work History Review Form (Preventable accidents, Worker Compensation claims, attendance, discipline warnings, performance reviews)
- Supervisor Performance Evaluation (conscientiousness, safety oriented, tolerant of stress, excels in teamwork)
- Completion of a structured interview with the supervisor

MV certifies BTW trainers using intense two-day training. Behind the wheel training includes:

- Group Meeting to discuss Instructor Roles and Responsibilities
- Self-Directed Courses and BTW Manual
- Certification Exam Part 1: 50-question multiple choice certification exam based on the principles and theories presented in the three self-directed courses. Candidates must achieve a minimum score of 80 percent to progress to the next step
- Certification Exam Part 2: a 65-question multiple choice exam to assess their general knowledge of MV Transportation performance standards and BTW learning points. Candidates must achieve a minimum score of 80 percent to progress to the next step
- BTW Ride Along Evaluation

Safety Policy and Procedures

Safety Policy Manual

MV's safety policies set forth operating guidelines that reduce workplace accidents, incidents, and injuries. MV's Safety Manual comprises more than 41 policies that address vehicle operations, regulatory compliance, maintenance operations, MSDS/ hazardous materials, operational safety practices, and facility emergency management.

Furthermore, MV issues documented Safety Guidelines that outline safety-related responsibilities for all safety, executive, and managerial/supervisory roles. These guidelines additionally outline expectations regarding facility safety and upkeep.





Safety Point System

All operators are subject to the assessment of safety points. The company's safety point system provides clear guidance for all managers when assessing operators' driving behavior.

For new employees, receipt of four (4) points (or more), or more than two (2) separate safety point assessments, during the introductory period will result in termination. For those non-introductory employees, receipt of six (6) points (or more) in any rolling 18 month period, or receipt of three (3) separate safety point assessments within a rolling 12 month period, will result in termination.

Safety points are assessed when an operator is involved in a preventable incident. DriveCam incidents will be assessed points based on level of severity; all others are assessed as follows:

1 Point	<ul style="list-style-type: none"> Unsafe maneuver(s) or act Failure to cycle wheelchair lift Failure to perform a proper vehicle inspection (DVI)
2 Points	<ul style="list-style-type: none"> Improper following distance Conviction of a minor traffic violation Backing incident Minor preventable incident
3 Points	<ul style="list-style-type: none"> Any use of a cell phone or non company-issued electronic device while operating a vehicle
4 Points	<ul style="list-style-type: none"> Major preventable incident that does not involve serious injury, death and/or property damage in excess of \$25,000
6 Points	<ul style="list-style-type: none"> Major preventable incident with serious injury, death and/or property damage in excess of \$25,000 Any preventable roll-away incident Failure to properly secure/transport a mobility device Failure to immediately report a citation or incident in a company vehicle Tampering with, disabling, or otherwise interfering with DriveCam or other monitoring equipment Conviction of a major traffic violation

Emergency and Security Plans

MV has a number of plans and programs in place designed to mitigate risk and provide a safe, healthy workplace. Each of these plans is available upon request:





- **System Safety Program Plan (SSPP):** With the objective to provide a superior level of safety and minimize any and all risk, MV's SSPP is maintained in accordance with the standards of the American Public Transportation Association (APTA) and the Federal Transit Administration (FTA).
- **System Security and Emergency Preparedness Plan (SSEPP):** This set of comprehensive security goals, objectives, and strategies maximize the security of MV's passengers, employees, and property. This plan is a blueprint for all security procedures.
- **Continuity of Operations Plan (COOP):** This plan template provides MV's operations a base from where to develop its own plan to ensure continuous operations during an emergency. The COOP which sets forth a concept of operations, identifies essential functions, and outlines three potential phases of operation: 1) Activation and Relocation, 2) Alternate Facility Operations, and 3) Reconstitution.
- **Emergency Action Plan:** The EAP assists employees and management in making quality decisions during times of crisis, and to comply with the Occupational Safety and Health Administration's (OSHA) Standard for Emergency Action Plans, 29 CFR 1910.38.
- **Hurricane Preparedness Plan:** This plan incorporates an incident command structure and phased approach to preparation, release of personnel, and shutdown of project operations whenever the best available information indicates a hurricane could impact continued safe operation.
- **Bloodborne Pathogen Exposure Control Plan:** MV's Bloodborne Pathogen Exposure plan provides the guidance and training needed to protect employees against exposure to bloodborne pathogens. This plan complies with the Occupational Safety and Health Administration's (OSHA) Bloodborne Pathogen Standard, 29 CFR 1910.1030, to eliminate or minimize employee occupational exposure to blood, certain other body fluids, or other potentially infectious materials.
- Additional Health and Safety Plans include:
 - > Fire Prevention Plan
 - > Hearing Conservation Program
 - > Hazardous Communication Plan





- > Illness Prevention Plan
- > Heat Illness Prevention Plan
- > Lock Out-Tag Out Control of Hazardous Energy Program

3.iii. Drug & Alcohol Testing Program

MV's Zero Tolerance Drug and Alcohol Testing Program is critical to its provision of a safe, healthy, and productive work environment. All of MV's employees are subject to the four drug and alcohol screening types, pursuant to their employment category (safety sensitive versus not safety sensitive):

- **Pre-Employment** – All offers of employment are contingent upon the successful completion of a pre-employment drug screen. Failure to submit to said test, or a positive screen, results in revocation of the offer of employment.
- **Random** – All safety sensitive employees are automatically entered into the company pool for random testing pursuant to FTA regulations.
- **Post-Accident** – MV conducts DOT post-accident drug and alcohol testing immediately for any employee who is involved in an incident or accident meeting FTA/DOT criteria. If the accident does not meet the FTA/FMCSA testing criteria, MV will reserve the right to test any safety sensitive employee after any accident/incident regardless of the severity of the accident/incident.
- **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. All frontline personnel are observed by supervisory personnel who are certified as having completed the DOT Supervisor's Class in Reasonable Suspicion Training in Drug and Alcohol.

**Under MV's Zero Tolerance Drug and Alcohol Testing Program, a positive screen or refusal to be tested under these conditions results in termination of employment.*

Mrs. Esther Avalos, Director for Drug and Alcohol Compliance, administers MV's Zero Tolerance Drug and Alcohol Testing Program. It is regularly updated and complies and/or exceeds FTA and DOT requirements. MV has successfully completed each FTA audits to which it has been subject.

Random drug and alcohol testing selections are determined using MYeScreen[®] software, a state of the art, computer-generated selection process program that





randomly selects individuals (donor) for testing without showing discrimination. These assignments are available to the location on the first of each month to begin performing testing immediately.

MV uses local occupational health clinics to perform the urine and breath alcohol collections for testing. MV contracts with Alere Toxicology for laboratory services, Dr. Stephen Kracht for MRO services and National Counseling Resources for substance abuse professional services. Duo Research handles blind quality control sample testing. All results are transmitted to Mrs. Avalos, who processes the information and provides it to the local management team.

All employees receive FTA compliant training that outlines MV's Zero Tolerance program during initial training. Drug and alcohol testing procedures are addressed as part of initial employee training and annual supervisor training.

3.iv. Recommendations for Operational Improvements and Efficiencies

The company's recommendations for the Trolley service's operational improvements and efficiencies comprises route analysis by a professional runcutter Arthur Gaudet, MV's KPI operational dashboard reporting system, DriveCam, and Mobileye safety technologies. A full description of these components follow.

Efficiency through Route Analysis

In an ongoing effort to support reliable and quality service, MV offers the runcutting assistance of Mr. Arthur N. Gaudet. Arthur has more than two decades of assisting agencies in designing or restructuring their new or existing system. To ensure a seamless service transition, Arthur will perform route and schedule analysis and present his findings to the City if requested.

Mr. Gaudet's recommendations have proven to optimize efficiency, maximize employee coverage, increase on-time performance, minimize vehicle repair, extend vehicle fleet life, and improve client and passenger satisfaction. Arthur will be available to meet with City staff for route planning collaboration. At the City's request, Arthur will be on-site during implementation to monitor service and lend assistance or guidance to City staff.





About Arthur N. Gaudet & Associates – Run Cutting and Schedule Adherence Analysis

Arthur N. Gaudet has been involved with transit management and planning for more than 40 years. MV used the services of Mr. Gaudet in its proposal to the City and will use his services in the future for any major changes to the service.

His experience in transit led to the founding of Arthur N. Gaudet & Associates, providing transit management services, operations reviews and departmental management audits, route design, scheduling and run cutting, safety services, rail and rubber tire alternatives analyses, and financial planning. He has worked throughout the Country and in Canada, with numerous transit properties.

During this time, he has also served as interim operations manager and general manager on various properties; and served as the initial operations manager of the McKinney Avenue Transit Authority in Dallas, responsible for developing and implementing all operating department functions for the startup and initial operation of a historical electric streetcar (rail) operation, including operator training.

Prior to the 1987 founding of the firm, he served as vice president of ATE Management & Service Company, Inc., (now First Transit) as an assistant general manager/deputy administrator, general manager/executive director, and consultant.

He attended Northeastern University and was awarded a degree in Transportation and Physical Distribution Management from the College of Business Administration.

Data Driven Management – MV’s KPI Dashboard

In an ongoing effort to improve the oversight of MV operations at all levels, the company launched an operational dashboard reporting system. Using a role-based user access model, the dashboard provides hierarchical views of key performance data to users, based on position in the organization. Managers can view key data relating to their location; regional can access data for regions within their assigned region; and corporate support teams can view data across all locations. Viewable from tablets, iPads, and computers, MV’s team can review how each location is performing at any time, from anywhere.

Powered by the Microstrategy Enterprise Analytics Platform, the reporting dashboard interfaces with MV’s key data collection systems to aggregate and present data in meaningful views. This approach to data-driven operations management assures MV customers that all levels of the company’s leadership



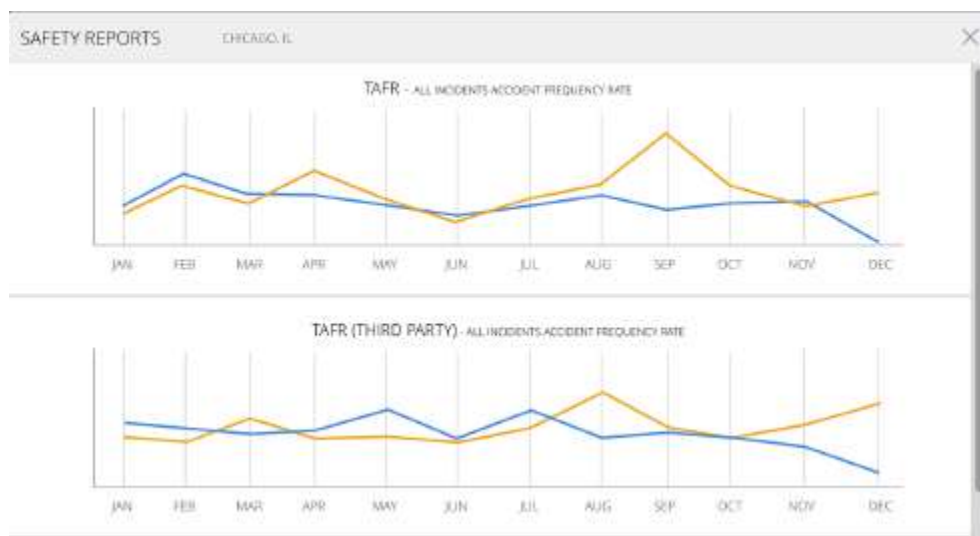


clearly understand how your services are performing. Moreover, these tools give clear direction on where and when corporate resources need to be applied in order to remediate service challenges.

While this system is under ongoing development, dashboard reports are available to include those relating to service safety, reliability, maintenance/fleet reliability, and staffing needs.



Dashboard Sample



Pop up Data Deta



Improved Passenger Care through On Board Monitoring Systems

DriveCam

MV uses DriveCam's DC3P Video Event Recorder to monitor each operator's driving behavior. This system gives insight into how operators adhere to company and law enforcement policy, and provides MV's management team the information needed to refine and enhance training.

The DriveCam Video Event Recorder (VER) is placed on the vehicle's windshield. The unit continuously monitors the operator's behavior and provides real-time in-cab feedback. Using exception-based video recording, the camera continuously records; however, data is only saved when activated by embedded sensors that measure force exerted on the vehicle (such as abrupt start/stops, sudden turns, accelerations/decelerations, speeding, and collisions). Additionally, the unit has a panic button that is pushed by the operator (in the event of an on-board incident, a passenger altercation, etc.).

When triggered, the system saves data clips for a period of 10 seconds before and 10 seconds after the event.

The event video and data (which includes views of the road ahead and of the operator) uploads to DriveCam's Risk Analysis Center where DriveCam's trained professionals analyze the events (review, score, and comment on each event) for MV's management to use in coaching operators and improving operator safety. Events are stored on a web-based portal for a 90-day period. Afterwards, all events are archived to in-house servers for historical data retention.

MV has invested significantly with Lytx, and has developed subject matter experts in its corporate staff (Ms. Diana Finkle and Mr. Andrew Scott) to support MV's local team. Although an employee of Lytx, Mr. Andrew Scott, is assigned full-time to MV's operations and is based at MV's Dallas, Texas headquarters. Andrew's presence within MV's DriveCam program ensures the most up-to-date programs – including reporting and training – are offered to MV's customers. This also gives MV a direct line of communication with Lytx's executive team.



DriveCam Video Event Recorder Features

- Onboard Posted Speed Database
- Real-Time In-Cab Feedback
- Risk Predict® Technology
- Collision Video Recording
- 4 GB Camera storage
- Telematics
- Hotspot Mapping
- Operator-Activated Event Recording (panic button)





Mobileye® Collision Avoidance System



MV is pleased to offer the Mobileye collision avoidance system. Mobileye is a windshield-mounted camera that detects other vehicles, pedestrians, and lane divisions in real time.

Mobileye mitigates the primary risk factor that leads to vehicle collisions – operator inattention. An estimated 93 percent of all accidents are a result of human error, with nearly 80 percent of all accidents resulting from operator inattention in the three seconds preceding the accident. In an estimated 40 percent of rear end collisions, no brakes were applied. Further, 60 percent of road accident fatalities are due to unintentional lane departures.

When triggered, the system will emit an auditory warning¹ when the following events occur:

- The vehicle operator departs from the lane
- The distance between the vehicle and the vehicle in front of it becomes too small
- A forward collision is imminent
- A pedestrian is detected
- The operator exceeds the speed limit
- This warning signals the operator to apply the brakes to avoid collisions.

The system also offers intelligent high beam control, automatically switching high beams to low beams when oncoming traffic is approaching. This camera system supplements the safety monitoring capabilities of DriveCam; when Mobileye detects a near collision, the operator's reaction will trigger DriveCam to begin recording. This additional feedback will enable the DriveCam coach to more thoroughly coach operators in safe driving practices.



¹ Additional option for haptic warning (shaking seat) is available



How They Work Together

The addition of the Mobileye system to MV's safety tools for the City services will enhance the capabilities of the DriveCam system.

Mobileye detects impending collisions, giving the operator time to safely maneuver and prevent an on-road incident. The actions needed to recover from these events trigger DriveCam (via G-Force) to record the event. This is important because it provides MV's safety team a record any safety behavior – positive or negative – while driving. Using this information, operators exhibiting unsafe behavior will receive coaching and/or retraining; those operators exhibiting safe behavior will be recognized.

When used with together, MV experienced the following DriveCam results

- 2.60% reduction in scored DriveCam events
- 18.05% reduction in Following Too Close events
- 59.72% reduction in Pedestrian events
- 35% reduction in Not Scanning Intersection events

*DriveCam Performance – Post Mobileye deployment at MV's Philadelphia, PA operation.



DRAFT STARTUP SCHEDULE

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May	June	July	August
1	Key dates	50 days	Mon 5/22/17	Mon 7/10/17	5/14	5/21	5/28	6/4
2	Award Notification	1 day	Mon 5/22/17	Mon 5/22/17	5/21	5/28	6/4	6/11
3	Transition Begins	42 days	Tue 5/30/17	Mon 7/10/17	5/28	6/4	6/11	6/18
4	Contract Signed	1 day	Wed 5/31/17	Wed 5/31/17	5/28	6/4	6/11	6/18
5	Team Captains on Site	1 day	Thu 6/1/17	Thu 6/1/17	5/28	6/4	6/11	6/18
6	Begin Recruiting	39 days	Fri 6/2/17	Mon 7/10/17	5/28	6/4	6/11	6/18
7	Begin Training	1 day	Mon 6/19/17	Mon 6/19/17	5/28	6/4	6/11	6/18
8	Move into Operating Facility	1 day	Tue 5/30/17	Tue 5/30/17	5/28	6/4	6/11	6/18
9	Service Starts	1 day	Mon 7/10/17	Mon 7/10/17	5/28	6/4	6/11	6/18
10	Contract	16 days	Tue 5/23/17	Wed 6/7/17	5/28	6/4	6/11	6/18
11	CLIENT to provide Draft Contract	5 days	Tue 5/23/17	Sat 5/27/17	5/28	6/4	6/11	6/18
12	Negotiate Terms	5 days	Sun 5/28/17	Thu 6/1/17	5/28	6/4	6/11	6/18
13	Present Final Draft	5 days	Fri 6/2/17	Tue 6/6/17	5/28	6/4	6/11	6/18
14	Confirm Penalties/Bonuses	1 day	Wed 6/7/17	Wed 6/7/17	5/28	6/4	6/11	6/18
15	Contract Signing	0 days	Wed 5/31/17	Wed 5/31/17	5/28	6/4	6/11	6/18
16	Obtain Countersigned Contracts	5 days	Thu 6/1/17	Mon 6/5/17	5/28	6/4	6/11	6/18
17	Obtain & Provide Insurance Certificates	3 days	Thu 6/1/17	Sat 6/3/17	5/28	6/4	6/11	6/18
18	Transition Planning	12 days	Thu 6/1/17	Mon 6/12/17	5/28	6/4	6/11	6/18
19	Develop Transition Plan	5 days	Thu 6/1/17	Mon 6/5/17	5/28	6/4	6/11	6/18
20	Discuss Transition Plan with CLIENT	2 days	Tue 6/6/17	Wed 6/7/17	5/28	6/4	6/11	6/18
21	Discuss Transitional Offices/Equipment	2 days	Thu 6/8/17	Fri 6/9/17	5/28	6/4	6/11	6/18
22	Transition Office Available	3 days	Sat 6/10/17	Mon 6/12/17	5/28	6/4	6/11	6/18
23	Transition Team Captains on Site	1 day	Fri 6/2/17	Fri 6/2/17	5/28	6/4	6/11	6/18
24	Transition Staff on Site	7 days	Sat 6/3/17	Fri 6/9/17	5/28	6/4	6/11	6/18
25	Transition Meetings	50 days	Mon 5/22/17	Mon 7/10/17	5/28	6/4	6/11	6/18
26	Weekly Team Transition Meetings	50 days	Mon 5/22/17	Mon 7/10/17	5/28	6/4	6/11	6/18
35	Weekly meetings with City of Coral Gables	43 days	Tue 5/23/17	Tue 7/4/17	5/28	6/4	6/11	6/18
43	Passenger Transition Committee	43 days	Sun 5/28/17	Sun 7/9/17	5/28	6/4	6/11	6/18
51	Public Meetings and Community Outreach	25 days	Sat 6/10/17	Tue 7/4/17	5/28	6/4	6/11	6/18
52	Obtain List of Public Meetings Required to Attend	5 days	Sat 6/10/17	Wed 6/14/17	5/28	6/4	6/11	6/18

Project: Startup plan template
Date: Thu 5/4/17

Manual Summary

Start-only

Finish-only

Progress

Deadline

Task

Split

Milestone

Summary

Project Summary

External Tasks

External Milestone

Inactive Task

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May	June	July	August
53	Discuss City of Coral Gables Notification Protocol	5 days	Thu 6/15/17	Mon 6/19/17		6/11		8/13
54	Develop City of Coral Gables Contact Protocol	5 days	Tue 6/20/17	Sat 6/24/17		6/18		
55	Develop MV Staff Contact Protocol	5 days	Sun 6/25/17	Thu 6/29/17		6/18		
56	MV/City of Coral Gables to Produce Hand-Out & Mailer	5 days	Fri 6/30/17	Tue 7/4/17		6/18		
57	Policy and Procedures	14 days	Tue 7/11/17	Mon 7/24/17				
58	Post Legal Posters	1 day	Tue 7/11/17	Tue 7/11/17				
59	Establish Job Descriptions	1 day	Tue 7/11/17	Tue 7/11/17				
60	Establish Minimum Hiring Criteria	1 day	Tue 7/11/17	Tue 7/11/17				
61	Develop Confidentiality Procedures	1 day	Tue 7/11/17	Tue 7/11/17				
62	Order Employee Handbooks	1 day	Tue 7/11/17	Tue 7/11/17				
63	Order Training Books	1 day	Tue 7/11/17	Tue 7/11/17				
64	Establish Complaint Investigation Procedure	1 day	Wed 7/12/17	Wed 7/12/17				
65	Develop Securement Guidelines for Manual	1 day	Thu 7/13/17	Thu 7/13/17				
66	Develop Road Call Procedures	1 day	Fri 7/14/17	Fri 7/14/17				
67	Review Accident Procedures	1 day	Sat 7/15/17	Sat 7/15/17				
68	Implement Attendance Tracking System	1 day	Sun 7/16/17	Sun 7/16/17				
69	Develop Extra Board (Office Staff) Procedures	1 day	Mon 7/17/17	Mon 7/17/17				
70	Obtain Map Books	0 days	Mon 7/17/17	Mon 7/17/17				
71	Develop Pull-Out Inspection Log	1 day	Tue 7/18/17	Tue 7/18/17				
72	Establish Contract Compliance Audit Systems	1 day	Wed 7/19/17	Wed 7/19/17				
73	Develop Road-Check Form	1 day	Thu 7/20/17	Thu 7/20/17				
74	Customize SSEPP & SSPP	1 day	Fri 7/21/17	Fri 7/21/17				
75	Confirm ID Badge Requirements	1 day	Sat 7/22/17	Sat 7/22/17				
76	Confirm Uniform Requirements	1 day	Sun 7/23/17	Sun 7/23/17				
77	Establish Uniform Policy	1 day	Mon 7/24/17	Mon 7/24/17				
78	Labor Relations	50 days	Mon 5/22/17	Mon 7/10/17				
79	Recruit Incumbent Team	50 days	Mon 5/22/17	Mon 7/10/17				
80	Develop Presentation Package for Existing Employees	10 days	Fri 6/2/17	Sun 6/11/17				
81	Employee Meetings	50 days	Mon 5/22/17	Mon 7/10/17				

Project: Startup plan template
Date: Thu 5/4/17

Manual Summary

Start-only

Finish-only

Progress

Deadline

Task

Split

Milestone

Summary

Project Summary

External Tasks

External Milestone

Inactive Task

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

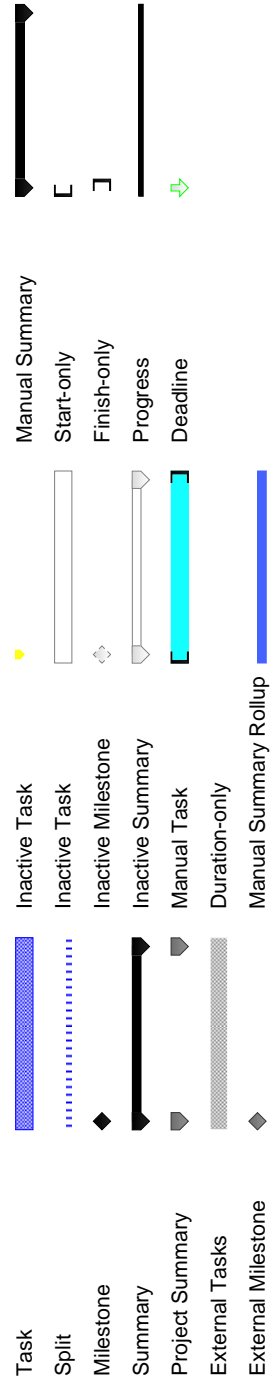
ID	Task Name	Duration	Start	Finish	May	June	July	August
132	Obtain List of Employee Mailing Addresses	10 days	Wed 5/24/17	Fri 6/2/17				
133	Obtain Seniority List(s)	10 days	Sat 6/3/17	Mon 6/12/17				
134	Develop Employee Roster to Track Job Offers	1 day	Tue 6/13/17	Tue 6/13/17				
135	Qualify Incumbent Team	14 days	Tue 6/13/17	Mon 6/26/17				
136	Obtain Applications from Existing Personnel	7 days	Tue 6/13/17	Mon 6/19/17				
137	Obtain MVR's for Current Employees	7 days	Tue 6/13/17	Mon 6/19/17				
138	Obtain CLIENT Reference Checks	7 days	Tue 6/13/17	Mon 6/19/17				
139	Order Criminal Record Checks for Current Employees	14 days	Tue 6/13/17	Mon 6/26/17				
140	Perform D&A Testing	7 days	Tue 6/13/17	Mon 6/19/17				
141	Interview for New Employees & Staff	7 days	Tue 6/13/17	Mon 6/19/17				
142	Obtain Training Docs from Existing Employer	7 days	Tue 6/13/17	Mon 6/19/17				
143	Make Offer to All Existing Employees Meeting Min. Req.	7 days	Tue 6/13/17	Mon 6/19/17				
144	Recruit Remaining Employees	21 days	Fri 6/2/17	Thu 6/22/17				
145	Place Recruitment Ads	20 days	Fri 6/2/17	Wed 6/21/17				
146	Qualify New Hires	3 days	Tue 6/20/17	Thu 6/22/17				
147	Obtain Applications from New Personnel	3 days	Tue 6/20/17	Thu 6/22/17				
148	Interview for New Employees & Staff	3 days	Tue 6/20/17	Thu 6/22/17				
149	Obtain MVR's for New Employees	3 days	Tue 6/20/17	Thu 6/22/17				
150	Obtain Reference Checks	3 days	Tue 6/20/17	Thu 6/22/17				
151	Order Criminal Record Checks for New Hires	3 days	Tue 6/20/17	Thu 6/22/17				
152	Perform D&A Testing	3 days	Tue 6/20/17	Thu 6/22/17				
153	Make Offers to New Employees	3 days	Tue 6/20/17	Thu 6/22/17				
154	Driver Training	6 days	Tue 6/20/17	Sun 6/25/17				
155	Resolve BTW Training/Vehicle Availability	1 day	Tue 6/20/17	Tue 6/20/17				
156	Training Vehicles On-Site	1 day	Wed 6/21/17	Wed 6/21/17				
157	Trainers On-Site	1 day	Wed 6/21/17	Wed 6/21/17				
158	Publish Driver Training Schedules	0 days	Wed 6/21/17	Wed 6/21/17				
159	Incumbent Driver Training - In Service Observation	2 days	Thu 6/22/17	Fri 6/23/17				

Project: Startup plan template
Date: Thu 5/4/17

- Task**: Solid blue bar
- Split**: Dotted blue bar
- Milestone**: Diamond symbol
- Summary**: Thick black bar
- Project Summary**: Arrow symbol
- External Tasks**: Grey shaded bar
- External Milestone**: Diamond symbol
- Inactive Task**: Dotted blue bar
- Inactive Milestone**: Diamond symbol
- Inactive Summary**: Arrow symbol
- Manual Task**: Cyan bar
- Duration-only**: Grey shaded bar
- Manual Summary Rollup**: Blue bar
- Manual Summary**: Thick black bar
- Start-only**: L-shaped bracket
- Finish-only**: J-shaped bracket
- Progress**: Thin black bar
- Deadline**: Green arrow pointing right

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May	June	July	August
160	Incumbent Driver Training - Orientation/Classroom	2 days	Sat 6/24/17	Sun 6/25/17				
161	New Driver Training	5 days	Tue 6/20/17	Sat 6/24/17				
162	Staff Training	35 days	Mon 6/5/17	Mon 7/10/17				
163	Publish Staff Training Schedules	5 days	Mon 6/5/17	Sat 6/10/17				
164	Incumbent Staff Training - In Service Observation	30 days	Sat 6/10/17	Mon 7/10/17				
165	Incumbent Staff Training - Orientation/Classroom	30 days	Sat 6/10/17	Mon 7/10/17				
166	New Staff Training	30 days	Sat 6/10/17	Mon 7/10/17				
167	Budgeting and Finance	59 days	Mon 5/22/17	Thu 7/20/17				
168	Review and Monitor Start-Up Budget	1 day	Tue 7/11/17	Tue 7/11/17				
169	Verify State Taxes	0 days	Mon 5/22/17	Mon 5/22/17				
170	Identify Local DBEs	1 day	Tue 5/23/17	Tue 5/23/17				
171	Review Billing Issues	1 day	Wed 5/24/17	Wed 5/24/17				
172	Prepare and Review Budget	1 day	Sun 7/16/17	Sun 7/16/17				
173	Cash Box/Safe/Bank Deposit	0 days	Sun 7/16/17	Sun 7/16/17				
174	Confirm Insurance Certificates	1 day	Mon 7/17/17	Mon 7/17/17				
175	Establish Workers Comp Program	1 day	Tue 7/18/17	Tue 7/18/17				
176	Confirm Claims Protocols	1 day	Wed 7/19/17	Wed 7/19/17				
177	Schedule Routine Audits of Accounting Systems	1 day	Thu 7/20/17	Thu 7/20/17				
178	HR/Payroll & Benefits	11 days	Tue 7/11/17	Fri 7/21/17				
179	Set up Division in Lawson	1 day	Tue 7/11/17	Tue 7/11/17				
180	Establish TripEdit Payroll Link	1 day	Wed 7/12/17	Wed 7/12/17				
181	Test All Accounting System Programs	1 day	Thu 7/13/17	Thu 7/13/17				
182	Establish Payroll Protocols/Systems	1 day	Fri 7/14/17	Fri 7/14/17				
183	Test Payroll Link to TripEdit	1 day	Sat 7/15/17	Sat 7/15/17				
184	Identify Payroll and Benefits Corporate Liaison	1 day	Sun 7/16/17	Sun 7/16/17				
185	Establish Wage Scales	1 day	Mon 7/17/17	Mon 7/17/17				
186	Establish Benefits Package	1 day	Tue 7/18/17	Tue 7/18/17				
187	Establish Benefits Roll-Over for Existing Personnel	1 day	Wed 7/19/17	Wed 7/19/17				
188	Establish Vacation Accrual System	1 day	Thu 7/20/17	Thu 7/20/17				
189	Review Workers Comp Process	1 day	Fri 7/21/17	Fri 7/21/17				



Project: Startup plan template
Date: Thu 5/4/17

Task		Inactive Task		Manual Summary	
Split		Inactive Task		Start-only	
Milestone		Inactive Milestone		Finish-only	
Summary		Inactive Summary		Progress	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only			
External Milestone		Manual Summary Rollup			

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May	June	July	August
190	Uniforms & ID Badges	10 days	Fri 6/30/17	Mon 7/10/17				
191	Order New Uniforms	10 days	Fri 6/30/17	Mon 7/10/17				
192	Produce and Issue ID Badges	10 days	Fri 6/30/17	Mon 7/10/17				
193	Equipment & Facilities	49 days	Tue 5/30/17	Tue 7/18/17				
194	Facility	49 days	Tue 5/30/17	Tue 7/18/17				
195	Identify temporary facility for Startup	1 day	Tue 7/11/17	Tue 7/11/17				
196	Develop Equipment Purchase List for Shop	1 day	Wed 7/12/17	Wed 7/12/17				
197	Order Maintenance Equipment	1 day	Thu 7/13/17	Thu 7/13/17				
198	Order Parts Inventory	1 day	Fri 7/14/17	Fri 7/14/17				
199	Maintenance Equipment Delivered	1 day	Sat 7/15/17	Sat 7/15/17				
200	Maintenance Equipment Installed	1 day	Sun 7/16/17	Sun 7/16/17				
201	Maintenance Equipment tested	1 day	Mon 7/17/17	Mon 7/17/17				
202	Maintenance Equipment Training	1 day	Tue 7/18/17	Tue 7/18/17				
203	Move Into New Facility	0 days	Tue 5/30/17	Tue 5/30/17	5/30			
204	Procure any necessary Office Furniture not provided	0 days	Tue 5/30/17	Tue 5/30/17	5/30			
205	Revenue Vehicle Fueling & Maintenance	13 days	Tue 6/27/17	Mon 7/10/17				
206	Schedule Vehicle & Equipment Inventory	3 days	Tue 6/27/17	Fri 6/30/17				
207	Develop Vehicle Transition Schedule	1 day	Fri 6/30/17	Sat 7/1/17				
208	Preliminary Inventory Equipment Evaluation	1 day	Sat 7/1/17	Sun 7/2/17				
209	Equipment Repairs	5 days	Sun 7/2/17	Fri 7/7/17				
210	Final Inventory Evaluation	2 days	Fri 7/7/17	Sun 7/9/17				
211	Sign-Off on Inventory	1 day	Sun 7/9/17	Mon 7/10/17				
212	Enter Mileage Data for Fleet	1 day	Sun 7/2/17	Sun 7/2/17				
213	Plan 1st Month PM Schedule	1 day	Mon 7/3/17	Mon 7/3/17				
214	Ensure new VIN's Provided to Legal	1 day	Tue 7/4/17	Tue 7/4/17				
215	Order Spare Fire Extinguishers, First Aid Kits, Securements, and Lap Belts	2 days	Wed 7/5/17	Thu 7/6/17				
216	Confirm Vehicle Deployment Plan	1 day	Fri 7/7/17	Fri 7/7/17				
217	Confirm Cleaning Crew Staffing Plan	1 day	Sat 7/8/17	Sat 7/8/17				
218	Review Communications System Needs	8 days	Sun 7/2/17	Sun 7/9/17				
219	Procure Radio Equipment	1 day	Sun 7/2/17	Sun 7/2/17				

Project: Startup plan template
Date: Thu 5/4/17

Manual Summary

Start-only

Finish-only

Progress

Deadline

Task

Split

Milestone

Summary

Project Summary

External Tasks

External Milestone

Inactive Task

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May	June	July	August
220	Radio Equipment Delivered	2 days	Mon 7/3/17	Tue 7/4/17				
221	Radio Equipment Installed	1 day	Wed 7/5/17	Wed 7/5/17				
222	Radio Equipment Tested	1 day	Thu 7/6/17	Thu 7/6/17				
223	Confirm Equipment Contingency Plan	1 day	Fri 7/7/17	Fri 7/7/17				
224	Confirm Road Call Protocol	2 days	Sat 7/8/17	Sun 7/9/17				
225	Information Systems and Technology Systems	47 days	Tue 5/23/17	Sat 7/8/17				
226	Computer Equipment	16 days	Tue 5/23/17	Wed 6/7/17				
227	Confirm Specifications on Hardware	2 days	Tue 5/23/17	Wed 5/24/17				
228	Procure Hardware	3 days	Thu 5/25/17	Sat 5/27/17				
229	Install and Set Up all Equipment	1 day	Sun 5/28/17	Sun 5/28/17				
230	Connect to MV Network	1 day	Mon 5/29/17	Mon 5/29/17				
231	Confirm Communications Methods	1 day	Tue 5/30/17	Tue 5/30/17				
232	Train Staff	5 days	Wed 5/31/17	Sun 6/4/17				
233	Procure Any Additional Equipment Needed	3 days	Mon 6/5/17	Wed 6/7/17				
234	Establish Dispatch/Reservations Communication	5 days	Tue 5/23/17	Sat 5/27/17				
235	Develop Communication Protocol Between Departments	2 days	Tue 5/23/17	Wed 5/24/17				
236	Establish On-Street Reporting System	1 day	Thu 5/25/17	Thu 5/25/17				
237	Ensure Standard Back-Up Protocols in Place	1 day	Fri 5/26/17	Fri 5/26/17				
238	Test Back-Up Procedures	1 day	Sat 5/27/17	Sat 5/27/17				
239	Runcut Review	4 days	Sun 5/28/17	Wed 5/31/17				
240	Obtain Current paddles	2 days	Sun 5/28/17	Mon 5/29/17				
241	Review for Complete Data Content	1 day	Tue 5/30/17	Tue 5/30/17				
242	Review Need for Changes	1 day	Wed 5/31/17	Wed 5/31/17				
243	Data Verification/Audit	3 days	Thu 6/1/17	Sat 6/3/17				
244	Establish Daily Record Keeping Protocol	1 day	Thu 6/1/17	Thu 6/1/17				
245	Establish Fare Box Reconciliation System	1 day	Fri 6/2/17	Fri 6/2/17				
246	Execute Data Verification Analysis	1 day	Sat 6/3/17	Sat 6/3/17				
247	Reporting Requirements	35 days	Sun 6/4/17	Sat 7/8/17				
248	Clarify NTD Reporting Needs	5 days	Sun 6/4/17	Thu 6/8/17				

Project: Startup plan template
Date: Thu 5/4/17

Manual Summary

- Start-only
- Finish-only
- Progress
- Deadline

Task

- Split
- Milestone
- Summary
- Project Summary
- External Tasks
- External Milestone

Inactive Task

- Inactive Task
- Inactive Milestone
- Inactive Summary
- Manual Task
- Duration-only
- Manual Summary Rollup

Draft Implementation Schedule City of Coral Gables - Trolley Operations Services

ID	Task Name	Duration	Start	Finish	May 5/14 5/21 5/28	June 6/4 6/11 6/18 6/25	July 7/2 7/9 7/16 7/23 7/30	August 8/6 8/13
249	Define Monthly Report Requirements	10 days	Fri 6/9/17	Sun 6/18/17				
250	Review On-Time Reporting Calculations	5 days	Mon 6/19/17	Fri 6/23/17				
251	Develop No-Fare Reporting Requirements	5 days	Sat 6/24/17	Wed 6/28/17				
252	Review Report Due Dates	5 days	Thu 6/29/17	Mon 7/3/17				
253	Establish Daily/Monthly Invoice Systems	5 days	Tue 7/4/17	Sat 7/8/17				
254	Logistics and Routing	8 days	Fri 6/30/17	Fri 7/7/17				
255	Obtain Estimated Daily Work Schedule	1 day	Fri 6/30/17	Fri 6/30/17				
256	Develop Procedures for Notifying Employees of Schedules	1 day	Sat 7/1/17	Sat 7/1/17				
257	Draft Staffing Requirements/Schedule	1 day	Sun 7/2/17	Sun 7/2/17				
258	Conduct Final Dry Run Meetings	5 days	Mon 7/3/17	Fri 7/7/17				

Project: Startup plan template
Date: Thu 5/4/17

Manual Summary

Start-only

Finish-only

Progress

Deadline

VEHICLE OPERATOR TRAINING MODULES

New Transit Operator Development Syllabus – Fixed Route

WEEK ONE		
DAY 1		6.0 Hours
CLS	30	1. Welcome to MV Transportation
CLS	30	2. The Katherine McClary Story
CLS	60	Employee Handbook
CLS	30	3. The MV Transportation Professional
CLS	30	4. Hazards Communication
CLS	60	5. Drugs and Alcohol Policies and Procedures
CLS	30	6. Fatigue Management
CLS	30	7. Wellness
CLS	30	8. Whistle Blower
CLS	30	9. Sexual Harassment
DAY 2		6.0 Hours
CLS	30	10. Bloodborne Pathogens
CLS	30	11. NTI – Warning signs
CLS	30	12. Map Reading
CLS	30	13. On the Road
CLS	60	14. The Basics of Safety
CLS	60	15. LLLC – Defensive driving
CLS	30	16. Introduction to the Bus
CLS	60	17. Pre-Trip, Post-Trip Inspections, Air Brakes
CLS	30	18. Mirrors and Reference Points
DAY 3		5.5 Hours
CLS	30	19. DriveCam
CLS	30	20. Following Distance
CLS	30	21. Backing Basics
CLS	30	22. Intersections
CLS	30	23. Changing Lanes, Merging and Passing
CLS	30	24. Railroad Crossings
CLS	30	25. Pedestrians
CLS	30	26. Special Conditions, Adverse Weather
CLS	30	27. Post Accident Procedures
CLS	30	28. Federal Regulations
CLS	30	29. ADA Intro to Special Needs Passengers
DAY 4		6.0 Hours
CLS	60	30. ADA Sensitivity
CLS	60	31. ADA Lift Operations/Securement
CLS	240	START customer service training
DAY 5		8.0 Hours
PDS	60	Pre-Trip and Post-Trip Inspections
OBS	60	Pre-Trip and Post-Trip Inspections
BTW	150	Closed Course
OBS	150	Closed Course

WEEK TWO		
DAY 6		8.0 Hours
PDS	90	Pre-Trip and Post-Trip Inspections

WEEK TWO					
OBS	90	Pre-Trip and Post-Trip Inspections			
BTW	150	Closed Course			
OBS	150	Closed Course			
DAY 7		7.5 Hours			
PDS	45	Pre-Trip and Post-Trip Inspections			
PDS	15	Mirrors and Reference Points			
OBS	45	Pre-Trip and Post-Trip Inspections			
OBS	15	Mirrors and Reference Points			
BTW	180	Closed Course			
OBS	180	Closed Course			
DAY 8		8.0 Hours			
BTW	240	On-the-Road, driving courses			
OBS	240	On-the-Road, driving courses			
DAY 9		8.0 Hours			
PDS	60	Lift Operations			
PDS	60	Securement Systems			
BTW	180	On-the-Road, safe driving skills			
OBS	180	On-the-Road, safe driving skills			
DAY 10		8.0 Hours			
BTW	240	On-the-Road, safe driving skills			
OBS	240	On-the-Road, safe driving skills			
WEEK THREE					
DAY 11		8.0 Hours			
BTW	240	On-the-road, Safe Driving Skills			
OBS	240	On-the-road, Safe Driving Skills			
DAY 12		8.0 Hours			
BTW	240	On-the-road, Paddles, Fare Box			
OBS	240	On-the-road, Paddles, Fare Box			
DAY 13		8.0 Hours			
BTW	210	On-the-road, Final Review			
OBS	210	On-the-road, Final Review			
BTW	60	On-the-road, Final Assessments			
DAY 14		8.0 Hours			
CDT	480	Cadet Driving with Passengers			
DAY 15		8.0 Hours			
CDT	480	Cadet Driving with Passengers			
TOTAL HOURS					
Key		Week 1	Week 2	Week 3	Course Total
CLS	Classroom	23.5	0.0	0.0	23.5
PDS	Pre-Driving Skills	1.0	4.5	0.0	5.5
OBS	Observation	3.5	19.0	11.5	34.0
BTW	Behind the Wheel	3.5	16.50	11.5	31.5
CDT	Cadetting	0	0	16.0	16.0
TOTAL		31.5	40.0	39.0	110.5

Training Modules – Fixed Route

- **Welcome to MV Transportation:** Introduces drivers to company mission, company history, structure, and approach to services. Describes the rewards of working for MV, incentives and awards for passenger care and safety. Overview of the basics of quality. (30 minutes)
- **The Katherine McClary Story:** Defines “accident” and emphasizes the consequences of driver inattention through the tragic story of Katie McClary, a 25-year old Duke Honor graduate and high school basketball coach who was accidentally struck and killed by a bus in North Carolina in 2004. (30 minutes)
- **The MV Transportation Professional:** Describes MV’s commitment to service and driver’s responsibility to protect MV’s values. Gives tenets of professional driving, including knowledge, skill set, and attitude. Presents the importance of presenting a professional image to MV’s passengers, including appearance and customer service. Describes the essentials of handling difficult situations. (30 minutes)
- **Hazards Communication:** Defines common industrial chemical hazards and the importance of safe handling, reading material safety data sheets, personal protective equipment, and the proper response for personal exposure to chemicals or hazardous materials, as well as spills and leaks. (30 minutes)
- **Drug and Alcohol Policies and Procedures:** Describes prohibited substances and their detrimental effects, gives an overview of the history behind government policies regarding substance abuse. Discusses occasions for DOT drug and alcohol testing, testing procedures. Presents MV’s Zero Tolerance Substance Abuse Policy. (60 minutes)
- **Fatigue Management:** Defines fatigue, sleep debt, sleep disorders, and the risks of lack of sleep. Gives guidance and tips for more effective sleep for alertness management. (30 minutes)
- **Wellness:** Discussion on the importance of maintaining a healthy lifestyle through diet and exercise, sleep, stress management, and other healthy habits. (30 minutes)
- **Whistleblowers:** Presents Open Door Policy, OSHA’s Whistleblower Regulation, and protection under law and MV policy. (30 minutes)
- **Sexual Harassment:** Discussion on anti-discrimination law and company policies, emphasizes mutual respect, and gives guidelines for dealing with sexual harassment. (30 minutes)

- **Bloodborne Pathogens:** Provides guidelines for occupational exposure in the event of an emergency, accident, or personal exposure. Defines bloodborne pathogens and how they are transmitted. (30 minutes)
- **NTI – Warning Signs:** Discussion on system security awareness. Gives guidelines for maintaining safety of the transit system, including monitoring work areas, inspecting vehicles, identifying suspicious behavior, and emergency response procedures. (30 minutes)
- **Map Reading:** Principles of reading maps, identifying coordinates, how to recover from getting lost. (30 minutes)
- **On the Road:** Discusses vehicle dynamics and road operations, running late, running hot, fares and local requirements, gives introduction to local mobile data terminal and dispatch procedures, picking up passengers, and vehicle placement – including backing up, allowing clearance, and pedestrian awareness. (30 minutes)
- **The Basics of Safety:** Defines safety, accidents, and how accidents occur. Discusses risk reduction, accident prevention, identifying unsafe behaviors that lead to accidents, and the 300:29:1 theory. (60 minutes)
- **LLLC Defensive Driving:** Gives four main principles of safe driving - “Look Ahead”, “Look Around”, “Leave Room”, “Communicate”. (60 minutes)
- **Introduction to the Bus:** Introduces the differences between driving a car and driving a transit vehicle, vehicle systems, and vehicle maneuvers, such as assessing clearance, making turns, etc. (30 minutes)
- **Pre-Trip Inspections, Post-Trip Inspections, and Air Brakes:** Discusses the reasons for pre-trip inspections, using a consistent approach, the seven steps of the inspection, and post-trip inspections. (60 minutes)
- **Mirrors and Reference Points:** Mirror adjustments, identifying and using reference points. (60 minutes)
- **DriveCam:** Introduces the DriveCam system and how it works to document incidents, unsafe driving behaviors, and to protect drivers. (30 minutes)
- **Following Distance:** The fundamentals of setting an appropriate following distance in all situations. (30 minutes)
- **Backing Basics:** Backing safety, factors leading to backing accidents, guidelines for proper backing. (30 minutes)

- **Intersections:** Discusses types of intersections and determining and yielding the right of way, preventing accidents at intersections, safe turns. Emphasizes defensive driving, paying attention and “expecting the unexpected”. (30 minutes)
- **Merging, Lane Changing, and Passing:** Covers techniques and hazards of merging onto a highway, exiting a highway, merging within the flow of traffic, lane changing and executing passing maneuvers. (30 minutes)
- **Railroad Crossings:** Discusses hazards of crossing a railroad in a transit vehicle, evacuating the vehicle in the event it stalls on the railroad tracks, steps for safe railroad crossing. (30 minutes)
- **Pedestrian and Bicycle Awareness:** Discusses various hazards associated with pedestrians and bicyclists, ensuring pedestrian and bicycle safety on the road. (30 minutes)
- **Special Conditions:** Covers various weather and special conditions that can lead to an accident and the procedures for operating safely in specific conditions. (30 minutes)
- **Post-Accident Procedures:** Covers the proper procedures for assessing the situation, proper responses in the event of an accident or emergency, bus evacuations and what information to provide/collect following an accident, handling the media. (30 minutes)
- **Federal Regulations:** Discussion on Federal regulations regarding Motor Vehicle Record checks, physical requirements and disqualifying medical conditions, hours of service requirements (driving and non-driving work hours), and keeping accurate logs. (30 minutes)
- **ADA Intro to Special Needs Passengers:** Overview of various disabilities and ADA requirements. (30 minutes)
- **ADA Sensitivity:** Gives guidelines for proper handling of passengers with specific disabilities, including visually impaired, deaf or hearing impaired, mobility disabled, developmentally disabled, and other disabilities protected by the ADA. Describes proper handling of service animals. (60 minutes)
- **ADA Lift Operations/Securement:** Overview of types of mobility devices and procedures for properly and sensitively assisting passengers who use them, securement procedures, passenger pickup and drop-off, assisting passengers in and out of seats, and driving for the safety and comfort of passengers in mobility devices. (60 minutes)

Section III: Experience and Key Personnel



SUBMITTAL - SECTION III: Experience and Key Personnel

1) Company History and Description

Our History

Established more than 40 years ago, MV's tenure and success is built upon a single motivating force – people.

MV's story begins with Feysan and Alex Lodde. Their determination to help their community's most vulnerable citizens drove them to make a difference.

In 1975 the Loddess began transporting people who were elderly and those with disabilities throughout San Francisco – at the time, one of the least accessible cities. Feysan recounts carrying her passengers in her arms down several flights of stairs, because the buildings had no elevators. Her pickups were the first time many of her passengers were able to leave their apartments. Feysan loved her work as a driver with all of her heart, and her heart fueled her desire to help more people. Feysan's heart is what brought us here today.



As MV grew, the landmark Americans with Disabilities Act was passed, mandating comparable transportation for passengers with disabilities. With 15 years of experience providing this specialized mode of transport, MV stood ready to provide this necessary transportation on behalf of municipalities and transit agencies.

Our history, our caring, our heart, define who we are today and illustrate how we will operate your transit service today, and for years to come.





Where We Are Today

Today, MV still operates under the guiding principles with which it was founded. People drive our company – literally and figuratively. People come first, always.

Since 1975, MV has grown to represent more than 200 entities in the performance of their passenger transportation service. We know that this growth is a testament to our people-focused approach, and our commitment to serving our communities.

While it's the quality of our services, and not our size that matters, our experience will greatly benefit your service. Our diverse portfolio of services delivers an ever-growing knowledge base to your service. We will share new ideas, bring new technologies, and explore new ways to improve mobility in your community – in collaboration and partnership with your team.

Company Statistics

Number of Employees:	20,319
Number of Vehicles:	10,286
2015 Revenue (Audited):	\$1,168,652,000
Number of Contracts:	240
Number of Locations:	156
U.S. States	29
Canadian Provinces	3
Years' Operating Passenger Transportation Services ²	61

What Our Customers Say

As assurance to the City of the company's professionalism, ability, and capacity to manage and operate the City of Coral Gables' Trolley Services, MV provides excerpts from commendation letters below. The company has included the entirety of these letters at the end of this section as well as additional satisfied client letters in the appendix of this proposal submission.

Ms. Diana R. Shay, Redevelopment Coordinator, City of Palm Springs (12/13/16)

"The City Council of the City of Palm Springs unanimously voted on December 7, 2016 to extend the contract with MV Transportation, Inc. for operation of the BUZZ trolley for the third year of service. Their unanimous approval is a direct testament to the outstanding level of service and responsiveness that your

² Through its subsidiary, MV Transportation, Inc. brings 60 years of transportation experience



company has provided to make the day to day operation seamless and the trolley program successful.”

Ms. Mildred Crawford, P.A., ADA Transit Coordinator, City of Gainesville (03/17/16)

“MV inherited a very dysfunctional system and Gainesville was in crisis mode. MV Transportation was equal to the task and came in with the people, vehicles and the resources needed to work through the problems and put Gainesville back on the right track. For the last 11 years MV Contract Transportation has been a stalwart partner to RTS and to the other Alachua clients. They have worked tirelessly to improve the service and today provide premier transportation services to the citizens of Gainesville and Alachua County.”

Mr. Ron Jones, Director, Palm Tran Connection (02/25/16)

“During the past year of service, MV has been able to get every route out and also provides extra routes as needed. Though any start up is a challenge, MV was ready, and made every effort to make sure passengers were happy with service. For many months now, the commendations have outnumbered the complaints, sometimes almost triple.”

Mr. Jorge de la Nuez, Transit Manager, City of Hialeah (04/17/15)

“I am writing this letter to re-confirm how pleased we are on having MV Transportation as our service provider for the City of Hialeah Circulator! We have seen the difference that it makes as I have said, now we have a 'professional company' serving our community. We are in the middle of a Triennial Audit that is being performed and MV has sent a specialist on the topic of Drug and Alcohol Policies to train some of MV staff as well as City staff to ensure that we are all in compliance with all FTA requirements. Again this shows the partnership that we have with MV, and it shows the dedication that MV has with the City.”

Experience

Fixed Route, Flex Route, and Shuttle

MV operates fixed route, flex route, commuter bus, and shuttle services throughout North America. Its scope of operations comprises some of the largest privately operated in the nation. In Southern California, MV operates more fixed route and shuttle service than any other contractor, serving agencies including the Los Angeles Department of Transportation (LADOT), Los Angeles Metropolitan Transportation Authority (LA Metro), as well as numerous Cities within the greater Los Angeles Metropolitan area. The company’s largest fixed route operations include:





- The CONNECTOR service for Fairfax County, Virginia;
- Las Vegas Transit, for the RTC of Southern Nevada; and,
- DASH and Commuter Express, for LADOT.

Transportation Technologies

MV brings innovation and automation to its operations – providing a unique data-driven process that delivers customer focused service. With nearly 250 transportation contracts, the company provides expert guidance and best practices in reservations/ scheduling/ dispatch systems, planning tools, reporting systems, AVL/GPS technologies, and on board devices.

Moreover, the company unites its overarching commitment to safety and technology with its provision of safety-monitoring tools that support ongoing training while preventing on-road incidents.

The company's use of both trusted and emerging technologies ensures dynamic and state of the art operations.

Florida State License

MV has attached a copy of its current City of Hialeah Business Tax Receipt at the end of this section.

Insurance Certificate

The company has also included a sample insurance certificate for the City of Coral Gables as MV's assurance of its ability to obtain the policy amounts required by the City.

2) National, Regional, and Local Transportation Involvement

MV offers innovative solutions in passenger transportation to communities across North America. Its breadth of experience encompasses fixed route, flex route, shuttle, commuter, BRT, as well as disabled transportation/paratransit, demand response, brokerage and call center service, and non-emergency Medicaid transportation (NEMT/NET). Most of MV's operations include the provision of ancillary services, including (but not limited to) vehicle maintenance, trip reservations and scheduling/call center, operator training, transit technology and support, facility management and maintenance.





Florida Transportation Involvement

The company's local transportation involvement comprises the management and operations its ongoing State of Florida contracts listed below.

- ACCESS LYNX, Central Florida Regional Transportation Authority in Orlando
- LYNX, NeighborLink Flex Route Service in Orlando
- Collier Area Transit and Collier Area Paratransit, Collier County Board of County Commissioners in Naples
- Florida Commission for the Transportation Disadvantaged (CTD) in Alachua County
- ADA Paratransit Service, City of Gainesville Regional Transit System in Gainesville
- Hialeah Transit System for the City of Hialeah
- Miami Lakes Moover for the Town of Miami Lakes
- Palm Tran Connection for Palm Beach County
- JTA Connexion, Jacksonville Transportation Authority in Jacksonville
- Martin County Public Transit, Martin County in Stuart

Transportation Industry Involvement

MV boasts a long and proud history of involvement and achievements since its founding. Along the way, major company milestones include:

- Acquisition of a controlling interest in Vallejo Citizens Transit Corp., one of the nation's oldest contracted fixed route services, formed in 1956 in California;
- Entry into the federal transportation market, with the operation of Ground Transportation for the Veterans Administration in 1998;
- Expansion into pupil transportation services in 2001;
- Emergence as a top campus shuttle innovator in its partnership with Microsoft Corporation in 2005;

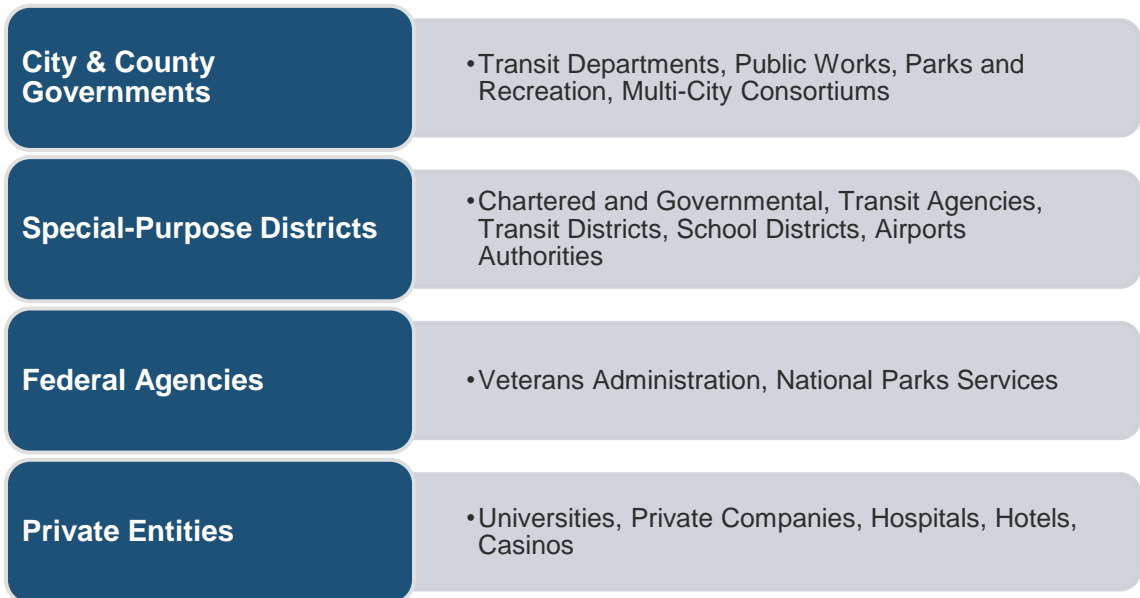




- Recognition by Conference of Minority Transportation Officials (COMTO) as the 2011 Corporate Citizen of the year;
- Implementation of an historic Public Private Partnership (P3) agreement with the City of Barrie, ON – the first of its kind for Canada and MV – in 2015, to construct a new transit facility and operate transit services;
- Recognition of founder Feysan Lodde in 2016 on COMTO’s “Women Who Move the Nation” list; and
- Recognition by the American Public Transportation Association (APTA) during the 2016 APTA Bus & Paratransit Conference for outstanding safety performance.

3) Relevant Experience

MV’s experience includes the management and operation of transportation services on behalf of a number of entities across the nation. The company’s relevant experience in providing similar services to public sector agencies, municipal/local governments within the past five years is provided in summary format following the diagram.





Similar Service Experience

The company's relevant experience during the past five (5) years in providing similar scope of services to public sector agencies are summarized below.

Dial-a-Ride and Trolley Services, City of Beverly Hills (Beverly Hills, CA)

Since 2002, MV has provided transportation services for the City of Beverly Hills, including Dial-A-Ride and trolley services. The trolley services operate on a fixed route and offer passengers a narrated tour of art, architecture, historical, and popular areas of the City. The curb-to-curb Dial-A-Ride shuttle is available for seniors and persons with disabilities. The Beverly Hills services are delivered with a seven-vehicle fleet comprising cutaways and trolleys.



The trolley operates as both a tour of the City and a mode of transit to connect to key destinations. Stops include:

- Homes of Hollywood legends;
- Rodeo Drive's world-renowned designer stores, including Luis Vuitton, Chanel, and Prada, as well as the shop that famously refused to serve Julia Roberts' character in the movie "Pretty Woman;" and
- High-end hotels, including the Beverly Hills Hotel and the Four Seasons.
- To enhance the passengers' experience, MV provides a docent who describes the points of interest to passengers on the tour. Vehicle operators are also extremely knowledgeable about the service area and are able to answer riders' questions.
- The trolley service operates year round, and offers additional weekend service during peak seasons (July, August, and December).

MV is currently in its second contract term with the City.

Please contact Ms. Martha Eros, transportation planner at (310) 285-2542 and meros@beverlyhills.org as a reference for MV's service performance.





Palm Springs Trolley, City of Palm Springs (Palm Springs, CA)



In 2014, MV began managing and operating trolley services for the City of Palm Springs. Known as “the Buzz,” this service transports tourists, residents, and employees between downtown hotels and local points of interest, which include shopping centers, Old Town Palm Springs, the Marshall Way and Main Street Arts Districts, and the Palm Springs convention center. Residents also frequently use this service to get to work. The Buzz was designed to reduce traffic congestion and supports local safety by keeping impaired drivers off the road during the weekend night hours.

MV works closely with the City’s tourism bureau, convention center, and chamber of commerce to ensure the service is meeting the City’s needs. MV also participates in special events.

Service has enjoyed stable ridership, year over year. MV is working with its client to find solutions to meet growing service demand and seasonal ridership fluctuations.

MV’s vehicle operators are considered ambassadors for the City; they are friendly, knowledgeable, and able to assist tourists. These operators receive extensive training in local destinations and attractions. Dispatchers are also familiar with the service area and are able to support operators in answering passengers’ questions.

MV provides, operates, and maintains a fleet of five (5) CNG trolleys for this service. Service operates Thursday through Sunday, 11 am to 1 am.

Please contact Ms. Diana Shay, redevelopment coordinator at (760) 323-8260 and diana.shay@palm Springsca.gov as a reference for this contract.

Miami Lakes Moover, Town of Miami Lakes (Miami Lakes, FL)

MV began operating the Miami Lakes Moover service for the Town of Miami Lakes since 2015. The Miami Lakes Moover is a free, headway-based service that connects passengers to local fixed route and rail stations. The Miami Lakes Moover operates weekdays during peak travel periods. Passengers access real-time vehicle location and ETA information via The Moover tracking app provided by the client.

MV began its second term with the Town of Miami Lakes in 2016.



The ridership for this services have steadily increased as shown in below:

- 9/2015 - 1477
- 12/2015 - 1570
- 11/2016 - 2948
- 12/2016 - 3077

MV operates three vehicles for these services. The Town of Miami Lakes provides vehicle maintenance services.

Please contact Ms. Michelle Gonzalez, transportation planner at (305) 364-6100 ext. 1200 and gonzalezm@miamilakes-fl.gov as a reference for this contract.

Hialeah Transit System, City of Hialeah (Hialeah, FL)

MV began its second term with the City of Hialeah in 2016.

MV began operating fixed route transit services for the City of Hialeah in 2010. The service operates on two routes within the City of Hialeah. MV is responsible for dispatching and operations for this 13-vehicle service.



The City may contact Mr. Jorge de la Nuez, transit manager at (305) 681-5757 and delanuez@hialeahfl.gov as a reference for this contract.

Martin County Public Transit, Martin County (Stuart, FL)



MV began operating deviated fixed route, fixed route, and ADA paratransit services for Martin County in 2012. The fixed route

service operates on two routes serving the City of Stuart and connecting Martin County and St. Lucie County. The deviated fixed route service operates on one route serving the Indiantown area. The paratransit service is a demand-responsive, advanced-reservations service for eligible persons with disabilities.

MV was recently selected to renew a second term with Martin County.

MV is responsible for eligibility determination, trip reservations, scheduling, and dispatching, using the StrataGen system. Dispatchers communicate with operators in service through Mentor Ranger mobile data terminals. MV operates a fleet of 10 gas and diesel vehicles, which is maintained by a local vendor.



The City's reference contact for this system is Ms. M. Beth Beltran, MPO/transit planning manager at (772) 288-5484 and mbeltran@martin.fl.us.

C-Tran, Town of Cary (Cary, NC)



MV began operating transit services for the Town of Cary in 2010. The C-Tran system comprises local fixed route service and door-to-door service. The fixed route service operates within Town limits on six routes. The door-to-door service is a demand-responsive service available to eligible persons with disabilities and seniors over age 60.

MV operates and maintains a fleet of 30 vehicles for the C-Tran service. MV uses the Trapeze scheduling system for door-to-door trip scheduling and dispatching, and communicates with operators in service with Mentor mobile data terminals. MV also uses an interactive voice response (IVR) system to notify passengers of upcoming trips. MV is in its second term operating the C-Tran services.

The City may contact Ms. Christine Sondej, transit planner (grants & special projects) at (919) 481-2020 ext. 14807 and christine.sondej@townofcary.org. The City may also contact Mr. Adam Howell, transit planner at (919) 469-4080 and adam.howell@townofcary.org.

(ii) For Key Personnel:

4) Summary of Qualifications

The City of Coral Gables Trolley services will be overseen by a tenured Florida-based transit industry leader in Anthony Rodriguez, area support manager who brings nearly a decade of experience. Anthony has a positive working relationship with his team, many of whom worked beside him for more than four years. Anthony success in creating a positive work structure environment will bode well in mentoring the City's on-site General Manager Ross Steinberg; together they will work together to keep service high-quality, professional, on-time, and customer service focused. The organizational chart on the next page depicts the staff composition for the City's Trolley services and is followed by a summary of each manager's experience as well as job description of each position.





Ross Steinberg, General Manager

Mr. Ross Steinberg is MV’s proposed on-site general manager; he brings close to seven years of transportation management. Ross has been recognized for his achievements throughout his career including commendations from the City of Cleveland, Office of Professional Standards, and the Emergency Management Institute (“FEMA”) – a copy of these certificates as well as additional acknowledgements have been provided.

As a current general manager – a role he has held since 2014 for Transdev in Clearwater, FL; Ross manages a staff of 30 staff personnel and 200 vehicle operators. He holds accountability of hiring, training, and progressive disciplinary counseling. He prepares reports and meets with the client to review performance standards and identifies areas to improve efficiencies. He oversees the operation’s safety program to ensure compliance and updated certifications.

Specific to Coral Gables’ requirements, at present Ross closely monitors and assists his team in all operational efforts comprising road supervision, dispatching, and safety management. He will also hold responsibility for hiring, scheduling of background checks in coordination with the Coral Gables Police Department, and corrective disciplinary counseling. He will assist the City with monthly periodic reporting as directed and required by City. He will conduct monthly live or phone meetings with the City staff to ensure performance standards are met and quality remains high.

Ross will represent the City by participating in the Chamber of Commerce and/or City Council meetings, community groups, and events as directed by the City. He will initiate and promote positive working relationships by planning and hosting employee appreciation lunches, raffles, and contests.

Ross’ achievements comprise the development of new wheelchair division within two years, completion of a supervisory leadership program, and diversification of service types – paratransit, medical, NEMT (ambulatory and wheelchair), and fixed route operations.

Prior to this, from 2010 to 2014, Ross worked with the Florida Gulf Transportation in Clearwater Florida as the driver service/safety manager. In this role, he led the





daily management of 120 contracted drivers, prepared work schedules and assignments, reviewed financial statements, sales, and activity reports and performance data to measure productivity and goal achievement. He maintained adequate staffing levels, conducted interviews, hired and trained new employees. Resolve customer service concerns. He supervised the traffic accident investigation unit with annual investigations equaling approximately 216. Ross oversaw the implementation and integration of corporate and company safety/security policies and procedures into operating procedures. He was relied upon to safeguard the organization from internal as well as external threats. His achievements included the reduction of accidents/incidents by 40 percent.

Ross also held roles as a special projects director for the City of Cleveland, an administrator/executive director for the City of Cleveland and an investigative specialist, for the Federal Bureau of Investigation.

He will be fully dedicated to the management and operations of the City's Trolley services and will provide backup for the operator, dispatcher/road supervisory staff as needed. He will remain available to the City staff at all hours of Trolley service operations.

Ross is a graduate of George Mason University and earned a Bachelor's Degree in Criminal Justice.

A resume detailing Ross' experience and extensive background as well as copies of his awards and commendations are provided at the end of this section.

Roles and Responsibilities

Vehicle Operators

Vehicle operators are the critical interface to passengers and must appropriately represent the City. MV operators have a safety-first attitude, a professional demeanor, and excellent customer service skills.

The primary responsibility of the vehicle operator is to transport customers while adhering to safety regulations, traffic laws, operating policy, and scheduled time points. Vehicle operators respectfully and professionally respond to customer inquiries, providing route information as needed. They are trained in the system routes, and are fluent in providing information regarding major stops, transfer points, and schedule information. Upon consent, operators respectfully assist passengers as they board the vehicle and aid those who agree to assistance in securing their mobility device.

When operators report to work, they immediately check in at dispatch. Once the pre-trip checklist is complete, operators are cleared for pullout.





All MV operators are properly trained in on-board technology, and must demonstrate proficiency in all dispatch communication procedures. Vehicle operators coordinate with dispatch regarding schedule adherence, vehicle malfunctions, accidents, and/or other disturbances.



Upon return to the yard, vehicle operators perform a post-trip inspection and submit all completed paperwork to dispatch.

Area Support Manager (Anthony Rodriguez)

The area support manager has oversight responsibilities and provides support to MV's on-site general manager.

This person is also the City's advocate. He will work in partnership with City staff, the local team, MV's corporate support personnel, and the riding community to help realize the mission and vision of the service.

General Manager (Ross Steinberg)

The general manager is the daily operational liaison between MV and the City. This person is MV's field representative and City's advocate. This person must work in partnership with City staff, the local team, MV's corporate support personnel, and the riding community to realize the mission and vision of the service. The general manager will also be available as additional resource for dispatching and road supervision.

This person is responsible for the safe and high quality operation of the transit system. This responsibility encompasses all efforts defined within the scope of work, including safety, training, maintenance, personnel oversight, operating performance, data collection, reporting, community relations, budgeting, accounting and finance, local purchasing, adherence to policy and procedure, contract administration, and more.

MV's general manager will meet with City staff often to provide updates on service quality, performance numbers, possible trends, and/or other statistics requested. In order to improve the ongoing education and training of its management team, MV requests that general managers attend periodic conference calls, training sessions, as well as regional and national meetings hosted by MV's support team.





The general manager reports to the area vice president of operations

Dispatcher/road supervisor

The dispatcher directs all on-road operations that occur from daily pullout to return-to-yard and also performs road supervision. This position coordinates with vehicle operators while in service in order to monitor operations status, mitigate delays, respond to the scene of any breakdowns, incidents/accidents, and assist in resolving service disruptions.

The dispatcher conducts gate checks, supervises operators, manages report times, assigns vehicles, and distributes bulletins and other information. They are trained in reasonable suspicion and are responsible for assessing fitness for duty.

This person acts in compliance with the City policies in accordance with MV operating procedures. The dispatcher monitors service delivery via radio throughout the service day, working closely with operators to efficiently respond to service needs, including accidents and on-board emergencies. They assist in incident preventability determination by making recommendations for future training based on individual events or system trends.

The dispatcher coordinates standby operators in the event that an operator does not report on time. The dispatcher also coordinates with the City's maintenance department for vehicle exchanges, maintenance pulls, and submission of vehicle inspection/defect forms.

Staff Schedule

The table below reflects the positions and daily schedule for the personnel assigned for the City's Trolley services.

Pos	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Work	1st Friday
GM	OFF						OFF		8:00
		8:00	8:00	8:00	8:00	8:00		18:00:00	
		18:00:00	18:00:00	18:00:00	18:00:00	18:00:00		45:00:00	
		9:00	9:00	9:00	9:00	9:00		9:00	
Dispatcher 1	OFF						OFF		6:30
		6:30	6:30	6:30	6:30	6:30		15:30:00	
		15:30:00	15:30:00	15:30:00	15:30:00	15:30:00		40:00:00	
		8:00	8:00	8:00	8:00	8:00		8:00	
Dispatcher 2	OFF						OFF		13:00
		11:00	11:00	11:00	11:00	11:00		20:00:00	
		20:00:00	20:00:00	20:00:00	20:00:00	20:00:00			



Pos	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Work	1st Friday
		8:00	8:00	8:00	8:00	8:00		40:00:00	8:00

5) Wage and Benefits

MV is pleased to offer the following compensation package to its team.

Operator Wage Scale

Operator Seniority	Year 1	Year 2	Year 3	Year 4	Year 5
Starting	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
1 year	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
2 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
3 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
4 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
5 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
6 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
7 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
8 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
9 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31
10 years	\$ 15.68	\$ 15.83	\$ 15.99	\$ 16.15	\$ 16.31

Non-Operator Wage Scale

Job Title	Hourly Wage	Job Title	Hourly Wage
General Manager	Confidential	Dispatcher/road supervisor	\$16.00

Benefits Package

All full time employees (35+ scheduled hours per week) have the opportunity to participate in the following benefits programs.

- **Safety Bonus:** \$200 per year for performing their duties in a safe manner and maintaining a good attendance record.
- **Vacation Pay:** MV will honor all existing drivers' level of vacation. Employees new to the system will receive 40 hours after 1 year, with the amount increasing as seniority is gained to 80 hours after 3 years.
- **Medical & Dental Insurance:** MV will provide medical and dental insurance to full time employees. Each plan has dependent coverage available.



Current employees with medical insurance will have no waiting period to avoid disruption in coverage.

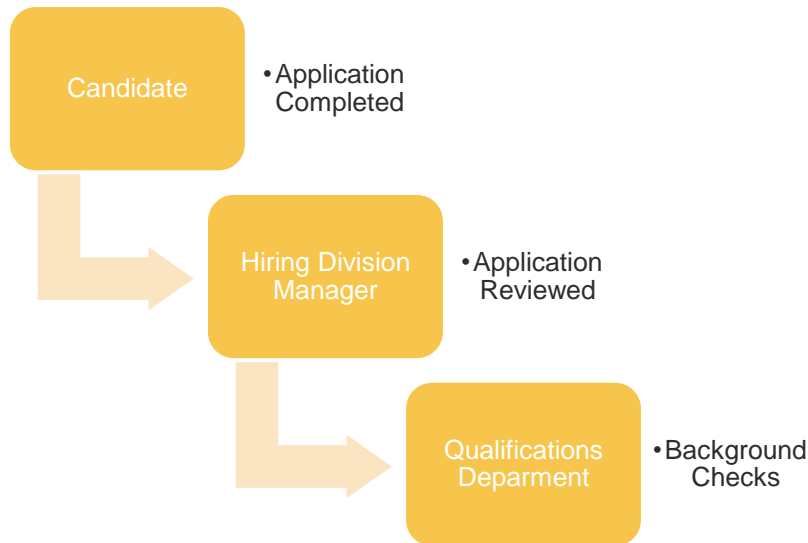
- **Flexible Spending Accounts (Health Care FSA and Dependent Care FSA):** These programs allow employees to put aside pre-tax money to pay for childcare or eldercare expenses while employees work, and to pay for qualifying out-of-pocket medical expenses (such as copays and other covered items.) Employees are eligible to participate in both plans on their normal benefits eligibility date.
- **Employee Assistance Program:** MV offers confidential counseling services at no cost for employees and family members (3 in-person sessions per incident per year). There is a 24/7 resource and referral line for counseling, financial assistance, legal problems, and many other issues.
- **Life and AD& D Insurance:** In addition to its health insurance plan offerings, MV also offers company-sponsored supplemental life insurance and Accidental Death & Dismemberment (AD&D) insurance plans through The Standard Insurance Company. The supplemental life insurance plan is available to employees, their spouse/domestic partner, and their children. The AD&D insurance plan is available to employees.
- **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.

6) Application, Qualifications, and Hiring Process

Completing Application

MV posts all career opportunities – from vehicle operators to management staff – on the career section of company’s website (<http://careers.mvtransit.com>); this is powered by CareerBuilder, LLC.

An applicant begins the employment process by completing an online application. After the application is completed, it is reviewed by the local hiring lead (for this contract, this will be the (general manager) to determine if qualifications are met. If the applicant meets the minimum requirements, the qualifications process will begin.



Qualifying Applicant

The hiring lead will contact the applicant and request that he or she reviews and signs the required release documents.

Required release documents include:

- Application for Employment
- MV's Background Check Disclosure and Authorization release
- Criminal Background Check with the Coral Gables Police Department
- FTA DOT Disclosure and Authorization (FTA divisions only)
- FMCSA DOT Disclosure and Authorization (FMCSA divisions only)
- I-9 Express Online I-9 verification

Once signed, the applicant's background checks are ordered.

All employees must pass a mandatory pre-employment drug test. Additionally, depending on the position, applicants may be required to pass either a DOT or Non-DOT physical examination. MV's qualifications department will contact the hiring lead within 72 hours once the applicant is qualified for hire (or qualified pending additional information).

MV Transportation, Inc. has an Equal Opportunity Employment (EEO) policy in place and will not discriminate against any employee or applicant for employment because of age, race, religion, color, sex, disability, national origin or any other characteristic protected by the law.



Motor Vehicle and Criminal Background Reports

An applicant's motor vehicle report (MVR) will be assessed to determine if any of the following items are present:

- Serious traffic offenses in the last three (3) years
- More than three (3) moving violations in the last three (3) years
- Pattern on the motor vehicle report (MVR)

All criminal convictions and motor vehicle reports are reviewed and assessed based on the Equal Employment Opportunity Commission (EEOC) guidelines, along with the following eligibility factors:

- The frequency, severity, and nature of the conviction
- The age of the applicant at the time of the conviction
- The elapsed time from the date of the conviction to the present
- The relationship between the nature of the offense and the type of employment
- Evidence of rehabilitation, successful employment history, and any aggravating, mitigating or extenuating circumstances

Adverse Checks

If the background check reveals adverse information, MV's qualifications team will initiate an individual assessment. The applicant will receive a pre-adverse letter, along with a copy of their background reports. The applicant is given an opportunity to contest their background reports within 10 business days.

If the applicant provides appropriate documentation clearing the issues cited, the hiring lead is notified that the applicant is qualified for hire. If the applicant is unable to clear the report within 10 business days, then the qualifications department issues a disqualified notification to the hiring lead, who will in turn notify the applicant.

Considerations

An adverse result is reviewed and assessed for an applicant who has the following:

- A misdemeanor or felony





- More than three moving violations in three years on their driving record

Medical Examination Reports



The company requires all applicants for safety-sensitive positions to undergo medical examinations. The hiring lead will schedule an online appointment with eScreen, Inc., and notifies the applicant.

All exams and test results are reviewed by a medical review officer (MRO) to assure compliance with DOT requirements – this review is based on the medical standards set forth by FMCSA (49 CFR 391.41) and medical guidelines.

MV requires applicants to undergo this examination to establish the applicant’s fitness to perform the job for which they have applied, without endangering the health and safety of themselves or others. All exams are performed by a physician or licensed medical facility designated or approved by the company.

A current employee may be required to have a medical examination under the following conditions: Exposure to toxic or unhealthful conditions, a request for an accommodation due to a disability, or is unable to perform essential job functions due to a medical condition.

Physical Examinations

An applicant in a safety-sensitive position must also undergo a pre-employment physical examination performed at MV’s expense by a physician of the company’s choice. Other exams may include a DOT physical or other physical testing.

Drug and Alcohol Testing

MV shall require every covered employee who performs a safety-sensitive function as described in the FTA regulations Part 655 and the FMCSA regulations Part 382 (382 is only applicable to those contracts not subject to FTA regulations) to submit to a pre-employment, post-accident, random, and reasonable suspicion drug and alcohol test as described in this policy. MV shall not permit any employee who refuses to submit to such tests - to perform or continue to perform any safety-sensitive functions.





7) Policies and Procedures

MV has an established set of clear expectations for its employees. These are supported by MV's employment standards, which 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 polite, professional and courteous to all passengers
- Follow established policy and supervisor instructions
- Be prompt and regular in attendance

MV understands that employees have expectations of their employer. At MV, 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 has included its Employee Handbook in this proposal, which provides an overview of all of MV's work policy and procedures. This handbook covers MV's Code of Conduct and FTA approved Drug and Alcohol Policy, among many other human resource and employment policies affecting all employees.

Employees are held to these rules and guidelines in the performance of their jobs. Operators are monitored based on their safety performance and customer service skills. Violations of MV's stated work rules may affect an operators' employment status, as will violations outlined in the Safety Point System. Based on the frequency, amount, and severity of these infractions, operators may be coached, disciplined, and/or terminated.

All operators will be compensated pursuant to the operator wage scale outlined in this proposal. This wage scale includes step increases such that operator pay is progressive, and rewards operators for their tenure in the system. Additionally, this wage scale recognizes the cost of living increases over each operating year.





Exempt employees and non-exempt staff each receive an annual performance review. During this meeting, the supervisor and employee review the specific requirements of the job, performance criteria and objectives. Based on that information, the employee receives a performance rating, and their annual compensation may be reviewed at this time.

8) Recruitment

During implementation, MV will thoroughly evaluate the current staffing and service structures to identify the minimum number of operators needed to perform this contract. MV will fill the majority of the staffing positions with existing personnel, if possible.

Retaining as much of the current workforce as possible minimizes the element of change for the system's passengers during the service transition.

For any open positions, MV uses industry publications and several online resources. This approach maximizes the company's exposure to talent within the industry and like industries. MV has a strategic partnership with CareerBuilder.com, with which the company's postings are automatically linked to over 50 diversity postings. The company also uses the services of:

- Monster;
- Craigslist;
- Transit Talent;
- Indeed;
- ZipRecruiter;
- APTA;
- Mass Transit, and
- LinkedIn

As part of MV's commitment to veteran employment, the company also uses America's Job Exchange. This tool expands MV's outreach to include agencies including:

- AJE Veterans Exchange;
- AJE Disability Exchange;





- JOFDAV.com;
- DisabledPerson.com; and
- 4,000 additional community based organizations sites.

Locally, the company participates in local job fairs – and includes those that focus on returning veterans and/or spouses of veterans.

Once MV has garnered a strong applicant pool through aggressive recruiting, it will begin the process of finding team members who will be dedicated to providing safe, friendly and timely service to your customers. A prospective employee must possess the ability to work well with the public and to respond to inquiries in a positive and professional manner.

9) Retention

MV employs a number of strategies to reduce turnover in its local operations, including:

- **Competitive wage scaling:** MV determines competitive wage scales by researching nearby job competition to understand what financial packages best meet the needs of the local employment market. In this circumstance, the City has designated competitive wages that MV is pleased to offer.
- **Continued education:** Ongoing training improves job attractiveness, keeps employees motivated and engaged, and demonstrates MV's willingness to invest in its employees. MV provides on-the-job training, offers a number of continued training opportunities via web-based packages, hosts companywide training classes, and encourages employees to obtain new certifications.
- **Opportunities for promotion:** MV is committed to promoting from within and will maximize those opportunities as much as possible.
- **Employee recognition programs:** Employees that demonstrate proficiency in their jobs, and those that set the standard for exemplary performance are rewarded in employee recognition programs.



MV COMMENDATION LETTERS



City of Palm Springs

Community and Economic Development Department

3200 E. Tahquitz Canyon Way • Palm Springs, California 92262
TEL: (760) 323-8259 • FAX (760) 322-8325 • TDD (760) 864-9527

Community Redevelopment Agency • Community Development Block Grant
Downtown Development • Economic Development • Housing • Public Art • Recycling

December 13, 2016

MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

Attention: Judie Smith, Area Vice-President

The City Council of the City of Palm Springs unanimously voted on December 7, 2016 to extend the contract with MV Transportation, Inc. for operation of the BUZZ trolley for the third year of service. Their unanimous approval is a direct testament to the outstanding level of service and responsiveness that your company has provided to make the day to day operation seamless and the trolley program successful.

Our partnership with MV started in June 2014 when the contract was initially awarded and the creation of the BUZZ identity, the route, the vehicles, and the service was under design. We were very fortunate to have your input and feedback during the early phase of the program development, especially considering that we had very limited experience in public transit. In short order, MV was able to procure vehicles, establish a local office, train and hire drivers and assist in the selection of safe stop locations along the route. With your help, we launched the service on December 19, 2014 and have served approximately 460,000 passengers to date along a 10 mile loop around the City's main corridor. The local General Manager, Robert Mendoza, is a true professional and has been incredibly responsive and accommodating of the City's needs and requests. He has been instrumental in helping make improvements to all aspects of the free trolley service. Robert has consistently shown a teamwork approach with a deep understanding of our priorities of passenger safety, reliability, and the goal of making the trolley experience stand out from standard public transit. Drivers are given the role of "ambassadors" of the City and they are well regarded by tourists and residents.

Having been involved in this project since its inception, I am truly grateful for our partnership and commend you for the great work that you have delivered. I would heartily recommend MV Transportation to any City or Agency in need of unique transit services.

Sincerely,

Diana R. Shay, Redevelopment Coordinator



Regional Transit System
PO Box 490, Station 5
Gainesville, FL 32602-0490
(352) 393-7852
(352) 334-2607 (fax)
www.go-rt.com

Mr. Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Ave., Suite 3
Gainesville, FL 32608

March 17, 2016

RE: Letter of Recommendation

Dear Mr. Griffin:

I'd like to take this opportunity to commend MV transportation for all they do for the Gainesville community. In 2003, MV Transportation was awarded the contract to be the Alachua County Community Transportation Coordinator (CTC) and to provide paratransit service in the City of Gainesville. MV inherited a very dysfunctional system and Gainesville was in crisis mode. MV Transportation was equal to the task and came in with the people, vehicles and the resources needed to work through the problems and put Gainesville back on the right track. For the last 11 years MV Contract Transportation has been a stalwart partner to RTS and to the other Alachua clients. They have worked tirelessly to improve the service and today provide premier transportation services to the citizens of Gainesville and Alachua County.

As a corporation MV focuses on safety. Early in their tenure in Gainesville MV transportation purchased DriveCam cameras, which allows a dedicated team to collect data on every trip provided to ensure customer safety and improve driver performance. Recently MV almost attained 100 days without a safety accident or incident. While not making the 100 days was heartbreaking, going 98 days without an accident or incident is phenomenal. MV transportation has every right to be proud of being able to attain that many days without an incident or accident. This achievement was possible because the culture of safety is ingrained into MV Transportation's corporate DNA.

MV transportation uses Trapeze, which is the leading scheduling software employed by transit organizations nationwide. In 2008, MV partnered with RTS to purchase and install Mobile Data Terminals (MDTs) to improve On Time Performance (OTP) and provide clients with real time "where's my ride" updates. MV continually looks for ways to improve the provision of service by employing the latest technological advances in transportation. Recently MV Transportation incorporated TimePoint dispatching software into their operations model, which allows dispatchers and schedulers to efficiently manage the schedule and increases dispatcher efficiency in controlling revenue vehicles. Now MV Transportation is moving to the next generation of MDTs and has procured Samsung tablets employing DriverMate, which is the state of the art when tracking vehicles and providing real time data in the provision of service. The Samsung Tablets are comparable and in some ways better than the first generation MDTs because they are more economical.

As a caring corporate team player, MV Contract Transportation has sponsored events for the National Federation of the Blind and participates yearly in the National White Cane Walk and ADA birthday event held by Alachua County for the Gainesville Community. Their service to this community is vital and they are a trusted caring partner to our most vulnerable population.

OUR VISION: The City of Gainesville will set the standard of excellence for a top ten mid-sized American city; recognized nationally as an innovative provider of high-quality, cost-effective services.

Sincerely,

A handwritten signature in blue ink, consisting of a long horizontal stroke followed by a loop and another horizontal stroke.

Mildred Crawford, P.A.
ADA Transit Coordinator



Palm Tran

Administrative Offices

3201 Electronics Way
West Palm Beach, FL 33407-4618

(561) 841-4200

FAX: (561) 841-4291

Palm Tran Connection

50 South Military Trail
Suite 101
West Palm Beach, FL 33415-3132

(561) 649-9838

FAX: (561) 514-8365

www.palmtran.org



**Palm Beach County
Board of County
Commissioners**

Mary Lou Berger, Mayor

Hal R. Valeche, Vice Mayor

Paulette Burdick

Shelley Vana

Steven L. Abrams

Melissa McKinlay

Priscilla A. Taylor

County Administrator

Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

February 25, 2016

Jeanie Chrisman
MV Transportation
3301 Electronics Way #D
West Palm Beach, FL 33407

Ms. Chrisman:

After the first year of service, I want to acknowledge GM, Jeanie Chrisman, AGM - Felix Collazo and MV's efforts to provide excellent service. Additionally your management team has been extremely responsive to any issues or requests whenever needed.

The first yearly audit was recently completed and MV's files and departments were all in order. It is a pleasure when records are kept orderly and correctly. MV also works very well with their fellow vendors and Palm Tran Connection is appreciative of the team work with our staff. This helps promote a safe, positive experience for all of our passengers.

MV's safety programs and employee appreciation programs and lunches help them to provide the excellent service they have and will provide in coming years.

I would also like to acknowledge Regional Vice President, Ed Overn, who responds thoroughly and quickly to any requested for information from Palm Tram Staff. During the startup, Ed even preformed parking lot duty, which we all respected.

During the past year of service, MV has been able to get every route out and also provides extra routes as needed. Though any start up is a challenge, MV was ready, and made every effort to make sure passengers were happy with service. For many months now, the commendations have outnumbered the complaints, sometimes almost triple.

I commend MV for being the first Palm Beach vendor to get the propane tanks installed. I know this was a difficult task, but you stuck with it, working with Amerigas and pushing them to finish the installation which will save the County considerable money with the lower price per gallon.

Thank you.

Sincerely,

Ron Jones
Director, Palm Tran Connection

Carlos Hernandez
Mayor

Isis Garcia-Martinez
Council President

Luis Gonzalez
Council Vice President



Council Members

Jose F. Caragol
Vivian Casals-Muñoz
Katharine E. Cue-Fuente
Paul B. Hernandez
Lourdes Lozano

City of Hialeah

April 17, 2015

MV Contract Transportation
Ed Overn Regional Vice President

Mr. Ed Overn,

I am writing this letter to re-confirm how pleased we are on having MV Transportation as our service provider for the City of Hialeah Circulator! We have seen the difference that it makes as I have said, now we have a 'professional company' serving our community.

The number of customer calls and complaints has decreased. MV continues to provide the operators with ongoing training to ensure the best possible service is given. This shows a commitment to the quality of service that we envision for our transit system.

As stated in prior letters, with Mr. Anthony Rodriguez as General Manager, we have a true partnership that we feel will take our service to the next level. Mr. Rodriguez has been dedicated to improving the service and working with us to make the needed changes from the beginning. He has done an excellent job in creating a professional climate to work in for the Operators. We also see the corporate support that MV has provided in the areas of Safety and Maintenance. We are in the middle of a Triennial Audit that is being performed and MV has sent a specialist on the topic of Drug and Alcohol Policies to train some of MV staff as well as City staff to ensure that we are all in compliance with all FTA requirements. Again this shows the partnership that we have with MV, and it shows the dedication that MV has with the City.

I look forward to working with MV Transportation and growing our service to meet Hialeah's Community needs. We have had a great start and appreciate the MV Team and their dedication to providing the best service possible for the City of Hialeah.

Sincerely,

Mr. Jorge de la Nuez

MANAGEMENT RESUME

Ross Steinberg

General Manager

Mr. Ross Steinberg is MV's proposed general manager for the City of Coral Gables Trolley Operations Services.

Experience

General Manager, Transdev (Clearwater, FL)

2014 to Present

- Managing personnel comprising 200 vehicle operators and 30 staff personnel
- Assist all operations positions including road supervision, dispatcher, and maintenance
- Interview, hire, and coordinate background checks
- Participate in internal employee investigations
- Prepare weekly and monthly reports, including vehicle and maintenance reports
- Schedule monthly client meetings
- Participate in community events
- Member of local Chamber of Commerce and City Council including participation in meetings
- Active partner in 501(c)3 organization to assist children and their families who are having financial difficulty
- Increased company growth from four counties to 11 counties through the growth of business development
- Developed a wheelchair division of 14 in 1.5 years
- Diversified the company increasing paratransit, medical, NEMT (ambulatory and wheelchair) from one to three contracts to include managing fixed route operations
- TOD Supervisory Leadership Program completed October 2016
- HART Hyper-Link contract with Hillsborough Area Regional Transit (HART) (#1 in the nation with a contract like this)
- Supervised the integration of technology in all vehicles to include an app and National Operations Center
- Generated new business opportunities along with developing high impact business solutions.
- Assisted in the Autonomous Vehicle (AV) Initiative in the State of Florida

Driver Service/Safety Manager, Florida Gulf Coast Transportation (Clearwater, FL)

2010 to 2014

- Led and managed 120 contracted drivers and staff
- Prepared work schedules and assigned specific duties
- Reviewed financial statements, sales, activity reports, and performance data to measure productivity and goal achievement to determine areas in need of cost reduction programs
- Established and implemented departmental policies, goals, objectives and procedures conferring with organization officials and staff members as necessary
- Determined staffing requirements and interviewed, hired and trained new employees to include oversight of personnel processes
- Resolved customer service concerns
- Concurrently served as the safety manager and held responsibility in safeguarding the organization from internal as well as external threats
- Supervised traffic accident investigation unit managing approximately 216 annual investigations.
- Led daily management of approximately 200 drivers

Ross Steinberg

General Manager

- Implemented policy, procedures, and training to reduce accidents/incidents by 40 percent
- Oversaw the implementation and integration of corporate and company safety/security policies and procedures into operating procedures and measurement systems to effectively minimize losses and risks related to people, brand and company assets
- Ensured all documentation concerning the safety department is up-to-date
- Allocated tasks to the safety department staff and monitored work
- Recruited, retained, developed, and trained members in safety positions
- Ensured proper training is given to new recruits to ensure safety compliances
- Met, counseled, and assigned progressive employee improvement plan

Special Projects Director, City of Cleveland (Cleveland, OH)

2007 to 2009

- Planned and administered a specific project(s) or program(s) for City Department Office
- Served as the administrative supervisor on several project(s) and program(s)
- Planned, assigned, supervised, and reviewed the activities of subordinate personnel
- Monitored programs or project's operating budget and assisted in the annual preparation of the project
- Designed, implemented, and monitored procedures utilized in programs
- Developed and secured commitments from other City departments and outside agencies
- Communicated the project/program status and information to municipal officials and/or public and private entities
- Responsible for the Infrastructure Protection Plan as it relates to the City of Cleveland
- Planned, assisted, and conducted inspections on regulatory physical, personnel, and cyber security compliance and enforcement matters relative to the protection of National critical chemical infrastructure and assets posing the highest risk of vulnerability to terrorist attack and/or theft and diversion of hazardous chemicals as prescribed in the Chemical Anti-Terrorism Standards (CFATS)
- Responsible for the Automated Traffic Enforcement Program which generated approximately \$10 million for the City of Cleveland in 2008 and \$9 million in 2007
- Responsible in providing City-wide supervision of the installation and maintenance of security/surveillance cameras and alarm systems
- Supervised and reviewed the development and implementation of City security plans and programs, emergency response procedures and maintaining the standardized City security system design.
- Supervised and maintained an organized inventory of City Security Assets and maintenance scheduling to include Access Control
- Conducted and assigned security surveys as required and conduct research as necessary

Administrator/Executive Director, City of Cleveland (Cleveland, OH)

2000 to 2007

- Responsible for the daily operation for this department, managing five board members, eight investigators and two support staff
- Oversaw a combined budget of \$375,000
- Ensured the members of the police department (police staff of 1900, 106 institutional guards, and 100 dispatchers) adhered to Federal, State and City regulations along with the divisions general police orders, notices and guidelines
- Managed civilian oversight for non-criminal and administrative issues
- Served as the executive director of the Office of Professional Standards and Civilian Police Review Board

Ross Steinberg

General Manager

- Supervised personnel in the investigation of police brutality and excessive force allegations
- Reduced the number of active complaints by 20% in 2004 (14% /2003; 14%/2002) and increased office efficiency by implanting comprehensive case review and prioritization standards
- Developed and implemented new policies and procedures which effect the operation of the division of police force and the community
- Presented completed investigations (approximately 4,000) to the Civilian Police Review Board through the use of direct cross examination as well as the presentation of evidence
- Presented cases to the Police Review Board for resolution and determination of results
- Acted as an advocate and liaison for the Police Review Board by way of cross and direct examination before the Chief of Police and the Director of Public Safety
- Implemented a comprehensive training program for investigators and civilian board members in the areas of the 4th Amendment Search and Seizure, domestic violence, traffic stops, as well as Use of Deadly Force procedures
- Improved investigation procedures through collaboration with Safety Division, Chief's Office and the community
- Oversaw the completion of non-biased investigations conducted by the Homicide Unit, Internal Affairs Unit and the Use of Deadly Force investigative units for the Cleveland Division of Police

Investigative Specialist, Federal Bureau of Investigation (Washington, D.C.)

1996 to 2000

- Attained top secret clearance
- Conducted investigations against individuals or groups of individuals that posed a threat to the security of the United States
- Specialized in international terrorism and espionage investigations
- Completed an intensive and extensive investigative specialist training course at the FBI Academy, Quantico, Virginia
- Utilized various FBI computer data bases and indices to extract and manipulate raw intelligence data and processed it to formal written documentation
- Supported special agents and prosecuting U.S. Attorney by obtaining accurate information pertinent specific investigations utilizing various interview, interrogation and surveillance techniques to elicit information from individuals and the general public (Specializing in Middle Eastern territories and Eastern Europe)
- Gathered information though human intelligence, technical equipment and electronic, satellite imaging (HUMINT, SIGINT, IMINT, etc.)

Education and Training

George Mason University

- Bachelor's in Criminal Justice

Commendations and Certificates, and Acknowledgements

- Please see attached



PROCLAMATION

City of Cleveland
Jane L. Campbell, Mayor
In Recognition of

MR. M. ROSS STEINBERG

IEREAS, on behalf of the citizens of the City Of Cleveland, I am honored to offer this Proclamation in recognition of Mr. M. Ross Steinberg, as he celebrates his continuous service to the City of Cleveland's Citizen Police Review Board; and

IEREAS, Mr. M. Ross Steinberg has worked diligently as Administrator of the Office of Professional Standards where he has dealt with the men and women of the Cleveland Division of Police in a fair and respectful manner, taking into full account the difficult circumstances under which they serve and the vital service they provide to the City of Cleveland; and

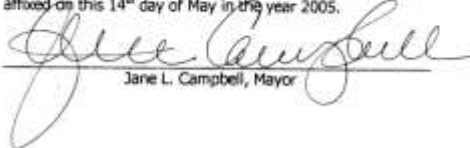
IEREAS, as Administrator, Mr. M. Ross Steinberg has ensured a fair, impartial, and effective system for handling complaints made by persons against any member of the Cleveland Division of Police and has adjudicated 2,794 complaints; and

IEREAS, Mr. M. Ross Steinberg has worked diligently for the past 5 years holding every member of the Cleveland Division of Police accountable for those who work, live, shop, study and play in the City of Cleveland.

W, THEREFORE, I, Jane L. Campbell, the 55th Mayor of the City of Cleveland, do hereby issue this Proclamation in recognition of Mr. M. Ross Steinberg. I encourage all citizens to join in congratulating him on his continued service.



IN WITNESS WHEREOF, I have set my hand and caused the Corporate Seal of the City Of Cleveland to be affixed on this 14th day of May in the year 2005.


Jane L. Campbell, Mayor



Ross Steinberg

In Appreciation of Your Committed
Leadership To The
Office of Professional Standards

2000 - 2007

Your Hard Work, Innovation, Forward Thinking
and Sacrifices Enhanced The Level of Service
Provided To The
Citizens of Our Great City

"Leadership From The Front"



*From,
Your Coworkers & Staff
At
OPS*



Terrorists, Ideologies, and Beliefs Training



awarded to
Project Director Ross Steinberg
Cleveland Division of Police

Completion of Training Course
8.00 hours

March 23, 2009

William J. Edwards, Esq.
United States Attorney
U.S. Attorney's Office
Northern District of Ohio

Craig A. Tame, Esq.
Law Enforcement
Coordination Manager
U.S. Attorney's Office
Northern District of Ohio

Thomas E. Getz, Esq.
ATAC Coordinator
U.S. Attorney's Office
Northern District of Ohio

EMERGENCY MANAGEMENT INSTITUTE
Certificate of Achievement

This Certificate of Achievement is to acknowledge that

M. ROSS STEINBERG

Has manifested a dedication to serve in times of crisis through continued professional development
and completion of the following study course:

IS-315

**Special Events Contingency Planning
for Public Safety Agencies**

Issued this 27th Day of January, 2004


Stephen G. Sharrs
Director, Training Division



UNITED STATES FIRE ADMINISTRATION

EMERGENCY MANAGEMENT INSTITUTE
Certificate of Achievement

This Certificate of Achievement is to acknowledge that

MYRON R. STEINBERG

Has evidenced a dedication to serve in rank of Chief through continued professional development
and completion of the following study course:

**IS-240
Leadership & Influence**

Issued this 12th Day of February, 2004


Stephen G. Sharps
Director, Training Division



UNITED STATES FIRE ADMINISTRATION

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

M ROSS STEINBERG

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00100

**Introduction to the Incident Command System,
(ICS 100)**

Issued this 3rd Day of December, 2007


Cortez Lawrence, PhD
Superintendent
Emergency Management Institute



Protective Services - Infrastructure Information *PCI*
CERTIFICATE OF COMPLETION

This certifies that
M. Ross Steinberg
has completed the
PCI Authorized User Training
06/25/2008

Laura L. Kimberly
Laura L. L. Kimberly, Program Manager



Certificate of Training



Presented to

M. Ross Steinberg

for successful completion of the

Department of Homeland Security

Surveillance Detection Course for Commercial Operators

August 28 - 30, 2007

Shawn M. O'Reilly
Training Unit Chief
Protective Security Coordination Division



DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED
THE ARMY ACHIEVEMENT MEDAL

TO **SPECIALIST MROSS S. STEINBERG**

FOR meritorious achievement while serving as a latent print laboratory technician at the United States Army Criminal Investigation Laboratory-Europe during the period 26 October 1989 to 26 February 1990. Specialist Steinberg distinguished himself by his meticulous preparation of over 200 complex and sensitive laboratory cases involving over 10,000 separate items of evidence; an accomplishment which greatly assisted Department of Defense and Allied Nation Investigative Agencies throughout Europe. His efforts were instrumental in reducing laboratory response time. His accomplishments are in the highest traditions of military service and reflect great credit upon him, the Military Police, and the United States Army.

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 13th DAY OF April 19 90

H. WAYNE RUFFEN
LTC., MC
Commanding


J. W. Stone
Secretary of the Army



DEPARTMENT OF THE ARMY

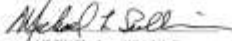
THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY ACHIEVEMENT MEDAL

TO
SPECIALIST MEROS H. STEINBERG, UNITED STATES ARMY
65TH MILITARY POLICE COMPANY

FOR MERITORIOUS ACHIEVEMENT DURING OPERATION DESERT SHIELD, DHARRAN, SAUDI ARABIA, WHILE ASSIGNED TO THE 503D MILITARY POLICE BATTALION (AIRBORNE). SPECIALIST STEINBERG'S JOB PERFORMANCE WAS OUTSTANDING AS A MILITARY POLICEMAN RESPONSIBLE FOR A MOTORCADE ESCORT/SECURITY FOR SECRETARY OF DEFENSE RICHARD CHERY AND CHAIRMAN OF THE JOINT CHIEFS OF STAFF, GENERAL COLIN POWELL. HIS ATTENTION TO DETAIL, DEDICATION, AND HARD WORK ENSURED THAT THE MOTORCADE COULD TRAVEL SAFELY THROUGHOUT DHARRAN FOR FOUR DAYS WITHOUT INCIDENT. SPECIALIST STEINBERG'S ACHIEVEMENTS ARE VERY COMMENDABLE AND REFLECT GREAT CREDIT UPON HIMSELF, HIS UNIT, AND THE UNITED STATES ARMY.

13 DECEMBER 1990 TO 23 DECEMBER 1990
GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 16TH DAY OF FEBRUARY 19 91


MICHAEL L. SULLIVAN
LTC, MP, COMMANDING
ORDER #13-1




SECRETARY OF THE ARMY



DEPARTMENT OF THE ARMY


THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY COMMENDATION MEDAL

TO
SPECIALIST MYRON R. STEINBERG
65TH MILITARY POLICE COMPANY

FOR MERITORIOUS SERVICE WHILE ASSIGNED AS A TEAM LEADER IN THE 65TH MILITARY POLICE COMPANY. SPECIALIST STEINBERG'S PROFESSIONAL DEMANDOR AND PROPENSITY FOR GETTING ANY JOB DONE, UNDER ANY CIRCUMSTANCES, MADE HIM AN IMPORTANT ASSET DURING THE DEPLOYMENT OF OPERATION DESERT SHIELD AND DESERT STORM. THE OUTSTANDING RECORD OF PERFORMANCE BY SPECIALIST STEINBERG IS DUE TO HIS ATTENTION TO DETAIL IN ALL ASPECTS OF HIS DUTY ASSIGNMENT AND TO HIS CONSISTENT DESIRE FOR PERFECTION. SPECIALIST STEINBERG'S EFFORTS REFLECT GREAT CREDIT UPON HIM, THE 65TH MILITARY POLICE COMPANY AND THE UNITED STATES ARMY.

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 25TH DAY OF OCTOBER 19 91


RONALD E. JONES
COL, MP
Commanding




SECRETARY OF THE ARMY



DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY ACHIEVEMENT MEDAL

TO
SPECIALIST MYRON E. STEINBERG

for exceptionally meritorious performance while assigned to the 284th Military Police Company, 709th Military Police Battalion from 18 June 1988 through 12 June 1990. Specialist Steinberg's performance of duty for the Frankfurt Military Community and Provost Marshal's Office clearly demonstrated his outstanding professionalism and technical expertise. His diligent duty performance as a Team Leader made a positive impact on the quality of law enforcement support provided to the Frankfurt Military Community. Specialist Steinberg's many fine qualities and actions are in keeping with the finest traditions of the Military Police Corps and reflect distinct credit upon him, the 709th Military Police Battalion and the United States Army.

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 8th DAY OF May 1990


N. WAYNE GUTHVEN
LTC, MP
Commanding




SECRETARY OF THE ARMY



CERTIFICATE OF ACHIEVEMENT




709th Military Police Battalion

United States Army Europe and Seventh Army

is awarded to

PRIVATE MYRON E. STEINBERG

For outstanding performance of Military Police duties on 7 March 1989. While on patrol in the Frankfurt Military Community, Private Steinberg responded to a fire in a trash container located on Altarbey Kaserno. Private Steinberg immediately extinguished the fire, preventing its spread. His quick action prevented the spread of the fire to a nearby storage facility containing paint, fuel, and government equipment. Investigation by Private Steinberg resulted in the identification and apprehension of two suspects and the recovery of partially burned classified documents from the trash container. Private Steinberg's prompt and professional action prevented considerable damage to United States Government property and destruction of classified information. His actions reflect distinct credit on him, the 709th Military Police Battalion, and the Military Police Corps.


CHARLES L. HAYS
LTC, MP
Commanding

This 28th Day of April 1989




HEADQUARTERS
XVIII AIRBORNE CORPS
SAUDI ARABIA



LET IT BE KNOWN THAT SFC STEINBERG, MYRON R., 503D HP Bn (ABN)
SERVED WITH DISTINCTION TO ACHIEVE FREEDOM FROM TYRANNY
IN SUPPORT OF OPERATION DESERT STORM


DAVID F. RIEME
LTC, HP
Commanding


GARY E. LUSK
LIEUTENANT GENERAL, U.S. ARMY
COMMANDING OFFICER



Certificate of Appreciation

presented to

Officer Myron R. Steinberg

for outstanding and dedicated service in connection with the
Inauguration of the 42nd President of the United States

United States Department of State
Bureau of Diplomatic Security
Uniformed Protection Branch

Given this 1st day of February, 1993


David C. Blake
Chief, Uniformed Protection Branch

**CERTIFICATE OF
COMPLETION**

PUBLIC EMPLOYMENT RISK REDUCTION PROGRAM

**RECOGNIZES
Ross Steinberg**

For Successful Completion of a course in



Quentin L. Kaptel

Signature

BOATE COORDINATOR

Title

CLEVELAND STATE UNIVERSITY
Division of Continuing Education

This certifies that

Ross Steinberg

has completed

**“The Morning After -
What Do You Do After the Event?”**

on

April 2, 2008

and has earned

0.6 Continuing Education Units / 6 Hours


Barbara E. Harwood, Ph.D.
Dean, Continuing Education


Carol Meints
Instructor



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

Washington DC 20535

November 1, 1999

Mr. Ross M. Steinberg
601 4th Street, NW
Washington, D.C 20535

Subject: Letter of Appreciation

Dear Mr. Steinberg:

I would like to express my appreciation to you for a job well done. For more than a year, the Special Surveillance Group (SSG) participated in surveillance coverage for Clear Conscience, an extremely sensitive and complicated counterintelligence investigation.

This was an unusually difficult and lengthy case for the SSG Teams, yet through your professional efforts and dedication, the SSG provided information which resulted in a large amount of positive intelligence being provided to the U.S. Intelligence Community, and the disruption of a foreign intelligence collection network.

Again, I would like to express my sincere appreciation to you for your efforts and expertise, and commend you for a job well done.

Sincerely,

JTCarus

James T. Caruso
Special Agent in Charge
National Security Division

SEARCHED	INDEXED
SERIALIZED	FILED
NOV 6 5 1999	
FBI - WASH METRO FIELD OFFICE	

CAUTION: NOT TO BE USED FOR
IDENTIFICATION PURPOSES

- THIS IS AN IMPORTANT RECORD
SAFEGUARD IT

ANY ALTERATION
NEALS RENDER

CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY

1. NAME (Last, First, Middle) STEINBERG MYRON ROSS		2. DEPARTMENT COMPONENT AND BRANCH ARMY/RA		3. SOCIAL SECURITY 274 80 18477	
4. GRADE, RATE OR RANK LPL	43. PAY GRADE E-4	5. DATE OF BIRTH (YYMMDD) 071123	6. RESERVE DUTY TERM DATE Term WS (Month) 12 (Day) 05		
7a. PLACE OF ENTRY INTO ACTIVE DUTY CLEVELAND, OH		7b. HOME OF RECORD AT TIME OF ENTRY (City and State, or complete address if known) CLEVELAND, OH			
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND 55TH MP CO FORSLUM (FC)		8b. STATION WHERE SEPARATED FT BRAGG, NC 28307-5000			
9. COMMAND TO WHICH TRANSFERRED USAR CLM GP REINE AMPEREN 9700 PAGE BLVD ST LOUIS MO 63132		10. SGLI COVERAGE Amount: \$100,000.00			
11. PROMOTIONS SPECIALTY (List symbolic code and year) and months or weeks in specialty. List additional specialty branches and dates (including periods of less than one year) 55B10 MILITARY POLICE 3YRS THOS//NOTHING FOLLOWS//		12. RECORD OF SERVICE			
		a. Date Entered AD This Period 88 03 26			
		b. Separation Date This Period 92 03 25			
		c. Net Active Service This Period 04 00 00			
		d. Total Time Active Service 00 00 00			
		e. Total Prior Inactive Service 00 00 00			
		f. Foreign Service 02 08 05			
		g. Sea Service 00 00 00			
		h. Effective Date of Pay Grade SEE 19			
13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (All periods of service) ARMY SERVICE RIBBON//ARMY LAPEL BUTTON//NATIONAL DEFENSE SERVICE MEDAL//SAUTHERN ASIA SERVICE MEDAL W/BRONZE SERVICE STAR-2//M16 EXPERT BADGE//ARMY GOOD CONDUCT MEDAL(1ST)//ARMY ACHIEVEMENT MEDAL(2ALC)//NOTHING FOLLOWS//					
14. MILITARY EDUCATION (List the degree or award and month and year completed) LAW ENFORCEMENT 1 YRS 8806//NOTHING FOLLOWS//					
15a. MEMBER CONTINUED TO PERFORM DUTY (Without Educational Advancement Program)		15b. MEMBER CONTINUED TO PERFORM DUTY (With Educational Advancement Program)		16. DAYS ACCRUED LEAVE PAID	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		17.5	
17. REMARKS SUBJECT TO ACTIVE DUTY RECALL AND/OR ANNUAL SCREENING//BLOCK 6 INCLUDES PERIOD OF DELAYED ENLISTMENT PROGRAM: 871206-880125//SWA: 880829-910323//SEPARATED FROM SERVICE ON TEMPORARY RECORDS AND SOLDIER'S AFFIDAVIT DD FORM 215 WILL BE ISSUED TO PROVIDE MISSING INFORMATION//NOTHING FOLLOWS//					
18a. MAILING ADDRESS AFTER SEPARATION (Include Zip Code) 982 S. GREEN RD SOUTH EUCLID, OH 44121			18b. NEAREST RELATIVE (Name and address - include Zip Code) ROSE A. STEINBERG 982 S. GREEN RD SOUTH EUCLID, OH 44121		
19. MEMBER REQUESTS COPY 4 BE SENT TO: (Yes) <input type="checkbox"/> (No) <input checked="" type="checkbox"/>		20. OFFICER AUTHORIZED TO SIGN (Typed name, grade, title and signature)		21. SIGNATURE OF MEMBER BEING SEPARATED	
		REN THOMAS SFC USR DEP CH FT BRAGG TC		<i>Myron R Steinberg</i>	

DD Form 215, NOV 88

Previous editions are obsolete.

MEMBER - 1



DEPARTMENT OF THE ARMY
HEADQUARTERS, 16th MILITARY POLICE BRIGADE (AIRBORNE)
FORT BRAGG, NORTH CAROLINA 28307-5000



REPLY TO
ATTENTION OF:

7 January 1990

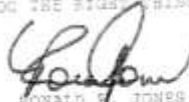
AFCA-AP-CO

MEMORANDUM FOR STEINBERG, Myron R., CPL, 65th Military Police
Company, Fort Bragg, North Carolina 28307-5000

SUBJECT: Letter of Commendation

1. Upon your departure from the 16th Military Police Brigade (Airborne), I commend you for your noteworthy performance as a member of the most deployed Military Police Brigade in the Army.
2. Your demonstrated abilities, appearance, sense of responsibility and enthusiasm reflected great credit on the Noncommissioned Officer Corps and yourself. It has been apparent that during your tenure with this brigade that you are a professional soldier. You came to us technically and tactically proficient, and performed all of your duties in an impeccable manner.
3. We will miss you in the Brigade. Again, my commendations for a job well done.

CONTINUE TO DO THE RIGHT THING!


RONALD E. JONES
COL, MP
Commanding

CITY OF HIALEAH BUSINESS TAX RECEIPT



City of Hialeah
Business Tax Receipt

SEP 16 2016
2016-17

Mayor Carlos Hernandez

No: **485119-1**

Amount: \$ 700.00

The person, firm or corp. listed here has paid the business tax required to engage in or operate the business specified subject to the regulations and restrictions of the City of Hialeah, Florida

Owner:

Type of Business: OTHER URBAN TRANSIT SYSTEMS

MV CONTRACT TRANSPORTATION, INC.
ATTN: TAX DEPARTMENT (189)
5910 N. CENTRAL EXPY #1145
DALLAS, TX 75206

Business Location:

900 E 56 ST

Validating No. : 391651

Expires September 30, 2017

THIS IS NOT A BILL

SAMPLE INSURANCE CERTIFICATE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

04/17/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGriff, Seibels & Williams of Oregon 1800 SW First Avenue, Suite 400 Portland, OR 97201	CONTACT NAME: PHONE (A/C, No, Ext): 503-943-6621	FAX (A/C, No): 503-943-6622
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :ACE American Insurance Company		22667
INSURER B :Gemini Insurance Company		10833
INSURER C :National Union Fire Insurance Company of Pittsburgh, PA		19445
INSURER D :Indemnity Insurance Company of North America		43575
INSURER E :ACE Fire Underwriters Insurance Company		20702
INSURER F :Lexington Insurance Company		19437

INSURED
 MV Transportation, Inc. and subsidiaries
 2024 College Street
 Elk Horn, IA 51531

COVERAGES

CERTIFICATE NUMBER:VRBVENZK

REVISION NUMBER:

THIS IS TO CERTIFY THAT 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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			HDO G27862445	02/01/2017	02/01/2018	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> EXCESS OF SIR <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			XSA H09053141	02/01/2017	02/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B C	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			GVE100144802 28189066	02/01/2017	02/01/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A D E	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WLR C49110686 (AOS) WLR C49110698 (AZ, MA) WCU C49110716 (CA, OH, WA) SCF C49110704 (WI)	02/01/2017	02/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
F	Auto Physical Damage			012-944-736	02/01/2017	02/01/2018	Each Occurrence \$ 1,000,000 \$ \$ \$ \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: Evidence of Insurance RFP 2017.03.MS

CERTIFICATE HOLDER

City of Coral Gables
 405 Bitmore Way
 Coral Gables, FL 33134

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

STAFF SCHEDULES

Staff Schedule

MV		Roster Report							Effective:
Pos	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Work	
GM	ON	8:00	8:00	8:00	8:00	8:00	OFF	45:00:00	
	OFF	18:00:00	18:00:00	18:00:00	18:00:00	18:00:00			
	Paid	9:00	9:00	9:00	9:00	9:00			
Dispatcher 1	ON	6:30	6:30	6:30	6:30	6:30	OFF	40:00:00	
	OFF	15:30:00	15:30:00	15:30:00	15:30:00	15:30:00			
	Paid	8:00	8:00	8:00	8:00	8:00			
Dispatcher 2	ON	11:00	11:00	11:00	11:00	11:00	OFF	40:00:00	
	OFF	20:00:00	20:00:00	20:00:00	20:00:00	20:00:00			
	Paid	8:00	8:00	8:00	8:00	8:00			
								1st Friday	
								8:00	
								18:00:00	
								9:00	
								6:30	
								15:30:00	
								8:00	
								13:00	
								22:00:00	
								8:00	

**Note: On the 1st week of the Month, Dispatcher 2 will work 1pm to 8pm [30 min lunch] on Thursday to account for the longer shift on Friday*

Section IV: Past Performance and References



SUBMITTAL - SECTION IV: Past Performance and References

1) Company References

MV has provided information for those contracts operated in the past five years that are most similar to the City's Trolley operations services in the table following.

	Client Name	Address	Contact Name	Contact Telephone Number	Contact Email Address	Term of Contract	Contract Amount	Services Provided
1.	City of Beverly Hills	345 Foothill Road Beverly Hills, CA 90210	Ms. Martha Eros, Transportation Planner	(310) 285-2542	meros@beverlyhills.org	07/2008 to present	\$537,943	Fixed route, dial-a-ride and trolley transportation services
2.	City of Palm Springs	3200 E. Tahquitz Canyon Way Palm Springs, CA 92262	Ms. Diana Shay, Redevelopment Coordinator	(760) 323-8260	diana.shay@palmspringsca.gov	07/2014 to present	\$884,194	Trolley services
3.	Town of Miami Lakes	15150 NW 79th Court Suite 100 Miami Lakes, FL 33016	Ms. Michelle Gonzalez, Transportation Planner	(305) 364-6100 ext.1200	gonzalezm@miamilakes-fl.gov	11/2016 to present	\$168,000	Fixed route and on-demand service.
4.	City of Hialeah	900 E 56th Street Hialeah, FL 33013	Mr. Jorge de la Nuez, Transit Manager	(305) 681-5757	jdelanuez@hialeahfl.gov	11/2010 to present	\$770,933	Fixed route and paratransit
5.	Martin County	2401 SE Monterey Road Stuart, FL 34996	Ms. M. Beth Beltran MPO/Transit Planning Manager	(772) 288-5484	mbeltran@martin.fl.us	02/2012 to present	\$793,085	Fixed route and paratransit
6.	Town of Cary	316 N. Academy Street Cary, NC 2751	Ms. Christine Sondej, Transit Planner (Grants & Special	(919) 481-2020 (919) 469-4080	christine.sondej@townofcary.org adam.howell@townofcary.org	10/2010 to present	\$3,859,738	Fixed route and paratransit





Client Name	Address	Contact Name	Contact Telephone Number	Contact Email Address	Term of Contract	Contract Amount	Services Provided
		Projects) and Mr. Adam Howell Transit Planner					

2) Contracts with the City of Coral Gables

The City of Coral Gables has not awarded a contract in the past to MV Transportation.

3) List of Past Clients

The company has included a list of discontinued past clients for the past two (2) years at the end of this section.



MV'S LIST OF PAST CLIENTS

MV's List of Discontinued Public Sector Clients (Two years)

Client Name	Contract Name	Service Type	Contact Name	Contact Title	Contact Mailing Address	Contact Phone	Contact Email	Service Start Date	Service End Date	Status	Active/Reason For Loss
Access Services	Specialized Services - Southern Region	Paratransit	Steven Chang	Contract Administrator	3449 Santa Anita Ave., 2nd Floor, Los Angeles, CA 90071	(231) 270-6081	chang@asil.a.org	7/1/1999	8/11/2006	Expired	Not Available
Access Services	Access Services Inc. Overflow Services	Paratransit	Steven Chang	Contract Administrator	3449 Santa Anita Ave., 2nd Floor, Los Angeles, CA 90071	(231) 270-6081	chang@asil.a.org	7/1/2009	6/30/2013	Expired	Lost in rebid
Anchorage School District	The Child in Transition/Homeless Project	Public Shuttle	Dave Mayo-Kiely	Director of Children in Transportation	5530 East Northern Lights, Anchorage, AK 99504	(907) 742-3832	mayo-kiely_david@asdk12.org	8/1/2007	6/30/2015	Expired	Not renewed
Anoka	Anoka County Traveler Transit Services	Multimode	Tim Kirchoff	Transportation Specialist	2100 3rd Ave, Anoka, MN 55303-2265	(763) 422-7088	tim.kirchoff@co.anoka.mn.us	8/1/2010	8/29/2015	Expired	Lost in rebid
Ashtabula Commissioners	Veteran Services Transportation Services	Paratransit	Anna Allshouse	Director/CVSO	1212 Lake Ave., Ashtabula, OH 44004	(440) 964-8324 ext. 13	vscac@alltel.net	1/1/2008	12/31/2008	Cancelled	Service cut; changed to taxi.
Capital Area Transit System, Baton Rouge LA	CATS Transit Implementation Management Plan (TIMP)	Management	William J. Deville	Project Manager/COO	2250 Florida Blvd, Baton Rouge, LA 70802 USA	(225) 389-8920 ext 314	wjdeville@brgov.com	12/9/2013	8/31/2016	Expired	Transition contract only; client operating in house
Carson City Senior Citizens Center, Inc.	Transportation Services Agreement	Public Shuttle	Not Available	Not Available	Not Available	Not Available	Not Available	9/1/2015	8/31/2016	Expired	MV didn't renew
Cary	Cary Transit (C-TRAN)	Multimode	Ray Boylston	Transit Services Administrator	316 N. Academy Street, Cary, NC 27513 US	(919) 462-2080	ray.boylston@townofcary.org	10/1/2010	9/30/2016	Expired	Rebid Agree took over 10-1-16
Commission for the Transportation Disadvantaged	Volusia County Medicaid Non-Emergency Transportation	NEMT/NET	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	3/1/2008	12/31/2009	Expired	Lost in rebid - Protest
Commission for the Transportation Disadvantaged	Emergency Subcontracted Transportation Provider Agreement	Not Available	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	5/1/2014	2/28/2015	Expired	Non-renewal
Commission for the Transportation Disadvantaged	Emergency Subcontracted Transportation Provider Agreement	Not Available	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	5/1/2014	2/28/2015	Expired	Non-renewal
Commission for the Transportation Disadvantaged	Emergency Subcontracted Transportation Provider Agreement	Not Available	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	5/1/2014	2/28/2015	Expired	Non-renewal

MV's List of Discontinued Public Sector Clients (Two years)

Commission for the Transportation Disadvantaged	CTD- Transportation Provider- Alachua County- Florida Medicaid	Paratransit	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	7/1/2003	2/28/2015	Expired	Non-renewal
Commission for the Transportation Disadvantaged	St. Lucie Transportation - Non-Emergency Medical Transportation	NEMT/NET	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	11/1/2008	2/28/2015	Expired	Non-renewal
Commission for the Transportation Disadvantaged	Palm Beach County Medicaid Non-Emergency Transportation Program	NEMT/NET	Steven Holmes	Executive Director	605 Suwannee Street, MS 49, Tallahassee, FL 32399	(850) 410-5700	steven.holmes@dot.state.fl.us	7/1/2007	2/28/2015	Expired	Non-renewal
Greater Richmond Transit Company (GRTC)	GRTC Management	Management	David Green	Director of Procurement	310 E. Belt Blvd, Richmond, VA 23224	(804) 358-3871 ext 366	dgreen@ridgertc.com	3/1/2012	2/28/2017	Expired	Client did not renew
Hayward	Hayward Door-to-Door Paratransit and Roundabout Shuttle	Paratransit	David Korth	Director	777 B Street, Hayward, CA 94541	(510) 583-4227	victoria.williams@hayward-ca.gov	2/15/2003	12/31/2016	Expired	Lost in rebid
Interurban Transit Partnership (ITP)	Grand Rapids International Airport Shuttle	Public Shuttle	Kevin Wisselink	Public Transportation Coordinator	300 Ellsworth SW, Grand Rapids, MI 49503	(616) 774-1159	kwisselink@ridetherapid.org	1/3/2006	11/1/2008	Expired	Not Available
Interurban Transit Partnership (ITP)	County Connection - JARC (Job Access Reverse Commute) program	Fixed Route	Meegan Joyce	Special Services Manager	300 Ellsworth SW, Grand Rapids, MI 49503	(616) 456-7514	mjoyce@ridetherapid.org	4/1/2006	10/1/2007	Expired	Lost in rebid to lower bidder
Irvine	Shuttle Operation & Maintenance Services	Public Shuttle	Mike Davis	Transit Programs Advisor	1 Civic Center Drive, Irvine, CA 92623-9575 USA	(949) 724-6288	mdavis@ciirvine.ca.us	3/31/2008	6/10/2016	Expired	Client took in house and terminated
Jacksonville Transportation Authority	Jacksonville Transit Authority	Other	Nathaniel Ford	Chief Executive Officer	100 N Myrtle Av, Jacksonville, FL 32204	Not Available	Not Available	10/1/2001	3/31/2007	Expired	Lost in rebid to lower bidder - 1st Transit
Kids' Corps, Inc.	Pre-School Student Transportation Services	Schoolbus	Dirk Shumaker	Executive Director	1251 Muldoon Rd Suite 112, Anchorage, Alaska 99504	(907) 279-2021	dirk@kciaalaska.org	9/1/2014	10/31/2016	Expired	Lost in Rebid
Los Angeles Department of Transportation (LADOT)	DASH Package 1 & 2	Fixed Route	Corinne Ralph	Chief, LADOT Transit	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	9/1/2006	12/12/2009	Expired	Lost in rebid to lower bidder
Los Angeles Department of Transportation (LADOT)	CityRide/Dial-A-Ride (Areas 1,2,3)	Paratransit	Linda Evans	Supervising Transportation Planner I	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9767	linda.evans@lacity.org	9/11/2006	1/30/2016	Expired	Now being tracked under 280-01

MV's List of Discontinued Public Sector Clients (Two years)

Los Angeles Department of Transportation (LADOT)	Commuter Express Community Dash and Cityride/Dial-a-ride services - North Region	Fixed Route	Corinne Ralph	Chief, LADOT Transit	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	6/1/2012	4/30/16	Expired	Rebid Agree executed, now tracked under 1630702
Los Angeles Department of Transportation (LADOT)	Commuter Express Central/West LA/South Bay (Commuter Express Region 1, DASH Pkg5	Fixed Route	Corinne Ralph	Chief, LADOT Transit	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	9/11/2011	4/30/2016	Expired	Rebid Agree executed. This is now tracked under 2000102
Los Angeles Department of Transportation (LADOT)	Los Angeles Department of Transportation (Watts/Watts-North)	Fixed Route	Corinne Ralph	Chief, LADOT Transit	Mail Stop 725 - 221 N. Figueroa St., Suite 400, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	1/28/2001	7/28/2006	Cancelled	Service cancelled
Los Angeles Department of Transportation (LADOT)	Commuter Express Transit Service Regions 1 & 2	Fixed Route	Corinne Ralph	Chief, LADOT Transit	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	2/2/2009	1/28/2012	Expired	This contract expired and was then included in the LA DOT Mega RFP. Coach won the North Region but MV has since taken this piece back due to the Coach bankruptcy. This service is now being tracked under contract #16307.
Los Angeles Department of Transportation (LADOT)	Community DASH Northeast Los Angeles (DASH Pkg 4)	Fixed Route	Corinne Ralph	Chief, LADOT Transit	100 Main St, 10th floor, Los Angeles, CA 90012	(213) 928-9745	corinne.ralph@lacity.org	5/10/2008	Present	Expired	Won Rebid, tracked under new record.
Los Angeles Metropolitan Transportation Authority	Los Angeles Metropolitan Transportation Authority	Fixed Route	Mark Mahoney	Director of Transportation Contracts	One Gateway Plaza, Los Angeles, CA 90012	(213) 922-2806	maloney@mta.net	10/29/2000	10/28/2005	Expired	Lost in rebid to lower bidder
Matanuska-Susitna Borough	Government Peak Transit Service	Public Shuttle	Not Available	Not Available	Not Available	Not Available	Not Available	1/13/2016	4/3/2017	Expired	Did not renew
Matanuska-Susitna Borough School District	Government Peak Transit Services	Public Shuttle	Not Available	Not Available	Not Available	Not Available	Not Available	1/13/2016	3/27/2016	Expired	Service not needed
Metropolitan Council	Metropolitan Council Bee-Line	Fixed Route	John Harper	Senior Project Administrator	230 E 5th Str, St. Paul, MN 55101	(651) 602-1744	john.harper@metc.state.mn.us	5/31/2002	6/30/2007	Expired	Lost in rebid to lower bidder
Metropolitan Transit Authority of Harris County (METRO)	METROLift Transportation Services	Paratransit	Auturo Jackson	SR Director of Customer Care and Customized Services	1900 Main Street, Houston, TX 77208	(713) 750-4208	auturo.jackson@ridemetro.org	5/2/2011	12/31/2015	Expired	lost in rebid

MV's List of Discontinued Public Sector Clients (Two years)

National Railroad Passenger Corporation dba Amtrak	Amtrak Route 37 Thruway Busing	Fixed Route	Dick Bush	Manager of Bus Operations	810 North Alameda St., Los Angeles, CA 90012	(408) 271-5125	Not Available	10/31/2005	5/12/2008	Cancelled	Service cancelled
New York City Transit Authority	Access-A-Ride (Harlem)	Paratransit	Christine Dako	Contract Manager	33-00 Northern Blvd, Long Island City, NY 11101	(718) 393-4026	christine.dako@nycct.com	2/1/2009	Not a valid contract	Cancelled	No contract for this
New York City Transit Authority	Access-A-Ride (Harlem)	Paratransit	Michael Cosgrove	Contracts Manager	33-00 Northern Blvd., Long Island City, NY 11101	(718) 393-4013	michael.cosgrove@nycct.com	2/1/2009	Not a valid contract	Cancelled	No contract for this
Ontario	Ontario County Area Transit System (CATS)	Multimode	Janet Starr	Director, Office of Transportation	2914 County Road 48, Canandaigua, NY 14424	(585) 396-4018	janet.starr@co.ontario.ny.us	1/1/2011	7/31/2014	Cancelled	Due to changes in medicaid reimbursement, client had to cancel contract due to shortage of funds.
Orange County Transportation Authority (OCTA)	OCTA Fixed Route, StationLink and Express Bus Service	Fixed Route	Curt Burlingame	Manager, Contracted Services	600 S. Main St, Orange, CA 92863 USA	(714) 560-5921	cburlingame@octa.net	7/1/2009	6/13/2015	Expired	Expired
Palm Beach	Palm Tran Connection	Paratransit	Ron Jones	Director, Palm Tran Connection	50 S Military Trail, Suite 101, West Palm Beach, FL 33415	(561) 649-9848	rxjones@pbcc.org	2/13/2005	8/12/2012	Expired	Competitive procurement, MV was not lowest bidder so another bidder was selected.
Palm Beach	The Link of West Palm Beach	Deviated Fixed Route	Lilli Agee	Project Manager	3201 Electronic Way, West Palm Beach, FL 33407	(561) 312-3407	lilagee@copalmbeach.fl.us	2/4/2008	6/24/2010	Expired	Granted ended
Regional Transportation Commission of Washoe County (RTC)	Regional Transportation Commission	Paratransit	Lea Rogers	Paratransit Administrator	600 Sutro Street, Reno, NV 89512	(775) 335-1906	lrogers@rtcwashoe.com	7/1/2004	6/30/2010	Expired	Lost in rebid to lower bidder
San Francisco	DMS Client Transportation	Paratransit	Mario Hernandez	Coordinator	1380 Howard Street 5th Floor, San Francisco, CA 94103	(415) 255-3503	Not Available	7/1/1999	6/30/2007	Expired	Not Available
San Francisco	San Francisco Mission Street Shuttle	Public Shuttle	May Jaber	Real Estate Division	25 Van Ness Ave. Suite 400, San Francisco, CA 94102	(415) 554-9821	may.jaber@sfgov.org	11/3/2008	11/15/2013	Expired	Not Available
San Mateo County Transit District (SamTrans)	Redi Wheels	Paratransit	Paul Lee	Contracts Administrator	1250 San Carlos Ave, San Carlos, CA 94070-1306	(650) 508-6433	leep@samtrans.com	8/10/2000	12/31/2014	Expired	Lost in Rebid, MV was not the low bidder
San Mateo County Transit District (SamTrans)	Redi Wheels	Paratransit	Ashish John	Manager, Bus Contracts	1250 San Carlos Ave., San Carlos, CA 94070-1306	(650) 508-7979	johna@samtrans.com	8/10/2000	12/31/2014	Expired	Lost in Rebid, MV was not the low bidder

MV's List of Discontinued Public Sector Clients (Two years)

Savannah-Chatham County Public Schools	Student Transportation Services	Schoolbus	Miller-Kaigler	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	7/1/2015	5/27/2016	Cancelled	Terminated due to outstanding issues
Savannah-Chatham County Public Schools	Student Transportation Services	Schoolbus	Tammy Perkins	Executive Director	Support Services, Savannah-Chatham County Public School System 208 Bull Street, Room 212, Savannah, GA 31401 US	(912) 395-2273	tammy.perkins@scpcss.com	7/1/2015	5/27/2016	Cancelled	Terminated due to outstanding issues		
Skanska Shimmick Herzog	Milipitas Caltrain Shuttle	Public Shuttle	Not Available	Not Available	Not Available	Not Available	Not Available	3/20/2015	9/4/2015	Expired	Not extended		
Sonoma County Transit	Economic Assistance Shuttle Service	Public Shuttle	Not Available	Not Available	Not Available	Not Available	Not Available	3/20/2015	7/25/2015	Expired	Service ended no extension		
Southeastern Pennsylvania Transportation Authority (SEPTA)	SEPTA ADA Paratransit Service in Bucks County	Paratransit	John Kerrigan	Contract Administrator, Procurement & Contracts Department	1234 Market St, Philadelphia, PA 19107	(215) 580-8360	jkerrigan@septa.org	1/8/2011	1/7/2016	Expired	Lost in Rebid		
Southeastern Pennsylvania Transportation Authority (SEPTA)	Paratransit Services in Philadelphia County Package 6	Paratransit	John Kerrigan	Contract Administrator, Procurement & Contracts Department	1234 Market St, Philadelphia, PA 19107	(215) 580-8360	jkerrigan@septa.org	7/31/2006	3/20/2009	Expired	lost service in rebid		
Southeastern Pennsylvania Transportation Authority (SEPTA)	ADA Paratransit Shared Ride Program (SRP) in Philadelphia County- Package 5	Paratransit	John Kerrigan	Contract Administrator, Procurement & Contracts Department	1234 Market St, Philadelphia, PA 19107	(215) 580-8360	jkerrigan@septa.org	7/29/2011	10/29/2016	Expired	won rebid. now tracked under record 780802		
Suburban Bus Division of the Regional Transportation Authority (PACE)	Route 674-Lombard	Paratransit	Melinda Metzger	Deputy Executive Director	550 W Algonquin Rd, Arlington Heights, IL 60005	(847) 228-2302	melinda.metzger@pacebus.com	3/15/2004	6/2/2008	Expired	Not Available		
Suburban Bus Division of the Regional Transportation Authority (PACE)	Route 674-Lombard	Paratransit	Robert Wilson	Project Manager	550 Algonquin Rd., Arlington Heights, IL 60005	(847) 228-2433	robert.wilson@pacebus.com	3/15/2004	6/2/2008	Expired	Not Available		

MV's List of Discontinued Public Sector Clients (Two years)

Suburban Bus Division of the Regional Transportation Authority (PACE)	PACE - West Cook County ADA and Non-ADA, Elk Grove DAR, Leyden DAR, and Village	Paratransit	Melinda Metzger	Deputy Executive Director	550 W Algonquin Rd, Arlington Heights, IL 60005	(847) 228-2302	melinda.metzger@pacebus.com	3/1/2000	3/31/2017	Expired	Lost in rebid
Suburban Bus Division of the Regional Transportation Authority (PACE)	PACE - West Cook County ADA and Non-ADA, Elk Grove DAR, Leyden DAR, and Village	Paratransit	Keisha Hearn	Project Manager	547 W. Jackson Boulevard, 10th Floor, Chicago, IL 60661 USA	(312) 541-8037	keisha.hearn@pacebus.com	3/1/2000	3/31/2017	Expired	Lost in rebid
Suburban Bus Division of the Regional Transportation Authority (PACE)	Paratransit Services in Kane County	Paratransit	Melinda Metzger	Deputy Executive Director	550 W Algonquin Rd, Arlington Heights, IL 60005	(847) 228-2302	melinda.metzger@pacebus.com	9/1/2003	6/28/2015	Expired	Lost in rebid
Suburban Bus Division of the Regional Transportation Authority (PACE)	Paratransit Services in Dupage County	Paratransit	Melinda Metzger	Deputy Executive Director	550 W Algonquin Rd, Arlington Heights, IL 60005	(847) 228-2302	melinda.metzger@pacebus.com	7/1/2010	6/27/2015	Expired	Lost in Rebid
Suburban Bus Division of the Regional Transportation Authority (PACE)	Paratransit Services in Dupage County	Paratransit	Sally Ann Williams	Division Manager	547 W. Jackson Boulevard, 10th Floor, Chicago, IL 60661	(312) 341-8020	sally.williams@pacebus.com	7/1/2010	6/27/2015	Expired	Lost in Rebid
Thousand Oaks	Thousand Oaks Dial A Ride	Paratransit	Mike Houser	Transportation Analyst	1993 Rancho Conejo Road, Thousand Oaks, CA 91320 US	(805) 376-5063	mhouser@thousandoaks.org	1/1/2004	3/28/2009	Expired	Funding ended
Tracy	Tracer Fixed Route and Paratransit Public Transportation Systems	Multimode	Rod Buchanan	Director, Parks & Community Services	400 E. Tenth Street, Tracy, CA 95376	(209) 831-4330	rod.buchanan@ci.tracy.ca.us	7/1/2001	7/30/2016	Expired	Lost in rebid
Tracy	Tracer Fixed Route and Paratransit Public Transportation Systems	Multimode	Ed Lovell	Management Analyst II	50 E. 6th Street, Tracy, CA 95376	(209) 831-6204	ed.lovell@ci.tracy.ca.us	7/1/2001	7/30/2016	Expired	Lost in rebid
Utah Transit Authority (UTA)	ADA Complimentary Paratransit and Route Deviation Providers	Paratransit	Joyce Wall	Manager of Paratransit Services	3600 S 700 W, Salt Lake City, UT 84130	(801) 287-5373	jwall@rideuta.com	9/1/2004	Present	Expired	Renewed
VA Northern California Health Care System	Grounds Transportation (Special Needs) for the San Francisco VA Medical Center	Paratransit	Kathy Gotschall	Benefits Manager	4150 Clement Street, San Francisco, CA 94124	(415) 750-6613	kathy.gotschall@va.gov	10/1/1998	1/31/2017	Expired	Client lost funding

MV's List of Discontinued Public Sector Clients (Two years)

VA Northern California Health Care System	Grounds Transportation (Special Needs) for the San Francisco VA Medical Center	Paratransit	Kathy Gotschall	Benefits Manager	4150 Clement Street, San Francisco, CA 94124	(415) 750-6613	kathy.gotsc hall@va.gov	9/1/2009	9/1/2009	Expired	See MV Contract 362
Valley Regional Transit	Meridian Saturday Passenger Service	Fixed Route	Bruce Sackron	Transportation Director	700 NE 2nd St, Ste. 100, Meridian, ID 83642	(208) 846-8547 ext. 4226	bsackron@valleyregion atransit.org	9/1/2014	9/30/2015	Cancelled	Terminated due to lack of ridership
Veolia, Inc.	DAAS Group Van Services	Paratransit	Marc Soto	Not Available	Not Available	(415) 351-7010	marc.soto@veoliotra nsdev.com	5/1/2012	8/31/2014	Cancelled	The data that MV was asked to bid on was flawed; MV decided to not extend.
Veolia, Inc.	San Francisco Access	Paratransit	Marc Soto	Not Available	Not Available	(415) 351-7010	marc.soto@veoliotra nsdev.com	1/8/2012	8/31/2014	Cancelled	The data that MV was asked to bid on was flawed; MV decided to not extend.
Veolia, Inc.	SFMTA Group Van Services	Paratransit	Marc Soto	Not Available	Not Available	(415) 351-7010	marc.soto@veoliotra nsdev.com	5/1/2012	8/31/2014	Cancelled	The data that MV was asked to bid on was flawed; MV decided to not extend.
Veolia, Inc.	SF Paratransit Shopping Shuttle	Paratransit	Marc Soto	Not Available	Not Available	(415) 351-7010	marc.soto@veoliotra nsdev.com	8/10/2012	8/31/2014 - negotiated contract exit	Cancelled	The data that MV was asked to bid on was flawed; MV decided to not extend.
Washington Metropolitan Area Transit Authority (Metro)	MetroAccess Paratransit Services for Maryland, Virginia and Washington D.C.	Paratransit	Omari June	Director, Office of MetroAccess Service	Department of Access Services 6505 Belcrest Road, Suite 501, Hyattsville, MD 20782	(301) 562-4749	ojune@wmata.com	3/1/2006	7/1/2013	Expired	Contract Expired
Washington Metropolitan Area Transit Authority (Metro)	MetroAccess Paratransit Services for Maryland, Virginia and Washington D.C.	Paratransit	Christian Kent	Assistant General Manager for Access Services	Department of Access Services 600 Fifth Street NW, Washington, DC 20001	(202) 962-2100	ckent@wmata.com	3/1/2006	7/1/2013	Expired	Contract Expired

Section V: Price Proposal



SUBMITTAL - SECTION V: Price Proposal

1) Price Proposal Form

MV has completed an attached the Price Proposal Form immediately following this page. MV's pricing is firm for a minimum of one-hundred and twenty (120) days.



PROPOSAL PRICING FORM

SECTION 8

Request for Proposal (RFP) No 2017.03.MS

8.0: PROPOSAL PRICING

Each Proposer shall ensure the Proposal Pricing Schedule listed below is completed in full, with Proposer providing a detailed list of all costs to provide Services.

Proposer shall submit a Proposal expressing its interest in providing the services described herein. To receive consideration, this Request for Proposal must be submitted in its entirety, with all forms executed. All corrections to prices made by the Proposer must be initialed. Any additional information to be submitted as part of the Proposal may be attached behind the Proposal Pricing Schedule, carefully cross-referencing each item number and/or letter.

The City reserves the right to add or delete any service, at any time. Should the City determine to add an additional service for which pricing was not previously secured; the City shall seek the Successful Proposer to provide reasonable cost(s) for same. Should the City determine the pricing unreasonable, the City reserves the right to negotiate cost(s) or seek another vendor for the provision of said service(s).

8.1. Pricing Form


Provide the hourly rate to be charged to the City for hours each Trolley is in service providing transportation to residents, commuters, and visitors. The City anticipates 24,700 annual hours on in-service Trolley Operations.

The City Reserves the rights to increase or decrease the standard contract hours by up to 10% with ten days' notice at the City's sole discretion.

Description:	Unit of Measure:	Estimated Quantity:	Unit Cost:	Extended Amount:
Cost for Labor to staff Coral Gables Trolley Operations, in accordance with Section 2.0. Scope of Services.	Trolley Hour*	24,700	\$ <u>38.59</u> /hr	\$ <u>953,080</u> /year

*A trolley hour is defined as one trolley in service for a one hour period. The range of figures given for trolley hours of operation per year does not reflect driver "downtime" or any other reason for drivers on standby or otherwise in an idle status.

Cost for "Special Event Hours", if different from the Regular Trolley Hour rate indicated above:
\$ 38.59 /hour)

Proposer: MV Transportation, Inc. Address 2711 N. Haskell Ave., Ste. 1500, LB-2 Dallas, TX 75204
 Contact Name Elyse Sottero Title Capture Manager Signature 
 Telephone (972) 391-4600 Email: carl.sajous@mvtransit.com

Pricing Note:
 Rate provided is for 2 years with no increases except for Living Wage Ordinance increase as described in Q&A response 66.
 Rate includes start-up cost
 Pricing is based on operating the service Monday through Friday and holidays.

Appendix

SATISFIED CLIENT LETTERS



CARSON CITY NEVADA
Consolidated Municipality and State Capital
PUBLIC WORKS

March 15, 2017

Mark Elias, Senior Vice President
MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

RE: Division 51 Performance – 2016

Dear Mr. Elias,

I am writing to express appreciation for the performance and partnership we have with MV Transportation. As the contract operator for the Jump Around Carson (JAC) Transit System, MV Transportation's Division 51 staff in Carson City, and, in particular, Ms. Lisa Leuschner, General Manager, and Mr. Farrell Bonnar, Operations Manager, continue to meet and exceed the needs of the system.

Since I began working in Carson City in 2006, MV Transportation has been an excellent company to work with, and has helped JAC grow ridership and expand service while successfully overcoming several challenges. During 2016 in particular, MV Transportation local and regional staff once again professionally provided fixed route and paratransit services, assisted in emergency relief situations, and successfully supported our compliance with an FTA Drug & Alcohol Compliance Audit. These are some of the key tasks accomplished by staff while continually providing dependable regular and ongoing transit service and despite obstacles resulting from construction delays and route issues. With the continued hard work and dedication of MV Transportation, JAC was able to achieve nearly 210,000 passenger trips during 2016.

Finally, with the execution of a new multi-year contract in 2016, we look forward to continued success with you and the rest of MV Transportation regional and corporate team during the coming year in providing safe, quality service to the citizens of Carson City.

Sincerely,

Patrick A. Pittenger, AICP, PTP
Transportation Manager

3505 Butti Way, Carson City, NV 89701 (775) 887-2355 FAX (775) 887-2112
Operations: Water, Sewer, Streets, Wastewater, Landfill, Environmental
Engineering, Transportation, Capital Projects



Capital Metropolitan Transportation Authority
2910 East Fifth Street | Austin, Texas 78702
TEL 512.389.7400 | FAX 512.369.6596 | capmetro.org

January 30, 2017

Brenda Fernandez
Vice President of Operations /General Manager Division 217
MV Transportation, Inc.
2711 N Haskell Ave.
Suite 1500, LB-2
Dallas, TX 75204

Dear MS Fernandez:

I am pleased to express our appreciation for the paratransit service MV Transportation has provided for Capital Metro (MetroAccess) in Austin, Texas since contract startup on August 19, 2012. Our relationship with MV began with our first ever procurement of the South base paratransit service when MV Transportation was selected and awarded the contract on March 26, 2012. As you are aware, the positive performance concluded in the three option years of the six (6) year contract being exercised.

The MV Team has consistently demonstrated a commitment to providing Safe and reliable service. Although there have many been challenges with recruiting vehicle Operators in the transportation industry overall, MV has adopted creative methods in hiring and retention that have gone a long way in satisfying the increased demand we have experienced in the Austin area. MV Transportation's management team has consistently shown an interest in a safe and reliable service to our Customers. It is also evident that your team is continuously striving to improve the service with an emphasis on Safety and Customer Satisfaction.

In closing, our team appreciates the positive relationship we have with MV Transportation Division #217. Your cooperation and responsiveness to our requests and your dedication are appreciated.

Sincerely,

Rafael Villarreal Jr.

Chad Ballentine

Director, BPS Contract Oversight
Bus and Paratransit Services
Capital Metropolitan Transportation Authority
2910 East Fifth Street | Austin, Texas 78702
Office: (512) 389-7484 | Cell: 512.202.6209

Director of Paratransit, Operations Technology
Bus and Paratransit Services
Capital Metropolitan Transportation Authority
2910 East Fifth Street | Austin, Texas 78702
Office: (512) 609-1559 Cell: (512) 673-2105



City of Greenville

PUBLIC TRANSPORTATION DIRECTOR

1425 KitchenAid Way

Greenville, OH 45331

(937) 548-0437

(937) 548-1704 fax

TO: Mayor Stephen Willman
FROM: Pamela Garland
DATE: January 04, 2017
SUBJECT: 2016 Annual Report

2016 was another successful year for Greenville Transit System (GTS). GTS was in its second year of a new contract with MV Transportation, Inc for the day-to-day operations of GTS after following the "Request for Proposal" process. GTS remained a city service with only limited, non-subsidized service in the county on a zone basis. The higher cost of county transportation was cost prohibited to many, limiting the demand, while still offering an alternative to those who could pay the full price.

Ridership in 2016 was up 1.25% with 50,055 rides. While the majority of our riders continue to be elderly or disabled, millennials are using GTS instead of personal vehicles, changing our demographics. Demand for transit is heavy especially the first of the month when both social security and public assistance checks are deposited. Wheelchair/scooter passengers make up a large portion of these riders. Without GTS, these riders would have little or no alternatives to meet their transportation needs.

Kathy Cool has been the General Manager for MV, Greenville division since 2010. She plans to retire in 2017. Under Kathy's leadership, we completed the 2016 year with zero accidents and very low turnover for employees. Several drivers plan to retire in 2017 also. MV is working to get the starting wages up to attract new employees. MV Productivity can be measured by an average of 3.61 passengers per revenue hour. The goal from ODOT is 3.0. The contract with MV has proven to be beneficial to both the city and MV.

GTS again offered the fair shuttle, providing 1,262 rides. This was down from last year due to several days of bad weather. The community has come to count on the GTS fair shuttle and it helps with traffic and congestion. We also assisted Greenville Park District with Shawnee Prairie Days with 5,305 one way trips, up over 1,000 from the previous year.

We received 2 new LTV vehicles in 2016, funded 100% by grant funds. We donated an older mini-van to the city for administration and an older LTN to the American Legion Honor Guard to be used for military funerals here in Darke County. Our inventory remained at 11 vehicles.

GTS has continued to operate without increasing the city share of \$50,000 for the past 4 years. This money is returned to the community ten-fold. Not only does GTS bring grant money back to our community, and employ drivers and dispatchers, but our riders spend their money locally at shops, medical facilities, and restaurants. Along with those we take to work, GTS improves the economy here in Greenville. Transit's end of the year financial reports will be submitted as soon as financial figures are made available.

I'd like to thank City Council and the Administration for their continued support of Greenville Transit System for the past 32 years. To those who depend on GTS for themselves or their loved ones, it is a vital service that assures the quality of life here in Greenville.

Respectfully,

Pamela K. Garland
Public Transportation Director



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, Texas 75266-0163
214/749-3278

December 30, 2016

Mr. Doug Gies
Senior VP, Central Region
MV Transportation
5910 N Central Expressway, #1145
Dallas, TX 75206

Dear Mr. Gies,

With 2016 closing and a new year upon us, I wanted to take a moment to recognize MV Transportation's continued performance. DART is satisfied by the level of performance MV continues to display as indicated by the key performance indicators.

We are quite proud of the success and extremely impressed by the efforts your team put forth in operating the emergency service contract for Collin County in 2016. This emergency service was implemented by DART in what was really the "eleventh hour" and your team worked side-by-side with us to ensure a flawless delivery. This service allowed DART to showcase its ability to provide transportation and establish a footprint in a neighboring county. It would not have been possible without the local team's commitment to ensure the service was delivered in line with DART's 5-Star Customer Service initiative.

Perhaps the most exciting discussion DART has had with MV as a partner is the inclusion of additional providers, like LYFT, into our program. This is undoubtedly a way for our agency to recognize further savings as we continue to define our program with innovative solutions. DART cannot wait to see this aspect of service delivery come to fruition.

In my last letter to you, I mentioned the local team led by General Manager, Keith Anglin. Their commitment to our partnership is stronger than ever. MV continues to support DART's 5-Star Customer Service initiative, SafePlace program, human trafficking awareness and prevention, and community outreach. We truly appreciate all of their efforts and the efforts of your corporate support staff.

Sincerely,

A handwritten signature in black ink, appearing to read "John Adler", written over a horizontal line.

John Adler
Vice President, Procurement



December 27, 2016

Mr. Ed Overn
Regional Vice President
MV Transportation, Inc.

Dear Ed:

Tulsa Transit and MV Transportation have been partnering together for seven years to provide outstanding paratransit and fixed-route flexible services to the Tulsa community. General Manager Scott Marr and his team have worked tirelessly this year to improve and maintain quality service.

In the past year:

- Safety has shown outstanding improvement. In 2016 there were only 19 accidents compared to 31 the previous year, or a 39% improvement.
- On-time performance averaged 96.83%, a 2% increase over Tulsa Transit's goal of 95% and 2% over on-time performance in 2015.
- Superior customer service has been the focus both for Scott and his staff members. Complaints dropped 9% and are overall far below what we saw before Scott returned to Tulsa.
- Staffing levels have been consistently maintained so runs are not left open making customers very late to appointments.

What I appreciate most about Scott is his ability to show genuine appreciation to his employees for outstanding service while strictly holding them accountable for inferior performance. He maintains high standards for his own performance and expects the same from his employees.

Finally, I want to thank you for your continuing commitment to Tulsa. I know that I can pick up the phone and call you at any time to address even small matters. That means more to me than you know.

Sincerely,
Debbie Ruggles
Interim General Manager

December 22, 2016

Mr. Nader Raydan
General Manager
MV Transportation, Inc.
Division 45
16738 Stagg Street
Van Nuys, CA 91406

Re: Service in 2016

Nader
Dear Mr. Raydan:

I am writing this letter to thank you for another great year of service from MV Transportation in Access' Northern Region. MV has consistently met performance standards and your team is always ready to assist and collaborate on solving problems and improving service for our riders.

In 2017, we look forward to you implementing the many rider-benefitting technological improvements including automated callouts, vehicle arrival notifications, and online/mobile trip reservations and cancellations. We are also eagerly anticipating your call center collaboration with Global Paratransit. Finally, I would like to acknowledge your location's commitment to safety. This is apparent in your low preventable collision and claim rates, as well as your staff's ongoing participation in Access' Safety Steering Committee and various safety initiatives.

Thank you and I look forward to our continuing partnership.

Sincerely,



Mike Greenwood
Deputy Executive Director, Operations & Safety



34009 ALVARADO-NILES ROAD
UNION CITY, CALIFORNIA 94587

December 20, 2016

Mark Elias, Senior Vice President
MV Transportation, Inc.
5910 North Central Expressway, Ste. 1145
Dallas, TX 75206

Dear Mr. Elias:

MV Transportation continues to provide dependable service to Union City Transit and Union City Paratransit riders. During this past year, MV's management team has continued to manage both transit services while keeping customer complaints to a minimum.

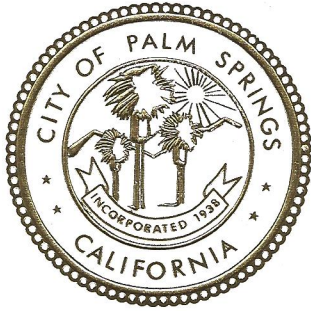
Our periodic 3rd party maintenance inspections and annual CHP inspections have continued to show that MV's vehicle maintenance program is functional and keeps our City owned vehicles in good operating condition. MV's team continues to work with the City on new programs including the discounted student pass program and the upcoming Clipper Card integration.

Although the strong economy has made it a challenge to recruit driver, MV has continued to hire, train and supervise its driver staff to successfully complete all fixed-route runs and paratransit trips. I would like to thank MV again for being a cooperative transportation partner in Union City.

Sincerely,

Mintze Cheng
Public Works Director

cc: Wilson Lee, Transit Manager



City of Palm Springs

Community and Economic Development Department

3200 E. Tahquitz Canyon Way • Palm Springs, California 92262
TEL: (760) 323-8259 • FAX (760) 322-8325 • TDD (760) 864-9527

Community Redevelopment Agency • Community Development Block Grant
Downtown Development • Economic Development • Housing • Public Art • Recycling

December 13, 2016

MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

Attention: Judie Smith, Area Vice-President

The City Council of the City of Palm Springs unanimously voted on December 7, 2016 to extend the contract with MV Transportation, Inc. for operation of the BUZZ trolley for the third year of service. Their unanimous approval is a direct testament to the outstanding level of service and responsiveness that your company has provided to make the day to day operation seamless and the trolley program successful.

Our partnership with MV started in June 2014 when the contract was initially awarded and the creation of the BUZZ identity, the route, the vehicles, and the service was under design. We were very fortunate to have your input and feedback during the early phase of the program development, especially considering that we had very limited experience in public transit. In short order, MV was able to procure vehicles, establish a local office, train and hire drivers and assist in the selection of safe stop locations along the route. With your help, we launched the service on December 19, 2014 and have served approximately 460,000 passengers to date along a 10 mile loop around the City's main corridor. The local General Manager, Robert Mendoza, is a true professional and has been incredibly responsive and accommodating of the City's needs and requests. He has been instrumental in helping make improvements to all aspects of the free trolley service. Robert has consistently shown a teamwork approach with a deep understanding of our priorities of passenger safety, reliability, and the goal of making the trolley experience stand out from standard public transit. Drivers are given the role of "ambassadors" of the City and they are well regarded by tourists and residents.

Having been involved in this project since its inception, I am truly grateful for our partnership and commend you for the great work that you have delivered. I would heartily recommend MV Transportation to any City or Agency in need of unique transit services.

Sincerely,

Diana R. Shay, Redevelopment Coordinator



ADVISORY BOARD OFFICERS
Thomas M. Guerino, *CHAIRMAN*
Robert C. Lawton, Jr., *VICE CHAIRMAN*
George H. Dunham, *CLERK*
Thomas S. Cahir, *ADMINISTRATOR*

CAPE COD REGIONAL TRANSIT AUTHORITY

BARNSTABLE BOURNE BREWSTER CHATHAM DENNIS EASTHAM FALMOUTH HARWICH MASHPEE ORLEANS PROVINCETOWN SANDWICH TRURO WELLFLEET YARMOUTH

December 1, 2016

Mr. Kevin Klika
President & Chief Operating Officer
MV Transportation, Inc.
5910 North Central Expressway
Suite 1145
Dallas, TX 75206

Dear Kevin;

As I complete yet another year at the helm of the Cape Cod Regional Transit Authority, I would be remiss if I did not share with you my complete satisfaction regarding the performance of MV. From the very beginning of our partnership, in particular, under the leadership of John Kennedy, I remain very proud of the extraordinary service we continue to provide. We often give clear direction as to how we would like to address an issue or undertake a new initiative, John consistently responds in a swift and appropriate manner.

In addition to John, Ed Overn, Fred Valdivia (AGM) and all other members of the MV leadership team are consistently helpful and professional. My Advisory Board and citizens from around our region continue to show strong support for our collective efforts. I receive regular complimentary e-mails relative to how our customers are treated and I attribute these accolades to the very serious training that is regularly performed as well as the noticeable emphasis on safety your company displays.

I believe that it is important for you to know how much we appreciate working with all of you and I wish you continued success in 2017.

Sincerely,

Thomas S. Cahir

Thomas S. Cahir
Administrator



215 IYANNOUGH ROAD P.O. BOX 1988 HYANNIS, MA 02601
(508) 775-8504 (508) 775-8513 FAX
www.capecodrta.org info@capecodrta.org





602 Main Street, Suite 1100
Cincinnati, Ohio 45202-2549

August 25, 2016

Russell Tieskoetter
Regional Vice President
MV Transportation
5910 N. Central Expressway
Dallas, TX 75206

It gives me great pleasure to write this letter of recommendation in recognition of MV Transportation. SORTA is pleased with the partnership we have with MV Transportation in meeting the transit needs in our community.

We continue to be appreciative of the services provided by the MV District Manager, Mike Roth. Mike is committed to great customer service and improving route efficiency, while increasing OTP and productivity. Mike continues to be very responsive to our requests and is flexible in meeting the ever-changing needs of our customers and organization.

Mike Roth and the local team are well-trained and professional. The team cares about client satisfaction and courtesy and dedication. Our success is undoubtedly the result of safe and reliable transportation services that MV provides to the customers of Cincinnati.

Under the leadership of Mike, the local team (Scott Brewer- Operations Manager; Zachary Huffman-Safety Manager and Tom Hodge-Maintenance manager) the team works well together to reduce safety incidents, miles between road calls and to increase on time performance and productivity. In 2015, Access' OTP exceeded 94% and productivity was 2.385 with only 19 confirmed complaints. Other key performance indicators were met or exceeded.

With corporate support from Rick Crawford (safety) and Jason Curry (maintenance) audits ranked above 95% in both areas.

Over the past 3 years we have managed a significant increase in ridership due to local agencies discontinuing transportation provision for their consumers. As our ridership increased, we had a shortage of buses and were concerned that service might be negatively impacted. In the true sense of partnership, the local MV team and SORTA came together to ensure that enough vehicles were available for daily pull out. The MV team was steadfast to guarantee that customer services were not impacted. This is truly the spirit and dedication of the local team, MV Corporate and SORTA.

Finally I would like to thank you, Russ and the corporate staff for your on-going support and commitment to SORTA. I am confident that our partnership will continue to prosper well in to the future.

Sincerely,

Lisa Aulick
Director, ADA &
Accessible Services

Access is a shared-ride public transportation service, providing origin-to-destination transportation in small buses for people whose disabilities prevent them from riding Metro buses.



June 29, 2016

Kevin A. Klika, Chief Operating Officer
MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

Dear Kevin,

As we begin our 15th year of working together, I wanted to take a moment to express my sincere appreciation to you, your staff, and the entire MV organization for the outstanding service we receive on a daily basis.

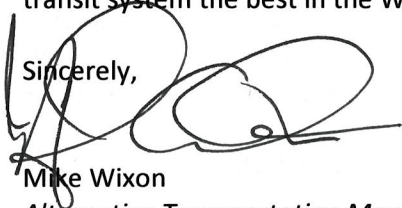
I am extremely impressed with the professionalism of the local MV Management team here in Roseville. Rich Frost (GM), Cynthia Lopez (OM), and Rosemary Lane (AM) and their staff continue to meet or exceed our expectations regarding all aspects of the operation. We feel very fortunate to have such an experienced and devoted group of Managers at the Roseville site.

As you know, MV Transportation oversees both the Transit side of our operation, as well as the Placer County Call Center. The local team is quick to respond to various challenges, in addition to taking the proper steps necessary to mitigate possible future concerns. During our recent Triennial Review by the FTA, your crew did a wonderful job at providing information related to MV's EEO plan, drug and alcohol program, operator training materials, as well as a variety of other vital documents. They are also proactive to keep my staff apprised of any day-to-day issues, while working with other local transit agencies to assist with increasing productivity and efficiencies within the region.

Whenever I visit the division, I can tell that the morale is high and that the front line employees are motivated to get the job done in the most professional manner possible. I also appreciate the team's commitment to our community; from their participation in our semi-annual parades, to Stuff-a-Bus programs, to serving at local food banks by packing grocery boxes. This is a strong indication that MV Transportation is committed to our success as a municipality and thriving community.

The City of Roseville and Alternative Transportation Office truly enjoy our partnership with MV Transportation and we appreciate all the hard work your local team puts forth toward making our transit system the best in the West.

Sincerely,



Mike Wixon
Alternative Transportation Manager
Public Works – Alternative Transportation
City of Roseville



May 17, 2016

Mr. Clarence M. Stewman, Regional Vice President
MV Transportation Inc.
3283 Lopes Court
Hayward, CA 94541

Subject: Letter of Commendation

Dear Mr. Stewman,

The City of Visalia Transit Division would like to acknowledge the successful accomplishments achieved through the partnership with MV during the last year. As we have discussed, the various Visalia Transit services provided by MV for Visalia are somewhat unique, demanding at times, and certainly challenging when compared to services provided by similar sized cities. We have appreciated the work performed by your staff to address our needs, specifically this last year.

Mr. Dave Nave, MV General Manager, has addressed many issues in a relatively short time. He has demonstrated commitment, dedication, and vision in working closely with Visalia staff. Some of the recent accomplishments include, but are not limited to:

- Revamping the cash handling process in conjunction with City security requirements.
- Working with equipment suppliers to improve delivery of needed parts on behalf of the City.
- Making necessary staffing changes and adjustments to proactively address specific issues.
- Assisting the City in implementing a new bus service/route, the V-LINE, that travels outside Tulare County.
- Planning and preparing the operation of the tenth season of the Sequoia Shuttle seasonal service, requiring over 30 additional staff.
- Maintaining and improving consistent service & staffing levels for all six individual services operated by Visalia.

Mr. Terry Wade, MV Maintenance Manager, has also performed many noteworthy accomplishments this last year. He too has shown a dedication and commitment to meeting the City's needs under somewhat challenging circumstances. Due to some issues beyond their control, MV had a significant number of diesel and CNG engine failures within the last year. Mr. Wade appeared to work miracles to

get vendors to perform more timely and restore several vehicles back to service faster than had been possible before. The fixed route vehicles have been showing better performance fleet wide. The number of comments and complaints regarding vehicle cleanliness and breakdowns has also declined. In addition, Mr. Wade has been very involved in several vehicle acquisitions this past year, which has provided tremendous support to City staff in these efforts.

The team that you have assigned to Visalia at the moment is by far the most efficient and productive team I have had the pleasure to work with in the 20 years I have been in this position. They are responsive and do whatever it takes to get the job done. They do not hesitate to do whatever new and sometimes challenging request we have for them.

The support you provide to the local team is evident, and I encourage you to continue to do what you can to keep it progressing in this manner. Thank you again for all you do on behalf of the City of Visalia. If you have any questions regarding this commendation, please give me a call at (559) 713-4591.

Sincerely,



Monty Cox
Transit Manager



Darryl Haley
Executive Vice President
602 Main St., Suite 1100
Cincinnati, OH 45202-2549
(513) 632-7690
(513) 621-7573 (fax)
dhaley@go-metro.com

March 22, 2016

To Whom It May Concern:

SORTA has contracted with MV Transportation to provide transportation services since 2002.

MV Transportation continues to be very responsive to our requests and is flexible in meeting the ever-changing needs of our customers and organization. In 2015, Access's on-time performance exceeded 94% and efficiency was more than 2.3 passengers per revenue hour. Other key performance indicators were either met or exceeded.

Over the past two years we have managed a significant increase in ridership as a result of several area providers discontinuing or reducing transportation funding for their consumers. The local MV team and SORTA came together to ensure that there would be no impact on the quality of service provided. The MV team was steadfast in guaranteeing that customer service was not impacted.

SORTA is pleased with the partnership between SORTA and MV Transportation.

Sincerely,

Darryl Haley
Executive Vice President



Public Works Department

cityofirvine.org

City of Irvine, One Civic Center Plaza, P.O. Box 19575, Irvine, California 92623-9575

(949) 724-6000

Stephen Allen
MV Transportation, Inc.
Division 137
16721 Hale Avenue
Irvine, CA 92606

Dear Steve:

We want to thank you and your team for the outstanding service you have provided operating the City of Irvine iShuttle system for the past 8 years. Throughout this time, the iShuttle has provided service to a growing number of riders, offering commuters a safe and convenient way to get to work, school, or shopping using public transit.

In addition to the excellent daily service, your team has gone beyond expectations by providing rides to lost passengers, hand delivering misplaced items, ever working to offer improvements, and providing support at City events. Your team's dedication to customer service is truly exceptional.

As the operation of the service transitions to Orange County Transportation Authority, the City is handing over a very successful program. This is a testament to the distinguished work of your drivers, maintenance crew, administrators and management. We are thankful for your hard work and partnership.

I wish you and the Division 137 team the best in the future and would happily recommend your service to any who might inquire.

Sincerely,

A handwritten signature in black ink that reads 'Mike Davis'.

Mike Davis
Transit Program Administrator
City of Irvine
Tel: 949.724.6288
E-mail: mdavis@cityofirvine.org



Regional Transit System
PO Box 490, Station 5
Gainesville, FL 32602-0490
(352) 393-7852
(352) 334-2607 (fax)
www.go-rts.com

Mr. Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Ave., Suite 3
Gainesville, FL 32608

March 17, 2016

RE: Letter of Recommendation

Dear Mr. Griffin:

I'd like to take this opportunity to commend MV transportation for all they do for the Gainesville community. In 2003, MV Transportation was awarded the contract to be the Alachua County Community Transportation Coordinator (CTC) and to provide paratransit service in the City of Gainesville. MV inherited a very dysfunctional system and Gainesville was in crisis mode. MV Transportation was equal to the task and came in with the people, vehicles and the resources needed to work through the problems and put Gainesville back on the right track. For the last 11 years MV Contract Transportation has been a stalwart partner to RTS and to the other Alachua clients. They have worked tirelessly to improve the service and today provide premier transportation services to the citizens of Gainesville and Alachua County.

As a corporation MV focuses on safety. Early in their tenure in Gainesville MV transportation purchased DriveCam cameras, which allows a dedicated team to collect data on every trip provided to ensure customer safety and improve driver performance. Recently MV almost attained 100 days without a safety accident or incident. While not making the 100 days was heartbreaking, going 98 days without an accident or incident is phenomenal. MV transportation has every right to be proud of being able to attain that many days without an incident or accident. This achievement was possible because the culture of safety is ingrained into MV Transportation's corporate DNA.

MV transportation uses Trapeze, which is the leading scheduling software employed by transit organizations nationwide. In 2008, MV partnered with RTS to purchase and install Mobile Data Terminals (MDTs) to improve On Time Performance (OTP) and provide clients with real time "where's my ride" updates. MV continually looks for ways to improve the provision of service by employing the latest technological advances in transportation. Recently MV Transportation incorporated TimePoint dispatching software into their operations model, which allows dispatchers and schedulers to efficiently manage the schedule and increases dispatcher efficiency in controlling revenue vehicles. Now MV Transportation is moving to the next generation of MDTs and has procured Samsung tablets employing DriverMate, which is the state of the art when tracking vehicles and providing real time data in the provision of service. The Samsung Tablets are comparable and in some ways better than the first generation MDTs because they are more economical.

As a caring corporate team player, MV Contract Transportation has sponsored events for the National Federation of the Blind and participates yearly in the National White Cane Walk and ADA birthday event held by Alachua County for the Gainesville Community. Their service to this community is vital and they are a trusted caring partner to our most vulnerable population.

OUR VISION: The City of Gainesville will set the standard of excellence for a top ten mid-sized American city; recognized nationally as an innovative provider of high-quality, cost-effective services.

Sincerely,

A handwritten signature in blue ink, consisting of a long horizontal stroke followed by a loop and another long horizontal stroke.

Mildred Crawford, P.A.
ADA Transit Coordinator



Palm Tran

Administrative Offices

3201 Electronics Way
West Palm Beach, FL 33407-4618

(561) 841-4200

FAX: (561) 841-4291

Palm Tran Connection

50 South Military Trail
Suite 101
West Palm Beach, FL 33415-3132

(561) 649-9838

FAX: (561) 514-8365

www.palmtran.org



**Palm Beach County
Board of County
Commissioners**

Mary Lou Berger, Mayor

Hal R. Valeche, Vice Mayor

Paulette Burdick

Shelley Vana

Steven L. Abrams

Melissa McKinlay

Priscilla A. Taylor

County Administrator

Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

February 25, 2016

Jeanie Chrisman
MV Transportation
3301 Electronics Way #D
West Palm Beach, FL 33407

Ms. Chrisman:

After the first year of service, I want to acknowledge GM, Jeanie Chrisman, AGM - Felix Collazo and MV's efforts to provide excellent service. Additionally your management team has been extremely responsive to any issues or requests whenever needed.

The first yearly audit was recently completed and MV's files and departments were all in order. It is a pleasure when records are kept orderly and correctly. MV also works very well with their fellow vendors and Palm Tran Connection is appreciative of the team work with our staff. This helps promote a safe, positive experience for all of our passengers.

MV's safety programs and employee appreciation programs and lunches help them to provide the excellent service they have and will provide in coming years.

I would also like to acknowledge Regional Vice President, Ed Overn, who responds thoroughly and quickly to any requested for information from Palm Tram Staff. During the startup, Ed even preformed parking lot duty, which we all respected.

During the past year of service, MV has been able to get every route out and also provides extra routes as needed. Though any start up is a challenge, MV was ready, and made every effort to make sure passengers were happy with service. For many months now, the commendations have outnumbered the complaints, sometimes almost triple.

I commend MV for being the first Palm Beach vendor to get the propane tanks installed. I know this was a difficult task, but you stuck with it, working with Amerigas and pushing them to finish the installation which will save the County considerable money with the lower price per gallon.

Thank you.

Sincerely,

Ron Jones
Director, Palm Tran Connection



CARSON CITY NEVADA
Consolidated Municipality and State Capital
PUBLIC WORKS

February 11, 2016

Mark Elias, Vice President, Operations – Northwest
MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

RE: Division 51 Performance – 2015

Dear Mr. Elias,

I am writing to express appreciation for the performance and partnership we have with MV Transportation. As the contract operator for the Jump Around Carson (JAC) Transit System, MV Transportation's Division 51 staff in Carson City, and, in particular, Ms. Lisa Leuschner, General Manager, continue to meet and exceed the needs of the system.

Since 2010, MV Transportation has been an excellent company to work with, and has helped JAC grow ridership and expand service while successfully overcoming several challenges. During 2015 in particular, MV Transportation staff was once again professionally provided additional accident and incident free transportation services during the Nevada Fair, assisted in emergency relief situations, and successfully managed our transition to a new scheduling and dispatching software provider. These are some of the key tasks accomplished by staff while continually providing dependable regular and ongoing transit service and despite numerous obstacles resulting from vehicle maintenance issues. With the continued hard work and dedication of MV Transportation, JAC was able to achieve a record total of over 216,000 passenger trips during 2015.

We look forward to continued work with you and the rest of MV Transportation staff during the coming year in providing safe, quality service to the citizens of Carson City, and to the possibility of entering into a new contract term.

Sincerely,

Patrick A. Pittenger, AICP, PTP
Transportation Manager

3505 Butti Way, Carson City, NV 89701 (775) 887-2355 FAX (775) 887-2112
Operations: Water, Sewer, Streets, Wastewater, Landfill, Environmental
Engineering, Transportation, Capital Projects



CITY OF PETALUMA

POST OFFICE BOX 61
PETALUMA, CA 94953-0061

David Glass
Mayor

Chris Albertson
Teresa Barrett
Mike Healy
Gabe Kearney
Dave King
Kathy Miller
Councilmembers

February 9, 2016

MV Transportation Inc.
Attn: Laura Hansen & John Siragusa
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

Dear: Laura & John

This letter of appreciation is for MV Transportation's Division 24, Petaluma, California. For 16 years now, MV Transportation has operated Petaluma Transit fixed route service, and for five years has operated both fixed route and paratransit for the City of Petaluma. In 2012, the local MV Team assumed control of paratransit operations, including several new employees, from a longtime local non-profit. Once again, MV Transportation and the City of Petaluma worked through a challenging event, this absorption of longtime employees of another provider, under trying circumstances (specifically during implementation of automated scheduling and dispatch hardware and software). In 2014, Ms. Elizabeth Stayner replaced Ms. Dawne Ivory as the new General Manager of Division 24, and her transit experience and interpersonal communications skills immediately elevated the morale of the MV team here in Petaluma.

MV continues to perform in Petaluma and shows great flexibility and creativity as Petaluma Transit enjoys unprecedented ridership growth since 2009 (over 100% increase). Liz is a very valuable resource as we collaboratively develop and price various service change options under consideration in the ongoing SRTP. Liz is able to respond quickly to the dynamic market-driven changes that have led to the dramatic growth of transit ridership in Petaluma in recent years. MV's General Manager and her team have performed admirably with a burgeoning transit market and challenging local traffic.

I would like to commend MV Transportation for having a special managerial team assigned to Division 24, Petaluma Transit. MV Transportation is represented in the highest manner by Elizabeth Stayner and her team here in Petaluma.

In summary MV continues to provide quality service for the City of Petaluma and our passengers and continues to be an excellent partner with the City of Petaluma.

Joseph Rye
Transit Division Manager
City of Petaluma

Cc: Kevin Klika

Public Works & Utilities

City Engineers
11 English Street
Petaluma, CA 94952
Phone (707) 778-4303
Fax (707) 776-3602
E-Mail:
publicworks@
ci.petaluma.ca.us

**Parks & Building
Maintenance**
840 Hopper St. Ext.
Petaluma, CA 94952
Phone (707) 778-4303
Fax (707) 778-4437

Transportation Services
555 N. McDowell Blvd.
Petaluma, CA 94954
Phone (707) 778-4421
Fax (707) 776-3799

Utilities & Field Operations
202 N. McDowell Blvd.
Petaluma, CA 94954
Phone (707) 778-4546
Fax (707) 778-4508

E-Mail: publicworks@
ci.petaluma.ca.us



Anchorage School District

Transportation Services

3580 East Tudor Road • Anchorage, AK 9907 • 907-742-1200 • <http://www.asdk12.org/transportation/>

January 25, 2016

Mr. Mark Elias
5910 N. Central Expy
Suite 1145
Dallas, Texas 75206

Dear Mark,

The Anchorage School District would like to commend the Reliant Transportation team lead by Jim Luczycki, General Manager, for an excellent first semester of service. As the new Transportation Director I have found the team to be very responsive to the needs of the district and they have also aided in my transition into the district.

My understanding is that when faced with driver shortage issues last year, the staff put together and implemented an action plan to solve the problem and the results helped to have a successful startup. Also, ongoing forthright and positive communication continues to make the team successful. Although we have had a few service issues Jim and his team have quickly addressed the issues and learned from any mistakes made.

I also appreciate your and the companies support of the continuous driver training program. Having a full complement of drivers has certainly led to improved service.

Jim has often worked long hours and personally made himself available at all hours of the day or evening, including weekends as needed. He is truly committed to the success of the district.

We look forward to our next ten year contract continuing to improve on our successful partnership.

Respectfully,

Chuck Moore
Director of Transportation Services

Educating All Students for Success in Life

Anchorage School Board Kameron Perez-Verdia, President
Kathleen Plunkett, Vice President Bettye Davis, Treasurer
Tam Agosti-Gisler, Clerk Eric Croft

Pat Higgins
Elisa Snelling

Superintendent Ed Graff



City of Show Low

"Named by the turn of a card"

January 15, 2016

180 North 9th Street
Show Low, AZ 85901
Telephone (928) 532-4000
Facsimile (928) 532-4009
www.showlowaz.gov

Fadi Chakbezo
M.V. Transportation

Dear Mr. Chakbazo:

On behalf of the City of Show Low, it is with great pleasure that I write this letter of recommendation for M.V. Transportation and local General Manager, Thomas Hakenewerth.

As the City's Transit Supervisor, I facilitate the administrative responsibilities of the Four Seasons Connection and White Mountain Connection public transit systems funded by the Arizona Department of Transportation and its collaborative partners. When I moved to Show Low in March 2015 to assume this position, I was truly impressed with the comprehensive bus service provided to such a rural area. As I've become more knowledgeable about the complexities of running an effective transportation service, I have come to realize that the success of our bus system can be credited to MV Transportation and its General Manager.

For almost 20 years, MV Transportation has had a positive working relationship with the City of Show Low in providing a quality public transit system for our White Mountain communities. This is largely attributed to Tom Hakenewerth who continually demonstrates a high degree of professionalism and compassion that has made our transit system second to none. Tom is a true asset to our White Mountain communities and he is well respected by all who know and work with him. I rely upon his sound judgement and diplomacy in handling difficult situations without compromising safety and customer satisfaction. I have a great working relationship with Tom and very much appreciate his extensive knowledge and the patience he has shown me as I've entered into the world of transit. More importantly, however, he is to be commended for his leadership and effective management that has resulted in the Four Seasons Connection and the White Mountain Connection systems providing the most cost-effective transit program in the State.

The City of Show Low sincerely appreciates the positive working relationship we have enjoyed with MV Transportation over these many years and applaud the trust you have demonstrated in Tom's competent leadership.

Sincerely,

A handwritten signature in cursive script that reads "Lisa Robertson".

Lisa Robertson
Grants Manager/Transit Supervisor
City of Show Low

PUTNAM COUNTY EXECUTIVE

40 Gleneida Avenue

Carmel, New York 10512

(845) 808-1001 Fax (845) 808-1901

www.putnamcountyny.gov

MaryEllen Odell
County Executive

Bruce J. Walker
Deputy County Executive

Patricia Simone
Chief of Staff

Nicholas DePerno Jr.
Director of Constituent Services



January 8, 2016

Mrs. Sheralee Malverty
MV Transit
841 Fair Street
Carmel, New York 10512

Dear Sheralee,

No matter how much preparation one does, the first few days taking on any new task can be taxing. I understand that it was your careful planning and skillful management that made the transition of MV Transit taking over the Croton Falls Shuttle a success. I cannot thank you enough.

I also appreciate the professionalism shown by the drivers on the route. They are the face of the company to the customers and their patience and friendliness also helped smooth the transition.

The Croton Falls Shuttle is a vital service provided to the commuters living in Mahopac and I am glad to see it is now in your hands.

Before you know it these days will be merely a faded memory, but how you shined will not be forgotten.

Sincerely,

A handwritten signature in cursive script that reads 'MaryEllen Odell'.

MaryEllen Odell
Putnam County Executive

cc: Sandra Fusco
Vincent Tamagna



City of Greenville

PUBLIC TRANSPORTATION DIRECTOR

1425 KitchenAid Way

Greenville, OH 45331

(937) 548-0437

(937) 548-1704 fax

January 7, 2016

Kevin Klika
President & Chief Operating Officer
MV Transportation, Inc.
5910 N. Central Expy., Suite 1145
Dallas, TX 75206

Greenville Transit System (GTS), with MV Transportation, Inc as our contractor, was very successful in 2015. The outstanding partnership between the City of Greenville and MV was apparent in both customer service and in the smooth operations of GTS.

I have to commend Kathy Cool, General Manager for the Greenville division, for her diligence and dedication in the day-to-day operations. Kathy faced a difficult year with the death of our main dispatcher, Dave Marshal. Kathy worked tirelessly to not only do her own job, but to fill in on the dispatch schedule throughout the year until replacement dispatchers could be hired and trained.

Vehicle maintenance issues were problematic in 2015. These issues were addressed by Kathy with the support of Jason Curry as the Maintenance Manager for our region.

While putting in long hours, Kathy has continued to meet MV's exemplary safety program standards for which MV is known. Her monthly safety meetings & trainings, safety bulletin boards and safety messages are impressive.

Russell Tieskoetter, our Divisions Regional Vice President has been a great asset and support to our General Manager and is very accessible to the City of Greenville. His confidence in Kathy is apparent and his support is always available.

Ridership in 2015 was at 49,434. This is down 2.4% from 2014. We are seeing rider demographics shift to many younger riders using GTS for transportation to and from work. Demand for transit is heavy especially the first of the month when both social security and public assistance checks are deposited. The majority of our riders continue to be elderly or disabled. Wheelchair/scooter passengers make up a large portion of these riders.

The City of Greenville appreciates the partnership attitude MV brings to our transit system and we look forward to working with your company in the next several years.

Respectfully,

Pamela K. Garland
Public Transportation Director

Cc: Michael C. Bowers, Mayor
Russell Tieskoetter
Kathy Cool



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, TX 75266-0163
214/749-3278

July 23, 2015

Mr. Doug Gies
President, Southwest Group
MV Transportation
5910 N Central Expressway, #1145
Dallas, TX 75206

Dear Mr. Gies,

We have just completed the first half of calendar year 2015 and have only one quarter left in our fiscal year. DART is extremely pleased with the progress and improvements MV Transportation has made in providing Mobility Management Services, which are reflected in the most recent key performance indicators (KPI).

The KPIs for the first six months of this year are the highest they have been since the inception of our contract in October 2012. The KPIs that best reflect the experience our customer has while using our service (on-time performance, call times, average ride time, and complaints) are all trending downward. MV has certainly met DART expectations in this regard.

I understand that this accomplishment would not be possible without local staff that can perform at the highest levels. This is certainly what DART has experienced with MV's local team led by your General Manager, Mr. Keith Anglin. What is most impressive is the way they have inserted themselves into the community that we serve through meetings at major centers and their interactions with our customers at public meetings like the ADA meeting we concluded just this past Saturday. Their dedication and performance is noted and recognized.

All eyes are on the future. We anticipate these current trends will continue and net the best performance results we have had as an organization. We are excited about our current partnership with MV Transportation.

Sincerely,

A handwritten signature in blue ink, appearing to read "JOA", written over a horizontal line.

John Adler
Vice President, Procurement

A handwritten signature in blue ink, appearing to read "Doug Douglas", written over a horizontal line.

Doug Douglas
Vice President, Mobility Management Services

DRIVECAM BROCHURE

Delivering insights. Driving results.™

DriveCam
POWERED BY Lytx 

Proven Results

Major fleet operators return to the DriveCam® Program year-after-year because they realize millions of dollars in savings and indirect benefits when they:



“The DriveCam Program provides us with more than just technology. They provide the service and support we need to improve and grow our business.”
 – Waste Management

REDUCE COLLISIONS

Fleet operators see collision cost reductions of up to 80% in Property & Auto Liability and Workers’ Compensation claims.

REDUCE FRAUDULENT CLAIMS

Exception-based video captures indisputable evidence when an event occurs, protecting drivers and fleets from fraudulent or other errant claims.

REDUCE FUEL USE

Typical reduction of up to 12% through the management of efficient driving, excessive idling and speeding.

Fleets also realize a variety of important indirect benefits from developing and maintaining a world-class safety culture.

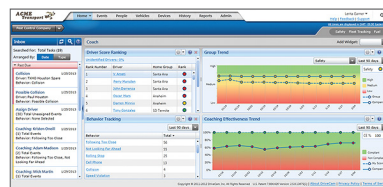
With the DriveCam Program, you’ll:

- Protect your drivers from the devastating impact of being involved in a collision – and exonerate them when they are in a no-fault collision.
- Protect your brand by minimizing high-profile collisions that receive broad media coverage.
- Exemplify good corporate citizenship by contributing to a safer and more environmentally conscious community.



The DriveCam Online Experience

With 24/7 secure access, the DriveCam Online® platform provides the important information you need to monitor fleet risk, prioritizes what you need to maximize your safety program and provides the necessary tools for coaching your drivers to improve their driving behavior. The DriveCam Online platform is your key to driver risk management success.



Role-based Home Pages

Including an inbox and a variety of dashboards, you can drill into specifics about a driver or group.



3-Step Coaching Process

- To help guide you through ...
1. Coaching Behaviors (video and non-video)
 2. Selecting an Action Plan
 3. Conducting the Coaching Session

Driver Score Ranking			
Unidentified Drivers: 2.1%			
Rank Number	Driver	Home Group	Rank
1	Butch Lawless	San Diego	LOW
2	Larry Garner	San Diego	LOW
3	Nate Handels	Escondido	MED
4	Trevor Hoffman	San Diego	MED
5	Josh Boseman	San Marcos	MED
6	Russ Peterson	East County	MED
7	Michael Shilling	Downtown	HIGH
8	Kristen O'Neil	Orange County	HIGH
9	Nikki Kalipolis	San Diego	HIGH

Driver Score Ranking

Using our new Lytx Safety Score™ technology, you can now identify your safest drivers, as well as those with a higher probability of being involved in a collision.

How the DriveCam Program Works

The DriveCam Program – powered by the Lytx Engine™ – identifies, prioritizes and helps prevent the causes of poor driving before they lead to a collision. This “programmatic approach” helps clients transform their safety culture and ensures bottom-line results – preventing collisions, fraudulent claims and wasted operating expenses – while protecting their drivers and their brand.

- 1 MONITOR DRIVING; PROVIDE REAL-TIME FEEDBACK**
The DriveCam video event recorder captures driving behavior data and provides real-time driver feedback.
- 2 UPLOAD VIDEO & DATA**
Exception-based video and data are uploaded via a secure wireless connection to the DriveCam Review Center – and are immediately available to the client.
- 3 ANALYZE, SCORE & PRIORITIZE**
Proprietary predictive data analytics, combined with expert video review, highlight the causes of poor driving and prioritize actions needed to reduce fleet risk and operating costs.
- 4 ACCESS DRIVER MANAGEMENT PORTAL**
Configurable alerts direct clients to online tools, including dashboards for company-wide visibility and accountability, and analysis of risky driving behaviors.
- 5 COACH DRIVER**
Flexible coaching and training methods are applied based on operational capabilities and organizational profiles.
- 6 SAFER DRIVER RETURNS TO THE ROAD**
Continuous monitoring verifies that lessons have been applied, resulting in safer drivers and fewer collisions.

Ensuring your program is on track, DriveCam program reviews provide benchmarking and best practices specific to your operations and industry. In addition, proprietary video and data analysis provide a complete profile of drivers and driving, allowing for objective comparisons of driver to driver, site to site, region to region and company to industry.

Why Companies Choose the DriveCam Program

During the decision making process, there are many considerations when evaluating driver risk management, fuel management and fleet tracking services. Read why companies are choosing the DriveCam solution to protect their drivers, their vehicles and their community.



“The DriveCam Program is the first system I have seen that is proactive, instead of reactive. In the first six months we saw a 50% reduction in minor vehicle accidents, a 50% reduction in workers’ compensation claims and a 70% decrease in risky driving behavior.” – US Foods



“Through our use of the DriveCam Program, we are able to reduce litigation and exonerate drivers.

We have saved hundreds of thousands in litigation costs on frivolous claims since implementing the program.” – Cargo Transporters



“Greyhound’s number one focus has always been the safe

transportation of millions of passengers every year across North America, and incorporating the DriveCam Program is one more way we are able to reinforce this focus.” – Greyhound

Value-Added Solutions

Fuel Management

The innovative behavior-based DriveCam Fuel Management Solution can help improve fleet performance. Integrated into the DriveCam Online platform, our solution combines real-time in-cab feedback with online reporting and coaching to improve fuel efficiency – by up to 12% – and lower emissions.

Fleet Tracking

Get a real-time view of your fleet operations – helping to ensure compliance and improve productivity – with immediate access to real-time status, trip history and a full suite of reports. Seamlessly integrated into the DriveCam Online platform, there’s no need for additional in-cab equipment, extra peripherals or extra software.

Lytx Engine

Our Lytx Engine™ is powered by human intelligence combined with state-of-the-art predictive analytics and statistical machine learning technologies. In the field, our devices are equipped with real-time automated decision algorithms that determine when data should be captured and stored. In our data centers, automated decision algorithms prioritize, store and route selected data to our human-powered internal processes.

We capture data from multiple sensors embedded in the work environment. In vehicles, our device captures signals from accelerometers, GPS systems, engine control units, video, microphones and advanced safety systems. To make sense of these signals, we have developed and deployed real-time decision algorithms that continuously monitor the sensor stream to determine the likelihood of risky driving behaviors.

The Lytx Engine applies advanced predictive models to prioritize, select and route data to review centers where teams of expert reviewers identify and verify behaviors from video events, adding structured labels to the data. These labels provide the basis for our scoring algorithms and for the continuous improvement of the predictive models that power our real-time decision algorithms in our sensors and servers. Our scoring algorithms and statistical models enable us to create driver safety and coaching effectiveness models that are examples of the tools we use that predict the likelihood of future collisions. These important predictors help safety managers and coaches understand and prioritize their areas of focus. Our constantly growing database enables us to refine and improve our ability to predict risky behaviors so that we can deliver even more value to our clients.



Our data analytics teams include scientists and analysts who apply statistical analysis, feature engineering and data-driven machine learning to develop decision algorithms and predictive models that support our human-powered processes. Over the years, we have learned how to maximize the effectiveness of these processes to help our customers drive positive change throughout their organizations.

Lytx stands for the entire process of Sense, Predict, Prevent (SPP)™. Using our technology, we analyze the data we gather, distill it into actionable insights and leverage it in ways that empower our clients to be safer, better companies.



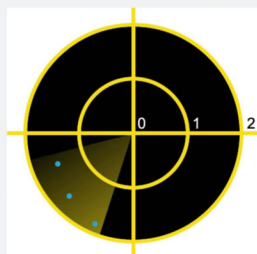
Lytx, Inc., San Diego, California, USA 858.430.4000 866.419.5861 info@lytx.com www.lytx.com

At Lytx (formerly DriveCam, Inc.), we harness the power of data to change human behavior and help good companies become even better. Our flagship product, DriveCam powered by Lytx, sets the standard for driver safety in the industries we serve, and our RAIR Compliance Services helps DOT-regulated fleets comply with safety regulations, complementing the DriveCam Program. We protect more than 950 commercial and government fleet clients worldwide who drive billions of miles annually. Our clients realize significant ROI by lowering operating and insurance costs, while achieving greater efficiency and compliance. Most of all, we strive to help save lives – on our roads and in our communities, every day. Lytx is privately held and headquartered in San Diego. For more information, visit www.lytx.com.

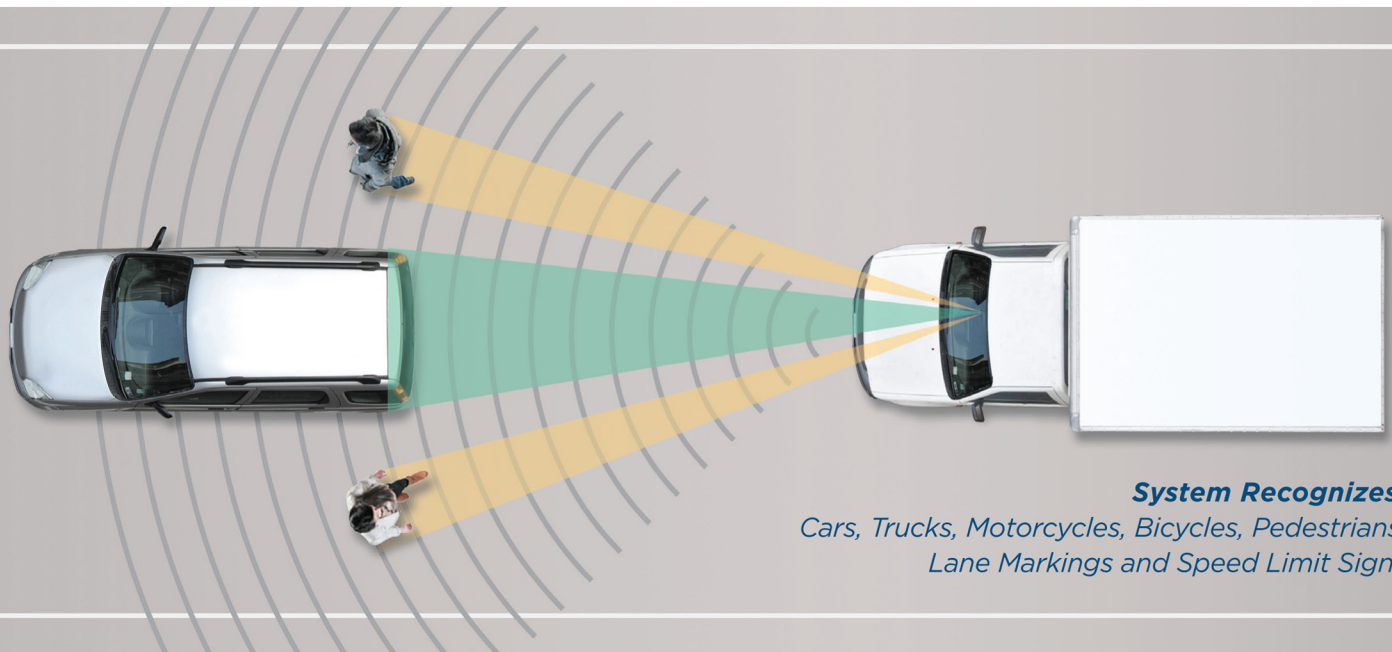
MOBILEYE BROCHURE

Collision Avoidance System

Protecting Your Fleet and Your Bottom Line



**COLLISION
AVOIDANCE SYSTEMS** 



System Recognizes:
Cars, Trucks, Motorcycles, Bicycles, Pedestrians,
Lane Markings and Speed Limit Signs

Reduce Accidents, Save Money and Keep Your Drivers Safe



Easily installs in any vehicle

The Mobileye® Collision Avoidance System is the latest technological advancement for preventing vehicle crashes — and the only system in the industry to incorporate truly comprehensive real-time warnings and alerts. Utilizing an intelligent vision sensor that works like a bionic eye, the system identifies a diverse and extensive variety of potential threats on the road, such as vehicles, cyclists, pedestrians and more. The distance and relative speeds of these objects are continuously measured to calculate the risk of your driver colliding with them. Even lane markings and traffic signs are detected. When danger is imminent, visual and audible alerts warn the driver to make necessary corrections in sufficient time to avoid potential collisions or mitigate their severity.

Fleet managers have installed our trusted collision avoidance system in some of the world's best-run fleets including cars, trucks, service vehicles and taxis, in both rural and urban environments. Many global organizations have experienced significant reductions in incidents, collisions and associated costs. Your fleet can accomplish the same.

Telematics Integration: *The system generates data that can be exported to 3rd party telematics and fleet management systems, enabling enhanced visibility of your fleet as well as greater insight into driver behavior. All alerts are available via the Mobileye CAN channel for telematics and 3rd party integrators.*



Connectivity with Telematics

Gives fleet managers critical insight into driving behavior.



Accident Reduction

A pilot involving 2,000 trucks driving 47 million miles resulted in zero accidents vs. the average of 11-13 accidents.



Cost Reduction

C.R. England has achieved a 37% reduction in crash costs per mile traveled.

Minimize Risk, Increase Safety and Improve Your Bottom Line

Fleet operations of all sizes experience tangible and measurable advantages as a result of deploying this advanced technology, including:

- Immediate reduction in collisions and close calls
- Improvements in driver behavior that continue long term
- Reduced insurance premiums and fines for non-compliance
- Lower fuel and maintenance costs
- Improved CSA scores

...and the system typically pays for itself in only 12 months or less — with no driver training necessary.*

Collision Avoidance Technology Addresses the Main Causes of Accidents

According to the National Highway Transportation and Safety Administration (NHTSA), Department of Transportation (DOT) and the Virginia Tech Transportation Institute:

- 93% of all accidents are due to human error, with driver inattention being the primary cause
- Nearly 74% of all accidents involve driver distraction three seconds prior to an incident
- 40% of rear-end collisions have no brake application whatsoever
- 60% of road accident fatalities are due to unintentional lane departure

Governing and Regulating Agencies Agree



- **The Federal Motor Carrier Safety Administration (FMCSA)**
Advocates the voluntary adoption of collision avoidance systems to improve fleet safety
- **The National Transportation and Safety Board (NTSB)**
Includes collision avoidance systems on Most Wanted/Top Ten Advocacy List
- **The National Highway Traffic Safety Administration (NHTSA)**
Tracks collision avoidance systems as part of their 5-star safety ratings program

*According to FMCSA studies

TECHNOLOGY FOR A SAFER WORLD

Mobileye® is the technological leader in the area of advanced image sensing and processing technology for automotive applications. With over a decade invested in extensive R&D, Mobileye has gained an unprecedented understanding of the diverse challenges that face drivers on the road and how to keep them safe. This unequalled expertise has made Mobileye the recognized global pioneer in collision avoidance systems. As evidence, Mobileye is the OEM (Original Equipment Manufacturer) supplier of such systems to many of the world's leading automobile manufacturers.

SOME OF THE BRANDS USING MOBILEYE SYSTEMS



System Warnings and Features



Forward Collision Warning

Alerts the driver to an imminent rear-end collision with a car, truck or motorcycle moving at any speed



Headway Monitoring/Following Time

Alerts the driver when following time becomes critically short



Lane Departure Warning

Alerts the driver if vehicle leaves the lane without use of the turn signals



Pedestrian and Bicycle Collision Warning

Alerts the driver of an imminent collision with a pedestrian or bicyclist



Intelligent High-Beam Control

Automatically turns the high-beams on/off depending upon the level of light and relative distance from other traffic



Speed Limit Indicator

Notifies the driver if the vehicle exceeds the posted speed limit

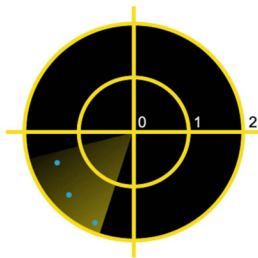


Bluetooth® connectivity standard

Optional Enhancement Features

The following optional features can be incorporated to further reduce accidents:

- Automatically muting the car radio
- Instantly deactivating factory cruise control
- Adding any function for a 3rd party device that has a discrete input
- Integrating with older vehicles
- Incorporating haptic warnings that provide tactile alerts; for example, a driver's seat or steering wheel can be outfitted with a vibrator that can be set to various strengths, frequencies and patterns



**COLLISION
AVOIDANCE SYSTEMS**))))

877-590-8968

www.collisionavoidancesystems.net

**VEHICLE ACCEPTANCE AGREEMENT
STANDARDS**



VEHICLE ACCEPTANCE AGREEMENT STANDARDS

Prior to acceptance of any vehicle by MV, a detailed inspection will take place 60 days prior, a follow up inspection 30 days prior and a final inspection 15 days prior to start-up with representatives of the MV and Client agreeing upon damage and wear.

Client and MV agree that vehicles will be delivered to MV in good condition and with each vehicle meeting or exceeding the following specifications for the first 30 days of vehicle acceptance by MV:

1. Vehicle body and all attachments thereto will be free of dents and scratches in excess of 1" in length. All body parts shall be properly attached to vehicle chassis and free of rust.
2. Exterior paint and decals shall be free from scrapes, scratches in excess of 1" in length, rust and tar. All decals shall be properly applied and free from peeling.
3. Vehicle tires shall be of proper load range for the vehicle and be of a type equivalent to that originally supplied by the manufacturer. All tires shall be of the same manufacturer and model. All tires will be free from side wall damage, shall have a minimum of 8/32 inch tread depth on front tires and a minimum of 6/32 inch tread depth on rear tires and shall be free from damage due to improper alignment or balancing or curb damage.
4. Vehicles shall contain a spare tire and wheel meeting the standards of paragraph 3 above if the vehicle was so equipped when purchased by Client.
5. Vehicle destination signs, if vehicles are so equipped, shall have all current route indicators and shall be in proper working order.
6. All vehicle lights shall be in working order.
7. All decals or painting identifying the vehicle with a prior contractor or other operator shall be removed prior to delivery and all paint damage from said removal shall be properly repaired.
8. All vehicle doors and windows shall be in proper operating condition and properly sealed against the entry of fumes or water.
9. All components of the emission control and exhaust system shall be free from leaks, rust and be in proper operating condition to include inspection on Diesel Emission Control Systems (DECS) Diesel Particulate Filters. An opacity test will be performed during the turn over inspection process. Vehicles which do not pass will need to be repaired and retested prior to acceptance. Vehicles shall have current state emission certification, if so required.

10. Vehicle engine shall be in proper operating condition. Proper condition shall be established through oil analysis and compression testing. If engine has been rebuilt, Client shall supply documentation of rebuilder and assure MV that engine rebuild meets manufacturers specifications.
11. Vehicle transmission shall be in proper operating condition, free from leaks, bad gears or slippage. If transmission has been rebuilt, Client shall supply documentation of rebuilder and assure MV that transmission rebuild meets manufacturer's specifications.
12. Vehicle electrical system shall be in proper operating condition. Alternator shall be supplying specified output and battery(ies) shall fall within manufacturers specifications for output and specific gravity. All vehicle wiring shall be free from fraying and shall be properly loomed and attached to the vehicle in such a way as to prevent fraying. Any alterations to wiring not completed by vehicle manufacturer shall be performed so as to not overload any circuit and not to cause any short circuit.
13. All heaters and air conditioners shall be free from leaks and shall perform to the manufacturers specifications.
14. All brake linings, drums and rotors shall meet manufacturers specifications and shall have at least 50% life remaining as measured in 3/32nds of an inch. All wheel cylinders and brake lines shall be free from leaks. All brake parts shall be in proper repair.
15. Vehicle radios, antennas and all other communications devices shall be in proper working order and mounted so as to not constitute a safety hazard.
16. The wheelchair lift shall meet all current state requirements and be in proper working condition. All wheelchair tiedowns and other securement equipment shall be in good condition and not be frayed or worn so as to constitute a safety hazard. Wheelchair lift interlocks, if so equipped, shall be in proper operating condition and meet state requirements.
17. Vehicles shall be equipped with a fire extinguisher with current tag, a complete first aid kit, full and complete safety triangle kit and all other safety equipment required by law.
18. All passenger seats and all other interior surfaces shall be cleaned and free from stains, tears and graffiti. Seats shall be properly secured to the vehicle with the proper grade of securement device.
19. Vehicles shall have a current preventive maintenance inspection including oil and filter change, transmission service, etc., in accordance with the requirements of MV in this Agreement and state requirements.
20. Vehicles will have all current required state inspection and registration certificates, if required.
21. Client will provide a copy of most recent CHP or DOT inspection results.

- 22. Vehicles will be cleaned to the standards of this Agreement and shall be completely fueled. All other fluid levels shall meet manufacturers requirements.
- 22. All vehicle repair and inspection records shall be delivered with the vehicles.
- 23. All glass shall be free from chips, scratches and cracks.
- 24. All suspension and steering components shall be within the manufacturer's wear limits specifications and free from cracks and leaks.
- 25. All other items not specifically listed herein shall be in serviceable condition meeting generally accepted standards and practices of the public transportation industry and meeting all requirements of the state and federal government and all requirements contained in this Agreement.

In order to ensure compliance with the above requirements, the following procedures will be used by Client and MV:

At a place and time mutually agreed to by Client and MV, which shall occur approximately 60, 30 & 15 days prior to the start of service by Contractor under this Agreement, Client and MV, shall jointly inspect the vehicles to be provided by Client to MV. During such inspection, defects to vehicles shall be noted.

After the initial inspection, Client shall ensure that all defects noted are repaired prior to MV starting service under the terms of this Agreement.

Upon delivery of the vehicles to MV, Client and MV will conduct a final inspection of the vehicles to ensure that items noted in the preliminary inspection were completed and that all vehicles are in compliance with this Section.

In the event the final inspection reveals defects in the vehicles as specified in this Section, then Client will have these items repaired or authorize MV to repair the items at the rate of **\$75.00 per hour labor plus parts / materials / supplies and sublet repairs at 15% above MV's cost** as required to repair defects. If necessary, additional maintenance personnel will be brought in to assist with completing repairs, their travel, meal and lodging expenses will also be paid by the client.

The forms on the following page are utilized during this initial inspection:

Signed: _____ Date: _____
(Client)

Signed: _____ Date: _____
(MV Transportation)