

# ADA Paratransit Service in the City of Gainesville and Alachua County

The City of Gainesville Regional Transit System



**Submitted To:**    **Submitted By:**

<b>City of Gainesville</b>	<b>MV Transportation, Inc.</b>
Ms. Daphne Sesco	2711 N Haskell Ave
Procurement Specialist 3	Suite 1500, LB-2
City of Gainesville	Dallas, TX 75204
General Government Purchasing	p: 972.391.4600
200 East University Avenue, Room 339	www.mvtransit.com
Gainesville, Florida 32601	
p: 352.334.5021	

---

*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.*

# 1. Table of Contents

<b>1. Table of Contents</b> .....	<b>2</b>
<b>Executive Summary – Overview</b> .....	<b>5</b>
<b>2. Technical Proposal and Qualifications – Approach and Scope of Work and Business Model to Undertake the Project</b> .....	<b>12</b>
A. Vehicles .....	14
B. Vehicle Maintenance Procedures, Vehicle Inspections, Response to Vehicle Breakdowns, and System Safety Program Plan .....	14
1. Daily Maintenance and Vehicle Inspections .....	16
2. Preventive Maintenance .....	18
3. Warranty Repair .....	22
4. Major Repairs .....	23
5. Body Repairs .....	23
6. Parts and Equipment .....	24
7. Cleaning Plan .....	25
8. Response to Vehicle Breakdown .....	25
9. Safety Program .....	26
C. Personnel .....	36
1. Management Team .....	37
a. Resume for Ed Griffin .....	38
b. Resume for Earnesha Jackson .....	44
c. Resume for Kevin Swaby .....	49
d. Resume for Marsha Rivera .....	51
e. Resume for Allen Brooks .....	55
2. Regional Support Team .....	58
3. Hiring including Criminal Background Checks and Drug and Alcohol Program ..	61
4. Staffing Plan including Staff Allocations .....	69
5. Training Programs .....	76
a. Operator Training Program .....	76



- b. Dispatch and Reservations Training ..... 82
- c. Road Supervisor Training ..... 85
- d. Maintenance Training ..... 87
- 6. Road Supervision ..... 91
- D. ADA CPS Requirements and Experience ..... 92
- E. Operations/Maintenance Facility ..... 93
- F. Hardware and Software ..... 94
- G. Two-way Communication System ..... 98
- H. Transporting Riders – Operations Plan ..... 99
  - 1. Compliance with City and RTS Requirements ..... 99
  - 2. Reservations, Scheduling, and Dispatch ..... 101
  - 3. Scheduling Procedures ..... 104
  - 4. Dispatching and Daily Operations Procedures ..... 106
- I. Vehicle Manifests/Schedules ..... 109
- J. Accidents and Incidents ..... 110
- K. Complaints and Commendations ..... 111
- L. Liquidated Damages/Quality Assurance Programs ..... 113
- M. Other Responsibilities ..... 116
- N. ADA Certification ..... 116
- O. Performance Standards ..... 116
- P. Operations Procedures ..... 119
- Q. Accountability and Audit Requirements ..... 120
- R. Payments ..... 120
- S. Insurance ..... 120
- T. Records ..... 120
- U. Capital Replacement Fund ..... 121
- V. Performance Guarantees ..... 121
- W. FTA Requirements ..... 121
  - 1. Civil Rights ..... 122
  - 2. Disadvantaged Business Enterprise (DBE) ..... 123
  - 3. Energy Conservation ..... 124



4. Required Certifications ..... 127

X. Implementation Schedule ..... 127

**3. Price Proposal ..... 128**

**4. Qualifications ..... 130**

    A. Company Experience ..... 130

    B. Qualifications/Statement of Qualifications ..... 132

    C. Financial Resources and Stability..... 132

    D. Similar Contract References..... 133

**5. Appendix..... 135**

    A. Certification Forms ..... 137

        1. Certification Regarding Lobbying..... 138

        2. Disclosure of Lobbying Activities ..... 138

        3. Contractor Responsibility Certification..... 141

        4. Subcontractor/Subconsultant List and Bidder Status..... 143

        5. Drug-Free Workplace Form ..... 144

        6. Proposal Response Form – Signature Page ..... 145

        a. Included are Items for Discussion as Appendix to this form ..... 147

        7. City of Gainesville General Government Procurement Division Survey Bid  
        Information..... 149

        8. Addenda Acknowledgement and copies of addenda ..... 150

    B. Insurance Certificate..... 185

    C. Two-Way Radio Communications System Product Information Sheet ..... 187

    D. VoiceMaxx CE Phone System Product Information Sheet ..... 190

    E. ViewPoint Training Overview..... 197

    F. Satisfied Client Letters..... 216





## Executive Summary – Overview

The City of Gainesville (hereafter “City”) released a Request for Proposals for ADA Paratransit Service. As the current contractor, MV is proud to provide door-to-door ADA Paratransit Services within the City of Gainesville and Alachua County. MV is the Community Transportation Coordinator (CTC) for all paratransit services in Alachua County.

The City needs a provider who is rooted in the community and demonstrates its understanding of the economies to scale throughout the County of Alachua. The company’s responsibility as the designated Community Transportation Coordinator (CTC) offers cost-effectiveness for all purchasers of service throughout the County.

Selection of MV for this important work offers the City high-quality customer service. In the new term, the company will provide a refreshed customer service training program, redesigned MV identity logo, transparency through



a dashboard-style reporting system, increase to the vehicle operator and staff wage, retention of the current knowledgeable management team, a new digital radio system, a state-of-the-art telephone system, and facility upgrades.

The community will benefit from an experienced vehicle operator team, who are well-accustomed to the service routes, and the residents they transport each day. MV operators have a reputation of supporting each other and their passengers. They are personable, calm under pressure, and are dedicated to the safety and security of all passengers.

### Our Plan for the City

#### Dedicated and Experienced Management

The City and RTS ADA Paratransit Services are managed by experienced and proactive managers who understand the unique characteristics of operating an ADA paratransit service.

MV’s proposed management team is 100 percent committed to the continued success of these services through the next contract term.



- **Edward “Ed” Griffin**, general manager – Ed has served in a management role of MV’s ADA Paratransit Service for the City and RTS since 2015. He is a committed financial steward and will continue to develop the system through the assistance of grant funding;
- **Earnesha Jackson**, operations manager – Earnesha joined the City and RTS Paratransit System as operations manager in February 2018 and brings more than eight years of transit supervisor/management experience;
- **Kevin Swaby**, safety and training manager – Kevin brings more than five years of direct paratransit service experience with nearly two years with the City and RTS services; he keeps the team motivated and engaged through daily safety messages, monitoring of driver safety, and monthly refresher training;
- **Marsha Rivera**, accounting manager – Marsha has more than 13 years of accounting experience; of that, ten years in the accounting role with this system; and
- **Allen Brooks**, maintenance manager – Allen has more than four decades of vehicle maintenance experience and has been maintaining the City and RTS fleet since 2003. Allen’s commitment through the current term has led to achieving 100 percent FTA maintenance compliance of the City and RTS fleet.



General Manager Ed Griffin received the Lifetime Achievement Award by the CTD.

A detailed biographical profile for each team member is included in the proposal in *Section 2.C.1, Management Team*.

## Continued Regional Support

MV’s regional vice president, Mr. Steve Trinkle will continue performing quarterly business reviews in collaboration with General Manager, Ed Griffin. Reviews for this service include service analysis throughout the contract term, proactive management of system trends, support of service stability, transparency, and data reporting.

Mr. Trinkle leads MV’s regional team of experts in their field of work comprising Director of Safety Tre Collins-Machen, Director of Maintenance Carl Foote, Director of Finance Stephanie Dietz, and Human Resources Manager Donna Harper. The regional team provides support to this operation with regular visits to the facility. These visits ensure operations are reviewed and any concerns addressed.

MV provides experienced professionals to this contract. The table below reflects the team’s tenure in their respective field of work.

Regional Team Member	Management Tenure	Area of Support
Steve Trinkle Regional Vice President of Operations	25 years	Overall executive management, operations efficiencies, and contract compliance
Kerterlier “Tre” Collins-Machen Director of Safety	20 years	Safety and training oversight, compliance with all state, local, and federal safety regulations
Carl Foote Director of Maintenance	26 years	Fleet and maintenance oversight, audits, equipment purchase, and compliance with all state, local, federal laws and regulations
Stephanie Dietz Director of Finance	14 years	Reporting, accounting, general ledger, budget adherence, and financial reviews
Donna Harper Human Resources Manager	25 years	Transit-related experience and human resources management, specific to applicable labor laws, regulations, investigative, and disciplinary procedures

## Moving Forward

MV’s long-standing partnership relationship with the City offers a greater understanding of where there are opportunities for efficiencies. MV is pleased to include the new and ongoing system enhancements that will further develop the system while remaining within budget.

- **Trapeze PASS** is an MV-hosted platform for scheduling, reservations, and dispatching for the ADA Paratransit Services. The City and RTS can continue to rely on a provider with immediate knowledge of the Trapeze system and add-on products, their reporting features, and functionalities. In the new term, MV will update the current version to 16.0.27. MV continues to offer the City and RTS a record of success in productivity improvement, scheduling optimization, customer support, and service reliability through its expert team of Trapeze support personnel.
- **Trapeze Viewpoint** integrates with the Trapeze system and offers web-based proactive system management. Our team has unfiltered access to service performance through a dashboard of reportable data to ensure service is progressing efficiently each service day. Our team will continue to receive updated web-based training and guidance in using this performance monitoring tool.



- **Transit Miner Reports** integrates with the Trapeze system offering extensive reporting solutions that captures accurate, real-time data for the paratransit system. This reporting and predictive analysis tool assists our reservations and dispatcher staff in monitoring the paratransit service and offers a variety of dashboard options, allowing the team to make effective and efficient decisions for the ADA Paratransit Services.



- **Platinum Connection Customer Service (PCCS) training** is an enhanced interactive training element that teaches employees how to make customer-centric, solution-focused choices. MV recognizes that our frontline support staff reflect the City, RTS, and MV brands. It is with this understanding that the company requires all of its customer-facing team to participate in the Platinum Connection Customer Service (PCCS) training before the start of the new contract.
- **VoiceMaxx CE Phone System** contributes to our recommitment in customer service quality. In the new term, MV will provide a new phone system. The VoiceMaxx unit is a multi-functioning command center with light indicators and a display monitor to indicate calls in queue, new voicemail messages, time, date, line/call status, and soft key tabs. The system offers manageable timelines, clearer communications, and expeditious passenger assistance resulting in decreased wait time, missed calls, and customer complaints. The system also includes the call recording feature that is required in the RFP. The company provides an overview of the new phone system in *Section 2.G, Two-way Communication System* product information sheet in the appendix of this proposal.
- **Radio Communication System** must remain continuous and reliable to ensure service consistency and stability. In the new term, the company will provide a new Kenwood NX-3720HG/382OHG radio system. A few of the features of this system include built-in Bluetooth for hands-free operation and GPS tracking in a fully digital environment. The full description of this unit is provided in *Section G, Two-way Communication System* with a colored product information sheet in the appendix of this proposal.





- **DriveCam Video Event Recorder** will remain in each vehicle; this 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, coaching and/or retraining based on these findings.
- **Mobileye Collision Avoidance System** is a secondary alert system. In the new term, MV will install this auditory collision avoidance system that 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 – allowing time to recover and prevent the incident.
- **Trapeze EAM**, is a maintenance tracking software that streamlines maintenance management and reporting of the ADA Paratransit vehicles. Trapeze EAM tracks statistics such as inventory levels, mechanic productivity, and PMI schedules that offer management a clear view of shop activities.

## Combined Efforts, Shared Achievements

Establishing successful partnerships takes time. Partnerships are frameworks for working together to achieve goals for the community. MV is proud to be part of the City's endeavor to provide paratransit. Together, we share many successes and celebrate where we are today.

- **On-Time Performance** – The City and RTS standard is 90 percent. MV's 2018 average on-time performance for the coordinated system is **97.85 percent**
- **NTD Preventable Accidents** – The City and RTS standard is 1.4 preventable accidents per 100,000 miles. MV's average Preventable Accidents reported in the Commission for the Transportation Disadvantaged (CTD) Annual Operating Report for 2017-2018 is **8** (*4 accidents person only and 4 accidents vehicle only*).

The total vehicles miles detailed in the Annual Operating Report (2017-2018) is 1,129,073. This equates to **.709 preventable accidents per 100,000 miles**.

- **Call Hold Times** – The City and RTS standard is 2.5 minutes. MV's average call hold time for 2018 is **1.24 seconds**.
- **Complaints per 1,000 Trips** – The City and RTS standard is 3 per 1,000 on way trips. MV's average complaints per 1,000 trips for 2018 is **.35/1000**.



- **Vehicle Preventive Maintenance On-Time Performance** – FTA standard is 80 percent. MV’s average preventive maintenance on-time performance for 2018 is **95.27 percent**.
- **Capital Assistance Grants** – In its role as CTC, MV procured new upgraded tablets for the entire fleet including City and RTS vehicles – resulting in a considerable decrease in capital resources for the City and RTS.
- **Mobility Enhancement Grant** – In MV’s role as CTC, MV was able to receive grant funding in excess of \$180,000 over a three-year period to assist the City in providing bus passes to the Grace Marketplace Homeless Coalition. One hundred percent of the grant proceeds are redistributed to the City and RTS through bus pass purchases.
- **Emergency Operations** – MV’s contract is with the Alachua County Emergency Operations Center; however, in true partnership, the company will continue assisting the City and RTS during any hurricane evacuation in support of the Alachua County community.
- **Alachua County ADA Expo** – In partnership with the City and RTS, the company’s passenger outreach initiative includes MV’s participation in the annual Alachua County ADA Expo. The exhibit offers the visiting community members accessibility to learn about the transit options available throughout the City and Alachua County. The attending staff offer transit rider guides with an overview of the services and answer questions. The existing riders, who stop by are given a copayment waiver for a trip from the RTS and MV.



## Our Promise

The City and RTS’ selection of MV offers service consistency and reliability through proactive maintenance and vehicle care, unmatched system knowledge from a tenured management team, and performance transparency through reporting.

In our role as the Community Transportation Coordinator, MV coordinates standard services throughout Alachua County, which provides City and RTS with consistency and cost-effective service.

MV knows the City and RTS,  
and the City and RTS know  
MV. Our longstanding  
partnership is built on a  
foundation of trust and  
cooperation. The City and RTS  
have our word that we will  
continue serving as both an  
advocate and a representative  
of the City and RTS — on the  
bus and in the community.



## 2. Technical Proposal and Qualifications – Approach and Scope of Work and Business Model to Undertake the Project

The company's history in Alachua County began in 2003 following MV's Community Transportation Coordinator (CTC) designation. Since that time, MV has been providing door-to-door ADA paratransit services for the City of Gainesville and the Regional Transit System. MV provides all resources required by the FTA, FDOT, the CTD, and the City to meet the needs of the paratransit program.



The City and RTS manage the contract to include ADA paratransit certification and currently provides 18 cutaway paratransit vehicles and MV provides supplement vehicles to support additional CTC services throughout the City of Gainesville and Alachua County.



The company provides Trapeze scheduling software to book paratransit trips and accept requests for trip changes and cancellations. MV's team will continue to use the MDT tablets already in place in the City and RTS system and additional vehicles. The MDT offers a paperless guide to passenger scheduled pickups and completed trips.

*The MDT tablets were procured through a grant from the Commission for the Transportation Disadvantaged (CTD). The grant funds were disbursed to include the City and RTS' services and all other vehicles throughout the system. MV's role as CTC offers the City and County continued access to shared resources.*





In accordance to the City and RTS' RFP requirements outlined in the scope of work, MV's team performs the following processes: they record and investigate passenger complaints, conduct road supervision and monitoring of operators, maintain the Trapeze-provided software, and administer technical and training support for Trapeze.

MV provides administrative staff and vehicle operator training in accordance with ADA law and regulations, conducts a compliant drug and alcohol program, comply with all reporting requirements, coordinate trips with other funding agencies – resulting in cost efficiency, and conduct periodic reviews throughout the year of operator responsibilities and performance.

MV complies with City and RTS requirements including returning personal items left on vehicles to passengers within three business days, assuming responsibility for the acts of its employees (and others defined in the RFP) in fulfillment of this contract. The company adheres to the City and RTS' hiring and qualifications criteria for all employees assigned to these services. MV employs only qualified, competent, system knowledgeable, and skilled employees, who possess excellent customer service skills.

MV shares the same commitment to high-quality service as the City and RTS, to improve mobility for residents through paratransit service that safely transports customers to their destinations reliably with care and respect. The company keeps its team engaged through periodic training refreshers and performance reviews. Our road supervisory team conducts frequent vehicle operator observations to confirm service quality and consistency.

As the current provider of this service for the past three terms, MV continues to demonstrate its understanding of the City and RTS' contract. MV's successes in meeting and or exceeding the City and RTS' performance standards through the current term include on-time performance, preventable accidents, call hold times, complaints per 1,000 trips, and adherence to vehicle maintenance compliance, and positive FDOT audits and reviews.

### Dispatcher/Scheduler of the Year Award

Ms. Bonnie Mack is one of the reservation agents and was recognized for her customer service performance by the CTD. Ms. Mack is also a TD eligibility specialist, dispatcher, and scheduler



## A. Vehicles



The RTS currently provide 18 cutaway paratransit vehicles for the operation of these services. MV supplements the service fleet with an adequate number of vehicles and spares necessary to meet service levels. The company's vehicles used for the ADA service meet the age and mileage requirements set forth by the FTA and FDOT regulations.

MV remains flexible in providing sufficient vehicles to meet the ADA Paratransit

Service demand. The company will provide any additional vehicles and professionally trained and qualified vehicle operators within thirty days of receipt of notice by the City and RTS.

MV works cooperatively with the City and RTS since 2003 in providing excellent service to passengers throughout Alachua County.

The vehicles for these services are provided by the City, RTS, MV, and through funded grants. MV continues to partner with the City, RTS, and the Commission for the Transportation Disadvantaged in our role as CTC in securing adequate vehicles to provide these services.

## B. Vehicle Maintenance Procedures, Vehicle Inspections, Response to Vehicle Breakdowns, and System Safety Program Plan

MV's strong preventive maintenance (PM) program minimizes vehicle downtime and supports MV's goal of scheduling more than 80 percent of all maintenance activities. The company's systemic approach to vehicle care places a focus on preemptive care and seeks to minimize reactive repair.

## Leadership and Approach

The company's proposed Maintenance Manager Allen Brooks has overseen the fleet, facility maintenance, and cleaning program for these services for the past 16 years. Mr. Brooks was recently recognized by the CTC for his experience, knowledge, and commitment in overseeing fleet health across all transportation systems. Allen reports directly to General Manager Ed Griffin, with accountability to the City, RTS, and MV's corporate maintenance team. Director of Maintenance Carl Foote provides regional oversight to MV's local ADA Paratransit Services maintenance operation and is on site often to meet with MV's team, provide additional support, and perform inspections and audits.

Mr. Simon Branch-Evans, senior vice president of fleet and facilities provides oversight and control of the company's maintenance program. Mr. Branch-Evans brings more than three decades of executive-level leadership.

## Cost Controls and Information Systems

According to the National Transit Database's 2012 National Transit Summaries and Trends, transit vehicle maintenance costs comprise nearly 20 percent of all operating expenses<sup>1</sup>. MV works to control maintenance costs by:

- Maximizing fleet availability by minimizing unscheduled maintenance, such as road calls, pre-trip inspection failures, and other urgent repairs;
- Monitoring trends across the company's fleets nation-wide, in order to proactively schedule and address known issues
- Stock parts level based on historical usage and inspection intervals
- Track mechanic productivity and labor costs based on activity type



**Passenger  
Appreciation Day**



<sup>1</sup> National Transit Summaries and Trends (NTST), a portion of the Federal Transit Administration's (FTA) Annual Report, Office of Budget and Policy – October 2013

- Identifying maintenance activities that can be outsourced to local, more cost-effective vendors. The local team uses the new MIMS/MAX program – implemented to reduce parts costs by flagging the part that low in stock to allow MV to order from national accounts, resulting in parts cost reduction by a minimum of 25 percent; and
- Staying abreast of service bulletins and enforcing warranties on all fleet and equipment in coordination with RTS maintenance management as needed.

MV will continue to use the Trapeze Enterprise Asset Management (T-EAM) to support fleet maintenance, management, and repair. T-EAM provides a sophisticated solution to manage all maintenance activities while tracking labor, parts, and materials costs.

MV's maintenance team uses this system to track all fleet mileage, schedule all inspections, issues parts usage, track labor costs, manage inventory, and generate repair lists and alerts when PMI is closely approaching.

Designed by fleet managers, for fleet managers, this system provides an intuitive, user-friendly interface that supports efficiency and cost control in forecasting and budgeting. T-EAM is a single-point interface for all fleet, equipment, and parts management; warranty recovery and repair; labor management; and reporting.

## Regulatory Compliance

More than 95 percent of MV's contracts are with transit systems funded by federal dollars and require that MV comply with regulatory standards set forth by agencies such as the FTA, DOT, EPA, OSHA, NTSB, among many other state and local authorities. MV is subject to audits, inspections, records reviews, and reporting as part of its operations.

# 1. Daily Maintenance and Vehicle Inspections

## Pre-trip

Each day, operators perform daily vehicle inspections prior to entering service. This 12-minute inspection covers the following items:

- Condition of tires, wheels, rims, and lug nuts\*
- Fluid levels (engine and transmission oil, cooling, windshield washer, brake fluid, and power steering)

- Condition of battery terminals
- Under vehicle leaks\*
- All glass and mirrors are in good condition and without chips or cracks\*
- All lights are operational (headlights\*, clearance lights, and reflectors\*, turn signals, backup lights, and alarm, emergency flashers\*)
- Air conditioner and heating, and defroster/defogger is operational
- The vehicle is clean, cushions and seatbelts are secure\*
- Windshield wipers, washer, radio, horn, passenger door are all operational\*
- Registration and insurance is valid and registration is visible
- Brake pedal\* and parking brake are operational (airbrakes operate within the minimum and maximum pressure thresholds)
- Steering wheel is secure, gearshift is tight\*
- On-board safety kit is stocked and complete (first aid, reflectors, fire extinguishers\*, accident packet\*, and body fluid kit\*)
- Lift is operating in both electronically and manually and is free from leakage\*
- Lift interlock is operating properly\*

Note items marked with asterisks (\*) are re-inspected during walk-around mid-trip inspections, during shift changes.

## Post-trip

Upon return to the yard, the operator performs a 3-minute post-trip inspection, which requires re-inspection of the following items:

- Condition of tires, wheels, rims, and lug nuts
- Under vehicle leaks
- All glass and mirrors are in good condition and without chips or cracks
- All lights are operational (headlights, clearance lights, and reflectors, turn signals, backup lights, and alarm, emergency flashers)



- Air conditioner and heating, and defroster/defogger is operational
- The vehicle is clean, cushions and seatbelts are secure
- Windshield wipers, washer, radio, horn, and passenger door are all operational
- Brakes pedal is operational
- Steering wheel is secure, gearshift is tight
- Fire extinguisher is fully charged
- Accident packet and body fluid kit are present and accessible
- Lift is operating in both electronically and manually and is free from leakage
- Lift interlock is operating properly

## Defect Repair

If the operator detects a safety hazard that prevents the vehicle from entering service, the operator notifies dispatch, who contacts the on-duty mechanic. The mechanic determines if the issue can be quickly rectified or if the vehicle should be pulled from service. The vehicle then will be red tagged out of service until all safety concerns have been addressed and verified.

The mechanic performs an initial assessment of the issue to determine its severity and if the vehicle can be repaired in time for pullout (for example, a bulb or fuse replacement), or if the vehicle needs to be placed out of service (for example, the wheelchair lift is not cycling.)

If the mechanic must place the vehicle out of service, he or she will initiate the lock out tag out process and the dispatcher will assign a standby vehicle to the operator.

## 2. Preventive Maintenance

A strong preventive maintenance (PM) program minimizes vehicle downtime and supports MV's goal of scheduling more than 80 percent of all maintenance activities. The company's systemic approach to vehicle care places a focus on preemptive care and seeks to minimize reactive repair.

Mid-level mechanics typically perform preventive inspections and repair within 500 miles of the required interval (or pursuant to contractual requirements). As

inspections are due, MV's maintenance manager schedules service during off-peak hours in an effort to maximize fleet availability during times of highest service demand. The vehicle servicing schedule for the City and RTS fleet is below.

Inspection	Interval	Description
<b>A</b>	3,000	<ul style="list-style-type: none"> <li>▪ Vehicle interior and exterior (lights, safety equipment, etc.)</li> <li>▪ Brake testing</li> <li>▪ Door and/or lift operation/cycling</li> <li>▪ Road test (engine, transmission, brake, steering)</li> <li>▪ Undercarriage (shocks, brake lines, filters, air lines, drive shaft, etc.)</li> <li>▪ Engine compartment (fluid and leak inspection)</li> <li>▪ Clean/check battery and cables</li> <li>▪ Steam clean/pressure-wash engine</li> <li>▪ Lubrication, oil and filter change (unless vehicle manufacturer recommends a different interval)</li> </ul>
<b>B</b>	12,000	All A level tasks plus: <ul style="list-style-type: none"> <li>▪ Fuel filter change</li> <li>▪ Replace air filter</li> <li>▪ Install wiper blades</li> <li>▪ Clean or change PCV</li> </ul>
<b>C</b>	24,000	All A and B level tasks plus: <ul style="list-style-type: none"> <li>▪ HVAC (leaks, filters, temperature checks, function inspections, brushes, and fan motor condition)</li> <li>▪ Replace wiper blades</li> <li>▪ Change transmission filter</li> <li>▪ Service front wheel bearings</li> </ul>
<b>D</b>	48,000	All A, B, can C level tasks plus: <ul style="list-style-type: none"> <li>▪ Transmission service</li> <li>▪ Plugs, wheel bearings, A/C differential ERG check</li> </ul>

## Documentation

The mechanic performing the preventive inspection and repairs has the hard copy of the vehicle file with him or her. The mechanic documents all preventive maintenance activities on the PM checklist. During this time, the mechanic performing the inspection repairs any minor defects noted previously identified during daily inspections (or otherwise logged in the vehicle file).

## Heating and Cooling Systems

MV requires that its shops regulate passenger compartments to maintain comfortable temperatures at all times and under all climate conditions. During each PM inspection, the HVAC systems are inspected to ensure they are

functioning and do not have leaks. The mechanic inspects the condition of all brushes and fan motors and changes the filters.

It is extremely important to maintain and operate all air conditioning systems, especially during the off-season. Operating these systems on a weekly basis at 10-minute intervals confirms appropriately lubrication of the refrigerant compressor; this prevents any leakage in the compressor shaft seal and ensures early detection of any refrigerant loss.

MV conducts seasonal HVAC inspections. The table below represents MV's air conditioning PM cycle.

Monthly 6,000 Miles	Quarterly 18,000 Miles	Yearly Pre-Season	Check condition of or service the following:
<b>REFRIGERATION/HEATING</b>			
•	•	•	Check refrigerant charge (ball floating in top receiver tank sight glass).
•	•	•	Visually inspect condition of refrigerant hoses and tubing.
•	•	•	Visually inspect for leaks of refrigerant and oil.
•	•	•	Check dry eye in the bottom receiver tank sight glass and/or liquid line sight glass for moisture content.
	•	•	Install service gauge manifold set and check system operating pressures, temperatures, and suction line conditions.
		•	Check evaporator pressure regulator (EPR) valve operation.
		•	Replace liquid line dehydrator. <b>NOTE: The dehydrator should be changed anytime the system is opened.</b>
		•	*Check hot water control valve operation (when equipped).
<b>COMPRESSOR/CLUTCH</b>			
•	•	•	Visually inspect clutch armature for wear and overheating caused by slippage
•	•	•	Visually inspect compressor drive belts for excessive wear, tension, and alignment (refer to bus manufacturer and/or belt supplier for proper tension).
•	•	•	Check compressor oil level and color (1/4 – 1/2 way up on the sight glass after 15 minutes operation—X426/X430 compressor).
	•	•	Check clutch air gap.045±.005 in. (1.143 ± 0.127 mm) and surface flatness—X426/X430 compressor.
•	•	•	Check compressor oil level and color (1/2-7/8 way up on the sight glass after 15 minutes operation—4GB compressor).
		•	Steam clean compressor and clutch
		•	Check clutch coil resistance and voltage.
		•	Lubricate clutch bearing
		•	Check high pressure and low pressure cutout.
		•	Check compressor oil for acidity.
		•	Check compressor efficiency.
		•	Check compressor oil pump pressure.
<b>ELECTRICAL</b>			
		•	Check thermostat cycle sequence on all modes (e.g., cool/reheat, vent/heat).





Monthly 6,000 Miles	Quarterly 18,000 Miles	Yearly Pre-Season	Check condition of or service the following:
		•	Check 125 ampere batteryless alternator excitation voltage and voltage output and inspect brushes and bearings (when equipped).
		•	Visually inspect alternator drive belts for excessive wear, tension, and alignment.
		•	Clean alternator, check for signs of corrosion and check wire connections.
<b>Semi-annually</b>			Check evaporator/heater blower motor speed, voltage, and amperes (all motors).
<b>Semi-annually</b>			Inspect evaporator/heater blower motor brushes, commutator, bearings (brush type motors).
<b>Semi-annually</b>			Check condenser fan motor speed, voltage, and amperes (all motors).
<b>Semi-annually</b>			Inspect condenser fan motor brushes, commutator, bearings (brush type motors).
		•	Clean control panel area and return air sensor with compressed air. NOTE: The control panel area and the return air sensor may need to be cleaned more frequently.
		•	Check boost pump (OEM supplied) motor operation and inspect brushes (when equipped).
		•	Inspect all wires and terminals for damage or corrosion. NOTE: If corrosion is present, clean terminals with electrical contact cleaner.
		•	*Check condenser pressure switch/condenser motor high and low speed operation (when equipped).
		•	*Check freeze thermostat (when equipped).
<b>STRUCTURAL</b>			
	•		Inspect condenser coil for cleanliness.
	•		Inspect evaporator coil for cleanliness.
	•	•	Visually inspect unit for loose, damaged, or broken parts.
	•	•	Clean or replace return air filter (more frequently if necessary).
		•	Clean condenser and evaporator drains. Make sure the evaporator drain hose check valves (kazoos) are in place and in good condition.
<b>Semi-annually</b>			Lubricate evaporator fanshaft bearings
		•	Visually inspect engine coolant hose and hose clamp condition on heater coil system.
		•	Clean condenser and evaporator coils.
		•	Check engine coolant for antifreeze protection down to -30 F (-34 C) to prevent heater coil freeze up.
		•	Tighten all compressor, unit and fan motor mounting bolts and brackets (more frequently if necessary).
		•	*Check condenser air seals and air deflector (when equipped).
		•	Check evaporator blower shaft coupling adjustment and alignment (when equipped).
<b><i>*If applicable. **Twice monthly during air conditioning season.</i></b>			



## Mobility Lifts and Ramps

To ensure the safety of passengers in mobility devices, MV performs frequent inspections of mobility device lifts and ramps, as follows:

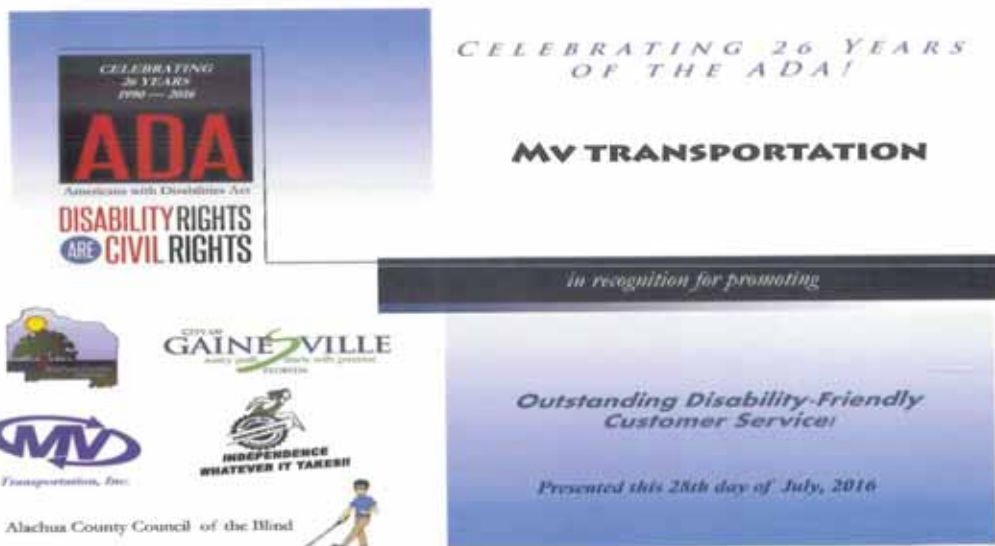
**Daily Inspections:** During the daily vehicle inspection each operator is required to cycle the vehicle lift to confirm proper operation. If a lift does not cycle or cycles improperly during the DVI, the operator must notify a supervisor who coordinates repair and/or delivery of a replacement vehicle.

**PMI Inspections:** Mobility device lifts are inspected and cycled at each preventive maintenance inspection threshold. This includes the replacement of worn components, gear cleaning, and adjustments in alignment as necessary.

**Annual Inspections:** MV performs annual inspections of mobility device lifts. These inspections include, at a minimum, checking for drifting, leaking cylinders, and ensuring all safety sensors are working.

Mechanics receive online and on-site vendor training for lift inspections.

No vehicle is permitted to enter service without a safe, functioning lift/ramp. If a lift fails while on route, the vehicle is immediately removed from service and replaced.



## 3. Warranty Repair

MV administers warranties, including documenting, filing, and processing claims. Mr. Allen Brooks, proposed maintenance manager, manages all warranty recovery and ensures that MV performs covered repairs in a timely fashion.

MV works with local dealerships for warranties associated with chassis work requiring OEM components. Additionally, a certified dealer for both Braun and Ricon, MV can perform all warranty repairs and access all technical data and updates for these lift units. This expedites repairs and ensures lifts are in superior working condition.

The company performs warranty repairs to vehicle body, doors, electrical, seating, flooring, etc. using the prescribed warranty procedure. The maintenance manager submits claims for reimbursement upon completion of repair. MV tracks all warranty repairs in T-EAM.

#### 4. Major Repairs

MV typically uses National Accounts from which it purchases rebuilt engines or in-chassis overhauls. Depending on the resources available, and their associated costs, MV determines the most advantageous approach; however, when possible MV prefers to purchase rebuilt engines. MV's maintenance team handles all



transmission removal and replacement/installation. It is always best to replace the engine or transmission with a new or rebuilt unit so that a warranty is available on the replaced component.

#### 5. Body Repairs

The cosmetic condition of MV's vehicles directly affects passenger confidence in the system. Well-maintained vehicles; clean, intact upholstery; interiors and exteriors free of graffiti; and clean windows, stanchions, and seats all contribute to the public's confidence in using public transportation.

Expeditious body repair eliminates hazards, assures passenger comfort, and reinforces the operators' pride in the service fleet. MV does not tolerate body damage or graffiti and will not release vehicles into service if they have excessive body damage or damage that presents a safety hazard. MV's team coordinates body repairs locally with Go Gators and Automotive SuperSports.



## 6. Parts and Equipment

### Parts Inventory

In order to purchase parts at a fair market value and stay within budget, MV has established a number of national accounts with vehicle manufacturers and parts dealers. These accounts are negotiated on a volume discount price structure, which deliver the most efficient pricing to MV and its customers.

MV follows all OEM specifications and uses only OEM parts (or equivalent). This prevents safety hazards while promoting best practices. OEM practices minimize the frequency of unscheduled maintenance, thus improving service quality, reducing costs, and maximizing fleet availability.

MV tracks all parts inventories and use in T-EAM. MV establishes minimum and maximum inventory thresholds; these levels are entered in the T-EAM system, which is used to run inventory reports to alert MV's personnel of parts needs.

### Maintenance Information Systems

MV continues to use the Trapeze Equipment Asset Management (Trapeze EAM, or T-EAM) fleet maintenance software to track maintenance activities, work-orders, parts, and inventory. This system is a thin client, web-based interface that MV's maintenance team can access from one or more workstations in the shop.

It is of utmost importance that a proven maintenance information system (MIS) is in place; these systems control labor and material costs and help facilitate policy and procedure. The T-EAM system can identify labor and material costs to specific job procedures and maintenance functions. Examples of the level of identification that can be tracked are:

- Oil change
- Tune-up
- Daily cleaning and servicing
- Oil usage
- Fuel usage
- Collision damage
- Inspection program
- Vehicle history reports
- Re-order reports
- Warranty tracking
- Inventory tracking



## 7. Cleaning Plan

MV maintains the ADA Paratransit Service vehicles in good operating condition. The vehicle exteriors are washed and interiors are swept and cleaned daily before each vehicle is put into service.

Once a week, vehicles receive deep cleaning and sanitizing – all windows, seats, floors, seatbelts, lifts, etc., are washed with a germ-killing cleanser. All vehicle exteriors are maintained free of broken mirrors, broken or cracked windows, graffiti, grime, rust, chipped paint, dents, and body damage.

It is critical that all vehicle cleaning be documented on a vehicle wash log and kept in the maintenance files. Each time a vehicle is cleaned the record is kept for a minimum of 14 days in the maintenance shop, stating what was washed, who washed it, and when it was washed.

Passenger compartments are kept free from torn or excessively worn floor coverings or upholstery, and seats will not be broken, damaged or have protruding sharp edges.

### Employee Spotlight

Mr. Billy Haines, vehicle service worker/washer, was recently featured as our Employee Spotlight recipient at the Local Coordinating Board (LCB) meeting. Mr. Haines ensures our vehicles are clean and present a positive image to our passengers and the community each day of service.



## 8. Response to Vehicle Breakdown

When a road call occurs, the operator pulls over to a safe location and contacts dispatch. Using a troubleshooting guide, the dispatcher first attempts to talk the operator through correcting the issue. If the situation cannot be resolved, the dispatcher contacts on-duty mechanic then patches him or her through to the operator to assess the severity of the issue. The mechanic determines the following:

- **If the operator can resolve the issue himself or herself:** In this case, the mechanic will remain on the radio and coach the operator as needed until the situation is resolved.



- **If the operator requires a replacement vehicle:** In this case, the mechanic may deliver the vehicle himself/herself, or work with dispatch to send a standby operator to the field to transfer the passengers and resume the route.
- **If the mechanic must report to the field to resolve the issue and deliver the vehicle back to the yard:** In this case, the mechanic will drive the shop truck to the location of the vehicle and repair it at the site of the road call.
- **If a tow/wrecker service is required:** In which case, the mechanic works with the dispatcher, who coordinates this process to ensure passengers are accommodated by another driver to ensure on time delivery.

The dispatcher logs each road call and the assigned mechanic completes a vehicle breakdown form, which is stored in the vehicle file. MV tracks all road calls in T-EAM and calculates miles between road failures in order to identify mechanical trends areas of needed improvement.

## 9. Safety Program

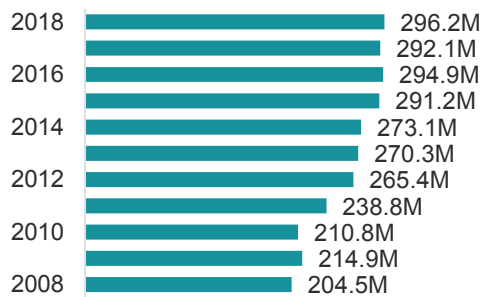
In 2018, MV operated approximately 296,000,000 miles in areas of high density, extreme weather, and gridlock traffic. From the borough of Manhattan to downtown Los Angeles, to Anchorage, Alaska and Las Vegas, Nevada – our company provides passenger transportation service in some of the most challenging operating environments. We have maintained stellar safety performance – with a 2018 accident frequency rating of just 0.044 preventable accidents that meet NTD reporting thresholds.

### Safety Commitment

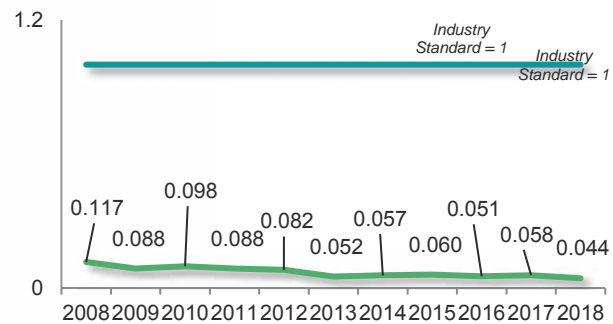
In the current term, MV was honored by the Commission for the Transportation Disadvantage for the company's dedication to safety overall amongst the all providers throughout the State of Florida.



### MV Miles Driven



### MV Preventable Accident Frequency\*



\*Based on NTD reportable thresholds

MV's safety and security program is built upon five core tenets of safe service operation:

- People perform their jobs well when they are motivated
- We must constantly remind our team of the importance of safety
- Providing opportunities for employee development improve safety performance
- Safety is enhanced with on-board monitoring systems
- Safety policies and procedures establish the framework from where our safety program will flourish.

## Motivational Awards and Incentives



Employee recognition and positive reinforcement is an important part of a positive work culture and employee relations program. We tie this critical component of our operation to safety and security by creating fun, safety-focused teambuilding activities throughout the calendar year. Competitions, contests, raffles, and parties bring our 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 RTS 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. 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 preventable incident are eligible to win prizes.

In addition, each MV location participates in 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 our 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.
- **Safety Blitzes and Other Safety Events:** Our local City and RTS management team host safety blitzes and/or other employee events to promote safety messages. The stakeholders, including RTS representatives and members of our Passenger Advisory Committee (PAC) participate in these events.

#### Katherine McClary Award

Mr. Clyde Debose received this award for his safety commitment and peer mentorship.





## Safety Awareness

### Safety Board

We provide a safety board in the operator break room. The board displays audience-tailored content throughout the day, delivering safety messages, timely information, performance data, and important notifications from the RTS.



Look Ahead "Look Around" "Leave Room" and "Communicate" when behind the wheel

Safety Board Content				
Corporate Information	Location Safety Scoreboard	Live Information	Maintenance Information	Call Center Information
<ul style="list-style-type: none"> <li>Daily Safety Message</li> <li>CEO Messages</li> <li>Company &amp; Client Directives</li> <li>Monthly Required Safety Meeting Topics</li> </ul>	<ul style="list-style-type: none"> <li>Location Identifier</li> <li>Accidents Month to Date</li> <li>Days Without a Preventable Accident</li> <li>Days Without a Work-Related Injury</li> <li>Safety Meeting Dates &amp; Times</li> </ul>	<ul style="list-style-type: none"> <li>DriveCam Clips</li> <li>Current Weather</li> <li>Breaking News</li> <li>Live Traffic Map</li> <li>Live Tweets</li> </ul>	<ul style="list-style-type: none"> <li>OSHA Information</li> <li>Shop Related Slides</li> <li>DriveCam Clips</li> </ul>	<ul style="list-style-type: none"> <li>OTP Statistics</li> <li>Employee of the Month</li> </ul>

### 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.

## Mandatory Safety Meetings

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

We hold multiple meetings to accommodate operator and staff schedules. Maintenance safety meetings are held separately and focus on maintenance safety.

All safety meeting agendas are issued by our central safety team and address various safety-related topics. Additionally, monthly safety tasks are assigned with the safety meeting schedule (see table below).

Every MV location receives 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.

2019	Fleet Topic	Maintenance Safety Topic	Injury Prevention Topic	Monthly Task
January	Following Distance	Slips and Falls	Slips, Trips, and Falls	Facility Inspection Complete OSHA 2018 log
February	Left Turns and Pedestrians	Bloodborne Pathogen	Strains and Sprains Back Safety	Facility Inspection Post 2018 OSHA 300A Summary
March	Right Turns and Pedestrians	HAZCOM	Fatigue Management and Wellness	Facility Inspection OSHA log review
April	Defensive Driving	Emergency Action Plan	Emergency Action Plan	Facility Inspection Remove OSHA 300A Summary
May	Intersections and Pedestrians	Heat Stress	Heat Stress	Facility Inspection
June	Mobility Device Securement	Lock Out–Tag Out	Bloodborne Pathogens	Facility Inspection National Safety Month
July	Customer Service & ADA Sensitivity Announcements	Machine Guarding	HAZCOM/ Lock Out-Tag Out	Facility Inspection Wheelchair Re-certifications
August	Fixed Objects	PPE (Personal Protective Equipment)	Ergonomics	Facility Inspection OSHA Log Review
September	Pedestrians and Cyclists	Injury and Illness Prevention Program (IIPP)	Injury and Illness Prevention Program (IIPP)	Facility Inspection/ Review and Update - Facility Emergency Action



2019	Fleet Topic	Maintenance Safety Topic	Injury Prevention Topic	Monthly Task
				Plan (Safety Policy #21)
<b>October</b>	Distracted Driving	Fire Safety and Extinguisher Training	Fire Safety / Fire Extinguisher Training	Facility Inspection
<b>November</b>	Adverse Weather	Electrical	Emergency Action Plan / Fire Drill	Facility Inspection
<b>December</b>	Defensive Driving and Recap	Housekeeping	11 Month Review	Facility Inspection OSHA Log Review

## Certifications and Employee Development

### Wheelchair Certification and Recertification

All of our ADA Paratransit Service operators and road supervisors obtain their Wheelchair Recertification annually to ensure safety for all riders. The certification process includes mastery of the following elements as well as an appropriate demeanor – using care and compassion when working with riders with disabilities. To obtain recertification, operators must demonstrate the following procedures:



- Understand local, state, and federal laws as well as mandates and guidelines that apply to wheelchair use as mobile seating;
- Conduct wheelchair safety checks;
- Confirm tie-down systems are in good condition;
- Use a belt cutter for emergency evacuations;
- Load and unload riders in wheelchairs;
- Position wheelchairs on the lift platform;
- Operate the lift both automatically and manually;
- Secure wheelchairs using tie-down systems;
- Care for and maintain securement systems;



- Communicate clearly; and
- Exemplify excellent customer service skills.

## LLLC Certification

Our 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.

Within this program, we provide the LLLC Defensive Driving™ Instructor Certification, a three-tier certification process (silver, gold, platinum) that certifies trainers for a period of two years. The training promotes succession; silver-level trainees must complete MV's new operator development course, the Trainer Certification Process, and the Advanced BTW Instructor Course. Gold-level trainees must complete the two-day certification process, comprising class-based and in-vehicle training. Finally, platinum status is achieved when a gold-level trainee completes a two-day certification in Avatar Master Instructor.

## 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 – we require 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 safety and training manager or operations manager

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: 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
- Certification Exam Part 3: 50-question multiple choice exam to assess their advanced knowledge of BTW information and company performance standards. Candidates must achieve a minimum score of 80 percent to pass this exam.
- 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. Our company safety manual comprises more than 40 policies that address vehicle operations, regulatory compliance, maintenance operations, MSDS/ hazardous materials, operational safety practices, and facility emergency management.

Furthermore, we issue documented safety guidelines that outline safety-related responsibilities for all safety, executive, and managerial/supervisory roles. These guidelines outline expectations regarding facility safety and upkeep.

#### Katherine McClary Award

Ms. Sabrina Lundy, vehicle operator was awarded this award for her commitment and dependability to these services.





## 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 severity; all others are assessed as follows:

<b>1 Point</b>	<ul style="list-style-type: none"> <li>Failure to cycle wheelchair lift</li> <li>Failure to do a proper vehicle inspection (DVI)</li> <li>Driver unbelted or improperly belted when legally required</li> <li>Failure to stop at a Railroad Crossing</li> </ul>
<b>2 Points</b>	<ul style="list-style-type: none"> <li>Unsafe maneuver(s) or act(s)</li> <li>Conviction of a minor traffic violation</li> </ul>
<b>3 Points</b>	<ul style="list-style-type: none"> <li>Backing incident or collision</li> <li>Rear-end collision</li> <li>Failure to provide door-to-door service, to include failure to properly load/unload a passenger via the lift</li> </ul>
<b>4 Points</b>	<ul style="list-style-type: none"> <li>Preventable incident and/or collision up to \$15,000 in injuries or property damage</li> </ul>
<b>5 Points</b>	<ul style="list-style-type: none"> <li>Preventable incident or collision up to \$20,000 in injuries and/or property damage</li> </ul>
<b>6 Points</b>	<ul style="list-style-type: none"> <li>Preventable incident or collision in excess of \$20,000 in injuries and/or property damage</li> <li>Any preventable roll-away incident or collision regardless of damage amount</li> <li>Failure to properly secure/transport a mobility device</li> <li>Failure to properly secure/transport a paratransit passenger</li> <li>Failure to immediately report a citation or incident in a vehicle while in Company service</li> <li>tampering with, disabling, obstructing, abusing, disconnecting, or otherwise interfering with DriveCam or other monitoring equipment</li> <li>Any use of a cellular telephone or electronic device while operating a vehicle in Company service</li> <li>Conviction of a major traffic violation *</li> </ul>

(\* ) A major traffic violation is any citation, in either a personal or company vehicle, that involves any item listed under Major Safety Incidents and/or: (1) Driving while intoxicated or under the influence of alcohol or

drugs; (2) Failure to stop and immediately report an incident in which you are involved; (3) Homicide, manslaughter, or assault arising out of the operation of a motor vehicle; (4) Driving while your license is suspended or revoked; (5) Reckless driving; (6) Possession of open container or alcoholic beverages; and/or (7) Speed contests, drag racing, or attempts to flee from an officer of the law, (8) leaving the scene of an accident.

## Emergency and Security Plans

MV has specific 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, the release of personnel, and shutdown of project operations whenever the best available information indicates a hurricane could impact



MV's preparation for Hurricane Matthew.

continued safe operation. The company's plan is incorporated into our hurricane evacuation operations with Alachua County, the City of Gainesville, and RTS.

- **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

## C. Personnel

MV's General Manager Edward Griffin continues to work with MV's clients and governmental decision-makers to promote the development of policies and funding sources.

The contributions Ed has made specific to this contract include a grant for CTC serviced vehicles and mobile data terminal tablets used in the coordinated system serving City, RTS passengers, and all Alachua County residents. In 2016, Ed proposed a grant to assist the City and RTS with providing free bus passes to the homeless community.

MV Transportation was awarded funding for the 2016-2017 Fiscal Year and again for Fiscal Years 2017-2018 and 2018-2019 to provide bus passes to transportation disadvantaged individuals residing in Grace Marketplace, the designated homeless shelter in Alachua County. MV was one of only five grants awarded in the first year, and one of only seven in the second and third years.



The grant is a partnership with the City of Gainesville, which provides the local match.

## 1. Management Team

### Edward “Ed” Griffin, General Manager



Mr. Edward Griffin has been the general manager for MV’s Gainesville, Florida operation since 2015. Ed has been an MV employee for 16 years and spent the majority of his tenure with the company as director of operations and vice president of business development. In those roles, he worked with MV’s clients and governmental decision-makers to promote the development of policy that is in the best interests of MV’s transportation clients

and the passengers they serve. He has brought his thorough understanding of paratransit operations and the Florida Transportation Disadvantaged Program to Alachua County and has been very successful in managing the location.

Mr. Griffin began his career as a Medicaid Administrator for the State of Florida, based in Jacksonville. Here, he was instrumental in the transition of Medicaid transportation services into the coordinated model, formalized by legislation in Florida in 1989. From 1993 to 1995, Ed served as general manager for the coordinated system serving Hardee, Highlands, and Okeechobee Counties. Following that, he was a senior staff member of the Commission for Transportation Disadvantaged (CTD) for approximately six years. In this role, Ed provided technical assistance and oversight to the statewide community transportation paratransit program.

Ed also served as paratransit director at the LYNX transit system in Orlando and served as a Commissioner on the Commission for the Transportation Disadvantaged (CTD) for two years and was later active as a committee member in the Allocation Technical Working Group charged with developing formulas for the distribution of TD and Medicaid funds.

During his tenure as Technical Assistance Administrator for the CTD, Ed developed a series of operational studies focused on each county’s paratransit service delivery and software system management. Results of these studies were used to assist the counties in improving productivity and on-time performance, while reducing staffing, call hold times, and complaints.



Ed holds a Bachelor of Arts Cum Laude in Social Science Education from the University of North Florida in Jacksonville, with postgraduate work in Health Care Administration. He has also served as a Peer-to-Peer Professional for the Community Transportation Association of America and the Federal Transit Administration – Intelligent Transportation Systems. Since 2007, Mr. Griffin has served as both president and vice president of the Florida Association of Coordinated Transportation Systems, (FACTS), and currently serves on the Executive Committee.

Ed was a prior working member of The Florida Agency for Persons with Disabilities (APD) Transportation Task Force. APD was directed by the Florida Senate to contract with an independent consultant to examine the state's transportation disadvantaged services (TDS), how such services are provided in urban and non-urbanized areas and how to assist in the development and use of different provider models. APD subsequently engaged the University of South Florida's Center for Urban Transportation Research (CUTR) and Ed was part of the group formulating a report for the Senate.

*Ed was recently awarded the Florida Commission for the Transportation Disadvantaged Bell Lifetime Achievement Award. His nearly 30 years' experience in the Florida public transportation arena, Ed has earned respect for his extensive knowledge of operations, grant writing, and customer service.*

**a. Resume for Ed Griffin**

**Experience**

**General Manager, MV Transportation, Inc. (Gainesville, FL)**  
2015 to Present

- Manage customer relations through both direct contact and outreach programs
- Oversee vehicle maintenance plan and ensure fleet availability to meet service requirements
- Oversee safety and training programs, plans and processes to ensure compliance with company, contract, and regulatory requirements
- Maintain client contact routinely to ensure MV meets or exceeds expectations

- Conduct periodic departmental audits
- Perform daily, weekly and monthly review of key operational metrics
- Manage financial metrics

***Vice President of Business Development, MV Transportation, Inc.  
(Orlando, FL)***

*2003 to 2015*

- Led business development for Medicaid Brokerage Mgmt. and Florida Operations
- Liaised with State agencies, government officials for MV contracts
- Worked with paratransit operations to identify and resolve challenges

***Director of Operations***

- Supported the general managers in his area of responsibility
- Liaised with client
- Ensured client satisfaction and contract compliance

***Deputy Director of Operations Service, Central Florida Regional  
Transportation Authority (LYNX) (Orlando, FL)***

*2002 to 2003*

- Oversaw \$17M annual contract for coordination of paratransit services through a three-county urban area
- Planned and facilitated the development of an entirely new paratransit model for the region, including procurement of a new contracted operator with a national reputation, a new transportation management software application, and a new system giving LYNX more accountability for the program, including enhanced screening and eligibility programs
- Provided extensive outreach to the community, customers, and funding partners to secure adequate funding for the new model as well as political support



- Worked extensively with state and local government officials, providing policy evaluations of pending bills that affected the transit authority as well as its status as the Community Transportation Coordinator (CTC) for the area
- Successfully renegotiated provider contract to provide more consistency in service provision and financial stability for the Authority Served as key liaison to LYNX Board of Directors, Local Coordinating Board (LCB), LYNX Transit Advisory Committee (TAC), and the State of Florida Commission for the Transportation Disadvantaged

***Technical Assistance and Training Administrator, Commission for the Transportation Disadvantaged, State of Florida (Tallahassee, Florida)***

*July 1996 to January 2002*

- Led staff for FTA funded Rural Intelligent Transportation Systems (ITS) pilot project for inter-county coordination of services and development of technology deployment for increased system productivity and demand estimation and management; project was published as Best Practices model by FTA
- Represented project on several presentations at Rural ITS conferences throughout the nation
- Administered and provided technical assistance and training to Community Transportation Coordinators and Planning Agencies that were contracted with the Commission for the delivery of transportation services throughout Florida
- Supervised three staff responsible for contract management and monitoring, technical assistance, training, outreach, and program planning and development
- Developed and maintained the Commission's website as an information resource for contractors and the community
- Served as lead staff to several committees dealing with policy and program development
- Developed training modules for presentations throughout the state, and represented the Commission on several panels and presentations in Florida and throughout the nation



- Developed prototype for operational review of delivery systems, and conducted several studies to assist systems in improving operational efficiencies and developing new service delivery models

***General/Project Manager, Comsis Mobility Services, Inc. (Orlando and Sebring, Florida)***

*June 1993 to July 1996*

- Served as general manager overseeing a management services contract for an urban paratransit program in Orlando comprising more than 2000 trips per day
- Managed coordinated transportation system serving seniors, persons with disabilities, and other passengers considered “transportation disadvantaged” for a three-county rural area
- Supervised more than 30 staff, responsible for performing client registration, trip request intake, and trip scheduling
- Monitored carrier service delivery, all call center intake and dispatch activity, and accounts payable/receivable
- Monitored compliance with all state, federal, and local transportation regulations
- Developed service plans, system safety plans, and Request for Proposals (RFPs)
- Contracted with multiple funding sources
- Managed computer network administration and community outreach
- Represented company with Local Coordinating Board

***Agency for Health Care Administration – Medicaid Program, State of Florida (Jacksonville, Florida)***

*August 1989 to June 1993*

- Provider Relations - Contract Manager and professional representative for District Medicaid Office for transportation and HMO services; represented Medicaid in all transportation issues involving providers, Local Coordinating Boards, and Community Transportation Coordinators in a seven-county area; reviewed and monitored all service contracts and negotiated rates; served as





trainer and claims troubleshooter for providers; and inspected HMO provider sites for compliance with standards

- Consumer Relations – Supervised 10 staff responsible for prior authorization of transportation services for Medicaid recipients; negotiated with providers for rates for services and monitored providers for compliance with standards; provided instructional seminars for State employees and the community
- Managed Health Care – supervised unit responsible for service authorization of enhanced services for Medicaid recipients; served as Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Coordinator of children's services; developed and monitored case management procedures used by Medicaid providers; trained case management staff and developed statewide case management monitoring tool; and recruited service providers

## Education and Training

### *University of North Florida, Jacksonville, FL*

- Bachelor of Arts – Social Science Education

## Professional Affiliations and Awards

- Peer-to-Peer Professional: Community Transportation Association of America and Federal Transit Administration - Intelligent Transportation Systems
- Governor's "Points of Light Award" – 2008
- Commission for the Transportation Disadvantaged "Bell Lifetime Achievement Award Finalist" – 2009
- MV Transportation – "CEO Award" 2007
- Past Commissioner – Florida Commission for the Transportation Disadvantaged
- President/ Vice-President – Florida Association of Community Transportation Systems (FACTS)



## Earnesha Jackson, Operations Manager



Ms. Earnesha Jackson is MV's proposed operations manager for the City and RTS ADA Paratransit Services; she brings more than eight years of supervisory/management experience and has worked with the Gainesville team since 2018.

Ms. Jackson was designated to her current role in 2018 and is relied upon to assist Ed with the daily operations of these services to include vehicle operator support and monitoring, employee hiring, training, mentorship, and staff development. She ensures all aspects of

operations continue to meet the City and RTS' contract requirements.

Prior to her role, from 2015 to 2018, Earnesha was the dispatch supervisor for these services. Her focus was to ensure the dispatch team maintained effective and continuous communication with the

vehicle operators throughout each service day. Her proficiency with the Trapeze scheduling system allows access to a local expert. She trained the dispatch staff as well as assisted with general employee training. Earnesha monitored daily system performance, lead any needed service adjustments, and assisted with customer complaint resolution.

From 2015 to 2016, she held the role as dispatch supervisor for MV's operations in Savannah, GA. Her responsibilities included the supervision of more than 200 employees, tracked vehicle operator schedules, completed trip assignments and mitigated any service interruptions.

In the years spanning from 2011 to 2015, she was the lead dispatcher for First Student in Savannah, GA. Her duties included dispatch and monitoring of all buses, operator route scheduling, and support. She also assisted with the human resources function, ensured licenses were current, hired drivers, prepared invoice and billing, data entry, and payroll.

From 2008 to 2010, she was a dispatch manager for Distribution Services International in Pt. Wentworth, GA. Her duties included employee recruitment and training, inventory audit and control, employee work assignment, and vendor outreach.

### Manager Spotlight – Earnesha Jackson

- 4+ years with MV
- 15 years transportation industry experience
- Bachelor's in Business/HR
- Trapeze Expert
- MARTA Trainer



She earned a Bachelor of Science in business/human resource management from the University of Phoenix. Her training and certifications include drug and alcohol, safety leadership, wheelchair securement, workplace harassment, and completion of the federal transportation training.

*Earnesha's extended background in dispatch and vehicle operator support ensures the City and RTS ADA Paratransit Services will be overseen by a skilled, system-knowledgeable, and proactive operations manager with a solid background in frontline operations and support.*

## **b. Resume for Earnesha Jackson**

### **Summary of Qualifications**

- Eight years of supervisory/management experience in transit operations
- Articulate communicator with adaptability to interact in any diverse setting
- Strong morals and ethics ensuring honesty, reliability, and ability to responsibly undertake tasks
- Flexible in managing priorities within changing environments and situations
- Proficient in time management and task organization
- Understanding and adherence to regulations related to FTA, DOT, OSHA, ADA, and other state/local agencies

### **Experience**

#### ***Operations Manager, MV Transportation, Inc. (Gainesville, FL)***

*2018 to Present*

- Oversee the daily operations of the City of Gainesville and Alachua County in compliance with the policies of the contracting agency and company procedures
- Manage on-time performance and vehicle operator availability

- Effective in managing all call center functions to include customer relations through direct contact and outreach programs
- Responsible for hiring, training, managing, and development of operations personnel
- Maintain communication with staff and support team members
- Assist in overseeing safety and training programs, plans and process to ensure compliance with company, contract, and regulatory requirements
- Contribute to maintaining the safety culture
- Maintain client contact routinely to meet or exceed expectations
- Hire staff for authorized roles, evaluate staff work performance, and ensure tasks are completed timely and efficiently
- Daily, weekly, and monthly review of system key operational metrics
- Implement, promote, and adhere to company policies and procedures
- Function as general manager in their absence
- Maintain discretion of confidential information

***Dispatch Supervisor, MV Transportation, Inc. (Gainesville, FL)***

*2016 to 2018*

- Ensured the dispatch department maintained effective daily communication with drivers
- Monitored service and initiated proactive adjustments to maximize on time performance and productivity
- Proficient in scheduling software, radio communication, telephone, and data analysis skills
- Answered client calls and communicated concerns with vehicle operators and dispatch manager as appropriate
- Monitored radio, telephones, and on-road provision of service for quality
- Contributed to positive employee morale and quality customer service

- Monitored and completes driver sign-in and sign-out daily.
- Assisted in assigning trips to vehicle operators to assure adequate disbursement of trips between all assigned routes.
- Monitored daily system performance, customer complaint resolution, and obtain daily service disruptions in FASuites
- Recorded closed and/or late starting of routes and communicated to dispatch manager as appropriate
- Trained new dispatchers and other operations employees

***Dispatch Supervisor, MV Transportation, Inc. (Savannah, GA)***

*2015 to 2016*

- Ensured dispatch team maintained effective daily communication with vehicle operators
- Monitored service and initiated adjustment as needed to maximize on time performance and productivity
- Performed efficiency in the use of scheduling software, radio communication, telephone, and data analysis skills
- Supervised 200 employees in the day-to-day route operations to ensure runs are scheduled and met time windows
- Complied with procedures defined by the client and in conformance with contracted procedures
- Maintained ongoing communication and interaction with vehicle operators, schedulers, and reservationists
- Organized and conducted activities to assure safe, cost-effective, on-time operating performance
- Tracked and reported sign-in/sign-out times, assured routes arrivals, and communicated service issues to manager
- Assisted accounting manager with data entry/payroll
- Managed and coordinated technical workforce job completion





***Lead Dispatcher, First Student (Savannah, GA)***

*2011 to 2015*

- Dispatched and monitored all buses to ensure on-time performance
- Supported front line and backup vehicle operators' duties
- Oversee all routing/scheduling of buses; dispatch buses and provide timely information to drivers on route
- Assisted human resource department in monitoring license, hiring drivers, billing, data entry, payroll vehicle operators monitoring and counseling, and miscellaneous clerical duties as assigned
- Assist drivers with day-to-day operations and ensure compliance with operating contract, state, local ordinances, and company policies and procedures. Supervise the CBVI program.
- All other duties, as assigned

***Dispatch Manager, Distribution Services International (Pt. Wentworth, GA)***

*2008 to 2010*

- Controlled employee workflow
- Ensured all goods are accounted for each shipment and timely delivered
- Recruited and trained employees
- Developed and maintained an efficient workflow
- Kept records of employee productivity
- Maintained relationships with suppliers and vendors
- Prepared and delivered regular reports to senior management

**Education and Training**

***University of Phoenix, Savannah, GA***

- Bachelor of Science in Business/Human Resource Management
- Drug/Alcohol Training



- Safety Leadership Training
- Wheelchair Securement Training
- Workplace Harassment Training
- Federal Transportation Training

## Kevin Swaby, Safety and Training Manager



Mr. Kevin Swaby has served as MV's safety and training manager since 2017. He brings to his role a focus on safety, customer service, ADA compliance, and effective training. He ensures the safe daily operation of this service and administers MV's safety and training programs. Kevin maintains and prepares all required reports, reviews accident data, identifies retraining needs, and liaises with MV's corporate safety and risk departments.

Kevin joined MV in 2013 as a paratransit operator for the company's operation for LYNX in Orlando, Florida. In this capacity, he also served as safety officer and behind-the-wheel trainer. In 2016, he was promoted to road supervisor for MV's Alachua operation.

Kevin holds a graduate certificate from Kingston College in Kingston, Jamaica. A resume detailing Mr. Swaby's background and experience is provided at the end of this section.

### Manager Spotlight – Kevin Swaby

- Experienced driver, Orlando/Gainesville
- Road supervisor
- Extensive management experience
- Proven safety leader/mentor through number staff safety recognition awards

*Kevin's background as a prior paratransit vehicle operator ensures our vehicle operator team receives the training unique to these services. His commitment to safety has earned multiple commendations by the CTD.*

### **c. *Resume for Kevin Swaby***

#### ***Safety and Training Manager, MV Transportation, Inc. (Gainesville, FL)***

*2017 to Present*

- Monitor on-road activities for on-time performance, and schedule and route adherence
- Conduct vehicle cleanliness checks, gate checks, site safety checks, road observations, and operator performance reviews
- Respond to accidents and incidents, perform investigation and preventability determination, provide follow-up training, and administer post-accident drug and alcohol testing
- Assist operators in service with rerouting when potential service delays occur
- Participate in community outreach and recruiting efforts
- Provide classroom, behind-the-wheel, and refresher training for operators, assist in identifying training needs for operations and maintenance personnel
- Implement programs and procedures in compliance with State and Federal regulations and corporate and City/RTS policies
- Facilitate safety committee and location safety meetings, review safety concerns, and make recommendations for future safety initiatives and activities
- Manage training documentation and employee files
- Audit employee training files, vehicle maintenance files, and facility safety compliance
- Provide support for regulatory audits and inspections

#### ***Road Supervisor, MV Transportation, Inc. (Gainesville, FL)***

*2016 to 2017*

- Supervised operators in service
- Provided training for new hires



- Conducted inspections, including unannounced, random wheelchair checks
- Facilitated client site visits

***Paratransit Operator/Safety Officer/BTW Trainer, MV Transportation, Inc. (Orlando, FL)***

*2013 to 2016*

- Transported persons with disabilities
- Ensured other operators adhered to safety regulations and customer service requirements on and off the road
- Trained new employees in strategic driving skills

***Shift Leader, Caribbean Sunshine Bakery (Orlando, FL)***

*2007 to 2013*

## Education and Training

***Kingston College (Kingston, Jamaica)***

- Graduate Certificate

## Marsha Rivera, Accounting Manager



Ms. Marsha Rivera has been the accounting manager for MV's Gainesville, Florida operation since 2009 and brings 13 years of experience to her role. Marsha follows the guidance of the Generally Accepted Accounting Principles (GAAP) in recording and reporting the financial information for MV's contract as CTC.

Marsha ensures an accurate and timely monthly and year-end close and monthly billing invoices are sent to the contract clients on time. At the beginning of each month, she prepares accruals, post journal entries and corrects errors to present real and actual financial information. Marsha processes bi-weekly payroll for all employees including timely distribution. She assists with the preparation of the annual budget, prepares the Rate Calculation Model, and Annual Operations Report both required by the Commission of Transportation Disadvantaged and other required reports.

*Marsha is bilingual in English and Spanish. She assists with any translation requests for Spanish speakers, develops training materials for new operators, and counsels existing operators as requested.*

Marsha began her career in accounting in 2006 as an accounting clerk for the Corporate Office of Green South Equipment, Inc. Here, she was in charge of preparing entries to the general ledger on a daily basis, performed accounts and statements

reconciliations, collected payments from customers, applied payments accurately to invoices, made the proper accounts receivable and cash journal entries. She also researched and wrote reports analyzing accounting and administrative data. Additional duties included verifying and entering in the appropriate accounting coding, due dates, and discounts of accounts payable and whole goods invoices.

Ms. Rivera has a bachelor's degree in Business Administration with a Major in Accounting from the University of Puerto Rico in Bayamón. She was recognized by the IRS for her public service contributions to the community through the VITA/E-FILE Program in 2004.

### **Manager Spotlight – Marsha Rivera**

- Magna Cum Laude graduate of the University of Puerto Rico, with a bachelor's degree in Business Administration, Major in Accounting
- Named on the University of Puerto Rico dean's list four consecutive years - GPA of 3.87
- Member of the Accounting Student Association, University of Puerto Rico
- Recognized by the IRS for public service contributed to the community through the VITA/E-FILE Program
- Bilingual in English & Spanish
- Daughter of honorable discharged veteran who served as a Sergeant & P.O.W in the Korean War
- Experienced in the Accounting field for more than 13 years
- Over 10 years of service as the accounting manager at MV

## **d. *Resume for Marsha Rivera***

### **Summary of Qualifications**

- Proficiency with Trapeze, Trapeze Enterprise Asset Management, Access2Care, MS Office Suite, Peachtree, QuickBooks, Lawson, and Payroll Edit programs
- Complete knowledge of the accounting cycle
- Ability to journalize entries accurately in general and specialize journals



- Proficient in posting to general ledger, preparing trial balance and financial statements
- Strong work ethic and commitment
- Organized, detail-oriented
- Customer oriented
- Team player
- Bilingual (English and Spanish)

## Experience

### ***Accounting Manager, MV Transportation, Inc. (Gainesville, FL)***

*2009 to Present*

- Prepare monthly invoices to clients in a timely manner to ensure appropriate posting to the general ledger
- Monitor accounts receivables to reflect up to date and current collections
- Post appropriate credit/debit memos to maintain accuracy on the accounts receivables balances
- Submit accounts payables invoices for manager approval and payment from corporate office in a timely manner ensuring the accuracy of account charges and the timely payment of vendors
- Review accuracy of preliminary and final financial statements; prepare accruals and journal entries as needed
- Assist with preparation of annual budget and Annual Operations Report
- Create petty cash reimbursement requests and reconcile petty cash balance
- Process payroll for all employees and relevant fare deductions on a bi-weekly basis
- Print and distribute paychecks on a bi-weekly basis



- Address employee concerns and handle benefit enrollment, tax and garnishment questions, and requests for employment verification for various agencies
- Complete daily and monthly reports for managers and clients
- Support and monitor the quarterly inventory process and parts counting

### **Accounting Clerk, Green South Equipment, Inc. (Gainesville, FL)**

*2006 to 2007*

- Posted journal entries to the general ledger on a daily basis
- Performed accounts and statements reconciliation
- Collected check payments from customers, applied payments accurately to invoices, made the proper accounts receivable and cash journal entries
- Deposited checks in the bank through a computer program and recorded the transaction in the ledger
- Researched and prepared reports analyzing accounting and administrative data
- Verified and entered in the system the appropriate accounting coding, due dates, and discounts of accounts payable and whole goods invoices

### **Education and Training**

#### ***University of Puerto Rico at Bayamon (Bayamon, Puerto Rico)***

- BA in Business Administration and Accounting

### **Professional Affiliations & Awards**

- Member, Accounting Student Association, University of Puerto Rico at Bayamón, 2005-2006
- Recognized by the IRS for public service contributed to the community through the VITA/E-FILE Program, May 2004



## Allen Brooks, Maintenance Manager



Mr. Allen Brooks is MV's maintenance manager for the City and RTS ADA Paratransit Services. Allen brings to this project more than 40 years of vehicle maintenance experience and a number of training certifications, including ASE certification in brakes, front end, air conditioning, and engine performance.

Since 2007, Allen has overseen all maintenance activities for the Alachua County operation. He schedules preventive maintenance inspections and repairs and ensures the proper maintenance of

vehicles, facilities, and offices. He reviews and signs off on DVIs, orders parts as necessary, obtains body shop estimates, maintains files for reporting purposes, and prepares reports as necessary. He recently completed a successful FDOT inspection with no findings.

Allen's commitment to the City and RTS' services is demonstrated through the company's performance in exceeding the FTA's regulation for preventive maintenance year-after-year.

Mr. Brooks joined MV in 2003 as an A level mechanic for the Alachua County operation. In this role, he assisted with the preventive maintenance program, resolved DVI defects, and work orders, ordered parts as needed, handled and logged road calls, called vendors for body repair, ordered and replaced transmissions, checked engine failure and ordered as approved, maintained office and shop facilities, and processed payroll. Additionally, he maintained safety standards, coordinated with dispatch on vehicle availability, kept the down board current at all times, and communicated with the general

### Manager Spotlight – Allen Brooks

- ASE certification brakes/AC
- General Motors certified electronic fuel injection/ diagnosis. Engine controls, IMACA A/C refrigerant certified
- Ford International diesel and ford Fuel injection systems ATTS, SET 2 certification
- Certified by Braun/Ricon through FDOT sponsored training
- Specialized advance electronics training at Bainbridge Junior college, GM antilock brake system and SIR systems (AIR BAGS) and much more.
- 20 years spent as a team supervisor in two GM dealerships, nine years as GM/Owner at BR-TECH automotive in Tallahassee Florida
- Nearly 16 years of service at MV Transportation



manager on all issues. He was promoted to the role of maintenance manager in 2007.

Prior to his role with MV, he held mechanic and leadership roles with Roger Whitley Chevrolet, Bill Thomas Chevrolet, and Royal Buick. From 1993 to 2002, he was the owner of Bro-Tec Automotive in Tallahassee, Florida.

Allen is a veteran of the U.S. Army. He has numerous certifications, including an ASE certification in brakes/AC, General Motors certifications in electronic fuel injection/diagnosis, engine controls, IMACA A/C refrigerant certification, and Braun/Ricon certification.

## e. **Resume for Allen Brooks**

### **Summary of Qualifications**

- Specialize in electronics, fuel injection systems, engines, transmissions and differentials, ABS, air conditioning, SIR systems, Braun lift systems, Ricon lift systems, Trapeze Enterprise Asset Management system, DVI systems
- Ability to prioritize work to assure repairs are done in a timely manner
- FOOT Consortium board member

### **Experience**

#### ***Maintenance Manager, MV Transportation, Inc. (Gainesville, FL) 2007 to Present***

- Coordinate and monitor fleet maintenance
- Supervisor mechanic and utility staff
- Monitor mechanic performance through daily audits
- Perform vehicle parts inventory and ensure is maintained within the budget
- Successfully completed FDOT inspection with no findings (April 2011)
- Division was selected as the CTD Safety CTC of the year 2011 – nominated by FDOT
- Training for Maintenance Employees Safety OSHA Compliance Calendar Monthly

- Record Keeping and organization of the DVI sheets and the PMI records daily
- Safety Training monthly and all training sent to MV Safety for their records monthly
- Keep a good relationship with DOT and RTS as well as all of the many vendors.

***A-Mechanic, MV Transportation, Inc. (Gainesville, FL)***

*2003 to 2007*

- Performed preventive maintenance, diagnosis, service, and repair of steering, suspension, brakes, engines, transmissions, differentials, electrical, wheelchair lifts, and air conditioning systems.
- Performed analysis of damaged parts
- Maintained cleanliness of shop facility
- Assisted in inventory control

***Auto Technician, Jerry Auto A/C (Gainesville, FL)***

*2002 to 2003*

- Performed engine replacements
- Repaired A/C, brakes and electrical issues as required by the demand of the shop

***Auto Technician, Gulf Coast A/C Auto (Tampa, FL)***

*2001 to 2002*

- Performed tune-ups, A/C and electrical repairs
- Performed transmission and engine replacements

***Auto Technician, Abraham Chevrolet (Tampa, FL)***

*1999 to 2001*

- Performed tune-ups, A/C and electrical repairs
- Performed transmission and engine replacements





***Owner/Operator, Bro-Tec Automotive (Tallahassee, FL)***

1993 to 2002

- Maintained vehicles for Tallahassee Police Department, Florida State University, Florida A/M students, state workers, churches, and private citizens

***Service Manager, Bill Thomas Chevrolet (Tallahassee, FL)***

1988 to 1993

- Managed 15 technicians and ensured the quality of maintenance operation

***Drivability Technician, Roger Whitley Chevrolet (Tampa, FL)***

1982 to 1987

- Specialized in fuel injection systems, air conditioning, brakes, electronic C-3 carburetors
- Provided field engineering

***Team Leader, Royal Buick (Tampa, FL)***

1976 to 1981

***25<sup>th</sup> Infantry Division, Special Combat Unit, United States Army***

1973 to 1975

- Honorable Discharged Signal Corps

**Training and Certifications**

- Specialized Advanced Electronics Certification, Bainbridge Jr. College (Bainbridge, GA)
- General Motors Tech 1- 4 Diagnostic Scanner Training (Jacksonville, FL)
- General Motors Training Division – EFI, TBI, ABS, SIR, Air conditioning, Engines, and Transmission.
- ATTS Certified Ford and International Diesel and Electronics HEHI Ford Injection
- IMAC Air Conditioning Environmental Certification (Tampa, FL)
- Tampa Technical Vocation – Engine Transmission and Electrical (Tampa, FL)
- Merlin Electrical System Training (Jacksonville, FL)



- MV University - Maintenance Manager Training (Fairfield, CA)
- Workplace Harassment and Discrimination – MV (Gainesville, FL)
- ASE Certified (brakes, front end, air conditioning, and engine performance) (Tampa, FL)
- Certified Drug and Alcohol Training – MV
- ATTS Certified Lab Scope Wave Form Analysis
- Presently Enrolled in Trinity college/Major Psychology and Counseling for my Bachelors.

## 2. Regional Support Team

The local key management staff are mentored and supported by MV’s assigned regional team of experts, who will make periodic onsite visits throughout the next term of the RTS’ contract.

### Steven Trinkle, Regional Senior Vice President



Mr. Steven Trinkle brings 25 years of management and leadership experience to this project. He provides direct support to local management in strategic planning, optimizing operational efficiencies, and overseeing budgets. Steve is responsible for overall contract compliance.

Steve joined MV in 2018 as the regional senior vice president for the Southeast region. He has successfully managed a variety of contracts, serving diverse agency groups across the country. Steve will be available to meet with the County as needed.

Prior to joining MV, Steve was the vice president for DXC Technologies, where he was responsible for ensuring continued service integrity, as well as achieving business and operational goals, throughout the merger between HP and Computer Sciences Corporation. Before this, Steve served as vice president for Hewlett Packard Enterprises, where he oversaw client operations across the nation, including managing innovation programs and coordinating cost reduction programs.

Steve holds a Bachelor of Science degree in Industrial Engineering from Wichita State University.



## Kerterlier “Tre” A. Collins-Machen, Director of Safety



Ms. Kerterlier A. Collins-Machen brings nearly 20 years of safety management experience to her role as director of safety. Kerterlier enforces compliance with regulatory and company safety policies and tracks operational performance. She is responsible for the implementation and monitoring of safety programs throughout her region.

Tre joined MV in 2014 as safety and training manager for its paratransit operation with the Dallas Area Rapid Transit (DART). Here, she was responsible for the safe operation of more than 200 vehicles, plus those operated by subcontractors. Under her leadership, this operation experienced significant improvements in preventable accidents (by 37.27 percent), third-party claims (by 45 percent), and incident frequency/workers comp (by 45 percent).

Before joining MV, Tre was the fleet distribution manager for the North Central Region representing Avis-Budget Group, LLC. In this role, she oversaw four states comprising more than 150 employees and 20,000 vehicles. Tre provided regional and local support, managing accident investigations, leading quarterly safety meetings, and overseeing vehicle licensing, policy development, and monthly reporting. She collaborated with departments to ensure appropriate fleet distribution while identifying trends.

## Carl Foote, Director of Maintenance



Mr. Carl Foote has 25 years of experience in vehicle maintenance and implementing maintenance programs. He works with MV’s local maintenance managers and their teams to confirm that each vehicle is in superior condition and within the standards set forth by MV and its clients. Carl will be on-site regularly to perform audits, conduct training, meet with clients, and confirm that all fleet and equipment assets are maintained appropriately and safely.

He is ASE Master Certified and received Advanced Level Specialist ASE Certification in Advanced Engine Performance. He also has certifications in Accu-turn Alignment, Braun Wheel Chair Lift, Ricon Wheel Chair Lift, and has a MACS worldwide air-conditioning license. Carl has a CDL License Class A with P, T, & N endorsements.



## Stephanie Dietz, Director of Finance



Stephanie is MV's regional director of finance for the Southeast region and brings 14 years of finance experience in the transit industry. She is specifically responsible for supporting the City and RTS Paratransit Services with functional accounting for its operations. She ensures accurate month-end financials, monthly reports, forecasting budgets, and financial analysis as well as audits.

Stephanie joined the MV Transportation family in 2004 as an accounting manager and has been very successful with reporting and overseeing accounts payable and receivable functions, as well as preparing operational and financial audits for the industry.

Stephanie is well educated in administrative functions as well as Trapeze Reservations, Trapeze Trip Edit, Trapeze Reports, Payroll Edit, and Spider Reports training as well as Reasonable Suspicion Training for Drug and Alcohol Testing.

## Donna Harper, Human Resources Manager



Ms. Donna Harper is MV's regional human resource manager for this project. Bringing 25 years of transportation-related experience to her role, she supports MV's Southeast Region contracts in the area of human resources and labor relations.

Donna serves as an advisor to the regional leadership team, providing and implementing company labor strategies to include interpretation of and compliance with CBAs, applicable labor laws, regulations, and investigative and disciplinary procedures. She ensures compliance with company policies. Donna supports local teams on a wide range of employment issues including performance management, coaching and counseling, training and development, and promoting positive employee relations.

Donna has completed an HR Management Certification program from University of Phoenix and has a SPHR (Senior Professional in Human Resources) certification through Regis University.



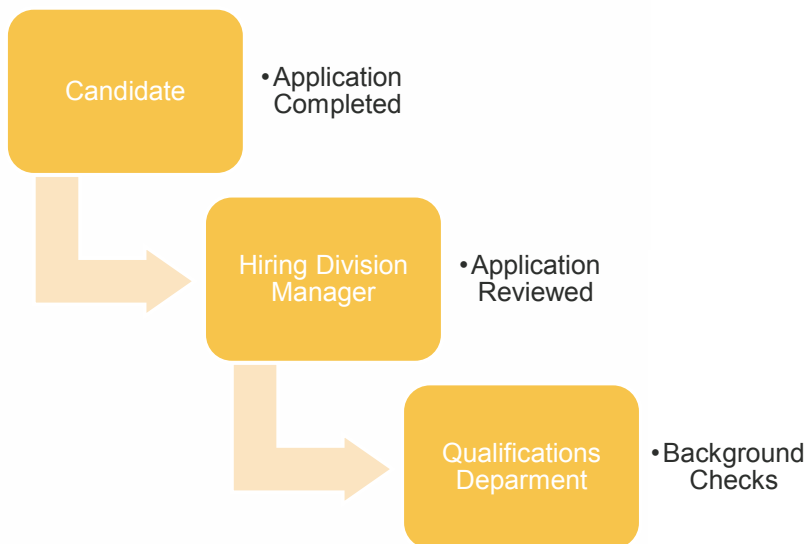
### 3. Hiring including Criminal Background Checks and Drug and Alcohol Program

#### Application, Qualifications, and Hiring Process

##### Completing Application

MV posts all career opportunities – from vehicle operators to management staff – on the career section of the 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 and operations 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
- FTA DOT Disclosure and Authorization
- I-9 Express Online I-9 verification



**Career Source Job Fair**

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
- Must not have had a driver's license suspended or revoked for moving violations within 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 their driving record during any 12-month period in this contract

### **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.

## Language Requirements

Applicants must communicate effectively in English. All applicants must complete a job application in English, and during the interview, MV confirms the candidate has the required language skills to be successful in his or her job. The applicant must demonstrate proficiency in conversational and written English and the ability to effectively communicate with the general public, successfully complete all paperwork, and follow instructions from supervisors and the City and RTS.

MV's operation for the RTS services has one bilingual (Spanish and English) manager - Marsha Rivera. If needed, she is available to communicate with Spanish-speaking individuals which enhances the level of customer service provided.

### Community Support

Accounting Manager Marsha Rivera, MV's representative, participates at the Alachua County Schools Expo in August 2018.



## 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. The company's full description of our drug and alcohol program is immediately following.

## Drug and Alcohol Testing Program

MV has a Zero Tolerance Drug and Alcohol Policy and Substance Abuse Program that complies with both FTA and DOT standards of compliance. This program integrates three critical components in the implementation of this program:



## The Policy

Drug and Alcohol Policy comprises the following four activities:

- Take appropriate action to assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Foster and maintain a drug and alcohol – free environment for all employees and patrons;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to voluntarily seek professional assistance whenever personal problems, including alcohol or drug use, may adversely affect their ability to perform their assigned duties.

## The Program

Every MV employee is subject to the four drug and alcohol screening types, pursuant to their employment category (safety sensitive versus not safety sensitive). Please note that 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.

### Testing Types

Pre-Employment	Random	Post-Accident	Reasonable Suspicion
<ul style="list-style-type: none"> <li>All job candidates considered for hiring are required to successfully complete and pass a pre-employment drug screen prior to receiving an offer of employment. Failure to submit to testing, or a positive screen, results in the denial of employment.</li> </ul>	<ul style="list-style-type: none"> <li>All safety sensitive employees are automatically entered into the company pool for random testing pursuant to FTA regulations.</li> </ul>	<ul style="list-style-type: none"> <li>We conduct DOT post-accident drug and alcohol testing immediately following an on road incident meeting FTA/DOT criteria. Any employee involved in the incident or accident is subject to testing. If the accident does not meet the FTA/FMCSA testing criteria, MV reserves the right to test any safety sensitive employee regardless of the severity of the incident.</li> </ul>	<ul style="list-style-type: none"> <li>Employees are subject to reasonable suspicion testing if significant and observable changes in their 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.</li> </ul>

### Leadership

Our Zero Tolerance Drug and Alcohol Testing Program is managed by the Senior Director for H/R Drug and Alcohol Compliance, Cristina Pereira. She works closely with MV's local operations and representatives of the FTA and DOT to confirm that our policy and program is up to date and compliant with all regulatory requirements. Cristina and her team process all test results and communicate the outcomes to our local management team.

### Partnerships

We work with Alere™ Toxicology for all laboratory services and Dr. Stephen Kracht, M.D., D.O., who serves as the Medical Review Officer conducting MRO services for our company. All random screens are managed using the MYeScreen technology, which provides a computer-generated selection process





program that randomly selects employees for testing without bias or discrimination. Assignments are available on the first of each month to begin performing testing immediately.

Locally we use local occupational health clinics to perform the urine and breath alcohol collections for testing. For substance abuse professional services, we partner with American Substance Abuse Professionals (ASAP) for referrals.

### ***Training***

Once hired, all MV employees receive FTA-compliant training that outlines MV's Zero Tolerance program. Drug and alcohol testing procedures are addressed as part of initial employee training and annual refresher training. As required by the FTA, initial training includes at minimum 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

All supervisors and personnel authorized to make reasonable suspicion determinations receive additional training on the indicators of drug and alcohol use. This includes training in the following areas

- REACT Reasonable Suspicion Decision Training Manual
- MV's 10 Steps to Successful Reasonable Suspicion Testing Checklist
- MV's Reasonable Suspicion Determination Form
- MV's Reasonable Suspicion Testing Interview Procedures Quick Tutorial

### ***Program Updates***

We recognize the importance of remaining compliant and up to date with all regulatory program changes. Effective January 1, 2018, MV has updated its drug and alcohol program to align with the US DOT revisions to 49 CFR Part 40, Procedures for Transportation Workplace Drug & Alcohol Testing to reflect the following changes:

- Opiates are reclassified as opioids and now include hydrocodone, hydromorphone, oxycodone, and oxymorphone in addition to codeine, morphine, and 6-acetylmorphine (heroin) and their brand names.
- Testing analytes have been revised.
- A positive screen for amphetamines/methamphetamines or THC (marijuana metabolite); the MRO will have the authority to conduct further testing.

- The MRO must now provide employees with up to five days after reporting the verified negative result to have the prescribing physician contact the MRO to determine if the medications can be changed to one that does not make the employee medically unqualified or that does not pose a significant safety risk before reporting the “safety concern” to MV.

### **Audits**

MV has successfully completed each FTA audit to which we have been subject.

## **Employee Retention**

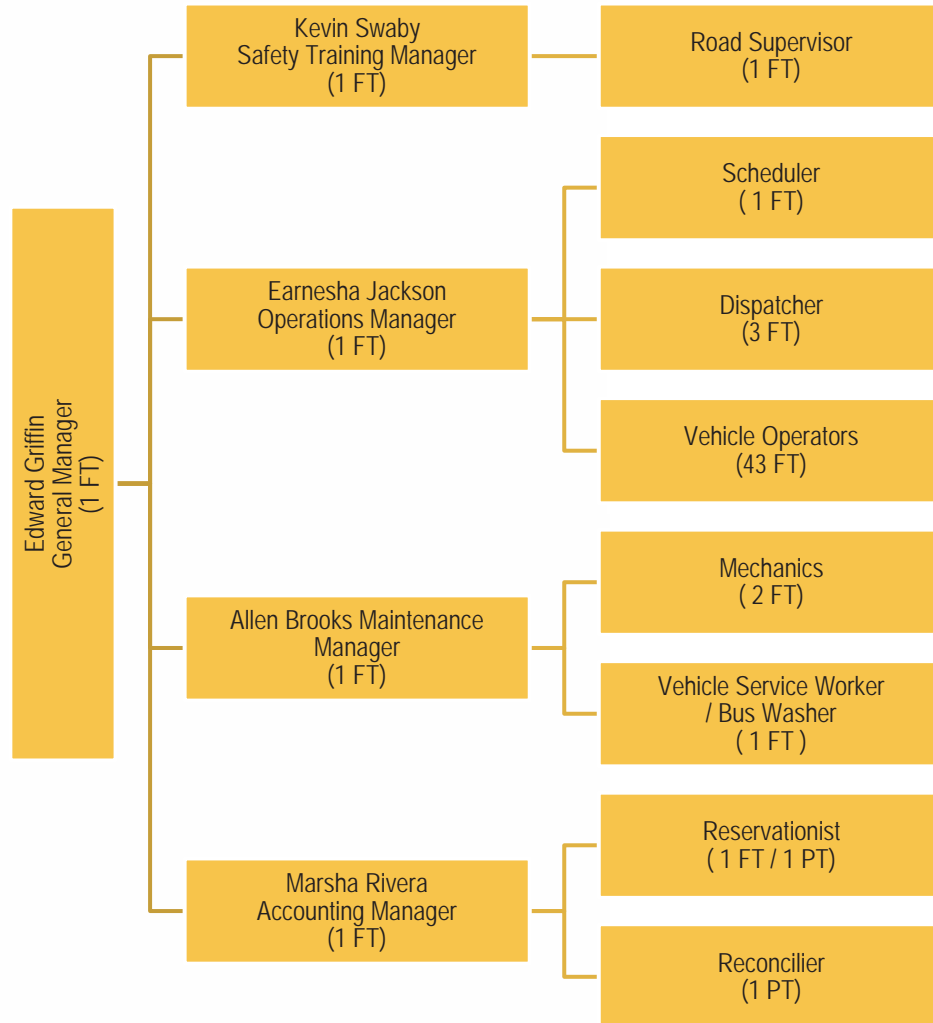
MV employs a number of strategies to reduce turnover in its local operations, including:

- **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.
- **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 encourage s 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.



## 4. Staffing Plan including Staff Allocations

The organizational chart below depicts the management and reporting lines for the staff allocated for the continued management and operations of the City and RTS' ADA Paratransit Services.



### Staffing Allocation

Position	Number
General Manager	1 FT
Operations Manager	1 FT
Safety Training Manager	1 FT
Maintenance Manager	1 FT
Administration / Finance Manager	1 FT
Reservationist	1 FT / 1 PT

Position	Number
Scheduler	1 FT
Dispatcher	3 FT
Road Supervisor	1 FT
Reconciler	1 PT
Mechanics	2 FT
Vehicle Service Worker/Bus Washer	1 FT
Vehicle Operators	45 total (fully staffed)

## Job Descriptions

### Vehicle Operator

Proposed for this project	<i>Title</i>	Vehicle Operator
	<i>Department</i>	Operations
	<i>Reports to</i>	Operations Manager; Dispatchers while on route
This position's RACI	<i>Responsible for</i>	Safe, reliable and customer-focused transportation
	<i>Accountable for</i>	Safety
	<i>Consulted about</i>	On-time performance and routing, no shows, late cancellations, changes to manifests, vehicle malfunctions, accidents, and/or other disturbances.
	<i>Informed of</i>	Real time challenges on road
About this position	<p>Vehicle operators have a safety-first attitude, a professional and caring demeanor, and excellent people service skills.</p> <p>Their primary responsibility is to transport customers while adhering to safety regulations, traffic laws, operating policy, and scheduled times.</p> <p>Paratransit operators are provided strict training in ADA regulation and are specially trained in passenger handling and those disabilities which may prevent a passenger from riding paratransit.</p> <p>They respectfully and professionally respond to customer inquiries, providing information about the service and specific routes, as needed. Upon consent, operators respectfully assist passengers as they board the vehicle and aid those who agree to assistance in securing their mobility device.</p> <p>All MV operators are trained in on-board technology, such as MDTs. Each must demonstrate proficiency in all dispatch communication procedures. Vehicle operators coordinate with dispatch regarding no shows, late cancellations, changes to manifests, vehicle malfunctions, accidents, and/or other disturbances.</p>	

### General Manager (Ed Griffin)

Proposed for this project	<i>Title</i>	General Manager
	<i>Department</i>	Operations
	<i>Reports to</i>	Regional Vice President
This position's RACI	<i>Responsible for</i>	Safety, Contract Management, On-time Performance, Fleet Cleaning, Proactive Communications, Labor Relations, Budget and finance management, Human Resources, and Customer Interface.

Proposed for this project	<i>Title</i>	General Manager
	<i>Department</i>	Operations
	<i>Reports to</i>	Regional Vice President
	<i>Accountable for</i>	Contract compliance and service performance.
	<i>Consulted about</i>	Recommendations for service changes, new contract scope items
	<i>Informed of</i>	Changes to service, schedules, and policies
About this position	<p>The general manager is the daily operational liaison between MV and the City. They work in partnership with City and RTS staff, the local team, MV's corporate support personnel, and the riding community to realize the mission and vision of ADA Paratransit Services.</p> <p>As general manager, they are 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, vehicle servicing, personnel oversight, operating performance, data collection, reporting, community relations, budgeting, accounting and finance, local purchasing, adherence to policy and procedure, contract administration, and more.</p> <p>They meet with City and RTS staff often and 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.</p>	

### Operations Manager (Earnesha Jackson)

Proposed for this project	<i>Title</i>	Operations Manager
	<i>Department</i>	Operations
	<i>Reports to</i>	General Manager
This position's RACI	<i>Responsible for</i>	Safety, On-time Performance, Fleet Cleaning, Proactive Communications, Employee Relations, Human Resources, and Customer Interface.
	<i>Accountable for</i>	Service performance
	<i>Consulted about</i>	Recommendations for service changes, new contract scope items
	<i>Informed of</i>	Changes to service, schedules, and policies
About this position	<p>The operations manager oversees the safe and efficient operation of daily service, in compliance with City and RTS policy and in conformance with MV standard operating procedures.</p> <p>They are key to effectively managing customer relations and making certain all employees understand their roles and responsibilities, are capable of doing their jobs, are highly motivated, and coach and counsel as needed to accomplish assigned tasks.</p> <p>The operations manager works closely with dispatch and the reservations office to confirm that vehicle operators are properly supported. This individual monitors service and confirms it is delivered on time and meets passenger expectations.</p> <p>They assist in human resource functions, manage employee files, and monitor attendance records.</p>	





### Safety and Training Manager (Kevin Swaby)

Proposed for this project	<i>Title</i>	Safety and training manager
	<i>Department</i>	Safety
	<i>Reports to</i>	General Manager
This position's RACI	<i>Responsible for</i>	Operator training, safety policy enforcement, safety meetings, accident investigation, safety reporting
	<i>Accountable for</i>	Location operational safety record, confirmation of fully trained workforce
	<i>Consulted about</i>	Operator discipline, safety initiatives
	<i>Informed of</i>	Changes to regulations and policies, individuals and areas requiring retraining based on DriveCam events, complaints, and performance
About this position	<p>The safety and training manager sets the tone for ensuring all operators are current with the safety and training requirements of City, RTS, and MV. They oversee all safety and training related activities of the location.</p> <p>This position functions as a safety officer and the emergency coordinator for MV's operation, serving as the company's liaison to local authorities that support safety and emergency preparedness. They lead all emergency training and guarantees that MV's team is ready to respond to the needs of the community in the event of an emergency.</p> <p>The safety and training manager is responsible for establishing the schedule and curriculum for ongoing training activities, and maintains all training documentation for employees as required. They oversee all road supervision and lead all accident and incident investigation.</p> <p>This position also holds oversight of the DriveCam program and administers MV's FTA-compliant Zero Tolerance Drug and Alcohol program.</p>	

### Maintenance Manager (Allen Brooks)

Proposed for this project	<i>Title</i>	Maintenance Manager
	<i>Department</i>	Maintenance
	<i>Reports to</i>	General Manager
	<i>Responsible for</i>	Safety and effective operation of the fleet; staffing adequacy
	<i>Accountable for</i>	Quality and timely fleet maintenance and adherence to vehicle performance standards. Updating vehicle repairs in the T-EAM maintenance software tracking system
	<i>Consulted about</i>	Fleet quality, dependability, and fleet life span.
	<i>Informed of</i>	OSHA regulations, manufacturers' recommended repairs, recalls, and fleet allocation.
About this position	<p>Protection and maximization of the useful life of fleet in compliance with all OEM, client, and company standards of safety, operation, and appearance. Oversight of maintenance personnel, the organization of the maintenance yard, and the tracking of maintenance quality including the tracking and analysis of PMI on-time performance and quality, monthly vehicle road calls, and breakdowns, engine/transmission fluid usage and fluid samples to evaluate vehicle engine/transmission condition in order to develop engine/transmission rebuild campaigns to maximize the miles between road calls and minimize the miles between road failures.</p> <p>Coordination and oversight of all scheduled and unscheduled maintenance inspections and repairs. He coordinates with dispatch to maximize fleet availability and understand service demand peaks; coordination with equipment manufacturers regarding warranty issues and specialized training needs.</p>	



### Accounting Manager (Marsha Rivera)

Proposed for this project	<i>Title</i>	Accounting Manager
	<i>Department</i>	Operations
	<i>Reports to</i>	General Manager
This position's RACI	<i>Responsible for</i>	Accounting and Reporting
	<i>Accountable for</i>	Data accuracy, budgeting
	<i>Consulted about</i>	Changes in data systems
	<i>Informed of</i>	Changes to reporting needs
About this position	This position is responsible for all budgeting and finance activities, including approval and oversight of equipment procurement. The accounting manager confirms financial status by monitoring revenue and expenses; coordinating the collection, consolidation, and evaluation of financial data; and preparing special reports. They oversee all accounting functions including general accounting, accounts payable, accounts receivable, and payroll. Additionally, they oversee all fare collection and reconciliation procedures.	

### Reconciler

Proposed for this project	<i>Title</i>	Reconciler
	<i>Department</i>	Accounting
	<i>Reports to</i>	Accounting Manager
This position's RACI	<i>Responsible for</i>	Reconciliation of Operator Manifests
	<i>Accountable for</i>	Review and correction of entries in Trapeze
	<i>Consulted about</i>	Entries of times in Trapeze, order of trips, errors in manifests
	<i>Informed of</i>	Manifest data, changes in Trapeze, changes to service
About this position	The reconciler performs trip reconciliation entries into the Trapeze scheduling system and investigates any discrepancies. This position coordinates with the accounting manager and reports any inconsistencies in trip reconciliation. Ensures the integrity of the information, accuracy of times, trips performed and overall manifest data. The reconciler will assist with the Transportation Disadvantaged application process and prepares eligibility letters for the applicants. This position is in charge of the preparation of pre-paid tickets for passengers and no show tags for drivers. Assists and directly reports to the accounting manager. Performs other duties as assigned.	

### Reservationist

Proposed for this project	<i>Title</i>	Reservationist
	<i>Department</i>	Call Center
	<i>Reports to</i>	Accounting Manager
This position's RACI	<i>Responsible for</i>	Intake and initial scheduling of trip requests
	<i>Accountable for</i>	Superior customer service, efficient call times
	<i>Consulted about</i>	Call volumes, technology issues
	<i>Informed of</i>	Changes to service and eligibility requirements
About this position	Reservationists answer calls and interact with passengers booking trips. This position manages trip request intake using the Trapeze scheduling system and scheduling those trips at the time of the call. Reservationists provide superior customer service and are professional, patient, and responsive at all times. They are fully trained in the services for which they receive calls and	

<b>Proposed for this project</b>	<b>Title</b>	Reservationist
	<b>Department</b>	Call Center
	<b>Reports to</b>	Accounting Manager
	<p>follow detailed reservations scripts. The proficient use of Trapeze minimizes call time and hold duration.</p> <p>The reservationist accesses trip requests for both demand and subscription service. When necessary, they negotiate trip times as permitted by the ADA, City, and RTS policy</p>	

### Scheduler

<b>Proposed for this project</b>	<b>Title</b>	Scheduler
	<b>Department</b>	Call Center
	<b>Reports to</b>	Operations Manager
<b>This position's RACI</b>	<b>Responsible for</b>	Intake and initial scheduling of trip requests
	<b>Accountable for</b>	Superior customer service, route optimization, and efficient call times
	<b>Consulted about</b>	Call volumes, system efficiency, vehicle operator coverage
	<b>Informed of</b>	Changes to service, routes, and eligibility requirements
<b>About this position</b>	<p>The scheduler creates, refines, and optimizes routes to maximize on-time performance and productivity. The goal is to always meet customer expectations. The scheduler is proficient in the use of the Trapeze software and its best use practices. They create initial routes in Trapeze and makes adjustments for improved performance. They also manage subscription schedules.</p> <p>To obtain feedback on system performance, schedulers work with dispatch and reservation teams. This position also evaluates Trapeze templates and makes recommendations.</p>	

### Dispatcher

<b>Proposed for this project</b>	<b>Title</b>	Dispatcher
	<b>Department</b>	Operations
	<b>Reports to</b>	Operations Manager
<b>This position's RACI</b>	<b>Responsible for</b>	On road driver support and management via radio communications and AVL monitoring
	<b>Accountable for</b>	Service reliability, on time performance, response to on road incidents.
	<b>Consulted about</b>	Unplanned changes that affect performance, such as route detours, heavy traffic, and no shows, etc.
	<b>Informed of</b>	Changes to routes start and end times
<b>About this position</b>	<p>Dispatchers direct all on-road operations that occur from daily pullout to return-to-yard. They coordinate with vehicle operators while in service in order to monitor operations status, mitigate delays, and assist in resolving service disruptions.</p> <p>This team 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.</p> <p>Dispatchers monitor service delivery via radio/real-time GPS and Trapeze peripheral reports throughout the service day, working closely with operators and road supervisors to efficiently respond to service needs, including accidents and on-board emergencies. As needed, they coordinate standby and extraboard operators in the event that an operator does not report on time.</p>	



## Road Supervisor

Proposed for this project	<b>Title</b>	Road Supervisor
	<i>Department</i>	Safety
	<i>Reports to</i>	Safety and Training Manager
This position's RACI	<i>Responsible for</i>	Operator evaluation, operator mentorship, on road incident response
	<i>Accountable for</i>	Completion of on road evaluation and incident response/reporting
	<i>Consulted about</i>	Trends in driver performance and required coaching
	<i>Informed of</i>	Changes on road incidents response requirements
About this position	<p>Road supervisors monitor the safe and efficient operation of all vehicles in the field. This ensures a high-quality service.</p> <p>This team is stationed in the service area to minimize response time. They are dispatched to the scene of any breakdowns, incidents/accidents, etc.</p> <p>Road Supervisors assist in incident preventability determination by making recommendations for future training based on individual events or system trends.</p>	

## Mechanic

Proposed for this project	<b>Title</b>	Mechanic
	<i>Department</i>	Maintenance
	<i>Reports to</i>	Maintenance manager
This position's RACI	<i>Responsible for</i>	General maintenance, troubleshooting, diagnosis, repair orders availability, PM scheduling
	<i>Accountable for</i>	Timely and competent completion of repairs as assigned, supporting maintenance manager.
	<i>Consulted about</i>	Work order status and recommended repairs
	<i>Informed of</i>	Updated OSHA and other agencies, policies, and requirements as well as manufacturer's recommendations and contract revisions.
About this position	<p>MV's mechanics perform all preventive maintenance and vehicle repairs as needed, including troubleshooting, diagnosis, and/or repairs to a broad range of vehicle systems including engine and emissions, drive train, brakes, climate control, electrical and specialty electrical systems, electronic systems, accessibility equipment, transmission, and steering and suspension. They also perform oil changes, tire changes, and fluid replacement. Mechanics complete work orders and PMI forms with comments.</p>	

## Vehicle Service Worker/Bus Washer

Proposed for this project	<b>Title</b>	Vehicle Service Worker/ Washer
	<i>Department</i>	Maintenance
	<i>Reports to</i>	Maintenance manager
This position's RACI	<i>Responsible for</i>	Fleet cleaning and fueling
	<i>Accountable for</i>	Fleet appearance
	<i>Consulted about</i>	Condition of the fleet
	<i>Informed of</i>	Changes to cleaning schedule and/or activities
About this position	<p>Vehicle service workers/bus washers ensure the ADA Paratransit service fleet is cleaned to the specifications outlined in the RFP. These persons are responsible to clean each vehicle in assembly-line fashion as it comes in off the route. This position is also responsible for facility</p>	

Proposed for this project	<i>Title</i>	Vehicle Service Worker/ Washer
	<i>Department</i>	Maintenance
	<i>Reports to</i>	Maintenance manager
	maintenance and cleanliness. Vehicle service worker/bus washer shifts are scheduled based on service needs and cleaning requirements as outlined in the RFP.	

## 5. Training Programs

### a. Operator Training Program

MV uses a state-of-the-art training program that our safety and training team developed in partnership with AVATAR Fleet. This program uses an adult-based learning platform and is designed to transform new hires into professional operators.

The program is modular based, meaning we can substitute or add in parts of the training that apply specifically to the service we are providing and the passengers we serve. Moreover, the individual modules can be easily repurposed in retraining and refresher sessions throughout an employee’s career.



The company is constantly working with its teams to refine this training; most recently in 2017, MV worked with AVATAR to refresh the training to meet the changing needs of our industry. This resulted in additional training areas to ensure a best-in-class workforce.

The program combines training in the classroom and on-board the bus, and includes bus orientation, driving observation, closed course, and in-service practice. Throughout the training sessions, trainees are quizzed and tested to ensure they have a strong grasp of the concepts taught before moving forward. Interactive, comprehensive, and safety-focused, this training has produced an exceptional workforce in MV’s locations across the country.

### Overview of Training Components

The overall hours of training provided for the City and RTS Paratransit Services are as follows:





Description	Hours
Classroom	20.33
Pre-Driving Skills	4.50
Close Course	5.50
Observation	25.50
Behind the Wheel	15.50
Cadetting	16.00
<b>Total</b>	<b>87.33</b>

Each training component has a purpose and contributes to building a professional operator. Individually, these sessions provide the education and training needed to drive professionally. Together, they provide the right foundation for a safe, tenured professional operator.

- **Classroom Training:**

Classroom training is instructor-led. Trainees receive education using a combination of video, lectures, and interactive discussions. These concepts taught are reinforced with a written study guide. The topics



addressed in classroom training include but are not limited to defensive driving principles, hazardous communication, security awareness, employee policies and procedures, employee wellness, sexual harassment, bloodborne pathogens, map reading, and on-road procedures. Each module ends with a test, and when classroom training is completed, trainees take a cumulative, closed-book exam. Employees must pass with a score of 80 percent or higher in order to proceed to the next phase of training.

- **Pre-Driving Skills:** Pre-driving training occurs on the vehicle. During this training, the trainees are familiarized with the vehicle and its size and spacing. They have a chance to sit in the driver's seat and learn about the various on-board controls, mirrors, and any on-board technology.

- **Close Course:** Close Course consists of hands on training exercises and maneuvering of the vehicles on the Range. The trainees are tested throughout a two-day period on multiple driving courses and exercises. This training helps trainees become more acclimated with the type of vehicle used in service. The trainees are required to complete a minimum of 5.5 hours of close course training.



- **Observation Training:** During the observation portion of training, students observe a certified trainer operate the vehicle. This provides insight into how they must handle the vehicle and how proper vehicle handling impacts the passenger experience. The trainer comments throughout the observation training, explaining to the trainees what he or she is doing.

- **Behind the Wheel (BTW) Training:** The behind the wheel (BTW) training portion of training affords the trainee the opportunity to master what they have learned in the classroom and on board the bus, to hone their driving skills. This training starts on a closed course, then moves on to the road. Behind the wheel training confirms the trainee possesses the skills necessary to ensure the safe on-road operation of the vehicle. All trainees must demonstrate mastery of 26 specific defensive driving and performance skills before graduation. During these sessions, trainees are introduced to major trip generators, such as transit centers, adult day health care centers, senior centers, and dialysis centers. This familiarizes students with common stops and establishes relationships with staff and passengers within the service area.



- **Cadet Training:** After completion of the behind the wheel training, each trainee is provided with in-service cadet training with a line trainer. Operators operate the vehicle and all on-board technology in service and interact with the passengers on a practical level. During cadet training, the trainee is closely monitored and receives his/her final road and training evaluation. Any areas of needed remedial training are identified and documented. *MV recognizes 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.*
- **Post-Training Checks:** To confirm the effectiveness of our training program, we check each new operator's performance at 45, 60, and 90 days post-training.

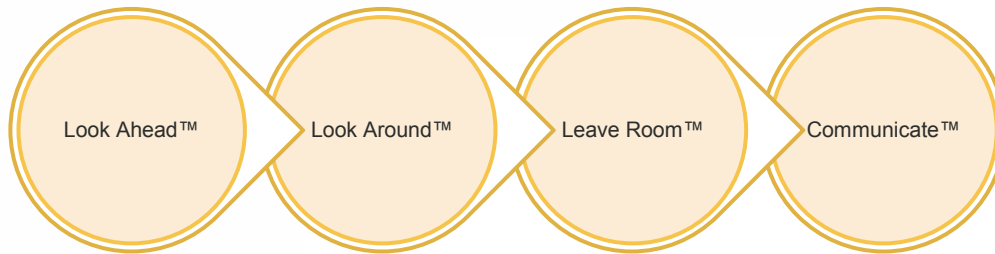


## Foundation of our Program

Like our operations, our training is based on a foundation of safety and customer focus. Driving principles echoed throughout the learning process focus on safety, preventability, customer care, and outstanding service.

### *LLLC Defensive Driving*

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



LLLC is predicated on the concept that 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. Whether an operator's action or inaction contributed to the collision, the collision is preventable. LLLC teaches our operators to drive to prevent collisions, by looking ahead, looking around, leaving room and communicating.

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.



These principles are reinforced throughout MV's training program and provide trainees with everything they need to know to avoid collisions. Ultimately, the course helps operators see, think, and act their way through any driving situation.

### ***Passenger Assistance***

MV places a strong focus on passenger sensitivity and assistance. This training starts with educating our trainees in the various disabilities that our passengers may have – and the diverse set of mobility devices they may use. Professional and compassionate assistance is core to our commitment to both safety and customer service.



During operator training, we tailor our passenger assistance session to the service we provide; however, all training emphasizes courtesy, understanding, and the operator's responsibility to serve all passengers with equity and respect.

All operators are trained in the safe and careful boarding and securement of people using various mobility aids. This provides a realistic understanding of the time and attention required of this process.

Our training sessions include interactive sessions with trainees to foster an experiential understanding navigating the system with a disability. This includes having trainees board the bus using a mobility device, or with their eyes closed. We also invite representatives from the community, local advocacy groups, and care facilities to speak to our trainees during the classroom sessions. Here, trainees can ask questions and learn more about the various experiences of our passengers.

At the end of this training, operators must become certified in mobility device securement. This certification is administered annually to ensure the ongoing safety of our passengers.

### ***Passenger Advisory Committee ("PAC")***

The company is proactive in its commitment to ensuring the best customer quality is exhibited by our local City and RTS team.

MV commitment to passengers is demonstrated through its designation as the CTC for Alachua County. Here, the company formed and implemented a





Passenger Advisory Committee (“PAC”) to gather feedback and input from the community. Founded by MV in 2003, this committee serves in an advisory capacity on concerns related to seniors and persons with disabilities. The company applies the feedback from



the PAC to ensure the City and RTS passengers receive high-quality assistance. The company continues to partner with the PAC in fulfilling their mission.

*The mission of the PAC is to support independence through mobility and promoting transit availability for all residents and visitors.*

The PAC has been invaluable in providing guidance and feedback to MV regarding operations and policy.

The PAC currently meets bi-monthly, but members are invited to attend the Monthly Safety Meetings and are often engaged in providing new vehicle operator customer service training, sensitivity training, and passenger assistance. *MV is indebted to its PAC members for providing constructive criticism in ensuring our system meets the needs of all our passengers.*

## Customer Service Training

While customer service is reinforced throughout the entire training experience, MV dedicates four hours of focused customer service training. Developed by MV’s learning and development team with input and feedback from our top general managers, Platinum Connection Customer Service (PCCS) teaches trainees how to professionally and empathetically connect with passengers.



**Dialysis Committee**

The program uses the acronym ACE to remind trainees of the strategies to achieve excellence in customer care:



- Awareness (self-awareness, awareness of customer expectations)
- Choice (communication – verbal and non-verbal, conflict management)
- Empathy (putting yourself in someone else’s shoes)

The PCCS program teaches employees how to make passenger-centric, solution-focused choices with a focus on personal responsibility. This interactive program uses video examples of customer service situations to guide participant discussion, and facilitator-led activities to enable participants to practice their customer service skills. Throughout the operator’s career, PCCS is refreshed during safety meetings to keep customer service at the forefront of all actions.

## ***b. Dispatch and Reservations Training***

### **On-the-Job Training**

Dispatch and reservations training is administered across a 40 hour work week, primarily as on-the-job training. During the course of that training, the following subjects are covered:



- **Company Orientation:** About MV, employee handbook, company policy, and procedure
- **Dispatcher Overview:** Introduction to the job, roles, and responsibilities
- **Service Area:** Local geography familiarization
- **Customer Service:** Answering information calls, receiving customer comments
- **ADA:** ADA regulation and requirements
- **Telephone Doctor:** Telephone courtesy, customer relations, and problem-solving techniques (see description below)

- **Radio Protocols:** Radio communication codes, emergency management over radio
- **MDT Use:** Communicating via MDT, monitoring MDT usage
- **Vehicle Monitoring & Personnel Control:** rollout log, bus assignments, use of standby, daily labor control, checking DVIs and paperwork.
- **Operator Supervision:** Reasonable suspicion, including video and handouts of the dispatchers' role in administering FTA drug and alcohol regulations. Includes "fit for duty" inspections, attendance procedures, and time clock management.
- **Emergency Procedures:** Accident/incident procedures, security and incident procedures, DOT emergency action plan implementation strategies, communicating to ensure prompt and appropriate response. Training for events such as passenger illness on bus, natural disasters, vehicle breakdowns, severe weather, violent passengers, etc.

In addition to on-the-job training, dispatchers and reservationists are trained in each of the programs described below.

## New Customer Service Training

MV is excited to present its 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 ADA Paratransit Service operators. 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.

### Katherine McClary Award

Mr. Nathan Wilson received this award for his safe and positive demeanor.



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 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= Attitude (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 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.

## Trapeze Specific Training

All reservations/dispatch staff are provided training in the Trapeze automated scheduling system. Training focuses on proper and expedient reservation handling and service optimization and is offered separately from customer service techniques and call taking approach. A basic outline of this training is provided below.

### Trapeze Training Topics

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Getting Started                             <ul style="list-style-type: none"> <li>▪ Logging in</li> </ul> </li> <li>Incident Screen                             <ul style="list-style-type: none"> <li>▪ What is an Incident Screen?</li> <li>▪ How to set up an incident screen</li> <li>▪ What are run groups?</li> <li>▪ How to read an incident screen</li> </ul> </li> <li>Operator Pull-Out Procedures                             <ul style="list-style-type: none"> <li>▪ How to pull-out an operator</li> </ul> </li> <li>Schedule Editor                             <ul style="list-style-type: none"> <li>▪ What is the Schedule Editor?</li> <li>▪ How to set up the Schedule Editor</li> <li>▪ Schedule Editor Rows/Columns definitions:                                     <ul style="list-style-type: none"> <li>– Violations</li> <li>– Run</li> <li>– Send</li> <li>– State Codes</li> <li>– Sub type</li> <li>– Space availability</li> <li>– Client ID numbers</li> <li>– Client name</li> <li>– Client location</li> <li>– City</li> <li>– Map Page</li> <li>– Scheduled Time</li> <li>– Estimated Time</li> <li>– Appointment Time</li> <li>– Actual Arrival</li> <li>– Actual Departure</li> <li>– Distance</li> <li>– Window Times</li> <li>– Fare Amount</li> <li>– Fare to Collect</li> <li>– Fare Collected</li> <li>– Comment Field</li> </ul> </li> </ul> </li> <li>Icon/Definitions                             <ul style="list-style-type: none"> <li>▪ Close current screen</li> <li>▪ Previous and last screen</li> <li>▪ Displays loaded schedules</li> <li>▪ Previous and last screen</li> <li>▪ Displays loaded schedules</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>▪ Displays all runs operated on the selected day</li> <li>▪ Displays operator manifest</li> <li>▪ Displays passengers trips</li> <li>▪ Displays unscheduled list</li> <li>▪ Passenger booking and eligibility info</li> <li>▪ Find dialogue box</li> <li>▪ Previous and last run in chronological order</li> <li>▪ MDT center</li> <li>▪ Loaded and unloaded schedules</li> <li>▪ Go to Pair</li> <li>▪ Zebra mode</li> <li>▪ Rescheduling</li> <li>▪ Tracker action insert</li> <li>▪ Tracker action browser</li> <li>▪ No show</li> <li>▪ Edit booking</li> <li>▪ Dispatch by voice</li> <li>▪ Arrive and Perform</li> <li>▪ Vehicle breakdown wizard</li> <li>▪ Display and follow on AVL map</li> </ul> <p>Trip Coding</p> <ul style="list-style-type: none"> <li>▪ What is a trip code?</li> <li>▪ How do you code a trip in Trapeze?</li> <li>▪ Definitions of Trip Codes                             <ul style="list-style-type: none"> <li>– No Show</li> <li>– Missed trip</li> <li>– Late cancellation</li> <li>– Advance cancellation</li> <li>– Same day cancellation</li> <li>– Missed dwell</li> <li>– No show/carrier late</li> <li>– Cancel at door</li> <li>– Missed but transported</li> <li>– Site closure cancel</li> <li>– User error cancel</li> </ul> </li> <li>▪ Improper coding vs. proper coding</li> </ul> <p>Edit booking:</p> <ul style="list-style-type: none"> <li>– Geo-coding trips</li> <li>– Booking “no-strand” trips</li> </ul> |
|---|---|

### c. *Road Supervisor Training*

Like the operator training program described in the previous section, MV’s custom road supervisor development program was also developed in partnership with Avatar Fleet.

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 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 supervisors 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

### Employee Spotlight

Ms. Sherthia Adams, road supervisor and behind-the-wheel trainer is recognized for her three-year tenure with MV, her participation in the National Roadeo competition, and her achievement in receiving the company's Katherine McClary Award for her excellence in safety practices.





further examine and analyze data as a means of preventing injuries, property damage, and financial losses.

## **d. Maintenance Training**

### **Mechanic Training**

Training for mechanics spans a 40-hour work week, which includes the general maintenance training described above, basic mechanic training, and vendor training courses. Mechanics are additionally encouraged to participate in ASE certification training.



### **Training Modules**

Mechanics are required to complete the following modules:

- **Orientation:** Mechanics will complete an orientation of the shop, equipment, tools, software, and company policies and procedures.
- **Basic Training:** Upon completion of initial orientation, MV also provides basic training in the following areas:
  - > Basic repair skills/preventive maintenance
  - > Basic electrical training
  - > Air systems and brakes
  - > Alternative fuel safety and inspection
  - > Vehicle electrical systems and multiplex
  - > Suspension and steering
  - > Engine service, tune up and troubleshooting
  - > Transmission diagnostics and service
  - > Bus air conditioning and heating



- > Lift training and safety training
- > Bloodborne pathogens training
- **Safety Training:** Safety training includes the use of personal protective equipment, lock out/tag out procedures, basic shop safety, the emergency action plan, hazardous communication, and vehicle lift equipment training.
- **Environmental Compliance:** This module covers storm water pollution prevention, waste oil fluids storage and disposal, waste oil fluids storage and disposal, hazardous materials management plan, facility floor drain maintenance, above ground storage tanks, underground storage tanks, and body repair environmental compliance.
- **Facility Maintenance:** This module covers facility cleaning, shop equipment maintenance, facility audits, and creating an enviable workplace.

### ***Ford Motor Company Training***

In support of providing the most qualified and skilled mechanics to its clients, MV offers exclusive access to all Ford Factory training through the Service Mechanical Specialty Training (STST) program.



This program encompasses dozens of courses across ten specialties (electrical, engine performance, engine repair, diesel engine performance, diesel engine repair, steering and suspension, manual transmission and drive train, automatic transmission, climate control, and brakes.) This training ensures comprehensive and progressive training based on experience, skill, and previous education/training. New model training provides an overview of required maintenance, diagnostics, and systems in new vehicles – in time for the arrival of new vehicles.

This training ensures comprehensive and progressive training based on experience, skill, and previous education/training. It addresses vehicle systems evaluations, repair practices, and procedures. Under this partnership with Ford, unlimited online and classroom training is available.

### ***Factory and Manufacturer Training***

MV coordinates with its parts and equipment vendors for periodic and ongoing mechanic training. The company provides OEM factory training from Ford, General Motors, Cummins, and Detroit Diesel, and works directly with



manufacturers (including Gillig, El Dorado, Orion Ford, Chevrolet, Delco, Ricon, Braun, Carrier, Goodyear, Supreme, and Bluebird) for training.

### ASE Certification Program

MV supports its mechanics in attaining ASE certification and pays for all practice tests and materials, as well as all testing fees. MV encourages its team to strive for ASE Master Certification and offers a \$1000 bonus for employees who obtain and maintain an ASE Master Mechanic certification status; with an additional \$500 for each master certification earned thereafter. This bonus is payable six months into the first calendar year of attaining certification.



## Annual Refresher Training

All MV staff participate in ongoing refresher training each year as detailed in the following sections.

### Vehicle Operators

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	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.



Type of Retraining	When it is provided	Length of Training	Description of Training
	formal accident rating.		
<b>Seasonal Refreshers</b>	These refreshers are conducted in preparation of operations during certain periods of the year, typically in the fall.	Varies based on location and topics.	The training will include topics/material appropriate for the region, inclement weather, environmental, and traffic conditions.
<b>Biannually</b>	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.

### Staff/Dispatch/Radio 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.

### Supervisory Personnel

In addition to the 12 hours per year for monthly safety meetings, operations team meetings are held to discuss refreshers on reasonable suspicion, accident response, customer service, etc. This provides an additional eight (8) hours of retraining per year.

### Maintenance Personnel

In addition to the 12 hours per year for monthly safety meetings, all maintenance personnel receive a minimum of 40 hours of retraining annually. This is comprised of safety meetings regarding pertinent safety matters such as OSHA, hazardous materials cleanup, PPE, etc.; as well as regular retraining from vendor experts on brakes, electrical, air systems, etc.



## 6. Road Supervision

Road supervisors are responsible for the dissemination of critical information, such as service changes and system announcements to the operator team. They serve as the go-to resource in the field for MV's operator team.

They perform incident investigations, administer drug and alcohol testing procedures, respond to roadcalls, and resolve passenger disputes as needed. Based on their findings for these various activities, the operations managers will administer progressive discipline pursuant to the collective bargaining agreement.

Road supervisors 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. Road supervisors perform these checks from their 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 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 frequently. A supervisor or manager that is stationed in the yard 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 supervisor then checks the vehicle to confirm it is clean and ready for service. Management personnel rotate throughout the month to be present during pull outs.

## D. ADA CPS Requirements and Experience

MV was founded for the sole purpose of mobilizing the transit dependent senior and disabled communities. Its founding predates the enactment of the Americans with Disabilities Act by nearly 20 years and defines MV's responsiveness to satisfying the needs of its communities. Further, this confirms MV understands quality paratransit service and its importance to its passengers and their freedom.

MV fully understands and will continue to comply with all aspects of ADA Complementary Paratransit service requirements including those detailed in the City and RTS' RFP. MV's ADA Training for its operators addresses ADA provisions for making public transportation readily accessible to individuals with disabilities, including individuals who use wheelchairs. This training stresses that complying with the requirements of the ADA is not only required by the law, but it's also a display of professional skill and respect in the services provided to persons with disabilities. MV's ADA Training includes:



Dialysis Committee

- How the ADA extends to individuals with disabilities comprehensive civil rights protection similar to that provided to persons on the basis of race, sex, national origin and religion under the Civil Rights Act of 1964. As it relates to public transportation, the requirements mandated by the ADA.
- Provide assistance to people with disabilities with the boarding and alighting process whenever they request help. Assistance should be offered politely but never forced upon an individual who does not desire such assistance. This assistance includes making the lift available to passengers who do not use a traditional mobility device, for example, a passenger who uses a cane.
- Announce bus stops on fixed route service. This ensures that passengers who are visually or cognitively impaired will know when to get off of the bus.

In the event that the automated Voice Enunciators are not online, the operator is required to call out stops.

- Ask ambulatory passengers to make the priority seating seats (if applicable) available for passengers with disabilities on fixed route service.
- Permit a disabled passenger who uses a mobility device (wheelchair, scooter, etc.) to be transported in the mobility device. While you can ask a disabled passenger to transfer to a bus seat, you cannot require the passenger to transfer to the seat if they choose to remain in their mobility device.
- Permit disabled passengers to board with their guide animals. This may include animals other than guide dogs.
- Verify the functioning of the lift device by cycling it each service day during the pre-trip inspection and documenting this on the daily vehicle inspection report (DVI).

## E. Operations/Maintenance Facility

MV currently operates the ADA Paratransit Service from an excellent facility located at 3713 SW 42nd Avenue, Suite 3, in Gainesville. This ADA accessible location is within the City limits and the bus line - providing ample space to ensure appropriate vehicle storage and maintenance, operations, and administration. The vehicle storage area is secure and outside.



In partnership commitment with the City and RTS through the next term, MV will perform and complete the facility upgrades described below by start of the new contract term. The upgrades offer a refreshed and professional atmosphere for visitors, community curb-appeal, and our local staff.

- ADA compliant bathrooms/women and men in break room area
- Functioning water cooler in the break room
- Modification/repair of two dispatch cubicles

- Replacement of all flooring throughout the office areas
- Repair of walls and paint throughout the entire office area
- Modification and upgrade of the kitchen area
- Enlargement of safety manager office
- Modification of large room outside dispatch to include two walls, flooring, drop ceiling and A/C to accommodate new training and meeting area
- Commitment to number of parking spaces available for vans, drivers, and staff.
- Installation of light pole on east side parking area for security and safety of vehicles and staff
- Paint building exterior
- Partner with a local landscaping company for regularly scheduled maintenance of building perimeter

## F. Hardware and Software

MV understands its responsibility to provide all hardware and software in fulfillment of the City and RTS' ADA Paratransit Service including the following:

### Hardware

#### Samsung Tablets

MV will continue to use the 8" Samsung Galaxy 4 tablet for the provision of the City and Alachua County CTC services *if permitted by the stakeholders*. The tablets were procured through a Capital Assistance Grant from the Commission for the Transportation Disadvantaged and benefit all purchasers of service in the coordinated system.

This tablet serves as the primary method of communication between operators and dispatch, eliminating radio traffic, and allows dispatchers to focus on troubleshooting and issue management.



The tablet integrates with Trapeze software, thereby eliminating the need for paper manifests, and streamlines dispatcher to operator communication resulting in expeditious and efficient responses.

Although paper manifests are still used, we will continue to work with the City and RTS in consideration of going completely “paperless”.

## DriveCam On Board Monitoring Systems

MV uses DriveCam nationally to monitor and support the safety of our operations.

We use DriveCam to monitor each operator’s driving behavior. This system will remain in the City and RTS vehicles through the next term.

DriveCam gives insight into how operators adhere to company and law enforcement policy and provides our management teams the information needed to administer coaching and retraining.

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 and on-road feedback. Using exception-based monitoring, the camera continuously records; however, video data is only saved when activated by embedded sensors that measure the force exerted on the vehicle (such as abrupt start/stops, sudden turns, accelerations/decelerations, speeding, and collisions). The unit also has a panic button that saves video footage when the button 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 are uploaded to DriveCam’s Risk Analysis Center where DriveCam’s trained professionals analyze the events (review, score, and comment on each event) for our management to use in coaching operators and improving operator safety. Events are stored on a web-based portal for a 90-day period. Afterward, 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. Scott is assigned full-time to MV’s

### DriveCam Video Event Recorder Features

- On-board 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)



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.

## Mobileye Collision Avoidance System

MV will provide the Mobileye collision avoidance system in the new term. 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 – driver inattention. An estimated 93 percent of all accidents are a result of human error, with nearly 80 percent of all accidents resulting from driver 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 and haptic (shaking seat) warning 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, it will trigger DriveCam to begin recording. This additional feedback will enable the DriveCam coach to more thoroughly coach operators in safe driving practices.



## Software

### Trapeze™ Paratransit Scheduling System

MV will continue providing the Trapeze™ paratransit scheduling system. In the new term, the company will update the system to version 16.0.27. Trapeze eliminates the manual, time-consuming processes of paratransit management, and offers ways to automate planning, delivery, and measurement of service delivery. Add-on modules offer easy integration with the tablets, interactive voice response (IVR), and AVL/GPS technologies, and also provide tools to manage the passenger certification process and complaint intake.



With the addition of Trapeze MON (described below), this system is immediately updated as operators perform trips on their tablets – allowing the dispatch team to monitor service in Trapeze as it is happening on the road. Similarly, as dispatchers update the system with late cancellations/trip changes or move trips onto different routes, these updates are immediately reflected on the operator's tablet. All trip information is saved to the Trapeze database for reporting and trip verification purposes, while changes are recorded in a system audit trail identifying who moved, canceled, or otherwise edited each trip.

## Trapeze MON

MV will continue to provide Trapeze PASS-MON for the City and RTS' ADA Paratransit service. Trapeze PASS-MON is the module that integrates the mobile units with Trapeze in real time. This module communicates bidirectionally with the on-board unit's client-side software and with Trapeze enterprise to affect real time communication with the PASS database. This component is critical to the mobile architecture of the real-time paratransit software. PASS-MON both transmits data to and from the tablets as well as receives real-time AVL updates regarding the location of the vehicle on a frequent basis.

## G. Two-way Communication System

### Radio Unit

In addition to full use of MDT technology, MV will provide a new Kenwood NX-3720HG / 3820HG a two-way digital communication system at its Gainesville location to ensure continuous voice communication between operators and dispatchers. This state-of-the-art two-way radio system is supplied and serviced by United Radio Communications. It gives a clear channel of communication between operators, dispatchers, maintenance personnel, and supervisors.

The expansive features included with this system are listed below. The company also provides a product information sheet in the appendix of this proposal.

- Multi-protocol digital radio: Designed to operate under an NXDN or DMR digital, and FM analog protocols
- NXDN Conventional and Type-C & Gen2 Trunking
- DMR Tier II & Site Roaming
- Mixed Digital & FM Analog Operation allows gradual migration at your own pace
- 7-color LED indicator
- External and Internal Speaker Switching
- Audio Output Power (4 Watts at 4 ohms)
- 512 CH/128 Zones



- Maximum of 1000 CH/Radio with option
- Paging Call
- Emergency Call
- Status/Text Message
- Remote Stun/Kill/Check

### **VoiceMaxx CE 7861 Model Telephone System**

In the new term, MV will implement a new phone system with the required call recording feature. The unit offers the City and RTS ADA Paratransit customers immediate clarity in voice/hearing quality, decrease in wait time, and expeditious call-backs from caller ID feature. A phone guide with a list of unit functionalities is included in the appendix of this proposal.



## **H. Transporting Riders – Operations Plan**

### **1. Compliance with City and RTS Requirements**

As the City and RTS' current provider, MV will continue to comply with all requirements regarding transporting riders including:

- MV will schedule and provide trips to any ADA certified person when the request for service is made up to the day prior to the requested trip. All ADA Complementary Paratransit service will have response and travel times comparable to the fixed route system.
- MV will follow all prescribed definitions including response time and scheduled pick-up time.



- Assuming the vehicle arrives within the pick-up window, MV will also follow all service requirements including allowing the ADA paratransit rider five minutes to board the vehicle (unless additional boarding time is indicated on the manifest or schedule). Should the vehicle depart without waiting the full five minutes and fails to leave a no-show tag or fails to make a good faith effort to locate the customer, the operator will be sent back within 20 minutes. If another operator cannot be sent back within 20 minutes, a stand-by operator will be dispatched at no expense to the City or RTS.



- MV will notify the City and RTS staff within 25 minutes of occurrence of all passengers failing to appear for a scheduled trip.
- MV will provide “Next Day” service and same day service requests will be accommodated as space is available.
- MV staff will be available for reservation service during all normal business hours and make provisions for reservations requests made on Saturday for Sunday trips, and on Sunday for Monday trips.
- MV acknowledges that riders can make reservations up to 14 days in advance, MV can negotiate pick up times up to one hour from the time the rider desires, and the rider must agree to any greater period.
- MV also acknowledges that the ADA Paratransit service is door-to-door service and will continue to require that its operators go only to the door or main lobby of the rider’s origin/destination and inform the rider of his/her presence.
- MV’s operators will never honk their horn to alert passengers of their presence or to return to the vehicle without offering assistance to the passenger. MV’s operators will also identify themselves to riders and be certain of the client’s identity before proceeding with the trip.





- MV will transport scheduled PCA's and Companions with eligible riders. They will be treated as a rider and fall under the same rules and regulations as a rider. PCA's will be transported without charge. Companions will be charged the rate agreed upon in the final contract.
- MV will transport service animals as defined per the FTA that are properly leashed and/or harnessed and under the control of their handlers at all times, in accordance with State and Federal Laws. MV's operators can prohibit a dog from boarding if that particular dog poses a threat to the operator, other passengers, or other service dogs.
- MV will transport children, visitors, and pets in compliance with the City and RTS requirements. MV's operators will also carry packages for the ADA passengers.

## 2. Reservations, Scheduling, and Dispatch

### Customer Service and Reservations

Telephones are staffed with personnel available for reservations and information calls Monday through Friday from 8:00 a.m. to 5:00 p.m.; Saturday 8:00 a.m. to 5:00 p.m. and 8:00 a.m. to 5:00 p.m. on Sunday. MV has a voicemail system for use outside of business hours (and on specified holidays).

The system operates 7 days a week: Monday through Friday from 4:30 a.m. to 8:30 p.m.; Saturday from 4:30 a.m. to 6:00 p.m.; and, Sunday from 9:00 a.m. to 5 p.m.

Transportation must be requested by 5:00 p.m. the day before service is needed; same day ADA service requests are accommodated as



ADA Celebration Conference





capacity and schedule allow. Trip reservations are accepted up to 14 days in advance, as required.

The City and RTS provide ADA service after 9:00 pm in the late-night service area. MV makes those reservations and coordinates service delivery with RTS for one or two passengers; when necessary MV provides late night service for groups of three or more.

Reservationists answer calls in the order received, and with a standard greeting: "Thank you for calling, how may I assist you today?" All dispatchers must attend MV-administered Telephone Doctor Customer Service Training, where they learn professional and respectful telephone skill and effective communication techniques.

MV uses the Florida relay system which allows the hearing impaired to communicate with MV's reservationists and allows MV to meet customer service needs.

## Trip Reservations

If the customer is interested in making a trip reservation, the reservationist asks them for his or her name or ID number, looks up their profile in Trapeze, and confirms their eligibility to use the service.

The reservationist creates a new trip in Trapeze, recording the pick-up and/or drop-off locations. When possible, the reservationist will make use of the common departure/arrival destinations saved in the customer profile screen of Trapeze. If the trip includes a new destination, the reservationist will record the location information in Trapeze, reading it back to the caller to confirm accuracy.

The reservationist confirms the trip details (including pick-up times) with the passenger. The reservationist inquires about any special assistance needed (such as carrying bags) and includes this information in the comment section of the manifest so that the operator may provide assistance within the program policies.

Once the reservationist records and confirms all trip details, he or she submits the trip request and Trapeze presents the reservationist with the best available options for scheduling the trip. If the reservationist is unable to schedule the trip at the exact time requested, he or she will attempt to negotiate a trip within one hour of the originally requested time.

If the trip cannot be successfully negotiated, the dispatcher documents the trip as a denial pursuant to ADA regulations and offers the passenger the opportunity to be placed on a standby list.

At the end of each call, the agent thanks the customer for their business.



## Subscription Trips

MV schedules subscription trips pursuant to ADA regulation and City and RTS service policy regarding the maximum allowable percentage of subscription trips. MV reviews subscription service monthly to confirm it does not exceed service requirements. MV provides the City and RTS with a list of subscription service pick-ups and drop-offs, their schedule, and productivity.

## Planning for Productivity and On-Time Performance

MV builds and maintains templates to create realistic and productive routes by incorporating demand trips and subscription trips in a way that maximizes available vehicle coverage and capacity and makes efficient use of available vehicle operator resources. Additionally, MV builds group trips to and from high volume areas and common trip generators into the subscription trip templates for maximum efficiency. This approach supports ongoing management of system productivity and on-time performance – from the start of the trip reservation process.

When initially scheduling trips, the reservationist submits the trip to the most appropriate route, built from these templates. Then, the Trapeze system presents the reservationist with several options from which to choose, while the customer remains on the phone. Often, this process requires some level of trip negotiation.

It is critical to appropriately negotiate trips to fit well with those already scheduled. In order to provide a superior reservation process, MV employs the following:

- **Scripting** – MV has developed scripts that a reservationist can use when negotiating times for trips. Scripts support consistent customer service and aid MV's team in finding solutions that help both the customer and the service.
- **Reservations management reporting** – MV has developed a series of reports that allow MV's team to track each scheduler and reservationist by the number of trips booked, appropriate negotiation percentages, and other critical items, in order to monitor performance.
- **Reservations training** – MV trains its reservations teams in best practices for Trapeze use, and how to leverage MV reports, monitors, and procedures to achieve success. This training arms MV's team with the tools needed to optimize service.



## Trip Changes and Cancellations

When a customer requests a same-day trip change or cancellation, the reservationist looks up the trip and initiates the change in Trapeze. If the change is a same day request, the reservationist initiates the change notifies the dispatcher and the vehicle operator.

In order to accommodate last minute trip changes, cancellations, and requests while appropriately protecting system productivity, MV uses a “cancellation matrix” – a historical report that displays per-day per-hour trip cancellation trends. Reservationists use this matrix to determine the right number of trips to overbook – based on historical data. For example, if the service regularly experiences between three and six trip cancellations each Monday between 9:00 a.m. and 10:00 a.m., MV will overbook the routes during that hour by five trips, knowing that there is an extremely high likelihood of at least three trip cancellations.

During the service day, dispatchers monitor excessive time between trips (slack time) and identify where and when to place unscheduled trips in order to improve system productivity.

## 3. Scheduling Procedures

Active scheduling begins 14 days prior to service delivery, consistent with the City and RTS’ advanced reservations window of 14 days in advance of the day of travel. When reservations hours end for the day, the route preparation process begins. The scheduler first reviews the next days’ routes for efficiency and begins the batching process in Trapeze.

During the trip batching process, Trapeze examines all trips and adjusts routes based on trip times and location. This process maximizes productivity while maintaining on-time performance.

It is good practice to seed (or “anchor”) each route with trips within an optimally established radius from the originating facility. The scheduler identifies these trips using the map view in Trapeze; they examine those trips at the route’s start and end times to find the best candidates for the first pick-up and last drop-off. This process ensures that routes are efficient and minimize unnecessary deadhead (and in turn, fuel consumption, and vehicle wear and tear) and vehicle operator time.

Once identified, these trips are placed on the route and “locked” – removing those trips from consideration during the batching process. Once the routes are seeded, the scheduler begins the automated batching process. As new trips come in, routes are re-batched frequently to attain maximum efficiency over the 14-day period.



Once this process is completed, the scheduler reviews all routes to ensure that schedules are attainable, yet productive.

When the routes are finalized, the scheduler confirms and assigns vehicles and operators to each route and determines their appropriate start-times (based on geography and time of day).

The scheduler then exports operator assignments from Trapeze; this data is used for MV's operator start time hotline. Operators can call this toll-free number to receive their start time for the next day.

The scheduler then prints the next day's manifests and the Operator Sign-On Log, expediting the check-in process on the following next day.

## Trapeze Parameters

Properly managing Trapeze parameters to allow highly accurate estimates of travel times and load times. These settings allow MV to set speeds based on:

- Time of day
- Geographic areas (congestion/high demand zones)
- Distance traveled
- Weekday/weekend
- Specific type of vehicle
- Load times by location
- Load times by type of trip (ambulatory vs. wheelchair)

These parameters are only useful if they appropriately reflect actual operation on the street. Therefore, MV has designed a speed analysis tool that, much like the cancellation matrix, uses historical trip performance to set and maintain these system parameters. MV adjusts these parameters seasonally to accommodate the influences in weather, seasonal tourism, school year traffic, etc. MV updates this analysis periodically, confirming that these settings remain accurate as the on-road environment changes.



## 4. Dispatching and Daily Operations Procedures

### Operator Check In

When the operator reports to the facility, he or she will check in at dispatch.

The dispatcher maintains a service log that indicates each operator's scheduled start and end times for the day. As each operator reports for work, the dispatcher records the arrival time on a paper service log and in Trapeze.

The operations manager or on-duty supervisor will be present, along with MV's dispatch team. The dispatcher will mark the operator as present and hand the operator his or her manifest, 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 Inspection Process

After the operator checks in with dispatch, he or she will proceed to the yard and locate his or her assigned 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. The operator must document all inspected areas of the vehicle and inspection results.

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 contact the on-duty mechanic. The mechanic will determine if the issue can be quickly rectified (for example, a bulb replacement), or the vehicle should be pulled from service (for example, the brakes are not operating properly).

If the vehicle must be pulled from service, the mechanic will communicate the change with the dispatcher, who will assign a backup vehicle (which is already pre-tripped) to the operator. The mechanic will place the vehicle out of service and list it on the out of service monitor, which will be mounted on the wall of dispatch and perform all required Lock-Out-Tag-Out procedures.





If the mechanic can make the repair 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.

## On-Road Operations

The operator notifies dispatch when they leave the yard by indicating so on the on-board tablet and radio. Throughout the service day, the tablet will guide the operator along the route, notifying him or her of the next scheduled stop. As the operator performs trips using the arrive/depart buttons on the tablet, the information is transmitted to and the route is updated in Trapeze.

MV's dispatchers continually track vehicle status and monitor service delivery throughout the service day in Trapeze and using MV's proprietary dispatch tools.

If the passenger does not appear, the operator alerts the passenger of their arrival by knocking on the door. If the passenger still does not appear, the operator uses the tablet and radio to request that the dispatcher call the passenger. If the passenger does not arrive within five minutes after the scheduled pick-up time has passed, the dispatcher authorizes a no show and documents the event and instructs the operator to move to the next stop.

## Mobility Device Securement

Providing safe transportation to persons in mobility devices is essential to the success of the ADA Paratransit service. Passengers using mobility devices generally require a greater amount of time and attention. Proper securement is critical to ensuring each customer enjoys a safe ride.

MV trains operators to always request permission of the passenger before touching or moving their mobility device. Operators communicate with the passenger throughout the boarding and securement process, making clear what they wish to do, prior to taking any action.



Operators put the vehicle into the park position, engage the parking brake, and power on the lift. Ensuring the mobility device area is free of hazards and ready

for the passenger, the operator removes wheelchair lift cover (if applicable) and exits the vehicle with the posey belt in hand. The operator then opens and deploys wheelchair lift.

The operator introduces him/herself to the passenger at eye level and confirms that it is the correct passenger. He/she then requests permission to inspect the mobility device brakes to ensure they are in good working condition. (If the brakes are not in good working condition, the operator brings the issue to the attention of the passenger and makes a note on the manifest.) The vehicle operator will communicate the issue with dispatch and the safety manager; who will determine whether the passenger can be safely transported.

With the passenger's permission, the operator then secures the posey belt on the passenger. If the passenger refuses the posey belt, the operator is required to notify dispatch.

Once secured, the operator notifies the passenger that they are about to move them. The operator then backs the mobility device on to the lift. If the device is electric, the operator turns off the power; if it is manual, the operator locks the brakes. The operator then informs the passenger that they are about to move the lift and engages the lift.

On the vehicle, the operator backs the passenger into the wheelchair seating location and secures the mobility device with a 4-point tie down and then secures the passenger using a lap and shoulder harness. If the passenger refuses the lap/shoulder harness, the operator notifies dispatch and activates DriveCam (if available) to record refusal on camera.

Upon securing the passenger and the mobility device, the operator gently shakes the mobility device to confirm it is secured and tight. They then stow the lift and close the door, replace the wheelchair lift cover (if applicable), return to the operator's seat, and power off the lift.

## Seatbelt Enforcement

MV is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this commitment, MV requires that all vehicle operators wear seatbelts while seated in the operator's area. Periodic operator evaluations performed by supervisors confirm such use.

Pursuant to section 37.5 of the DOT's ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all customers, including those sitting in vehicle seats. For example, on fixed route vehicles, if none of the other customers are required to wear shoulder belts then



neither can the person in the device be required to do so. Therefore, MV requires that passengers use seatbelts only if every seat on the vehicle is equipped with a seatbelt. In vehicles where seatbelts are only provided in seating reserved for disabled passengers/passengers in mobility devices, MV, by law, cannot require their use.

In these situations, operators are instructed to strongly recommend their use. Operators will mandate and assist in the securement of any mobility device, and upon passenger consent, assist the passenger in the securement of the posey belt and shoulder strap.

MV will ensure all securement equipment is in safe operating condition. Posey belts and shoulder straps are inspected daily by the operator. As this is considered safety-related equipment, no vehicle is allowed to enter service until any defects on this equipment are corrected.

## End of Operator Shift

When the operator has completed his or her shift, he or she notifies dispatch and head to the yard. The operator ending his or her shift performs a walkthrough of the vehicle to collect any items left on board and dispose of any trash. Then the operator performs a post-trip inspection.

## I. Vehicle Manifests/Schedules

MV continues to comply with the City and RTS' requirements regarding vehicle manifests and schedules including providing time indexed vehicle routing for each route in the form of a vehicle manifest or schedule; providing vehicle manifests/schedules to its operators; requiring that operators record correctly and legibly all required information on the vehicle manifest/schedules as they proceed with their routes such as actual time and odometer reading for each pick-up and drop-off, and fare collection information; making available to the City and RTS vehicle manifest/schedules when requested; verifying and correcting vehicle manifest/schedules as

### Katherine McClary Award

Mr. Melvin Brown received this award for his long-standing tenure, safety, and system knowledge.



necessary to provide complete information on trips provided; and requiring that operators follow the manifest/schedule as provided to them.

In addition, as described throughout the proposal, MV continues to perform required dispatch functions using the Trapeze paratransit scheduling software including tracking vehicle arrivals at all stops, gate times, vehicle and operator assignments, and trip transfers in a live environment. All information is entered into the system within 15 minutes of the event as required using tablets. MV provides Trapeze training to all appropriate employees.

## J. Accidents and Incidents

MV continues to adhere to all City and RTS requirements regarding accident and incident procedures involving the ADA Paratransit Service. MV notifies the City and RTS immediately in the event of a road call, incident that disrupts service, or an accident. MV provides a written report (including documentation and claims) within 24 hours of an accident or incident.

All MV locations have the following information readily accessible:

- Operator's family and/or emergency notification
- Local police department and/or local sheriff department
- Highway patrol/state police
- Local fire department and local ambulance service
- Tow truck, heavy equipment, and construction companies
- MV Risk Management staff and MV Safety staff
- General managers' home and cell phone numbers
- Local and MV emergency contact numbers

MV's reporting procedures are contained in all vehicles. The procedures read, "Should you be involved in an accident or should any other incident occur, immediately contact Dispatch who shall immediately communicate with the safety manager, who calls the 24-Hour Claim Line, (800) 831-0294."

Each vehicle must be equipped with three bi-directional emergency reflective triangles (not flares), a fire extinguisher having an Underwriters' Laboratories rating of 5 B, C or more, and Incident Reporting Packets with color disposable flash cameras.



If involved in a vehicular incident, the operator will notify the on duty dispatcher, who will dispatch a supervisor to the scene, and contact emergency personnel (when necessary). The operator must exercise on-scene emergency control until she or he is properly relieved by a supervisor.

The operator, with the assistance of the on-scene supervisor, will use the onboard accident kit to take photographs of the scene, obtain contact information of all witnesses (using Courtesy Information Cards) and complete an incident report. The operator is required to provide identification and cooperate with police.

As soon as is practical following an accident, drug and alcohol tests are administered to any employee whose performance could have contributed to the accident, such as dispatcher, mechanic, etc.

If reasonable suspicion is suspected, all reasonable suspicion testing guidelines are followed. Test results are obtained and reported to the general manager (or vice versa). The operator remains suspended from driving until his or her driving privileges are reinstated by the Qualifications department.

Upon return to the office, the accident report is submitted to the general manager or the operations manager.

## K. Complaints and Commendations

Expedient response to all complaints, comments, and commendations is critical to customer service excellence. All employees are instructed 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 supervisor 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. Complaints that are serious in nature must immediately be brought to the attention of the regional vice president and the City and RTS. Depending on the nature of the complaint either the general manager and/or regional vice president will personally handle these types of complaint investigations.

MV will respond to all service complaints within ten business days, and within 24 hours for a serious occurrence. 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, dispatchers, road supervisors, and any other staff involved in the situation
- Review of any DriveCam clips related to the event
- Review of any call recordings relating 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 yield 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 RTS and the complaint will be logged and submitted with all monthly reports, as required.

MV will continue to use its complaint tracking database to log and report all complaints, comments, and commendations received.

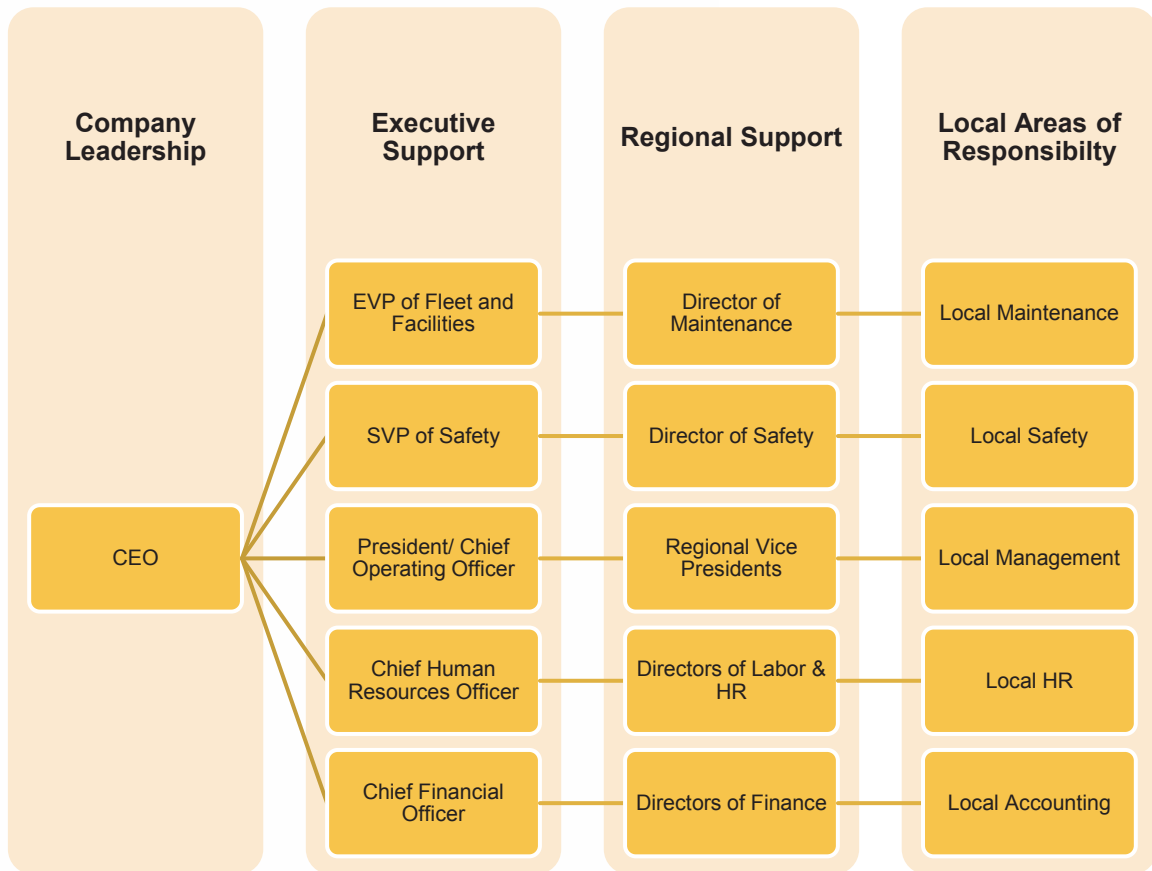


**Health Fair at Library Partnership  
in Alachua County**



## L. Liquidated Damages/Quality Assurance Programs

Our company's organizational structure provides leadership and support to the local team. This support structure confirms safe, professional, efficient service is delivered daily



We offer our customers a cross-functional quality assurance (QA) program that promotes excellence throughout the operation. This program is summarized in the table below. During the term of the contract, our team may adjust these inspections to accommodate the specific needs of your service, based on your request and our experience in similar services.

Auditor	Type of Inspection	Frequency	Description
<b>Regional Vice President</b>	<i>Performance Metrics</i>	Semi-monthly	Regional Vice President Steve Trinkle will have access to MV's online performance metrics dashboards through Viewpoint and Transit Miner reporting system]. He will review the performance of service to ensure adherence to company and customer standards.
<b>Regional Vice President</b>	<i>Customer Satisfaction</i>	Monthly	Mr. Trinkle will meet (in person or via telephone) with City and RTSJ staff regularly to gauge satisfaction with the company's operations. These discussions offer an excellent opportunity to discuss current challenges, successes, and areas requiring improvement.
<b>Regional Vice President</b>	<i>Audit Scheduling and Review</i>	As needed	Mr. Steve Trinkle, regional vice president will work with the regional team to establish a schedule of audits. He will review each audit upon completion and work with the regional team to create and complete an action plan when needed.
<b>Director of Safety</b>	<i>Safety Audits</i>	Annual	The safety audit is a full-day inspection of the operating facility in which the regional director ensures all safety elements are in place and performing as designed. The location is audited for compliance with company and customer safety policies, rules, regulations, standards, codes, procedures, and requirements. During this review, all employee training files are reviewed for compliance. All safety-related programs, issues, awareness, and reporting are reviewed for effectiveness and recommendation.
<b>Director of Maintenance</b>	<i>Facility Audits</i>	Annual	Facility audits include an inspection of the operating facility and preventive maintenance inspections of all facility systems and sub-systems. In addition to facility audits, locations undergo annual fire inspections and insurance underwriter inspections.
<b>Director of Maintenance</b>	<i>Shop Audit</i>	Semi-Annual	This audit includes a review of the facility, environmental compliance, tools, and equipment, office administration, records and maintenance safety, and training. If needed, an action plan will be developed to resolve any issues identified.



Auditor	Type of Inspection	Frequency	Description
<b>Director of Finance</b>	<i>Monthly Financial Statement Review Call</i>	Monthly	Together, Director of Finance Stephanie Dietz and Steve Trinkle review the income statements and general ledger during month-end close. This process confirms MV's books are accurate and align with budget forecasts.
<b>Operations Manager</b>	<i>Live Customer Service Reviews</i>	Monthly	MV's operations manager will perform weekly floor observations of all reservations and "where's my ride" calls to assess customer service quality. At minimum, each agent will be reviewed once each month.
<b>Accounting Manager</b>	<i>Call Recording Reviews</i>	Weekly	Each week, MV's accounting manager will perform random reviews of call recordings. At minimum, call recordings for each agent will be reviewed once each month.
<b>Accounting Manager</b>	<i>Call Hold Times</i>	Monthly	MV's accounting manager will perform reviews of call hold times by agent, time of day and day of week. As needed, call recordings will be reviewed as part of this analysis to determine root causes of long hold times.
<b>Maintenance Manager</b>	<i>Preventive Maintenance Inspection "Rerack"</i>	10% of all PMs Per Month	To review the quality and completeness of preventive maintenance inspections. The inspector will completely re-inspect 10 percent of the fleet under the PM inspection to ensure completeness.
<b>Safety and Training Manager</b>	<i>Safety Inspections</i>	Monthly	The safety manager performs safety inspections of the facility work environment monthly. Deficiencies are identified, documented, and corrected. All findings are reported to the regional director of safety, who will follow up on these items during the semi-annual audits.
<b>Passenger Advisory Committee (PAC) members</b>	<i>Secret Rider Program</i>	Ongoing	Secret riders will board vehicles as riders to observe service, monitor driver performance, customer service techniques, rider assistance, and fleet cleanliness. All secret rider evaluations will be scheduled by the general manager and are unannounced to the local team.



## M. Other Responsibilities

MV understands its commitment in assuming additional responsibilities at the direction of the City and RTS including distribution of requested information such as flyers and surveys to passengers and attending meetings.

MV contracts with the Alachua County EOC in order to make available to the Alachua County Emergency Operation Center (EOC) all requested vehicles and operators to respond to public evacuation.



**Participants in the Paratransit Rodeo in Daytona Beach**

## N. ADA Certification

MV acknowledges the City and RTS' established process for determining ADA paratransit eligibility. MV receives a list of ADA eligible riders through the Center for Independent Living.

MV continues to comply with the City and RTS' policy of providing one round trip to the certification and recertification appointment at the Center for Independent Living at no charge to the individual.



## O. Performance Standards

As the City and RTS' current provider, MV understands how to meet performance standards. MV will continue to comply with all requirements including:

### Providing Data:

- Ensuring data is updated and available at all times



- Maintaining a list of active/inactive City and RTS vehicles for the ADA Paratransit program and report them to the City and RTS as required by the maintenance manager. who must keep a file for each vehicle which includes vehicle registration maintenance reports accident or injury reports involving the vehicle
- Providing to the City and RTS an updated copy of its System Safety Program Plan
- Maintaining copies of all accident/incident reports as well as any correspondence or documentation
- Ensuring all insurance certificates are on file at all times

### Providing Reports:

MV continues to meet service standards and provide data to assist the City and RTS in compiling and completing required daily, weekly, monthly, quarterly, and annual reports. Specific reports MV is required to provide information and assistance include:

- Quality Assurance Program (QAP)
- Annual Operating Report
- On-time Performance.
- Passenger Trips per Hour
- Complaints
- Complaint resolution
- Safety
- Phone reservations
- Travel times
- Trip denials
- Missed trips
- ADA Database in GIS format



## National Transit Database (NTD) Reporting:

As a national provider of transit services and the City and RTS' current provider, MV is well-versed with NTD reporting requirements and will continue to comply with all requirements including entering the following required data directly into the NTD database each month:

- Vehicles operated in maximum service
- Vehicles available for maximum service
- Periods of service (time service begins and ends)
- Service supplied (to include number of vehicles in operation, total actual vehicle miles, total vehicle hours, total actual vehicle revenue miles and total actual vehicle revenue hours)
- Unlinked passenger trips
- Passenger miles
- ADA unlinked passenger trips
- Days of operation
- Days not operated due to strikes or officially declared emergencies
- Fuel consumption
- Service interruptions or major breakdowns

## Monthly

MV continues to provide the following information to the City and RTS each month:

- Operator manifests indicating scheduled pick up time versus actual pick up time and scheduled destination drop off time versus actual destination drop off time
- Record of ADA complaints received from passengers
- Accident data
- Total vehicle mileage

- ADA Vehicle mileage
- Passenger counts
- Trip cost data
- Telephone statistics for Reservations and Customer Service in the prescribed format
- Passengers per hour totals
- Total System No show numbers
- ADA No show Numbers
- Total System Cancellations
- Total ADA Cancellations
- Trip denials

## P. Operations Procedures

MV's proposal demonstrates its ability and commitment to continue to meet all City and RTS operational procedures and requirements including:

- On-time performance
- Service complaints
- Service safety
- Delivery of completed vehicle manifests/schedules
- Missed trips
- Valid complaints



## Q. Accountability and Audit Requirements

MV acknowledges its responsibility to maintain financial and other records, documents or reports as necessary to properly account for all funds expended in the performance of this Agreement and to allow for the audit of such records or reports by the City and RTS, FTA and/or their designees. MV makes all records related to this Agreement available for inspection, review or audit by personnel duly authorized by the City and RTS at all times for a period of at least three years from the date of payment.

MV also acknowledges its responsibility to have an annual independent audit of its Gainesville location. MV complies with all City and RTS requirements pertaining to the audit.

### Katherine McClary Award

Mr. Frederick Sercey was the recipient of MV's award for his consistency in safety performance excellence.



## R. Payments

MV understands its responsibility in providing the City and RTS properly completed and timely invoices as well as manifests in order to receive compensation for work performed. MV also understands the City and RTS' policies and procedures regarding invoicing and reimbursement.

## S. Insurance

MV has the ability to provide insurance of the types and amounts required in the RFP. Please see a current copy of MV's insurance certificate for the City and RTS services in the appendix of this proposal.

## T. Records

MV continues to maintain records in compliance with City and RTS, and all federal and state laws, rules and regulations.



In addition, MV uses Lawson Software Enterprise Resource Planning Solution. The Lawson Financial Suite includes: General Ledger, Accounts Receivable, and Accounts Payable. The Lawson Human Resources Suite includes Personnel Administration, Benefits Administration, Payroll, Time Management, and Employee and Manager Self-Service.

This system is a fully integrated, web-enabled solution running on an NT platform. The software is scalable to allow for growth.

The web-enabled feature allows company management to selectively determine which processes and controls can be centralized and which can be managed at a local level.

All accounting systems are hosted at MV's data center in Las Vegas, NV with backup servers in Denver, CO. MV's accounting and payroll departments are based in Elk Horn, IA.

Accounting records are maintained on the accrual basis of accounting following Generally Accepted Accounting Principles ("GAAP").

MV is able to meet the FTA/NTD reporting requirements and currently provides these reports to clients who receive Federal funding and are required to submit them. MV uses the accepted FTA sampling methodology and has systems in place to collect and report this information pursuant to the guidelines of the National Transit Database Reporting Manual.

## U. Capital Replacement Fund

MV will continue to comply with all Capital Fund Replacement requirements including payment of a flat monthly amount for the capital replacement program which will be deducted from the monthly service invoice.

## V. Performance Guarantees

MV acknowledges its responsibility and makes a commitment to the City and RTS that it will continue to maintain a level of quality service, which includes timely response and resolutions to customer service inquiries and/or complaints, as well as timely submission of invoices.

## W. FTA Requirements

MV will continue to follow all FTA requirements in fulfillment of the City and RTS' ADA Paratransit Service including the following:





## 1. Civil Rights

Equal Employment Opportunity (EEO) programs and Affirmative Action Plans (AAP) are prepared on an individual division basis. Within 60 days of MV being awarded the contract, MV will prepare an EEO Program pursuant to FTA regulations and a written AAP that is compliant with Executive Order 11246.

### Equal Opportunity Employer

Equal Employment Opportunity (EEO) programs and Affirmative Action Plans (AAP) are prepared on an individual location basis. Within 60 days of MV being awarded the contract, MV will prepare an EEO Program pursuant to FTA regulations and a written AAP that is compliant with Executive Order 11246.



MV has an Equal Opportunity Employment (EEO) policy to 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 law. MV will take affirmative actions to ensure that applicants are employed and that employees are treated fairly during their employment, without regard to their age, race, religion, color, sex, disability, national origin or any other characteristic protected by law. Such actions include, but are not limited to the following: employment, upgrading, demotions or transfer; recruitment or recruitment advertising, layoff or termination; rate of pay or other forms of compensation; and selection for training, including apprenticeship.

### Commitment to Equal Opportunity Practices

It is the policy of MV Transportation that employment decisions shall be based on merit, qualifications, and competence. Except where required or permitted by law, employment practices shall not be influenced or affected by virtue of an applicant's or employee's race, color, religion, sex, national origin, age, sexual orientation or any other characteristic protected by law. In addition, it is MV Transportation's policy to provide an environment that is free of unlawful harassment of any kind, including that, which is sexual, age-related, or ethnic. This policy statement governs all aspects of employment, promotion, assignment, discharge, and other terms and conditions of employment.

## Equitable Labor Management Practices

MV holds a record of equitable labor management practices. It has been a long-standing custom to implement equitable management practices such as progressive discipline, open door policies, and employee development and empowerment. Location steering committees empower front-line employees to affect change within their specific locations. Further, the specific focus of the company's Bridges Committee is the oversight and protection of the company mission, vision, and values across the organization as a whole. MV's lack of conflict in the area of labor management, demonstrates its ability to preserve positive relationships with our employees, whether covered by a collective bargaining agreement or not. In the end, MV remains committed to mutual respect, individual development and continual recognition of its employee base.

## Discrimination and Harassment Prohibition Policies

All Company employees have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive. Consistent with the company's respect for the rights and dignity of each employee, harassment based on race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law, will not be tolerated. This includes harassment by an MV employee, contractor, agent, or third parties with whom MV employees interact during the course of their employment.

Any employee who believes that he or she has been the subject of sexual or any other form of harassment or observed any harassment is trained and encouraged to bring the matter to the attention of their supervisor, any executive or any human resources employee. Alternatively, they may contact the Employee Relations Hotline.

## 2. Disadvantaged Business Enterprise (DBE)

MV will abide by all Disadvantaged Business Enterprise (DBE) guidelines and report its DBE participation obtained through race-neutral means throughout the contract period. MV recognizes its responsibility in developing other minority-owned businesses. MV makes efforts to ensure that DBE businesses have the maximum practical opportunity to participate in this contract, and will never discriminate on the basis of race, color, national origin, disability or sex in the performance of this contract. MV will work with the City and RTS to identify any and all feasible opportunities for DBE participation.



### 3. Energy Conservation

With more than 200 transit systems in operation across North America, MV recognizes the important impact public transportation has on traffic congestion, air quality, and the environment as a whole. According to the American Public Transportation Association:

*Public transportation plays an important role in reducing the nation's energy use and greenhouse gas emissions. Due to the combined reduction in private passenger vehicle miles, reduced automobile cong*

*estion, and reduced travel distances due to the land use impact of public transportation, more than 4 billion gallons of gasoline are saved, and 37 million metric tons of carbon dioxide emissions are avoided, as described in Table 20. According to the U.S. Environmental Protection Agency's Greenhouse Gas Equivalencies Calculator, the annual carbon dioxide reductions provided by public transportation equals the annual carbon storage capacity of 29 million acres of forest<sup>2</sup>.*

MV further recognizes that its role in providing public transportation includes being an environmentally responsible company. As such, MV works to incorporate environmentally-friendly business practices into its decision-making processes and to find new ways to influence the environmental health of the communities it serves.

\*It is important to note that MV operates under a diverse array of contractual obligations, each placing a different set of controls under the company's direct decision-making process. Therefore, depending on the location of the transit system and operating contract MV works under, the company's responsibilities vary.

MV has in place (or when appropriate, recommends to its customers) the following initiatives to reduce its carbon footprint and promote an environmentally-friendly workplace:



**Participants in the Florida Triple Crown Roadeo**

<sup>2</sup> <http://www.apta.com/resources/statistics/Documents/FactBook/2015-APTA-Fact-Book.pdf>

- **Energy Management Plan:** Energy use reduction is easily achieved by training employees in environmentally focused policy and procedure. MV takes the following actions to reduce energy consumption:
  - > An initial audit of existing energy use is conducted. Any needed energy efficient practices are immediately implemented.
  - > All employees are trained in energy conservation techniques at the workplace. This training is reinforced through posted reminders and monitored by team leaders that have been selected for each department. This includes:
    - Installing motion detectors on the lights
    - Turning off lights that are not needed
    - Keeping temperature settings regulated
    - Regularly cleaning all heating and air conditioning filters
    - Turning off and unplugging equipment that is not used on a regular basis
    - Turning off all vending machines lights
    - Shutting down machinery (such as copiers) at night
    - Configuring computers and copiers to go to into sleep mode after a period of inactivity
  - > Long-term actions are taken to reduce energy use by replacing equipment as needed with more energy-efficient technology:
    - Replace expired bulbs with energy-efficient lighting
    - Replace all CRT monitors with LCD which consumes 60 percent less energy
    - Replace aging equipment with energy saving models
    - Work with clients to research solar initiatives
- **Recycling Plan:** MV encourages paperless operation and promotes recycling throughout its operations to reduce the overall amount of trash produced.



- > Dispose of all e-waste using a certified electronics recycling company
- > Transition to paperless inspection systems to minimize paper use
- > Cycle all wastewater through a water clarifier
- > Use grey water for bus washing when possible
- > Recycle all used oil using a certified recycling vendor
- > Confirm maintenance personnel are either 608 or 609 certified in the proper use of AC recycling machines
- **Fuel Management Plan:** MV minimizes fuel usage using a number of procedures, described below.
  - > Creation of idle-time policy and procedure to reduce emissions and fuel consumption, while remaining aware of passenger comfort and vehicle compartment temperatures
  - > Analysis of the system and service demand to ensure fleet size and vehicle capacities are appropriate for the service
  - > Effective and timely preventive maintenance intervals in which fuel systems are maintained and engine components tuned, maximizing fuel efficiency
  - > Monitoring and tracking fuel usage (and variances) using Trapeze Enterprise Asset Management (T-EAM) maintenance software system
  - > When applicable, MV uses synthetic lubricants
  - > Checking tire pressure when a vehicle is being inspected/repaired
  - > Performing all OEM recommended tune-ups, adhering to all specifications for valve adjustments and injector life, along with turbocharger waste gate adjustments – to ensure better fuel conservation
- **Other Initiatives:** MV will also work in partnership, as desired, with the City and RTS to enact green initiatives. Examples include:
  - > Procurement of alternatively fueled and/or hybrid powered vehicles
  - > Assist clients with the installation of solar panels at the facility





- > Initiate “Spare the Air” and “Dump the Pump” events where communities are encouraged to ride public transit

## 4. Required Certifications

Please see MV’s completed and signed RFP forms and addenda in the appendix of this proposal.

## X. Implementation Schedule

MV is the current operator of these services; therefore, no transition of service will be necessary should MV be selected for the next contract term. Retaining MV as the City and RTS’ contractor eliminates the need for a costly startup, or the learning curve required by a new contractor and assures the continuity of these important services.



### 3. Price Proposal

MV provides the price proposal at the end of this section.



**SECTION VII – PRICE PROPOSAL**

- 1.1 The following pricing is submitted as the all-inclusive pricing to provide paratransit services in accordance with the requirements of the Scope of Work/Services as set forth in this RFP document. Enter below for each service the total amount (price) to be paid by the CITY. The *Estimated Quantity* listed in the following Schedule is for evaluation purposes only.
- 1.2 Proposal pricing shall be an all-inclusive per trip unit price for all services performed under this contract. Said pricing shall be firm for the first two (2) years of the five year contract. This contract is subject to a percentage increase to the *Unit Price* of each line item annually beginning with year three (3) of the contract, not to exceed 3% . The increase shall be in accordance with the U.S. Bureau of Labor Statistics National Consumer Price Index (CPI), “All Urban Consumers”, “U.S. All Items, 1982-84=100 – CUUR000SA0”, “Not Seasonally Adjusted” , “U.S. city average” as measured for the previous 12 month period ending in May of each year. Beginning with year three (3) of the contract, the City will consult the aforesaid index for the month of May and send written notice of the percentage increase by August 15th, unless the data is not yet available. Should the index indicate a percentage decrease the Unit Price of each line item will remain unchanged for that corresponding year of the contract.

*City of Gainesville and Alachua County Service Area*

Line Item	Description	Estimated Quantity Per Month	Unit	Unit Price
1	ADA Service Area Ambulatory	3723	Per Trip	\$ 35.05
2	ADA Service Area Wheel Chair	1154	Per Trip	\$ 39.74
3	ADA Companions	29	Per Trip	\$ 9.82

*Note: Estimated monthly trips are based on actual trips for March 2018 to February 2019 and have been adjusted in accordance with Addendum 1, question and response number 64.*

- 1.3 If circumstances regarding your overhead costs to provide the contracted service change, then contractor may submit a request, with proper documentation, for renegotiation of the per trip rates. The City will allow one such renegotiation opportunity only during the first two years of the contract.

  
 Dorothea DePrisco, Assistant Corporate Secretary

March 25, 2019  
 Date



**CONFIDENTIAL**

## 4. Qualifications

### A. Company Experience

The company's extensive experience operating more than 200 contracts across North America contribute to MV's qualifications to continue providing these services. MV's passenger transportation service modes include commuter service, fixed route, flex route and demand response transportation. Within our operations, we offer turnkey services including but not limited to fleet and facility maintenance, transit management technologies, labor management, and service model design.

Our approach to our business is simple – we unite industry best practices with state-of-the-art operating concepts to deliver unique solutions to our customers.

- **Paratransit and Demand Service:** MV provides more demand response service than any other company; this work is the foundation of our business and we have remained the market leader. Our experience ranges from small, local general-public dial-a-rides to extremely complex, high volume, metropolitan ADA services. From Los Angeles to New York City, our paratransit footprint is unsurpassed.
- **Non-Emergency Medical Transportation:** We provide non-emergency Medicaid transportation services in several counties in the State of Florida, operating as the Community Transportation Coordinator in several



**TD Legislative Day in Tallahassee**



counties. We also operate non-emergency medical transportation programs through other funding sources, including several services within the California regional center program.

- **Fleet Maintenance:** The company’s maintenance program is developed based on industry best practices and in conjunction with MV’s skilled maintenance professionals. The company’s fleet maintenance services continue to protect and extend the life of its transit fleets. Operating in areas of severe and unpredictable weather events (including Las Vegas, Anchorage, Denver, and Orlando) and within challenging operating environments (New York City’s Five Boroughs, the Washington, D.C. metropolitan area, and the Dallas–Fort Worth Metroplex), MV has unparalleled maintenance capabilities

## Company History

MV Transportation was founded in San Francisco by Feysan and Alex Lodde in 1975. Our founders’ mission was simple: to provide freedom of mobility to those individuals who did not have access to transit, due to their disability or age. Not only were paratransit services non-existent, but many apartment buildings did not have elevators – facts that illustrate the criticality of the Loddes’ work. To serve her passengers, Feysan would carry passengers up and down flights of stairs.



Feysan and Alex Lodde  
Founders and owners

This history still defines who we are as a company: compassionate, forward-thinking, and staunchly committed to delivering critical services to our communities.

Today, MV operates in more than 200 locations within 25 states in the U.S., and two provinces in Canada. We work with public entities like cities, counties, and transit agencies; as well as school districts, universities, and private companies. While our portfolio of customers is diverse, our job remains focused on the efficient and safe mobility of people.

From fixed route to paratransit, on demand, shuttle, and black car, our team plays a significant role in mobility today. U.S. owned and privately held, MV offers the City and RTS a progressive partnership that has the experience to accomplish your goals – with inventive approaches and utmost flexibility.





## B. Qualifications/Statement of Qualifications

The company's qualifications include its transit industry experience of more than four decades providing mobility to persons of disabilities. MV's history providing these services for the past sixteen years demonstrates our capability and commitment to continue providing the ADA Paratransit Services for the communities throughout the City of Gainesville and Alachua County.

MV acknowledges receipt of the new section outlined in Addendum No. 3; as the current provider of these services, MV confirms that the company meets the additional qualifications specified within the addendum. A copy of the addendum is included along with the required corresponding initial for each item numbered 1 through 5. The executed copy is provided in the appendix of this proposal. The company meets the City and RTS' additional qualifications to include the following:

1. Yes, MV's operating facility is located in the City limits and off of a fixed route.
2. Yes, MV already employs the Trapeze Transportation Management Software Scheduling system that interfaces with Mobile Data Terminal (MDT) devices or GPS capable tablets and have the capability necessary to provide location and changes to scheduled pickups or drop offs.
3. Yes, MV has in use operational MDTs or tablets in all vehicles.
4. Yes, MV has a minimum of 5 years of providing ADA paratransit service.
5. Yes, MV's General Manager Ed Griffin is 100 percent dedicated to this contract.

## C. 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 2016-2017 are enclosed separately in a sealed envelope along with the original proposal. Our financial position is solid, and the company has the financial resources and wherewithal to meet its financial obligations. For more information regarding the financial viability of MV, please contact Ms. Meg Lassarat, chief financial officer, at (972) 391-4685.



## D. Similar Contract References

MV provides summaries of services of similar size and scope to that of the City and RTS' ADA Paratransit Service. The contracts below demonstrate the company's capability and qualifications to continue to manage and operate these services.

### Palm Tran Connection (Palm Beach County, FL)

Since 2015, MV has provided paratransit services through the Palm Tran Connection. This demand-responsive, shared ride, door-to-door paratransit service serves persons with disabilities in Belle Glade, Pahokee, Canal Point, and South Bay.



MV uses the Trapeze scheduling software to schedule and dispatch trips.

The City and RTS may contact Mr. Chad Hockman, director of the Palm Tran Connection at 561.649.9848 and [chockman@pbcgov.org](mailto:chockman@pbcgov.org) 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 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 25 gas and diesel vehicles, which is maintained by a local vendor.

Please contact Ms. Claudette Mahan, transit manager at 561.373.1686 and [cmahan@martin.fl.us](mailto:cmahan@martin.fl.us) as a reference for this contract.



## Collier Area Transit and Collier Area Paratransit, Collier County Board of County Commissioners (Naples, FL)

MV began operating fixed route and paratransit service for Collier County in 2016. The County serves as the designated CTC. Its duties are administered by the Collier County Public Transit & Neighborhood Enhancement (PTNE) Division.



The fixed route service, known as Collier Area Transit (CAT), operates on 18 routes, including one express route. MV operates and maintains 23 Gillig vehicles, including gas and hybrid diesel/electric fuel types.

Collier Area Paratransit comprises a fleet of 23 cutaway vehicles. Service is operated through a number of funding sources, including the State Commission for the Transportation Disadvantaged, Americans with Disabilities Act Federal grant, local and state funding and grants.

Maintenance functions are performed by a maintenance vendor.

Please contact Ms. Michelle Arnold, director of public transit, at 239.252.5841 and [Michelle.Arnold@colliercountyfl.gov](mailto:Michelle.Arnold@colliercountyfl.gov) as a reference for this contract.



## 5. Appendix

The company provides the following City and RTS documents as required in the RFP along with related supporting materials to include:

### A. Certification Forms

1. Certification Regarding Lobbying
2. Disclosure of Lobbying Activities
3. Contractor Responsibility Certification
4. Subcontractor/Subconsultant List and Bidder Status
5. Drug-Free Workplace Form
6. Proposal Response Form – Signature Page
  - a. *Included are Items for Discussion as Appendix to this form*
7. City of Gainesville General Government Procurement Division Survey Bid Information
8. Addenda Acknowledgement and copies of addenda



### B. Insurance Certificate

**C. Two-Way Radio Communications System  
Product Information Sheet**

**D. VoiceMaxx CE Phone System Product  
Information Sheet**

**E. Satisfied Client Letters**





# Required Certification Forms and Addenda

**CERTIFICATION REGARDING LOBBYING**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Signature of Contractor's Authorized Official

Dorothea DePrisco, Assistant Corporate Secretary

Name and Title of Contractor's Authorized Official

March 22, 2019

Date

N/A

**DISCLOSURE OF LOBBYING ACTIVITIES**

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

Approved by OMB  
0348-0046

(See reverse for public burden disclosure.)

(To be submitted by bidder, if applicable, refer to instructions on the next page)

<b>1. Type of Federal Action:</b> <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	<b>2. Status of Federal Action:</b> <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	<b>3. Report Type:</b> <input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change  <b>For Material Change Only:</b> Year _____ quarter _____  date of last report _____
<b>4. Name and Address of Reporting Entity:</b> <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____ if known :  Congressional District, if known: 4c		<b>5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:</b>  Congressional District, if known:
<b>6. Federal Department/Agency:</b>	<b>7. Federal Program Name/Description:</b>  CFDA Number, if applicable: _____	
<b>8. Federal Action Number, if known :</b>	<b>9. Award Amount, if known :</b> \$ _____	
<b>10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):</b>	<b>b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):</b>	
<b>11</b> Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____	
<b>Federal Use Only:</b>		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

**INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES**

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.  
  
(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

**CONTRACTOR RESPONSIBILITY CERTIFICATION**

The Bidder is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes. For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?		X
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?	X	
3. Has the firm defaulted on any project in the past three (3) years?		X
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?		X
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of \$1,000?	X	
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?		X
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	X	
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	X	
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	X	
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	X	
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	X	

**Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all information included in the Contractor Responsibility Certification or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.**

Bidder Name: MV Transportation, Inc.

Name/Title of person completing this form: Dorothea DePrisco, Assistant Corporate Secretary

Signature: 

Date: March 22, 2019



## Attachment to Contractor Responsibility Certification

2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?

In November 2016, MV's former Chief Financial Officer ("CFO"), Bradley Cornelsen, was convicted on five felony counts of wire fraud. MV was the victim of Cornelsen's fraud, which totaled over \$1M, and involved misappropriation of MV funds. He was sentenced to 48 months' imprisonment on March 31, 2017.

Once MV became aware of the actions in April 2014 by Mr. Cornelsen, it took immediate action to investigate the fraud. As a result, Cornelsen was terminated for cause on April 18, 2014. MV turned the evidence over to the FBI and Department of Justice for further investigation, which resulted in the charges being brought against Mr. Cornelsen. MV has since instituted some internal controls to prevent, limit, and detect policy violations and lapses in judgment. MV strives to maintain an ethical corporate culture to prevent, limit and detect issues in the future.

5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of \$1,000?

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 litigation are confidential; if the City of Gainesville requires more information on litigation for the purpose of evaluating MV, please contact Mr. Ted Navitskas, General Counsel at 972.391.4600.

**SUBCONTRACTOR/SUBCONSULTANT LIST  
and  
BIDDER STATUS**

The Bidder/Proposer shall provide information on ALL prospective subcontractor(s)/subconsultant(s) who submit bids/quotations in support of this solicitation. Use additional sheets as necessary.

IDENTIFY EVERY SUBCONTRACTOR(S)/SUBCONSULTANT(S)	SCOPE OF WORK TO BE PERFORMED	CERTIFIED D/M/WBE FIRM? (Check all that apply)	PERVIOUS YEAR'S ANNUAL GROSS RECEIPT'S	UTILIZING ON THIS PROJECT
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO: _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  or  NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  or  NO
NAME: _____ ADDRESS: _____ _____ PHONE: _____ FAX: _____ CONTACT PERSON: _____ _____	SCOPE OF WORK: _____ _____ _____ AGE OF FIRM: _____	YES _____ NO _____ IF YES, DBE _____ OR MBE _____ OR WBE _____	_____ Less than \$500K _____ \$500K-\$2 mil _____ \$2 mil - \$5 mil _____ more than \$5 mil.	YES  Or  NO

**Check here if use of subcontractor(s)/subconsultant(s) is/are not applicable for this project:**

Name of Bidder/Proposer: MV Transportation, Inc.

Name/Title of person completing this form: Dorothea DePrisco, Assistant Corporate Secretary

Is Bidder/Proposer a DBE?  Yes  No

If No, is Bidder/Proposer a M/WBE?  Yes  No

Signature: 

Date: March 22, 2019


**DRUG-FREE WORKPLACE FORM**

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

MV Transportation, Inc. does:  
(Name of Business)

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 program,s, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid 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 bid, 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 firm complies fully with the above requirements.

  
 Bidder’s Signature  
 March 22, 2019  
 Date

**PROPOSAL RESPONSE FORM – SIGNATURE PAGE**

(submit this form with your proposal)

TO: City of Gainesville, Florida  
200 East University Avenue  
Gainesville, Florida 32601

PROJECT: **ADA Paratransit Service in City of Gainesville and Alachua County**

RFP#: **RTSX-190028-DS**

RFP DUE DATE: **March 27, 2019 @ 3:00 p.m.**

Proposer's Legal Name: MV Transportation, Inc.

Proposer's Alias/DBA: N/A

Proposer's Address: 2711 N. Haskell Avenue, Suite 1500 LB-2, Dallas TX 75204

PROPOSER'S REPRESENTATIVE (to be contacted for additional information on this proposal):

Name: Edward Griffin Telephone Number 407-455-2632

Date: March 22, 2019 Fax Number 352-378-6117

Email address egriffin@mvtransit.com

**ADDENDA**

The Proposer hereby acknowledges receipt of Addenda No.'s 1, 2, 3, to these Specifications.

**TAXES**

The Proposer agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since often the City of Gainesville is exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

**QUALIFIED LOCAL SMALL AND/OR DISABLED VETERAN BUSINESS STATUS (check one)**

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Program? (Refer to Definitions)  YES  NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Program? (Refer to Definitions)  YES  NO

**SIGNATURE ACKNOWLEDGES THAT:** (check one)

- Proposal is in full compliance with the Specifications.
- Proposal is in full compliance with specifications except as specifically stated and attached hereto.

Signature also acknowledges that Proposer has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this RFP.

(CORPORATE SEAL)



ATTEST:

PROPOSER:

*Elyse Sottero*  
 Signature

*Dorothea DePrisco*  
 Signature

By: Elyse Sottero

By: Dorothea DePrisco

Title: Senior Compliance Manager

Title: Assistant Corporate Secretary



## Items for Discussion

MV respectfully requests discussion of the following recommendations at the appropriate time during the procurement process.

RFP/Contract Section	Stated Language	Proposed Language	Explanation
Price Adjustment	N/A	<p>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.</p>	<p>Contractor needs price protection for changes requested by the City, or for matters that were not contemplated at the time of Contractor's proposal.</p>
Contract Negotiation	No form provided	N/A	<p>Contractor reserves the right to negotiate the terms and conditions of the final contract for the services.</p>
Force Majeure	N/A	<p>Include force majeure provision relieving both parties from performance under the Contract for circumstances beyond their reasonable control (acts of God, war, labor strikes, slowdowns, sick-outs, or other disputes, etc.).</p>	<p>Contractor should be excused from performance for circumstances beyond its reasonable control.</p>
RFP Part B, Section 4 – Indemnification	Broad indemnity	<p>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.</p>	<p>For damages resulting from the joint negligence of Contractor and the City, damages should be apportioned on a percentage of fault basis.</p>

## Items for Discussion

RFP/Contract Section	Stated Language	Proposed Language	Explanation
RFP Part B, Section 8 – Termination; FTA Provisions 1.12 – Termination for Convenience	City may terminate for convenience with 7 days' notice.	Revise to provide for a minimum of 60 days' advance notice and payment of Contractor's reasonable close-out costs.	Contractor may have contract termination costs as well as employment termination obligations required by law (WARN ACT, etc.).
RFP Part B, Section 9 – Applicable Law	Venue in the courts of Alachua County, FL		
RFP Section IV, Technical Specs, Section 1.3	City will manage contract and be the final arbiter in all disputes.	Revise to provide for dispute resolution via mediation, arbitration and/or a court of competent jurisdiction.	Disputes should not be conclusively determined by either party to the dispute.
FTA Provisions 1.18 – Transit Employee Protective Arrangements	Contractor agrees to comply with the requirements of 49 U.S.C.A 5333(b) and 29 C.F.R. Part 215	Revise to provide that the City will be administratively and financially responsible for 13(c) obligations. Contractor is obligated to bargain collectively with any union representing its employees, and to comply with the terms and conditions of the CBA it enters into with such union.	Contractor should be responsible only for its obligations to bargain collectively with any union representing employees, but should not be responsible for other 13(c) claims against the City or the prior contractor.

N/A  
**CITY OF GAINESVILLE  
GENERAL GOVERNMENT  
PROCUREMENT DIVISION SURVEY  
BID INFORMATION**

**BID #: RTSX-190028-DS**

**DUE DATE: March 27, 2019 @ 3:00 pm**

**SEALED PROPOSAL ON: ADA Paratransit Service in City of Gainesville and  
Alachua County**

**IF YOU DO NOT BID**

Please check the appropriate or explain:

- 1. Not enough bid response time.
- 2. Specifications not clear.
- 3. Do not submit bids to Municipalities.
- 4. Current work load does not permit time to bid.
- 5. Delay in payment from Governmental agencies.
- 6. Do not handle this item.
- 7. Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

# Gainesville.

Citizen centered  
People empowered

## ADDENDUM NO. 1

**Date:** March 6, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

**NOTE:** This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Questions received so far and City's response:

**Question 1:** Section F, page 4: Will questions regarding this RFP be allowed to be submitted via email? If yes, please provide an email address contact.

**Answer 1:** Yes, email to [sescoda@citvofgainesville.org](mailto:sescoda@citvofgainesville.org).

**Question 2:** Section B, page 8: The number of trips on the price pages are significantly different than the amount of trips provided on page 8 of the RFP. Price pages total 70,908 annual Trips. 2018 trips total 56,952. Please clarify the approximate increase of 14,616 annual trips.

**Answer 2:** It is an average for each area. Do not add the wheelchairs and companions into the Ambulatory number. The numbers provided on page 8 are the actual numbers of trips purchased from the current contractor; which are only ADA trips, not the 5311 and 5310 trips. The 5311 and 5310 trips cannot be included because they require 50-50 funding match.

**Question 3:** Section A, page 10: Please clarify how the prices will be evaluated; will the full contract term be considered or only the first two years of pricing?

**Answer 3:** The full five years of pricing plus estimated CPI increase allowances will be used for the evaluation of the price.

**Question 4:** Section 1.4, page 15: The RFP states, "The City will provide a minimum of fourteen (14) cutaway paratransit vehicles to be used to provide ADA service." In the 2017-2018 TDSP there are 38 vehicles list in the fleet. Of these vehicles; 22 are provided by RTS, 3 by the County, and 13 are provided by the current contractor. Please provide the number of vehicles the proposer should assume providing to this contract to allow for a fair pricing comparison.

**Answer 4:** The numbers on the TDSP are outdated. Currently the contractor has 19 City vehicles. We use grants to get vans. We are not always awarded the grants we ask for, so, the city will only provide a minimum of 14 vehicles. It is up to the contractor to determine how many vehicles they will need to provide the service.

- Question 5: Section 1.5, page 15: Please provide the current call volume, broken down by weekday, Saturday and Sunday to include hourly levels if possible.
- Answer 5: See the QAP reports document that has been uploaded separately and titled "Addendum #1 Attachment – QAP Reports".**
- Question 6: Section 1.1, page 19: The RFP states, "The CONTRACTOR shall define a sufficient number of vehicles to meet service levels, as they may vary over time, and must include spare vehicles to allow for routine servicing, repairs, vehicle breakdowns and similar occurrences as may be reasonably anticipated." Please provide the current number vehicles in service during peak hours.
- Answer 6: Thirty-five (35) vehicles. However, as the CTC, the current contractor operates a coordinated system and ADA riders are on vehicles with Medicaid and TD clients. This RFP is only for ADA trips, so, 35 vehicles most likely would be too many to provide just ADA service.**
- Question 7: Section 1.2, page 19: The RFP states, "To assist in the provision of ADA services, the CITY will lease to the CONTRACTOR a minimum of fourteen (14) ADA compliant vehicles at the rate of One Dollar (\$1.00) annually. The CONTRACTOR may use these vehicles for coordinated paratransit service and is subject to the insurance requirements contained in this Agreement." In review of the fleet listing it appears that there several of the City provided vehicles are at or will exceed the 200,000 mile threshold. Will these vehicles that exceed this threshold be replaced by the City?
- Answer 7: Yes.**
- Question 8: Section h, page 19: The RFP states, "Upon approval of RTS, the CONTRACTOR may sell passes, tickets or other fare media for ADA demand response service. The CONTRACTOR is responsible for all costs associated with producing such media." Please provide any fare media currently being produced by current contractor and used in ADA service.
- Answer 8: Current contractor sells paper tickets that are made in their office. So, whatever system the contractor wants to use is acceptable to the city.**
- Question 9: Section k, page 19: The RFP states, The CONTRACTOR will retain all fares, which are received in the form of cash as partial payment for services rendered." Please provide the process for any non-cash fares received.
- Answer 9: Since the fares are collected by the contractor, the process used is up to their discretion. The only exception is the certification trips for which there is no co-pay. So, the \$3.00 co-pay is not subtracted from the totals on the invoice but the contractor is not reimbursed either.**
- Question 10: Section k, page 19: Are any passengers currently billed fares by the current contractor? For example: Client is mailed an invoice by the contractor for fares for completed trips each month. If so, are these fares collected deducted from monthly invoicing to the City?
- Answer 10: The passengers pay when they get on the vehicle. Yes, the fares collected are deducted from the monthly invoicing.**
- Question 11: Section 1.3, page 20: The RFP states, "Nothing contained in this document shall preclude the CITY from adding additional paratransit service providers, if in the sole discretion of the CITY, the CONTRACTOR lacks sufficient capacity or is unable to provide the required additional capacity or if the CITY determines that program services will be improved by the addition of other paratransit service providers." With this language; would the City consider a threshold that allows for renegotiation? Example: If trips increases or decreases by 5%.
- Answer 11: No, there will be no renegotiation. This language is in the document to ensure contractors do not try and submit a low bid and then when they cannot provide service because they bid the project too low, expect to come back and renegotiate the cost of providing service.**
- Question 12: Section 1.4, page 20: The RFP states, "The CONTRACTOR is prohibited from using any vehicle on this contract which exceeds five (5) model years of age and have more than 200,000 miles. The CONTRACTOR must propose to the CITY what their vehicle retirement plan will be. Use of vehicles



not meeting the specifications will be deemed a breach of contract. The CITY reserves the right to provide or not to provide the CONTRACTOR with CITY owned replacement vehicles.” Please confirm the number of vehicles that will need to be provided by the proposer to calculate accurate costs.

**Answer 12:** **The number of vehicles needed to provide the service is up to the contractor. They must meet standards set forth by the ADA.**

Question 13: Section 1.2, page 28: Who is responsible for providing fuel? Agency or Contractor?

**Answer 13:** **The contractor is responsible for providing fuel.**

Question 14: Section 1.2, page 28: If the Contractor is responsible for providing fuel and given historical volatility of fuel costs, will the Agency include a fuel escalator clause in the contract?

**Answer 14:** **No.**

Question 15: Section N, page 32: LD / REPORTING: Please provide a listing of any liquidated damages charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract.

**Answer 15:** **There have been no liquidated damages for that period. The same liquidated damages are in the current contract only the percentages have changed.**

Question 16: Section N, page 32: LD / REPORTING: Are the changes in the Liquidated Damages for this new RFP that are changed from what is currently in place with the current contract?

**Answer 16:** **The percentages were adjusted slightly.**

Question 17: Section N, page 32: LD / REPORTING: Would the agency consider postponing Liquidated Damages during the first 90 days of the new contract period for a new contractor?

**Answer 17:** **Depends on the situation. The contractor is expected to have planned to do the work outlined in the bid and provide the service promised in their proposal.**

Question 18: Section N, page 32: LD / REPORTING: Please provide the actual performance for each performance standard listed by month for the past 12 months.

**Answer 18:** **The only Performance standards are listed in the QAP reports (uploaded separately and titled “Addendum #1 Attachment – QAP Reports”). Most of the liquidated damages were instituted because the current vendor had problems in those areas when they initially took over the contract which prompted measures to be included in subsequent contracts to ensure those performance behaviors did not continue.**

Question 19: Section N, page 32: LD / REPORTING: Please provide the current provider’s performance as they relate to the Performance Standards for the (Fixed Route System and ADA Paratransit System) as listed in the RFP for the past 12 months on pages XX and XX.

**Answer 19:** **The Fixed Route is not applicable to this RFP. As stated in Answer 18 above, the QAP is the standard that is used.**

Question 20: Section N, page 32: Please provide copies of the last three months (or 12 months) of management reports from the Contractor.

**Answer 20:** **RTS does not receive management reports from the Contractor.**

Question 21: Section N, page 32: LD / REPORTING: Would the agency consider setting the LD’s to be calculated based on actual performance data over the last 12 months from the incumbent provider? With an appropriate measure of actual performance for a long-term provider that has been achieved throughout the existing contract term this can provide a reasonable level of performance expectations. a. For example, if the on-time performance over the last 12 months has been 84%, then the minimum standard is set at 84% with no penalty, incentives for every 1% increase in on-time performance and penalties should be assessed for any on-time performance below 84%. b. (What this does is sets the standard of

performance that is currently being achieved, setting a better performance path into the future and ultimately will support the overall mission of xxx agency in ensuring the highest level of customer service to the xxx community. This measurement will allow for vendors to reduce their budgetary allocations for anticipated LD assessments and ultimately places additional dollars into delivering the high level of quality service that xxx agency desires.)

**Answer 21:** **No, the City Attorney was the determining factor in how our liquidated damages were created and the contractor selected will be held accountable for their work, not the previous provider. Also the current provider is providing a coordinated system which this contract does not require.**

**Question 22:** Section 1.3, page 34: On-Time Performance -Is a pickup before the window still considered on-time?

**Answer 22:** **No, the pickup must occur within the pickup window. If the vehicle arrives early and the rider is not ready the driver must wait till the window opens. If the rider is ready and wishes to go early they may do so but the trip would still be considered early.**

**Question 23:** Section W, page 38: "The CONTRACTOR will pay the CITY a flat monthly charge using the formula (the 20% local match for the grant program for each vehicle divided up over 60 months) which will be used for the capital replacement program. This will insure RTS has the match money needed to purchase replacement vehicles to continue to provide service for all paratransit passengers. The CITY will deduct payment from the monthly service invoice." Please clarify the current cost of this to the proposers. Is there any plans to expand the City provided fleet during this contract term?

**Answer 23:** **Currently the contractor has 19 vehicles and pays \$4,232.25 a month. There are no plans to expand the City provided fleet.**

**Question 24:** Section W, page 38: Please provide information on the Agency provided fleet to include engine type, fuel type, current odometer readings, and average miles operated per year. Please advise if the contractor is required to provide any items on the bus [fare boxes, radios, MDT, etc.].

**Answer 24:** **The vans are standard Ford cutaways 12/2 procured through the current contract with the State of Florida. They are gasoline engines. The contractor will be responsible for any additional equipment on the vehicle. Since the vehicles are used in a coordinated system the odometer readings and average miles operated reflect the current system, which would not be accurate if you are only providing ADA service which is what this contract is for.**

**Question 25:** Section 1.3, page 36: Please provide the revenue service hour definition listed in the RFP.

**Answer 25:** **This is required by the National Transit Database (NTD), so their definition will be used. Which is Revenue Service (Miles, Hours, and Trips) - The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:**

- Directly pay fares;
- Are subsidized by public policy; or
- Provide payment through some contractual arrangement.

**Vehicles operated in fare free service are considered in revenue service. Revenue service includes:**

- Layover / recovery time.

**Revenue service excludes:**

- Deadhead;
- Vehicle maintenance testing;
- School bus service; and
- Charter service.

**The contractor will be paid per trip that actually transported a client to their requested destination. No shows and cancelled trips will not be reimbursed.**

- Question 26: Section 1.6, page 41: “The City of Gainesville has not set a specific goal for this project. The agency’s overall goal for DBE participation for the period October 1, 2016 through September 30, 2020 is 1.5%. This goal represents those elements of work under this Contract performed by qualified Disadvantaged Business Enterprises for amounts totaling not less than 1.5% of the total Contract price. Failure to meet the stated goal at the time of proposal submission may render the Bidder/Offeror non-responsive.” Please confirm the proposer’s DBE goal for this procurement.
- Answer 26: As stated in the RFP, a *specific* DBE goal was not established for this project, but DBE participation is still highly encouraged, if feasible.**
- Question 27: Section on TDSP: Does this procurement also include the Transportation Disadvantaged program? If so, do the price pages include these trips?
- Answer 27: No, TDSP is not included in this RFP. The City is responsible only for ADA Paratransit services.**
- Question 28: Section on TDSP: If Transportation Disadvantaged trips are included in this procurement, who is responsible for determining eligibility?
- Answer 28: The current contractor is the CTC and was awarded the contract in 2017; they handle the TD certification.**
- Question 29: Section on TDSP: If Transportation Disadvantaged trips are included in this procurement, will the successful bidder also become the CTC?
- Answer 29: Transportation Disadvantaged trips are not included in this RFP and the successful bidder will not become the CTC as that is a separate contract not handled by the City.**
- Question 30: Please provide the Trapeze Route Productivity Report from the Trapeze Software daily, for a period of one week during season (February 2019) and one week during off-season (July 2018).
- Answer 30: That is the current contractor’s data and software. Since it is a coordinated system the numbers would not provide an accurate picture of the service covered by this RFP.**
- Question 31: Please provide the current rates paid to the existing contractor for variable and fixed costs. Also, please indicate the total amount paid to the contractor for the last fiscal year.
- Answer 31: There are no variable costs. The trip rates are fixed: Ambulatory is \$30.97; Wheelchair is \$35.16; and Companion is \$9.31. In fiscal year 18 we paid the current contractor \$1,654,881.11.**
- Question 32: Please confirm the volume of hours and trips on which proposers should base their proposals. Please describe plans for any changes to the volume of hours in the next 12 months.
- Answer 32: Hours of operation are Monday thru Friday, 6:00 AM to 9:00 PM; Saturday, 7:00 AM to 7:00PM; and, Sunday 9:00 AM to 6:00 PM. Trips outside those hours are provide by RTS because the trip volume is so low (one rider) it is not provided by the contractor. There are no current plans to extend hours.**
- Question 33: Please provide/confirm the current revenue miles and hours; current deadhead miles and hours; and current total miles and hours for these services.
- Answer 33: These figures are from the NTD FY17 Revenue Miles: 580,650, Revenue hours: 39,238. Deadhead hours: 6,692; Deadhead miles: 104,321. Total miles: 684,971; Total Hours: 45,930.**
- Question 34: Please clarify the number of vehicles used in revenue service by day of week and peak service hours and number of buses in service at these times.
- Answer 34: These Figures are from NTD report from FY17, as FY18 is not verified as of yet. Note the number of vehicles are a combination of current contractor vehicles, county Vehicles and City vehicles. There are only 19 vehicles that are currently available with this contract. Also, the City contract only provides for a minimum of 14 vehicles. If a new provider feels they will need more vehicles they will be responsible to provide those vehicles. The current contractor is also the CTC and therefore runs a coordinated system and is able to use a combination of vehicles**

**which will not be the case for another provider. Peak hours are 6:45 AM to 10:00AM and 3:30 PM to 6:30 PM.**

Question 35: Does the Agency have any requirements regarding support vehicles? Type, number, age limit, fuel type. How many are currently being supplied by the contractor?

**Answer 35: We have no requirements. The contractor is responsible for providing the service and will determine how many support vehicles they need to provide the service and meet the standards set forth by the ADA.**

Question 36: During the transition, how many vehicles will be made available to the incoming contractor to perform training?

**Answer 36: Probably none, because they will still be required to provide service up to September 30, 2019. That can be discussed with the current contractor as needed after this RFP has been awarded.**

Question 37: Please confirm whether the Contractor is responsible for engine and transmission overhauls for the vehicles?

**Answer 37: Yes, the contractor is responsible for all maintenance and parts for the vehicles. Including engines and transmissions.**

Question 38: Please provide the last 12 months history for major component replacement and repair for the Agency provided fleet.

**Answer 38: Major expenses:**

- 2018 - VAN 3993 2015 CHEVY 3500 Transmission replace, \$3,332.75 - RTS VAN
- 2018 - VAN 3991 2015 CHEVY 3500 Transmission replace, \$3,141.78 - RTS VA
- 1/17/2019 - VAN 3992 2015 CHEVY 3500 Transmission replace, \$3141.78 - RTS VAN
- 2/23/2019 - VAN 3990 2015 CHEVY 3500 Engine replacement, \$3,974.03 - RTS VAN
- 2/23/2019 - VAN 3990 2015 CHEVY 3500 Transmission replace, \$3,141.78 - RTS VAN

Question 39: Are there any remaining warranties for the fleet or provided equipment?

**Answer 39: Yes, the two newest vehicles that were provided to the contractor are still under warranty.**

Question 40: Does the Agency have a vehicle replacement schedule that can be shared? Any new buses in the process of being procured for either replacement or expansion?

**Answer 40: There is not a vehicle replacement schedule other than vehicles are replaced when they have reached the end of their useful life (per standards set forth by FDOT). RTS asked for one new vehicle in the current grant cycle. There are no plans for expansion.**

Question 41: What is the current level of productivity for each of the services? If available, please provide for weekday, Saturday and Sunday by service?

**Answer 41: The only service being requested is ADA Paratransit service and that information was provided to you in the amount of trips provided annually.**

Question 42: Please provide a list of the positions currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.

**Answer 42: The current contractor is the CTC, so none of the current positions are 100% dedicated to this contract. That is the beauty of the coordinated system; it is more cost effective to all concerned.**

Question 43: We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.

**Answer 43: The current contractor hires their employees and RTS does not have that information.**

- Question 44: Are the current drivers/employees part of a labor union? If yes, please provide a copy of the current labor agreement and the contact name and number for the union representative.  
**Answer 44: No.**
- Question 45: Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible.  
**Answer 45: The current contractor determines the benefit package paid to their employees.**
- Question 46: How many years has the existing contractor held this contract including extensions?  
**Answer 46: The current contractor has been the CTC and the City's ADA Paratransit provider since 2003.**
- Question 47: Please provide copies of the last three months of management reports from the Contractor.  
**Answer 47: RTS does not receive management reports from the Contractor.**
- Question 48: Please provide copies of the last three months of invoices from the Contractor.  
**Answer 48: Invoices for November 2018 through January 2019 are included at the end of this document. One monthly invoice is for the regular ADA paratransit and the other one for the same month is for 5310 funds. Note, there is no guarantee that 5310 (or 5311) funds will be available.**
- Question 49: Please provide a copy of the current contract for these services.  
**Answer 49: Current contract is uploaded separately and is titled "Addendum #1 Attachment – MV Transportation Contract".**
- Question 50: Please clarify any specifics required relating to phone and data lines needed. Number of lines, data line type (Cable, T-1, TDD, etc.).  
**Answer 50: RTS does not specify the number of phone lines or data line type needed; the contractor is to decide how many lines they will need to provide the requested service.**
- Question 51: At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation? For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules or regulations.  
**Answer 51: The contractor assumes all risks and plans accordingly.**
- Question 52: 1. Software: Please describe, including manufacturer product name and version number, the scheduling and dispatching products in place.  
**Answer 52: The current contractor provides their own Trapeze software. At one point RTS provided Mentor Mobile Data Terminals (MDTs), which have become costly to utilize. There are still a couple of the Mentor MDTs that would be available to the new provider. The current provider changed to tablets which were more cost effective to provide service.**
- Question 53: 2. Software: Please describe any additional modules in place to supplement the scheduling and dispatching system. For example, tools for call management, complaint management, rider communication via IVR or text, etc.  
**Answer 53: The contractor is responsible for determining what software modules they will need to provide the required service. The RFP requires contractors to provide a vehicle tracking system i.e. MDTs or Tablets to provide service. No software or equipment will be provided that is up to the contractor to determine what will be in their proposal to provide the requested service.**
- Question 54: 3. Software: Please indicate whether these products are hosted by the Client, software manufacturer or if First Transit would be required to provide hosting services.

**Answer 54:** The contractor would be required to provide hosting services.

Question 55: 4. Hardware: Please describe the manufacturer make and model of any equipment currently in use or planned for use on the vehicles including cameras, safety/security systems, routers, signs, passenger counters, tablets and fare boxes.

**Answer 55:** The current contractor provides tablets, radios and appropriate software. RTS does not provide any additional equipment on the vehicles. With the exception that two of Mentor MDTs could be made available.

Question 56: 5. Hardware: Is there a requirement for integration of tablets, signage, and passenger counters with the dispatching system?

**Answer 56:** No.

Question 57: IT: Are there any non-standard system applications that need to be installed on Contractor's workstations?

**Answer 57:** No, RTS does not provide any software or computers to contractors providing this service.

Question 58: IT: What systems, applications or on-bus technology does the Contractor need to provide computers or servers for?

**Answer 58:** It is up to the Contractor to determine what they need to provide the service.

Question 59: IT: Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process.

**Answer 59:** Since Medicaid trips are not involved in this RFP and ADA clients are not to be asked for a trip purpose HIPAA regulations should not be an issue. RTS asked for phones that could record calls because concerns that have been raised by clients that their trips were booked incorrectly. Recordings would provide proof when needed of what the client requested when booking their trips.

Question 60: IT: Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.

**Answer 60:** None that RTS is aware of.

Question 61: IT: Please provide a diagram of the Technology landscape showing applications/services, who uses each, are they on a server or in the cloud, etc.

**Answer 61:** The current contractor provides their own IT for this contract and therefore RTS does not have access to the technology landscape.

Question 62: Please confirm that all bidders must provide the Trapeze software.

**Answer 62:** The Trapeze requirement is based on the few remaining MDT units the city owns. The current contractor decided not to use the Mentor MDTs because of the cost of maintaining both the tablets and the MDTs. Since the City has a few MDTs that would come with the city vehicles the new provider could use those MDTs that would require the Trapeze software or provide their own equipment and software that would be comparable to the current system that provides an accurate vehicle location and accurate timing of when vehicles arrived and departed.

Question 63: Please confirm all bidders are responsible for fuel cost.

**Answer 63:** Yes, all bidders are responsible for fuel costs.

Question 64: The RFP is requiring bidders to develop their trip cost based on 70,908 trips. Trips performed for 2018 were 56,952 or a 25% increase. Please indicate whether RTS will revise the trip counts for a 5% increase over the 56,952 performed in 2018.



- Answer 64:** The City is not requiring bidders to base their trip costs on 78,908 Trips. The 56,952 is a more accurate number since it is based on actual trips. The 70,908 is arrived at from an average for each area from their yearly totals. It was not anticipated that the wheelchairs and companions would be added into the Ambulatory number. The numbers provided on page 8 are the actual numbers of trips purchased from the current contractor, which are only ADA trips not the 5311 and 5310 trips. The 5311 and 5310 trips cannot be counted on because the city might not always be able to get funding for the 50-50 match.
- Question 65: Currently, reservation services are provided Monday through Sunday from 8:00 AM to 5:00 PM. Please confirm that all bidders will have to provide reservations service Monday through Sunday from 8:00 AM to 5:00 PM.
- Answer 65:** Yes, the ADA requires that reservation services are available the day before service is to be provided.
- Question 66: Currently, Drive Cam (an event triggered device that records sudden stops, aggressive turning, or an accident) are installed on all vehicles to manage unsafe driving habits and minimize accidents. Would the City object to the continued use of Drive Cam on the vehicles?
- Answer 66:** No, of course not anything the provider brings to the service that make the service better and safer is desirable.
- Question 67: Currently, the current service provider pays the City \$4,232.25 a month for 19 City provided vehicles. Please confirm that all bidders will have to pay the City for vehicles throughout the new contract term.
- Answer 67:** Yes, if they want to use the City vehicles then they will have to pay the monthly fee on the vehicles.
- Question 68: Currently, trips are provided outside the City of Gainesville and throughout Alachua County. Please confirm that all bidders will have to provide trips outside the City and County as funding permits.
- Answer 68:** Yes, as long as the City is able to obtain grant funds for USC 5310 and USC 5311 we will offer trips to Alachua County citizens residing in the surrounding areas around the city of Gainesville. There are no trips that are provided outside of Alachua County and city vehicles will not be taken outside the county limits.
- Question 69: Currently, the contractor does not get paid for no show trips. Please indicate whether the contractor will be paid for no show trips under the new RFP.
- Answer 69:** No, No-Show trips will not be paid for under the new RFP.
- Question 70: Please confirm that all bidders will have to provide two-way radios for communication between the drivers and dispatchers.
- Answer 70:** Two way radios are a desirable piece of equipment and some form of two way radios/communication will be necessary to keep in touch with and track of drivers, but the City will not tell the contractor how to perform the service. If the contractor can accurately answer rider's questions without two way radios/communication of "where's my ride" without using the pat answer of "they'll be there in 10 minutes", or provide lost drivers directions without using some form of two way communications, or provide directions to drivers that are facing an emergency, they are welcome to try another form of two-way communication but some form of two-way communication with drivers is required.
- Question 71: Please confirm that the phone system should have reporting capabilities.
- Answer 71:** Yes, that is one stipulation that was put into the RFP. The current provider has faced problems of older or mentally impaired clients claiming they booked trips on a specific day or asked to go to specific place or at a specific time and that is not what was recorded in the system. It is more of a protection for the provider and client to ensure accuracy when booking service.

Question 72: Currently, the current service provider pays approximately \$67K annually to maintain and support the MDTs and Trapeze software integration. Please confirm that bidders will have to continue to maintain and support the MDTs and Trapeze software.

Answer 72: **The successful contractor is expected to provide the same level of service that is currently being provided. That is, that the provider knows the location of their vehicles and can provide accurate timing for when vehicles will arrive and depart.**

2. Find attached:

- Copy of the lobbying and blackout period definitions (Purchasing Procedure 41-423)
- Invoices for November 2018 through January 2019

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: MV Transportation, Inc.

BY: Dorothea DePrisco, Assistant Corporate Secretary 

DATE: March 22, 2019

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

41-423      Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

Level D-12  
DEC  
Dlc  
JH

**MV Contract Transportation, Inc.**

Department 33552  
P.O. Box 39000  
San Francisco, CA 94139  
707-863-8980, fax 707-863-8943

Invoice No. **97135**

**INVOICE**

**Customer**

Number: **6508** Name: **City of Gainesville**  
Address: **P. O. Box 490**  
City: **Gainesville** State: **FL** ZIP: **32602**  
Contact: **Jesus Gomez**

Date: **12/5/2018**  
Terms: **30 days**  
Due Date: **1/4/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
	PO: 68068401001170002 November 2018 Service			
3048	Ambulatory Trips	4010	\$30.97	\$ 94,396.56
1465	Mobility Aided Trips	4010	\$35.16	\$ 51,509.40
23	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	\$ 214.13
18	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	\$ 148.96
47	Certification Rides - Ambulatory	4010	\$30.97	\$ 1,455.59
14	Certification Rides - Mobility Aided	4010	\$35.16	\$ 492.24
2	Certification Rides - Companions	4010	\$9.31	\$ 18.62
52	Sunday Ambulatory Trips	4010	\$30.97	\$ 1,610.44
42	Sunday Wheelchair Trips	4010	\$35.16	\$ 1,476.72
2	Sunday Companions (25% of AM trip cost)	4010	\$9.31	\$ 18.62
0	Sunday Companions (25% of WC trip cost)	4010	\$9.31	\$ -

SubTotal \$ 151,341.28

Less Fares (\$13,938.00)

**TOTAL \$ 137,403.28**



I (City staff named below) certify the listed services/ commodities have been received in good order and are in accordance with the Terms and Conditions of the Purchase Order, Contract, and/or Proposal and are hereby authorized for payment in the amount of \$ **137,403.28**

Have a Safe Day!

**Jesus Gomez** **Administrative Coordinator**  
(Print Name) (Title)

*[Signature]*  
(Signature) **12 DEC 18**  
(Date)

RWD 10-12  
DEC  
OK *[Signature]*

**MV Contract Transportation, Inc.**  
Department 33552  
P.O. Box 39000  
San Francisco, CA 94139  
707-863-8980, fax 707-863-8943

Invoice No. **97141**

### INVOICE

**Customer**  
Number: **6508** Name: **City of Gainesville**  
Address: **Station 5 P. O. Box 490**  
City: **Gainesville** State: **FL** ZIP: **32602**  
Contact: **Jesus Gomez**

Date: **12/5/2018**  
Terms: **30 days**  
Due Date: **1/4/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68068401020170003				
November 2018 E&D - Grant 5310 Service				
28	Ambulatory Trips	4010	\$30.97	\$ 867.16
16	Wheelchair Trips	4010	\$35.16	\$ 562.56
0	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
0	Certification Rides - Ambulatory	4010	\$30.97	\$ -
0	Certification Rides - Mobility Aided	4010	\$35.16	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-



SubTotal \$ 1,429.72  
Less Fares \$ (132.00)  
**TOTAL \$ 1,297.72**

I (City staff named below) certify the listed services/ commodities have been received in good order and are in accordance with the Terms and Conditions of the Purchase Order, Contract, and/or Proposal and are hereby authorized for payment in the amount of \$ 1,297.72

*[Signature]*  
(Print Name)

Have a Safe Day!

*[Signature]*  
(Signature) **12 DEC 18**  
(Date)



#181044K

2019 RCV D 7 Jan  
RTN 09 Jan  
RCV D 10 Jan  
OK  
OK

**MV Contract Transportation, Inc.**

Department 33552  
P.O. Box 39000  
San Francisco, CA 94139  
707-863-8980, fax 707-863-8943

Invoice No. **97801**

**INVOICE**

**Customer**

Number: **5508** Name: **City of Gainesville**  
Address: **P. O. Box 490**  
City: **Gainesville** State: **FL** ZIP: **32602**  
Contact: **Jesus Gomez**

Date: **1/4/2019**  
Terms: **30 days**  
Due Date: **2/3/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68068401001170002 December 2018 Service				
2854	Ambulatory Trips	4010	\$30.97	\$ 88,388.38
1392	Mobility Aided Trips	4010	\$35.16	\$ 48,942.72
10	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	\$ 93.10
13	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	\$ 121.03
33	Certification Rides - Ambulatory	4010	\$30.97	\$ 1,022.01
10	Certification Rides - Mobility Aided	4010	\$35.16	\$ 351.60
4	Certification Rides - Companions	4010	\$9.31	\$ 37.24
88	Sunday Ambulatory Trips	4010	\$30.97	\$ 2,725.36
83	Sunday Wheelchair Trips	4010	\$35.16	\$ 2,918.28
1	Sunday Companions (25% of AM trip cost)	4010	\$9.31	\$ 9.31
0	Sunday Companions (25% of WC trip cost)	4010	\$9.31	\$ -
<b>SubTotal</b>				<b>\$ 144,609.03</b>
Less Fares				(\$13,329.00)
<b>TOTAL</b>				<b>\$ 131,280.03</b>



*Have a Safe Day!*

I (City staff named below) certify the listed services/ commodities have been received in good order and are in accordance with the Terms and Conditions of the Purchase Order, Contract, and/or Proposal and are hereby authorized for payment in the amount of \$ 131,280.03

MELISSA CRUZ ADD TRAVEL COORDINATOR  
(Print Name) (Title)

[Signature] 10 Jan 19  
(Signature) (Date)



RCV'D JAN 19  
RCV'D 8 JAN 19  
OK  
[Signature]

**MV Contract Transportation, Inc.**

Department 33552  
P.O. Box 39000  
San Francisco, CA 94139  
707-863-8980, fax 707-863-8943

Invoice No. **97803**

**INVOICE**

**Customer**

Number: **6508** Name: **City of Gainesville**  
 Address: **Station 5 P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **1/4/2019**  
 Terms: **30 days**  
 Due Date: **2/3/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68068401020170003				
December 2018 E&D - Grant 5310 Service				
44	Ambulatory Trips	4010	\$30.97	\$ 1,362.68
19	Wheelchair Trips	4010	\$35.16	\$ 668.04
2	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	18.62
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
0	Certification Rides - Ambulatory	4010	\$30.97	\$ -
0	Certification Rides - Mobility Aided	4010	\$35.16	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
<b>SubTotal</b>				<b>\$ 2,049.34</b>
<b>Less Fares</b>				<b>\$ (195.00)</b>
<b>TOTAL</b>				<b>\$ 1,854.34</b>



I (City staff named below) certify the listed services/ commodities have been received in good order and are in accordance with the Terms and Conditions of the Purchase Order, Contract, and/or Proposal and are hereby authorized for payment in the amount of \$ **1,854.34**

Have a Safe Day!

*Jesus Gomez* (Print Name) *City of Gainesville* (Title)  
 [Signature] (Signature) **10 Jan 19** (Date)

[Signature]

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **98471**

**INVOICE**

**Customer**

Number: **6508** Name: **City of Gainesville**  
 Address: **P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **2/5/2019**  
 Terms: **30 days**  
 Due Date: **3/7/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
<b>PO: 68068401001170002</b>				
<b>January 2019 Service</b>				
3202	Ambulatory Trips	4010	\$30.97	\$ 99,165.94
1626	Mobility Aided Trips	4010	\$35.16	\$ 57,170.16
12	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	\$ 111.72
7	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	\$ 65.17
51	Certification Rides - Ambulatory	4010	\$30.97	\$ 1,579.47
20	Certification Rides - Mobility Aided	4010	\$35.16	\$ 703.20
2	Certification Rides - Companions	4010	\$9.31	\$ 18.62
30	Sunday Ambulatory Trips	4010	\$30.97	\$ 929.10
48	Sunday Wheelchair Trips	4010	\$35.16	\$ 1,687.68
0	Sunday Companions (25% of AM trip cost)	4010	\$9.31	\$ -
0	Sunday Companions (25% of WC trip cost)	4010	\$9.31	\$ -
<b>SubTotal</b>				<b>\$ 161,431.06</b>
<b>Less Fares</b>				<b>(\$14,775.00)</b>
<b>TOTAL</b>				<b>\$ 146,656.06</b>



*Have a Safe Day!*

RCVD FEB 5 19  
RTND FEB 10 19  
RCVD FEB 12 19

**MV Contract Transportation, Inc.**

Department 33552  
P.O. Box 39000  
San Francisco, CA 94139  
707-863-8980, fax 707-863-8943

Invoice No. **98473**

OK  
[Signature]

**INVOICE**

**Customer**

Number: **6508** Name: **City of Gainesville**  
 Address: **Station 5 P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **2/5/2019**  
 Terms: **30 days**  
 Due Date: **3/7/2019**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 66068401020170003				
January 2019 E&D - Grant 5310 Service				
66	Ambulatory Trips	4010	\$30.97	\$ 2,044.02
15	Wheelchair Trips	4010	\$35.16	\$ 527.40
0	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
0	Certification Rides - Ambulatory	4010	\$30.97	\$ -
0	Certification Rides - Mobility Aided	4010	\$35.16	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
<b>SubTotal</b>				<b>\$ 2,571.42</b>
<b>Less Fares</b>				<b>\$ (243.00)</b>
<b>TOTAL</b>				<b>\$ 2,328.42</b>



\* (City staff named below) certify the listed services/ commodities have been received in good order and are in accordance with the Terms and Conditions of the Purchase Order, Contract, and/or Proposal and are hereby authorized for payment in the amount of \$ 2,328.42

[Signature] (Print Name) \_\_\_\_\_ (Title) General Mgr

\_\_\_\_\_ (Signature) 13 FEB 19 (Date)

Have a Safe Day!



# Gainesville.

Citizen centered  
People empowered

## ADDENDUM NO. 2

**Date:** March 14, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

**NOTE:** This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any remaining questions are to be submitted in writing to the City of Gainesville Procurement Division by March 19, 2019. Questions are to be submitted as follows:

Faxed (352) 334-3163  
Attention: Daphyne Sesco  
or  
Email: [sescoda@cityofgainesville.org](mailto:sescoda@cityofgainesville.org)

2. Find attached:

- Copy of the lobbying and blackout period definitions (Purchasing Procedure 41-423) distributed during non-mandatory pre-bid meeting
- Copy of the pre-proposal conference sign-in sheet

3. Daphyne Sesco, Purchasing Division, discussed bid requirements:

- Since this is a non-mandatory meeting you do not have to be present to submit a proposal.
- The blackout period began once the bid was released and continues until contract award by the City Commission. No lobbying or discussions can occur between bidder and any representative of the City, except the designated purchasing staff contact; otherwise your bid will be disqualified.
- Verbal instruction does not change the terms of the solicitation – changes can only be made via a written addenda. Questions/Answers and topics of discussion addressed at this meeting will be available in an addendum for download through DemandStar.
- Send final questions in writing to Daphyne Sesco via email (preferred) or fax by no later than March 19, 2019.

- Return one original and four copies (total of five) and a CD or flash drive with a pdf of your response.
- Sign, date and return all Addenda.
- If your response contains portions with confidential and/or exempt information, then you must follow the requirements detailed in the RFP document. Failure to do so will result in your entire response being considered a “public record” which will require the City to release it in the event of a public records request.
- Responses are to be received by the Purchasing office no later than 3:00 p.m. (local time) on March 27, 2019. Any bids received after 3:00 p.m. on that date will not be accepted. Bids must be physically received in the City’s Purchasing Department. Only hand-delivered responses are acceptable (i.e., in person or through a delivery service such as FedEx, UPS).
- As Addenda are issued, the signature page should be included in the response acknowledging receipt of the addendum.
- This is funded through the Federal Transit Administration so Local Preference does not apply.
- If you choose to not bid, then please complete the form at the end of RFP document to let us know why you are not bidding.

4. Millie Crawford, ADA Transit Services Coordinator, stressed the following:

This bid is for the provision of ADA Paratransit services only. It does not include Medicaid or Transportation Disadvantaged which is the responsibility of the CTC (determined through a solicitation by the State of Florida). We do receive 5310 and/or 5311 limited funds, up to about \$25,000, when it is available.

5. The following are answers/clarifications to questions received at the non-mandatory pre-proposal conference:

Question1: Delivery of the package is to the physical address?

**Answer1: Yes, if you are hand delivering or using an express delivery service such as Federal Express, UPS, etc., then delivery is to address listed in C. Proposal Submission, page 3. If you choose to mail your package through U.S.P.S., then use PO Box 490, Box 32, Gainesville, FL 32627.**

Question 2: Regarding the second addendum, can you provide the percent of no-shows and cancellations by the month for the last year?

**Answer 2: Yes, that information is included at the end of this document.**

Question 3: Is the management team required to be 100% dedicated to this project?

**Answer 3: Yes. We do not want a provider who has to manage Gainesville and another entity somewhere else.**

Question 4: With regard to Fleet, Question38, major expenses – 5 year/200,000 miles, 14 vans. Can we have the age, etc. for those vehicles?

**Answer 4: One is very new, the others are in various stages. Some vehicles are in the fourth year and we will have to turn them over. The City only guarantees to provide 14 vans to the contractor.**

Question 5: Fleet listing – can we get the year, make, model, and mileage?

Answer 5: Yes, that information for the last quarter is included at the end of this document.

Question 6: What version is Drivemate?

Answer 6: The current vendor uses Trapeze. We are currently trying to determine the version needed for the remaining MDTs (which are either a “3” or a “4”), if available. This as yet determined version is the minimum required to work with the remaining MDTs. A new contractor could choose to replace the MDTs completely, using their own equipment and software, as long as it is able to track the vehicles.

Question 7: Call Center – can you provide number of calls by month for last year?

Answer 7: That information is included in the QAP reports which were provided as an attachment to Addendum #1. We have no other information to provide.

Question 8: Do you have a breakdown of trips? Are most for dialysis?

Answer 8: Yes, many of the trips are for dialysis, but a lot go to other places as well. ADA does not require us to track that information.

Question 9: How long is the ramp up period?

Answer 9: Must start providing service October 1<sup>st</sup>. The current contractor must provide service through September 30<sup>th</sup>.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: MV Transportation, Inc.

BY: Dorothea DePrisco, Assistant Corporate Secretary 

DATE: March 22, 2019



CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

41-423      Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.

CITY OF GAINESVILLE  
GENERAL GOVERNMENT PURCHASING DIVISION  
NON-MANDATORY PRE-PROPOSAL MEETING  
ADA PARATRANSIT SERVICES IN CITY OF GAINESVILLE AND ALACHUA COUNTY  
DATE: March 14, 2019 at 10:00 am Local Time  
RFP #RTSX-190028-DS  
DUE DATE: March 27, 2019 at 3:00PM

YOUR COMPANY'S NAME, ADDRESS &  
PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME,  
EMAIL ADDRESS & FAX NUMBER

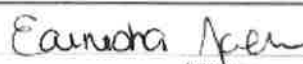
1) First Transp, Inc  
Leaw Vine St, Suite 1400  
Chgoat, OH 45202  
PHONE # (614) 579 5072

  
SIGNATURE  
Catherine DeGray  
PRINTED NAME  
E-MAIL: Catherine.degray@firstgroup.com  
FAX # (930) 579 5072

2) MV Transportation, Inc  
3713 SW 42nd Ave Ste 3  
Gainesville, FL 32608  
PHONE # (352) 329-2535

  
SIGNATURE  
Marsha Rivera  
PRINTED NAME  
E-MAIL: marsha.rivera@mvtransit.com  
FAX # ( )

3) MV Transportation, Inc  
3713 SW 42nd Ave Ste 3  
Gainesville, FL 32608  
PHONE # (912) 272 4387

  
SIGNATURE  
Earnesta Jackson  
PRINTED NAME  
E-MAIL: earnesta.jackson@mvtransit.com  
FAX # ( )

4) MV Transportation  
3713 S.W 42nd Av # 3  
Gainesville Fl  
PHONE # (352) 375-7784 x 4610

  
SIGNATURE  
Allen Brock  
PRINTED NAME  
E-MAIL: abrock@mvtransit.com  
FAX # (352) 377-6118

5) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
PHONE # ( ) \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE  
\_\_\_\_\_  
PRINTED NAME  
E-MAIL: \_\_\_\_\_  
FAX # ( ) \_\_\_\_\_


CITY OF GAINESVILLE  
GENERAL GOVERNMENT PURCHASING DIVISION  
NON-MANDATORY PRE-PROPOSAL MEETING  
ADA PARATRANSIT SERVICES IN CITY OF GAINESVILLE AND ALACHUA COUNTY

DATE: March 14, 2019 at 10:00 am Local Time  
RFP #RTSX-190028-DS  
DUE DATE: March 27, 2019 at 3:00PM

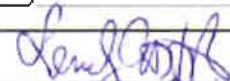
YOUR COMPANY'S NAME, ADDRESS &  
PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME,  
EMAIL, ADDRESS & FAX NUMBER

6) ITC Solutions  
315 South H Street  
Pensacola, FL 32502  
PHONE # (904) 291-0215

  
SIGNATURE  
Harold Griffin Jr  
PRINTED NAME  
E-MAIL: haroldgriffinjr@itsolutions.co  
FAX # ( )

7) ITC Solutions  
315 South A St  
Pensacola FL 32502  
PHONE # (904) 837-5940

  
SIGNATURE  
Lendy Castillo  
PRINTED NAME  
E-MAIL: lendy.castillo@itsolutions.co  
FAX # ( )

8) Murri Fleet & MGMT  
2301 S Division Ave  
Orlando FL, 32801  
PHONE # (407) 412-5263

SIGNATURE  
PRINTED NAME  
E-MAIL:  
FAX # ( )

9) GAC Logistics  
219 Industrial Drive  
Ridgeland, MS 39157  
PHONE # (888) 968-5920-110

SIGNATURE  
PRINTED NAME  
E-MAIL:  
FAX # ( )

10) MV Transportation  
3713 Sud 42nd Ave  
Gainesville FL 32608  
PHONE # (352) 375-2784

  
SIGNATURE  
PRINTED NAME  
E-MAIL: ejhill@mvtransit.com  
FAX # ( )

**2018**

**ADA Statistics**

	2018	Total Trips	NS	CX	Complaints - 3 per 1,000 one way trips	PPH	Passenger Miles	Trip denials	Hold Time	Vehicle Accidents	Passenger Accidents
Jan-18	4695	293	1498	1/7414	1.41	45314.00	0	1.21	1P - 1NP	0	
Feb-18	4593	306	1219	2/7377	1.43	48673.00	0	1.14	0P - 0NP	0	
Mar-18	5116	383	1336	2/7882	1.42	54557.00	0	1.23	1P - 1NP	2	
Apr-18	4882	351	1338	0/7881	1.44	53570.00	0	1.05	1P - 0NP	0	
May-18	5170	382	1396	4/6112	1.47	54661.00	0	1.08	1P - 0NP	0	
Jun-18	5045	401	1242	3/7342	1.43	57289.00	0	1.36	4P - 4NP	0	
Jul-18	4876	300	1435	1/7038	1.40	56826.00	0	1.24	2P - 1NP	0	
Aug-18	5288	205	1672	7/7630	1.37	57915.00	0	1.38	2P - 0NP	0	
Sep-18	4593	228	1412	4/6861	1.45	46828.00	0	1.49	0P - 0NP	0	
Oct-18	5106	263	1503	4/7647	1.42	55458.00	0	1.27	2P - 1NP	0	
Nov-18	4668	194	1795	3/6978	1.49	48354.00	0	1.36	0P - 0NP	0	
Dec-18	4460	189	1714	0/6675	1.50	43843.00	0	1.08	1P - 2 NP	1	



Date: Dec 2018

Agency Name  
Vehicle Inventory

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Range of LR (specify)	# of Seats and WC Positions	Other Equipment	Use	Average Mileage/Yr	Current Mileage	Pending Source	Name of This Holder	Acquisition Date	Cost	% Federal Funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Rate Price (if applicable)	Status
2015	Ford	E-450	Chassis	1FD0E4FS9GDC25864	91278	4089	LR	12 & 2	Tablet			122,277	539	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS9GDC25971	91274	4087	LR	12 & 2	Tablet			124,697	538	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS0GDC25905	91275	4088	LR	12 & 2	Tablet			101,495	536	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FSXGDC25973	91276	4085	LR	12 & 2	Tablet			102,037	535	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS9GDC25972	91277	4084	LR	12 & 2	Tablet			113,981	538	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS4GDC25907	91271	4083	LR	12 & 2	Tablet			100,345	535	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS5GDC25902	91272	4082	LR	12 & 2	Tablet			107,609	533	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS7GDC03266	91264	4038	LR	12 & 2	Tablet			155,276	530	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS0GDC03268	91265	4040	LR	12 & 2	Tablet			149,147	530	RTS				Gainesville		2022			ACTIVE
2015		300i	Chrysler	1G8S29G1F1137115		3991	LR	8 & 2	Tablet			163,613	531	RTS				Gainesville		2019			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS3GDC03264	91266	4041	LR	12 & 2	Tablet			152,790	530	RTS				Gainesville		2021			ACTIVE
2016	Ford	E-450	Chassis	1FD0E4FS9GDC03274	91267	4042	LR	12 & 2	Tablet			166,763	530	RTS				Gainesville		2021			ACTIVE
2015	Chrysler	300i	Chrysler	1G8S29G1F1135322		3990	LR	8 & 2	Tablet			118,557	531	RTS				Gainesville		2021			INACTIVE
2015	Chrysler	300i	Chrysler	1G8S29G1F1136571		3992	LR	8 & 2	Tablet			197,203		RTS				Gainesville		2021			ACTIVE
2015	CHEV	300i	Chrysler	1G8S29G1F1136112		3993	LR	8 & 2	Tablet			115,811		RTS				Gainesville		2021			INACTIVE
2017	CHEV	300i	Chrysler	1FD0E4FS7GDC25903	91273	4159	LR	12 & 2	Tablet			90,546	539	RTS				Gainesville		2023			ACTIVE
2017	Ford	Fusion	Chrysler	1FD0E4FS9GDC03940	70276	4270	LR	12 & 2	Tablet			30,881		RTS				Gainesville		2023			ACTIVE

# Gainesville.

## Citizen centered

## People empowered

### ADDENDUM NO. 3

**Date:** March 20, 2019

**Bid Date:** March 27, 2019  
3:00 P.M. (Local Time)

**Bid Name:** ADA Paratransit Service in City of Gainesville  
and Alachua County

**Bid No.:** RTSX-190028-DS

**NOTE:** This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. The question submittal deadline has passed. No additional questions will be answered.
2. Final questions received and City's response:

**Question 1:** On page 20 of the RFP, It states that 100% of the vehicles provided should be wheelchair accessible. On average 75-77% of the trips are going to be ambulatory. Is it acceptable if the contractor provides ambulatory vehicles such as mini vans as well as wheelchair accessible vehicles?

**Answer 1:** **Yes, as long as the company has the resources to provide wheelchair trips when needed.**

**Question 2:** Provided that the maintenance is in compliance with all requirements; may the contractor subcontract all or part of the maintenance?

**Answer 2:** **No, FDOT has tasked RTS with doing Maintenance and Operational inspections and trying to get another contractor to be in full compliance with maintenance requirements is not acceptable.**

**Question 3:** RFP Section I.C, pages 3-4, states: "and the separate sealed price envelope, if required" and "Both the Technical Proposal and the Price Proposal, if required to be submitted in a separate envelope." Please confirm if the price proposal is required to be submitted in a separate envelope.

**Answer 3:** **No, the price proposal is not required to be submitted in a separate envelope.**

**Question 4:** Please clarify that contractor for RFP NO. RTSX-190028-DS will only provide ADA Paratransit operations and not TD transportation.

**Answer 4:** **Refer to Addendum #1, Question/Answer 28 and Question/Answer 29.**



Question 5: Please provide the number of vehicles used in ADA Paratransit services.

**Answer 5: Refer to Addendum #1, Question/Answer 4.**

Question 6: Is the current contractor using any vehicles other than those provided by the city or owned by the contractor to operate trips for the city?

**Answer 6: Refer to Addendum #1, Question/Answer 6.**

Question 7: Please confirm there is no labor union.

**Answer 7: Refer to Addendum #1, Question/Answer 44.**

Question 8: Has service experienced problems due to driver shortages?

**Answer 8: Both RTS and the current provider have experienced driver shortages.**

Question 9: Is the contractor responsible for fueling cost?

**Answer 9: Refer to Addendum #1, Question/Answer 13.**

Question 10: What are the percentage of trips outside the city of Gainesville?

**Answer 10: The majority of the ADA trips are within the City limits of Gainesville because the ADA service area extends to the Gainesville city limits. The only trips that are provided outside the city limits are the 5310 trips and 5311 trips when funds are available (they require 50-50 funding match).**

Question 11: Please provide the average daily subscription trips?

**Answer 11: Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(b), paratransit service must be provided to eligible individuals on a next-day basis (i.e., at any time tomorrow in response to a request made today). Section 37.133 permits the use of subscription service (i.e., trips provided to eligible ADA paratransit riders who make trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc.), as long as it does not absorb more than 50% of the available trips at a given time of day.**

Question 12: Please provide number of No Show in the last three months by day.

**Answer 12: Statistics by day are not available. Refer to Addendum #2, Question/Answer 2.**

Question 13: Please provide last six months of operations reports and monthly billing from current contractor.

**Answer 13: Refer to Addendum #1, Question/Answer 48 for November 2018 through January 2019 invoices. Refer to Addendum #2, Question/Answer 2 for operations reports. Invoices for August through October 2018 are attached at the end of this document.**

Question 14: Respectfully request that the due date be delayed by two weeks to ensure that all answers to questions be analysis in order to provide a responsible bid.

**Answer 14: No, the due date of March 27, 2019 will not be extended.**

Question 15: The RFP provides a price sheet, do you require that proposers provide a cost breakdown?

**Answer 15: No, only the *Unit Price* for Line Items 1-3 are required.**

3. Revision of City’s response to Question 6 from Addendum #2:






Question 6: What version is Drivemate?

**Answer 6: The current contractor uses Trapeze. Since the current contractor decided to use tablets, the remaining Mobile Data Terminal (MDT) Ranger 4’s were turned in to Surplus. Those units are no longer available but would have required, at a minimum, Trapeze version 12. A new contractor must employ or procure Transportation Management Software that will interface with MDT devices or GPS capable tablets and have the capability necessary to provide location and changes to scheduled pickups or drop offs.**

4. The following new section is hereby added to the RFP:

**QUALIFICATIONS/STATEMENT OF QUALIFICATIONS**

Bidder must initial all the following requirements which serves as acknowledgement that either the bidder *already* complies with the requirement (4.) or *will* comply with the requirements (1., 2., 3., and 5.) if awarded the contract:

- 1.  Bidder's operating facility must be located in the City limits and off of a fixed route.
- 2.  Bidder must be willing to employ or procure Transportation Management Software that will interface with Mobile Data Terminal (MDT) devices or GPS capable tablets and have the capability necessary to provide location and changes to scheduled pickups or drop offs.
- 3.  Bidder must have either operational MDTs or tablets in all vehicles.
- 4.  Bidder must have a minimum of 5 years of providing ADA paratransit service.
- 5.  General Manager must be 100% dedicated to this contract

5. The **RFP Time Table** has been revised as shown below in **red**:

**B. RFP TIME TABLE**

The anticipated schedule for the RFP and contract approval is as follows:

RFP available for distribution	February 8, 2019
Non-Mandatory Pre-Proposal Conference	March 14, 2019 (10:00 a.m. local time)
Deadline for receipt of final questions	March 19, 2019
Deadline for receipt of proposals	March 27, 2019 (3:00 p.m. local time)
Evaluation/Selection process	Week of <b>April 26, 2019</b>
Discussions, if conducted	Week of <b>May 15, 2019</b>
Projected award date	<b>June/July 2019</b>
Projected contract start date	October 1, 2019

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: MV Transportation, Inc.

BY: Dorothea DePrisco, Assistant Corporate Secretary 

DATE: March 22, 2019

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **95343**

**INVOICE**

**Customer**  
 Number: **6508** Name: City of Gainesville  
 Address: Station 5 P. O. Box 490  
 City: Gainesville State: FL ZIP: 32602  
 Contact: Jesus Gomez

Date: **9/6/2018**  
 Terms: **30 days**  
 Due Date: **10/6/2018**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68068401020170003				
<b>August 2018 E&amp;D - Grant 5310 Service</b>				
37	Ambulatory Trips	4010	\$30.07	\$ 1,112.59
28	Wheelchair Trips	4010	\$34.14	\$ 955.92
1	Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	9.04
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	-
0	Certification Rides - Ambulatory	4010	\$30.07	\$ -
0	Certification Rides - Mobility Aided	4010	\$34.14	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	-
				SubTotal \$ 2,077.55
				Less Fares \$ (198.00)
				<b>TOTAL \$ 1,879.55</b>



*Have a Safe Day!*

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **95339**

**INVOICE**

**Customer**  
 Number: 6508 Name: City of Gainesville  
 Address: P. O. Box 490  
 City: Gainesville State: FL ZIP: 32602  
 Contact: Jesus Gomez

Date: 9/6/2018  
 Terms: 30 days  
 Due Date: 10/6/2018

Trip Quantity	Description	Account code	Unit Price	TOTAL
<b>PO: 68068401001170002</b>				
<b>August 2018 Service</b>				
3363	Ambulatory Trips	4010	\$30.07	\$ 101,125.41
1733	Mobility Aided Trips	4010	\$34.14	\$ 59,164.62
6	Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	\$ 54.24
31	Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	\$ 280.24
45	Certification Rides - Ambulatory	4010	\$30.07	\$ 1,353.15
27	Certification Rides - Mobility Aided	4010	\$34.14	\$ 921.78
2	Certification Rides - Companions	4010	\$9.04	\$ 18.08
52	Sunday Ambulatory Trips	4010	\$30.07	\$ 1,563.64
70	Sunday Wheelchair Trips	4010	\$34.14	\$ 2,389.80
0	Sunday Companions (25% of AM trip cost)	4010	\$9.04	\$ -
0	Sunday Companions (25% of WC trip cost)	4010	\$9.04	\$ -
<b>SubTotal</b>				<b>\$ 166,870.96</b>
<b>Less Fares</b>				<b>(\$15,765.00)</b>
<b>TOTAL</b>				<b>\$ 151,105.96</b>



*Have a Safe Day!*

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **95822**

**INVOICE**

**Customer**  
 Number: **6508** Name: **City of Gainesville**  
 Address: **Station 5 P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **10/3/2018**  
 Terms: **30 days**  
 Due Date: **11/2/2018**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68068401020170003				
<b>September 2018 E&amp;D - Grant 5310 Service</b>				
43	Ambulatory Trips	4010	\$30.07	\$ 1,293.01
35	Wheelchair Trips	4010	\$34.14	\$ 1,194.90
4	Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	36.16
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	-
0	Certification Rides - Ambulatory	4010	\$30.07	\$ -
0	Certification Rides - Mobility Aided	4010	\$34.14	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	-
<b>SubTotal</b>				<b>\$ 2,524.07</b>
<b>Less Fares</b>				<b>\$ (246.00)</b>
<b>TOTAL</b>				<b>\$ 2,278.07</b>



*Have a Safe Day!*



**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **95821**

**INVOICE**

**Customer**  
 Number: 6508 Name: City of Gainesville  
 Address: P. O. Box 490  
 City: Gainesville State: FL ZIP: 32602  
 Contact: Jesus Gomez

Date: 10/3/2018  
 Terms: 30 days  
 Due Date: 11/2/2018

Trip Quantity	Description	Account code	Unit Price	TOTAL
<b>PO: 68068401001170002</b>				
<b>September 2018 Service</b>				
2826	Ambulatory Trips	4010	\$30.07	\$ 84,977.82
1568	Mobility Aided Trips	4010	\$34.14	\$ 53,531.52
16	Companions Ambulatory (25% of AM trip cost)	4010	\$9.04	\$ 144.64
32	Companions Wheelchair (25% of WC trip cost)	4010	\$9.04	\$ 289.28
59	Certification Rides - Ambulatory	4010	\$30.07	\$ 1,774.13
20	Certification Rides - Mobility Aided	4010	\$34.14	\$ 682.80
7	Certification Rides - Companions	4010	\$9.04	\$ 63.28
37	Sunday Ambulatory Trips	4010	\$30.07	\$ 1,112.59
83	Sunday Wheelchair Trips	4010	\$34.14	\$ 2,833.62
0	Sunday Companions (25% of AM trip cost)	4010	\$9.04	\$ -
2	Sunday Companions (25% of WC trip cost)	4010	\$9.04	\$ 18.08
<b>SubTotal</b>				<b>\$ 145,427.76</b>
<b>Less Fares</b>				<b>(\$13,678.22)</b>
<b>TOTAL</b>				<b>\$ 131,749.54</b>



*Have a Safe Day!*

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **96481**

**INVOICE**

**Customer**  
 Number: **6508** Name: **City of Gainesville**  
 Address: **Station 5 P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **11/5/2018**  
 Terms: **30 days**  
 Due Date: **12/5/2018**

Trip Quantity	Description	Account code	Unit Price	TOTAL
PO: 68088401020170003				
<b>October 2018 E&amp;D - Grant 5310 Service</b>				
83	Ambulatory Trips	4010	\$30.97	\$ 2,570.51
23	Wheelchair Trips	4010	\$35.16	\$ 808.68
2	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	18.62
0	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
0	Certification Rides - Ambulatory	4010	\$30.97	\$ -
0	Certification Rides - Mobility Aided	4010	\$35.16	\$ -
0	Cert Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	-
0	Cert Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	-
<b>SubTotal</b>				<b>\$ 3,397.81</b>
<b>Less Fares</b>				<b>\$ (324.00)</b>
<b>TOTAL</b>				<b>\$ 3,073.81</b>



*Have a Safe Day!*

**MV Contract Transportation, Inc.**

Department 33552  
 P.O. Box 39000  
 San Francisco, CA 94139  
 707-863-8980, fax 707-863-8943

Invoice No. **96474**

**INVOICE**

**Customer**

Number: **6508** Name: **City of Gainesville**  
 Address: **P. O. Box 490**  
 City: **Gainesville** State: **FL** ZIP: **32602**  
 Contact: **Jesus Gomez**

Date: **11/5/2018**  
 Terms: **30 days**  
 Due Date: **12/5/2018**

Trip Quantity	Description	Account code	Unit Price	TOTAL
<b>PO: 68068401001170002</b>				
<b>October 2018 Service</b>				
3414	Ambulatory Trips	4010	\$30.97	\$ 105,731.58
1511	Mobility Aided Trips	4010	\$35.16	\$ 53,126.76
17	Companions Ambulatory (25% of AM trip cost)	4010	\$9.31	\$ 158.27
26	Companions Wheelchair (25% of WC trip cost)	4010	\$9.31	\$ 242.06
62	Certification Rides - Ambulatory	4010	\$30.97	\$ 1,920.14
25	Certification Rides - Mobility Aided	4010	\$35.16	\$ 879.00
4	Certification Rides - Companions	4010	\$9.31	\$ 37.24
38	Sunday Ambulatory Trips	4010	\$30.97	\$ 1,176.86
56	Sunday Wheelchair Trips	4010	\$35.16	\$ 1,968.96
0	Sunday Companions (25% of AM trip cost)	4010	\$9.31	\$ -
0	Sunday Companions (25% of WC trip cost)	4010	\$9.31	\$ -
<b>SubTotal</b>				<b>\$ 165,240.87</b>
<b>Less Fares</b>				<b>(\$15,186.00)</b>
<b>TOTAL</b>				<b>\$ 150,054.87</b>



*Have a Safe Day!*

# Insurance Certificate



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/29/2019
---------------------------------

**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).**

<b>PRODUCER</b> McGriff, Seibels & Williams of Oregon 1800 SW First Avenue, Suite 400 Portland, OR 97201	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2"><b>CONTACT NAME:</b></td> </tr> <tr> <td><b>PHONE (A/C No. Ext):</b> 503-943-6621</td> <td><b>FAX (A/C No.):</b> 503-943-6622</td> </tr> <tr> <td colspan="2"><b>E-MAIL ADDRESS:</b></td> </tr> </table>	<b>CONTACT NAME:</b>		<b>PHONE (A/C No. Ext):</b> 503-943-6621	<b>FAX (A/C No.):</b> 503-943-6622	<b>E-MAIL ADDRESS:</b>	
<b>CONTACT NAME:</b>							
<b>PHONE (A/C No. Ext):</b> 503-943-6621	<b>FAX (A/C No.):</b> 503-943-6622						
<b>E-MAIL ADDRESS:</b>							
<b>INSURER(S) AFFORDING COVERAGE</b>							
<b>INSURER A</b> :ACE American Insurance Company	<b>NAIC #</b> 22667						
<b>INSURER B</b> :Indemnity Insurance Company of North America	43575						
<b>INSURER C</b> :ACE Fire Underwriters Insurance Company	20702						
<b>INSURER D</b> :							
<b>INSURER E</b> :							
<b>INSURER F</b> :							

**INSURED**  
 MV Transportation, Inc. and subsidiaries  
 2711 N Haskell, Suite 1500  
 Dallas, TX 75204

**COVERAGES** **CERTIFICATE NUMBER:**CPXNFDWP **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"/> <b>COMMERCIAL GENERAL LIABILITY</b> <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 G71233248	02/01/2019	02/01/2020	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"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			XSA H25281755	02/01/2019	02/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A B C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> <span style="float: right;">Y / N</span> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> <span style="float: right;">N / A</span> (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			WLR C65432250 (AOS) WLR C65432213 (AZ, MA) WCU C6543233A (CA, OH, WA) SCF C65432298 (WI)	02/01/2019	02/01/2020	<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 \$ \$ \$ \$

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 The City of Gainesville is named as an Additional Insured as respects the ongoing operations of the Named Insured with respects to General and Auto Liability coverage where required by written and signed contract subject to policy terms, conditions, limits and exclusions.

<b>CERTIFICATE HOLDER</b>  City of Gainesville Attn: City Manager PO Box 490, Station 32 Gainesville, FL 32627	<b>CANCELLATION</b>  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 <div style="text-align: right; margin-top: 20px;">                       186                 </div>
---	---

# Two-way Radio Communication System



# KENWOOD

## NX-3720HG/3820HG

### NEXEDGE®

### NEXEDGE® VHF/UHF MULTI-PROTOCOL DIGITAL & ANALOG MOBILE RADIOS



The adaptable mobile radio supports both NXDN® and DMR digital protocols as well as mixed digital & FM analog operation, enabling it to serve with distinction in a wide range of enterprise and operation critical applications. Designed with flexibility in mind, it's packed with convenient features like Bluetooth® for hands-free operation and built-in GPS. And providing greater freedom of installation, the radio's front panel can be used as a remote control head (this requires an optional upgrade, to be available in the future). Additionally, for expansion capability a software license certification system facilitates extensive customization.

#### ● FEATURE HIGHLIGHTS

- **Multi-protocol digital** radio: Designed to operate NXDN or DMR digital, and FM analog protocols
- **NXDN®** Conventional and Type-C & Gen2 Trunking
- **DMR Tier II & Site Roaming**
- **Mixed Digital & FM Analog Operation** allows gradual migration at your own pace
- **4-Line** Basic Frame (2-Line Main/Sub-LCD, icon & key guide) / 14 Characters
- **4-Line** Text Message Frame (2 Lines of Text, icon & key guide) Note: The number of lines may vary depending on the display language (character set).
- **7-color** LED indicator
- External and Internal Speaker Switching
- **Built-In GPS Receiver** for effective fleet management
- **Built-in Bluetooth®** for hands-free operation - Applicable Bluetooth profiles: HSP (Headset Profile provided) and SPP (Serial Port Profile available as an option; availability depends on the model)
- Renowned **KENWOOD Audio Quality** can be achieved with **Active Noise Reduction (ANR)** that utilizes built-in DSP
- **Software DES and AES Encryptions** for NXDN Conventional/Trunking and DMR Conventional protocols
- **MIL-STD-810 C/D/E/F/G**

#### ● GENERAL FEATURES

- Audio Output Power (4 Watts at 4 ohms)
- 512 CH/128 Zones
- Maximum of 1000 CH/Radio with option
- Paging Call
- Emergency Call
- Status/Text Message
- Remote Stun/Kill/Check

#### ● DIGITAL – NXDN® MODE

- NXDN Type-C & Gen2 Trunked
- NXDN Conventional
- 6.25 & 12.5 kHz Channels
- All Group Call
- Over-the-Air Alias (OAA)
- Over-the-Air Programming (OTAP)




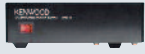











#### ● DIGITAL – DMR MODE

- Complies with ETSI DMR Tier II standards
- Two-slot TDMA in 12.5 kHz channels
- Call Interruption
- Dual-slot Direct Mode
- ARC4 Encryption
- Energy Efficient

#### ● ANALOG – FM MODES

- Conventional & LTR Trunking
- FleetSync/II: PTT ID ANI / Caller ID Display, Selective Group Call, Emergency Status / Text Messages
- MDC-1200: PTT ID ANI / Caller ID Display, Emergency, Radio Check / Inhibit
- QT / DQT, 2-Tone
- Built-in Voice Inversion Scrambler



<p>■ <b>KMC-9C</b> Desktop Microphone</p> 	<p>■ <b>KES-5</b> External Speaker (40 W max input, requires KAP-2)</p> 	<p>■ <b>KCT-60</b> Connection Cable (D-sub 15 to Molex 15 Pin Connector)</p> 	<p>■ <b>KPS-15</b> DC Power Supply (23A max)</p> 
<p>■ <b>KMC-59C</b> Desktop Microphone (Future Availability)</p> 	<p>■ <b>KCT-18</b> Ignition Sense Cable (Requires KCT-60)</p> 	<p>■ <b>KLF-2</b> Line Filter</p> 	<p>■ <b>KMB-34</b> Mounting Case for KPS-15</p> 
<p>■ <b>KMC-35</b> Microphone</p> 	<p>■ <b>KCT-23</b> DC Power Cable M: 10ft (3m) / M3: 23ft (7m)</p> 	<p>■ <b>KMB-10</b> Key Lock Adapter</p> 	<p>■ <b>KPG-180AP</b> OTAP Manager</p> 
<p>■ <b>KMC-36</b> Keypad Microphone</p> 		<p>■ <b>KRA-40G</b> GPS Active Antenna</p> 	
<p>■ <b>KES-3S</b> External Speaker (compact low profile; 3.5 mm plug)</p> 			

All accessories and options may not be available in all markets. Contact an authorized Kenwood dealer for details and complete list of all accessories and options.

## Main Specifications

	NX-3720HG	NX-3820HG		NX-3720HG	NX-3820HG
<b>GENERAL</b>					
Frequency Range	136-174 MHz	Type 1 450-520 MHz Type 2 400-470 MHz			
Max. Channels Per Radio	Up to 1,000 CH with option				
Number of Channels	512				
Number of Zones	128				
Channel Spacing					
Analog	12.5/15/20/25*/30* kHz		12.5/25* kHz		
Digital	6.25/12.5 kHz		6.25/12.5 kHz		
Power Supply	13.6 V DC ±15%				
Current Drain					
Standby	0.45 A				
RX	2.3 A				
TX	12 A				
Operating Temperature	-22°F to +140°F (-30°C to +60°C)				
Frequency Stability	±1.0 ppm (-22°F to +140°F)				
Antenna Impedance	50 Ω				
Dimensions (W x H x D)	(W x H x D) Projections Not Included				
Radio w/Control Head	6.30 x 1.69 x 6.30 in (160 x 43 x 160 mm)				
Weight (net)	2.65 lbs (1.2 kg)				
FCC ID					
Type 1	K44479200	K44479300			
Type 2	-	K44479301			
IC Certification					
Type 1	282F-479200	-			
Type 2	-	282F-479301			
<b>RECEIVER</b>					
<b>Sensitivity</b>					
NXDN® 6.25 kHz Digital (3% BER)					0.20 µV
NXDN® 12.5 kHz Digital (3% BER)					0.25 µV
DMR 12.5 kHz Digital (5% BER)					0.30 µV
DMR 12.5 kHz Digital (1% BER)					0.45 µV
Analog (12dB SINAD)					0.25 µV
<b>Selectivity</b>					
Analog @ 12.5 kHz					70 dB
Analog @ 25 kHz					80 dB
Intermodulation					70 dB
Spurious Rejection					80 dB
Audio Distortion					2 %
Audio Output Power					4 W/4 Ω
<b>TRANSMITTER</b>					
RF Power Output (High / Mid / Low)	50 W / 30 W / 5 W		45 W / 30 W / 5 W		
Spurious Emission	-73 dB		-75 dB		
<b>FM Hum &amp; Noise</b>					
Analog @ 12.5 kHz					45 dB
Analog @ 25 kHz					40 dB
Audio Distortion					2 %
Digital Protocol	ETSI TS 102 361-1, -2, -3				
Emission Designator	16K0F3E*, 11K0F3E, 8K30F1E, 8K30F1D, 8K30F7W, 7K60FXD, 7K60FXE, 4K00F1E, 4K00F1D, 4K00F7W, 4K00F2D				

The Bluetooth word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. NXDN® is a trademark of JVCKENWOOD Corporation and Icom Inc. NEXEDGE® is a registered trademark of JVCKENWOOD Corporation. FleetSync® is a registered trademark of JVCKENWOOD Corporation. All other trademarks are the property of their respective holders.

\*25 and 30 kHz are not included in the models sold in the USA or US territories. Analog measurements made per EN Standards or TIA 603 and specifications shown are typical. Specifications are subject to change without notice, due to advancements in technology.

## Applicable MIL-STD & IP

MIL Standard	MIL 810C Methods/Procedures	MIL 810D Methods/Procedures	MIL 810E Methods/Procedures	MIL 810F Methods/Procedures	MIL 810G Methods/Procedures
Low Pressure	500.1/Procedure I	500.2/Procedure I, II	500.3/Procedure I, II	500.4/Procedure I, II	500.5/Procedure I, II
High Temperature	501.1/Procedure I, II	501.2/Procedure I, II	501.3/Procedure I, II	501.4/Procedure I, II	501.5/Procedure I, II
Low Temperature	502.1/Procedure I	502.2/Procedure I, II	502.3/Procedure I, II	502.4/Procedure I, II	502.5/Procedure I, II
Temperature Shock	503.1/Procedure I	503.2/Procedure I	503.3/Procedure I	503.4/Procedure I, II	503.5/Procedure I
Solar Radiation	505.1/Procedure I	505.2/Procedure I	505.3/Procedure I	505.4/Procedure I	505.5/Procedure I
Rain	506.1/Procedure I, II	506.2/Procedure I, II	506.3/Procedure I, II	506.4/Procedure I, III	506.5/Procedure I, III
Humidity	507.1/Procedure I, II	507.2/Procedure II, III	507.3/Procedure II, III	507.4	507.5/Procedure II
Salt Fog	509.1/Procedure I	509.2/Procedure I	509.3/Procedure I	509.4	509.5
Dust	510.1/Procedure I	510.2/Procedure I	510.3/Procedure I	510.4/Procedure I, III	510.5/Procedure I
Vibration	514.2/Procedure VIII, X	514.3/Procedure I	514.4/Procedure I	514.5/Procedure I	514.6/Procedure I
Shock	516.2/Procedure I, II, V	516.3/Procedure I, IV, V	516.4/Procedure I, IV, V	516.5/Procedure I, IV, V	516.6/Procedure I, IV, V
<b>International Protection Standard</b>					
Dust & Water*	IP54 (Radio unit itself)				

\*Microphone KMC-35 or KMC-36 must be connected to the radio, and all accessory connectors must be covered.

# KENWOOD

JVCKENWOOD USA Corporation  
 Communications Sector Headquarters  
 3970 Johns Creek Court, Suite 100, Suwanee, GA 30024-1265  
 Order Administration/Distribution  
 P.O. BOX 22745, 2201 East Dominguez St., Long Beach, CA 90801-5745  
[www.kenwood.com/usa](http://www.kenwood.com/usa)

JVCKENWOOD Canada Inc.  
 Canadian Headquarters and Distribution  
 6070 Kestrel Road, Mississauga, Ontario, Canada L5T 1S8  
[www.kenwood.com/ca](http://www.kenwood.com/ca)



ISO 9001 Registered  
 JVCKENWOOD Corporation

# VoiceMaxx CE Phone System

# MV - Call Center and Office Features

## Table of Contents

1. Call Flow
2. Disaster Recovery
3. Call Reporting - Summary Session Reports
4. Call Recording - Detailed Session Reports
5. Live Monitoring
6. General Office Features

## 1. CALL FLOW

- Custom Time of Day rules for open/closed/special routing and messaging.
- Custom Holiday rules for yearly and flexible custom Holiday routing and messaging.
- Custom menus, messages, on hold music/messaging can be changed on demand.
- English and Spanish custom messaging readily available.
- Geo Routing available to route callers by calling party's full 10 digit numeric Caller ID, Area Code or Area Code and prefix.
- All inbound numbers can be easily redirected internally or externally within minutes.

## 2. DISASTER RECOVERY

- All inbound numbers can be easily redirected internally or externally within minutes.
- Users may log into any phone at any MV location to answer their assigned calls.
- Phones may be moved to any MV location.
- With proper power and programming, phones may be brought into service quickly from any location with internet access.
- Crash kit is available if needed on an alternative carrier and provider network.

## 3. CALL REPORTING

### AGENT REPORTS

- Ringing: The total number of times a call was presented to an agent via a queue.
- Handled: The total number of calls answered by the agent.
- Missed: The total number of calls that were sent to an agent but not answered.
- Transferred: The total number of queue calls received by an agent that were transferred to another extension or call flow component.
- Avg Hold: The average amount of time calls held prior to being answered by the agent.
- Avg Inbound: The average amount of time the agent spent on each queue call.
- Total Inbound: The total amount of time the agent spent on all queue calls.
- First Status: The first time the agent went into a non-Logout status for that day.
- Last Logoff: The last time the agent went to a Logout status for that day

- Statuses – Your status descriptions may vary depending on implementation. The standard statuses are shown in this report example.
  - Ready: The total amount of time the agent was in Ready status.
  - Logout: The total amount of time the agent was in Logout status.
  - Kickout: The total amount of time the agent was in Kickout status.
  - Work: The total amount of time the agent was in Work status.
  - Break: The total amount of time the agent was in Break status.
- Outbound Calls: The total number of outbound calls made from the agent.
- Outbound Call Time: The total amount of time the agent spent on the outbound calls.
- Outbound Avg Call Time: The average amount of time the agent spent on each outbound call.
- Inbound Calls: The total number of inbound calls made to the agent's DID/Extension.
- Inbound Call Time: The total amount of time the agent spent on the inbound DID/Ext. calls.
- Inbound Avg Call Time: The average amount of time the agent spent on each inbound DID/Ext. call.

#### QUEUE REPORTS

- Received: The total number of calls received in the queue.
- Answered: The total number of calls answered by an agent in the queue.
- Abandoned: The total number of calls in the queue that were terminated by the caller prior to being answered.
- Exit on Keypress: The total number of calls redirected out of queue as a result of a digit being pressed by the caller.
- Overflowed: The total number of calls which overflowed to the configured overflow option (if applicable) from the current Queue based on the set threshold.
- Transferred Out: The total number of calls in queue redirected by a Supervisor, Manager, or Administrator to another Agent, Queue, or Number via the ControlMaxx interface.
- Avg. Hold: The average amount of time that calls held in queue prior to being answered or abandoned.
- Max Hold: The longest amount of time any call held in queue prior to being answered or abandoned.
- Avg. Answer: The average amount of time calls held in queue prior to being answered.
- Avg. Talk: The average amount of time agents spent talking to callers in the queue.
- Max Talk: The total amount of time agents spent talking to callers in the queue.
- Avg. Abandon: The average amount of time a caller was on hold before hanging up (prior to being answered).
  
- Abandoned Percentage: The percentage of queue calls that were abandoned.
- Avg Ready Agents: The sum of the time spent in READY status by all agents in the queue divided by the amount of time in the current reporting time period.
- Calls per Ready Agent: The number of answered queue calls divided by the number of ready agents.
- Abandoned with Conditions (Abandoned within x seconds): The number of Abandoned calls within the defined threshold.
- Answered with Conditions (Answered within x seconds): The number of Answered calls within the defined threshold.

#### 4. CALL RECORDING

- All reports run as “Detailed” type will include the recording of the call attached to the call record.
- Recordings can be downloaded for archive or to be emailed.
- All inbound queue calls are recorded by default.
- Outbound/inbound calls direct to or made from any phone is optional.

#### 5. LIVE MONITORING

- Queue Status Monitoring

Queue Status												
<span>✖ Bulk Delete</span> <span>✖ Manage Columns</span>												
<input type="checkbox"/>	Name	Holding	Oldest	Service Level Threshold	Over	Service Level Last 10 Minutes	Service Level Last 30 Minutes	Service Level Daily	Agents	Avg Speed Answer	Avg Hold Time	Avg Talk Time
<input type="checkbox"/>	Dispatch Queue Div 14	0	00:00:00	00:02:00	0	100	100	97	4/2/0	00:00:11	00:00:12	00:01:58
<b>Total:</b>									97			

- Agent Status Monitoring

Agent Status																				
<span>✖ Manage Columns</span> <span>Show Logged Out Agents</span>																				
Name	Location	Action	Offer	Answ	Miss	Trans	AVG Inbound	Total Inbound	Wait	Active Session Time	Last Call Time	Last Call Queue	Current Status	READY	LOGOUT	KICKOUT	WRAPUI	WORK	BREAK	LUNCH
Jacklynn Reyes	8150 Nance St., Downey, CA 90241	Act	0	0	0	0	00:00:00	00:00:00	18:56:47	00:00:00			WORK	00:00:00	00:00:00	00:00:00	00:00:00	18:56:45	00:00:00	00:00:00
Lorena Gasca	8150 Nance St., Downey, CA 90241	Act	37	35	2	0	00:01:51	01:04:46	00:27:07	00:00:00	05:45:37 PM	Dispatch Queue Div 14	READY	06:41:55	10:33:47	00:09:15	00:00:00	01:31:48	00:00:00	00:00:00
Primitivo Figueroa	8150 Nance St., Downey, CA 90241	Act	49	49	0	0	00:01:59	01:37:26	00:51:45	00:00:00	05:44:26 PM	Dispatch Queue Div 14	READY	07:33:10	10:30:38	00:00:00	00:00:00	00:48:40	00:00:00	00:04:17
<b>Total: 3 Users</b>			86	84	2	0	00:01:56	02:42:14												

- Active Call Monitoring – Active Sessions

Active Sessions								
<span>✖ Manage Columns</span>								
Call Time	Caller	Queue	Service Level Threshold	State	Hold	Talk	Agent	Transfer
6:01:46 PM	7738632727	Dispatch Queue Div 57 - South Cook	00:02:30	Answered	00:00:09	00:00:01	Talisha Johnson	
6:01:44 PM	919729559881	Dart Dispatch Queue Div 214s	00:03:00	Queued	00:00:12	00:00:00		Transfer
6:01:31 PM	Restricted	Dispatch Queue Div 259 - North Cook	00:02:30	Answered	00:00:20	00:00:05	Anothony Capicchioni	
6:01:28 PM	912145520103	Dart Dispatch Queue Div 214s	00:03:00	Queued	00:00:27	00:00:00		Transfer

- Active Sessions monitoring allows for users with supervisor permissions to select “transfer” from the active call session and direct the caller to any destination.

- Completed Call Monitoring – Completed Sessions

Complete Sessions								
<span>✖ Manage Columns</span>								
Call Time	Caller	Queue	Media Type	Service Level Threshold	Agent	Hold Time	Talk Time	Disposition
6:02:38 PM	5597222141	Dispatch Div 582	Phone	00:02:00	Jennifer Sosa	00:00:22	00:00:39	Agent Completed
5:59:59 PM	7149040875	Fix Route Queue Div 581	Phone	00:02:00	Cynthia Wilkerson	00:00:06	00:02:38	Agent Completed
6:02:22 PM	918323169476	Dart Dispatch Queue Div 214s	Phone	00:03:00		00:00:15	00:00:00	Abandoned
5:59:35 PM	5592864114	Reservations Div 582	Phone	00:02:00	Jennifer Sosa	00:00:08	00:02:48	Agent Completed
6:01:15 PM	5596186746	Dispatch Div 582	Phone	00:02:00	Claudia Gomez	00:00:13	00:00:54	Agent Completed
6:02:01 PM	Restricted	Dispatch Queue Div 259 - North Cook	Phone	00:02:30		00:00:05	00:00:00	Abandoned

- Dashboard monitoring allows a user to save a custom view of their monitoring sessions with the columns and placement they’ve selected.



## 6. GENERAL OFFICE FEATURES

- Single number reach – allows your call to ring your desk phone and your cell or alternative phone simultaneously.
- Mobility – Allows you to seamlessly transfer calls between your desk phone and cell phone.
- Speed dials – ability to add up to 99 speed dials
- Call forward – Allows you to forward calls to any internal or external number.
- Teleworker – Allows you to use your phone from anywhere off the MV network.
- Extension Mobility – Allows you to log into any MV phone to receive your calls.
- LCD display
- Caller ID
- Hold
- Transfer
- Conference
- Speaker
- Headset
- Mute
- Softkey Navigation

### VOICE MAIL FEATURES

- Unified Voice Mail – messages are delivered to users email and can be archived or deleted from email or voice mail.
- Message notification – allows you to have the voice mail system call you at any number you decide when you receive a new message.
- Alternative Greetings – allows you to record multiple personal greetings and switch between them.

# VOICEMAXX CE 7861 Basic Phone Guide

#181044K

west



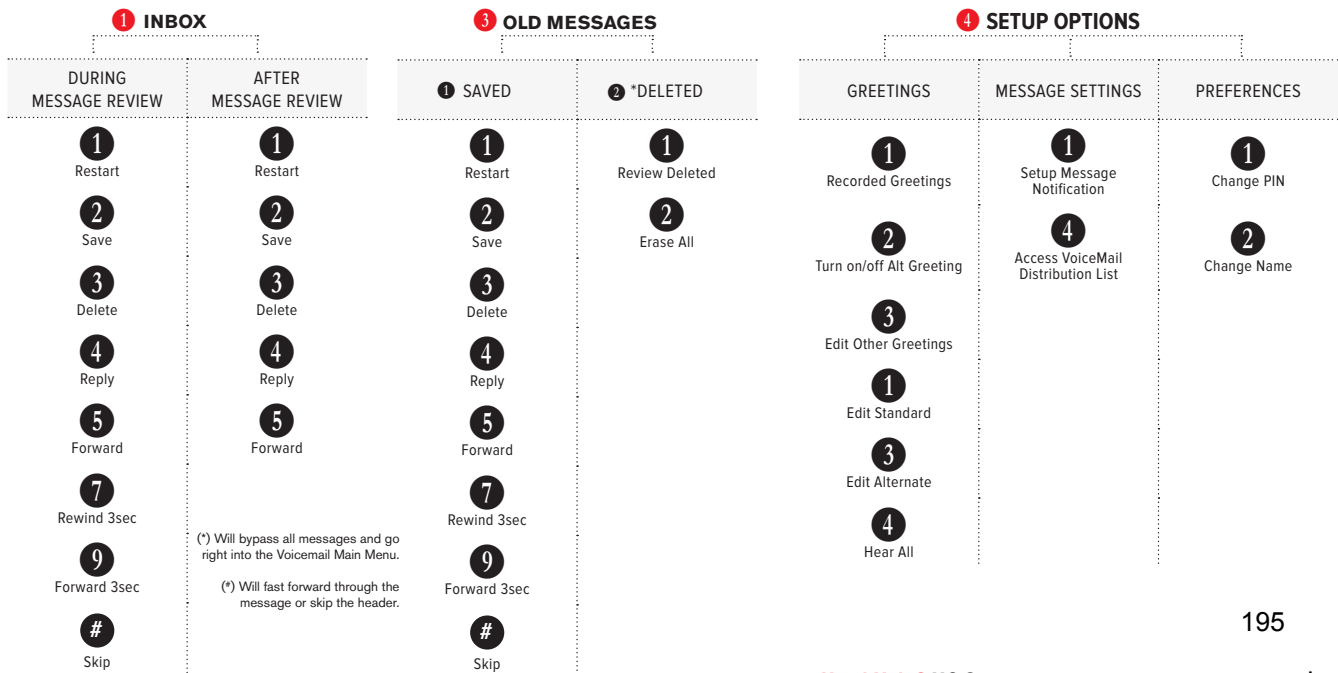
- HANDSET WITH INDICATOR LIGHT** 1 Functions like a traditional handset. The light strip indicates incoming calls and remains lit to indicate a new voice mail message (based on your message system).
- PHONE DISPLAY** 2 Displays features such as the time, date, your phone number, caller ID, line/call status, and soft key tabs.
- LINE BUTTONS** 3 Opens a new line, speed dials the number programmed, or ends a call. There are 16 line buttons on the 7861 model phone.
- NAVIGATION BUTTON** 4 Two-way navigation to scroll up and down through menu options with a select button in the center.
- HOLD/PAUSE BUTTON** 5 Places a call on hold.
- TRANSFER BUTTON** 6 Initiates a call transfer.
- CONFERENCE BUTTON** 7 Creates a conference call.
- SPEAKER BUTTON** 8 Toggles the speaker on or off and is green when active.
- HEADSET BUTTON** 9 Toggles headset on or off and is green when active.
- MUTE BUTTON** 10 Toggles Mute on or off and is red when active.
- DIAL PAD** 11 Functions like the dial pad on a traditional telephone.
- VOLUME BUTTON** 12 Increases or decreases volume for handset, headset, or speakerphone when off hook and the ringer volume when on hook.
- SETTINGS BUTTON** 13 Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
- DIRECTORY BUTTON** 14 Provides access to call histories and directories (if available).
- VOICEMAIL BUTTON** 15 Provides access to the voice mail message system. See operation tree below.
- SOFT KEYS (4)** 16 Access options (for the selected call or menu item) displayed on the phone display.



### LINE BUTTON COLOR CODES

Appearance	Mode
Solid	Active Call
Flashing	On Hold
Solid	Private Line Active Call, DnD Active or Logged into Hunt Group
Flashing	Incoming or Reverting Call
Solid	Shared Line in Use
Flashing	Shared Line Call On Hold

## VOICEMAIL OPERATION TREE



**BASIC CALLING (DID)****INITIATE A NEW CALL**

1. Pick up handset, press speaker or headset button, or press **NewCall** soft key.
2. Dial number (9 is required for all outside calls) or press corresponding Line Button for Speed Dial when applicable.

**RECEIVE A CALL**

1. Pick up handset, press speaker or headset button, or push **Answer** soft key.
2. Push **Decline** soft key to send caller straight to Voicemail.
3. Push **DnD** soft key to suspend ringing at desk. Caller will receive Voicemail greeting after normal ring cycle has completed.

**RECEIVE A SECOND CALL**

1. Press the flashing amber **Line Button**


**SWITCH BETWEEN 2 CALLS**

1. Press the flashing green **Line Button** OR
2. Press **Swap** softkey

**INITIATE A SECOND CALL**

1. Press **Hold**
2. Press **New Call** softkey
3. Dial number or extension or press the desired speed dial

**TRANSFERRING****TRANSFER TO ANOTHER NUMBER**

1. Press **Transfer** 
2. Dial number (9 is required for all outside calls)
3. Inform caller that you are transferring a call (optional)
4. Press **Transfer** softkey

**TRANSFER TWO CALLS TO EACH OTHER**

1. Press **Transfer** Button
2. Press the flashing green **Line Button**
3. Select **Yes** softkey when asked, do you want to transfer to (caller id)?


**TRANSFER A CALL TO VOICEMAIL**

1. Press **Transfer** button
2. Press \*
3. Dial the extension
4. Press **Transfer** softkey

**CANCEL A TRANSFER**

1. Press **Cancel**

**CONFERENCE CALLING****ADD A 3RD PARTY TO AN EXISTING CALL**

1. Press **Conference** button 
2. Dial number (9 is required for all outside calls)
3. Allow other party to answer
4. Press **Conference** softkey

**CONFERENCE TWO OR MORE CALLS TO CREATE CONFERENCE CALL**

1. Press **Conference** Button
2. Press the flashing green **Line Button**
3. Select **Yes** softkey when asked, do you want to transfer to (caller id)?

**NOTES:**

1. You may have up to 5 parties (yourself and 4 others) on this type of conference.

**FORWARDING****FORWARD ALL CALLS TO ANOTHER NUMBER**

1. Press **Fwd All**
2. Dial number (9 is required for all outside calls)

**CANCEL CALL FORWARDING**

1. Press **Fwd All**

**DO NOT DISTURB (DND)****SET DO NOT DISTURB**

1. Press **DND** to activate (may need to press the **More** softkey first)  
-DND is displayed in the status area.
2. Press **DND** to deactivate  
-DND is removed from the status area

**NOTE:**

DND silences ringer but still presents call to phone.

**PARKING****PARK A CALL**

1. Press **Park** softkey
2. Record park number
3. Press **EndCall**/hangup

**RETRIEVE A PARKED CALL**

1. Lift handset, press Speaker or **NewCall** soft key
2. Dial the park number

**NOTE:**

Calls not retrieved within 60 seconds ring back to the parking phone.

**VOICEMAIL****RETRIEVE FROM YOUR PHONE**

1. Press **Messages** button
2. Enter **PIN**
3. Press #

**RETRIEVE BY CALLING YOUR EXTENSION**

1. Dial your direct number (DID)
2. Press \* when your voicemail greeting starts
3. Enter **ID** (extension)
4. Press #
5. Enter **PIN** (password)
6. Press #

**PLEASE NOTE:** If you physically move your phone to a different location, please notify West UC by dialing \_\_\_\_\_ or (888) 728.0950 so the emergency services record for your phone will be updated. **This is important to ensure accurate 911 call verification.**

# ViewPoint Training Overview

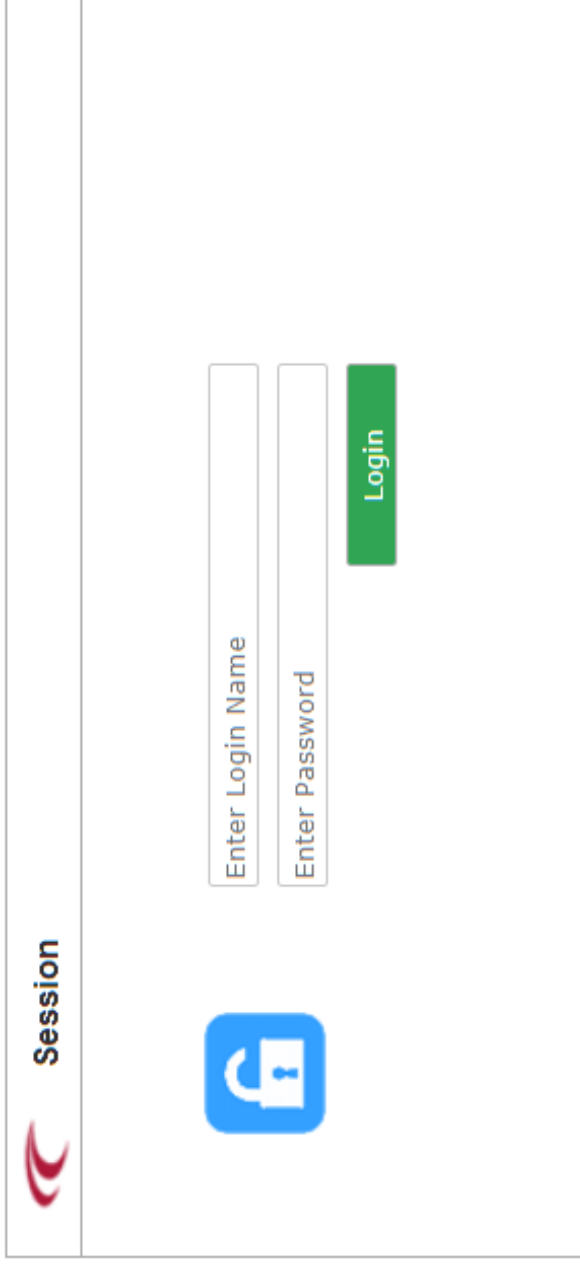
# ViewPoint General Training Manual



198



# Log In Screen



The screenshot shows a login interface with a red logo and the word "Session" in the top left. Below this is a blue padlock icon. The main area contains two input fields: "Enter Login Name" and "Enter Password". A green "Login" button is positioned to the right of the password field.

- Your ViewPoint Log In Name should be the same as your Trapeze Pass Log In Name
- You will need to set a password for ViewPoint. You can use the same password as you do for Pass, but you will have to set it up after you first access the tool.



# Main Menu



## Tasks



Dashboard

Report Explorer

Report Designer

# Standard Dashboards


## Real Time Dashboards    Analytic Dashboards

- Overall On Time Performance
- Performance by hour
- Projected Late Dashboard
- Vehicle last position
- Vehicle Idling now
- Month to Date Report
- Driver Summary
- Route Summary
- Route Analyzer
  - (drillable from Driver and Route Summary)
- Historical Route Extensions



# REAL TIME DASHBOARDS

# On Time Performance Today Features

- **Actual OTP Overall**
  - Pulled at 2 minute intervals
  - Green = 92% or higher 
  - Yellow = 91.9% to 90.9% 
  - Red = 89% or lower 
  - Drill down by hour to view OTP during that hour
- **OTP by Hour (Horizontal red/green bar)**

# On Time Performance Dashboard

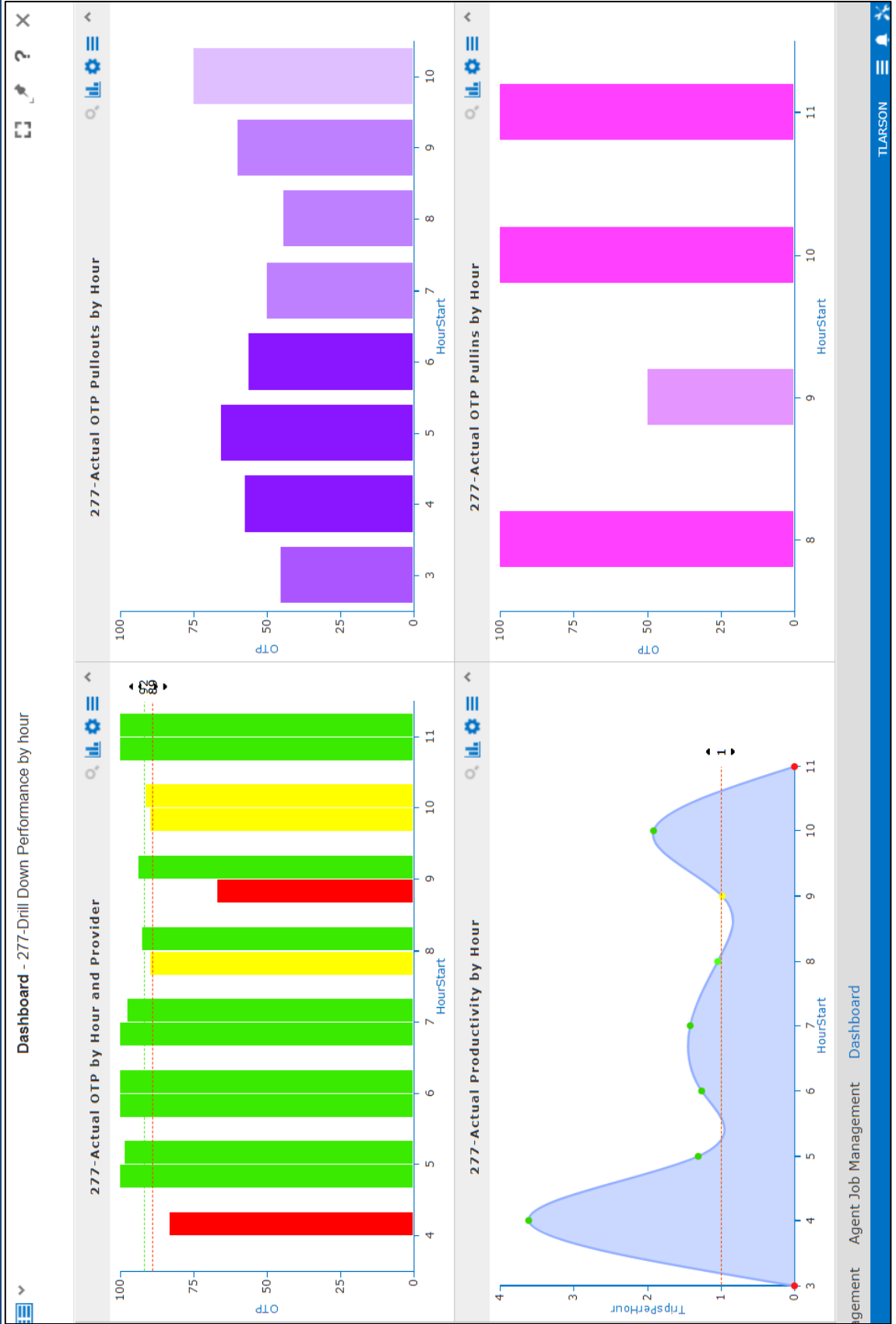


# Performance by Hour Features

- Actual OTP by hour and provider
- Actual OTP pull-outs by hour
- Actual OTP pull-ins by hour
- Actual Productivity by Hour
  - Trips per hour



# Performance by Hour Dashboard



# Projected Late Dashboard

Filter to a specific hour you want to work on

Press this button to collapse/expand sections you don't want to see

The dashboard displays several data tables:

- 045-Projected Late Pickup:** Columns include LateBy, Route, SchTime, EstTime, DueTime, Hour, Alert, ClientName, and DriverLastVla. Rows show data for routes 15 5239, 11 5239, 9 5239, 5 11201, 2 6411, 0 6502, and 0 5201.
- 045-Projected Late to First Pickup:** Columns include LateBy, Route, DueTime, EstTime, DriverLastNam, DriverFirstNam, and ProviderName. Rows show data for routes 0 6419, 0 4209, -2 6102, -2 5206, -3 5448, -3 6215, -4 11206, and -4 14706.
- 045-Projected Late Pullout:** Columns include LateBy, Route, DueTime, DriverLastNam, DriverFirstNam, and ProviderName. Rows show data for routes 00:10 3202 and 00:07 3201.
- 045-Projected Late Appointment:** Columns include LateBy, Route, Hour, ReqLate, ClientLastNam, ClientFirstNam, and Alert. Rows show data for routes 2 32002 and 11:29 34001.

- Shows all items to monitor on daily basis:
- Late Trips
- Late to 1<sup>st</sup> Pick
- Late Appointments
- Unperformed
- Pull outs
- Pull ins
- Collapsible so can concentrate on main ones but still have others at your fingertips

# Vehicle Idle Time Dashboard

Viewpoint 5.0.15.0 - x vp-west.mvtransit.com/App/Core/UI/Workspace/main

Viewpoint 5.0.15.0 - x Viewpoint 5.0.15.0 - x

Suggested Sites Imported From IE

How to convert matr Optibus-Central Team PDF to Excel Converter Latitude and Longitude Time\_Conversion\_Ch

Dashboard - 045-Vehicles Idling Time

MENU

- ▼ Van Nuys Real Time
  - 045-On Time Performance
  - 045-Future Late
  - 045-Pull in/Out
  - 045-Performance by Hour
  - 045-Projected Late Dashboard
  - 045-Idle Monitor
- 045-Vehicles Idling Time
- 045-Vehicles Last Position
- 045-Unperformed Monitor
- 045-Alert Trips
- 045-WMR Board
- ▼ Van Nuys Analytics
  - 045-Daily Score Card
  - 045-Driver Summary
  - 045-Route Summary
  - 045-Traditional vs Taxi-Tomorrow
  - 045-Traditional vs Taxi
  - 045-PASS - Excessive Idle - OnRoute/Now
  - 045-Actual OTP and Late passengers
  - 045-Month Reports
  - 045-Route Extensions
- Beverly Hills
- Lodi
- Thousand Oaks
- Monterey

Dashboard Manage KPIs

045-Vehicles Idling Now

Map

Google

#181044K

# Vehicle Last Position Dashboard

Viewpoint 5.0.15.0 - x Viewpoint 5.0.15.0 - x Viewpoint 5.0.15.0 - x

vp-west.mvtransit.com/App/Core/UI/Workspace/main

Suggested Sites Imported From IE Imported From Firefox How to convert matrix Optibus-Central Team PDF to Excel Converter Latitude and Longitude Time Conversion Chart

**Dashboard - 045-Vehicles Last Position**

**045-Vehicles Last Position**

RunName	MsgTime	VehicleNumber	Lastname	Firstname	MsgDate	Pro
	05:22:51	4490			01-16-18	
6117	07:19:19	11474	HAYMOF	DARYOUSH	01-16-18	MV
6218	07:19:33	41669	DOMINGUEZ	LUZ ELENA	01-16-18	MV
6420	07:44:36	51503	CEDILLO	TARAMARTHA	01-16-18	MV
5407	07:44:36	51501	RODRIGUEZ	V SANTOS	01-16-18	MV
4203	07:44:36	41449	ISABELLES	MARIA	01-16-18	MV
4207	07:44:38	41447	MENDOZA	MARCO	01-16-18	MV
6203	07:44:38	41667	VALENCIA	FERNANDO	01-16-18	MV
6413	07:44:39	51594	BARBOSA	DAYA	01-16-18	MV
	07:44:42	45616			01-16-18	
204211	07:44:42	41451	SORIANO	MARIO	01-16-18	MV
5208	07:44:42	45606	MORALDE	JEFFREY	01-16-18	MV
6116	07:44:44	11473	RODRIGUEZ	HAMILTON	01-16-18	MV
204212	07:44:44	41458	HERNANDEZ	IOMAR	01-16-18	MV
2202	07:44:44	41677	RODRIGUEZ	ELVIA	01-16-18	MV
2200	07:44:45	41612	RODRIGUEZ	CLAUDELISA	01-16-18	MV
205252	07:44:45	41613	RODRIGUEZ	HEIZZEL	01-16-18	MV
206403	07:44:46	23300	ZARAGOZA	RAUL	01-16-18	MV
5204	07:44:47	41459	COLLINS	KEITH	01-16-18	MV
4201	07:44:48	45608	SALAMATOU	CYRILLE	01-16-18	MV
205243	07:44:48	45626	CAMPOS	ARTURO	01-16-18	MV
5223	07:44:49	45621	BUBNIK	BRUCE	01-16-18	MV
6121	07:44:51	11478	LUBER	JESUS	01-16-18	MV
5215	07:44:51	45613	CASTRO	SOLEDAD	01-16-18	MV
205254	07:44:52	41452	ABARCA	WILL	01-16-18	MV
6407	07:44:52	51202	FLORES	KARLA	01-16-18	MV
5207	07:44:52	45605	LOYA	BIENVENIDO	01-16-18	MV

Map data ©2018 Google, INEGI 20 km

Google

Essential Terms of Use Report a map error

TLARSON

Dashboard Manage KPIs

- Van Nuys Real Time
  - 045-On Time Performance
  - 045-Future Late
  - 045-Pull in/Out
  - 045-Performance by Hour
  - 045-Projected Late Dashboard
  - 045-Idle Monitor
  - 045-Vehicles Idling Time
- 045-Vehicles Last Position
- 045-Unperformed Monitor
- 045-Alert Trips
- 045-WMR Board
- Van Nuys Analytics
  - 045-Daily Score Card
  - 045-Driver Summary
  - 045-Route Summary
  - 045-Traditional vs Taxi-Tomorrow
  - 045-Traditional vs Taxi
  - 045-PASS - Excessive Idle - OnRoute/Now
  - 045-Actual OTP and Late passengers
  - 045-Month Reports
  - 045-Route Extensions
- Beverly Hills
- Inglis
- Thousand Oaks
- Monterey



# **ANALYTIC DASHBOARDS**

#181044K

# Analytic Dashboards

- Daily score card
- Driver Summary
- Route Summary
- Route Analyzer
- Historical Route Extension



# Daily Scorecard Features

- Shows key KPIs for current month-to-date
  - Productivity
  - OTP
  - Rev2Pay
  - Overall Score

# Daily Scorecard Dashboard



# Route Analyzer Dashboard

#181044K

Dashboard - 045-Route Extensions

PASS Run Itinerary with AVL

ZOrder	Activity	SchedStatus/Ni	SchTime	EstTime	DistMeters	Speed	Actual/Arrive
1							
2							
3	10 AVL			10:39		1.8mph	
4	10 AVL			05:35		0.0mph	
5	10 AVL			05:35		0.0mph	
6	10 AVL			05:36		0.0mph	
7	10 AVL			15:56		0.0mph	
8	10 AVL			05:36		0.0mph	
9	10 AVL			05:37		0.0mph	
10	10 AVL			05:38		0.0mph	
11	10 AVL			05:39		0.0mph	
12	10 AVL			05:40		2.0mph	
13	10 AVL			05:41		0.0mph	
14	10 AVL			05:42		0.0mph	
15	10 AVL			05:43		0.0mph	
16	10 AVL			05:44		0.0mph	
17	10 AVL			05:45		0.0mph	
18	10 AVL			05:46		0.0mph	
19	10 AVL			05:47		4.2mph	
20	10 AVL			05:48		4.0mph	
21	10 AVL			05:48		0.6mph	
22	10 AVL			05:49		4.3mph	
23	10 AVL			05:50		1.4mph	
24	10 AVL			05:51		0.0mph	
25	10 AVL			05:52		0.0mph	
26	10 AVL			05:53		0.0mph	
27	10 AVL			05:54		0.0mph	
28	10 AVL			05:55		0.0mph	
29	10 AVL			05:56		0.5mph	
30	10 AVL			05:57		0.0mph	
31	10 AVL			05:58		0.0mph	
32	10 AVL						
33							

Map

Dashboard

Filter to 20 if you just want events, no filter if you want GPS pings too

# ViewPoint Support

- Request customized reports, KPIs, or dashboards
- Request daily, weekly, and/or monthly emails
- Require assistance please contact the service desk at:
- **Online:** <http://servicedesk.mvtransit.com>
- **Phone:** (800) 440-3585 or (972) 391-4848
- **Email:** [servicedesk@mvtransit.com](mailto:servicedesk@mvtransit.com)

# Satisfied Client Letters



DEPARTMENT OF VETERANS AFFAIRS  
Edward Hines Jr., VA Hospital  
5000 S. Fifth Avenue  
Hines, IL 60141

February 28, 2018

Jesus Valenzuela  
General Manger  
MV Transportation, Inc.  
604 Lunt Avenue  
Schaumburg, IL. 60193

Dear Mr. Valenzuela,

As you are aware our business partnership is approaching its fourth year and I would like to express my warmest admiration for you and your company. The unfailing service and commitment that Hines VAH has experienced over the years has far exceeded my expectations.

In a business world where customer service and accountability is scarce, MV Transportation has surpassed a level of excellence that I greatly appreciate. I value your company's reliability, professionalism and stellar Management Team. Your Operation Managers, Charles Lee and Larry Vaux are very professional, dedicated, and efficient in their work in managing the day-to-day operations but the overall performance of the company, I credit to your leadership.

With a very high pace transportation service it is sometime difficult to meet the ongoing demand and needs of our Veterans. However, MV Transportation has successfully met every challenge with a sense of purpose and pride that should be held in high regards. The service issues and complaints that derive from everyday business are resolved in a timely manner with little to no impact on patient care because Veterans are always on time for their scheduled medical appointments.

There is nothing more important to me than providing our Nation Heroes with access to care so on behalf of the staff, volunteers and Executive Leadership at the Edward Hines, Jr. VA Hospital, we thank you and your company for your continuous support of our mission. We are fortunate to have such a great company providing transportation service to our Veterans.

Sincerely,

A handwritten signature in black ink, appearing to read "Phillip Walton Jr.", written in a cursive style.

Phillip Walton Jr.  
Chief, Beneficiary Travel/VTs





Pueblo Transit ▪ 350 Alan Hamel Ave ▪ Pueblo, CO 81003  
Phone: 719.553.2725 ▪ Fax: 719.553.2724

February 20, 2018

MV Transportation Inc.  
Attn: Doug Gies  
2711 N. Haskell Ave  
Suite 1500, LB-2  
Dallas, TX 75204

**RE: MV Service Update**

Mr. Gies,

I am writing this letter to share with you my satisfaction with MV's performance relative to our paratransit service. MV has been able to maintain a good on-time performance, high professionalism, and exceptional customer service despite the many challenges of our customers, aging fleet and travel throughout the city including numerous construction projects presented to the drivers and dispatchers.

Ms. Snowberger's desire to continually improve her staff, services and increase safety is greatly appreciated by Pueblo Transit. We have jointly teamed up to convey safety messages to both drivers of paratransit and our fixed route system. Sarah is very creative in her messaging and has a passion for operations and safety improvements. I am looking forward to the installation of MV1 and making the next years of service even more extraordinary. I challenge MV to continue to keep the team focused, well trained on the basic principles of paratransit service and strive to reach even higher levels of performance.

I am saddened by the departure of Ms. Snowberger and I look forward to working with you on the filing of her position. It is critical to Pueblo Transit that the person selected to fill the GM role have working knowledge of our contract and of the regulations related to paratransit.

I am extremely pleased to have MV Transportation as part of our professional team and I look forward to our continued cooperation and teamwork in the future.

Sincerely,

A handwritten signature in blue ink that reads "Pepper Whittlef". The signature is written in a cursive, flowing style.

Pepper Whittlef  
Acting Transit Director  
Pueblo Transit



#181044K

## City of Show Low

*"Named by the turn of a card"*

180 North 9th Street  
Show Low, AZ 85901  
Telephone (928) 532-4000  
Facsimile (928) 532-4009  
[www.showlowaz.gov](http://www.showlowaz.gov)

February 16, 2018

Doug Gies  
MV Transportation

Dear Mr. Gies:

It is with great pleasure that I write this letter of commendation for Thomas Hakenewerth, MV Transportation General Manager in Show Low, Arizona.

In my capacity as Grants & Transit Manager for the City of Show Low, I work very closely with Mr. Hakenewerth to facilitate the transit responsibilities of the Four Seasons Connection and White Mountain Connection bus service for the greater White Mountain region. Mr. Hakenewerth and I have developed a strong, collaborative partnership that enables our public transit system to deliver high quality service to the citizens of our community. Through his leadership and effective management, buses run on time, vehicles are well maintained, and drivers receive thorough training that results in consistent customer satisfaction among our ridership.

I truly enjoy working with Mr. Hakenewerth. I often rely upon his expertise and historical perspective in tackling many transit challenges unique to rural Arizona. He has been a valued member of the Transit Advisory Committee which works diligently to develop a strategic plan that proactively addresses the transit needs of a growing community while broadening regional connectivity that includes working with local tribal communities. It is a testament to his strong leadership skills and effective management that he is able to recruit and retain qualified bus drivers who work long hours for minimum wage.

At the 2017 AzTA conference, Show Low received the Excellence Award for Outstanding Rural/Small Urban Transit System. Mr. Hakenewerth's contribution to this prestigious recognition cannot be overstated. Show Low remains one of the most cost-effective transit systems in the State with excellent on-time performance and a superior safety record.

I look forward to working with Mr. Hakenewerth and MV Transportation as the city continues to pursue greater avenues of connectivity in northeastern Arizona.

Sincerely,

Lisa Robertson  
Grants & Transit Manager



**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 3<sup>rd</sup> 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,

A handwritten signature in black ink, appearing to read "Mintze Cheng".

Mintze Cheng  
Public Works Director

cc: Wilson Lee, Transit Manager